eScan™

Enterprise Security

#1 Choice of DIGITAL WORLD

User Guide

TOTAL SECURITY SUITE

for BUSINESS

Copyright © 2020 by MicroWorld Software Services Private Limited. All rights reserved.

Any technical documentation provided by MicroWorld is copyrighted and owned by MicroWorld. Although MicroWorld makes every effort to ensure that this information is accurate, MicroWorld will not be liable for any errors or omission of facts contained herein. This user guide may include typographical errors, technical or other inaccuracies. MicroWorld does not offer any warranty to this user guide's accuracy or use. Any use of the user guide or the information contained therein is at the risk of the user. MicroWorld reserves the right to make changes without any prior notice. No part of this user guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of MicroWorld Software Services Private Limited.

The terms MicroWorld, MicroWorld Logo, eScan, eScan Logo, MWL, and MailScan are trademarks of MicroWorld. Microsoft, MSN, Windows, and Windows Vista are trademarks of the Microsoft group of companies. All other product names referenced in this user guide are trademarks or registered trademarks of their respective companies and are hereby acknowledged. MicroWorld disclaims proprietary interest in the marks and names of others.

The software described in this user guide is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

Document Number: 5BUG/04.05.2020/14.1
Current Software Version: 14.0.1400.xxxx
Technical Support: support@escanav.com
Sales: sales@escanav.com
Forums: http://forums.escanav.com
eScan Wiki: http://wiki.escanav.com/wiki/index.php/Main_Page
Live Chat: http://www.escanav.com/english/livechat.asp
Printed By: MicroWorld Software Services Private Limited
Date: June, 2020

Contents

Introduction 9
Pre-requisites for eScan Server 9
System Requirements 10
Installing eScan TSS for Business 11
Installation Process 12
Components of eScan Server 18
Web Console Login 19
Main Interface 22
Navigation Panel 24
Dashboard 28
Deployment Status 29
eScan Status 29
License 30
Protection Status 30
Update Status 30
Scan Status 31
File Anti-Virus 32
Proactive 32
Mail Anti-Virus 33
Anti-Spam 33
Web Anti-Phishing 34
Mail Anti–Phishing 34
Web Protection 35
Firewall 35
Endpoint Security 36
Privacy 37
Anti-Ransomware 37
Protection Statistics 38
File Anti-Virus 38
Mail Anti-Virus 40
Anti-Spam 40
Web Protection 41
Endpoint Security-USB 41
Endpoint Security-Application 42
Summary Top 10 42
Asset Changes 43
Live Status 44
Configure Dashboard Display 45
Managed Computers 46
Search 47
Update Agent 47

Adding an Update Agent 48
Deleting an Update Agent 49
Action List 50
Creating a Group 50
Removing a Group 51
Set Group Configuration 51
Managing Installations 52
Deploy/Upgrade Client 55
Refresh Client 56
Manual installation of eScan Client on network computers 57
Installing eScan Client Using Agent 58
Installing other Software (Third Party Software) 59
Uninstall eScan Client 61
Synchronize with Active Directory 62
Outbreak Prevention 63
Create Client Setup 65
Properties of a group 66
Group Tasks 67
Creating a Group Task 67
Managing a Group Task 69
Assigning a Policy to the group 70
Policy Template 72
Defining Policies 72
Creating Policy Template for a group/specific computer 74
Editing a Policy Template 75
Assigning Policy Template to Group (s) 153
Assigning Policy Template to Computer(s) 154
Deleting Policy Template 155
Copying a Policy Template 155
Parent Policy 156
Policy Criteria Templates 158
Adding a Policy Criteria Template 158
Viewing Properties of a Policy Criteria template 163
Deleting a Policy Criteria template 164
Client Action List 166
Set Host Configuration 167
Deploy/Upgrade Client 168
Uninstall eScan Client 169
Move to Group 170
Remove from Group 170
Connect to Client (RMM) 170
Add to RMM License 170
Manage Two-FA License 171
Export 172
Show Installed Softwares 173

Force Download 174
On Demand Scanning 175
Send Message 176
Outbreak Prevention 177
Delete All Quarantine Files 179
Create OTP 180
Pause Protection 182
Resume Protection 183
Properties of Selected Computer 184
Unmanaged Computers 185
Network Computers 186
Creating a New Group from the Select Group window 187
IP Range 188
Adding New IP Range 188
Moving an IP Range to a Group 189
Deleting an IP Range 189
Active Directory 190
Adding an Active Directory 190
Moving Computers from an Active Directory 191
New Computers Found 192
Filter Criteria 192
Action List 193
Report Templates 194
Creating a Report Template 195
Creating Schedule for a Report Template 196
Viewing Properties of a Report Template 196
Deleting a Report Template 196
Report Scheduler 197
Creating a Schedule 197
Viewing Reports on Demand 199
Managing Existing Schedules 200
Generating Task Report of a Schedule 200
Viewing Results of a Schedule 200
Viewing Properties of a Schedule 201
Deleting a Schedule 201
Events and Computers 202
Events Status 202
Computer Selection 203
Software/Hardware Changes 204
Violations 205
Settings 205
Event Status Setting 206
Computer Selection 207
Software/ Hardware Changes Setting 210
Performing an action for computer 211

Tasks for Specific Computers 213
Creating a task for specific computers 213
Viewing Properties of a task 215
Viewing Results of a task 215
Deleting a task for specific computers 216
Asset Management 217
Hardware Report 217
Filtering Hardware Report 218
Exporting Hardware Report 219
Software Report 219
Filtering Software Report 220
Exporting Software Report 220
Software License 221
Filtering Software License Report 221
Exporting Software License Report 222
Software Report (Microsoft) 222
Filtering Software Report (Microsoft) 223
Exporting Software Report (Microsoft) 223
Filtering Microsoft OS Report 224
Exporting Microsoft OS Report 224
User Activity 225
Print Activity 225
Viewing Print Activity Log 225
Filtering Print Activity Log 226
Exporting Print Activity Report 227
Print Activity Settings 227
Session Activity Report 228
Viewing Session Activity Log 228
Filtering Session Activity Log 228
Exporting Session Activity Report 229
File Activity Report 230
Viewing File Activity Log 230
Filtering File Activity Log 230
Exporting File activity Report 231
Patch Report 232
Patch report 232
Filtering Patch Report 232
Exporting Patch Report 233
All Patch Report 233
Filtering All Patch Report 234
Exporting All Patch Report 234
Notifications 235
Outbreak Alert 235
Event Alert 236
Unlicensed Move Alert 237

New Computer Alert....237
SMTP Settings....238
Settings....239
EMC Settings....240
Web Console Settings....242
Update Settings....244
General Config....245
Update Notification....246
Scheduling....247
Auto-Grouping....247
Excluding clients from auto adding under Managed Group(s)....249
Removing clients from the excluded list....249
Defining a group and client selection criteria for auto adding under managed computer(s)....250
Two-Factor Authentication (2FA)....251
Enabling 2FA login....252
Disabling 2FA login....253
Administration....255
User Accounts....255
Creating a User Account....255
Adding a User from Active Directory....256
Deleting a User Account....257
User Roles....258
Adding a User Role....258
Role Properties....259
Deleting a User Role....262
Export & Import....262
Export Settings....263
Import Settings....263
Scheduling....264
Customize Setup....265
Creating a customized setup for Windows....266
Editing Setup Properties....266
Deleting a Setup....267
License....268
Adding and Activating a License....268
Moving Licensed Computers to Non-Licensed Computers....269
Moving Non-Licensed Computers to Licensed Computers....271
Graphical User Interface (GUI)....273
Data Encryption....274
How to Create a Vault?....274
Identity protection....281
Configuration....282
Reports....283
Help....284

Quick Access Links....286
Rescue Mode....286
eScan Remote Support....287
Tools....288
Contact Us....295
Chat Support....295
Forum Support....295
Email Support....295

Introduction

eScan Management Console is a web-based centralized management console that lets an administrator install and manage eScan client on the computers connected across the network. With this console, you can perform following activities–

- Install eScan client application on computers.
- Install third party applications and deploy patches.
- Monitor the security status of computers.
- Create and manage policies or tasks for computers.
- Create and view customized reports of the security status of the computers.
- Manage notifications for alerts and warnings for computers.

Pre-requisites for eScan Server

Before installing eScan ensure that the following pre-requisites are met:

- Access to computer as an administrator.
- Uninstall the existing anti-virus software, if any.
- Check for free space on the hard disk/partition for installing eScan.
- Static IP address for eScan server.
- IP address of the mail server to which warning messages will be sent (optional).

NOTE	If authentication for the mail server is mandatory for accepting emails, you will need a username and password to send emails.

System Requirements

- **Windows (Windows server & workstations) Platforms Supported**:
  Microsoft® Windows® 2019 / 2016 / 2012 / SBS 2011 / Essential / 2008 R2 / 2008 / 2003 R2 / 2003 / 10 / 8.1 / 8 / 7 / Vista / XP SP 2 / 2000 Service Pack 4 and Rollup Pack 1
  (For 32-bit and 64-bit Editions)

- **Hardware for Clients and Server (Server)**:
  - CPU - 2GHz Intel™ Core™ Duo processor or equivalent.
  - Memory - 4 GB & above
  - Disk Space – 8 GB & above

- **Endpoints**:
  - 1.4 Ghz minimum(2.0 Ghz recommended) Intel Pentium or equivalent
  - GB minimum (1.5 GB recommended)
  - Disk Space – 1GB and more

- **eScan Management Console can be accessed by using following browsers**:
  - Internet Explorer 9 and above
  - Firefox 14 and above
  - Google Chrome latest version
  - Microsoft Edge latest version

Installing eScan TSS for Business

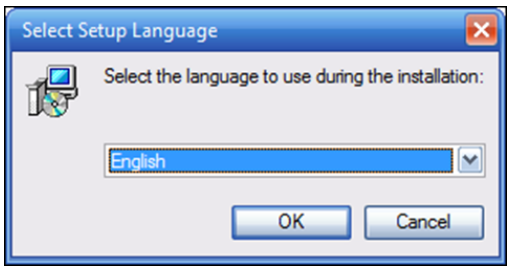
- **Installing eScan TSS for Business from CD/DVD**
  Installing eScan TSS for business from the CD/DVD is very simple, just insert the CD/DVD in the ROM and wait few seconds for the Autorun to run the installation wizard. In case the installation wizard does not run automatically, locate and double-click the twn4ksmk.exe on CD-ROM. This will run the installation wizard based setup of eScan TSS for business. To complete the installation, follow the instructions on screen.

- **Downloading and installing eScan TSS for Business from internet**
  You can also download the setup file from here. For installing eScan Server from the setup file downloaded from the internet, just double click on the twn4ksmk.exe and follow the instructions on the screen to complete the installation process.

Installation Process

To install the eScan TSS for business, follow the steps given below:

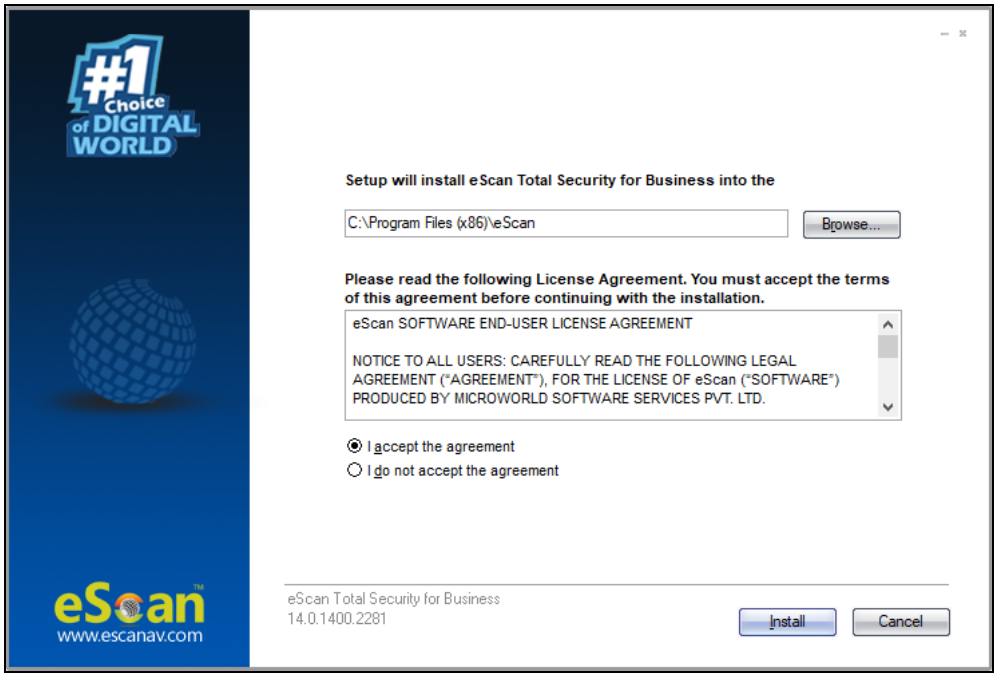
The installation wizard displays following window:



1. Click the drop-down and select a desired language for installation.
2. Click **OK**.

NOTE	The Default Language displayed in the drop-down menu is dependent on the Operating System's language installed on the computer.

3. The installation wizard welcomes you. To proceed, click on **Next**.
   License Agreement screen appears.
4. Select Destination Location for the installation of eScan TSS for Business. If you want to select a different installation location, click **Browse** and select the destination folder for installation.

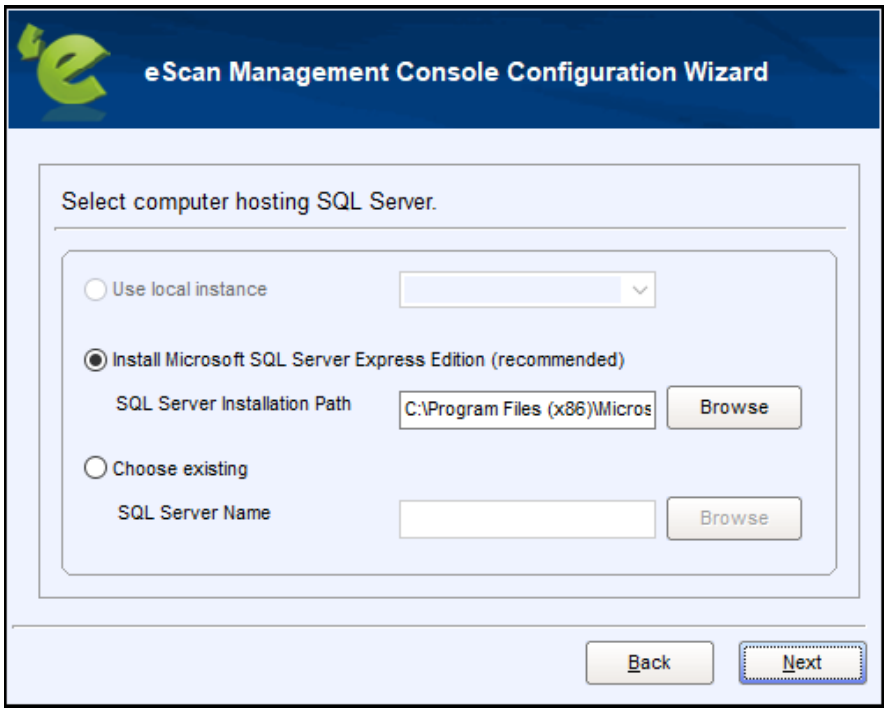


NOTE	Default Path for eScan installation on a 32-bit PC – C:\Program Files\eScan Default path for eScan installation on a 64-bit PC – C:\Program Files (x86)\eScan

5. Please read the License Agreement completely. To proceed with the installation, select the option **I accept the agreement** and then click **Install**.
   The installation wizard initiates installation and displays the process.

After the installation, the wizard asks you to configure the settings for SQL Server hosting and Login settings for the eScan Management console.

6. To proceed, click **Next**. The configuration wizard requests you to select a computer for hosting SQL server.



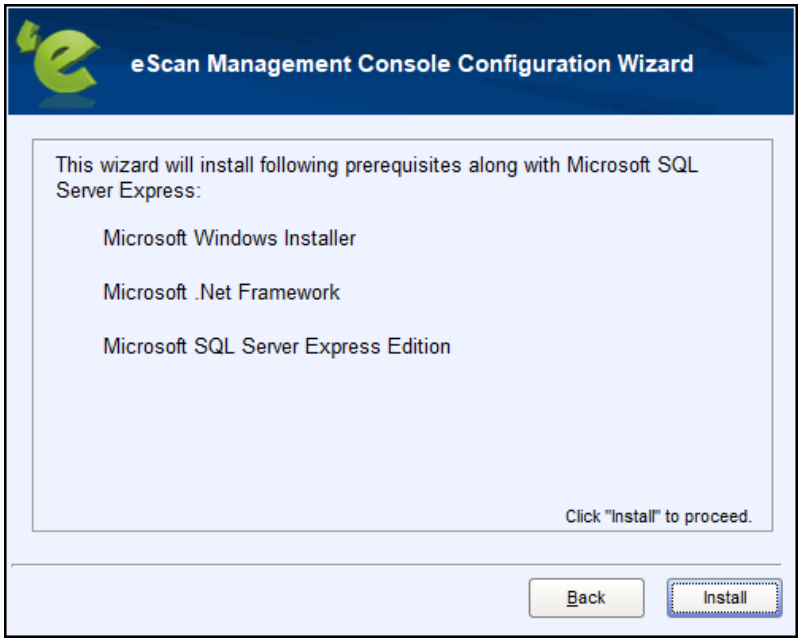
The window displays following options:

- **Use local instance**
  If you already have SQL instances running locally, click the drop-down and select a desired local instance.
- **Install Microsoft SQL Server Express Edition (recommended)**
  If the computer selected for eScan server installation doesn't have SQL server installed, it is recommended that you select this option. Click Browse and select an installation path for SQL server installation.

NOTE	Default installation path for 32-bit PC – C:\Program Files\Microsoft SQL Server Default installation path for 64-bit PC – C:\Program Files (x86)\Microsoft SQL Server

- **Choose existing**
  If an SQL server hosting computer exists on your LAN, select this option. Click Browse and select the SQL server hosting computer.
- Select this option if you have already created an instance for eScan Database on any SQL Server installed on any computer connected to the network. Click **Browse** to locate the server. This option is being used if you already have an instance running locally or in your local area network.

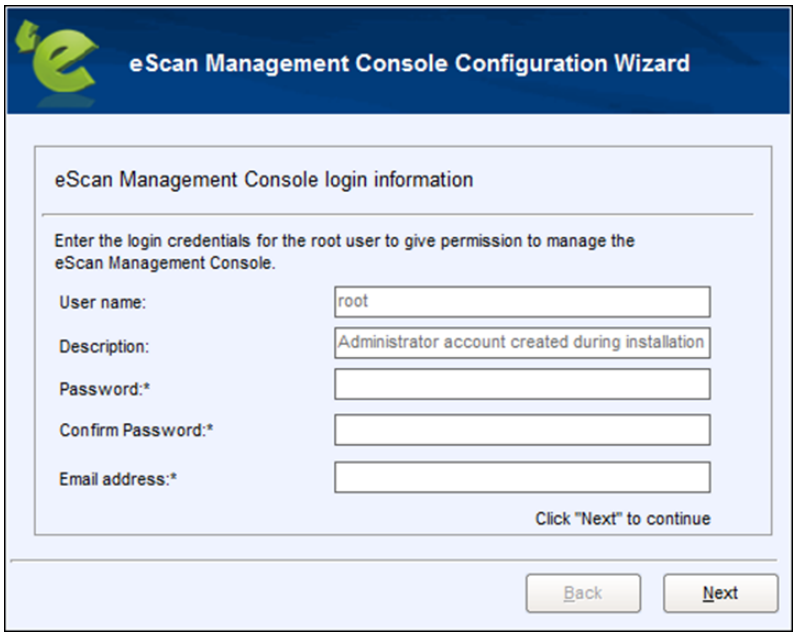
7. After selecting an option, click **Next** to proceed.
   If you selected the recommended option, the configuration wizard will begin installation of the Microsoft SQL Server Express.



8. To proceed, click **Install**. After the successful installation, the wizard displays following window.

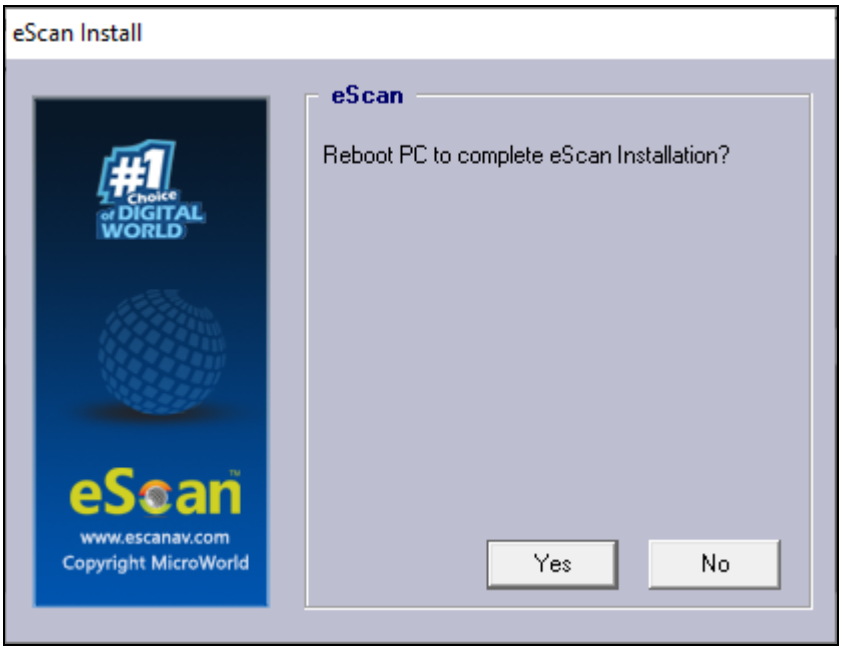
9. To proceed, click **Next**. The wizard requests you to enter the login credentials for the root user.

NOTE	The default username for web console is **root**.



10. After filling all the details, click **Next**. The wizard displays installation successful message.

11. To exit the eScan Management Console Configuration Wizard, click **Finish**. After completing the installation process, the wizard asks you to restart your PC.



12. To restart PC, select option **Yes**, restart the computer now.
    After the computer restarts, launch the eScan TSS for Business and enter the license key for activation.

NOTE	It is recommended that To run eScan services fully it is recommended that you restart the PC.

Components of eScan Server

The eScan Server is comprised of following components:

- **eScan Server**
  This is the core component that lets you manage, deploy and configure eScan client on computers. It stores the configuration information and log files about the computers connected across the network. Being the core component, it communicates with the following components.

- **Agent**
  It manages the connection between the eScan server and the client computers.

- **eScan Management Console**
  It is a Web-based application hosted on the eScan Server. With this application, administrators can manage and configure eScan on computers in the network.

- **Microsoft SQL Server Express Edition**
  It is a database for storing events and logs already included in the eScan Setup file.

- **Apache**
  It is an open source, cross-platform web server software essential for running eScan Management Console. It's included in the eScan Setup file.

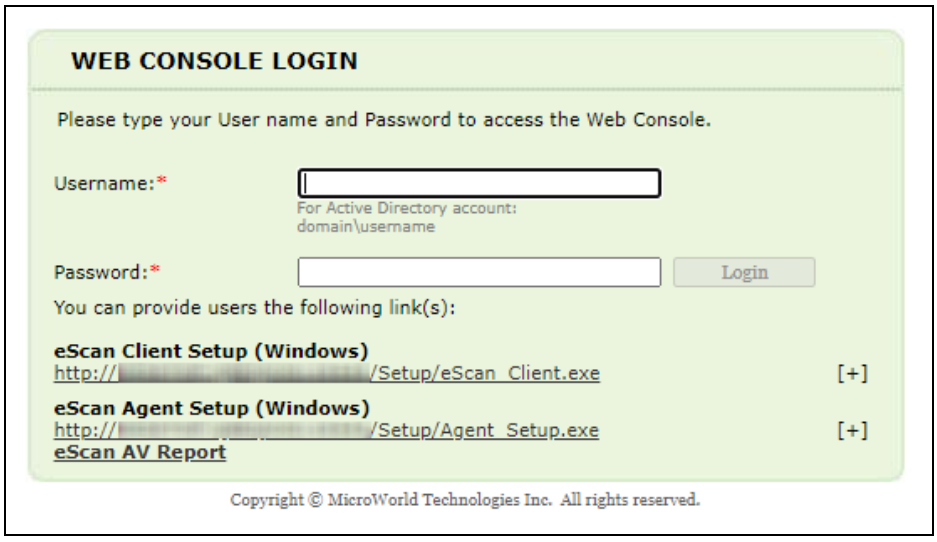
NOTE	For Windows 8 / 8.1 / 2008 / 2012 / 2016 / 2019 operating systems, the SQL 2008 Express edition will be installed. For Windows 7 and below, SQL 2005 Express edition will be installed. Uninstallation of eScan server won't remove SQL and APACHE from the endpoint. The user will have to uninstall these components manually.

Web Console Login

The web console login page can be accessed via two methods.

To log in to the eScan Management Console, follow the steps given below:

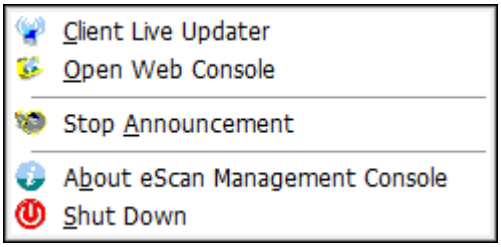
1. Launch a web browser.
2. Enter the following URL: <IP address of the eScan Server installed system>:10443
   Web console login page appears.



3. Enter the login credentials defined during installation.
4. Click **Login**.

The second method to go to login page is as follows:

1. In the taskbar, right-click the eScan Management Console icon .
   A list of options appears.

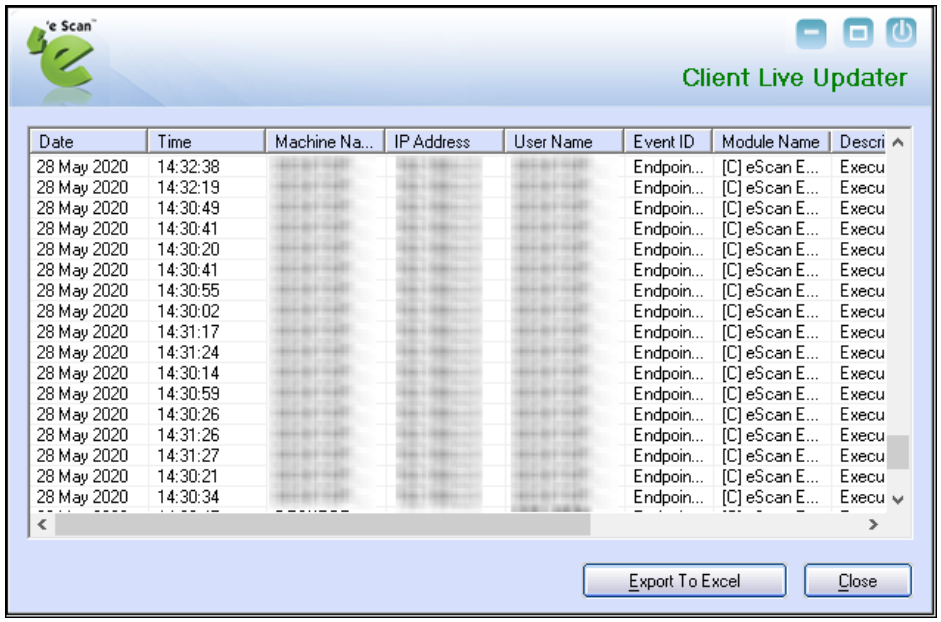


2. Click **Open Web Console**.
   Default browser launches and displays web console login page.

Rests of the options are explained below:

Client Live Updater

Clicking this option displays live event feeds from all computers on your network. This feed consists of IP Address, Username of the computers, Module Names and Client actions. This Live Feed list can be exported to Excel if required.



Stop Announcement

Clicking this option stops broadcast from and towards the server.

About eScan Management Console

Clicking this option displays Server Up Time and general information.

Shut Down

Clicking this option shuts down the eScan Management console.

NOTE	It is recommended that you do not shut down the server, as doing so will stop the communications between client and server. The "root" is the Superuser account created by eScan during Installation, see - Filling Login Credentials for eScan Management Console.

The web console login page displays following links:

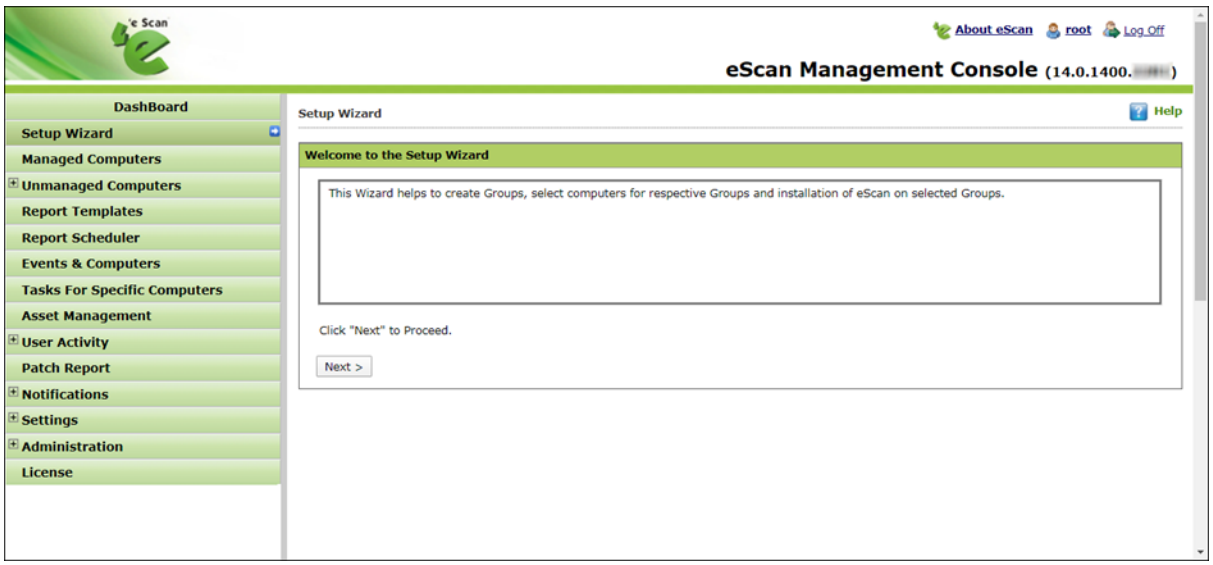
- **eScan Client Setup (Windows)**
  This link can be shared via email to the computer users where remote installation is impossible. By clicking this link users can download the eScan Client Setup and install it manually on their computers. Users can also directly access the eScan Management console from their desktop.

- **eScan Agent Setup (Windows)**
  This link can be shared via email to the computer user where you are unable to get system information or communication is breaking frequently. After the eScan Agent Setup is downloaded and installed on the Managed Computer, it establishes the connection between the server and client computers.

- **eScan AV Report**
  Clicking this link redirects you to the eScan AV Report webpage that displays Anti-Virus report for eScan installed computers. Select a group and then click **Get Details** > **Export**. A detailed .xls report will be downloaded to computer.

Main Interface

Upon first login, console displays Setup Wizard that familiarizes you with the basic procedures. It is recommended that you follow the steps displayed, before proceeding to the other modules.



NOTE	The Setup Wizard is available in the navigation panel and can be accessed again as per your requirement.

The Navigation panel is found on the left of the main interface screen. The username of the login in user is displayed at the top right corner of the screen.
You will find a **Help** link at the top right corner of every screen that will take you to a quick online help guide for the features on that screen.
The description of different link found on the main interface of the eScan console is listed in the table below:

About eScan
Clicking this link redirects you to MircoWorld's homepage.

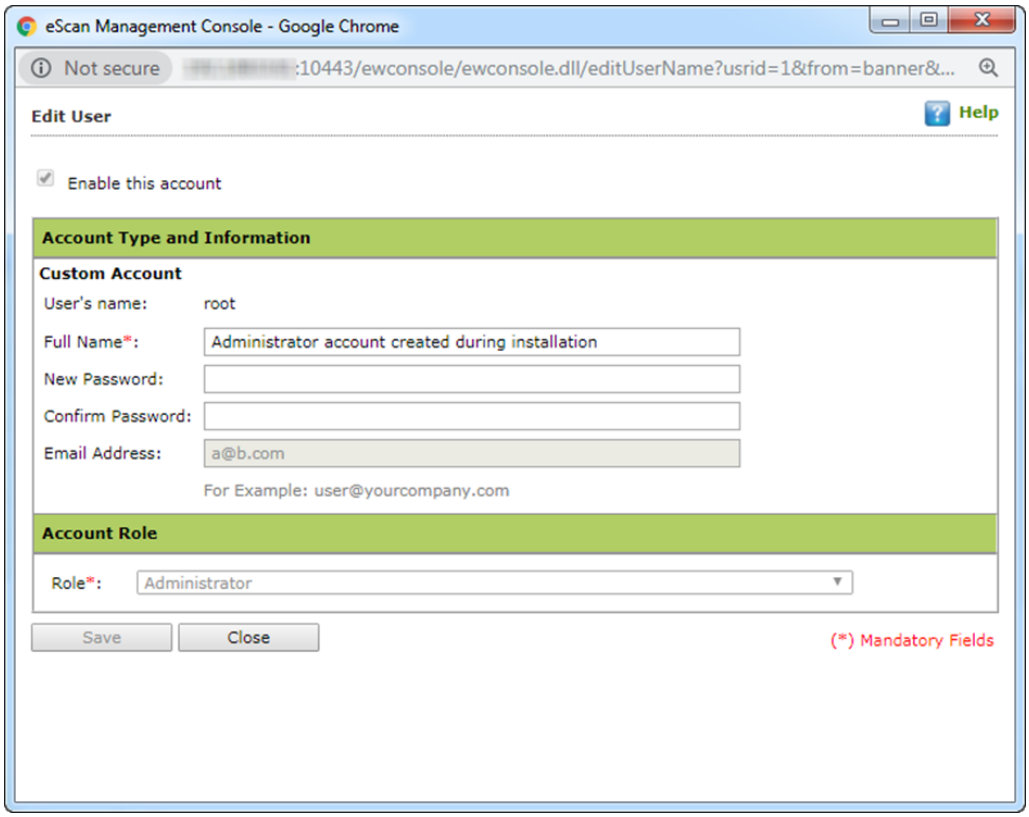
Username
Clicking Username lets you edit User Login details like Full name, Password and email address that you use to Login in the eScan Management Console.

Log off

Clicking Logoff logs you out of the eScan Management Console.

root

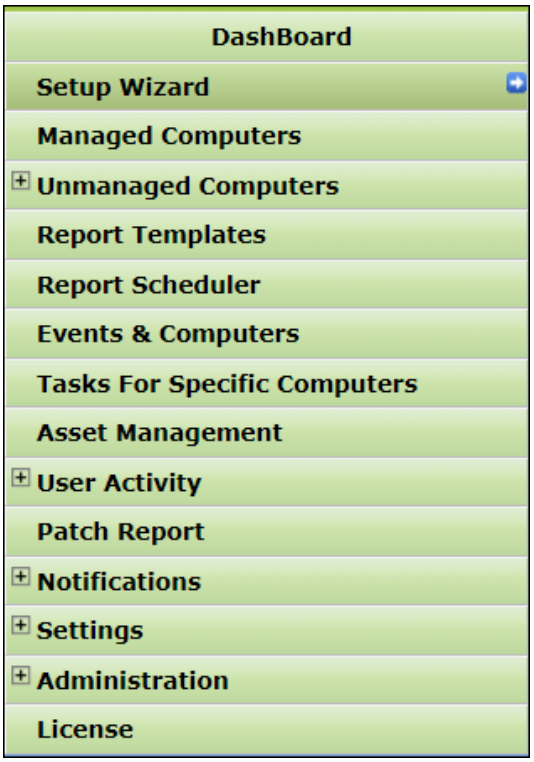
Clicking root lets you change root account's password.



Enter the new password in **New Password** and **Confirm Password** fields and then click **Save**. The password for root account will be saved and updated.

Navigation Panel

Navigation Panel on the left side displays accessible modules that let you manage, install, update and configure eScan client on the computers connected across the network.



The navigation panel contains following modules:

- **Dashboard**
- **Setup Wizard**
- **Managed Computers**
- **Unmanaged Computers**
- **Report Templates**
- **Report Scheduler**
- **Events & Computers**
- **Tasks for Specific Computers**
- **Asset Management**
- **User Activity**
- **Patch Report**
- **Notifications**
- **Settings**
- **Administration**
- **License**

Dashboard
The Dashboard module displays charts showing Deployment status, Protection status, Protection Statistics, Summary Top 10, Asset Changes, Live Status and the monitoring done by Management Console of the computers for virus infections and security violations.

Setup Wizard
The Setup Wizard module guides you step-by-step in creation of groups, adding computers to respective groups, adding hosts from the network and installing client on the connected computer at a desired path/ location on that computer.

Managed Computers
The Managed Computers module lets you can define/configure Policies for computers. It provides various options for creating groups, adding tasks, deploying or uninstalling client application, moving computers from one group to the other and redefining properties of the computers from normal to roaming users and vice versa.

Unmanaged Computers
The Unmanaged Computers module displays information about the computers that have not yet been assigned to any group. This section also lets you set the host configuration, move computers to a group, view the properties of a computer, or refresh the information about a client computer with **Action List** menu.

Report Templates
The Report Templates module lets you create and view customized reports based on a given template, for a given period; sorted by date, computer, or action taken; and for a selected condition or target group. It also provides options for configuring or scheduling reports, viewing report properties, and refreshing or deleting existing reports.

Report Scheduler
The Report Scheduler module lets you schedule a new reporting task, run an already created reporting schedule or view its properties.

Events and Computers
The Events and Computers module lets you monitor various activities performed on client's computer. You can view log of all events based on Event Status, Computer Selection or Software/ Hardware Changes on that client computer. Using the Settings option on the screen you can define settings as desired.

Tasks for Specific Computers

The Tasks for Specific Computers module lets you create and run tasks like enable/disable protection(s) on specific computers, it also lets you schedule or modify created tasks for selected computers or groups. You can also easily re-define the settings of an already created task for a computer. It also lets you view results of the completed tasks.

Asset Management

The Asset Management module provides you the entire Hardware configuration and list of software installed on computers in a tabular format. Using this module, you can easily keep a track of all the Hardware as well as Software resources installed on all the Computers connected to the Network. Based on different Search criteria you can easily filter the information as per your requirement. It also lets you export the entire system information available through this module in PDF, Microsoft Excel or HTML formats.

User Activity

The User Activity module lets you monitor different tasks/activities like printing, session login time or actions on files in the client computers.

Patch Report

The Patch Report module displays the number of windows security patches installed and not installed on managed computers. This will help an administrator identify the number of vulnerable systems in the network and install the critical patches quickly.

Notifications

The Notifications module provides you options to enable different notifications when different actions/incidents occur on the server. You may choose to be notified or not to be notified based on the significance of these actions in your business.

Settings

The Settings module lets you configure FTP downloads settings, maintaining Logs, eScan Management Console timeout settings, update download settings along with Two-factor authentication login settings for eScan.

Administration

The Administration module lets you create User Accounts and allocate them Admin rights for using eScan Management Console. It is helpful in a large organization where installing eScan client on large number of computers in the organization may consume lot of time and efforts. Using this option, you can allocate rights to the other employees which will allow them to install eScan Client and implement Policies and tasks on other computers.

License

The License module lets you manage license of users. You can add, activate, and view the total number of licenses available for deployment, number of licenses deployed, and number of licenses remaining with their corresponding values. You can also move the licensed computers to non-licensed computers and non-licensed computers to licensed computers.

Dashboard

The Dashboard module displays statistics and status of eScan Client installed on computers in pie chart format. It consists of following tabs:

- **Deployment Status**
- **Protection Status**
- **Protection Statistics**
- **Summary Top 10**
- **Asset Changes**
- **Live Status**

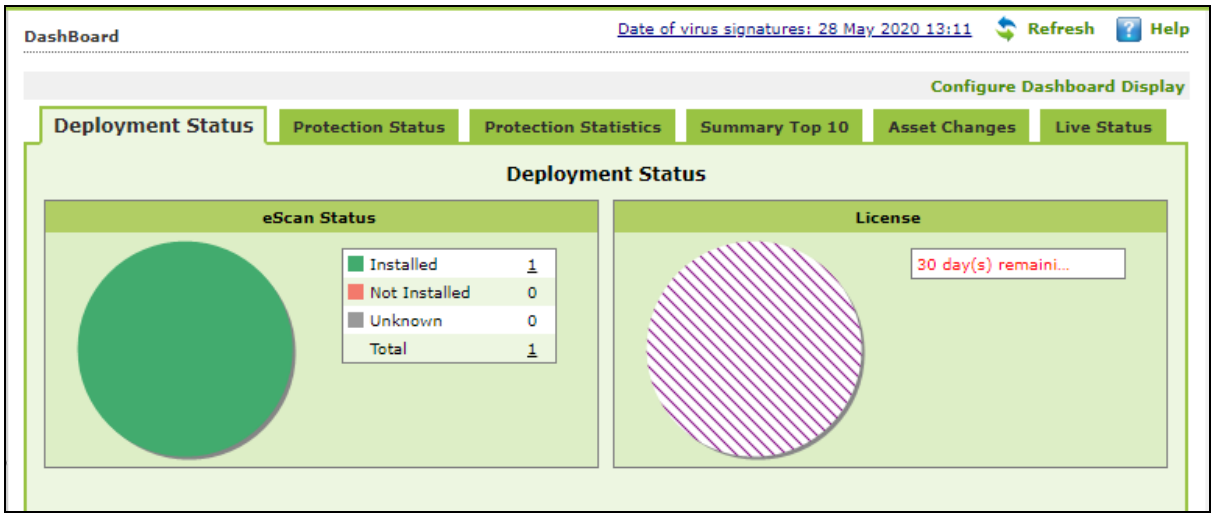
In the top right corner there are additional links that are explained below:

Date of Virus Signatures
It displays the last date on which the Virus signatures were updated. Click this link to update virus signatures.

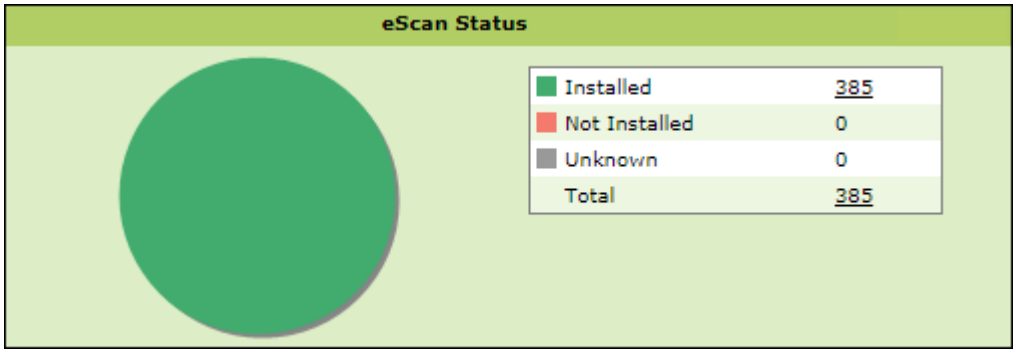
Refresh
Clicking **Refresh** refreshes the Dashboard information.

Deployment Status

This tab displays information about eScan Client installed on computers, active licenses and current eScan version number in use.

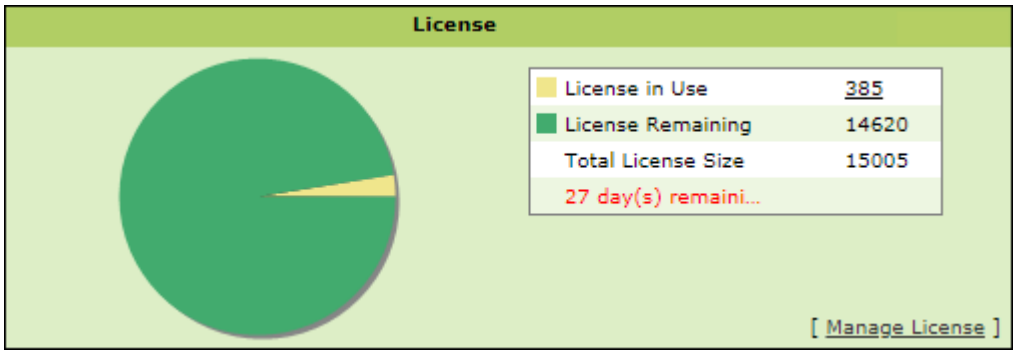


eScan Status



Installed – It displays the number of computers on which eScan Client is installed.
Not Installed - It displays the number of computers on which eScan Client is not installed.
Unknown - It displays the number of computers on which Client installation status is unknown. (Server is unable to receive information from the computers for a long time)
Total – It displays the total number of computers connected across the network.

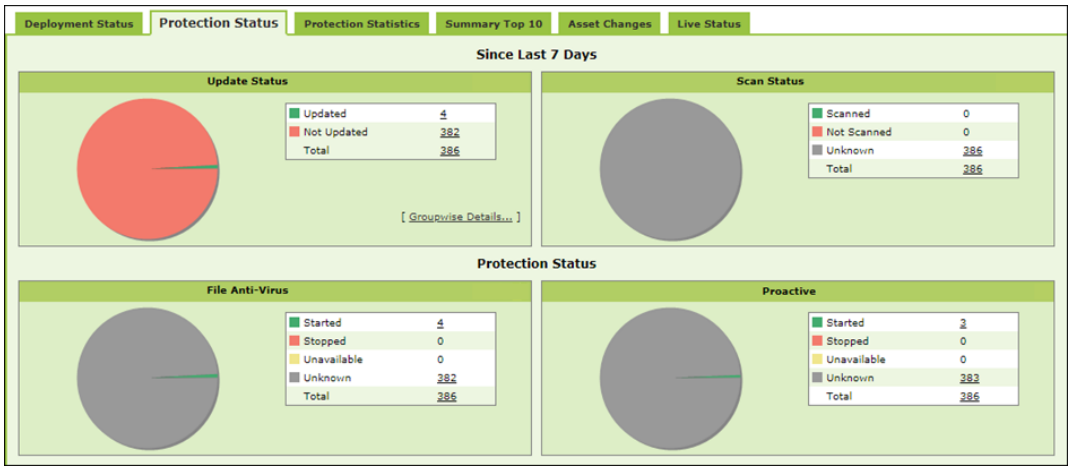
License



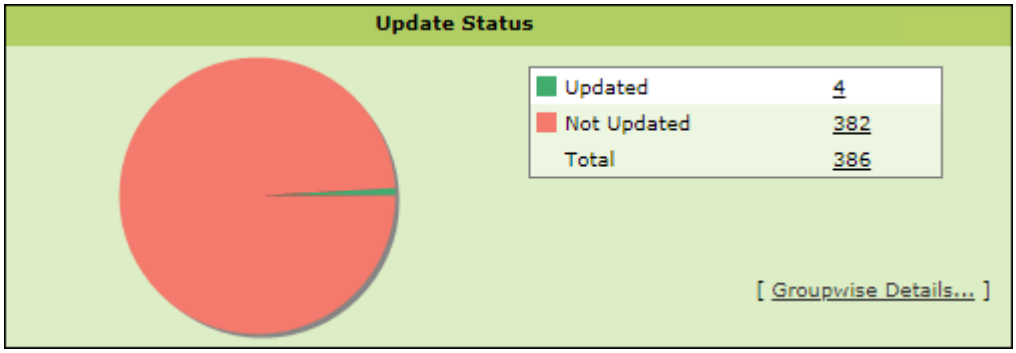
License in Use - It displays the number of licenses that are active.
Licenses Remaining - It displays the number of remaining licenses.
Total License Size - It displays the total number of licenses available.

Protection Status

This tab displays the status of eScan Client's modules along with the Update and Scan status since last 7 days.

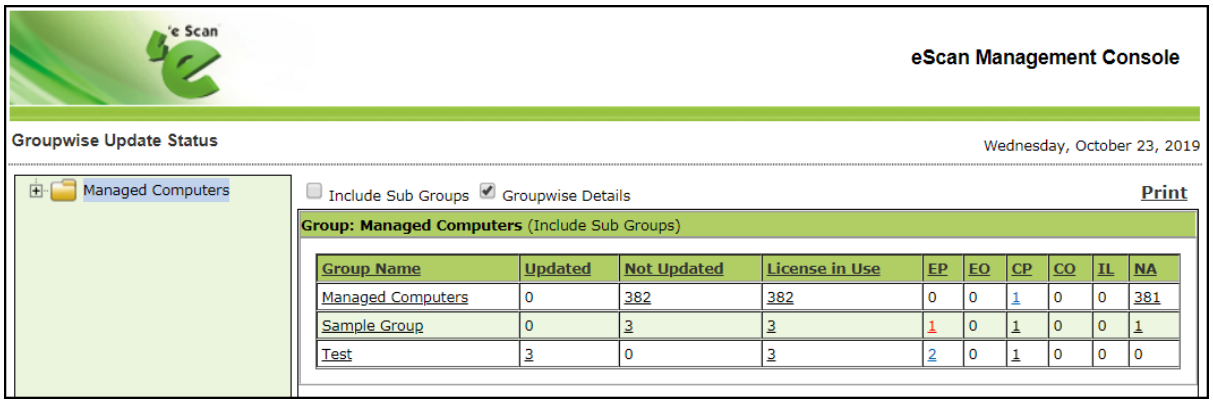


Update Status



Updated – It displays the number of computers on which virus signature database is updated.
Not Updated - It displays the number of computers on which virus signature database is not updated.
Total - It displays the total number of computers connected across the network.

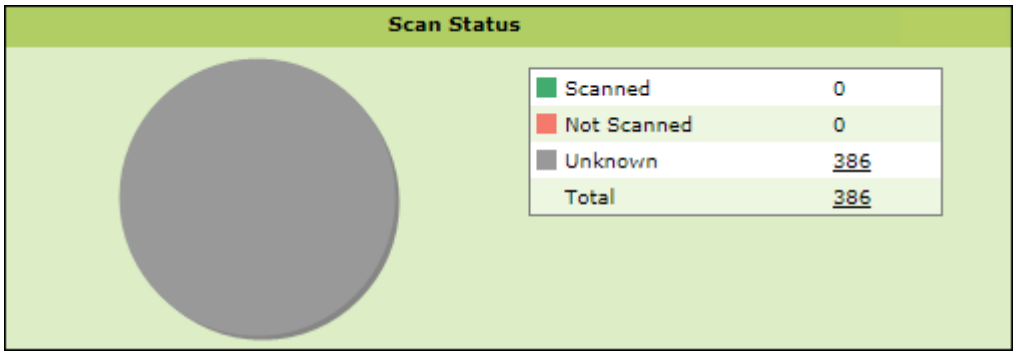
Clicking **Groupwise Details** displays Groupwise Update Status window.



Group Name	Updated	Not Updated	License in Use	EP	EO	CP	CO	IL	NA
Managed Computers	0	382	382	0	0	1	0	0	381
Sample Group	0	3	3	1	0	1	0	0	1
Test	3	0	3	2	0	1	0	0	0

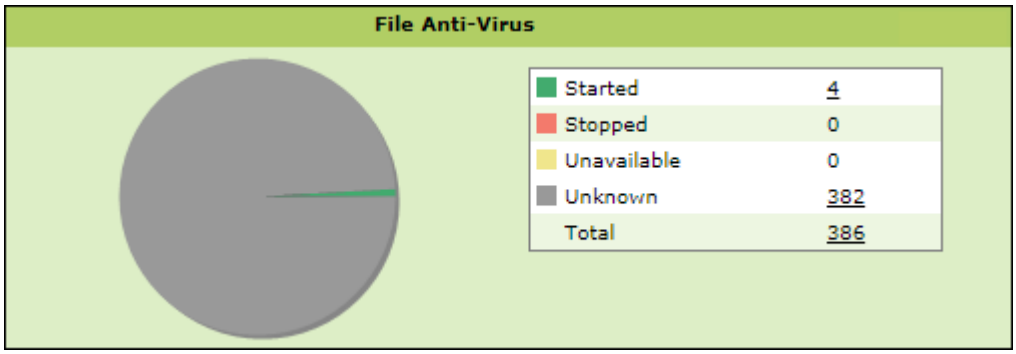
It displays the number of computers on which virus database is Updated, Not Updated and Licenses in Use as per the group. Selecting **Include Sub Groups** checkbox will display the subgroups containing computers.

Scan Status



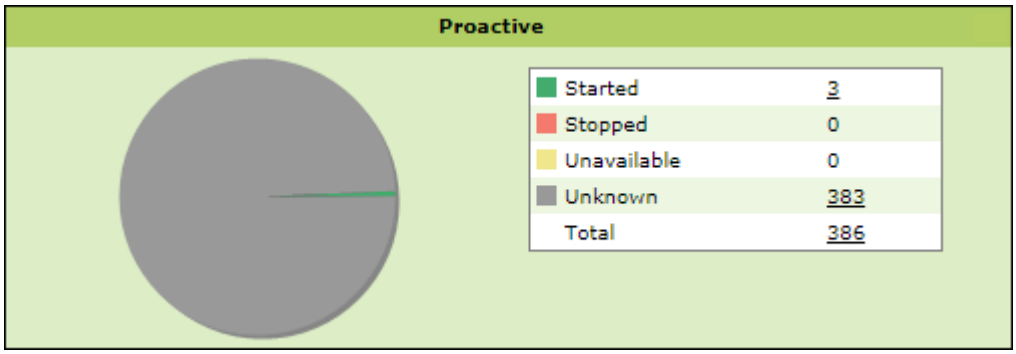
Scanned - It displays the number of computers that have been scanned in last 30 days for viruses and malware infections.
Not Scanned - It displays the number of computers that have not been scanned in last 30 days for viruses and malware infections.
Unknown - It displays the number of computers on which the scan status is unknown.
Total - It displays the total number of computers connected across the network.

File Anti-Virus



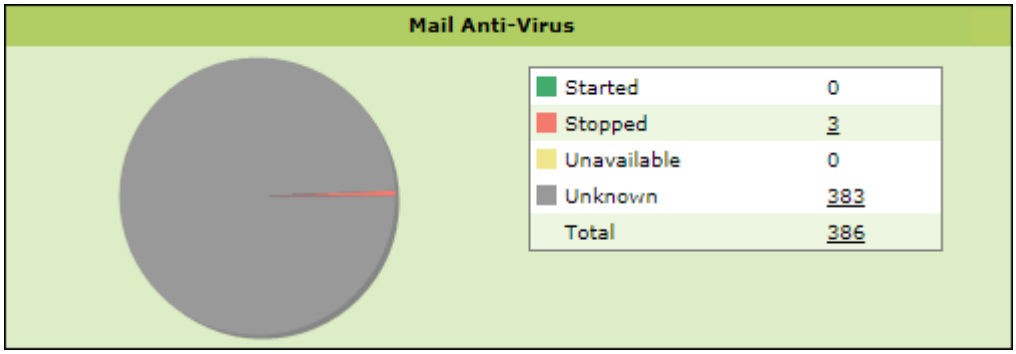
Started – It displays the number of computers on which the File Anti-Virus module is in Started state.
Stopped – It displays the number of computers on which the File Anti-Virus module is in Stopped state.
Unavailable – It displays the number of computers where the File Anti-Virus module is unavailable.
Unknown – It displays the number of computers where the File Anti-Virus module status is unknown.
Total – It displays the total number of computers connected across the network.

Proactive



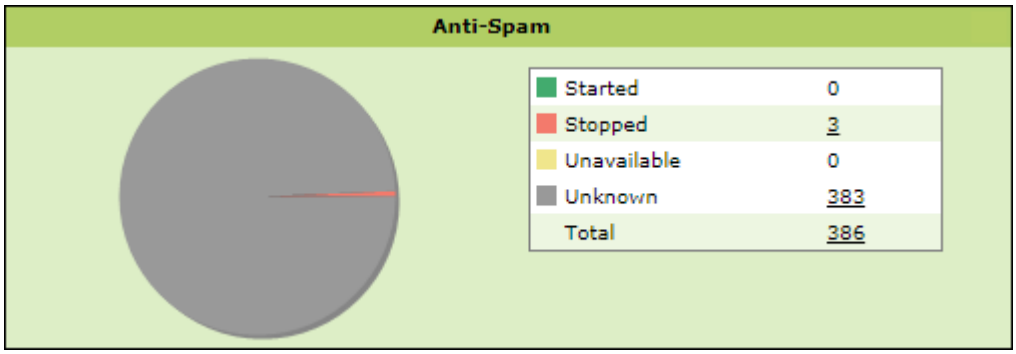
Started - It displays the number of computers on which Proactive scanning service is running.
Stopped - It displays the number of computers on which Proactive scanning service is stopped.
Unavailable – It displays the number of computers where Proactive scanning service is unavailable. This module is available only in computers with Windows OS.
Unknown - It displays the number of computers on which the Proactive scanning service status is unknown.
Total - It displays the total number of computers connected across the network.

Mail Anti-Virus



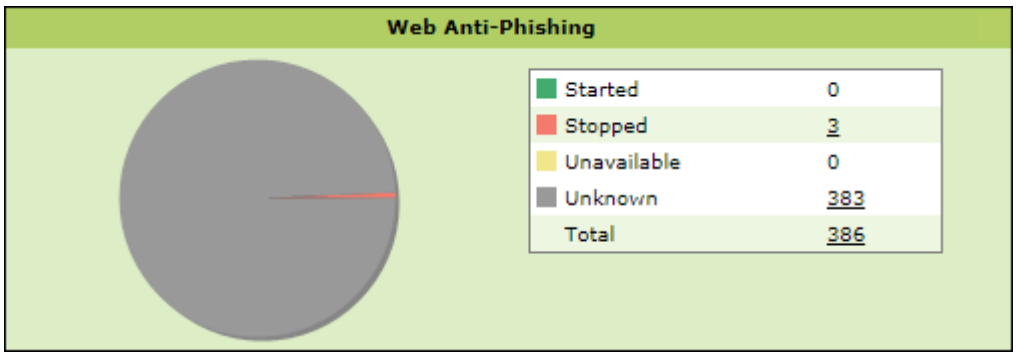
Started – It displays the number of computers on which the Mail Anti-Virus module is in Started state.
Stopped – It displays the number of computers on which the Mail Anti-Virus module is in Stopped state.
Unavailable – It displays the number of computers on which the Mail Anti-Virus module is unavailable.
Unknown – It displays the number of computers on which the Mail Anti-Virus module status is unknown.
Total – It displays the total number of computers connected across the network.

Anti-Spam



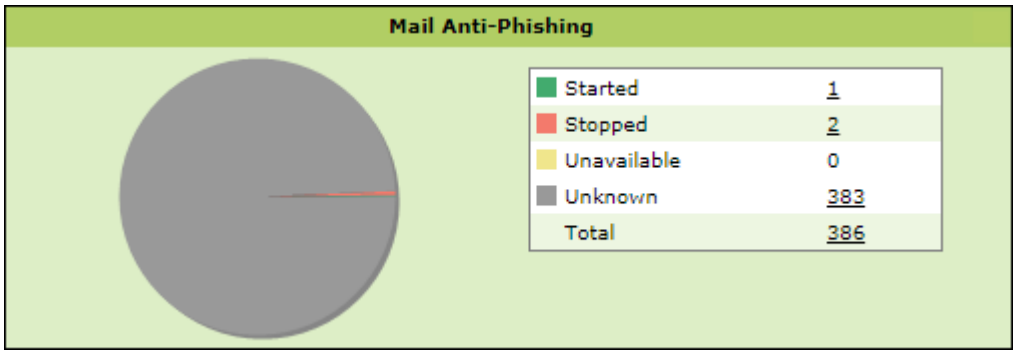
Started – It displays the number of computers on which the Anti-Spam module is in Started state.
Stopped – It displays the number of computers on which the Anti-Spam module is in Stopped state.
Unknown – It displays the number of computers on which the Anti-Spam module status is unknown.
Unavailable – It displays the number of computers on which the Anti-Spam module is unavailable.
Total – It displays the total number of computers connected across the network.

Web Anti-Phishing



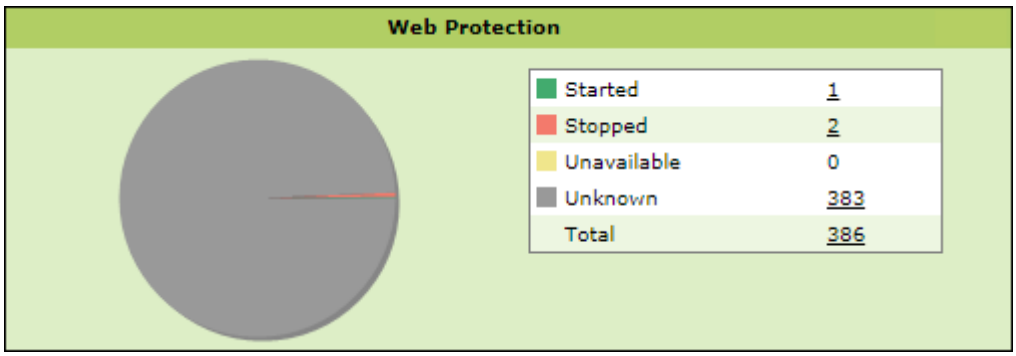
Started – It displays the number of computers on which the web Anti-Phishing service is started.
Stopped – It displays the number of computers on which the web Anti-Phishing service is stopped.
Unknown – It displays the number of computers on which the web Anti-Phishing service status is unknown.
Unavailable - It displays the number of computers on which the web Anti-Phishing service is unavailable.
Total – It displays the total number of computers connected across the network.

Mail Anti–Phishing



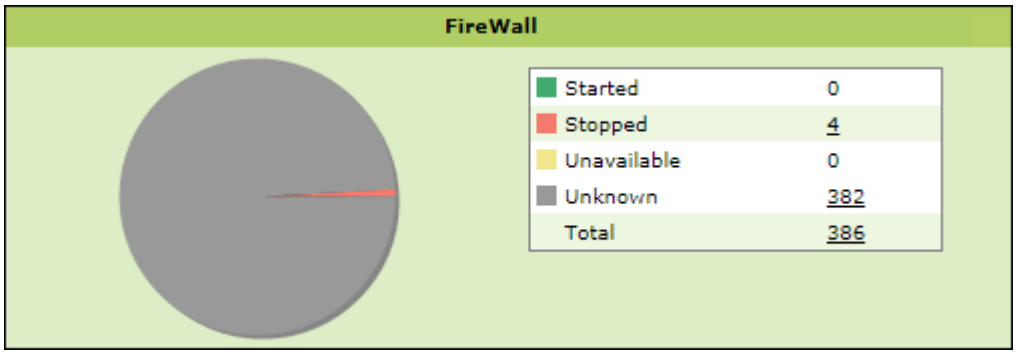
Started – It displays the number of computers on which the Mail Anti-Phishing service is enabled.
Stopped – It displays the number of computers on which the Mail Anti-Phishing service is disabled.
Unknown – It displays the number of computers on which the Mail Anti-Phishing service status is unknown.
Unavailable – It displays the number of computers on which the Mail Anti-Phishing service is unavailable.
Total – It displays the total number of computers connected across the network.

Web Protection



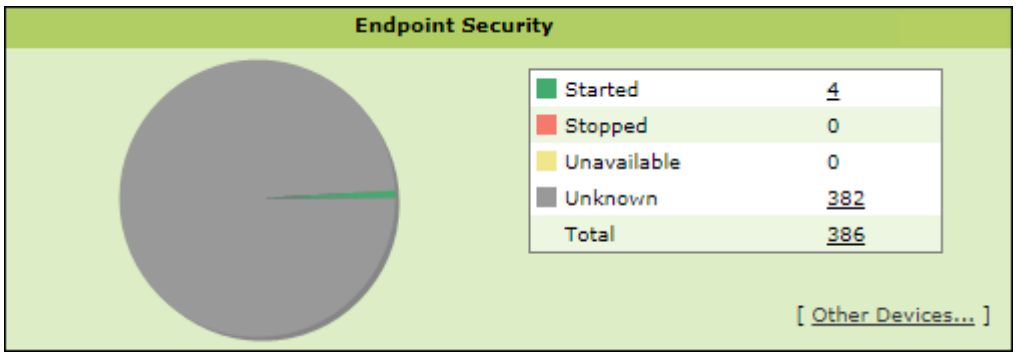
Started – It displays the number of computers on which the Web Protection module is in Started state.
Stopped – It displays the number of computers on which the Web Protection module is in Stopped state.
Unavailable – It displays the number of computers on which the Web Protection module is unavailable.
Unknown – It displays the number of computers on which the Web Protection module status is unknown.
Total – It displays the total number of computers connected across the network.

Firewall



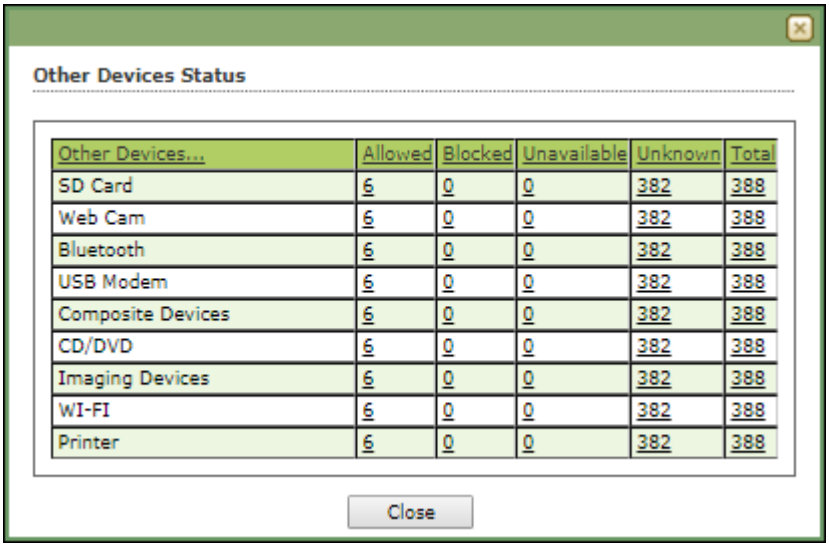
Started - It displays the number of computers on which the Firewall module is in Started state.
Stopped - It displays the number of computers on which the Firewall module is in Stopped state.
Unavailable - It displays the number of computers on which the Firewall module is unavailable.
Unknown - It displays the number of computers on which the Firewall module status is unknown.
Total – It displays the total number of computers connected across the network.

Endpoint Security



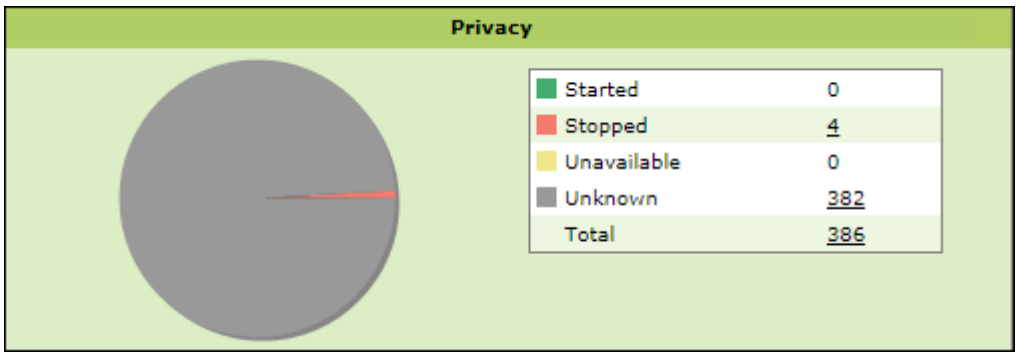
Started - It displays the number of computers on which the Endpoint Security module is in Started state.
Stopped - It displays the number of computers on which the Endpoint Security module is in Stopped state.
Unavailable – It displays the number of computers on which the Endpoint Security module is unavailable.
Unknown - It displays the number of computers on which the Endpoint Security module status is unknown.
Total – It displays the total number of computers connected across the network.

Clicking **Other Devices** displays details about other devices.



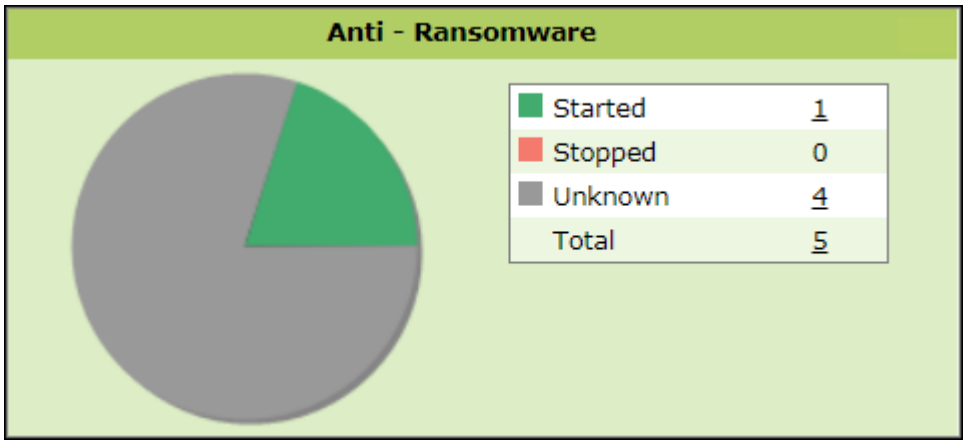
Other Devices...	Allowed	Blocked	Unavailable	Unknown	Total
SD Card	6	0	0	382	388
Web Cam	6	0	0	382	388
Bluetooth	6	0	0	382	388
USB Modem	6	0	0	382	388
Composite Devices	6	0	0	382	388
CD/DVD	6	0	0	382	388
Imaging Devices	6	0	0	382	388
WI-FI	6	0	0	382	388
Printer	6	0	0	382	388

Privacy



Started - It displays the number of computers on which the Privacy Control module is in Started state.
Stopped - It displays the number of computers on which the Privacy Control module is in Stopped state.
Unavailable - It displays the number of computers on which the Privacy Control module of eScan is unavailable.
Unknown - It displays the number of computers on which the Privacy Control module status is unknown.
Total – It displays the total number of computers connected across the network.

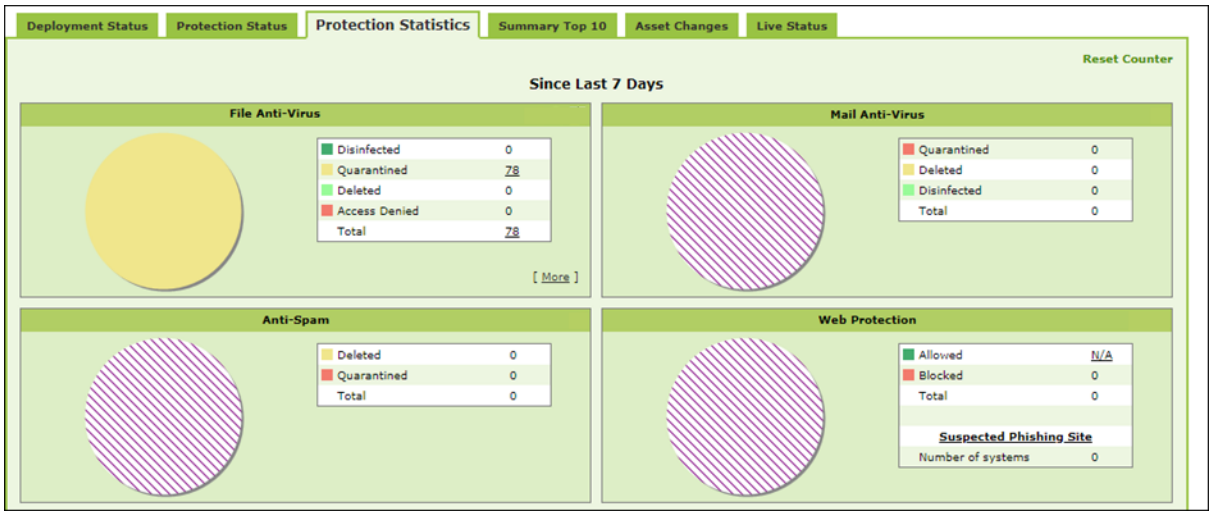
Anti-Ransomware



Started - It displays the number of computers on which the Anti-Ransomware module is in Started state.
Stopped - It displays the number of computers on which the Anti-Ransomware module is in Stopped state.
Unknown - It displays the number of computers on which the Anti-Ransomware module status is unknown.
Total – It displays the total number of computers connected across the network.

Protection Statistics

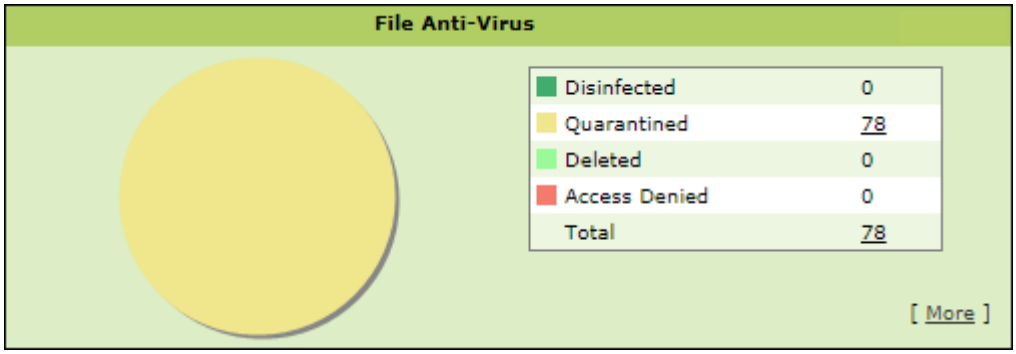
This tab displays activity statistics and action taken by all modules of eScan Client since last seven days in pie chart format.



Reset Counter

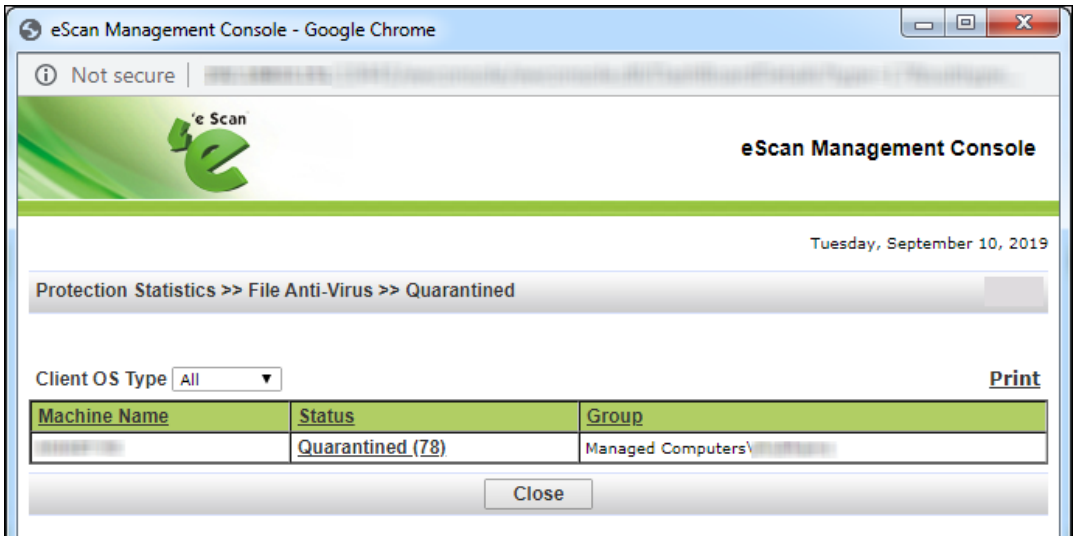
Clicking **Reset Counter** resets all the statistics to zero. This option proves useful after you have taken an action on infected files and want to scan for residual infection presence.

File Anti-Virus

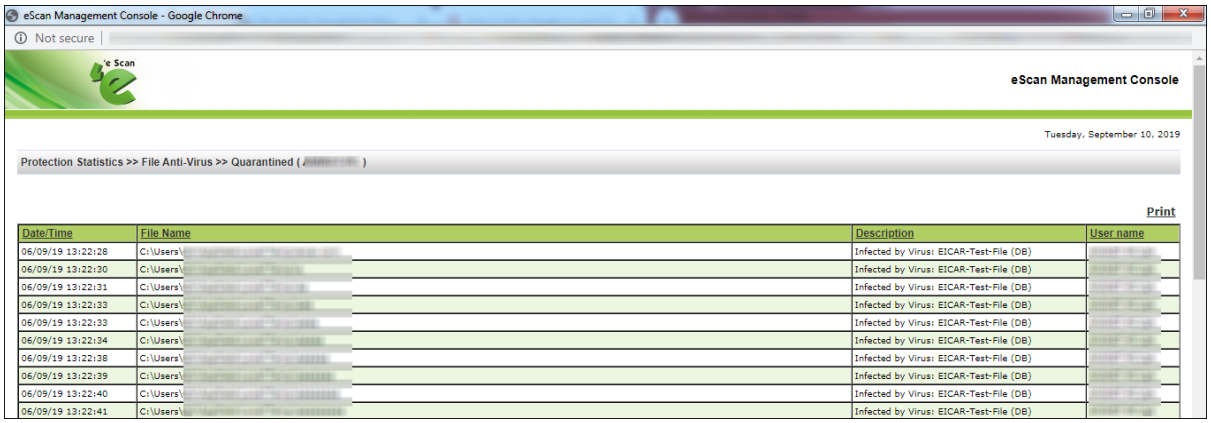


Disinfected – It displays the number of files disinfected by File Anti-Virus module.
Quarantined – It displays the number of files quarantined by File Anti-Virus module.
Deleted - It displays the number of files deleted by File Anti-Virus module.
Access Denied - It displays the number of files to which access was denied by File Anti-Virus module.
Total – It displays the total number of files on which File Anti-Virus module took action since last seven days.

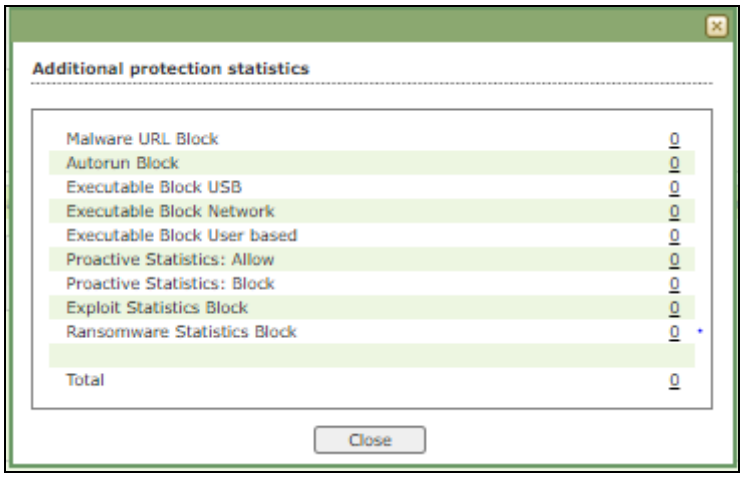
Clicking underlined numerical displays action taken on infected files amongst different computers and the group that computer belongs to.



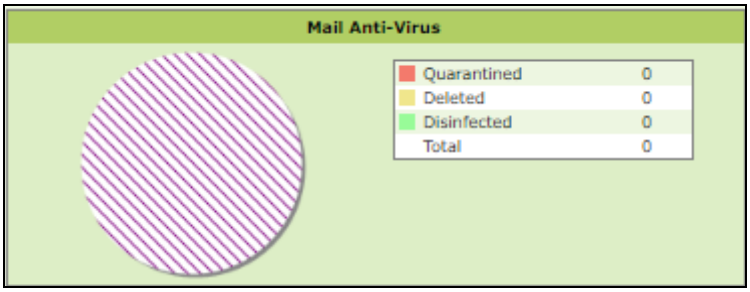
Clicking the **Status** link further displays the detection date and time, file path, infection description and computer's username.



Clicking **[More]** displays additional protection statistics.

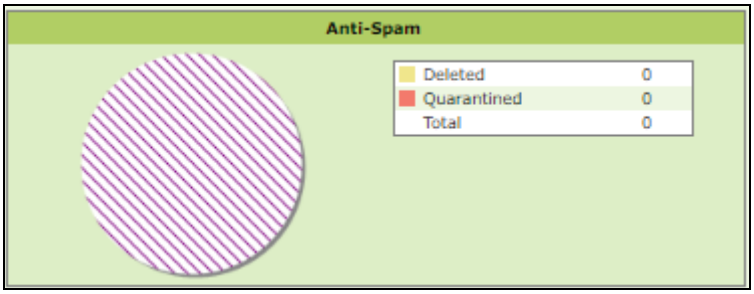


Mail Anti-Virus



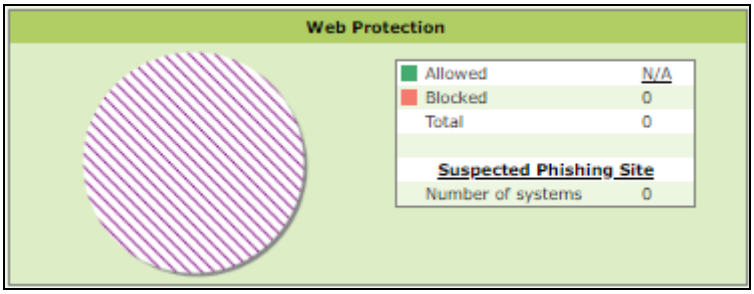
Quarantined – It displays the number of files/emails quarantined by Mail Anti-Virus module.
Deleted – It displays the number of files/emails deleted by Mail Anti-Virus module.
Disinfected – It displays the number of files/emails disinfected by Mail Anti-Virus module.
Total – It displays the total number of files/emails on which Mail Anti-Virus module took action since last seven days.

Anti-Spam



Deleted – It displays the number of files deleted by Anti-Spam module.
Quarantined – It displays the number of files quarantined by Anti-Spam module.
Total – It displays the total number of files on which Anti-Spam module took action since last seven days.

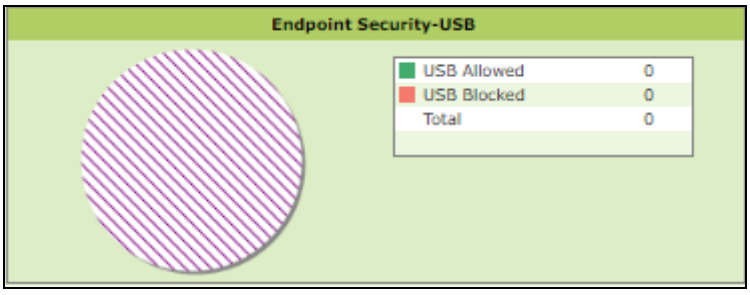
Web Protection



Allowed – It displays the number of websites to which access was allowed by Web Protection module.
Blocked – It displays the number of websites to which access was blocked by Web Protection module.
Total – It displays the total number of websites allowed and blocked by Web Protection module since last seven days.

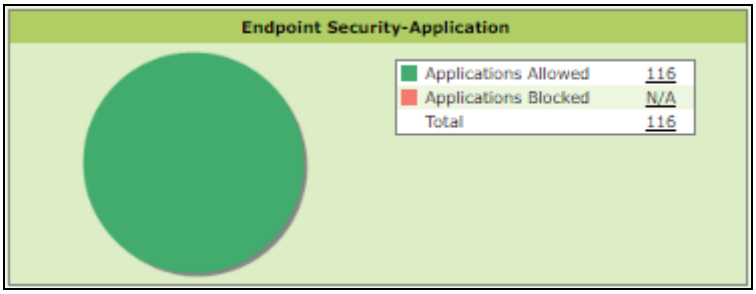
Suspected Phishing Site – It displays the number of systems on which suspected phishing sites were blocked. After clicking the numerical, Suspected Phishing Site window appears displaying System Name, Site Status and Computer Group. Clicking Site Status further displays Date, Time, Website name and action taken.

Endpoint Security-USB



USB Allowed – It displays the number of USB access allowed by Endpoint Security-USB module.
USB Blocked – It displays the number of USB access blocked by Endpoint Security-USB module.
Total – It displays the total number of USB connections monitored by Endpoint Security-USB module since last seven days.

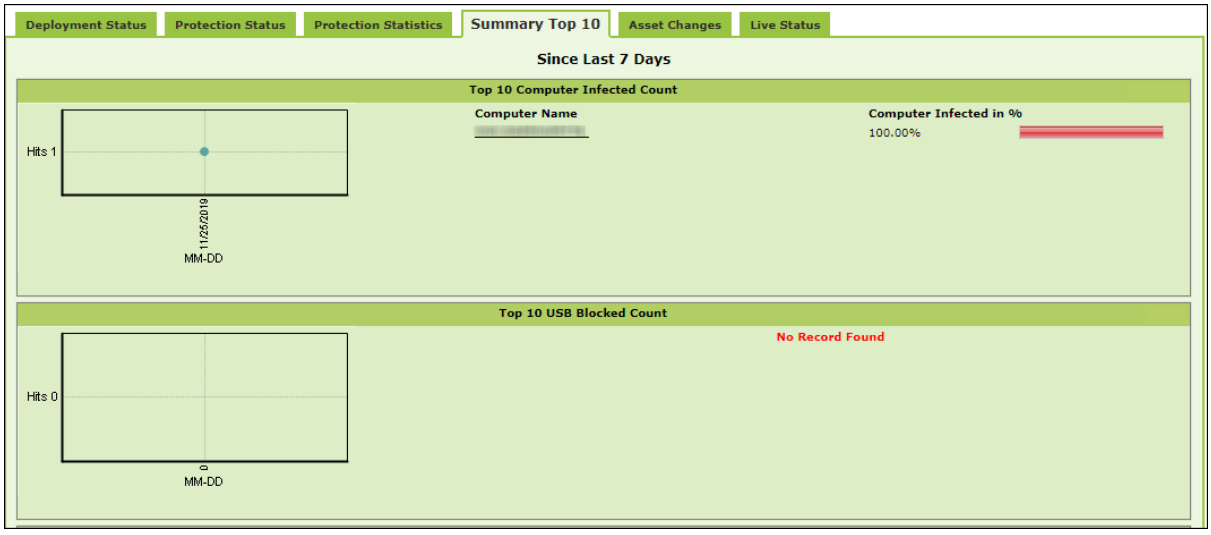
Endpoint Security-Application



Applications Allowed – It displays the number of applications allowed by Endpoint Security-Application module.
Applications Blocked – It displays the number of applications blocked by Endpoint Security-Application module.
Total – It displays the total number of applications monitored by Endpoint Security-Application module since last seven days.

Summary Top 10

This tab displays top 10 Summary of various actions taken by eScan on all computers since last seven days along with bar chart and graph. This tab can be configured by clicking **Configure Dashboard Display**.



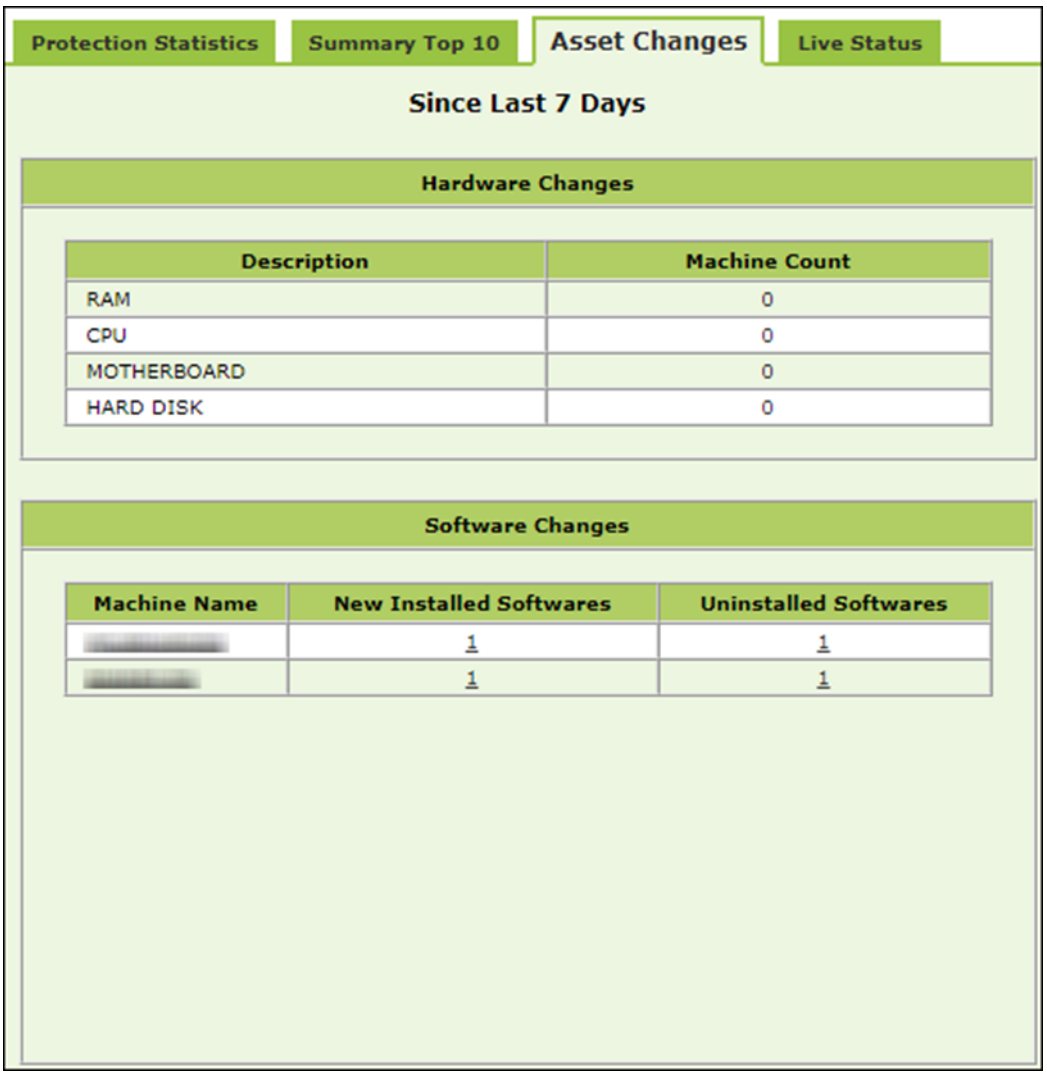
The tab displays the summary for following parameters:

- Top 10 Virus Blocked
- Top 10 Computer Infected Count
- Top 10 USB Blocked Count
- Top 10 Application Blocked Count by Application Name
- Top 10 Application Allowed Count by Application Name
- Top 10 Application Blocked Count by Computer Name
- Top 10 Application Allowed Count by Computer Name
- Top 10 Websites Blocked Count by Websites Name

- Top 10 Websites Allowed Count by Websites Name
- Top 10 Websites Blocked Count by Computer Name
- Top 10 Websites Allowed Count by Computer Name
- Top 10 Infected Emails (Mail AV)
- Top 10 Spam Emails (Anti-Spam) from
- Top 10 Websites Blocked Count by Username
- Top 10 Websites Allowed Count by Username
- Top 10 Exploit Blocked Count

Asset Changes

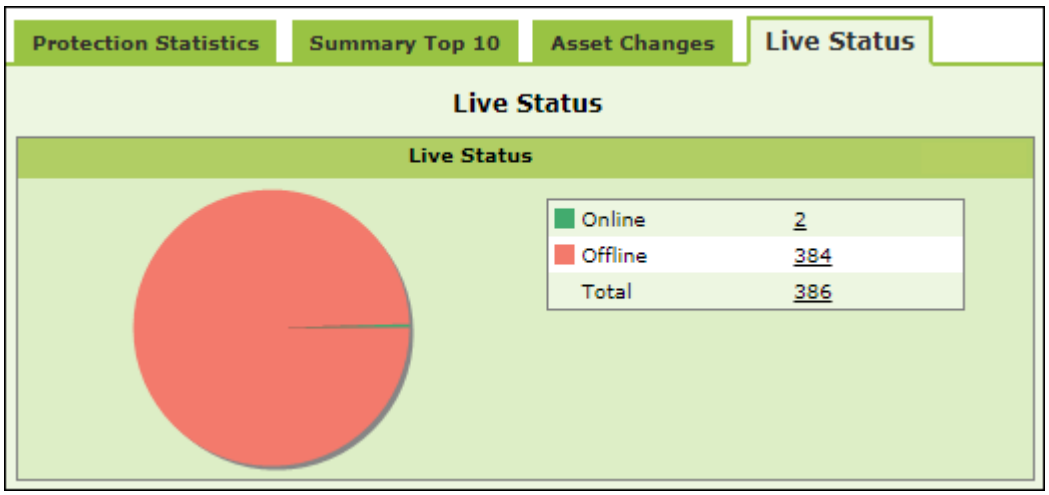
This tab displays all hardware and software changes carried out on the server computer since last seven days.



Clicking the underlined machine names displays softwares installed on the computers since last seven days. Clicking the underlined numerical displays installed / uninstalled softwares on computers since last seven days.

Live Status

This tab displays the number of computers that are online and offline in a network.

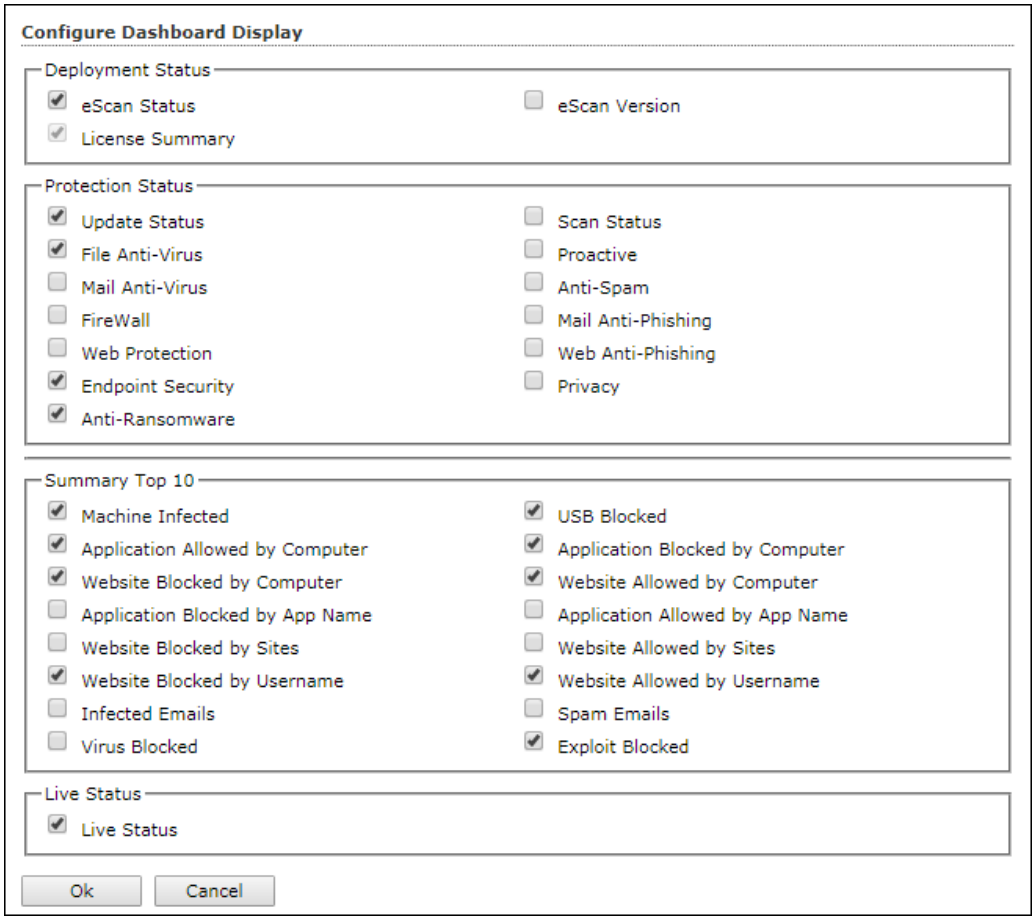


Clicking the numerical displays the computer's username, status, eScan Client version number and the group under which it is categorized.

Configure Dashboard Display

To configure the Dashboard display, follow the steps given below:

1. In the Dashboard screen, at the upper right corner, click **Configure Dashboard Display**.
   Configure Dashboard Display window appears displaying tabs and their parameters.



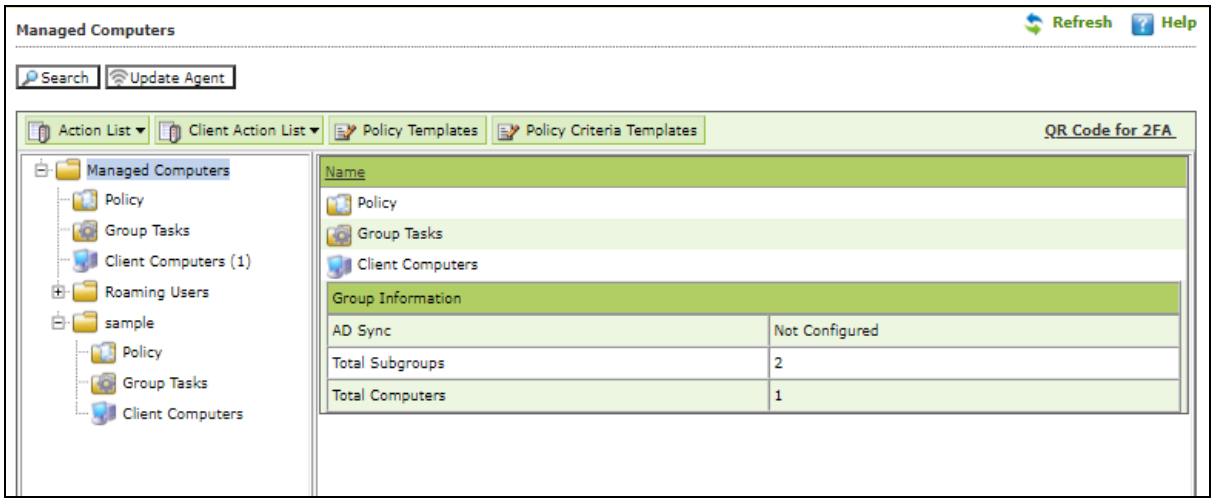
2. Select the parameters' checkboxes to be displayed in the respective tabs.
3. Click **OK**.
   The tabs will be updated according to the changes.

Managed Computers

To secure, manage and monitor computers, it is necessary to add them in a group. The **Managed Computers** module lets you create computer groups, add computers to a group, define policy templates for the created groups and computers, create policy criteria templates and tasks for specific groups.

Based on the departments, user roles and designations, you can create multiple groups and assign them different policies. This lets you secure and manage computers in a better way.

In the navigation panel, click **Managed Computers**. The Managed Computers screen appears on the right pane.

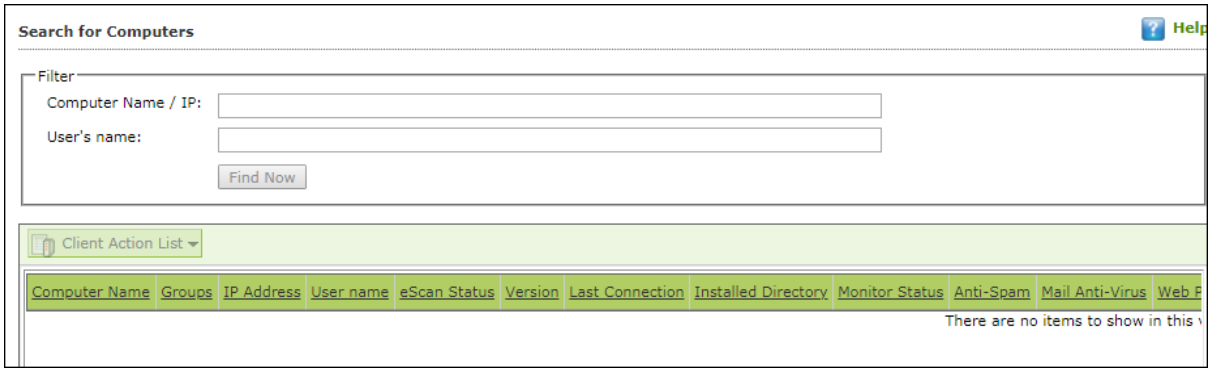


The screen consists of following buttons:

- **Search**
- **Update Agent**
- **Action List**
- **Client Action List**
- **Policy Templates**
- **Policy Criteria Templates**

Search

To search for specific computers, click **Search.** Search for Computers window appears. This is helpful for finding any computer added in Managed Computers.



The Filter section displays following fields:

Computer Name/IP
Enter a computer name or IP address.

Username
Enter a username.

Click **Find Now**.
The console will display the result.

Update Agent

eScan lets you use a client computer as an update agent to deploy updates on groups of computers.

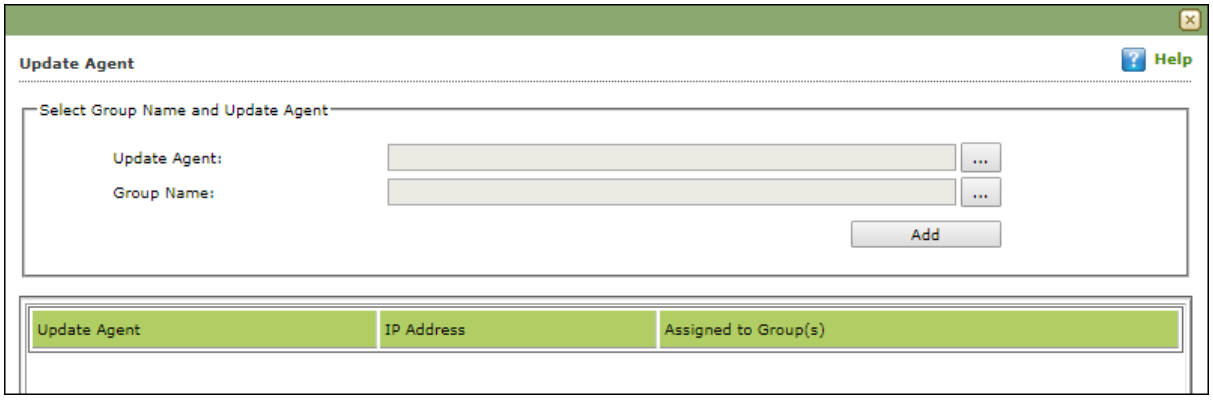
By default, eScan server distributes the virus definitions and policies to all the clients added in the web console. But, if you want to reduce server's workload, you can create an Update Agent for the respective group(s). The Update Agent will receive virus definitions and policies from server and distribute it to the assigned group(s). For more details, please see eScan Update Agents.

In Managed Computers screen, clicking **Update Agent** displays a list of computers that are acting as Update Agents for other computers in the group. The window also lets you **Add** or **Remove** Update Agents from this list. You can set an Update Agent for multiple groups.

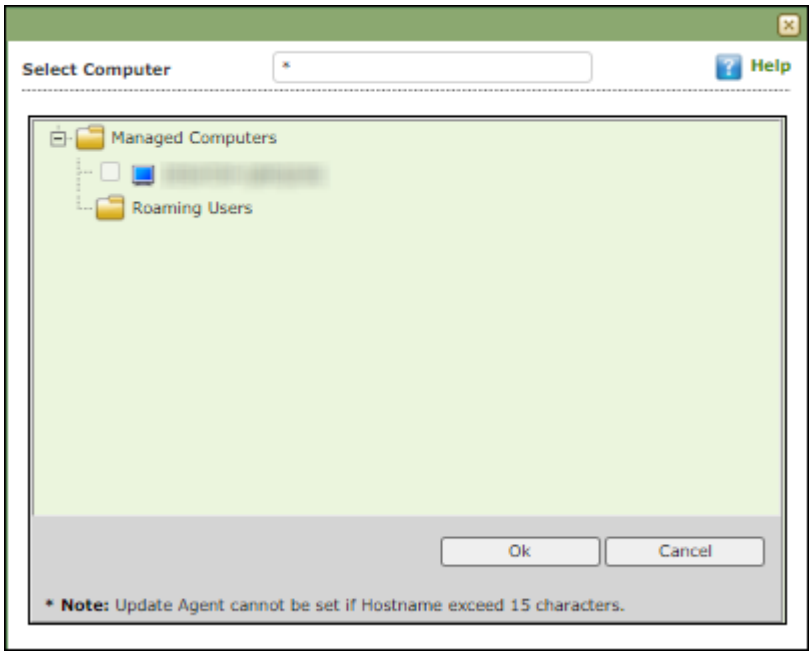
Adding an Update Agent

To add an Update Agent, follow the steps given below:

1. In Managed computers screen, click **Update Agent**. **Update Agent** window appears.



2. Click ... next to Update Agent field, to select the computer. Select Computer widow appears.

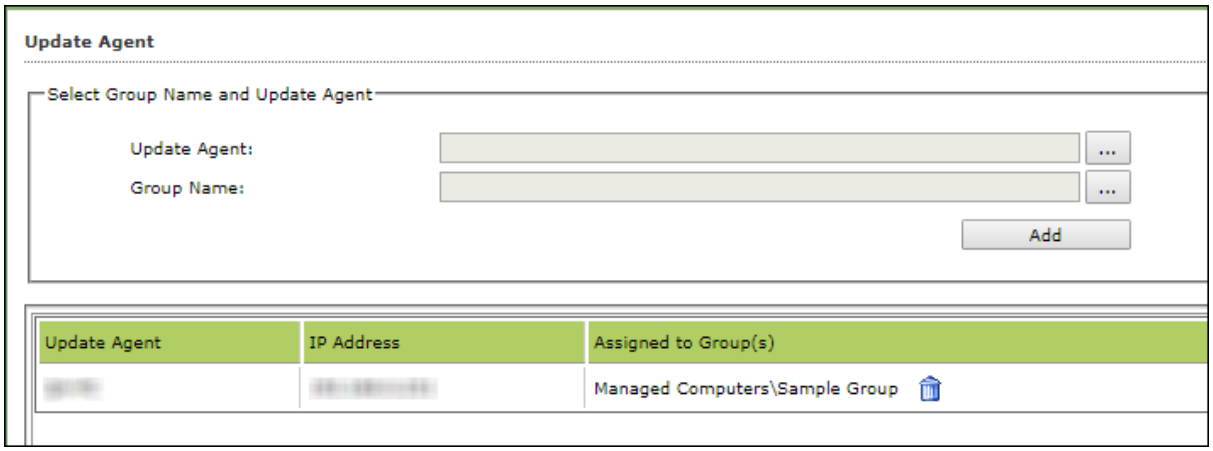


3. Select a computer and click **OK.**
4. Click ... next to Group Name field, to select the Group Name**.** This is the group to which the selected computer will act as an Update Agent and provide updates.
5. Select the Group and click **OK.**
6. Click **Add.** The Update Agent will be added for the selected group.

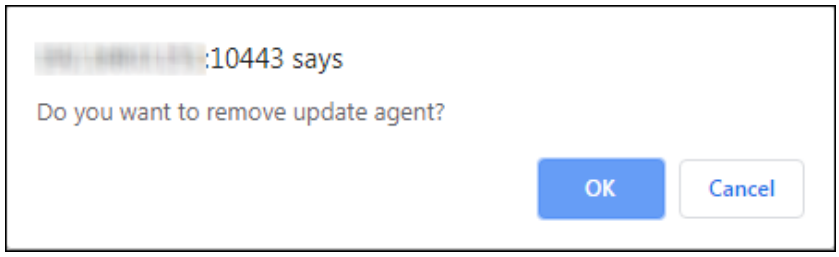
Deleting an Update Agent

To delete an Update Agent, follow the steps given below:

1. In Managed computers screen, click **Update Agent**. Update Agent window appears.



2. In the Assigned to Group(s) column, click . A confirmation prompt appears.



3. Click **OK**. The Update Agent will be deleted.

Action List

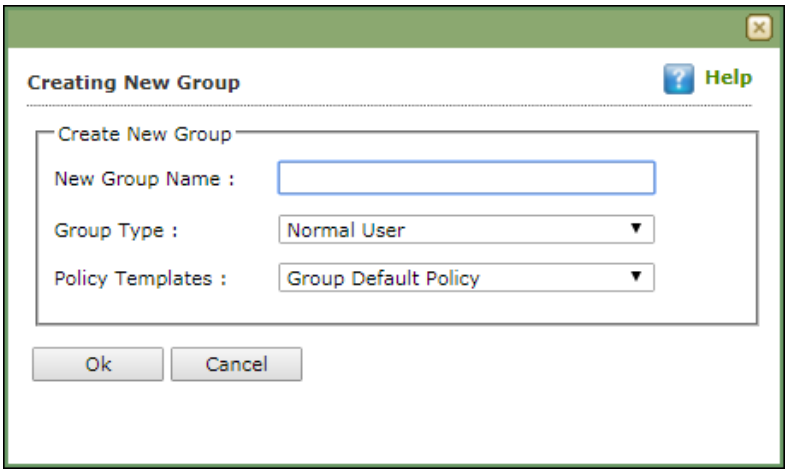
The Action List takes you action for a group. The drop-down contains following options:

- **New Subgroup**
- **Set group Configuration**
- **Deploy/Upgrade Client**
- **Uninstall eScan Client**
- **Remove Group**
- **Synchronize with Active Directory**
- **Outbreak Prevention**
- **Create Client Setup**
- **Properties**

Creating a Group

To create a group, follow the steps given below:

1. Click **Action List** > **New Subgroup**.
   Creating New Group window appears.



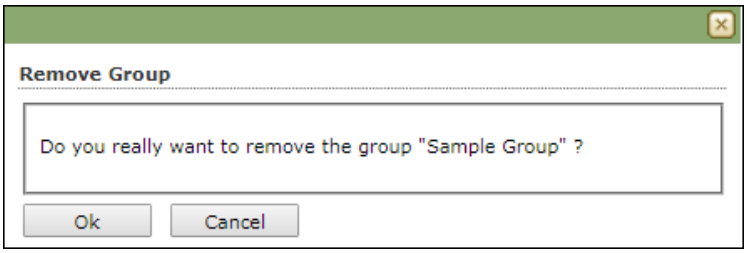
2. Enter a name for the group.
3. Click the Group Type drop-down and select a type.
4. Click the Policy Templates drop-down and select a policy for the group.
5. Click **OK**.
   A new group will be created under the Managed Computers.

NOTE	If the Group type is set to **Normal User**, then server will try to connect to the client computer using the hostname. If the Group type is set to **Roaming User**, then server will try to connect to the client computer using the IP address. Multiple groups can be created within a group.

Removing a Group

To remove a group, follow the steps given below:

1. Select a group.
2. Click **Action List** > **Remove Subgroup**. A confirmation prompt appears.



3. Click **OK**. The group will be removed.

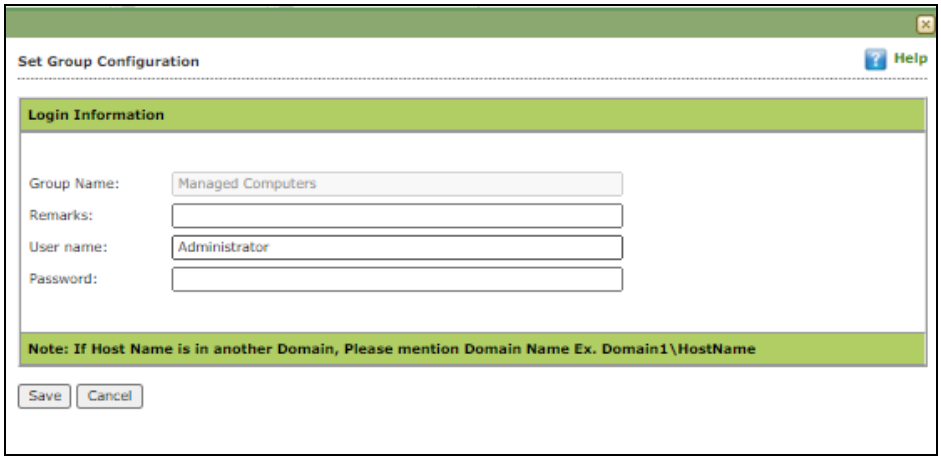
NOTE	A group will be removed only if it contains no computers.

Set Group Configuration

With this option you can define single Username and Password to login for all the computers in the group.

To set a group configuration, follow the steps given below:

1. Select the group you want to configure.
2. Click **Action List** > **Set Group Configuration**. Set Group Configuration window appears.



3. Enter Remarks and define Login credentials.
4. Click **Save**. The group configuration will be saved.

Managing Installations

After grouping all computers in logical groups using eScan Management Console, you can now install eScan Client as well as other third party software on the computers connected to your network. [Conditions Apply]
This section will give you an overview on following activities:

Installing eScan Client
eScan client can be installed on computers connected to the network in the following ways:

- **Remote Installation**: It lets you install eScan Client on all the computers in a selected group at once. You can initiate and monitor eScan Client installation using eScan Management Console. For more click here.
- **Manual Installation**: In case remote installation fails, you can allow computer users to install eScan client manually on their computers. It does not require any remote assistance. For more click here.
- **Installing eScan using agent**: Installation of agent ensures that you have Administrator rights on the computer and you can now remotely install eScan Client on that computer. For more click here.
- **Installing other Software (3rd Party software)**: eScan Management Console lets you install third party software on network computers remotely. For more click here.

NOTE	Conditions for third party software installation: After starting the installation from eScan Management Console, no manual intervention should be required to complete the installation on Client computer. Only automated installations can be done through eScan Management Console. Care should be taken that the installation file is not huge as it may impact internal network speed of your organization.

Remote Installation of eScan Client

Pre-Installation

To prepare a client computer for the remote deployment of eScan TSS for Business; begin with checking if the basic system requirements are in place.
Configure the settings on the client computer according to the OS installed on it

- **Windows XP Professional systems**
- **Windows XP Home**
- **Windows Vista /Windows 7 /Windows 8 / Windows 8.1 / Windows 10**

Configuring the settings on Windows XP Professional systems (Windows XP, 2000, 2003, all editions)

1. Click **Start** > **Control Panel**.
2. Double-click the **Administrative Tools** icon.
3. Double-click the **LocalSecurityPolicy** icon.
4. On the navigation pane, click **Local Policies** folder, and then click **Security Options** folder.
5. Double-click Network Access: Sharing and Security Model for Local accounts policy.
6. Select Classic - Local user authenticate as themselves option from the drop-down list.
7. Click **Apply**, and then click **OK**.
8. Double-click the **Accounts**: **Limit local account use of blank passwords to console logon only policy**. The Accounts: Limit local account use of blank passwords to console logon only dialog box appears.
9. Click **Disabled** option.
10. Click **Apply**, and then click **OK**.

If Windows firewall is enabled on all locations, select **File and Printer Sharing** checkbox, under **Exceptions** tab (**Control Panel >> Windows Firewall >> Exception**).

For Windows XP Home

Since Windows XP Home has limitations with regards to remote deployment, MWAgent should be installed on your system. You can download MWAgent from the eScan web console.

For Windows Vista / Windows 7 / Windows 8 / Windows 8.1 / Windows 10

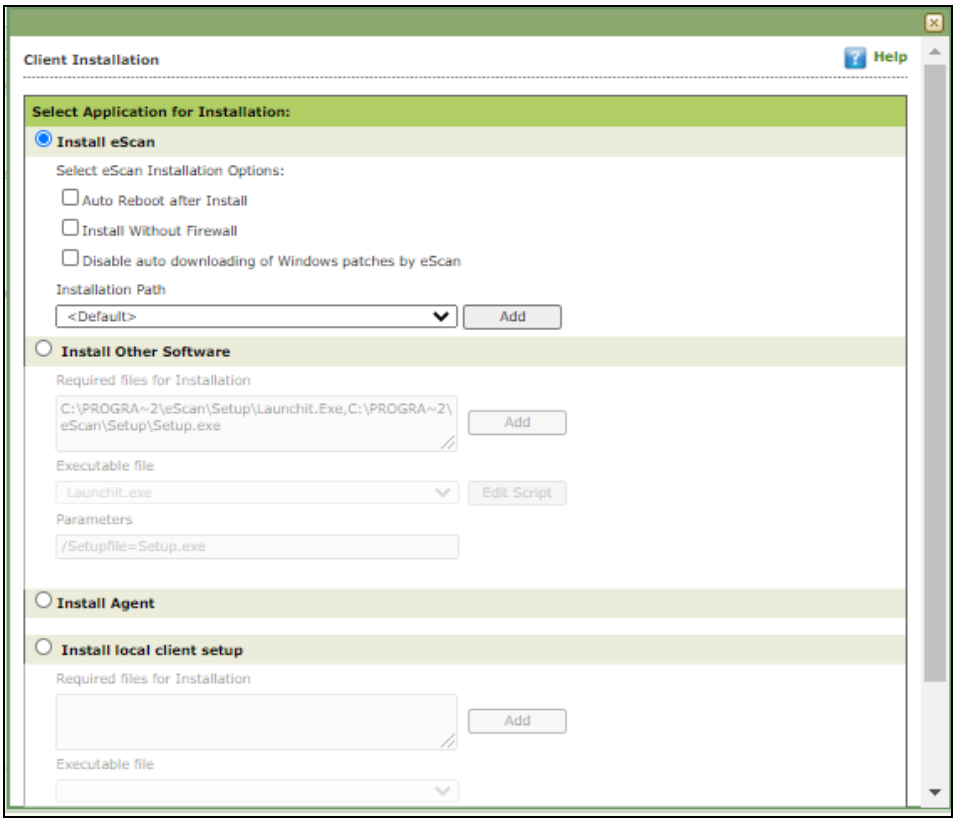
1. Launch **Run.**
2. Enter **secpol.msc**, and then click **OK**. Local Security Settings window appears.
3. On the navigation pane, click **Local Policies** folder, and then double-click **Security Options** folder. The security policy appears.
4. Double-click **Network access: Sharing and security model for local accounts** policy.
5. Select Classic - Local users authenticate as themselves option present in the drop-down.
6. Click **Apply** > **OK**.
7. Double-click **Accounts: Limit local account use of blank passwords to console logon only** policy.
8. Select **Disabled** option.
9. Click **Apply** > **OK**.
10. If the firewall is enabled, select **File and Printer Sharing** checkbox, under **Exceptions** tab.
11. On desktop, click **Start**, and right-click **My Computer**, click **Manage**. Computer Management window appears.
12. On the navigation pane, click **Local Users and Groups** option, and then click **Users** folder, and double-click **Administrator**. Administrator Properties window appears.
13. Check Password never expires and uncheck Account is disabled checkbox.
14. Click **Apply** > **OK**.

Deploy/Upgrade Client

To Deploy/Upgrade eScan client on all computers in a group or an individual computer, follow the steps given below:

Installing eScan Client on a Group

1. Select the group on which you want to install eScan client.
2. Click **Action List** > **Deploy/Upgrade Client**.
   Client Installation window appears.



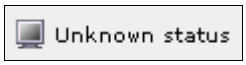
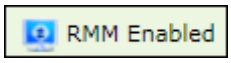
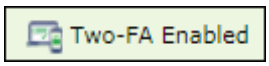
3. Select **Install eScan** option.
   By Default eScan is installed at the following Path on a Client computer.
   C:\Program Files\eScan (default path for 32-bit computer)
   OR
   C:\Program Files (x86)\eScan (default path for 64-bit computers).
4. To define a different installation path, click **Add**. (Skip this step if default path chosen).
5. Click **Install**. A window displays File transfer progress. After Installation, the eScan status will be updated in Managed Computers list.

Refresh Client

To refresh status of any client computer, follow the steps given below:

1. Under any group, click **Client Computers**. A list of computers appears on the right pane.
2. Select a computer.
3. Click **Refresh Client**. The Client will be refreshed.

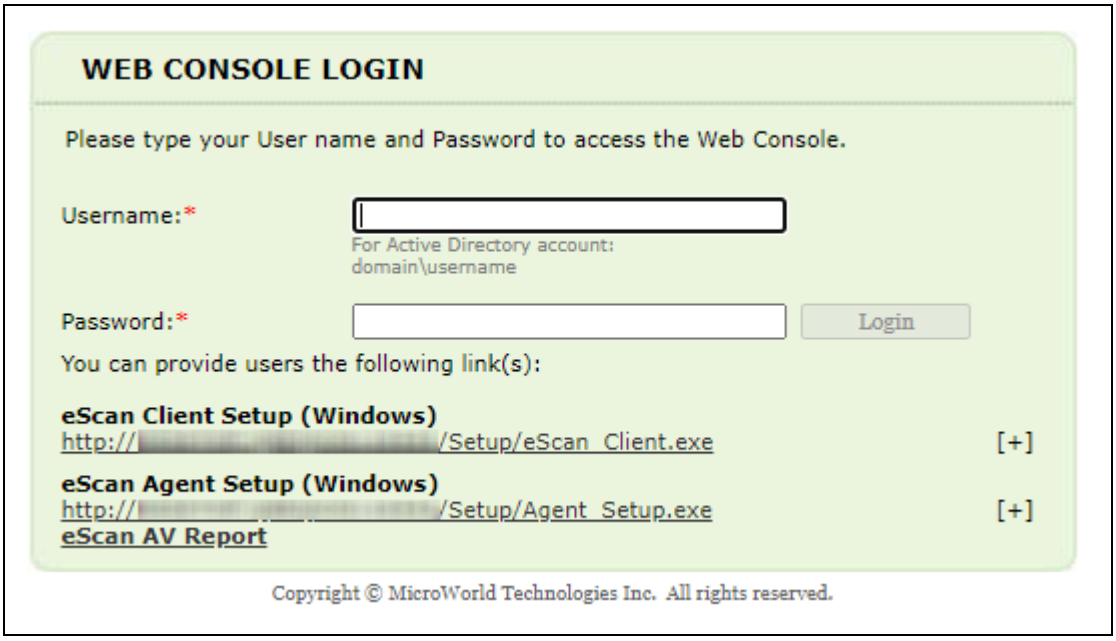
Understanding the eScan Client Protection Status

	This status is displayed when the File anti-virus module of eScan Client is enabled and eScan was updated in last 2 days.
	This status is displayed when either eScan is not installed on any computer or File AV/Real Time Protection is disabled.
	This status is displayed when communication is broken between Server and Client due to unknown reason.
	This status is displayed when a computer is defined as an Update Agent for the group.
	This status is displayed when a computer is added to RMM license and the computer can be connected via RMM service.
	This status is displayed when a computer is added to 2FA license.

Manual installation of eScan Client on network computers

If remote installation is not possible, you may manually install the eScan Management Console.

To install manually, the download links for manually installation of the **eScan Client** or **Agent** are displayed on the **Login Page** of eScan Management Console. Forward this link to the user of the Client computer on mail and guide the user through the installation process.



Installing eScan Client Using Agent

You may install the eScan Client using an Agent in following ways:

- Remotely installing agent on Client computer(s)
- Manually installing agent on Client computer(s)

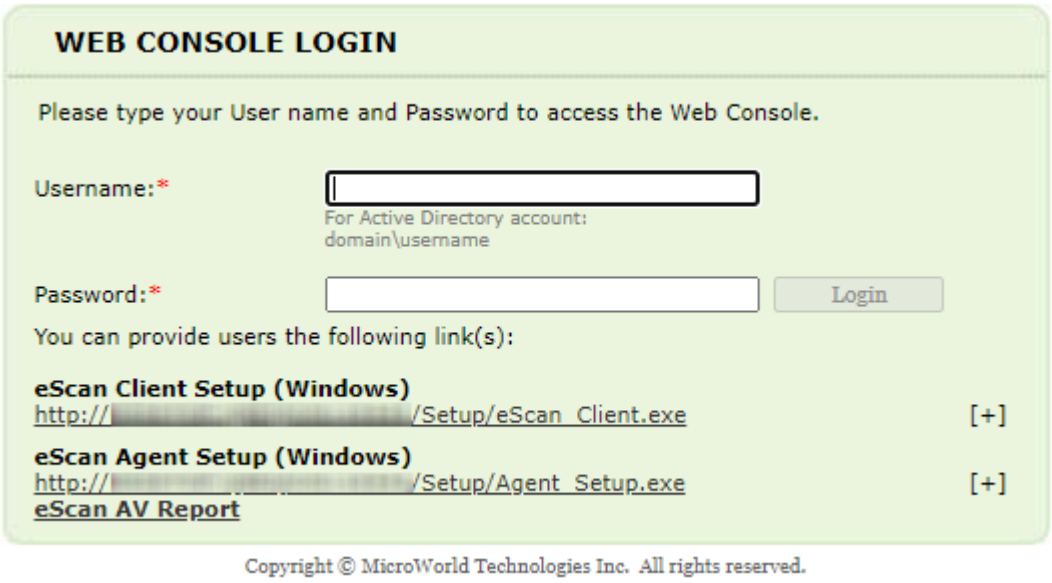
Remotely installing agent on Client computer(s)

1. Click Managed Computers.
2. Select the computer(s) from a group.
3. Click **Client Action List** > **Deploy/Upgrade Client**.
4. Select **Install Agent** option and click **Install**. eScan Agent will be installed on selected computers.

NOTE	This option useful in case there are glitches in the network connectivity between server and Client computer. It will overcome those glitches and speed up the client installation on the selected computers.

Manually installing eScan Agent on Client computer(s)

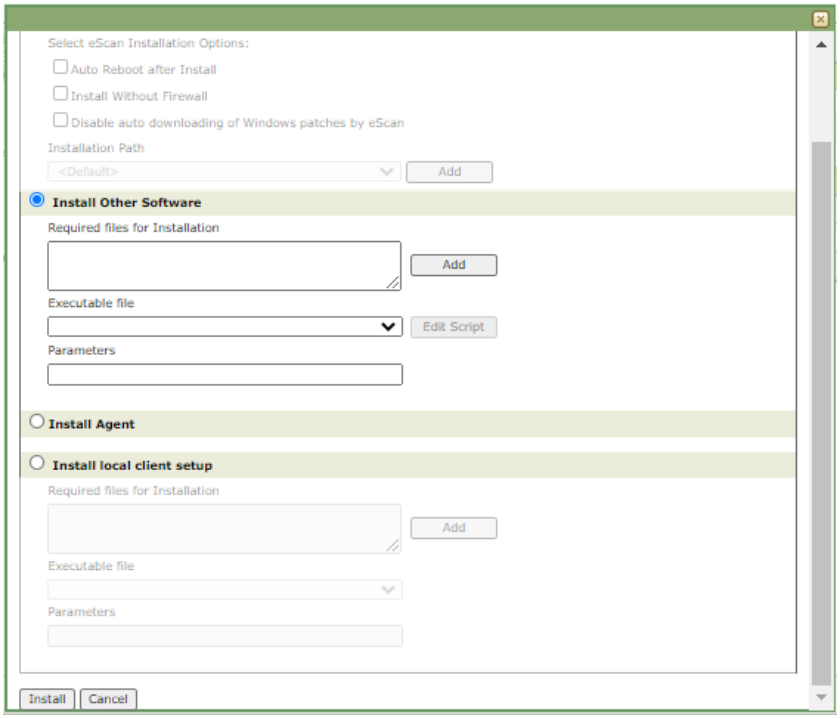
To manually install eScan Agent on computers, please send the link displayed on the **Login Page** of eScan Management Console to the users of the Client computer on mail.



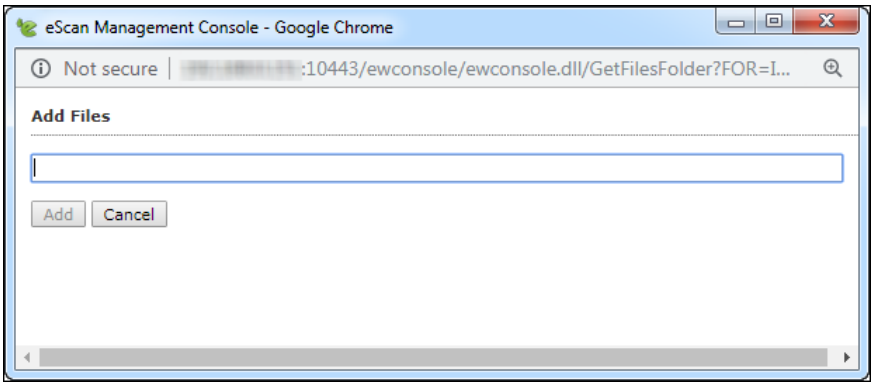
Installing other Software (Third Party Software)

To install third party software on computers, follow the steps given below:

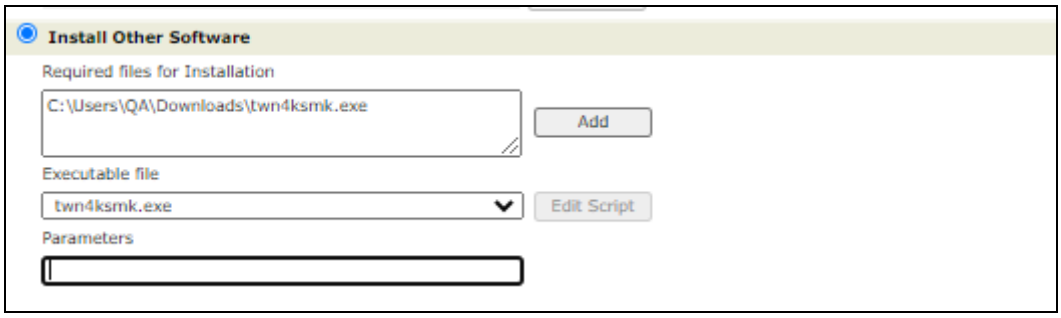
1. Click Managed Computers.
2. Select a computer from a group.
3. Click **Client Action List** > **Deploy/Upgrade Client**. Client Installation window appears.
4. Select **Install Other Software** option.



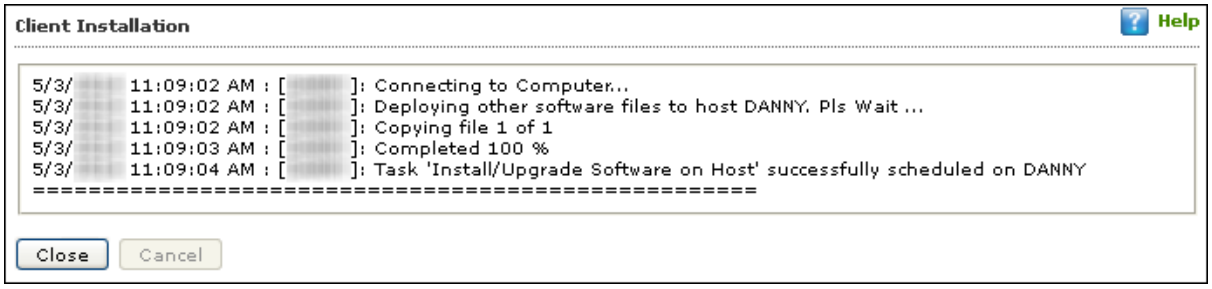
5. Click **Add.**
   Add Files window appears.



6. Enter the exact path of the EXE (on eScan Server) and click **Add**. The selected **EXE** will be added to the "Required files for Installation" list.



7. The Executable Filename will be displayed in the respective drop-down menu.
8. Define the command line parameters if required.
9. Click **Install** to initiate the installation process. A confirmation message appears.

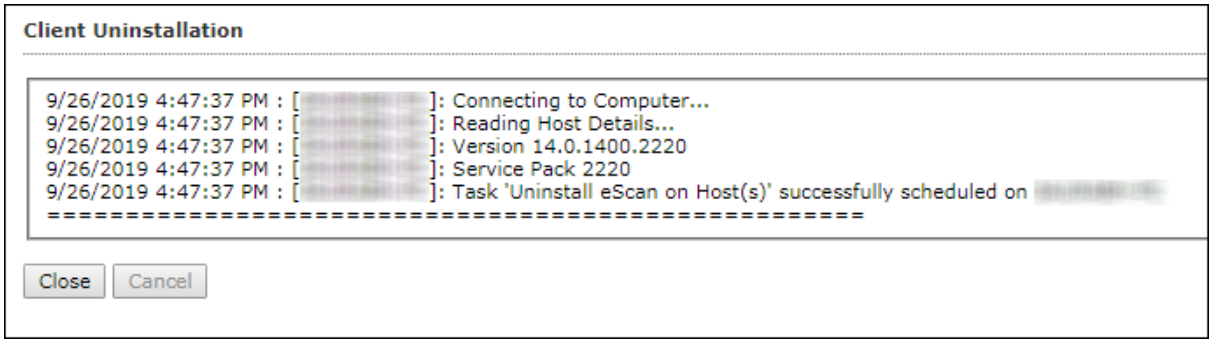


Uninstall eScan Client

To uninstall eScan Client on all the computer from a group, follow the steps given below:

1. Select the group of computers for uninstallation.
2. Click **Action List** > **Uninstall eScan Client**.
   Client Uninstallation window appears.

3. Click **Uninstall**.
   The Client Uninstallation window displays the progress.

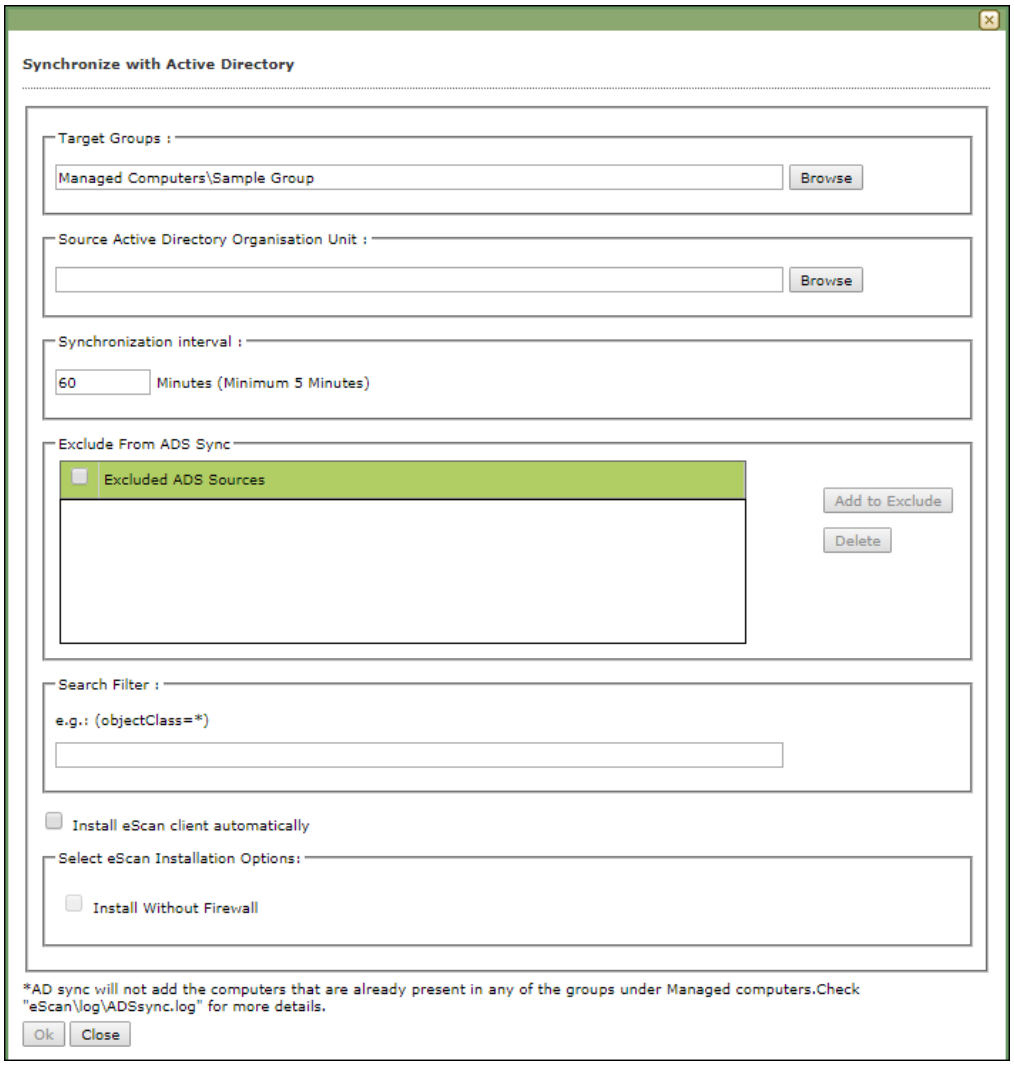


After the uninstallation process is over, click **Close**.

Synchronize with Active Directory

To synchronize a group with Active Directory, follow the steps given below:

1. In the Managed Computers folder tree, select a group for synchronization.
2. Click **Action List** > **Synchronize with Active Directory**.
   Synchronize with Active Directory window appears.



Source Active Directory Organization Unit
Click **Browse** and select an Active Directory.

Synchronization Interval
Enter the preferred duration (in minutes).

Exclude from ADS Sync
This field displays a list of excluded Active Directory sources.
To delete a source, select the checkbox Excluded ADS Sources. Select a source(s) and then click **Delete**.
To exclude a source, select the source and then click **Add to Exclude**.

Search Filter
It lets you search an Active Directory for an object class.

Install eScan manually
Selecting this option lets you install eScan manually on the computers.

Install without Firewall
Selecting this option lets you install eScan without firewall.

3. After performing the necessary actions, click **OK**.
   The group will be synchronized with the Active Directory.

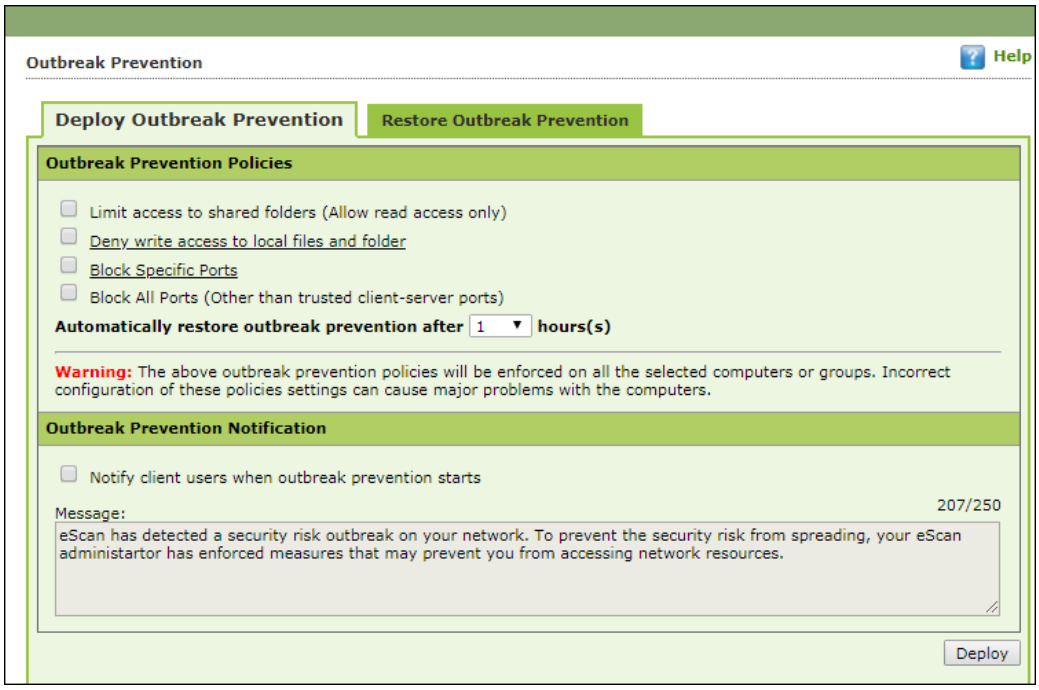
Outbreak Prevention

Upon virus detection, eScan quarantines the virus and restricts it from spreading across the network. The Outbreak Prevention feature lets you configure policies for the network.

Deploying Outbreak Prevention

To deploy Outbreak Prevention feature, follow the steps given below:

1. In the Managed Computers folder tree, select a group.
2. Click **Action List** > **Outbreak Prevention**.
   Outbreak Prevention window appears.



Limit access to shared folders
Select this checkbox to limit the infection's access to shared folders.

Deny write access to local files and folder
Select this checkbox to deny the infection write access for any file. Clicking the link displays another window that lets you specifically select folders and subfolders that should be denied and allowed access for modification.

Block specific ports
Select this checkbox to prevent infection from accessing specific ports. Clicking the link displays another window that lets you block incoming and outgoing data packets along with TCP and UDP ports.

Block All Ports (Other than trusted client-server ports)
Select this checkbox to block all ports other than trusted client server ports.

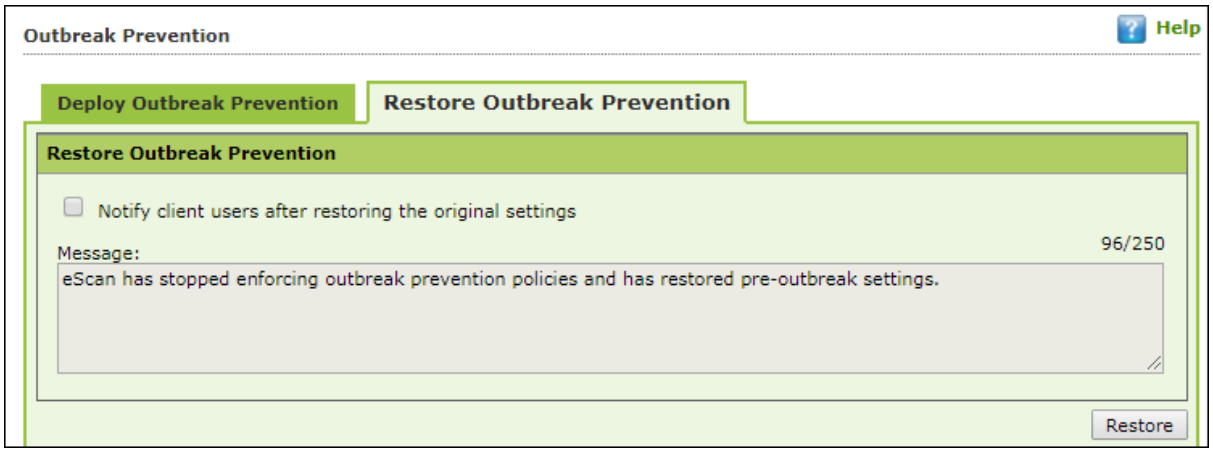
Automatically restore the outbreak prevention after hour(s)
This feature lets you restore outbreak prevention automatically after set duration (hours). Click the drop-down and select the preferred duration.

Outbreak Prevention Notification
To send a notification to client users after Outbreak Prevention is deployed, select the checkbox **Notify client users when outbreak prevention starts**. You can even write your own custom message for this feature in the Message field.

After making the necessary selections, click **Deploy**. The Outbreak Prevention feature will be deployed for the selected group.

Restore Outbreak Prevention

In the Outbreak Prevention window, click **Restore Outbreak Prevention** tab.

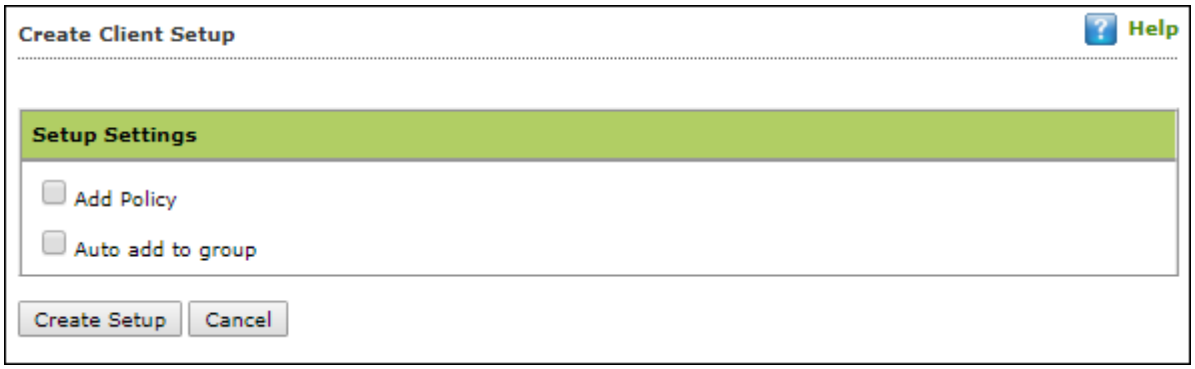


To restore Outbreak Prevention manually, click **Restore**.
To notify clients about Outbreak Prevention restoration, select the checkbox **Notify client users after the original settings**.

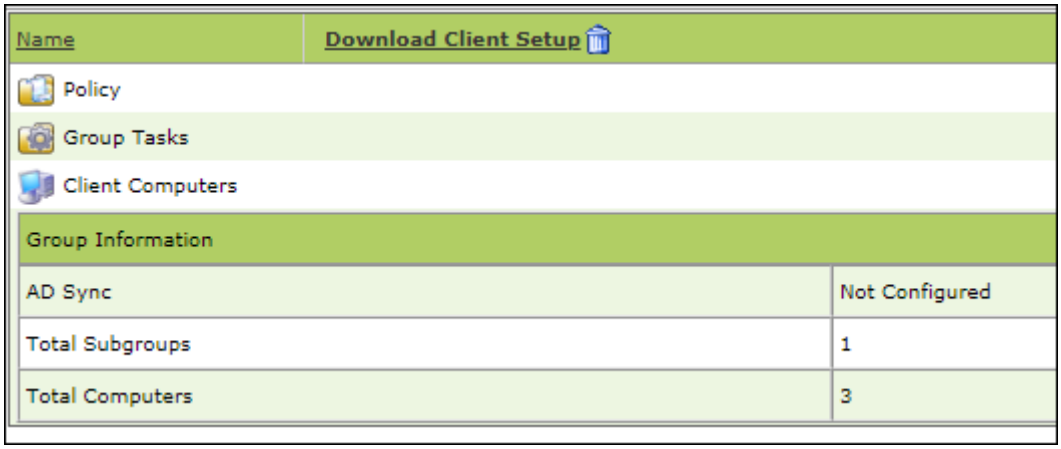
Create Client Setup

To create a Client setup, follow the steps given below:

1. In the Managed Computers folder tree, select a group.
2. Click **Action List** > **Create Client Setup**.
   Create Client Setup window appears.



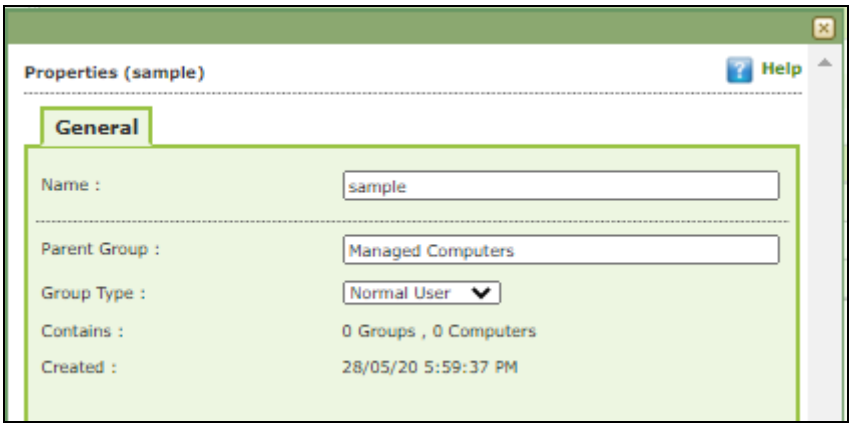
3. Select the necessary settings.
   - **Add Policy**: This option will let you add policy to the client setup.
   - **Auto add to group**: This option will add the endpoint(s) to the respective group automatically after endpoint installation.
4. Click **Create Setup**. The Client setup will be created and a download link will be displayed in right pane.



Properties of a group

To view the properties of a group, follow the steps given below:

1. Select a group.
2. Click **Action List** > **Properties**.
   Properties window appears.



In Properties, **General** tab displays following details:

- Group Name
- Parent Group
- Group Type – Normal or Roaming User
- Sub Groups or Number of Computers in that Group
- Creation date of the Group

Group Tasks

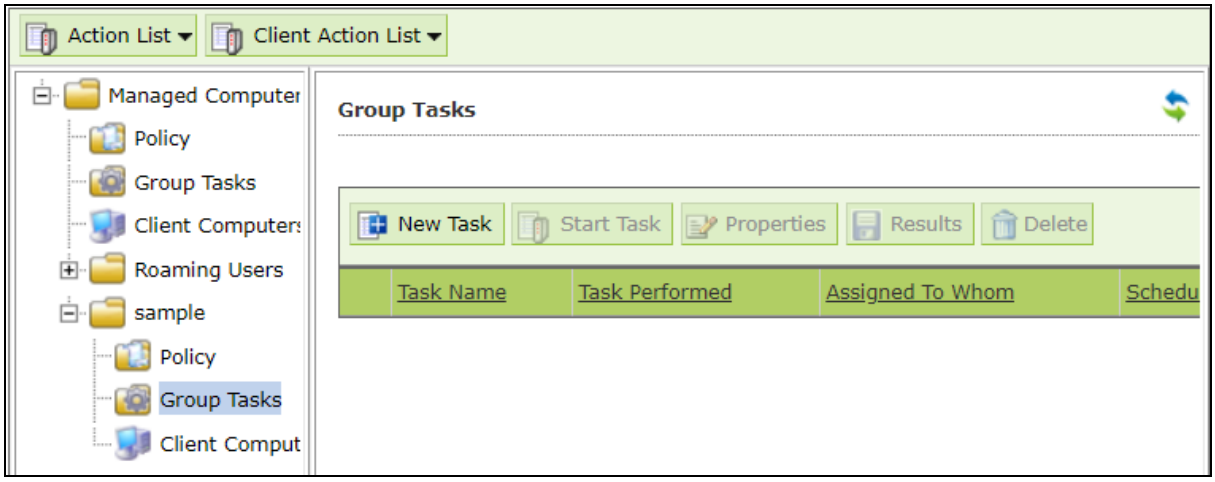
With the **Group Tasks** option, you can create a task, start a task, select a task and view its properties, view task results as well as delete an already created task. Tasks can include the following.

- Enable/Disable desired Module
- Set Update Server
- Scheduling Scan on Networked Computers

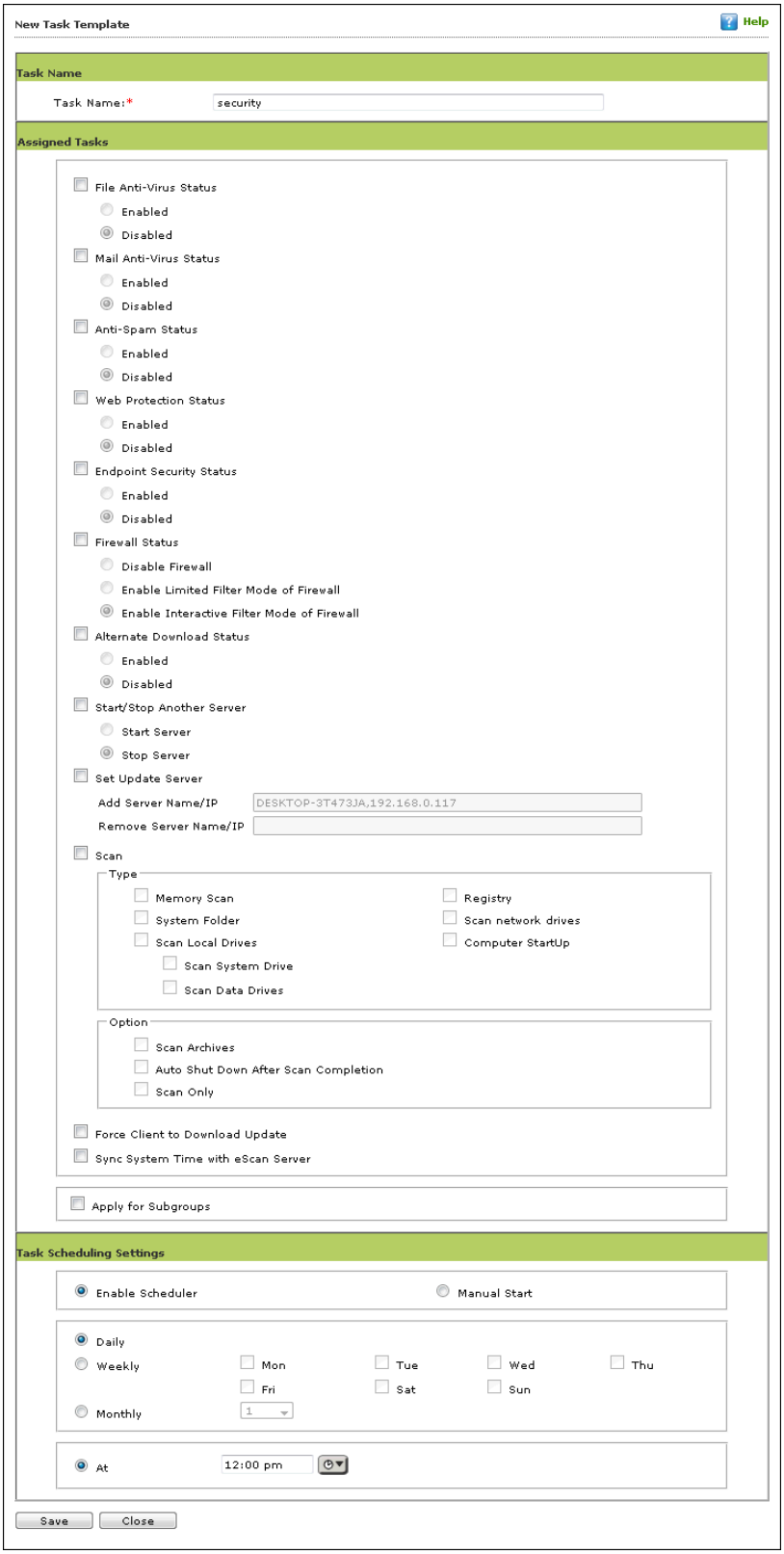
Creating a Group Task

To create a Group Task, follow the steps given below:

1. Select a group.
2. In group's folder tree, click **Group Tasks**.
3. In the Group Tasks pane, click **New Task**.



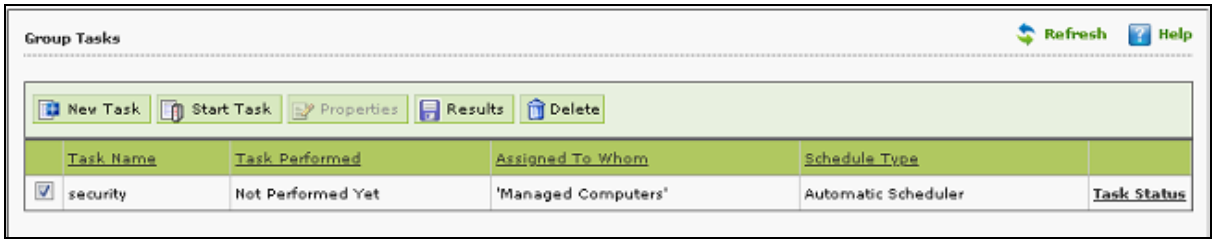
New Task Template window appears. This window lets you define Task Name, assign a task as well as schedule a task on computers.



4. Enter the Task Name and configure the desired task settings.
5. Click **Save**. The selected group will be assigned a task template.

Managing a Group Task

Selecting a Group Task enables **Start Task**, **Properties**, **Results** and **Delete** buttons.



Start Task

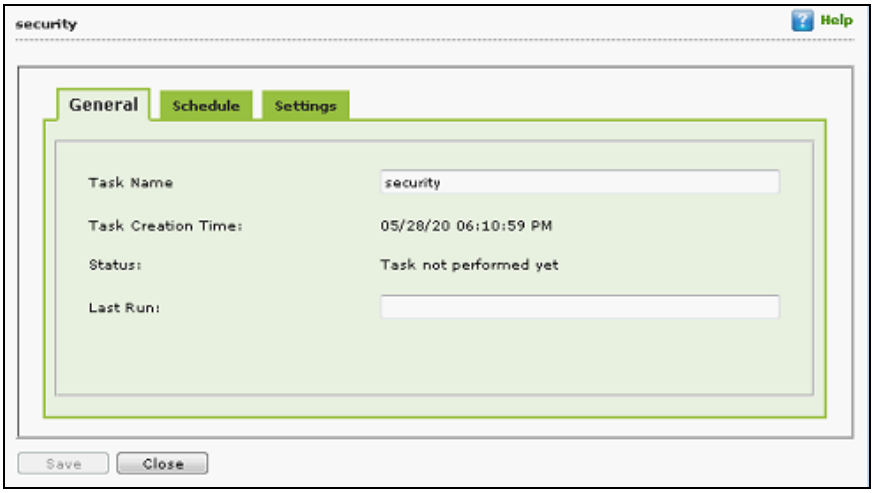
To start a task manually, select a task and then click **Start Task**.

Delete Task

To delete a task, select a task and then click **Delete**.

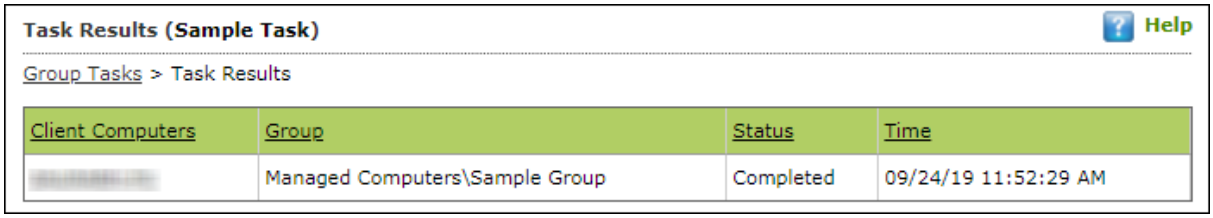
Properties

To view the properties of a task, select a task and then click **Properties**. It also lets you modify or redefine the entire settings configured. After making the necessary changes, click **Save**. The properties for the group task will be saved and updated.



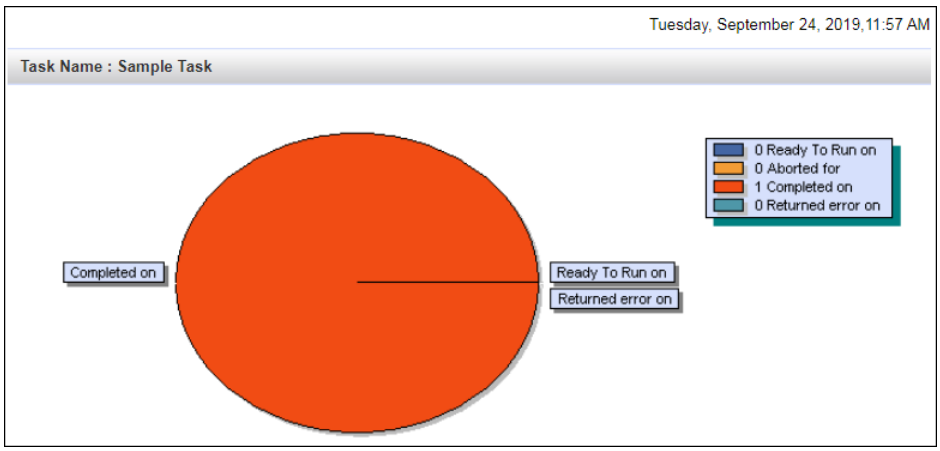
Results

To view the results of a completed task, select a task and then click **Results**.



Task Status

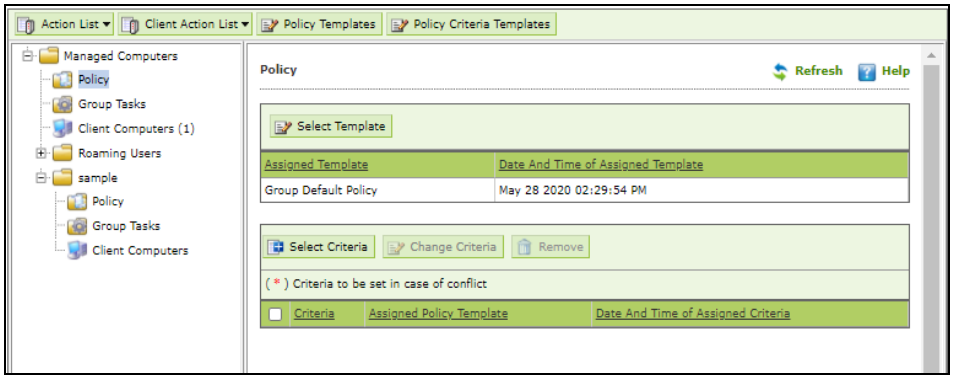
To view the status, select a task and then click **Task Status**. A brief task summary is displayed.



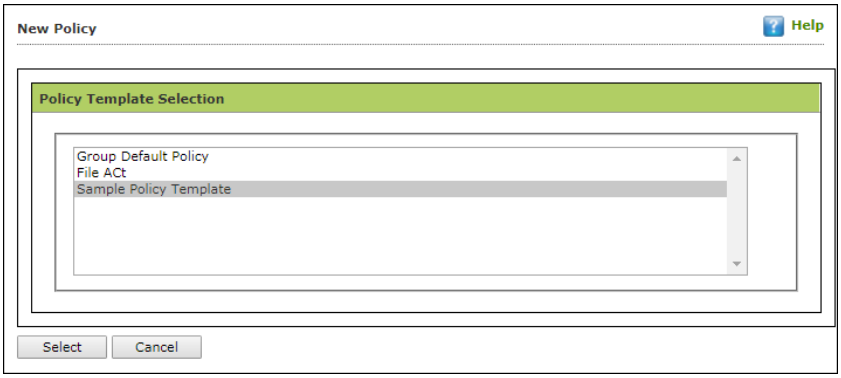
Assigning a Policy to the group

To assign a Policy to the group, follow the steps given below:

1. In the Managed Computers folder tree, select a group.
2. Under the group name, click **Policy**.
   Policy pane appears on the right side.

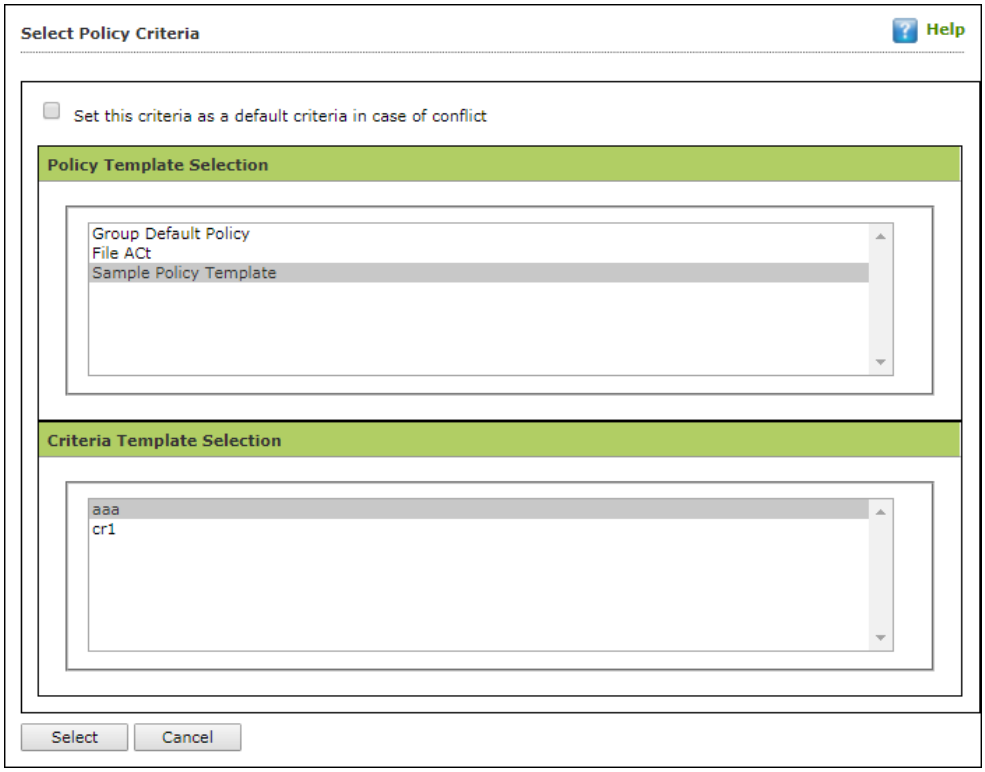


3. To assign a Policy Template to group, click **Select Template**. New policy window appears.



4. Select a policy template and then click **Select**.

5. To assign criteria to group, click **Select Criteria**.
   Select Policy Criteria window appears.



6. If a computer falls under both conditions created by you, it will create a conflict. To avoid such conflict, select the checkbox **Set this criteria as a default criteria in case of conflict**. Then select the Policy Template and Criteria Template to be used in case of conflict.
7. Click **Select**. The default Policy Template and Criteria Template for group will be saved and updated.

Policy Template

This button allows you to add different security baseline policies for specific computer or group.

Defining Policies

Following OS policies can be defined for eScan Client modules:

File Anti-virus
The File Anti-Virus module scans all the existing files and folders for any infection. It also lets you report/disinfect/quarantine/delete infected objects. Moreover, it saves a copy of report file for future reference, and displays attention messages.

Mail Anti-Virus
The Mail Anti-Virus module scans all the incoming emails. It scans the emails by breaking it into three sections the header, subject and the body. After scanning, the module combines the sections and sends it to your mailbox.

Anti-Spam
The Anti-Spam module blocks spam emails by checking the content of outgoing and incoming mails and quarantines advertisement emails.

Web Protection
The Web Protection module lets you block websites. You can allow/block websites on time-based access restriction.

Firewall
The Firewall module lets you put up a restriction to incoming and outgoing traffic and hacking. You can define the firewall settings here. You can define the IP range, permitted applications, trusted MAC addresses and local IP addresses.

Endpoint Security
The Endpoint Security module monitors the application on client computers. It allows/ restricts USB, Block list, White list, and defines time restrictions for applications.

Privacy Control
The Privacy Control module lets you schedule an auto-erase of your cache, ActiveX, cookies, plugins, and history. You can also secure delete your files and folders where the files will be deleted directly without any traces.

Administrator Password
Administrator Password lets you create and change password for administrative login of eScan protection center and Two-Factor Authentication.

ODS/Schedule Scan

ODS (On Demand Scanning)/Schedule Scan provides you with various options like – checking for viruses, and making settings for creating logs and receiving alerts. You can also create task in the scheduler for automatic virus scanning.

MWL Inclusion List
MWL (MicroWorld WinSock Layer) Inclusion List contains the name of all executable files which will bind itself to MWTSP.DLL. All other files are excluded.

MWL Exclusion List
MWL (MicroWorld WinSock Layer) Exclusion List contains the name of all executable files which will not bind itself to MWTSP.DLL.

Notifications & Events
Notifications & Events lets you configure the notification settings. It lets you send emails to specific recipients when malicious code is detected in an email or email attachment. It also lets you send alerts and warning messages to the sender or recipient of an infected message. The Events tab lets you configure settings to allow/restrict clients from sending alert for specific events.

Schedule Update
The Schedule Update lets you schedule eScan database updates.

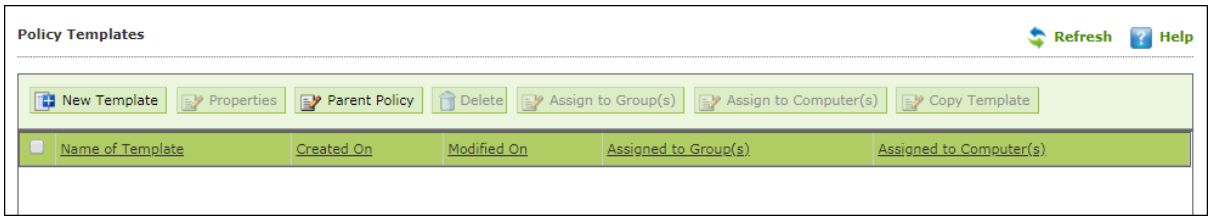
Tools
The Tools lets you configure eBackup and RMM (Remote Monitoring Management) Settings.

NOTE	Priority will be given to Policy assigned through **Policy Criteria** first, then the policy given to a specific computer and lastly given to policy assigned to the group to which the computer belongs.

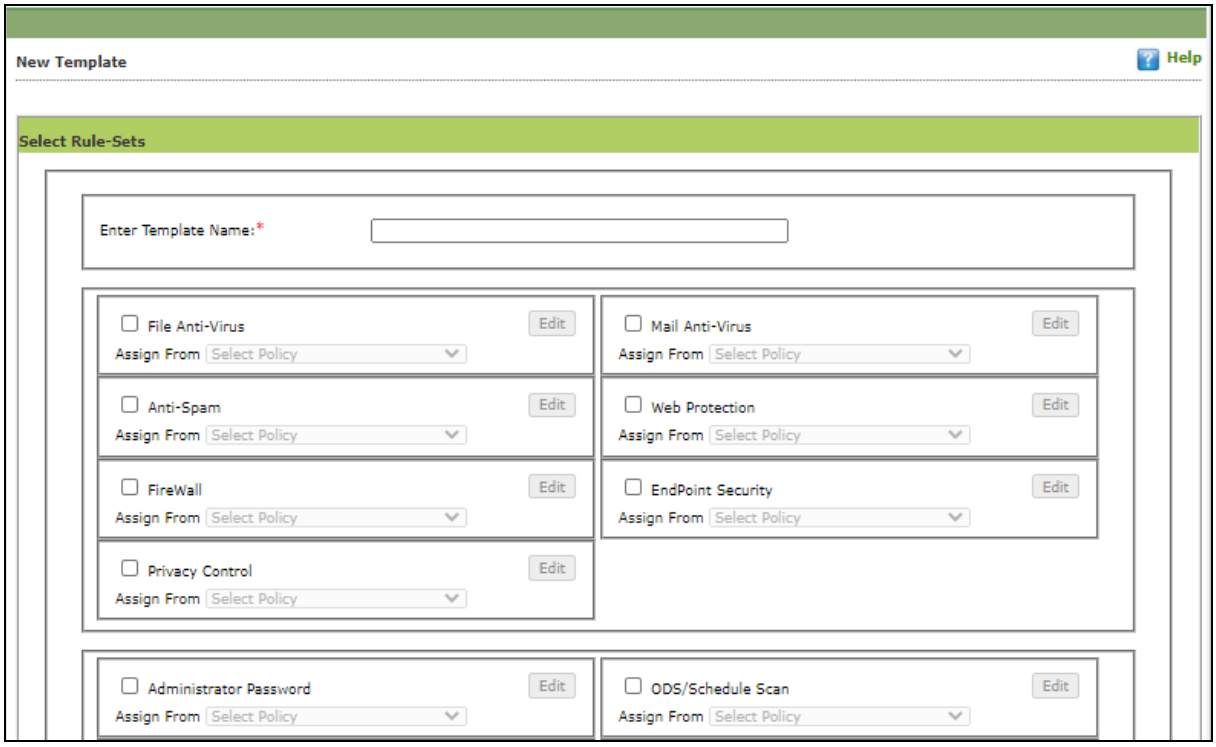
Creating Policy Template for a group/specific computer

To create a Policy template for a group, follow the steps given below:

1. Click **Managed Computers**.
2. Select the desired group and then click **Policy Template**.
   Policy Template window appears.



3. Click **New Template**. New Template window appears.



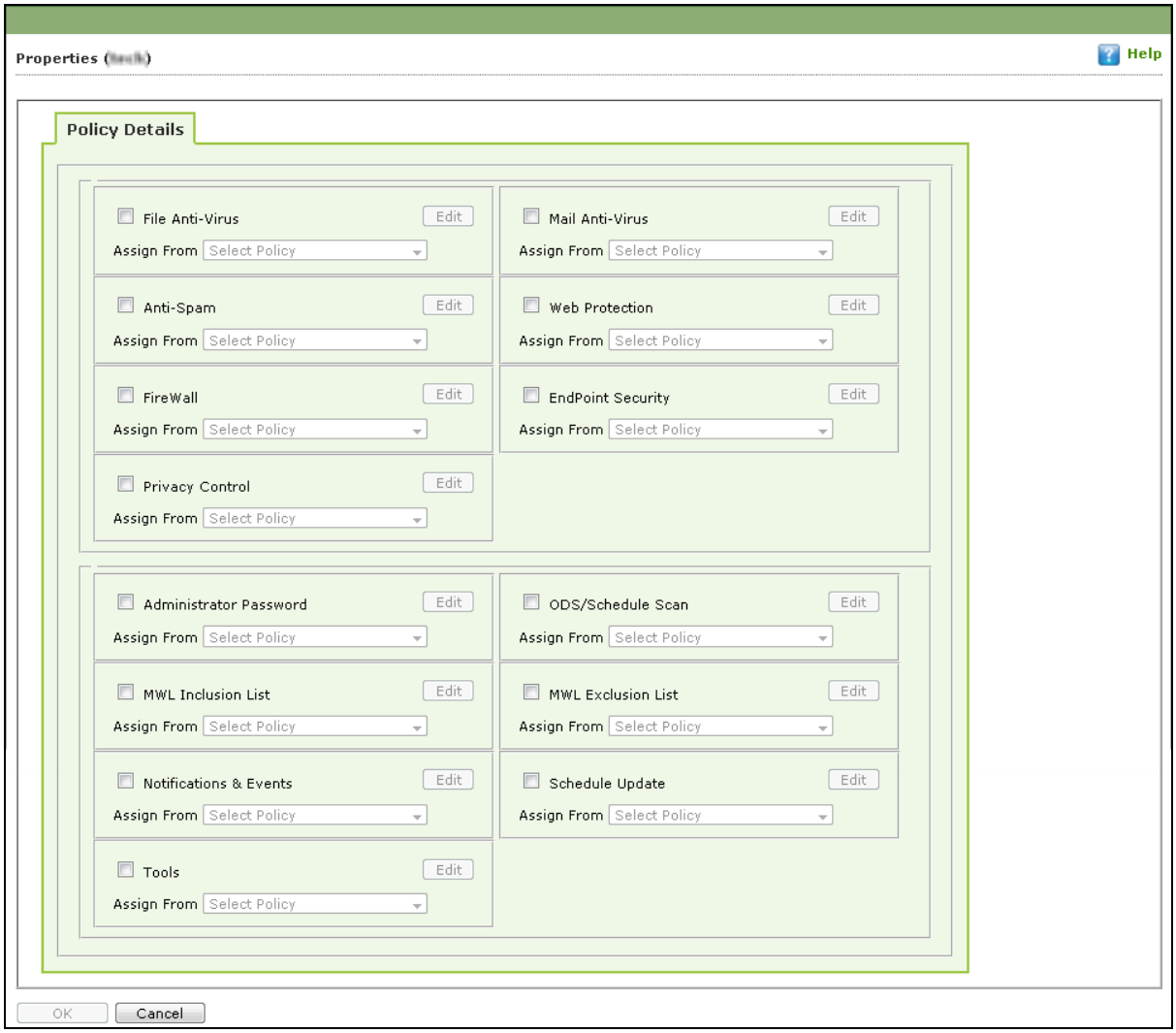
4. Enter a name for Template.
5. To edit a module, select it and then click **Edit**.
6. Click **Save**. The Policy Template will be saved.

Editing a Policy Template

Each module of a policy template can be further configured according to your preferences.

To edit a Policy Template, follow the steps given below:

1. Select a Policy Template and then click **Properties**. Properties window appears.



2. Select a module and click **Edit** to configure it.
3. After making changes, click **OK**. The Policy Template gets updated.

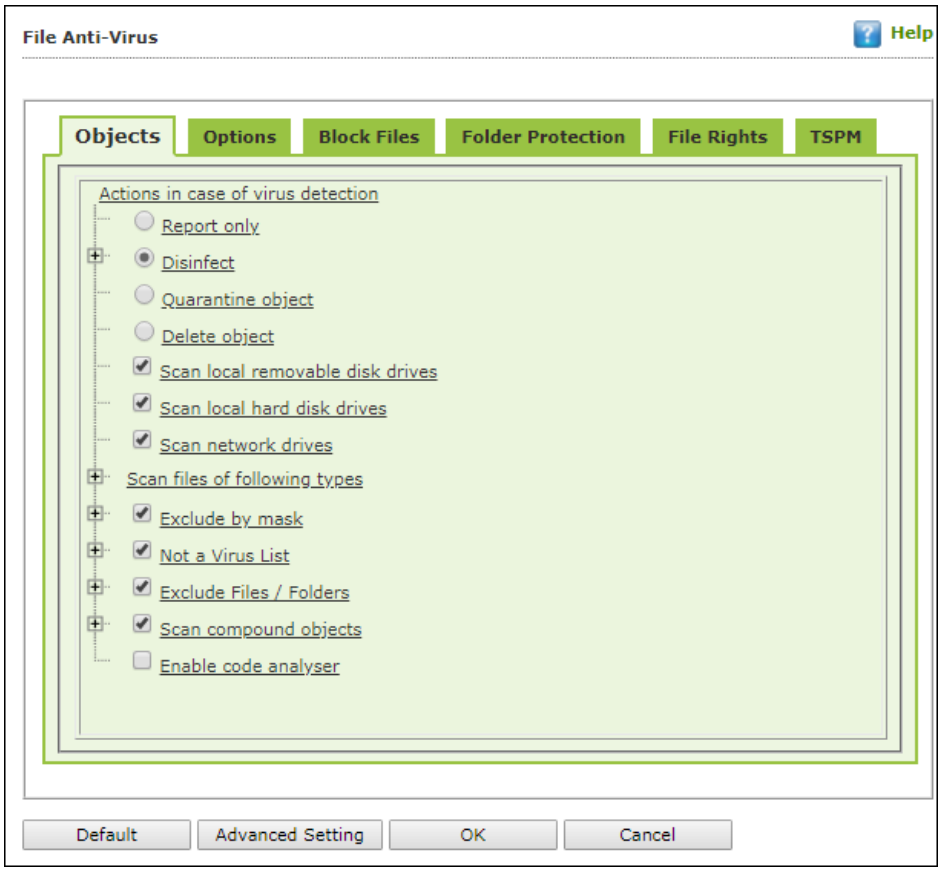
File Anti-Virus

Editing File Anti-Virus module displays following tabs:

- Objects
- Options
- Blocked Files
- Folder Protection
- File Rights
- TSPM

Objects

The Objects tab lets you configure following options.



Actions in case of virus detection

This section lists the different actions that File Anti-Virus can perform when it detects virus infection.

Report Only

Upon virus detection, eScan will only report the virus and won't take any action.

Disinfect and **If disinfection is impossible** it will **Quarantine Object** or **Delete Object**"

Out of these, the **Disinfect** option is selected by default. By default, the quarantined files are saved in **C:\Program Files\eScan\Infected folder.** You can select the **Make**

backup file before disinfection option if you would like to make a backup of the files before they are disinfected**.**

Scan local removable disk drives [Default]
Select this option if you want eScan to scan all the local removable drives attached to the computer.

Scan local hard disk drives [Default]
Select this option if you want eScan to scan all the local hard drives installed on the computer.

Scan network drives [Default]
Select this option if you want eScan to scan all the network drives, including mapped folders and drives connected to the computer.

Scan files of following types
Select this option if you want eScan to scan all files, only infectable files, and files by extension (Scan by mask). eScan provides you a list of default files and file types that it scans by extension. You can add more items to this list or remove items as per your requirements by clicking **Add/Delete**.

Exclude by mask [Default]
Select this checkbox if you want File Anti-Virus monitor to exclude all the objects in the Exclude by mask list during real-time monitoring or scanning. You can add/delete a file or a particular file extension by clicking **Add/Delete**.

Not a virus list [Default]
File Anti-Virus is capable of detecting riskware. Riskware refers to software originally not intended to be malicious but somehow can pose as a security risk to critical operating system functions. You can add the names of riskware, such as remote admin software, to the riskware list in the **Not a virus list** dialog box by clicking **Add/Delete** if you are certain that they are not malicious. The riskware list is empty by default.

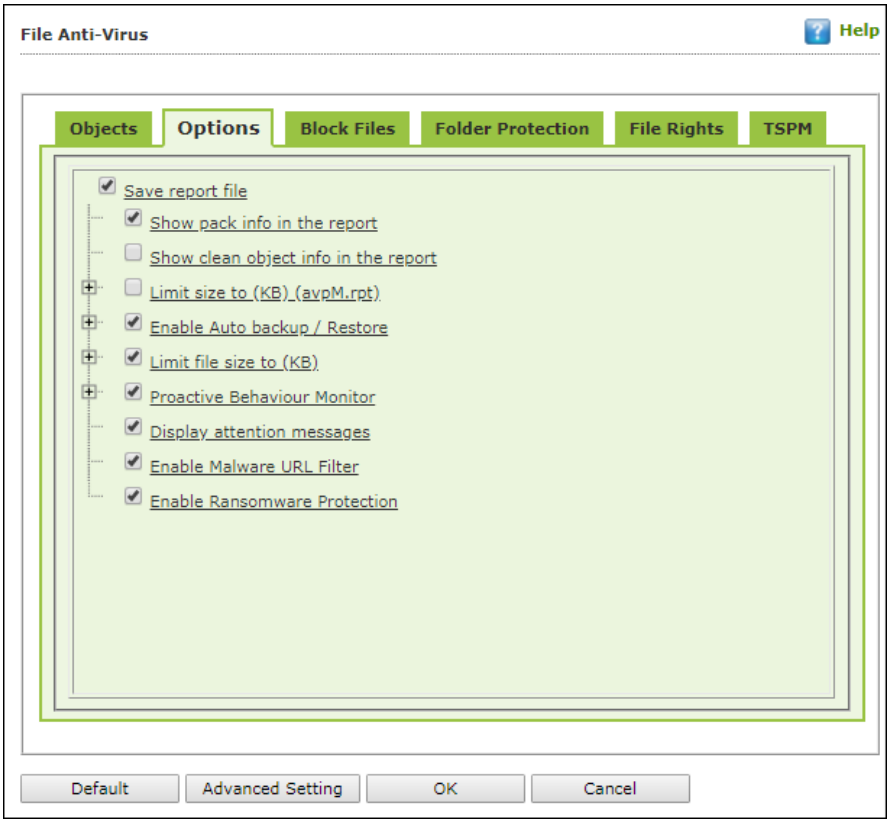
Exclude Files/Folders [Default]
Select this checkbox if you want File Anti-Virus to exclude all the listed files, folders, and sub folders while it is monitoring or scanning folders. The files/folders added to this list will be excluded from only real-time scan as well as on demand scan. You can add or delete files/folders from the list of by clicking **Add/Delete**.

Scan compound objects [Default]
Select this checkbox if you want eScan to scan archives and packed files during scan operations. By default, **Packed** is selected.

Enable code Analyzer
Select this checkbox if you want eScan to scan your computer for suspicious objects or unknown infections by using the heuristic analyzer. After selection, File Anti-Virus not only scans and detects infected objects, but also checks for suspicious files stored on computer.

Options

The Options tab lets you configure following options:



Save report file [Default]
Select this checkbox if you want eScan to save the reports generated by the File Anti-Virus module. The report file logs information about the scanned files and the action taken by File Anti-Virus when an infected file was found during the scan.

Show pack info in the report [Default]
Select this checkbox if you want File Anti-Virus to add information regarding scanned compressed files, such as .zip and .rar files to the Monvir.log file.

Show clean object info in the report
Select this checkbox if you want File Anti-Virus to add information regarding uninfected files found during a scan operation to the Monvir.log file. You can select this option to find out which files are not infected.

Limit size to (Kb) (avpM.rpt)
Select this checkbox if you want File Anti-Virus to limit the size of the Monvir.log file and avpM.rpt file. To modify the limit, enter the log file size in field.

Enable Auto backup/Restore [Default]
Selecting this checkbox lets you back up the critical files of the Windows® operating system and then automatically restores the clean files when eScan finds an infection in any of the system files that cannot be disinfected. You can do the following settings:

- **Do not backup files above size (KB) [Default]**: This option lets you prevent File Anti-Virus from creating backup of files that are larger than the file size that you have specified.

- **Minimum disk space (MB**) **[Default]**: The Auto-backup feature will first check for the minimum available space limit defined for a hard disk drive. If the minimum defined space is available then only the Auto-backup feature will work, if not it will stop without notifying. You can allot the Minimum disk space to be checked from this option. By default, the minimum disk space is 500 MB.

Limit file size to (KB) [Default]
This checkbox lets you set a limit size for the objects or files to be scanned. The default value is set to **20480 Kb**.

Proactive Behavior Monitor
Selecting this checkbox enables File Anti-Virus to monitor computer for suspicious applications and prompts you to block such applications when they try to execute.

- **Whitelist Option**: Whitelisting lets you mark the files in the database that you want to exclude from being blocked. To whitelist a file/folder, click **Whitelist** and then click **Add from DB.**

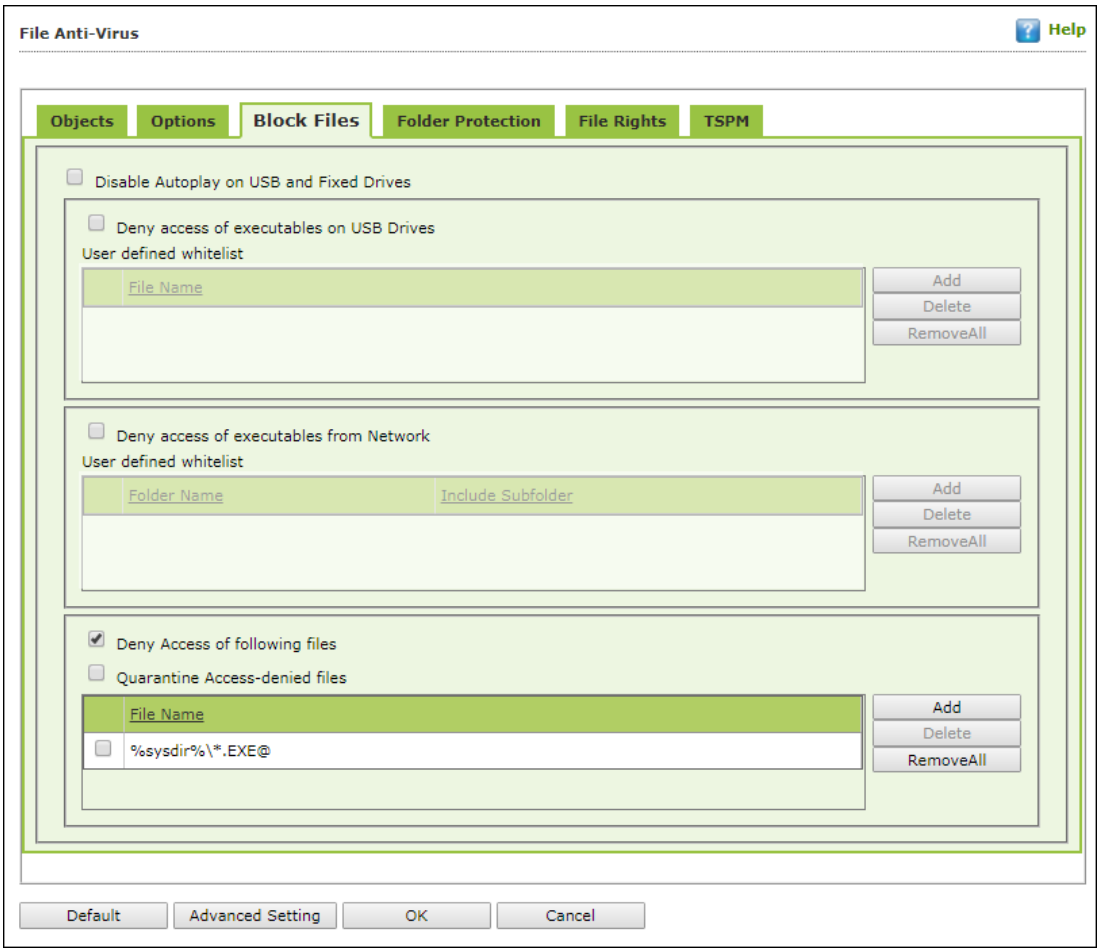
Display attention messages [Default]
When this option is selected, eScan displays an alert consisting the path and name of the infected object and the action taken by the File Anti-Virus module.

Enable Malware URL Filter
This option lets you enable a Malware URL filter where eScan blocks all URLs that are suspected to be malwares. You can exclude specific websites by whitelisting them from the eScan pop up displayed when you try to access the site.

Enable Ransomware Protection
This option lets you enable Ransomware Protection on the system where eScan blocks any suspected ransomware activities performed on system. With the technology called PBAE (Proactive Behavioral Analysis Engine) eScan monitors the activity of all processes on the local computer and when it encounters any activity or behavior that matches a ransomware, it raises a red flag and blocks the process.

Block Files

The Block Files tab lets you configure settings for preventing executables and files, such as autorun.inf on network drives, USB drives, and fixed drives from accessing your computer.



You can configure the following settings:

Disable AutoPlay on USB and Fixed Drives [Default]

Selecting this option will disable AutoPlay when a USB/Fixed Drive is connected.

Deny access of executables on USB Drives

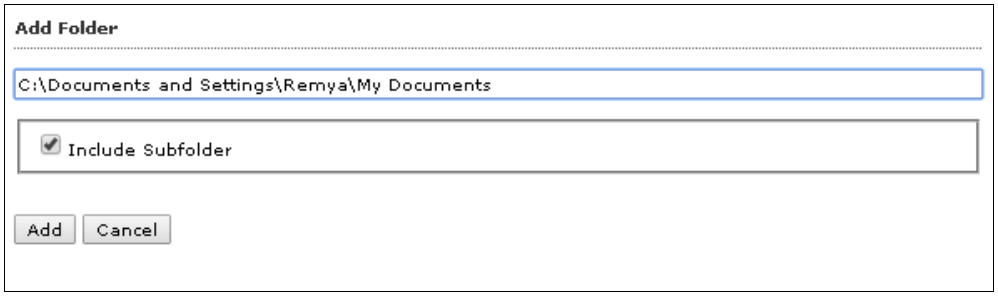
Select this checkbox if you want eScan to prevent executables stored on USB drives from being accessed.

Deny access of executable from Network

Select this checkbox if you want eScan to prevent executables on the client computer from being accessed from the network.

User defined whitelist

This option gets enabled after selecting the **Deny access of executable from Network** checkbox. You can use this option to enter the folders that need to be whitelisted so that executables can be accessed in the network from the folders mentioned under this list. To add files, click **Add**.



Enter the complete path of the folder to be whitelisted on the client systems. You can either whitelist only the parent folder or select the **Include subfolder** option to whitelist the subfolders as well.

Deny Access of following files [Default]

Select this checkbox if you want eScan to prevent the files in the list from running on the computers.

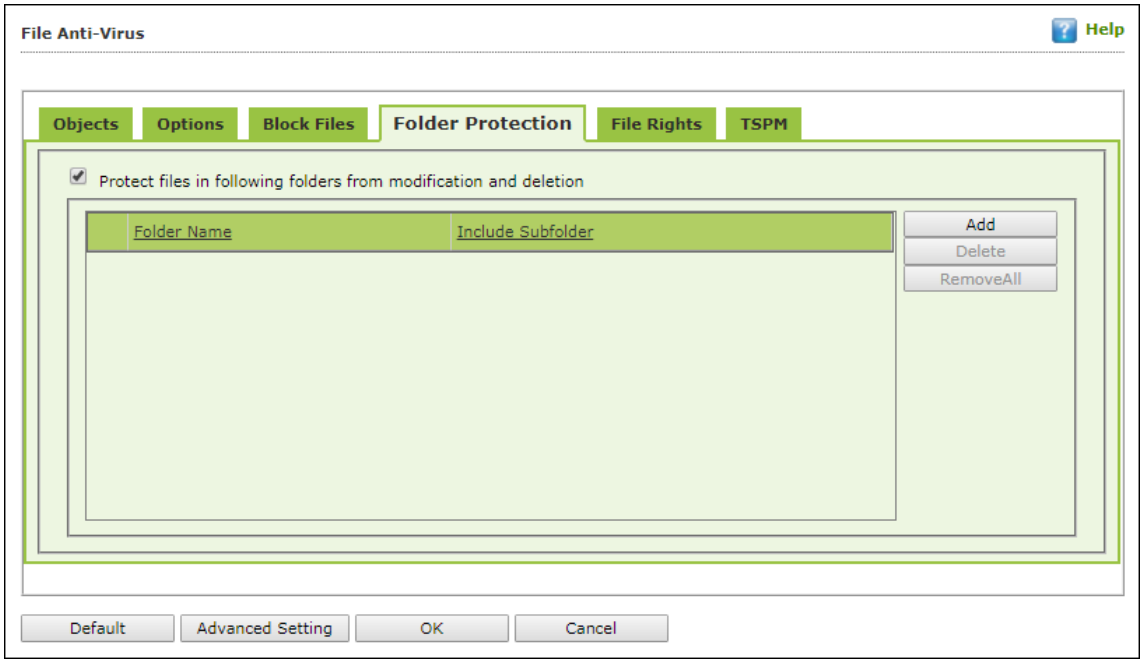
Quarantine Access-denied files

Select this checkbox if you want eScan to quarantine files to which access is denied.

1. You can prevent specific files from running on the eScan client computer by adding them to the Block Files list. By default, this list contains the value %sysdir%*.EXE@. Click **Add**.
2. Enter the full name of the file to be blocked from execution on the client systems.

Folder Protection

The Folder Protection tab lets you protect specific folders from being modified or deleted by adding them to the Folder Protection list. It lets you configure the following setting:



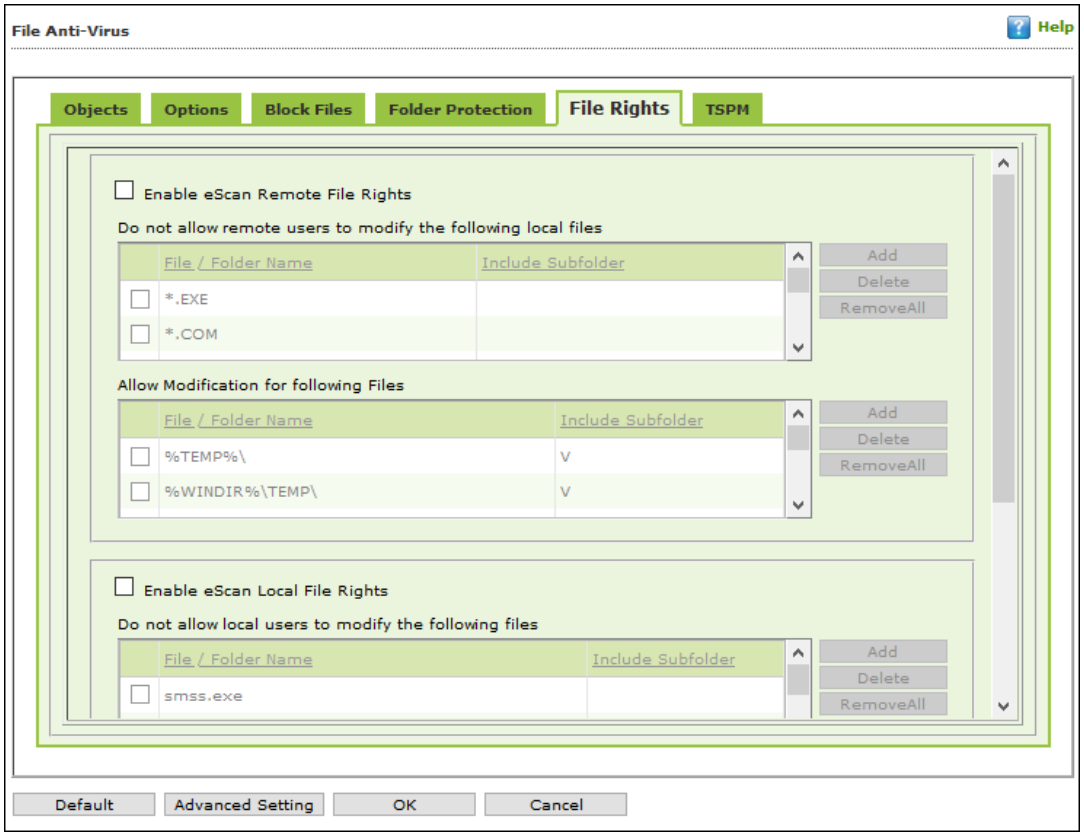
Protect files in following folders from modification and deletion [Default]

This option is selected by default. Selecting this check box enables File Anti-Virus module to protect files in specific folders from being modified or deleted on the client systems.

1. To protect files from modification, click **Add**.
2. Enter the complete path of the folder to be protected on the client systems.
3. You can either protect only the parent folder or select the **Include subfolder** option to protect the subfolders as well.
4. Click **Add**.

File Rights

The File Rights tab restricts or allows for remote or local users from modifying folders, subfolders, files or files with certain extensions.



Enable eScan Remote File Rights
Select this checkbox to allow/restrict the remote users to make any modifications to the files and folders.

Do not allow remote users to modify the following local files
The files/folders added to this list cannot be modified by the remote users.

Allow modification for following files
The files added to this list can be modified by the remote user.

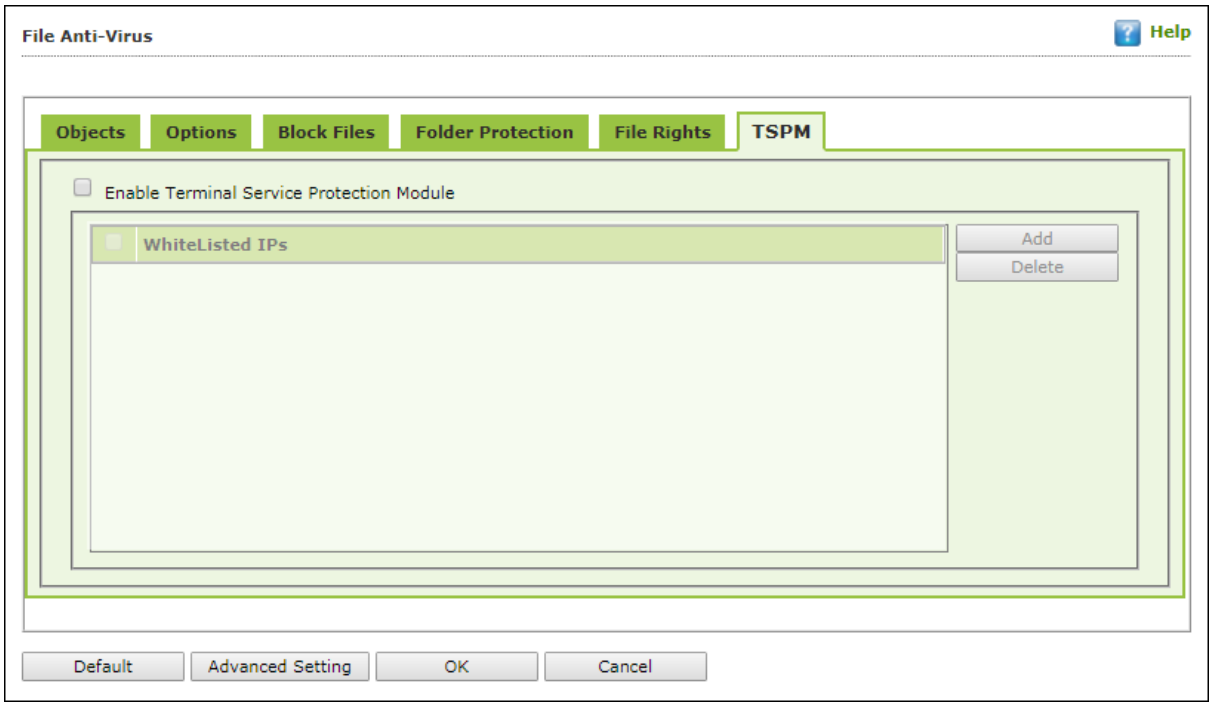
Enable eScan local file rights
Select this checkbox to allow/restrict the local users to make any modifications to the files/folders.

Do not allow local users to modify the following files
The files/folders added to this list cannot be modified by the local users.

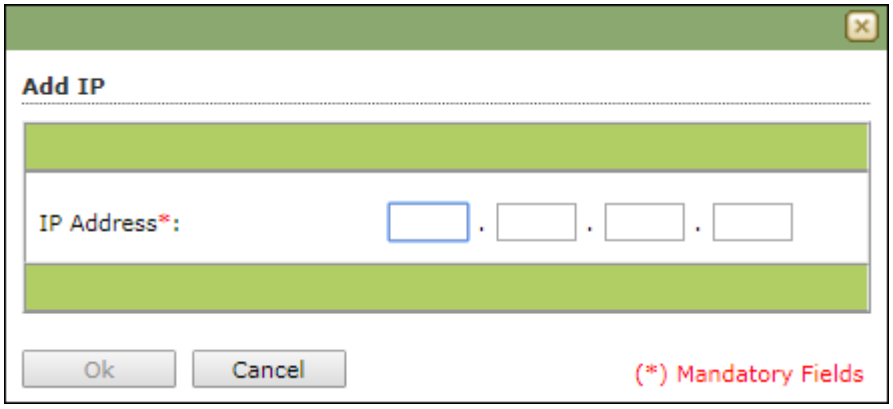
Allow modification for files
The files/folders added to this list can be modified by the local users.

TSPM

eScan's Terminal Services Protection Module (TSPM) detects brute force attempts, identifies suspicious IP addresses/hosts and blocks any access attempts from them to prevent future attacks. The IP addresses and hosts from the attacks are banned from initiating any further connections to the system. It also detects and stops attempts of attackers who try to uninstall security applications from systems and alerts administrators about the preventive measures initiated by TSPM.



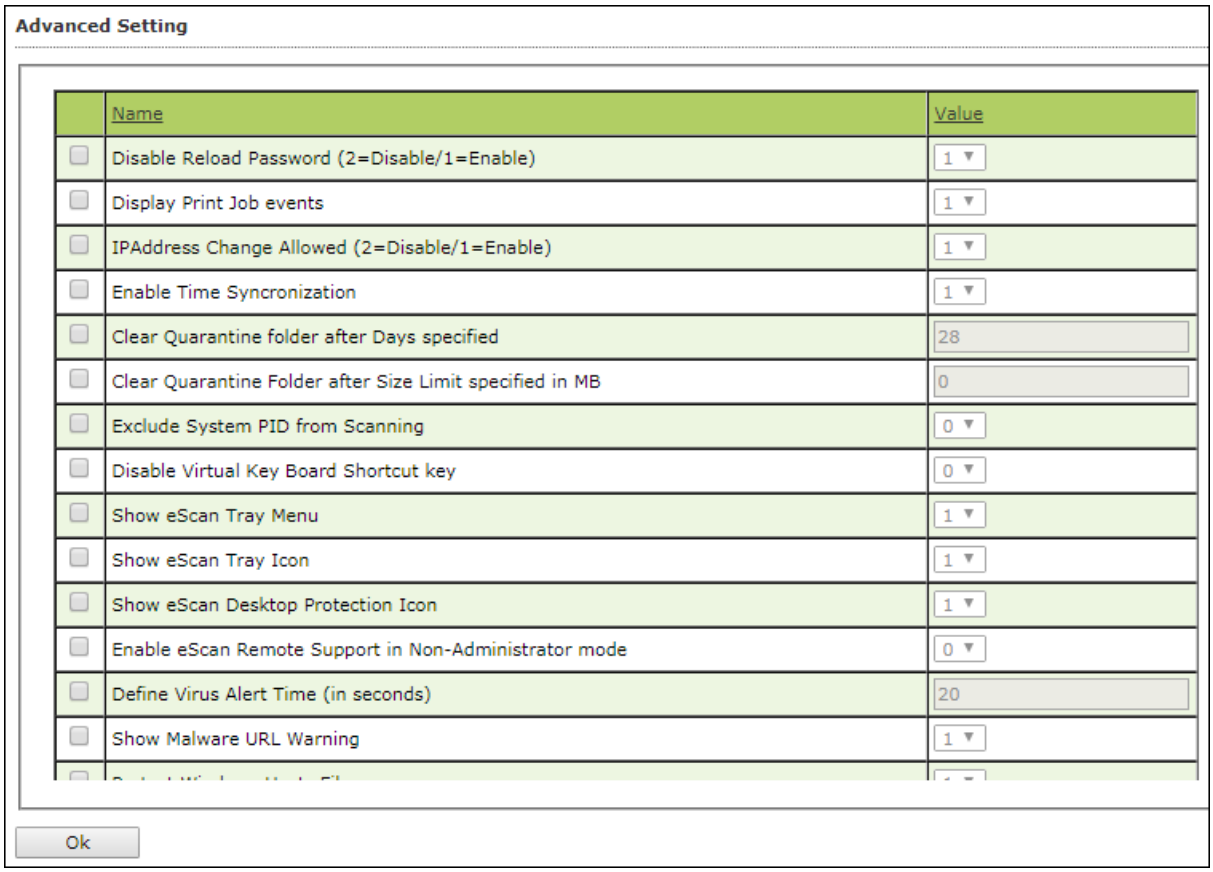
1. Select the checkbox **Enable Terminal Service Protection Module** to activate TSPM module.
2. To add a list of IP addresses to be excluded from being blocked by TSPM, click **Add.** Add IP window appears.



3. Enter the IP address and then click **OK.**

Advanced Settings

Clicking Advanced Settings lets you configure advanced settings for console.



Disable Reload Password (2=Disable/1=Enable)
This option lets you enable or disable password for reloading eScan. After enabling, the user will be asked to enter reload password if user attempts to reload eScan. This is the administrator password for eScan Protection Center.

Display Print Job events (1 = Enable/0 = Disable)
This option lets you capture events for the Print Jobs from Managed Computers.

IP Address Change Allowed (2 = Disable/1 = Enable)
This option lets you enable/disable IP Address Change by the user on their computer.

Enable Time Synchronization (1 = Enable/0 = Disable)
This option lets you enable/disable time synchronization with internet. Active internet connection is mandatory for this feature.

Clear Quarantine folder after Days specified
This option lets you specify number of days after which the Quarantine folder should be cleared on Managed Computers.

Clear Quarantine Folder after Size Limit specified in MB
This option lets you specify size limit for the Quarantine folder. If the defined size limit exceeds, the Quarantine folder will be cleared on Managed Computers.

Exclude System PID from Scanning (1 = Enable/0 = Disable)
This option lets you exclude system process ID (Microsoft assigned System PIDs) from scanning on Managed Computers.

Disable Virtual Key Board Shortcut key (1 = Enable/0 = Disable)
This option lets you disable shortcut for using Virtual Keyboard on Managed Computers.

Show eScan Tray Menu (1 = Show/0 = Hide)
This option lets you Hide or Show eScan Tray menu on Managed Computers.

Show eScan Tray Icon (1 = Show/0 = Hide)
This option lets you hide or show eScan Tray Icon on Managed Computers.

Show eScan Desktop Protection Icon (1 = Show/0 = Hide)
This option lets you hide or show eScan Protection icon on Managed Computers.

Enable eScan Remote Support in Non-Administrator mode (1 = Enable/0 = Disable)
This option lets you enable/disable eScan Remote Support in Non-Administrator Mode. eScan will not prompt for entering Administrator Password to start eScan Remote Support from Managed Computers.

Define Virus Alert Time (in seconds)
This option lets you define time period in seconds to display Virus Alert on Managed Computers.

Show Malware URL Warning (1 = Show/0 = Hide)
This option lets you show or hide Malware URL warning messages on Managed Computers.

Protect Windows Hosts File (1 = Allow/0 = Block)
Use this option to Allow/Block modifications to Windows Host Files.

Search for HTML Scripts (1 = Allow/0 = Block)
Use this option to Allow/Block search for html script (infection) in files. This option will have impact on system performance.

Show Network Executable block alert (1 = Show/0 = Hide)
This option lets you show/hide Network executable block alerts on Managed Computers.

Show USB Executable Block Alert (1 = Show/0 = Hide)
This option lets you show/hide USB executable block alerts on Managed Computers.

Show eScan Tray Icon on Terminal Client (1 = Show/0 = Hide)
This option lets you show/hide eScan Tray Icon on Terminal Clients on Managed Computers.

Enable eScan Self Protection (1 = Enable/0 = Disable)
This option lets you Enable/Disable eScan Self Protection on Managed Computers, if this feature is enabled, no changes or modifications can be made in any eScan File.

Enable eScan Registry Protection (1 = Enable/0 = Disable)
This option lets you Enable/Disable eScan Registry Protection. User cannot make changes in protected registry entries if it is enabled on Managed Computers.

Enable backup of DLL files (1 = Enable/0 = Disable)
This option lets you Enable/Disable backup of DLL files on Managed Computers.

Integrate Server Service dependency with Real-time monitor (1 = Enable/0 = Disable)
This option lets you Integrate Server Service dependency with real-time monitor.

Send Installed Software Events (1 = Enable/0 = Disable)
This option lets you receive Installed Software Events from Managed Computers.

Enable Winsock Protection (Require Restart) (1 = Enable/0 = Disable)
This option lets you Enable/Disable protection at the Winsock Layer.

Enable Cloud (1 = Enable/0 = Disable)
This option lets you Enable/Disable eScan Cloud Security Protection on Managed Computers.

Enable Cloud Scanning (1 = Enable/0 = Disable)
This option lets you Enable/Disable Cloud Scanning on Managed Computers.

Remove LNK (Real-Time) (1 = Enable/0 = Disable)
This option lets you Enable/Disable Removal of LNK on real-time basis.

Whitelisted AutoConfigURL
This option lets you whitelist AutoConfigURLs. Enter comma separated URLs that need to be whitelisted.

Disable Add-ons/Extension blocking (1 = Enable/0 = Disable)
Selecting this option disables Add-ons and Extension blocking.

Include files to scan for archive (Eg: abc*.exe)
This option lets you add file types that needs to be when archive scanning enabled.

Block Date-Time Modification (1 = Enable/0 = Disable)
This option lets you block the modification of the system date and time.

Allow CMD-Registry for Date-Time blocking (Depends upon Block Date-Time Modification) (1 = Enable/0 = Disable)

Selecting this option lets you block date-time modification from the CMD-Registry.

Domain list for exclusion of Host file scanning (e.g. abc.mwti)
Selecting this option lets you add the list of domains to be excluded from host file scanning.

Disable Pause Protection and Open Protection center on Right Click (Set 192 for disable)
This option disables Pause Protection and Open Protection center on Right Click if you set it to 192.

Enable Share Access Control (1 = Enable/0 = Disable)
(Note:- Only if it is enabled the setting "NetworkSharesReadOnlyAccess" and "NetworkSharesNoAccess" will be referred)
It enables Share Access Control. Network Shares ReadOnly Access and Network Shares NoAccess options will work only if this option is selected.

List of comma-separated servers and/or shares and/or wildcards which needs to be given NO ACCESS e.g. \\192.168.1.1\temp or \\192.168.1.1\temp*.doc or *.doc (Work only when "Enable Share Access Control" is set)
Selecting this option lets you add the List of comma-separated servers and/or shares and/or wildcards that should not be accessible.

List of comma-separated servers and/or shares and/or wildcards which needs to be given READ ONLY ACCESS e.g. \\192.168.1.1\temp or \\192.168.1.1\temp*.doc or *.doc (Work only when "Enable Share Access Control" is set)
Selecting this option lets you add the List of comma-separated servers and/or shares and/or wildcards that should be given only view access and not be editable.

Include files to scan for archive (eg:abc*.exe)
Selecting this option lets you add file types that should be scanned.

Whitelist IP Address (Depends on IP Address Change Allowed) (E.G 192.168.1.* You can put comma-separated list)
Selecting this option lets you add the list of IP addresses separated by commas to whitelist them.

Block Access to Control Panel (1 = Enable/0 = Disable)
Selecting this option lets you block the user from accessing the control panel.

Disable COPY/PASTE (1 = Enable/0 = Disable)
Selecting this option lets you disable Copy/Paste actions.

Enable logging of sharing activity from suspected malware system (WSmbFilt.log on client system) (1 = Enable/0 = Disable)
Enabling this option directs eScan to log any sharing activity performed by suspected malware system. By default, this feature is enabled.

Block all RDP Session except Whitelisted under TSPM
Selecting this option lets you block all RDP sessions excluding the ones you have Whitelisted under TSPM.

Allow RDP (1=Block Foreign IP and allow Local IP/0 =Block Local & Foreign IP but allow Whitelisted IP)
This option lets you allow or block the foreign and local IP addresses excluding the whitelisted ones.

PowerShell Exclusion list
Selecting this option lets you add a PowerShell script file path manually to exclude files and folders from real-time scan.

Allow Uninstallers (1 = Enable/0 = Disable)
Selecting this option lets you enable/disable use of third party uninstallers.

Block Renaming of Hostname (1 = Enable/0 = Disable)
Selecting this option lets you enable/disable block Hostname renaming.

Restricted Environment enabled (1 = Enable/0 = Disable)
Selecting this option lets you enable/disable restrict environment settings.

Block eternal blue (wannacry) exploits (1 = Enable/0 = Disable)
Selecting this option lets you block eternal blue (wannacry) exploits. By default, this option is enabled.

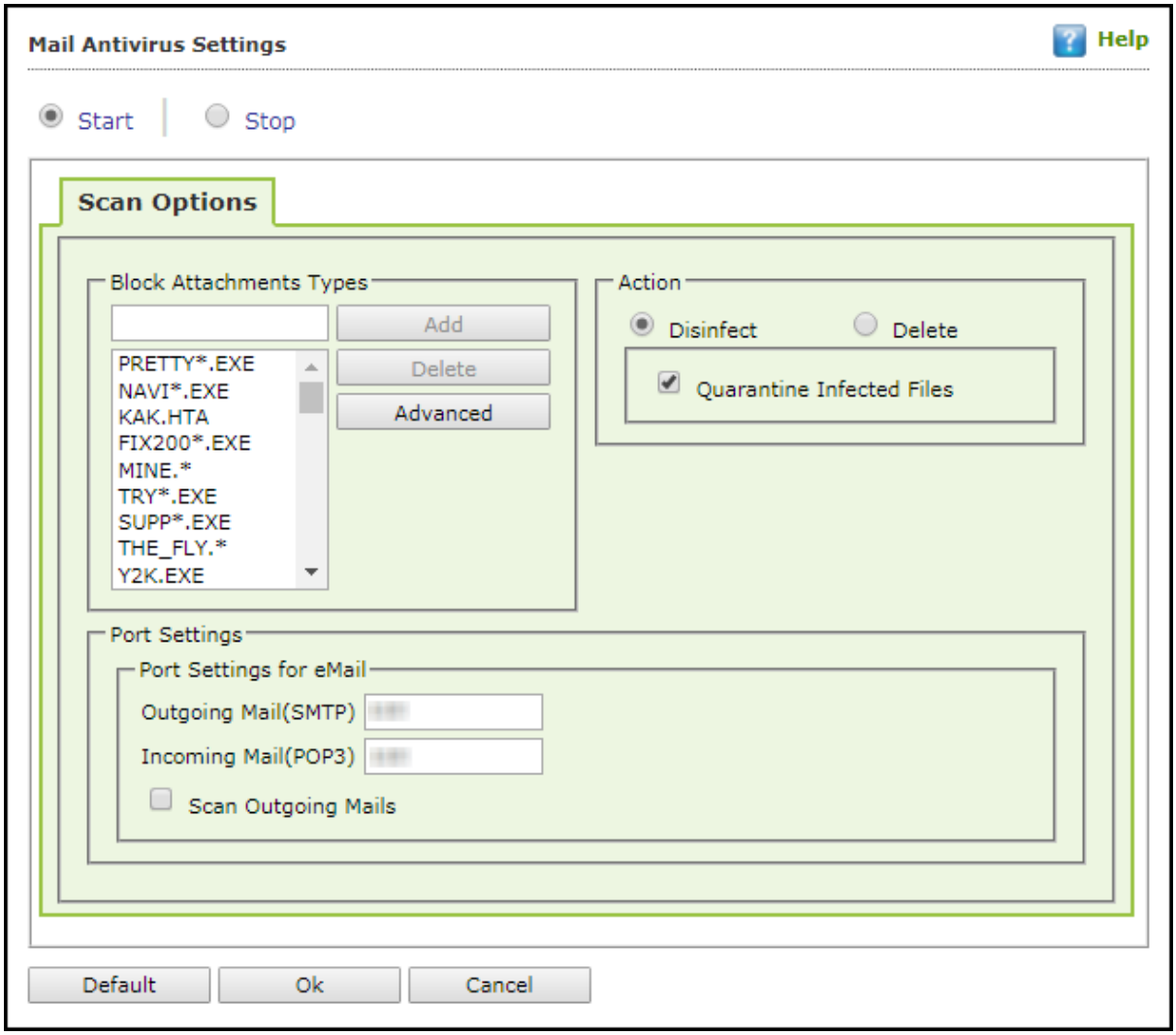
Send Windows Security Patch Events (1-KB patches;2-Security Update;4-Hotfix;8-Update;16-Service Pack;31-All)
By selecting this option, you enable eScan to send events for the windows security patches installed in the system.

Block Renaming of Hosts file
Selecting this option lets you block renaming of host files on managed computers.

Block Gmail (except corporate ones)
Selecting this option lets you block users from accessing personal Gmail accounts on managed computers.

Mail Anti-Virus

Mail Anti-Virus is a part of the Protection feature of eScan. This module scans all incoming and outgoing emails for viruses, spyware, adware, and other malicious objects. It lets you send virus warnings to client computers on the Mail Anti-Virus activities. By default, Mail Anti-Virus scans only the incoming emails and attachments, but you can configure it to scan outgoing emails and attachments as well. Moreover, it lets you notify the sender or system administrator whenever you receive an infected email or attachment. This page provides you with options for configuring the module.


Mail Antivirus Settings
Help
Start
Stop
Scan Options
Block Attachments Types
Add
Delete
Advanced
PRETTY*.EXE
NAVI*.EXE
KAK.HTA
FIX200*.EXE
MINE.*
TRY*.EXE
SUPP*.EXE
THE_FLY.*
Y2K.EXE
Action
Disinfect
Delete
Quarantine Infected Files
Port Settings
Port Settings for eMail
Outgoing Mail(SMTP)
Incoming Mail(POP3)
Scan Outgoing Mails
Default
Ok
Cancel

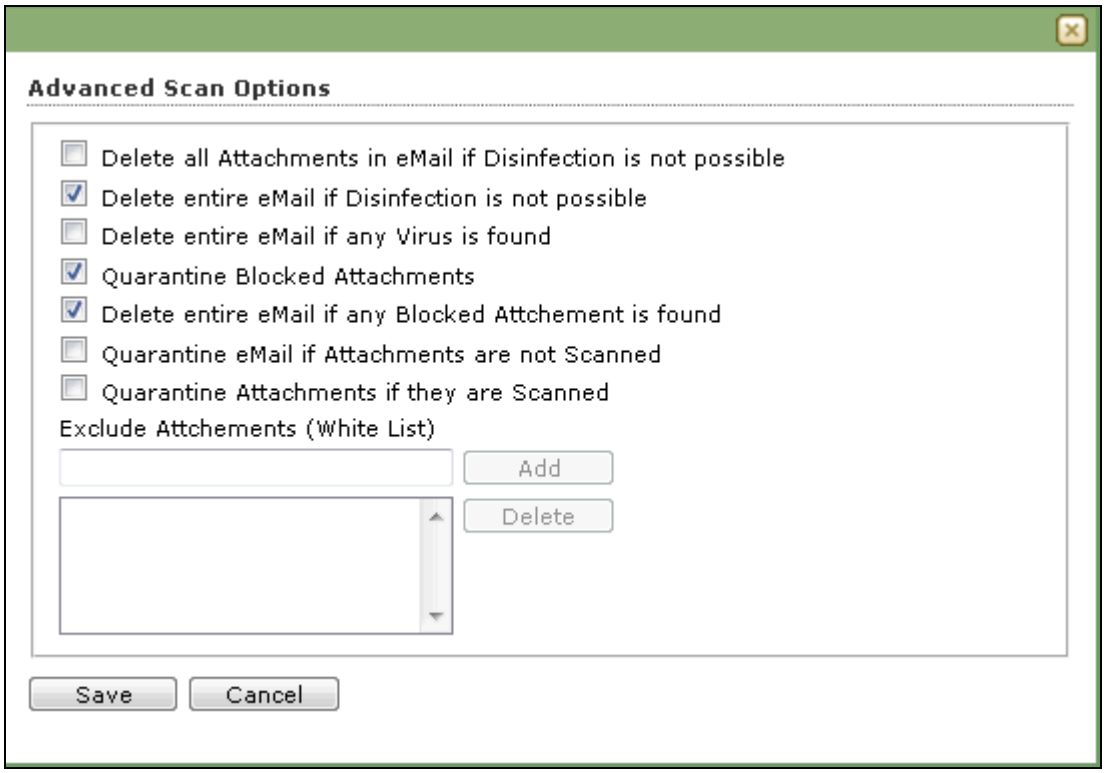
Scan Options

This tab lets you select the emails to be scanned and action that should be performed when a security threat is encountered during a scan operation. This tab lets you configure following settings:

- **Block Attachments Types**: This section provides you with a predefined list of file types that are often used by virus writers to embed viruses. Any email attachment having an extension included in this list will be blocked or deleted by eScan at the gateway level. You can add file extensions to this list as per your requirements. As a best practice, you should avoid deleting the file extensions that are present in the **Block Attachments Types** list by default. You can also configure advanced settings required to scan emails for malicious code.
- **Action**: This section lets you configure the actions to be performed on infected emails. These operations are as follows:
    - **Disinfect [Default]**: Select this option if you want Mail Anti-Virus to disinfect infected emails or attachments.
    - **Delete**: Select this option if you want Mail Anti-Virus to delete infected emails or attachments.
    - **Quarantine Infected Files [Default]**: Select this option if you want Mail Anti-Virus to quarantine infected emails or attachments. The default path for storing quarantined emails or attachments is – C:\Program Files\eScan\QUARANT.
      However, you can specify a different path for storing quarantined files, if required.
- **Port Settings for email**: You can also specify the ports for incoming and outgoing emails so that eScan can scan the emails sent or received through those ports.
    - **Outgoing Mail (SMTP) [Default: 25]**: You need to specify a port number for SMTP.
    - **Incoming Mail (POP3) [Default: 110]**: You need to specify a port number for POP3.
    - **Scan Outgoing Mails**: Select this option if you want Mail Anti-Virus to scan outgoing emails as well.

Advanced

Clicking **Advanced** displays Advanced Scan Options dialog box. This dialog box lets you configure the following advanced scanning options:



Delete all Attachment in email if disinfection is not possible
Select this option to delete all the email attachments that cannot be cleaned.

Delete entire email if disinfection is not possible [Default]
Select this option to delete the entire email if any attachment cannot be cleaned.

Delete entire email if any virus is found
Select this option to delete the entire email if any virus is found in the email or the attachment is infected.

Quarantine blocked Attachments [Default]
Select this option to quarantine the attachment if it bears extension blocked by eScan.

Delete entire email if any blocked attachment is found [Default]
Select this option to delete an email if it contains an attachment with an extension type blocked by eScan.

Quarantine email if attachments are not scanned
Select this checkbox to quarantine an entire email if it contains an attachment not scanned by Mail Anti-Virus.

Quarantine Attachments if they are scanned

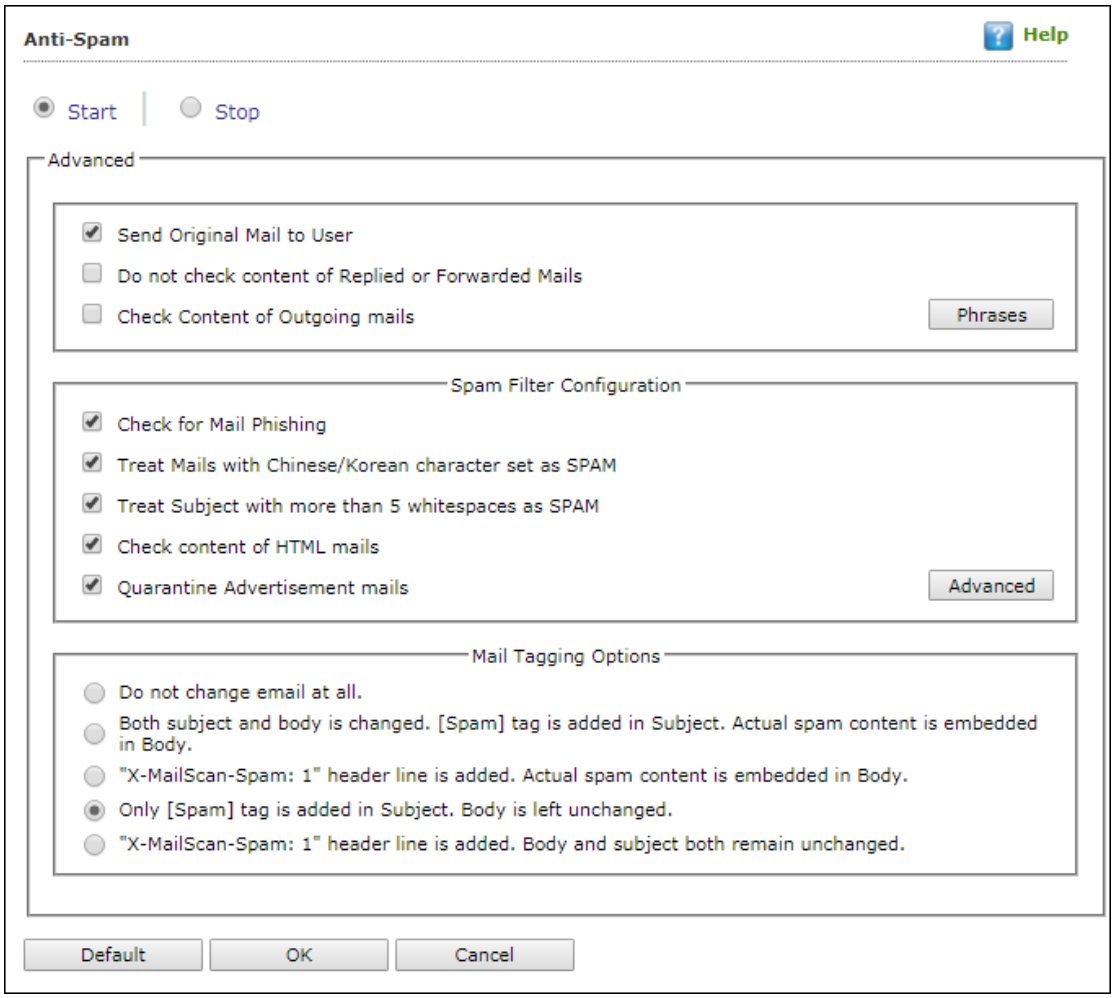
Select this checkbox if you want eScan to quarantine attachments that are scanned by Mail Anti-Virus.

Exclude Attachments (White List)

This list is empty by default. You can add file names and file extensions that should not be blocked by eScan. You can also configure eScan to allow specific files even though if the file type is blocked. For example, if you have listed *.PIF in the list of blocked attachments and you need to allow an attachment with the name ABC, you can add abcd.pif to the Exclude Attachments list. Add D.PIFing *.PIF files in this section will allow all *.PIF to be delivered. MicroWorld recommends you to add the entire file name like ABCD.PIF.

Anti-Spam

Anti-Spam module filters junk and spam emails and sends content warnings to specified recipients. Here you can configure the following settings.



Advanced

This section provides you with options for configuring the general email options, spam filter configuration, and tagging emails in Anti-Spam.

Send Original Mail to User [Default]

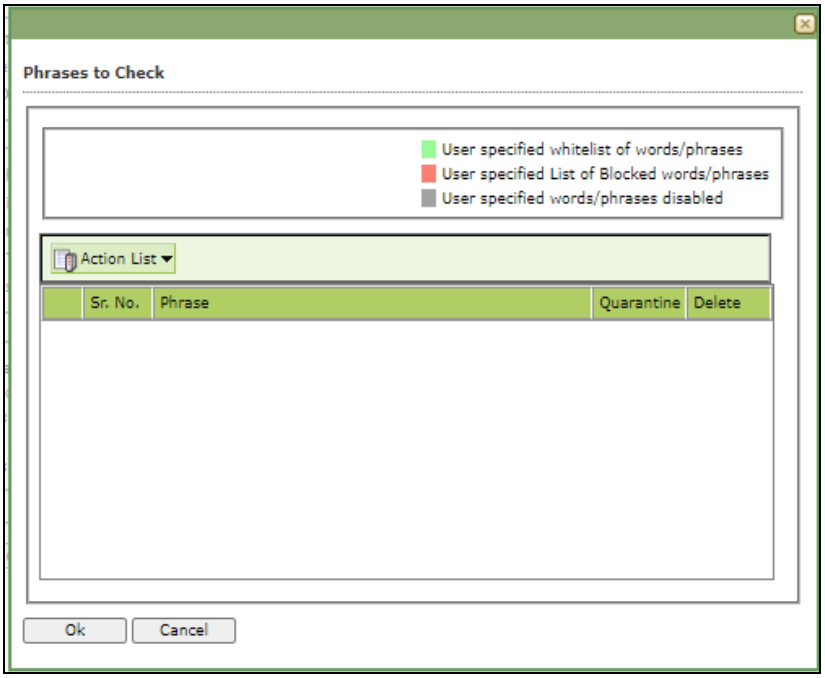
This checkbox is selected by default. eScan delivers spam mail to your inbox with a spam tag. When an email is tagged as SPAM, it is moved to this folder. Select this checkbox, if you want to send original email tagged as spam to the recipient as well.

Do not check content of Replied or Forwarded Mails

Select this checkbox, if you want to ensure that eScan does not check the contents of emails that you have either replied or forwarded to other recipients.

Check Content of Outgoing mails
Select this checkbox, if you want Anti-Spam to check outgoing emails for restricted content.

Phrases
Click **Phrases** to open the **Phrases** dialog box. This dialog box lets you configure additional email related options. In addition, it lets you specify a list of words that the user can either allow or block.



User specified whitelist of words/phrases (Color Code: **GREEN**)
This option indicates the list of words or phrases that are present in the whitelist. A phrase added to the whitelist cannot be edited, enabled, or disabled.

User specified List of Blocked words/phrases: (Color Code: **RED**)
This option indicates the list of words or phrases that are defined in block list.

User specified words/phrases disabled: (Color Code: **GRAY**)
This option indicates the list of words or phrases that are defined to be excluded during scans. The options in the **Phrases to Check** dialog box are disabled by default.

Action List

- **Add Phrase:** Option to add phrase to quarantine or delete the mail.
- **Edit Phrase:** To modify existing phrase added in list.
- **Enable Phrase:** By default, it is enabled. After being disabled, you can use this option to enable it.
- **Disable Phrase:** Disable existing phrase added in list.
- **Whitelist:** This will allow email to deliver to inbox when phrase is found in the email.
- **Block list:** This will delete email when it contains the phrase.
- **Delete:** Delete the phrase added in list.

Spam Filter Configuration
This section provides you with options for configuring the spam filter. All options in this section are selected by default.

Check for Mail Phishing [Default]
Select this option if you want Anti-Spam to check for fraudulent emails and quarantine them.

Treat Mails with Chinese/Korean character set as SPAM [Default]
When this option is selected, emails are scanned for Chinese or Korean characters. This check is based on the research data conducted by MicroWorld's various spam email samples collected from around the globe. From these samples, it was observed that spammers often use Chinese or Korean characters in their emails.

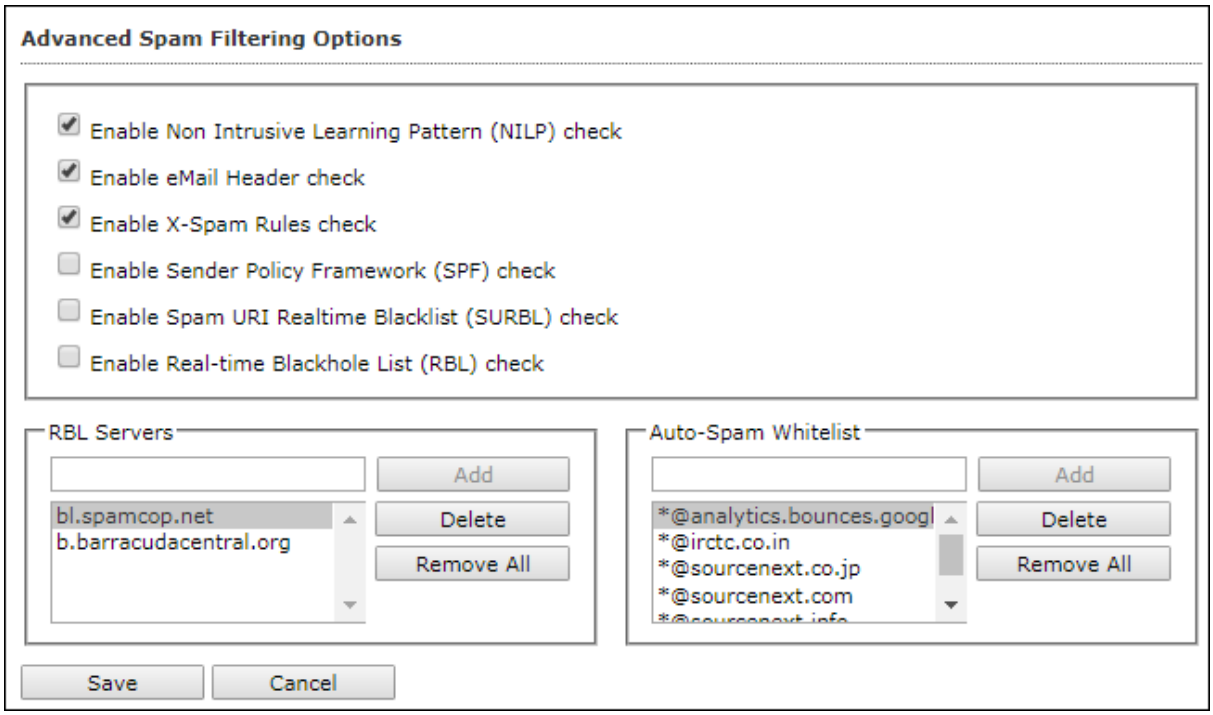
Treat Subject with more than 5 whitespaces as SPAM [Default]
In its research, MicroWorld found that spam emails usually contain more than five consecutive white spaces. When this option is selected, Anti-Spam checks the spacing between characters or words in the subject line of emails and treats emails with more than five whitespaces in their subject lines as spam emails.

Check content of HTML mails [Default]
Select this option if you want Anti-Spam to scan emails in HTML format along with text content.

Quarantine Advertisement mails [Default]
Select this option if you want Anti-Spam to check for advertisement types of emails and quarantine them.

Advanced

Clicking **Advanced** displays Advanced Spam Filtering Options dialog box. This dialog box lets you configure the following advanced options for controlling spam.



Enable Non- Intrusive Learning Pattern (NILP) check [Default]

Non-Learning Intrusive Pattern (NILP) is MicroWorld's revolutionary technology that uses Bayesian Filtering and works on the principles of Artificial Intelligence (AI) to analyze each email and prevents spam and phishing emails from reaching your inbox. It has self-learning capabilities and it updates itself by using regular research feeds from MicroWorld servers. It uses an adaptive mechanism to analyze each email and categorize it as spam or ham based on the behavioral pattern of the user.

Enable email Header check [Default]

Select this option if you want to check the validity of certain generic fields likes From, To, and CC in an email and marks it as spam if any of the headers are invalid.

Enable X Spam Rules check [Default]

X Spam Rules are rules that describe certain characteristics of an email. It checks whether the words in the content of emails are present in eScan's database. This database contains a list of words and phrases, each of which is assigned a score or threshold. The Spam Rules Check technology matches X Spam Rules with the mail header, body, and attachments of each email to generate a score. If the score crosses a threshold value, the mail is considered as spam. Anti-Spam refers to this database to identify emails and takes action on them.

Enable Sender Policy Framework (SPF) check
SPF is a world standard framework adopted by eScan to prevent hackers from forging sender addresses. It acts as a powerful mechanism for controlling phishing mails. Select this checkbox if you want Anti-Spam to check the SPF record of the sender's domain. However, your computer should be connected to the Internet for this option to work.

Enable Spam URI Real-time Blacklist (SURBL) check
Select this option if you want Anti-Spam to check the URLs in the message body of an email. If the URL is listed in the SURBL site, the email will be blocked from being downloaded. However, your computer should be connected to the Internet for this option to work.

Enable Real-time Blackhole List (RBL) check
Select this option if you want Anti-Spam to check the sender's IP address in the RBL sites. If the sender IP address is blacklisted in the RBL site, the email will be blocked from being downloaded. However, your computer should be connected to the Internet for this option to work.

RBL Servers
RBL is a DNS server that lists IP addresses of known spam senders. If the IP of the sender is found in any of the blacklisted categories, the connection is terminated. The RBL Servers list contains addresses of servers and sites that maintain information regarding spammers. You can add or delete address in the list as per your requirement.

Auto Spam Whitelist
Unlike normal RBLs, SURBL scans emails for names or URLs of spam websites in the message body. It terminates the connection if the IP of the sender is found in any of the blacklisted categories. This contains a list of valid email addresses that can bypass the above Spam filtering options. It thus allows emails from the whitelist to be downloaded to the recipient's inbox. You can add or delete address in the list as per your requirement.

Mail Tagging Options
Anti-Spam also includes some mail tagging options, which are described as follows:

Do not change email at all
Select this option if you want to prevent Anti-Spam from adding the [Spam] tag to emails that have been identified as spam.

Both subject and body are changed: [Spam] tag is added in Subject: Actual spam content is embedded in Body
This option lets you identify spam emails. When you select this option, Anti-Spam adds a [Spam] tag in the subject line and the body of the email that has been identified as spam.

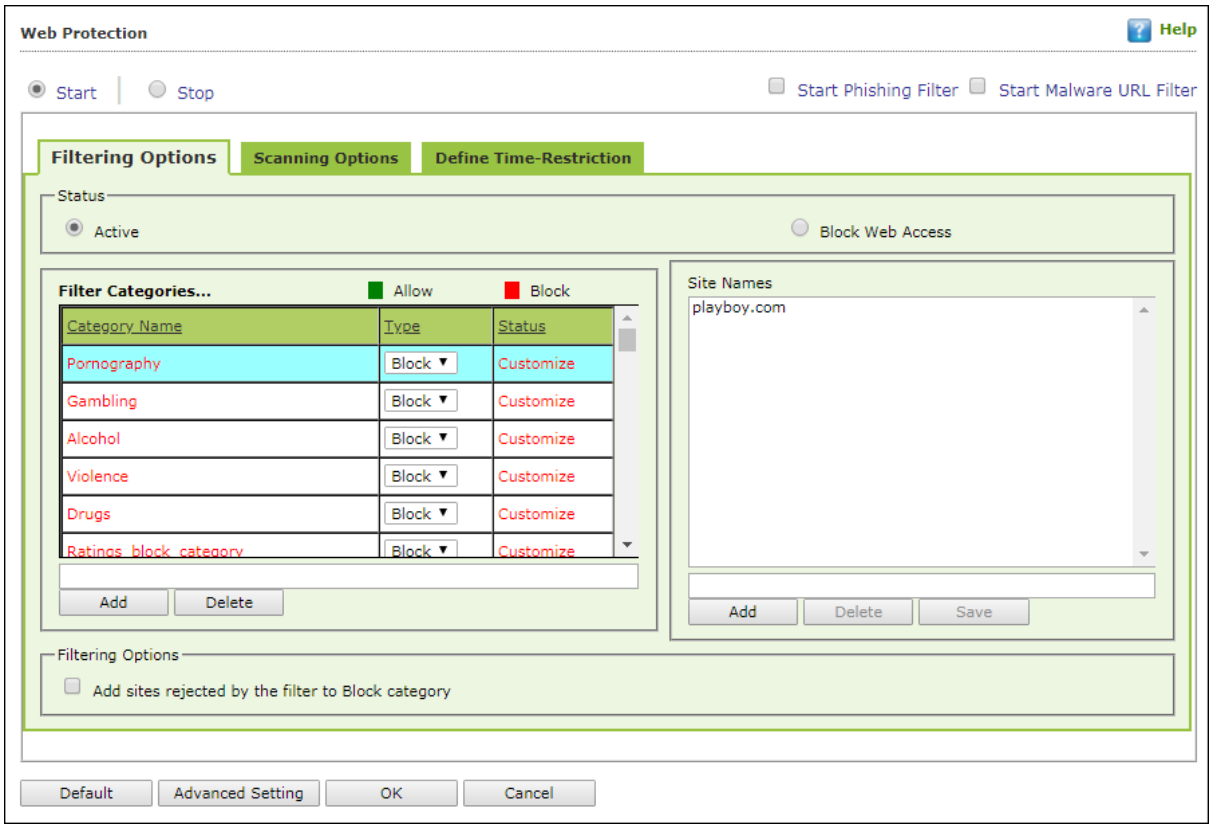
"X MailScan Spam: 1" header line is added: Actual spam content is embedded in Body
This option lets you add a [Spam] tag in the body of the email that has been identified as spam. In addition, it adds a line in the header line of the email.

Only [Spam] tag is added in Subject: Body is left unchanged [Default]
This option lets you add the [Spam] tag only in the subject of the email, which has been identified as spam.

"X MailScan Spam: 1" header line is added: Body and subject both remain unchanged
This option lets you add a header line to the email. However, it does not add any tag to the subject line or body of the email.

Web Protection

Web Protection module scans the website content for specific words or phrases. It lets you block websites containing pornographic or offensive content. Administrators can use this feature to prevent employees from accessing non-work related websites during preferred duration.



You can configure the following settings.

Filtering Options

This tab has predefined categories that help you control access to the Internet.

Status

This section lets you allow or block access to specific websites based on Filter Categories. You can set the status as **Active** or **Block** web access. Select the **Block Web Access** option if you want to block all the websites except the ones that have been listed in the **Filter Categories**. When you select this option, only **Filtering Options** and **Pop-up Filter** tabs are available.

Filter Categories
This section uses the following color codes for allowed and blocked websites.

Green
It represents an allowed websites category.

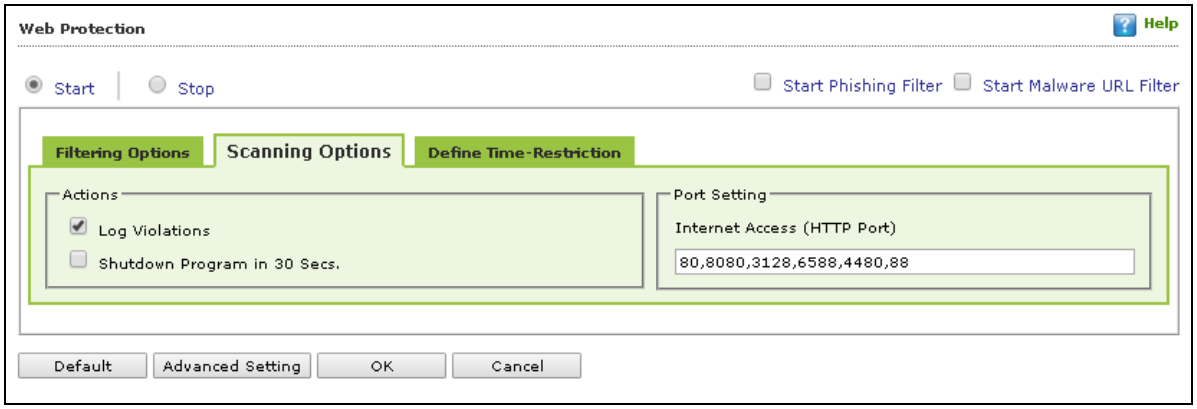
Red
It represents a blocked websites category.
The filter categories used in this section include categories like Pornography, Gambling, Chat, Alcohol, Violence, Drugs, Ratings_block_category, Websites Allowed, etc. You can also add or delete filter categories depending on your requirement.

Category Name
This section shows the **Words/Phrases** list. It lists the words or phrases present in the selected category. In addition, the section displays the **Site Names** list, which lists the websites belonging to the selected category. You can also add or delete filter categories depending on your requirement.

Filter Options
This section includes the **Add sites rejected by the filter to Block category checkbox**. Select this option if you want eScan to add websites that are denied access to the Block category database automatically.

Scanning Options

This tab lets you enable log violations and shutdown program if it violates policies. It also lets you specify ports that need monitoring.



Actions
This section lets you select the actions that eScan should perform when it detects a security violation.

Log Violations [Default]
This checkbox is selected by default. Select this option if you want Web Protection to log all security violations for your future reference.

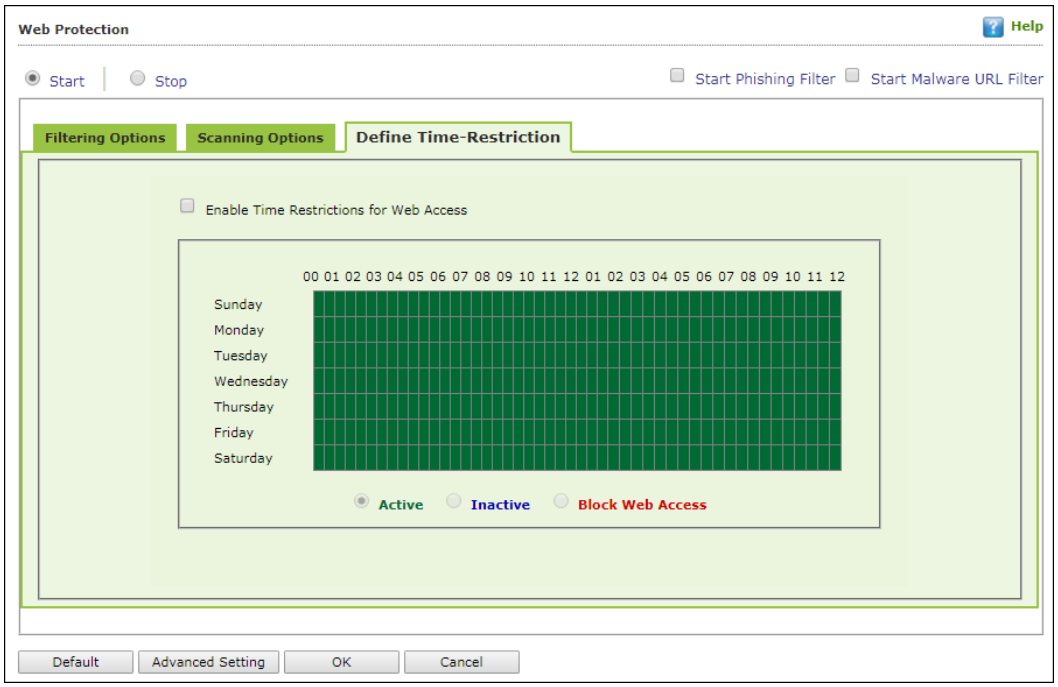
Shutdown Program in 30 Secs
Select this option if you want Web Protection to shut down the browser automatically in 30 seconds when any of the defined rules or policies is violated.

Port Setting
This section lets you specify the port numbers that eScan should monitor for suspicious traffic.

Internet Access (HTTP Port)
Web browsers commonly use the port numbers 80, 8080, 3128, 6588, 4480, and 88 for accessing the Internet. You can add port numbers to the **Internet Access (HTTP Port)** box to monitor the traffic on those ports.

Define Time Restriction

This section lets you define policies to restrict access to the Internet.



Enable Time Restrictions for Web Access
Select this option if you want to set restrictions on when a user can access the Internet. By default, all the fields appear dimmed. The fields are available only when you select this option.
The time restriction feature is a grid-based module. The grid is divided into columns based on the days of the week vertically and the time interval horizontally.

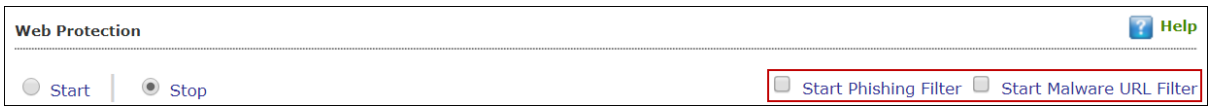
Active
Click **Active** and select the appropriate grid if you want to keep web access active on certain days for a specific interval.

Inactive
Select this option if you want to keep web access inactive on certain days for a specific interval.

Block Web Access
Select this option if you want to block web access on certain days for a specific interval.

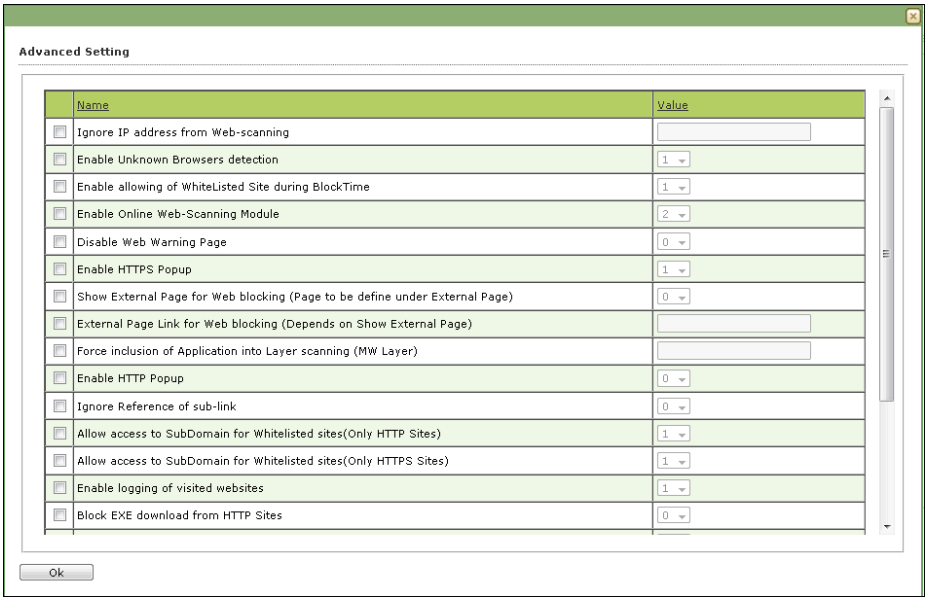
Phishing and Malware URL Filter
Under Web Protection eScan also provides options to enable Phishing and Malware filters which will detect and prevent any phishing attempts on the system and block all malware attacks.

To enable the filters, select **Start** and then select the respective checkboxes.



Advanced Settings

Clicking **Advanced** displays Advanced Settings.



Ignore IP address from Web-scanning
Select this option to enable/disable to ignore IP address from web-scanning

Enable Unknown Browsers detection (1 = Enable/0 = Disable)
Select this option to enable/disable enable unknown browsers detection

Enable allowing of WhiteListed Site during BlockTime (1 = Enable/0 = Disable)
Select this option to enable/disable enable allowing of whitelisted site during blocktime

Enable Online Web-Scanning Module (1 = Enable/0 = Disable)
Select this option to enable/disable enable online web-scanning module

Disable Web Warning Page (1 = Enable/0 = Disable)
Select this option to enable/disable to disable web warning page

Enable HTTPS Popup (1 = Enable/0 = Disable)
Select this option to enable/disable HTTPS pop-ups.

Show External Page for Web blocking (Page to be define under External Page)
Select this option to enable/disable to show external page for web blocking

External Page Link for Web blocking (Depends on Show External Page)
Select this option to enable/disable external page link for web blocking

Force inclusion of Application into Layer scanning (MW Layer)
Select this option to enable/disable the force inclusion of application into layer scanning.

Enable HTTP Popup (1 = Enable/0 = Disable)
Select this option to enable/disable HTTP pop-ups.

Ignore Reference of sub-link(1 = Enable/0 = Disable)
Select this option to enable/disable ignore the reference of sublink.

Allow access to SubDomain for Whitelisted sites(Only HTTP Sites) (1 = Enable/0 = Disable)
Select this option to enable/disable acess to the subdomain for whitelisted sites for HTTP sites

Allow access to SubDomain for Whitelisted sites(Only HTTPS Sites) (1 = Enable/0 = Disable)
Select this option to enable/disable acess to the subdomain for whitelisted sites for HTTPS sites

Enable logging of visited websites (1 = Enable/0 = Disable)
Select this option to enable/disable the logging of visited websites.

Block EXE download from HTTP Sites (1 = Enable/0 = Disable)
Select this option to enable/disable block download of .exe files from HTTP websites.

Block HTTP Traffic only on Web Browser
Select this option to enable/disable block the HTTP Traffic on web browers.

Allow website list (Depends on "Block HTTP Traffic only on Web Browser")
Select this option to enable/disable to allow the website list. This depends on **Block HTTP Traffic only on Web Browser** option.

Block Microsoft EDGE Browser (1 = Enable/0 = Disable)
Select this option to enable/disable blocking Microsoft Edge broser.

Enable Web Protection using Filter driver (1 = Enable/0 = Disable)

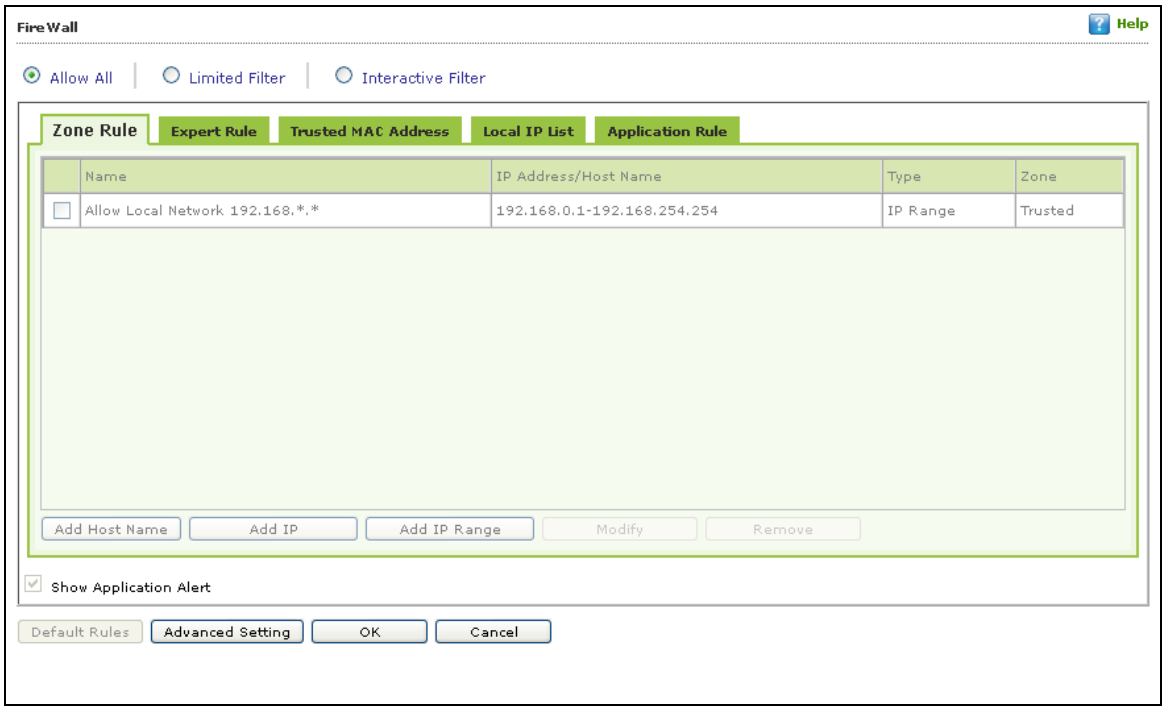
Select this option to enable/disable web protection using filter driver.

Force Disable Web Protection using Filter driver (1 = Enable/0 = Disable)
Select this option to force enable/disable web protection using filter driver.

WFP Exclude IP List (1 = Enable/0 = Disable)
Select this option to enable/disable excluding IP list from Web Filter Protection.

Firewall

Firewall module is designed to monitor all incoming and outgoing network traffic and protect your computer from all types of network based attacks. eScan includes a set of predefined access control rules that you can remove or customize as per your requirements. These rules enforce a boundary between your computer and the network. Therefore, the Firewall feature first checks the rules, analyzes network packets, and filters them on the basis of the specified rules. When you connect to the Internet, you expose your computer to various security threats.



The Firewall feature of eScan protects your data when you:

- Connect to Internet Relay Chat (IRC) servers and join other people on the numerous channels on the IRC network.
- Use Telnet to connect to a server on the Internet and then execute the commands on the server.
- Use FTP to transfer files from a remote server to your computer.
- Use Network Basic Input Output System (NetBIOS) to communicate with other users on the LAN connected to the Internet.
- Use a computer that is a part of a Virtual Private Network (VPN).
- Use a computer to browse the Internet.
- Use a computer to send or receive email.

By default, the firewall operates in the **Allow All** mode. However, you can customize the firewall by using options like **Limited Filter** for filtering only incoming traffic and **Interactive Filter** to monitor incoming and outgoing traffic. The eScan Firewall also lets you specify different set of rules for allowing or blocking incoming or outgoing traffic. These rules include Zone Rules, Expert Rules, Trusted Media Access Control (MAC) Address, and Local IP list. This page provides you with options for configuring the module. You can configure the following settings to be deployed to the eScan client systems.
Allow All – Clicking **Allow All** disables the eScan Firewall i.e. all the incoming and outgoing network traffic will not be monitored/filtered.

Limited Filter – Clicking **Limited Filter** enables eScan Firewall in limited mode which will monitor all incoming traffic only and will be allowed or blocked as per the conditions or rules defined in the Firewall.

Interactive - Clicking **Interactive** enables eScan Firewall to monitor all the incoming and outgoing network traffic and will be allowed or blocked as per the conditions or rules defined in the Firewall.

Following tabs are available:

- **Zone Rule**
- **Expert Rule**
- **Trusted MAC Address**
- **Local IP List**
- **Application Rule**

Zone Rule

This is a set of network access rules to make the decision of allowing/blocking of the access to the system. This will contain the source IP address or source Host name or IP range either to be allowed or blocked.
Buttons (to configure a zone rule)

Add Host Name – This option lets you add a "host" in the zone rule. After clicking **Add Host Name**, enter the HOST name of the system, select the zone (Trusted/Blocked) and enter a name for the zone rule. Click **OK** to create the zone rule.

Add IP – This option lets you add an IP address of a system to be added in the zone rule. After clicking **Add IP**, enter the IP address of the system, select the zone (Trusted/Blocked) and enter a name for the zone rule. Click **OK** to create the Zone Rule.

Add IP Range – This option lets you add an IP range to be added in the zone rule. After clicking **Add IP Range**, add the IP Range (i.e. a range of IP that the zone rules should be applied), select the zone (Trusted/Blocked) and enter a name for the zone rule. Click **OK** to create the zone rule.

Modify – To modify/change any listed zone rule (s), select the zone rule to be modified and click **Modify**.

Remove - To remove any listed zone rule (s), select the zone rule and click **Remove**.

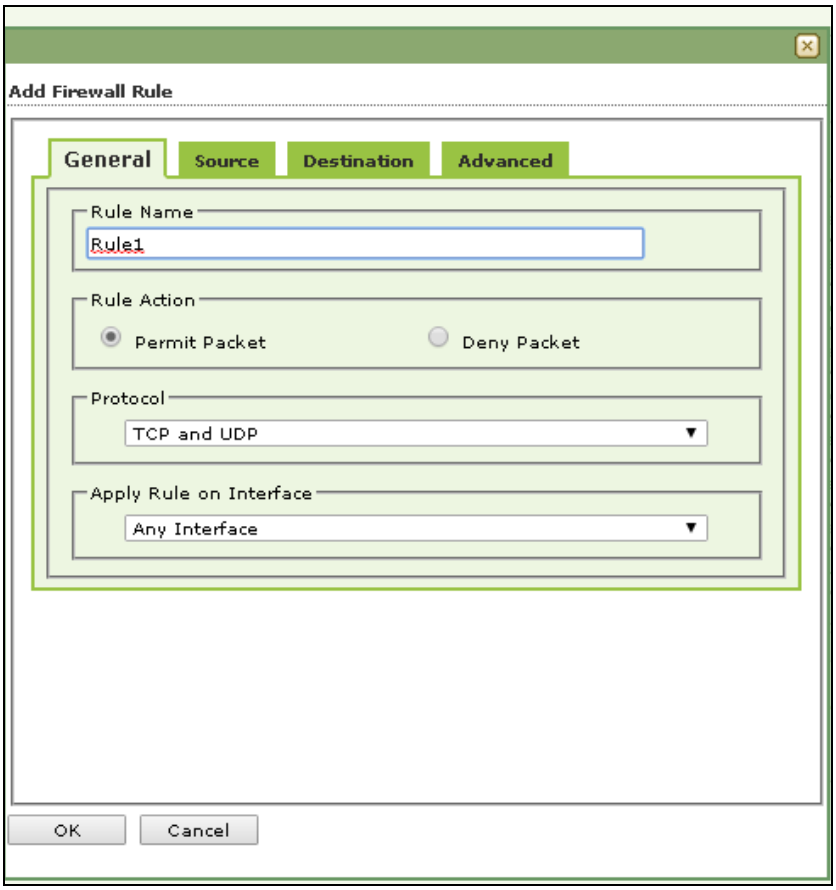
Expert Rule

This tab lets you specify advanced rules and settings for the eScan firewall. You can configure expert rules on the basis of the various rules, protocols, source IP address and port, destination IP address and port, and ICMP types. You can create new expert rules. However, configure these rules only if you are familiar with firewalls and networking protocols.

- Source IP Address/Host Name
- Source Port Number
- Destination IP Address/Host Name
- Destination Port Number

Buttons (to configure an Expert Rule)

1. **Add** – Click **Add** to create a new Expert Rule. In the Add Firewall Rule Window:



General tab
In this section, specify the Rule settings

Rule Name – Provide a name to the Rule.

Rule Action – Action to be taken, whether to Permit Packet or Deny Packet.

Protocol – Select the network protocol (e.g. TCP, UDP, ARP) on which the Rule will be applied.

Apply rule on Interface – Select the Network Interface on which the Rule will be applied.

Source tab
In this section, specify/select the location from where the outgoing network traffic originates.

My Computer – The rule will be applied for the outgoing traffic originating from your computer.

Host Name – The rule will be applied for the outgoing traffic originating from the computer as per the host name specified.

Single IP Address – The rule will be applied for the outgoing traffic originating from the computer as per the IP address specified.

Whole IP Range – To enable the rule on a group of computers in series, you can specify a range of IP address. The rule will be applied for the outgoing traffic from the computer(s) which is within the defined IP range.

Any IP Address – When this option is selected, the rule will be applied for the traffic originating from ANY IP address.

Any – When this option is selected, the rule gets applied for outgoing traffic originating from any port.

Single Port – When this option is selected, the rule gets applied for the outgoing traffic originating from the specified/defined port.

Port Range – To enable the rule on a group of ports in series, you can specify a range of ports. The rule will be applied for the outgoing traffic originating from the port which is within the defined range of ports.

Port List – A list of port can be specified. The rule will be applied for the outgoing traffic originating from the ports as per specified in the list.

NOTE	The rule will be applied when the selected Source IP Address and Source Port matches together.

Destination tab
In this section, specify/select the location of the computer where the incoming network traffic is destined.

Destination IP Address –
My Computer – The rule will be applied for the incoming traffic to your computer.

Host Name – The rule will be applied for the incoming traffic to the computer as per the host name specified.

Single IP Address – The rule will be applied for the incoming traffic to the computer as per the IP address specified.

Whole IP Range – To apply the rule on a group of computers in series, you can specify a range of IP address. The rule will be applied for the incoming traffic to the computer(s) which is within the defined IP range.

Any IP Address – When this option is selected, the rule will be applied for the incoming traffic to ANY IP Addresses.

Any – After selecting this option, the rule will be applied for the incoming traffic to ANY port.

Single Port – After selecting this option, the rule will be applied for the incoming traffic to the specified/defined port.

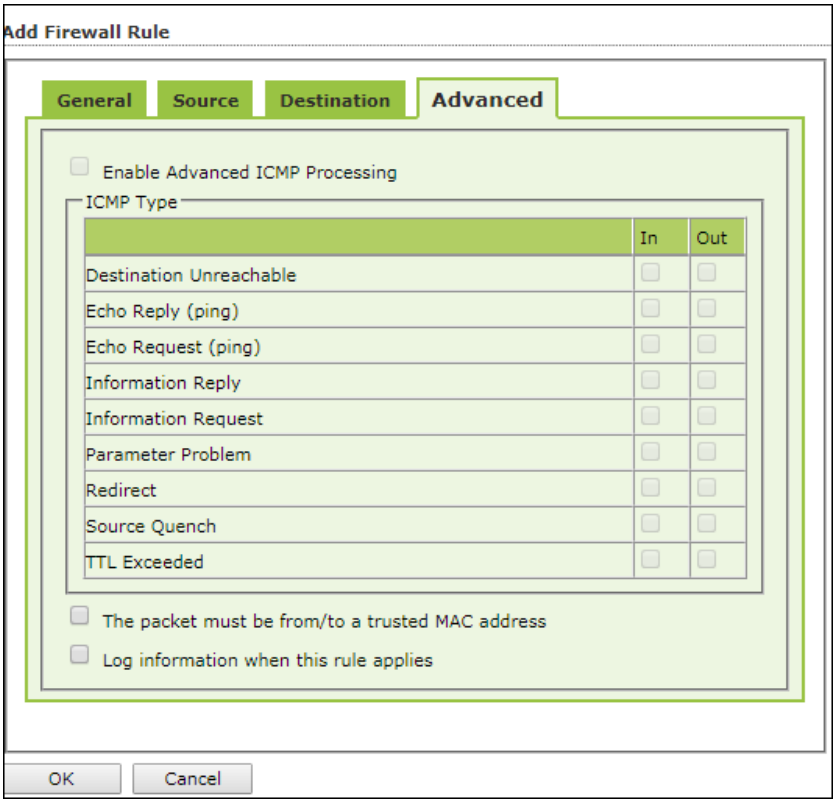
Port Range – To enable the rule on a group of ports in series, you can specify a range of ports. The rule will be applied for the incoming traffic to the port which is within the defined range of ports.

Port List – A list of port can be specified/added. The rule will be applied for incoming traffic originating from the ports as per specified in the list.

NOTE	The rule will be applied when the selected Destination IP Address and Destination Port matches together.

Advanced tab

This tab contains advance setting for Expert Rule.



Enable Advanced ICMP Processing - This is activated when the ICMP protocol is selected in the **General** tab.

The packet must be from/to a trusted MAC address – When this option is selected, the rule will only be applied on the MAC address defined/listed in the Trusted MAC **Address** tab.

Log information when this rule applies – This will enable to log information of the Rule when it is implied.

Modify – Clicking **Modify** lets you modify any Expert Rule.

Remove – Clicking **Remove** lets you delete a rule from the Expert Rule.

Shift Up and Shift Down– The UP and DOWN arrow button will enable to move the rules up or down as required and will take precedence over the rule listed below it.

Enable Rule/Disable Rule – These buttons lets you enable or disable a particular selected rule from the list.

Trusted MAC Address

This section contains the information of the MAC address of the system. A MAC address is a hardware address that uniquely identifies each node of a network. The Trusted MAC address list will be checked along with the Expert Rule only when "The packet must be from/to a trusted MAC address" option is checked and the action will be as per specified in the rule. (Refer to the Advance Tab of the Expert Rule).
Buttons (to configure the Trusted MAC Address)

Add – To add a MAC address click on this button. Enter the MAC address to be added in the list for e.g. 00-13-8F-27-00-47

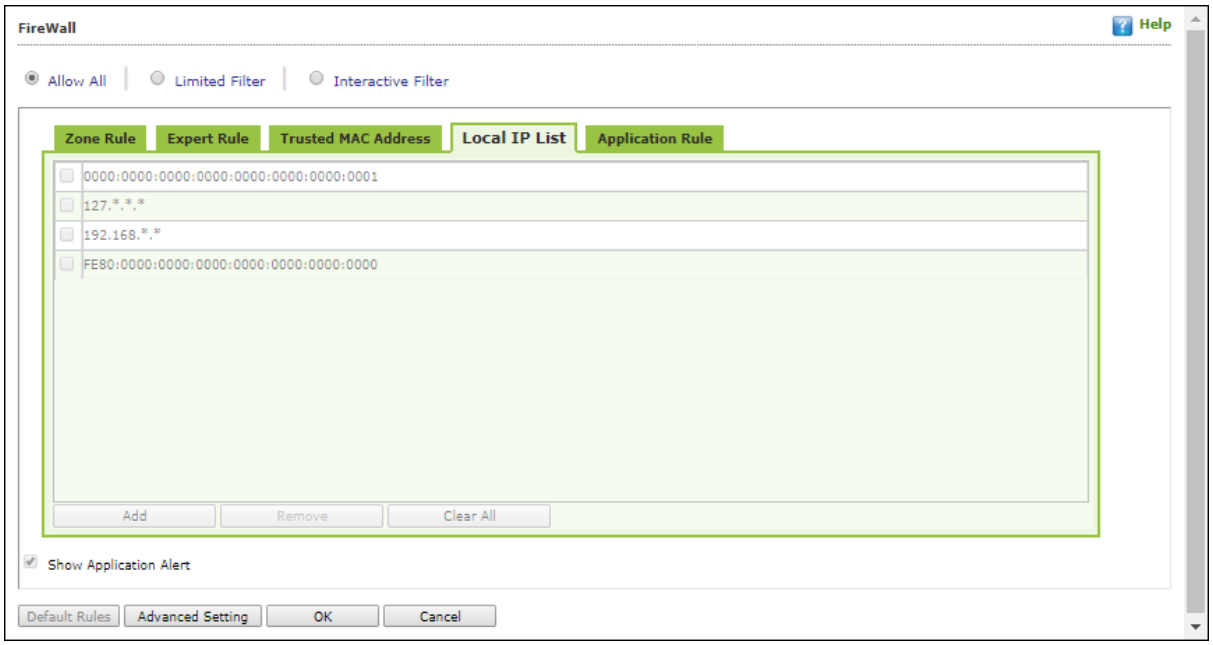
Edit – To modify/change the MAC Address, click **Edit**.

Remove – To delete the MAC Address, click **Remove**.

Clear All – To delete the entire listed MAC Address, click **Clear All**.

Local IP List

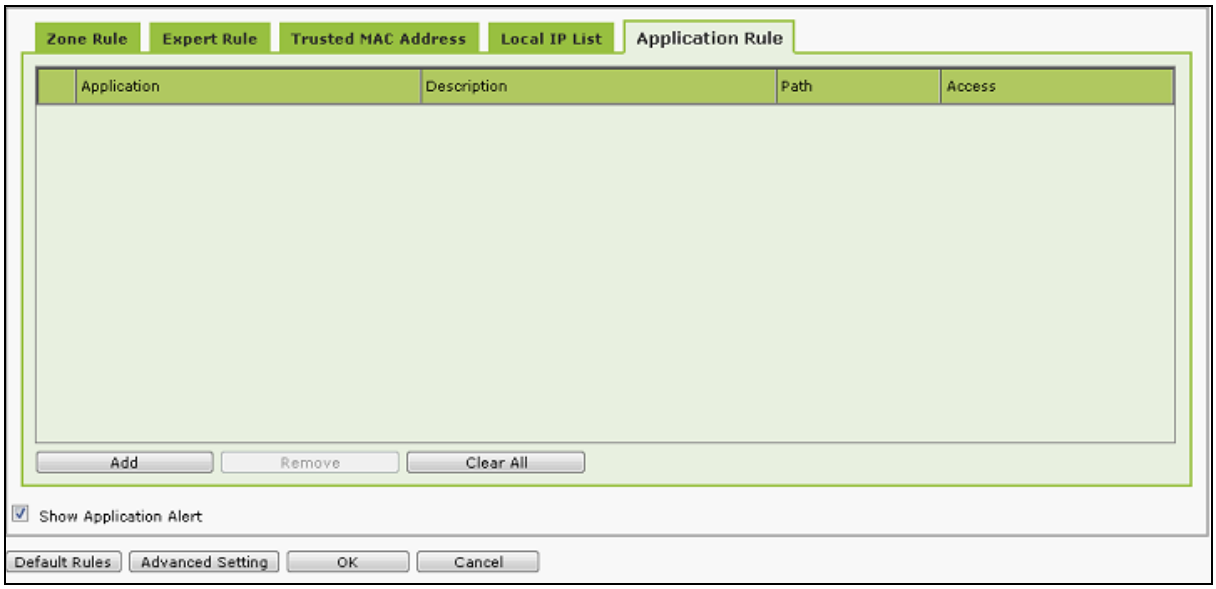
This section contains a list of Local IP addresses.



Add – To add a local IP address, click **Add**.
Remove – To remove a local IP address, click **Remove**.
Clear All – To clear all local IP addresses, click **Clear All**.
Default List – To load the default list of IP addresses, click **Default List**.

Application Rule

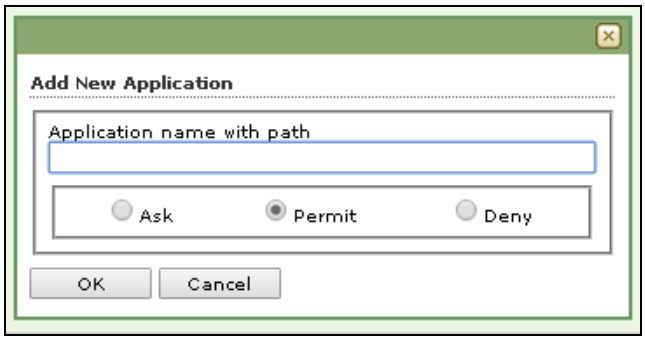
In this section you can define the permissions for different application. The application can be set to Ask, Permit or Deny mode.



Defining permission for an application

To define permission for an application, follow the steps given below:

1. Click **Add**. Add New Application window appears.



2. Enter the application name with path and select a permission.
3. Click **OK**.
   The permission for the application will be defined.

Removing permission of an application

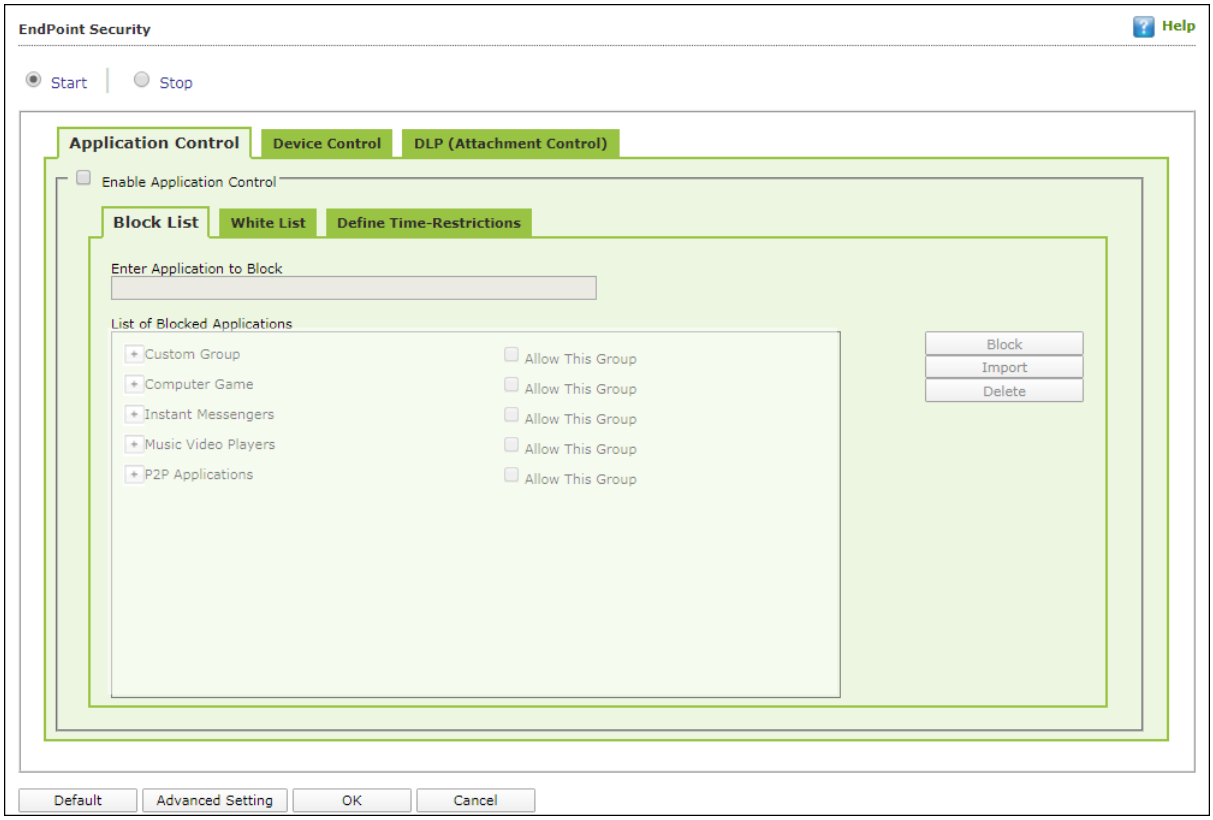
Select an application and click **Remove**. The application will no longer have the permission.

Other Buttons

- **Clear All** - This option will clear/delete all the information stored by the Firewall cache.
- **Show Application Alert** – Selecting this option will display an eScan Firewall Alert displaying the blocking of any application as defined in the Application Rule.
- **Default Rules** - This button will load/reset the rules to the Default settings present during the installation of eScan. This will remove all the settings defined by user.

Endpoint Security

Endpoint Security module protects your computer or Computers from data thefts and security threats through USB or FireWire® based portable devices. It comes with Application Control feature that lets you block unwanted applications from running on your computer. In addition, this feature provides you with a comprehensive reporting feature that lets you determine which applications and portable devices are allowed or blocked by eScan.



This page provides you with information regarding the status of the module and options for configuring it.

- **Start/Stop:** It lets you enable or disable Endpoint Security module. Click the appropriate option.

There are two tabs – Application Control and USB Control, which are as follows:

Application Control

This tab lets you control the execution of programs on the computer. All the controls on this tab are disabled by default. You can configure the following settings.

Enable Application Control
Select this option if you want to enable the Application Control feature of the Endpoint Security module.
Block List
Enter Application to Block: It indicates the name of the application you want to block from execution. Enter the full name of the application to be blocked.

List of Blocked Applications
This list contains blocked executables of applications that are predefined by MicroWorld. Each of the applications listed in the predefined categories are blocked by default. In addition, you can also add executables that you need to block only to the Custom Group category. If you want, you can unblock the predefined application by clicking the **UnBlock** link. The predefined categories include computer games, instant messengers, music & video players, and P2P applications.

White List
Enable White Listing
Select this checkbox to enable the whitelisting feature of the Endpoint Security module.

Enter Application to whitelist
Enter the name of the application to be whitelisted.

White Listed Applications
This list contains predefined whitelisted applications. Each of the applications listed in the predefined categories are allowed by default. If you want to block the predefined categories, select the block option.

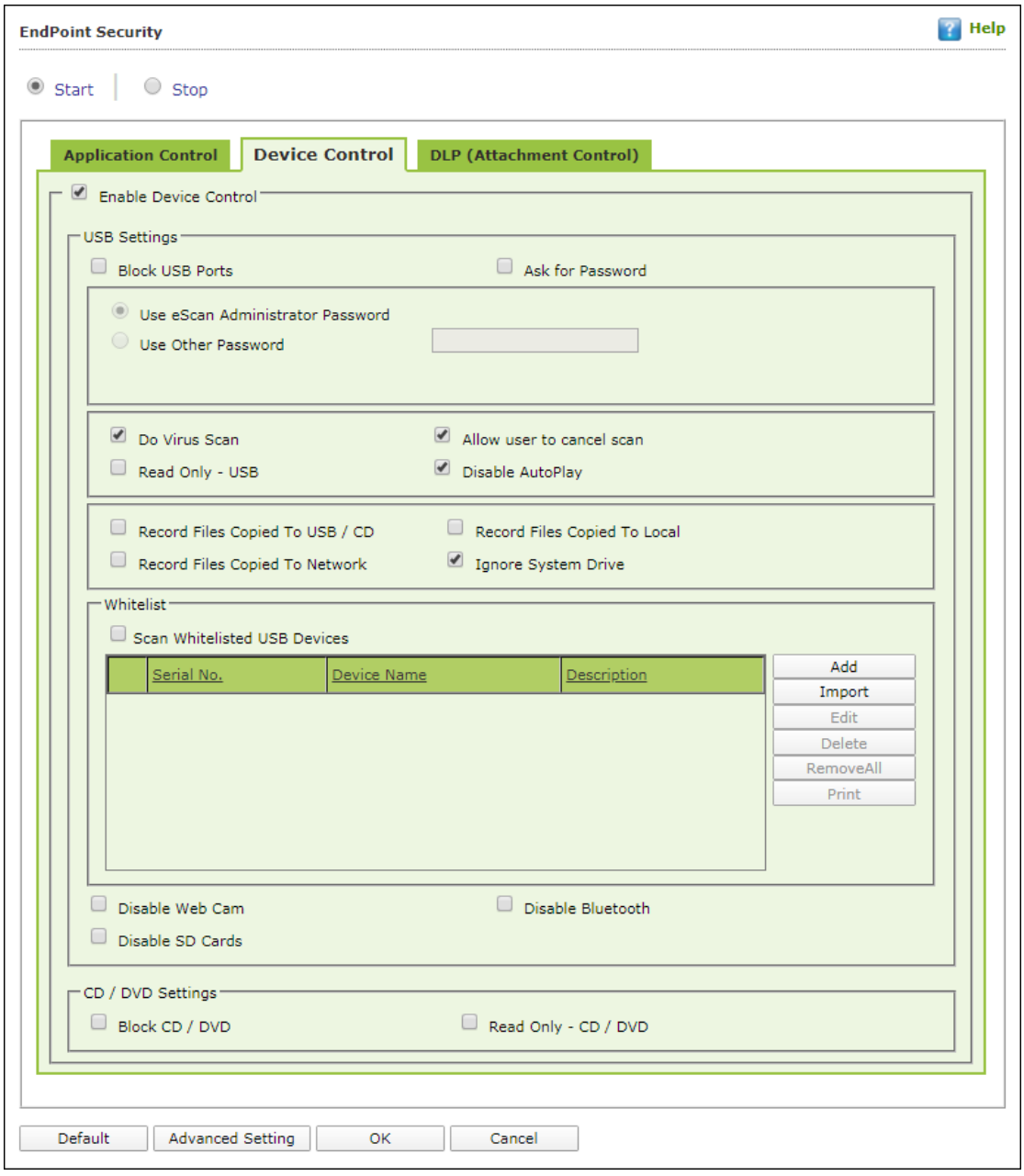
Define Time Restrictions
This option lets you enable/disable application control feature. This feature lets you define time restriction when you want to allow or block access to the applications based on specific days and between pre-defined hours during a day.

For example, the administrator can block computer games, instant messengers, for the whole day but allow during lunch hours without violating the Application Control Policies.

Datewise Restrictions
This feature lets you define datewise restrictions when you want to allow or block access to the applications based on specific dates and between pre-defined hours during that date.

Device Control

The Endpoint Security module protects your computer from unauthorized portable storage devices prompting you for the password whenever you plug in such devices. The devices are also scanned immediately when connected to prevent any infected files running and infecting the computer.



You can configure the following settings:

Enable Device Control [Default]

Select this option if you want to monitor all the USB storages devices connected to your endpoint. This will enable all the options on this tab.

USB Settings
This section lets you customize the settings for controlling access to USB storage devices.

Block USB Ports
Select this option if you want to block all the USB storage devices from sharing data with endpoints.

Ask for Password
Select this option, if you want eScan to prompt for a password whenever a USB storage device is connected to the computer. You have to enter the correct password to access USB storage device. It is recommended that you always keep this checkbox selected.

Use eScan Administrator
This option is available only when you select the **Ask for Password** checkbox. Click this option if you want to assign eScan Administrator password for accessing USB storage device.

Use Other Password
This option is available only when you select the **Ask for Password** checkbox. Click this option if you want assign a unique password for accessing USB storage device.

Do Virus Scan [Default]
When you select this option, the Endpoint Security module runs a virus scan if the USB storage device is connected. It is recommended that you always keep this checkbox selected.

Allow user to cancel scan
Select this option to allow the user to cancel the scanning process of the USB device.

Disable AutoPlay [Default]
When you select this option, eScan disables the automatic execution of any program stored on a USB storage device when you connect the device.

Read Only USB
Select this option if you want to allow access of the USB device in read-only mode.

Record Files Copied To USB
Select this option if you want eScan to create a record of the files copied from the system to USB drive.

Record Files Copied To Network
Select this option if you want eScan to create a record of the files copied from managed computers to the network drive connected to it.

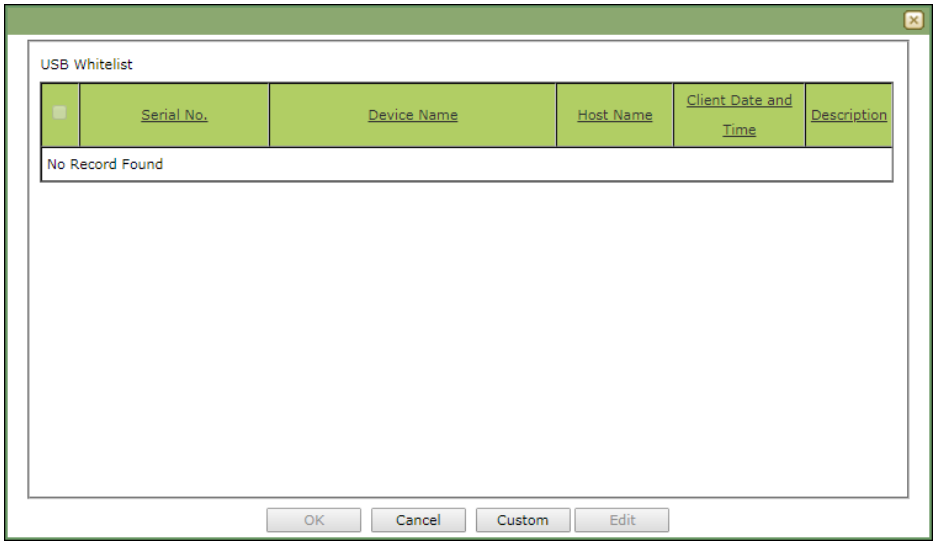
Record Files Copied To Local
Select this option if you want eScan to create a record of the files copied from the one drive to another drive of the system. Please note that if you have selected "Ignore System Drive" along with this option no record will be captured if the files are copied from system drive (the drive in which OS is installed) to another drive.

Ignore System Drive
Select this option in case of you do not want eScan to record files that are copied from system drive of managed computers to either network drive or any local drive.

Whitelist
eScan provides a greater level of endpoint security by prompting you for a password whenever you connect a USB drive. To disable password protection for a specific device, you can add it along with its serial number to the whitelist. The next time you connect the device it will not ask for a password but will directly display the files or folders stored on the device. This section displays the serial number and device name of each of the whitelisted devices in a list. You can add devices to this list by clicking **Add**. The Whitelist section displays the following button.

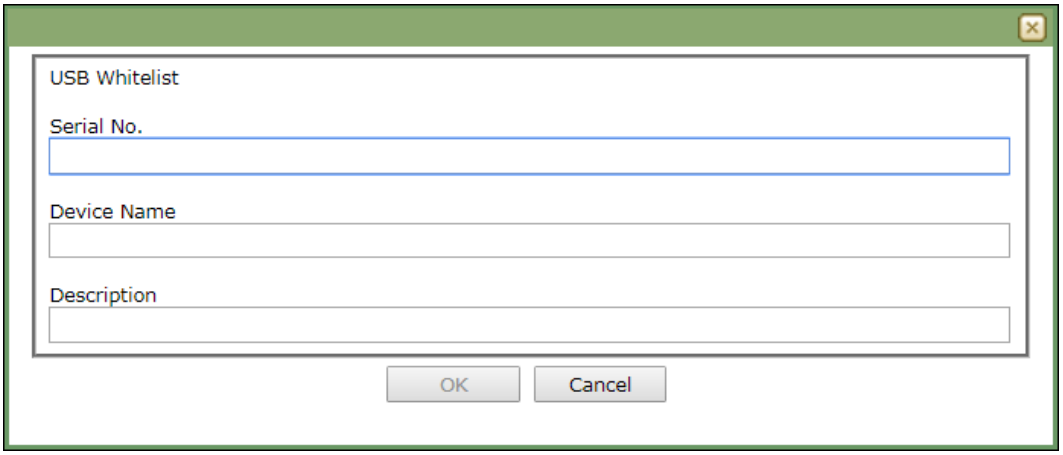
Scan Whitelisted USB Devices
By default, eScan does not scan whitelisted USB devices. Select this option, if you want eScan to scan USB devices that have been added to the whitelist.

Add
Click **Add** to whitelist USB devices. USB Whitelist window appears.



To whitelist a USB device, its details are required. If a USB device is connected to any eScan installed endpoint, the USB details are sent to the server. The administrator will have to manually whitelist the USB device.

To manually add a USB device in USB Whitelist without connecting to an endpoint, click **Custom**.



Enter the USB details and click **OK**. The USB device will be added and whitelisted.

Import
To whitelist USB devices from a csv file, click **Import**.
Click **Choose File** to import the file with the list.
The list should be in following format:
Serial No 1, Device Name 1, Device Description 1(Optional)
Serial No 2, Device Name 2
Eg: SDFSD677GFQW8N6CN8CBN7CXVB, USB Drive 2.5, Whitelist by
xyzDFRGHHRS54456HGDF347OMCNAK, Flash Drive 2.2

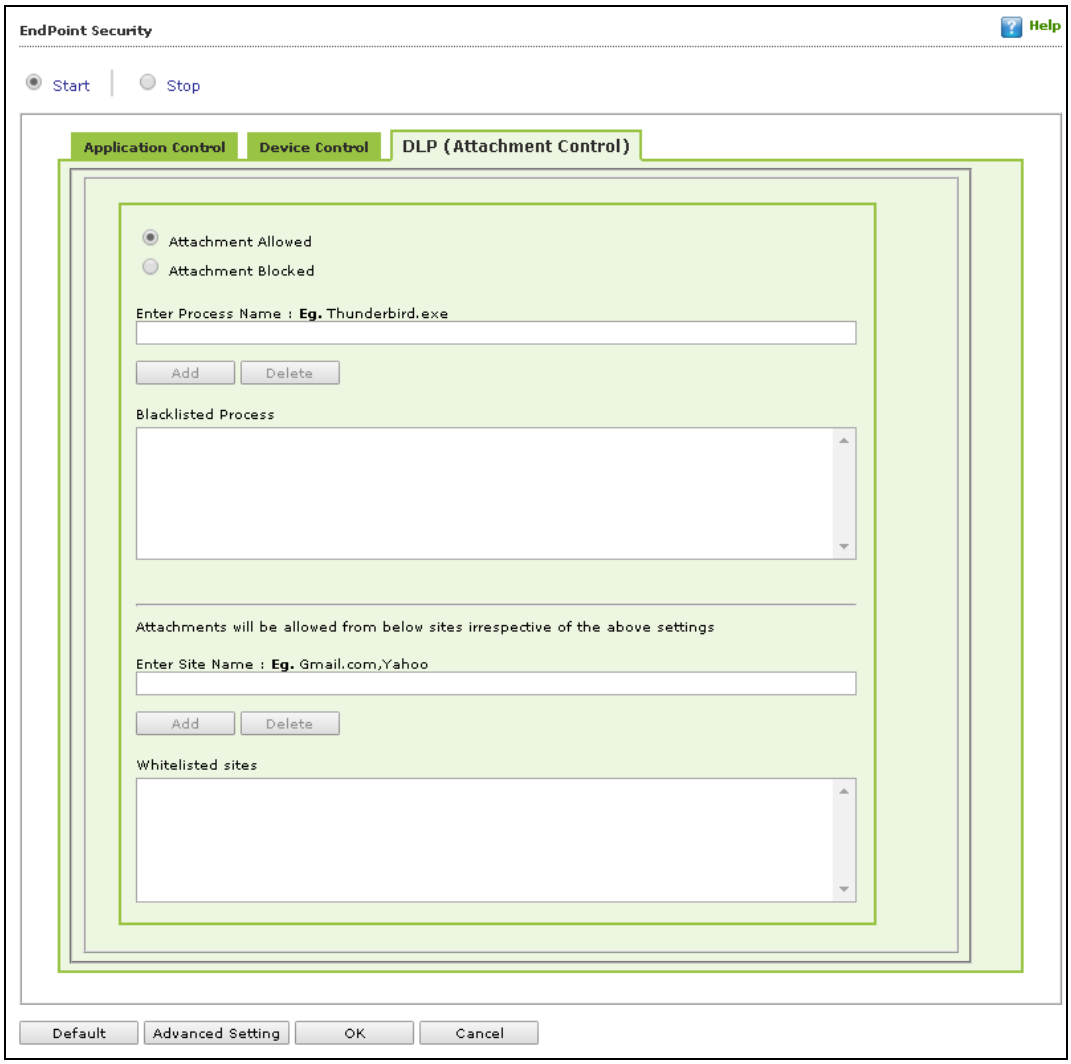
Disable Web Cam: Select this option to disable Webcams.
Disable SD Cards: Select this option to disable SD cards.
Disable Bluetooth: Select this option to disable Bluetooth.

Block CD / DVD: Select this option to block all CD/DVD access.
Read Only - CD / DVD: Select this option to allow read-only access for CD/DVD.

NOTE	Click **Default** to apply default settings done during eScan installation. It loads and resets the values to the default settings.

DLP (Attachment Control)

The DLP (Attachment Control) tab lets you control attachment flow within your organization. You can block/allow all attachments the user tries to send through specific processes that can be defined. You can exclude specific domains/subdomains that you trust, from being blocked even if they are sent though the blocked processes mentioned before.



You can configure the following settings:

Attachment Allowed
Select this option if you want attachments to be allowed through all processes except a specific set of processes mentioned below.

Attachment Blocked
Select this option if you want attachments to be blocked through all processes except a specific set of processes mentioned below.

Enter Process Name
Enter the name of the processes that should be excluded from the above selection.

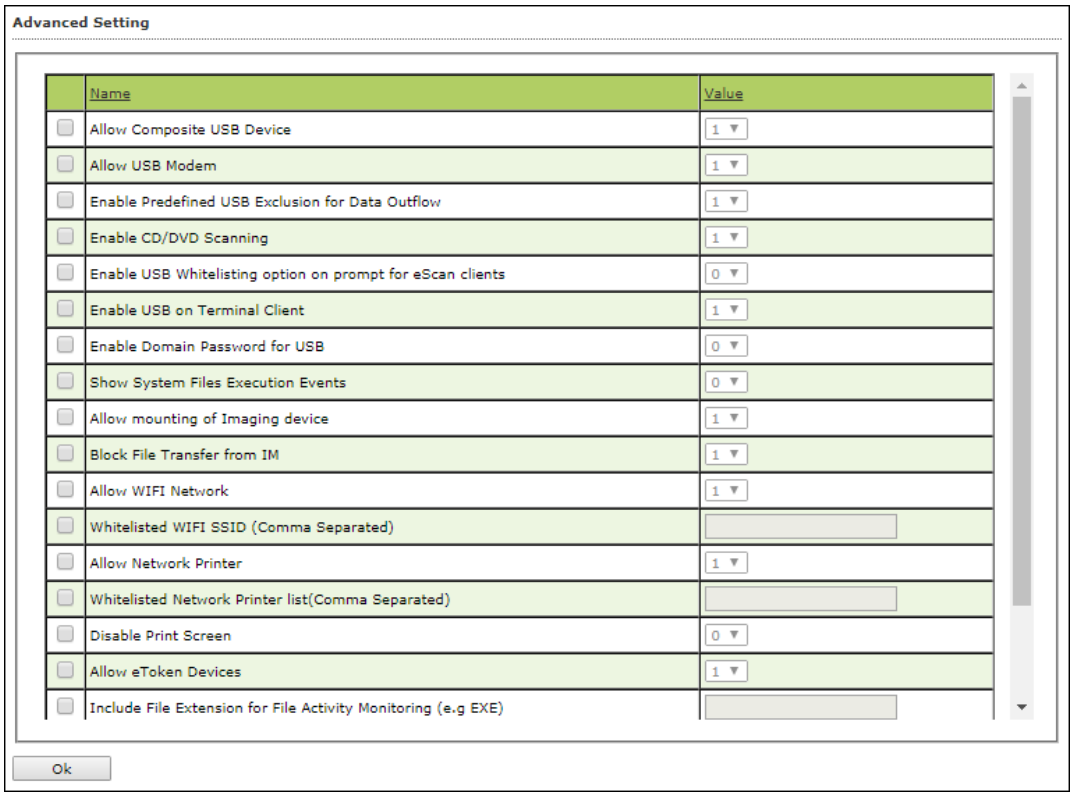
Blacklisted Process
This will display a list of process you excluded when you selected the **Attachment Allowed** option**.** eScan will block all attachments through this process.

Whitelisted Process
This will display a list of process you excluded when you selected the **Attachment Blocked** option**.** eScan will allow all attachments through this process.

Enter Site Name
Enter the name of the websites through which attachments should be allowed irrespective of the above settings.

Whitelisted Sites
The websites added above to be whit listed are displayed in this list.

Advanced Settings



Allow Composite USB Device (1 = Enable/0 = Disable)
Select this option to allow/block use of composite USB devices.

Allow USB Modem (1 = Enable/0 = Disable)
Select this option to allow/block use of USB modem.

Enable USB on Terminal Client (1 = Enable/0 = Disable)
Select this option to enable/disable USB on terminal client.

Allow mounting of Imaging device (1 = Enable/0 = Disable)
Select this option to allow/block mounting of imaging devices.

Block File Transfer from IM (1 = Enable/0 = Disable)
Select this option to allow/block file transfer from Instant Messengers.

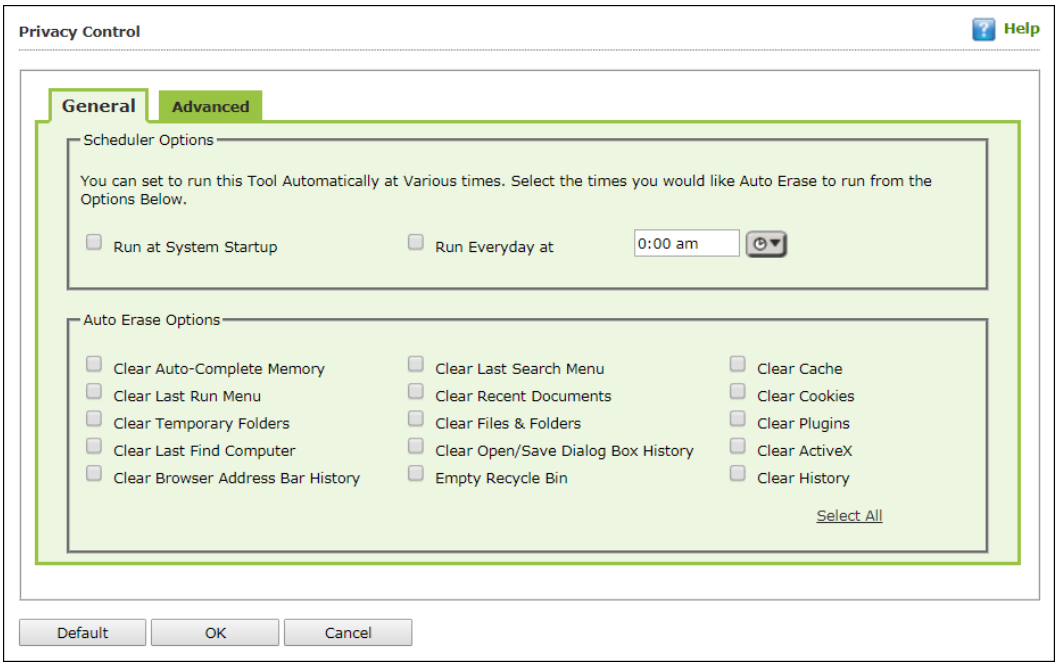
Allow Wi-Fi Network (1 = Enable/0 = Disable)
Select this option to allow/block use of Wi-Fi networks.

Allow Network Printer (1 = Enable/0 = Disable)
Select this option to allow/block use of network printers.

Allow eToken Devices (1 = Enable/0 = Disable)
Select this option to allow/block use of eToken devices.

Privacy Control

Privacy Control module protects your confidential information from theft by deleting all the temporary information stored on your computer. This module lets you use the Internet without leaving any history or residual data on your hard drive. It erases details of sites and web pages you have accessed while browsing. This page provides you with options for configuring the module.



It consists following tabs:

- **General**
- **Advanced**

General tab

This tab lets you specify the unwanted files created by web browsers or other installed software that should be deleted. You can configure the following settings:

Scheduler Options

You can set the scheduler to run at specific times and erase private information, such as your browsing history from your computer. The following settings are available in the **Scheduler Options** section.

Run at System Startup

It auto executes the Privacy Control module and performs the desired auto-erase functions when the computer starts up.

Run Every day at
It auto-executes the Privacy Control module at specified times and performs the desired auto erase functions. You can specify the time within the hours and minutes boxes.

Auto Erase Options
The browser stores traceable information of the websites that you have visited in certain folders. This information can be viewed by others. eScan lets you remove all traces of websites that you have visited. To do this, it auto detects the browsers that are installed on your computer. It then displays the traceable component and default path where the temporary data is stored on your computer. You can select the following options based on your requirements.

Clear Auto Complete Memory
Auto Complete Memory refers to the suggested matches that appear when you enter text in the Address bar, the Run dialog box, or forms in web pages. Hackers can use this information to monitor your surfing habits. When you select this checkbox, Privacy Control clears all this information from the computer.

Clear Last Run Menu
When you select this option, Privacy Control clears this information in the Run dialog box.

Clear Temporary Folders
When you select this option, Privacy Control clears files in the Temporary folder. This folder contains temporary files installed or saved by software. Clearing this folder creates space on the hard drive of the computer and boosts the performance of the computer.

Clear Last Find Computer
When you select this option, Privacy Control clears the name of the computer for which you searched last.

Clear Browser Address Bar History
When you select this checkbox, Privacy Control clears the websites from the browser's address bar history.

Clear Last Search Menu
When you select this option, Privacy Control clears the name of the objects that you last searched for by using the Search Menu.

Clear Recent Documents
When you select this checkbox, Privacy Control clears the names of the objects found in Recent Documents.

Clear Files & Folders
When you select this checkbox, Privacy Control deletes selected Files and Folders. Use this option with caution as it permanently deletes unwanted files and folders from the computer to free space on the computer.

Clear Open/Save Dialog box History
When you select this checkbox, Privacy Control clears the links of all the opened and saved files.

Empty Recycle Bin
When you select this checkbox, Privacy Control clears the Recycle Bin. Use this option with caution as it permanently clears the recycle bin.

Clear Cache
When you select this checkbox, Privacy Control clears the Temporary Internet Files.

Clear Cookies
When you select this checkbox, Privacy Control clears the Cookies stored by websites in the browser's cache.

Clear Plugins
When you select this checkbox, Privacy Control removes the browser plug-in.

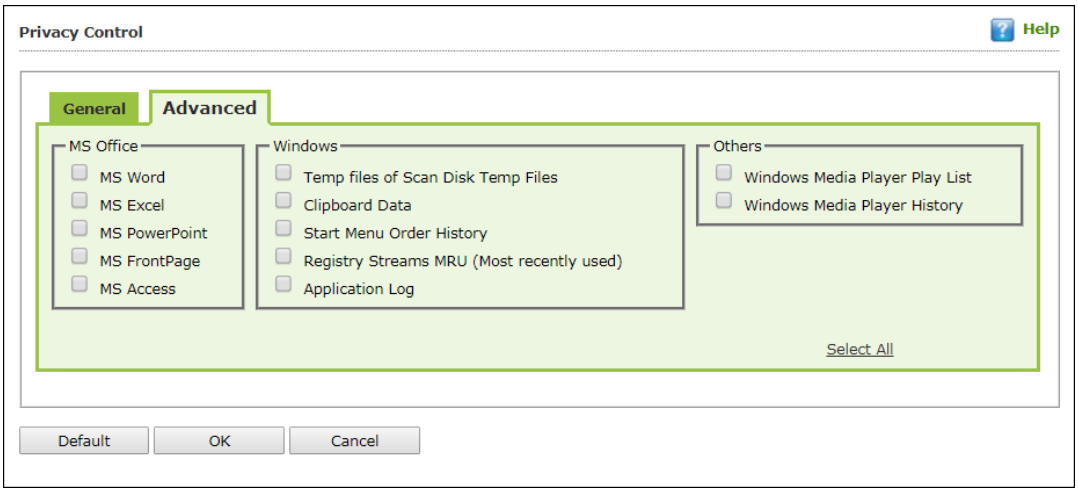
Clear ActiveX
When you select this checkbox, Privacy Control clears the ActiveX controls.

Clear History
When you select this checkbox, Privacy Control clears the history of all the websites that you have visited. In addition to these options, the **Auto Erase Options** section has many options.

Select All/ Unselect All
Click this button to select/unselect all the auto erase options.

Advanced tab

This tab lets you select unwanted or sensitive information stored in MS Office, other Windows files and other locations that you need to clear.



MS Office

The .msi extension files will be cleared if these options are selected**.**

Windows

The respective unwanted files like temp files will be cleared.

Others

The unwanted files in the Windows media player will be cleared.

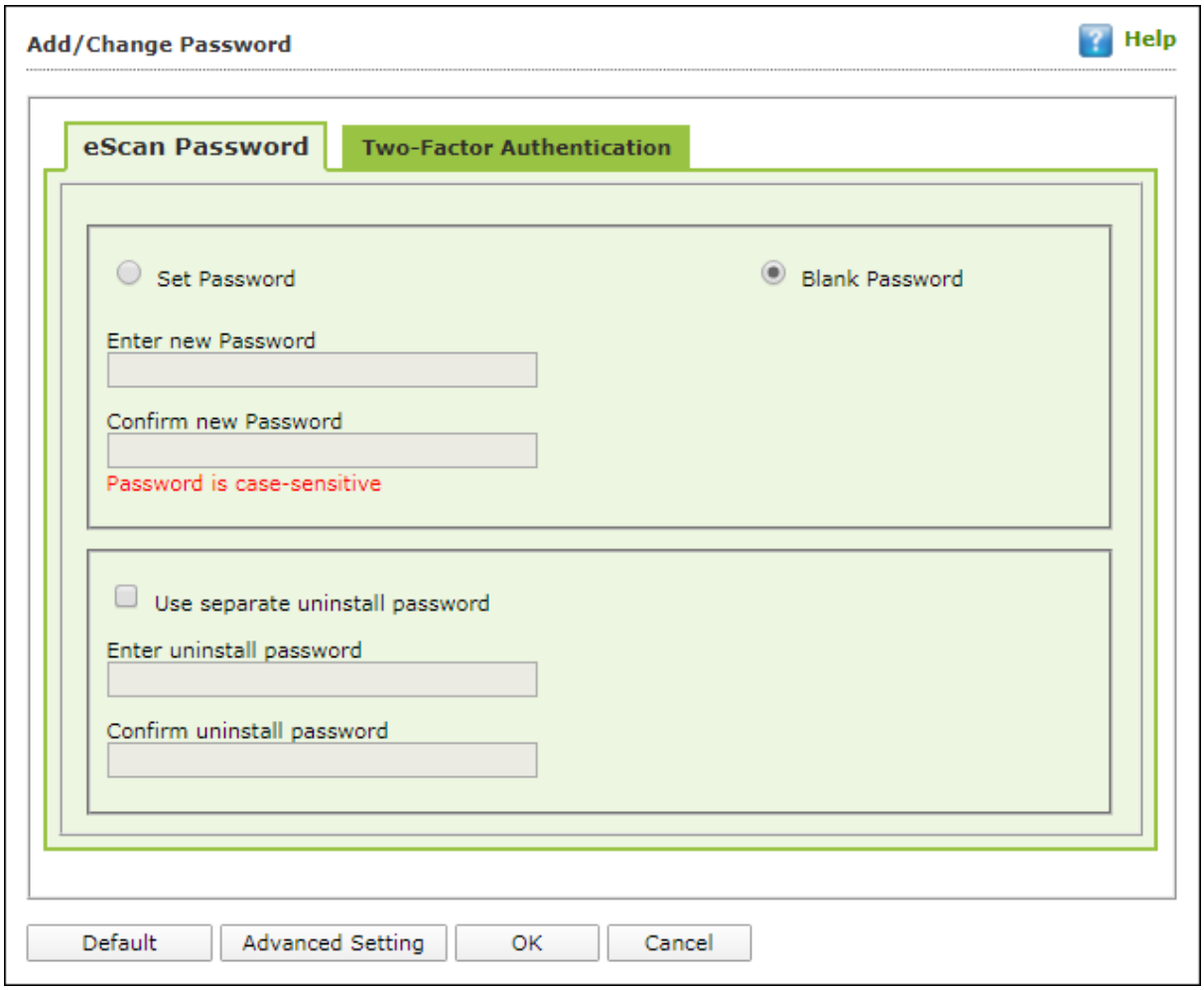
NOTE	Click **Default** to apply default settings, which are done during installation of eScan. It loads and resets the values to the default settings.

Administrator Password

Administrator Password lets you create and change password for administrative login of eScan protection center and Two-Factor Authentication.

eScan Password

It also lets you keep the password as blank, wherein you can login to eScan protection center without entering any password for read-only access.

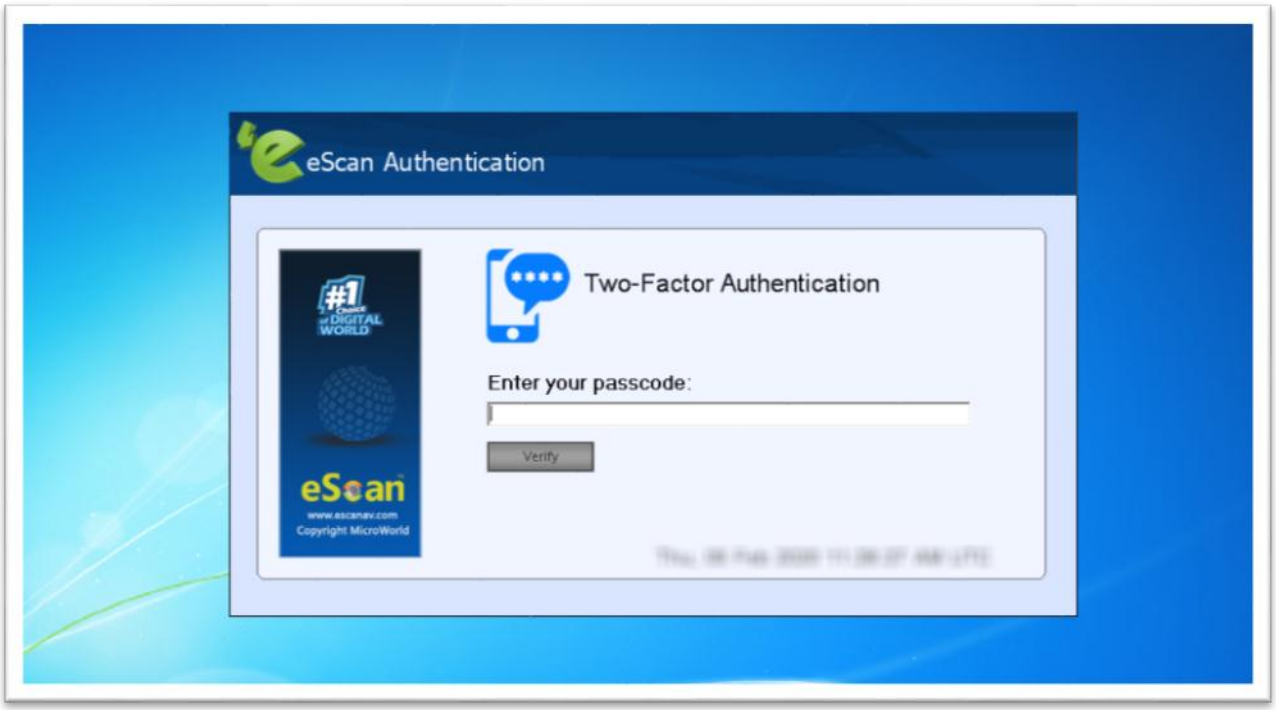


There is also an option to set a uninstall password. An uninstallation password prevents personnels from uninstalling eScan client from their endpoint. Upon selecting Uninstall option, eScan asks them for uninstall password. To set an uninstall password, select checkbox **Use separate uninstall password**.

Two-Factor Authentication

Your default system authentication (login/password) is Single-Factor Authentication which is considered insecure as it may put your organization's data at high risk of compromise. The Two-Factor Authentication, also more commonly known as 2FA, adds an extra layer of protection to your basic system logon. The 2FA feature requires personnel to enter an additional passcode after entering the system login password. So, even if an unauthorized person knows your system credentials, the 2FA feature secures a system against unauthorized logons.

With the 2FA feature enabled, the system will be protected with basic system login and eScan 2FA. After entering the system credentials, eScan Authentication screen (as shown below) will appear. The personnel will have to enter the 2FA passcode to access the system. A maximum of three attempts are allowed to enter the correct passcode. If the 2FA login fails, the personnel will have to wait for 30 seconds to log in again. Read about managing 2FA license.

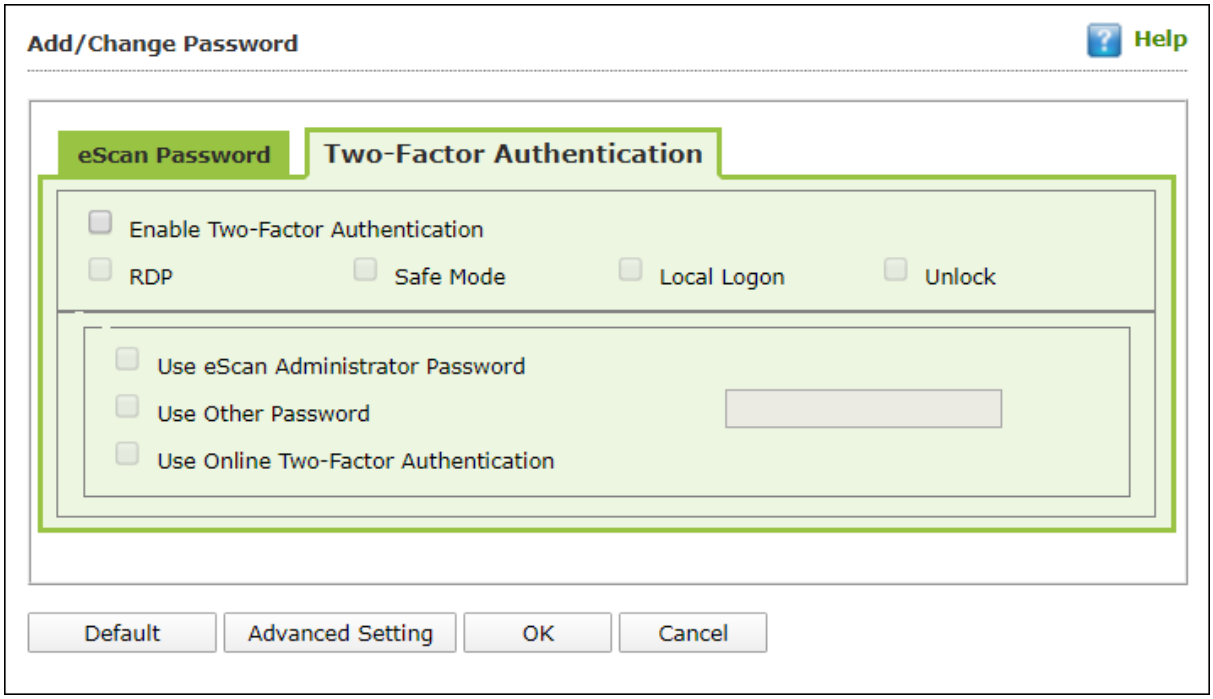


To enable the Two-Factor Authentication feature, follow the steps given below:

1. In the eScan web console, go to **Managed Computers**.
2. Click **Policy Templates** > **New Template.**

NOTE	You can enable the 2FA feature for existing Policy Templates by selecting a Policy Template and clicking **Properties**. Then, follow the steps given below:

3. Select **Administrator Password** check box and then click **Edit**.
4. Click **Two-Factor Authentication** tab.
   Following window appears.



5. Select the check box **Enable Two-Factor Authentication**.
   The Two-Factor Authentication feature gets enabled.

Login Scenarios

The 2FA feature can be used for following all login scenarios:

RDP

RDP stands for Remote Desktop Protocol. Whenever someone takes remote connection of a client's system, the personnel will have to enter system login credentials and 2FA passcode to access the system.

Safe Mode

After a system is booted in Safe Mode, the personnel will have to enter system login credentials and 2FA passcode to access the system.

Local Logon

Whenever a system is powered on or restarted, the personnel will have to enter system login credentials and 2FA passcode to access the system.

Unlock

Whenever a system is unlocked, the personnel will have to enter login credentials and 2FA passcode to access the system.

Password Types

If the policy is applied to a group, the 2FA passcode will be same for all group members.
The 2FA passcode can also be set for specific computer(s).
You can use following all password types to log in:

Use eScan Administrator Password

You can use the existing eScan Administrator password for 2FA login. This password can be set in **eScan Password** tab besides the **Two-Factor Authentication** tab.

Use Other Password

You can set a new password which can be combination of uppercase, lowercase, numbers, and special characters.

Use Online Two-Factor Authentication

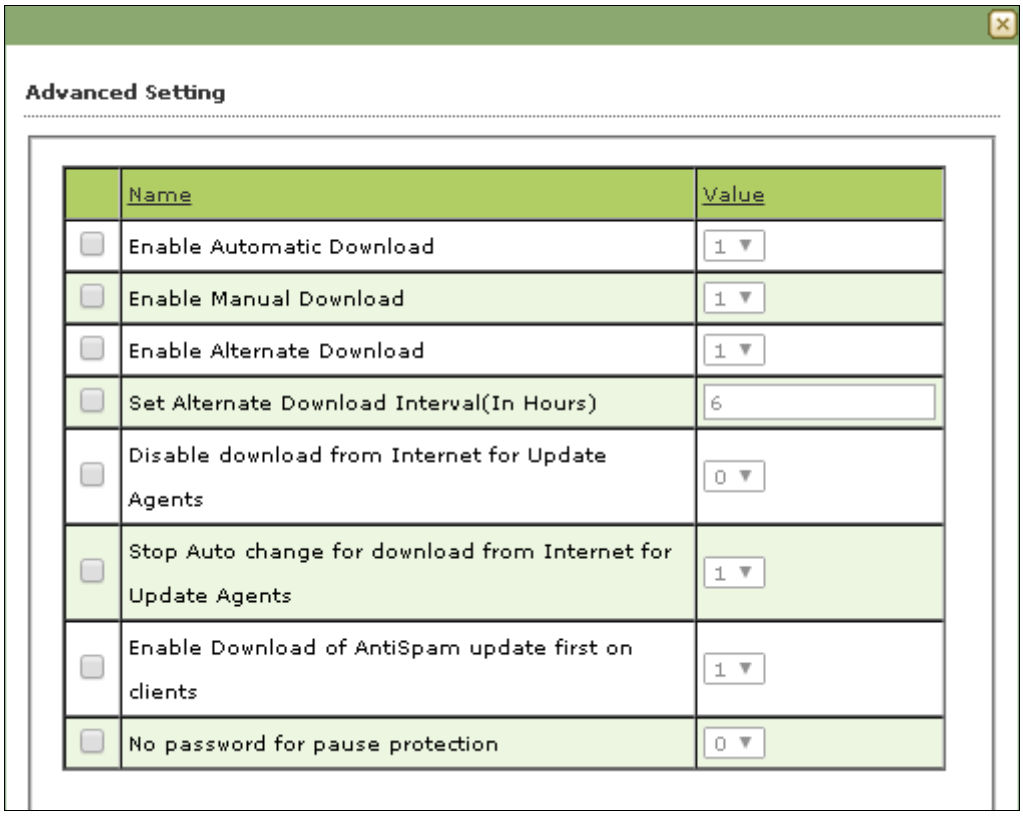
To use this feature, follow the steps given below:

1. Install the Authenticator app from Play Store for Android devices or App Store for iOS devices.
2. Open the Authenticator app and tap **Scan a barcode**.
3. Select the check box **Use Online Two-Factor Authentication**.
4. Go to **Managed Computers** and below the top right corner, click **QR code for 2FA**.
   A QR code appears.
5. Scan the onscreen QR code via the Authenticator app.
   A Time-based One-Time Password (TOTP) appears on smart device.
6. Forward this TOTP to personnel for login.

After selecting the appropriate Login Scenarios and Password Types, click **OK**. The Policy Template gets saved/updated.

Advanced Setting

Clicking **Advanced Setting** displays Advance setting.



Enable Automatic Download (1 = Enable/0 = Disable)
It lets you Enable/Disable Automatic download of Antivirus signature updates.

Enable Manual Download (1 = Enable/0 = Disable)
It lets you Enable/Disable Manual download of Antivirus signature updates

Enable Alternate Download (1 = Enable/0 = Disable)
It lets you Enable/Disable download of signatures from eScan (Internet) if eScan Server is not reachable.

Set Alternate Download Interval (In Hours)
It lets you define time interval to check for updates from eScan (Internet) and download it on managed computers.

Disable download from Internet for Update Agents (1 = Enable/0 = Disable)
Selecting this option lets you disable Update Agents from downloading the virus signature from internet.

Stop Auto change for download from Internet for Update Agents (1 = Enable/0 = Disable)
This option is used when an Update Agent didn't find the primary server to download virus signature, then it tries to get virus signature from internet, so to stop Update Agent from downloading from internet this option is to be set to 1(one).

Enable Download of Anti-Spam update first on clients (1 = Enable/0 = Disable)
Normally while updating a system for virus signatures, we first download the anti-virus signature and then anti-spam signature. This option lets you first download Anti-spam updates on clients.

No password for pause protection
Selecting this option lets you pause eScan protection without entering password.

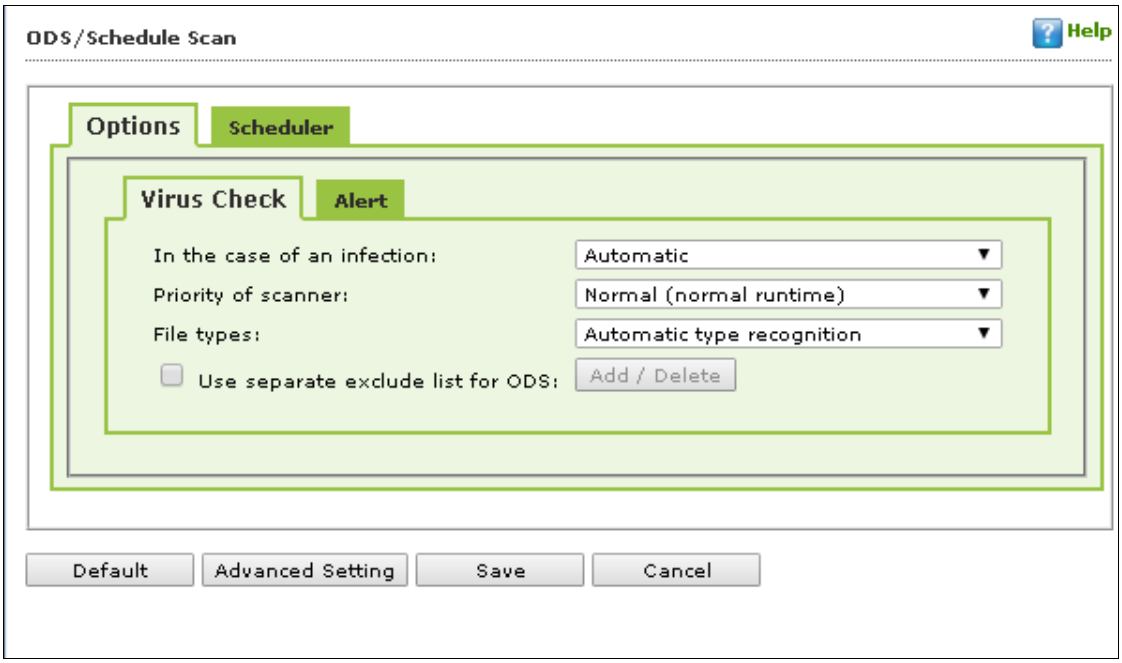
ODS/Schedule Scan

ODS (On Demand Scanning)/Schedule Scan provides you with various options like – checking for viruses, and making settings for creating logs and receiving alerts. You can also create task in the scheduler for automatic virus scanning.

NOTE	Click **Default** to apply default settings, which are done during installation of eScan. It loads and resets the values to the default settings.

It consists following tabs:

- **Options**
- **Scheduler**



Options

Options tab lets you make the settings for checking viruses and receiving alerts. There are two tabs – Virus Check and Alerts. You can do the following activities.

- Virus check
- Alerts

Virus Check

It lets you configure the settings for checking viruses.

To set virus check,

1. Specify the following field details.
    - **In the case of an infection**: Select an appropriate option from the drop-down list. For example, Log only, Delete infected file, and [Default] Automatic.
    - **Priority of scanner**: Select an appropriate option from the drop-down list.
        - For example,
        - High (short runtime)
        - Normal (normal runtime) [Default]
        - Low (long runtime)
    - **File types:** Select an appropriate option from the drop-down list. For example, \[Default\] Automatic type recognition and only program files.
    - **Use separate exclude list for ODS**: Select this option to add a list of file/folders that should be excluded from scan.
2. Click **Save**.

Alerts tab

It lets you configure the settings for virus alert. You can also create a log of the infected viruses.

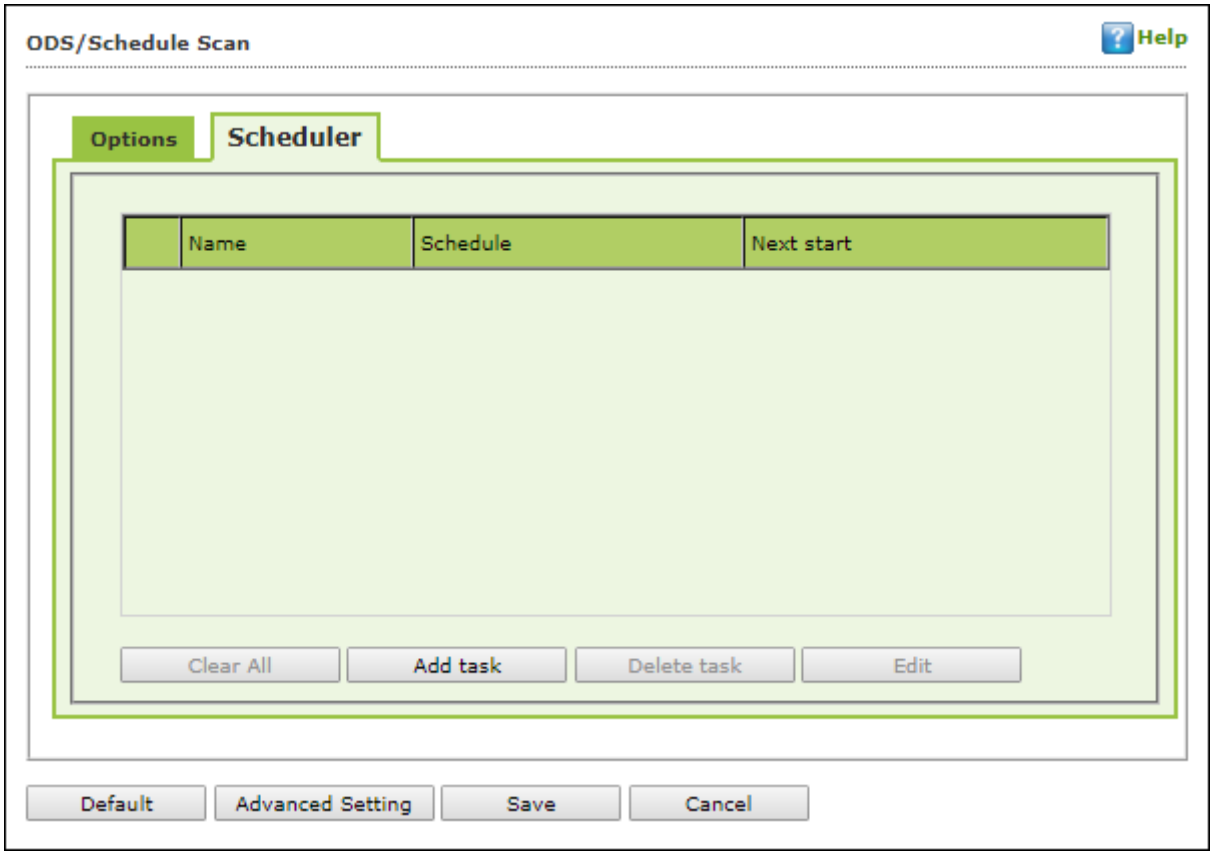
To set alerts,

1. Under **Alert** section, Select the [Default] **Warn**, if virus signature is more than x days old checkbox, and then enter the number of days in the x days old field, if you want to receive alerts when virus signature exceeds the specified days. By default, value 3 appears in the field.
2. Select the **Warn**, if the last computer analysis was more than x days ago checkbox, and then enter the number of days in the x days ago field, if you want to receive alerts when last computer analysis exceeds the specified days. By default, 3 appears in the field.
3. Under **Log Settings** section, select the [Default] **Prepare Log** checkbox, if you want to prepare log of the infected files, and then select an appropriate option.
4. Click **Save**.

NOTE	Click **Default** to apply default settings, which are done during installation of eScan. It loads and resets the values to the default settings.

Scheduler

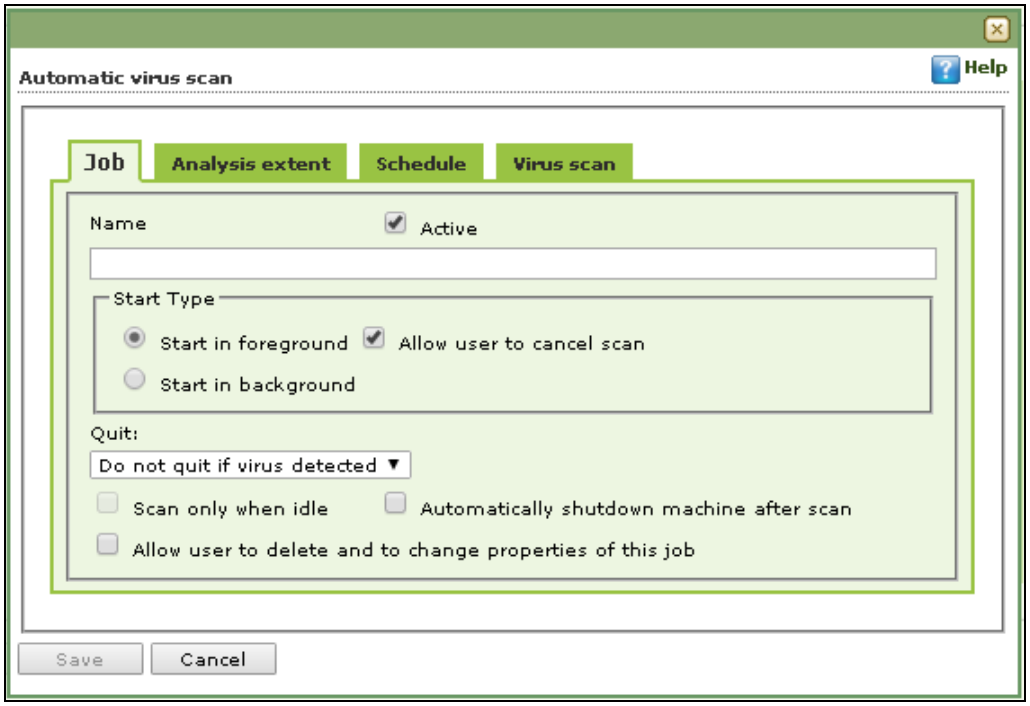
Scheduler tab lets you create/delete various tasks in the scheduler for automatic virus scanning.



NOTE	Click **Default** to apply default settings, which are done during installation of eScan. It loads and resets the values to the default settings.

Clear All - This button will clear all the listed tasks.

Add Task



Automatic Virus Scan lets you do following activities:

a. Creating job
b. Setting analysis extent
c. Scheduling virus execution
d. Scheduling virus scan

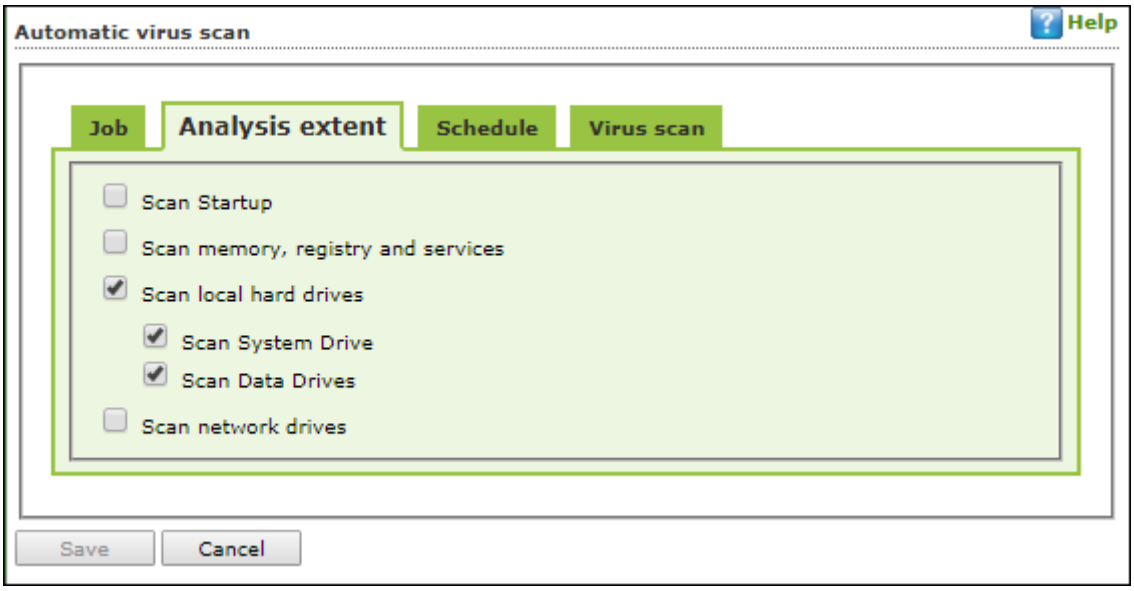
a) Job

It lets you create the job details for virus scanning.

1. Click the **Job** tab.
2. Specify the following field details.
    - **Name**: Enter a name for the task.
    - **Active [Default]**: Select this checkbox, if you want to allow the client to schedule the task.
    - **Start in foreground [Default]**: Click this option if you want to view scanning process running in front of you.
      When this option is selected, the **Scan only when idle** option becomes unavailable.
    - **Start in background**: Click this option if you want scanning process to run in the background. By default, Do not quit if virus is detected option is selected. When you select this option, the Quit drop-down list becomes unavailable.
3. Click **Save**.

b) Analysis Extent

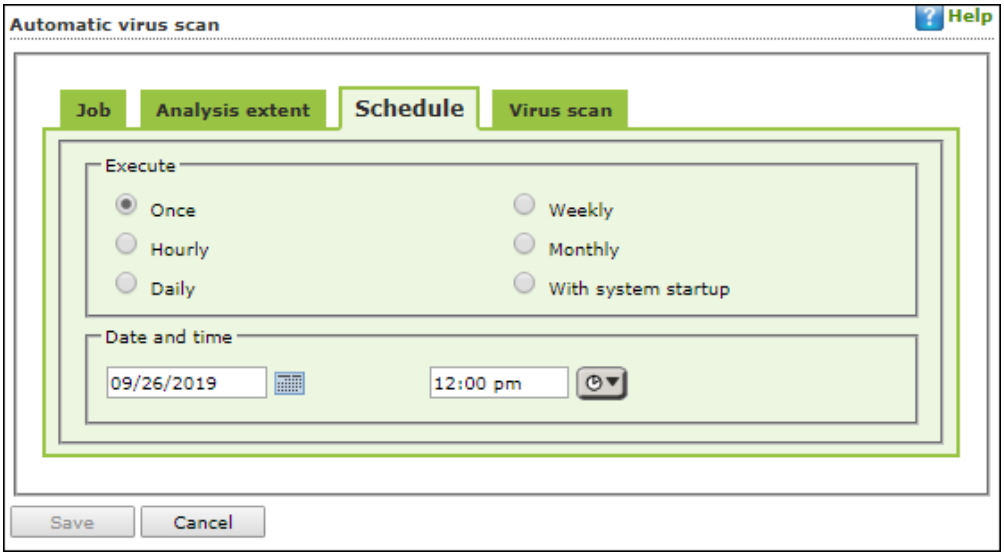
It lets you configure analysis extent settings for virus scanning.



1. Click the **Analysis Extent** tab.
2. Select the **Scan Startup** option, if you want to scan all startup entries.
3. Select the **Scan memory, registry** and **services** option, if you want to scan memory, registry and services.
4. Select the [Default] **Scan local hard drives** option, if you want to scan local hard drives.
5. Select Scan network drives option, if you want to scan network drives. Users should note that scanning a network drive may affect system performance.
6. Click **Save**.

c) Scheduling

It lets you schedule the date and time of execution for virus scanning.



1. Click **Schedule** tab.
2. Under Execute section, select an appropriate option. For example, [Default] Once, weekly, hourly, and so on.
3. Under Date and time section, click the calendar icon. The calendar appears.

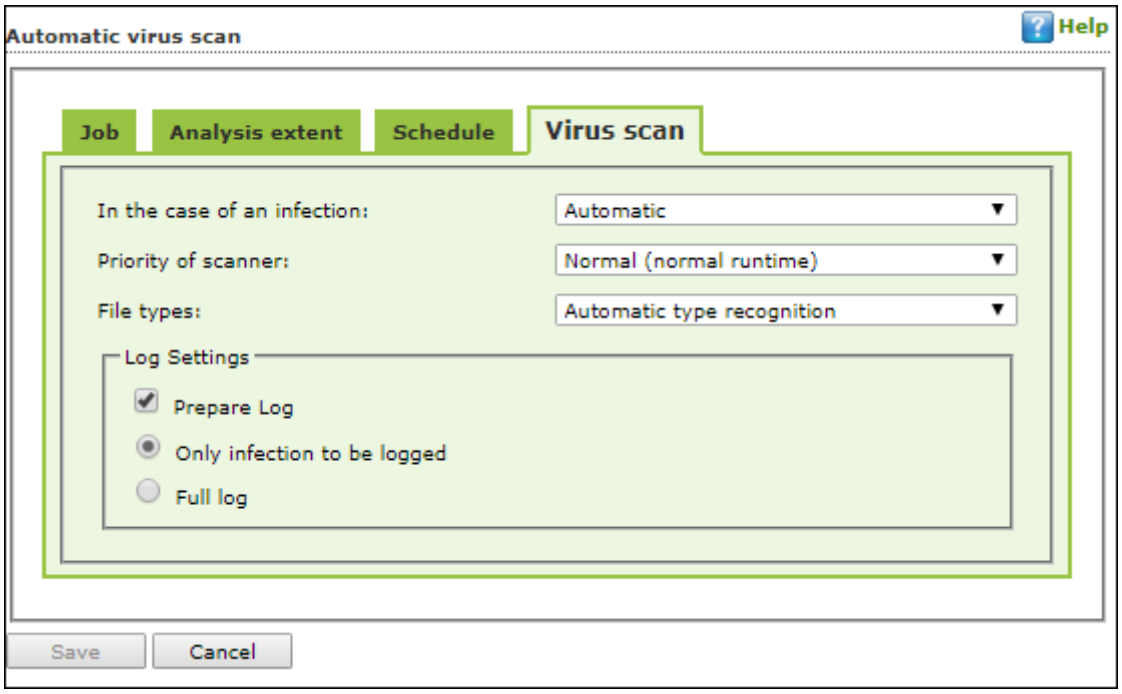
4. Select an appropriate date from the calendar.

NOTE	Click the left **<** and right **>** sign to navigate to the previous or next month and year from the calendar respectively.

5. Click the Time icon. The Timer appears.
6. Click the **AM** tab to view the before noon time and **PM** tab to view the afternoon time, and then select an appropriate time from the list.
7. Click **Save**.

d) Virus Scan

It lets you schedule virus scanning.



1. Click the **Virus Scan** tab.
2. Specify the following field details.
   - **In the case of an infection**: Select an appropriate option from the drop-down list. For example, Log only, Delete infected file, and [Default] Automatic.
   - **Priority of scanner**: Select an appropriate priority from the drop-down list.
   - **File types**: Select an appropriate option from the drop-down list. For example, [Default] Automatic type recognition and Only program files.
3. Under Log Settings section, select the [Default] Prepare Log checkbox, if you want to prepare log of the infected files, and then click an appropriate option.
4. Click **Save**.

Delete Task – Clicking **Delete Task** lets you delete the particular task from the list.

Edit – Clicking **Edit** lets you edit the properties of the particular task from the list.

MWL (MicroWorld WinSock Layer)

eScan's "MicroWorld-WinSock Layer" (MWL) is a revolutionary concept in scanning Internet traffic on a real-time basis. It has changed the way the world deals with Content Security threats. Unlike the other products and technologies, MWL tackles a threat before it reaches your applications. MWL is technically placed above the WinSock layer and acts as a "Transparent Gatekeeper" on the WinSock layer of the operating system. All content passing through WinSock has to mandatorily pass through MWL, where it is checked for any security violating data. If such data occurs, it is removed and the clean data is passed on to the application.

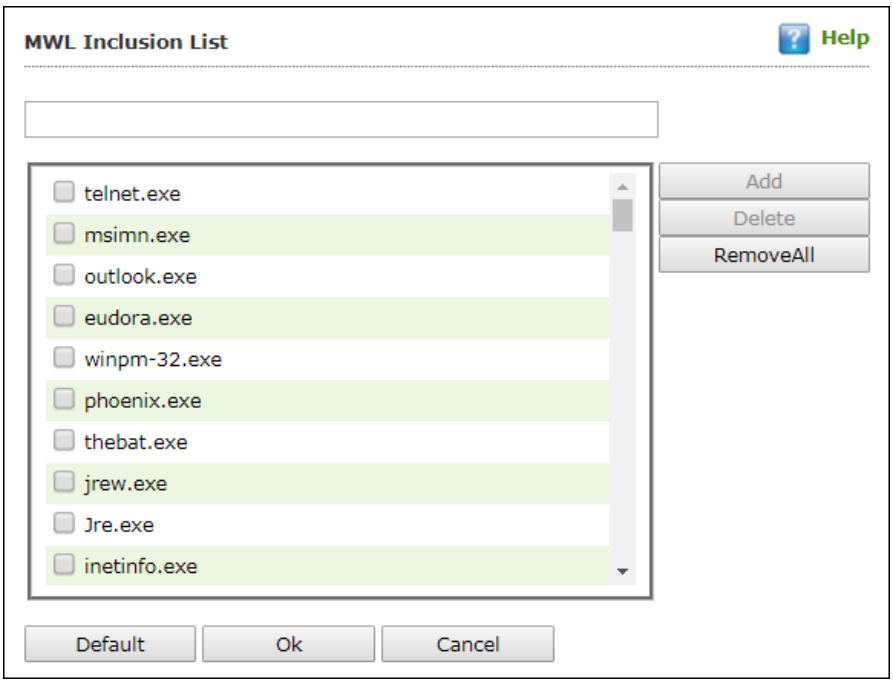
MWL Inclusion List

Inclusion List contains the name of all executable files which will bind itself to MWTSP.DLL. All other files are excluded.

NOTE	Click **Default** to apply default settings, done during eScan installation. It loads and resets the values to the default settings.

You can do the following activities.

- **Adding files** to Inclusion List
- **Deleting files** from Inclusion List
- **Removing all files** from Inclusion List



Adding files to Inclusion List

To add executable files to the Inclusion List, follow the steps given below:

1. Enter the executable file name and then click **Add**.
   The executable file will be added to the Inclusion List.
2. Click **OK**.

Deleting files from Inclusion List

To delete executable files from the Inclusion List, follow the steps given below:

1. Select executable files, and then click **Delete**.
   A confirmation prompt appears.
2. Click **OK**.
   The executable file will be deleted from the Inclusion List.

Removing all files from Inclusion List

To remove all executable files from the Inclusion List, follow the steps given below:

1. Click **Remove All**.
   A confirmation prompt appears.
2. Click **OK**.
   All executable files will be removed from the Inclusion List.

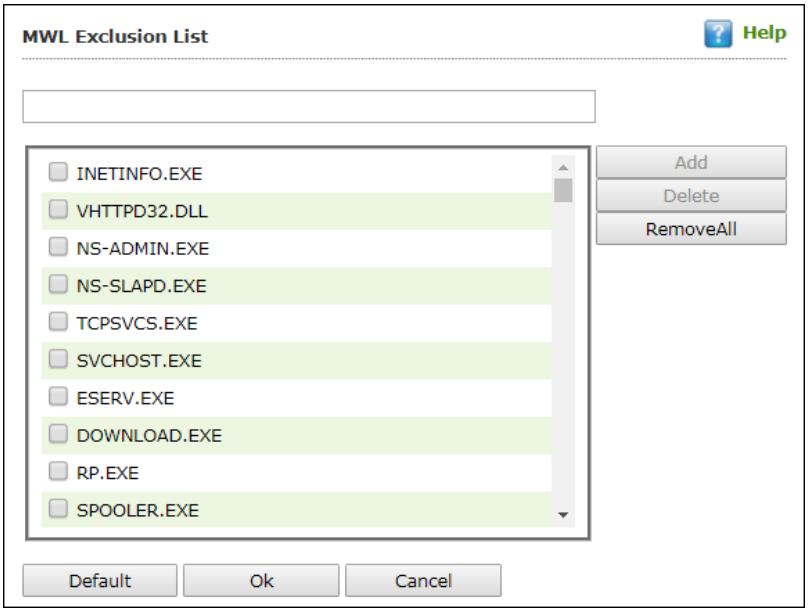
MWL Exclusion List

MWL (MicroWorld WinSock Layer) Exclusion List contains the name of all executable files which will not bind itself to **MWTSP.DLL**.

NOTE	Click **Default** to apply default settings, which are done during installation of eScan. It loads and resets the values to the default settings.

You can do the following activities.

- **Adding files** to Exclusion List
- **Deleting files** from Exclusion List
- **Removing all files** from Exclusion List



Adding files to Exclusion List

To add executable files to the Exclusion List, follow the steps given below:

1. Enter the executable file name and then click **Add**.
   The executable file gets added to the Exclusion List.
2. Click **OK**.

Deleting files from Exclusion List

To delete executable files from the Exclusion List, follow the steps given below:

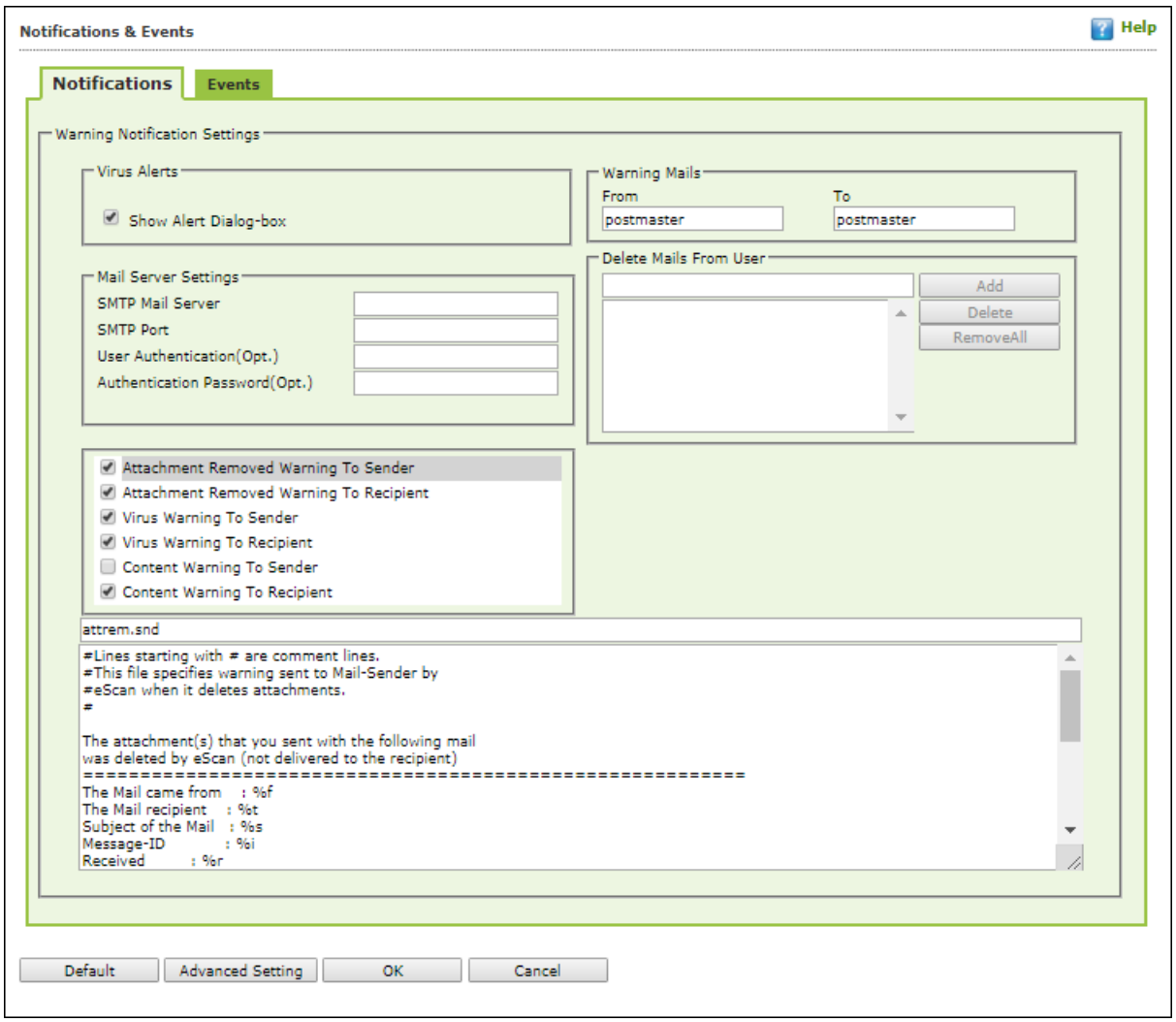
1. Select the appropriate file checkbox, and then click **Delete**.
   A confirmation prompt appears.
2. Click **OK**.
   The executable file gets deleted from the Exclusion List.

Removing all files from Exclusion List

To remove all executable files from the Exclusion List, follow the steps given below:

1. Click **Remove All**.
   A confirmation prompt appears.
2. Click **OK**.
   All executable files get removed from the Exclusion List.

Notifications & Events



Notifications

Notifications tab lets you configure the notification settings. It lets you send emails to specific recipients when malicious code is detected in an email or email attachment. It also lets you send alerts and warning messages to the sender or recipient of an infected message. You can configure the following settings:

Virus Alerts [Default]

This section contains **Show Alert Dialog box** option. Select this option if you want Mail Anti-Virus to alert you when it detects a malicious object in an email.

Warning Mails

Configure this setting if you want Mail Anti-Virus to send warning emails and alerts to a given sender or recipient. The default sender is **postmaster** and the default recipient is **postmaster**.

Attachment Removed Warning To Sender [Default]
Select this checkbox if you want Mail Anti-Virus to send a warning message to the sender of an infected attachment. Mail Anti-Virus sends this email when it encounters a virus infected attachment in an email. The email content is displayed in the preview box.

Attachment Removed Warning To Recipient [Default]
Select this checkbox if you want Mail Anti-Virus to send a warning message to the recipient when it removes an infected attachment. The email content is displayed in the preview box.

Virus Warning To Sender [Default]
Select this checkbox if you want Mail Anti-Virus to send a virus warning message to the sender. The email content is displayed in the preview box.

Virus Warning To Recipient [Default]
Select this checkbox if you want Mail Anti-Virus to send a virus warning message to the recipient. The email content is displayed in the preview box.

Content Warning To Sender
Select this checkbox if you want Mail scanner to send a content warning message to the sender. The email content is displayed in the preview box.

Content Warning To Recipient [Default]
Select this checkbox if you want Mail scanner to send a content warning message to the recipient. The email content is displayed in the preview box.

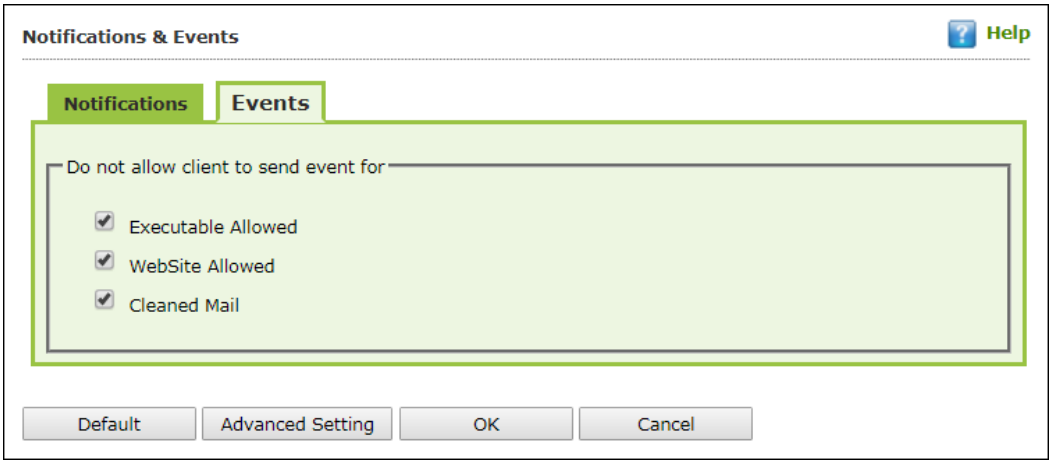
Delete Mails From User
You can configure eScan to automatically delete emails that have been sent by specific users. For this, you need to add the email addresses of such users to the **Delete Mails From User** field. The **Add**, **Delete**, and **Remove All** buttons appear as dimmed. After you enter text in the **Delete Mails From User** field, the buttons get enabled.

Events

Events tab lets you define the settings to allow/restrict clients from sending alert for following events:

- Executable Allowed
- Website Allowed
- Cleaned Mail

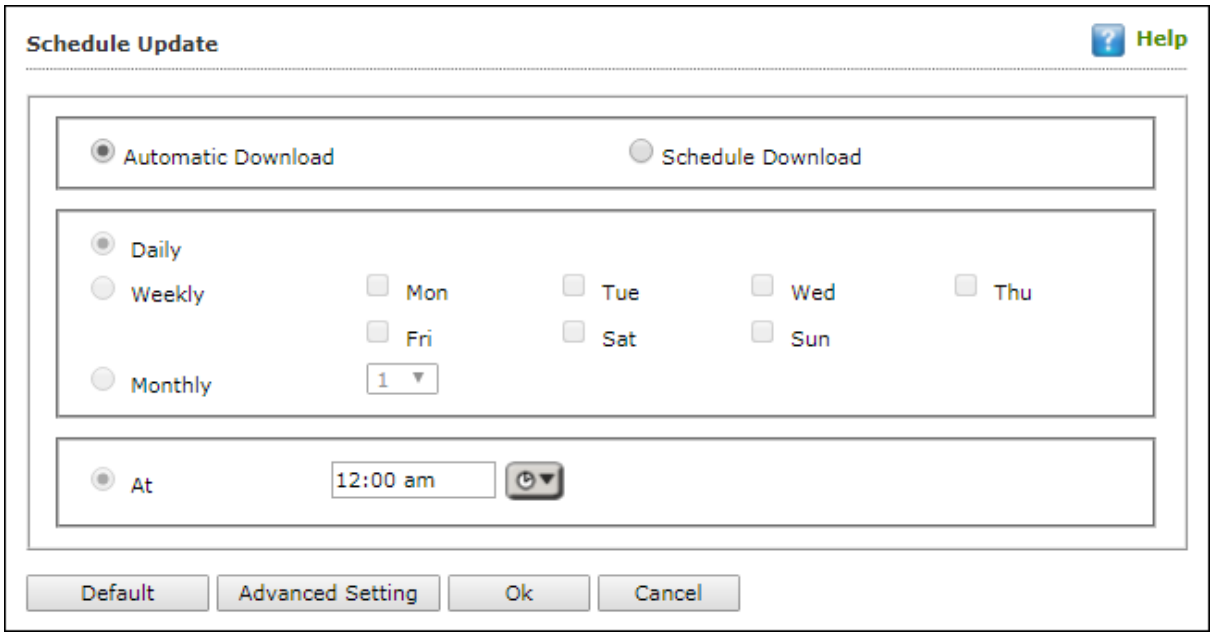
By default all events are selected.



NOTE	Click **Default** to apply default settings, which are done during installation of eScan. It loads and resets the values to the default settings.

Schedule Update

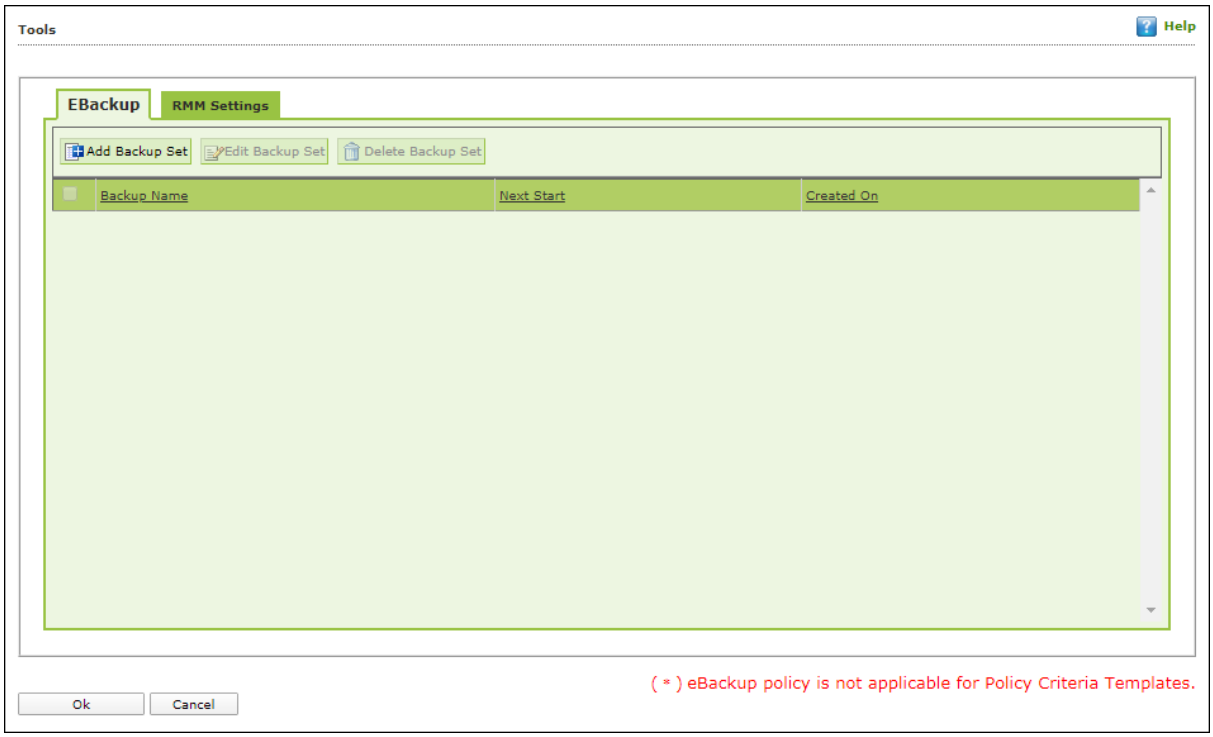
The Schedule Update lets you schedule eScan database updates.



The updates can be downloaded automatically with **Automatic Download** option.
-OR-
The updates can be downloaded on a schedule basis with **Schedule Download** option.
Select intervals and time basis as per your preferences.

Tools

The Tools lets you configure eBackup and RMM Settings.



eBackup

Taking regular backup of your critical files stored on your computer is very important, as files may get misplaced or damaged due to issues such as virus outbreak, modification by a ransomware or another user. This feature of eScan allows you to take backup of your important files stored on your computer such as documents, Photos, media files, music files, and contacts. It allows you to schedule the backup process by creating tasks. The backed up data is stored in an encrypted format in a folder secured by eScan's real-time protection. You can create Backup jobs by adding files, folders to take a backup either manually or schedule the backup at a defined time or day.
With eBackup feature you can:

- Create, schedule, edit, and delete backup jobs as per requirement.
- Take a backup of specific folder(s)/file extension(s) on local endpoint, external drives or network drive.
- Exclude specific folder(s)/file extension(s) from being backed up.
- Add specific file extensions to be backed up along with regular backup as per requirement.
- Save the backup data in external hard drive or local drive.

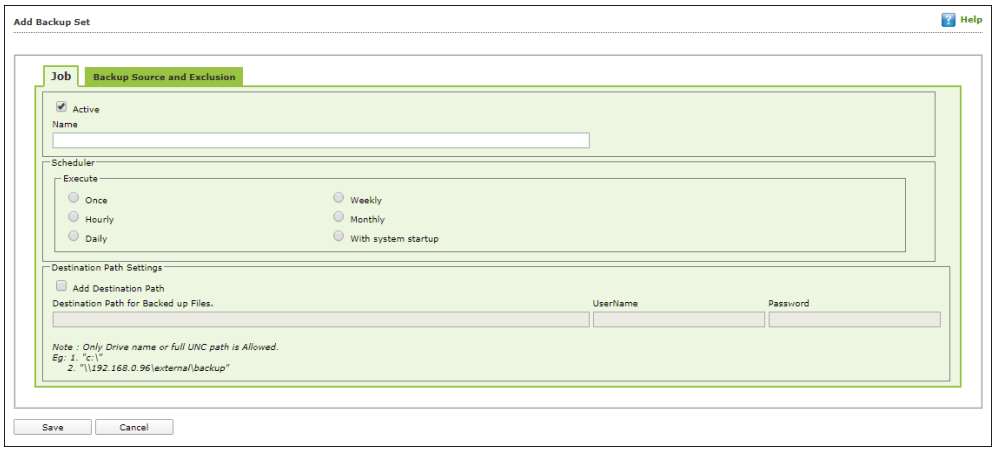
Add Backup Set

To add a Backup Set, follow the steps given below:

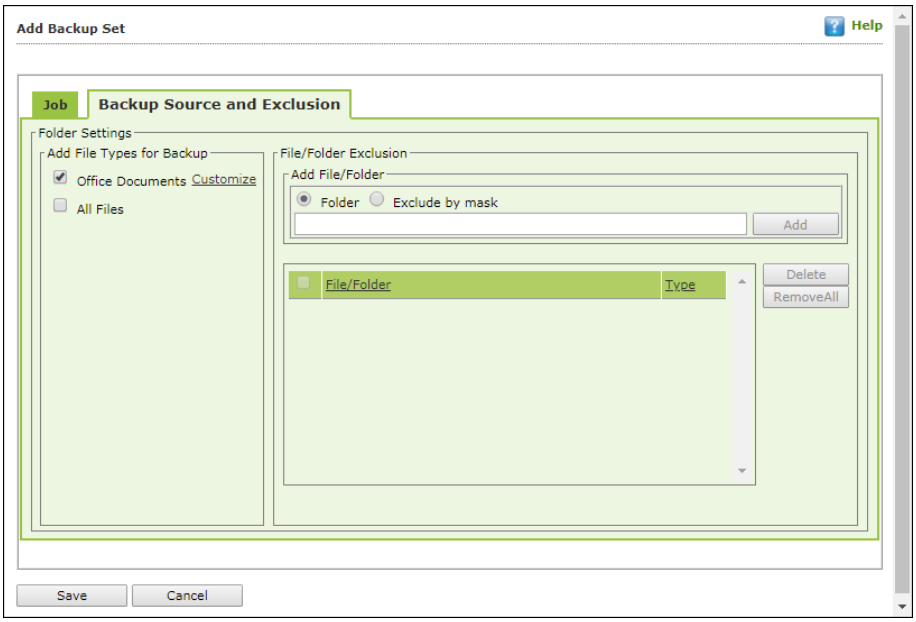
1. Go to **Managed Computers**.
2. Click Policy Templates > New Template.

NOTE	You can add the backup set for existing Policy Templates by selecting a Policy Template and clicking **Properties**. Then, follow the steps given below:

3. Select **Tools** check box and then click **Edit**.
4. Click **Add Backup Set**. Add Backup Set window appears.



5. Enter a name for the backup.
6. In the Scheduler section, select a preferred interval for backup execution.
7. If you want to specify a custom location for backup file on network, select the checkbox **Add Destination Path**.
8. Enter the destination path and login credentials of destination network.
9. Click **Backup Source and Exclusion** tab.



10. Select the type of files for backup. By default, Office Documents option is selected.
11. Under the File/Folder Exclusion section, you can exclude a specific folder or a file format from getting backed up.
12. Click **Save**.

The Backup Set will be created at network location.

NOTE	By default, **Active** option is selected. If **Active** option is not selected, a Backup Set will be created but eScan won't backup data.

Edit Backup Set

To edit a Backup Set, follow the steps given below:

1. Select a Backup Set.
2. Click **Edit Backup Set**.
3. After making the necessary changes, click **Save**. The Backup Set will be edited and saved.

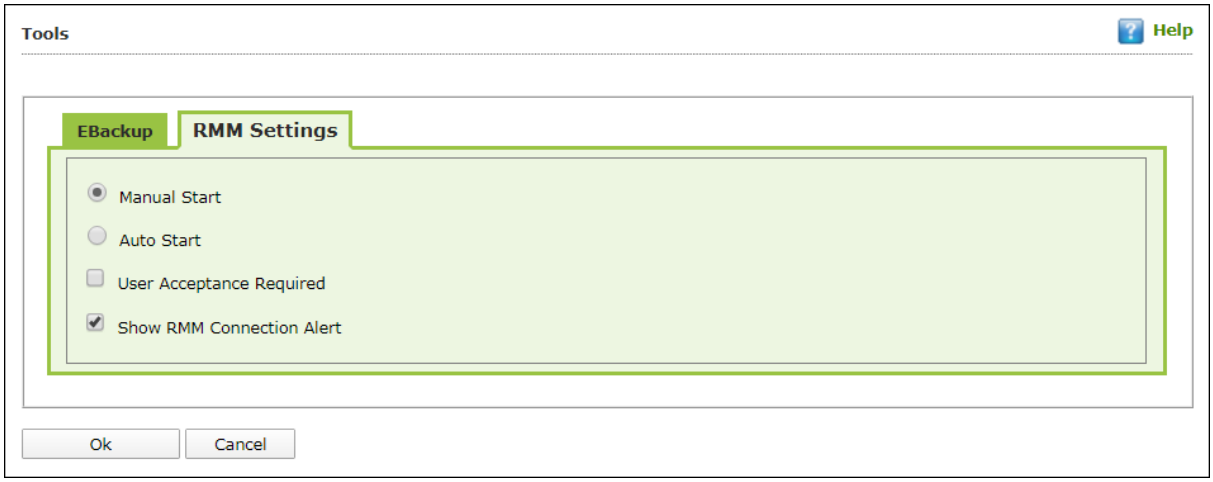
Delete Backup Set

To delete a Backup Set, follow the steps given below:

1. Select a Backup Set.
2. Click **Delete Backup Set**.
   A confirmation prompt appears.
3. Click **OK**.
   The Backup Set will be deleted.

RMM Settings

The RMM settings let you configure default connection settings for connecting to client computers. You will get the following configuration options:



- **Manual Start**: If this option is selected, client endpoint users have to manually start the RMM service to establish a RMM connection.
- **Auto Start**: If this option is selected, RMM service will be started automatically and all client endpoints will be connected to your main eScan server.
- **User Acceptance Required**: If this check box is selected, a pop-up appears on client endpoint for RMM connection acceptance. If left unselected, pop-up doesn't appear and you get direct access to the client endpoint.

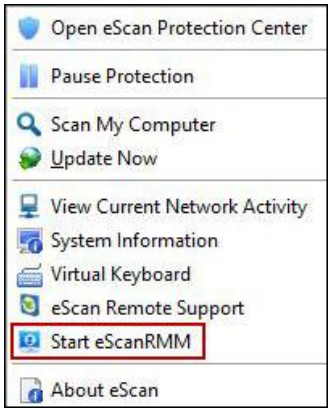
- **Show RMM Connection Alert**: If this check box is selected, a notification appears on client endpoint informing about active RMM connection. If left unselected, notification doesn't appear on client endpoint.

After making the necessary changes click **OK**.
Click **Save**. The Policy Template gets saved.

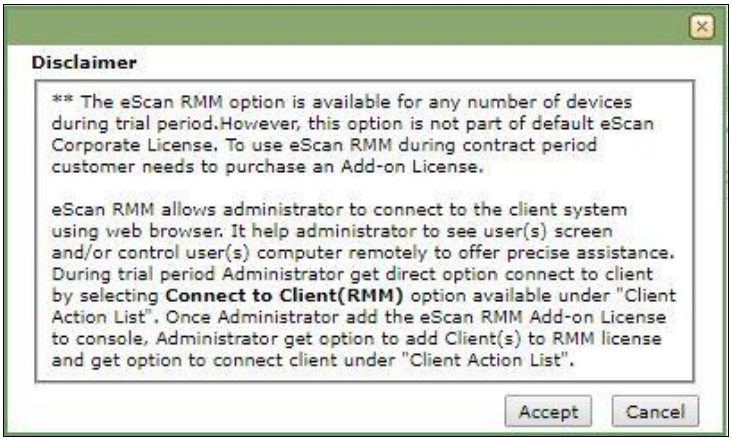
RMM - Manual Start

To take a remote connection by using **Manual Start** option

1. Tell the client endpoint user to right-click the eScan Protection Center icon and click **Start eScanRMM**.

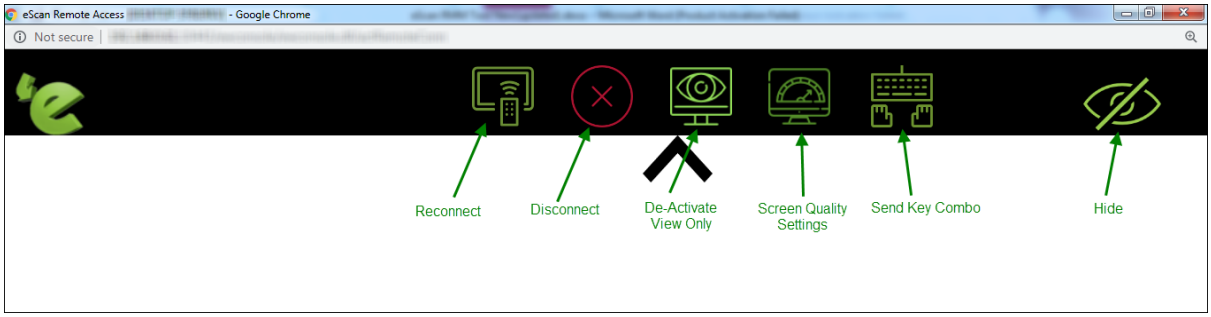


2. After the client endpoint user has clicked **Start eScanRMM**, select the target endpoint and then click **Client Action List** > **Connect to Client (RMM)**. Following disclaimer appears.



NOTE	If you are using eScan product in Trial version, this disclaimer will appear each time you are connecting to an endpoint via RMM feature. A local server won't be part of RMM and can't be connected via RMM.

3. Read the disclaimer thoroughly and then click **Accept**.
   Your default browser opens eScan Remote Access window (Google Chrome, Mozilla Firefox, MS Edge, etc.)



Following notification appears on client endpoint displaying IP address of RMM connecting endpoint and connection ID (If **Show RMM Connection Alert** option is selected).

RMM - Auto Start

If **Auto Start** option is selected, then client endpoints get automatically connected to your eScan server.

1. Go to **Managed Computers**, select the target endpoint and then click **Client Action List** > **Connect to Client (RMM)**.
   RMM disclaimer appears.
2. Read the disclaimer thoroughly and then click **Accept**.
   Your default browser opens eScan Remote Access window (Google Chrome, Mozilla Firefox, MS Edge, etc.)

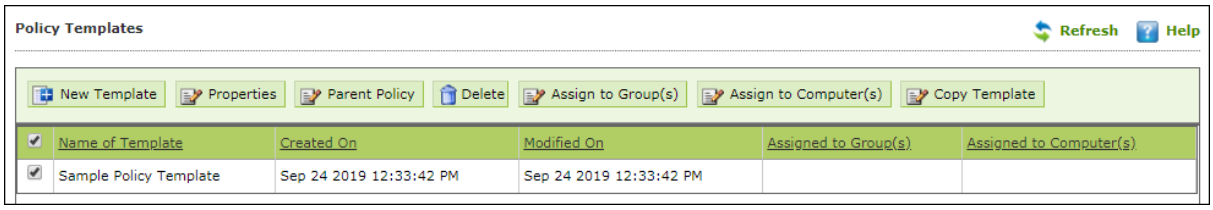
After you are done performing an activity, click the **Disconnect** icon to end remote connection.

NOTE	To get detailed information about RMM feature, click here.

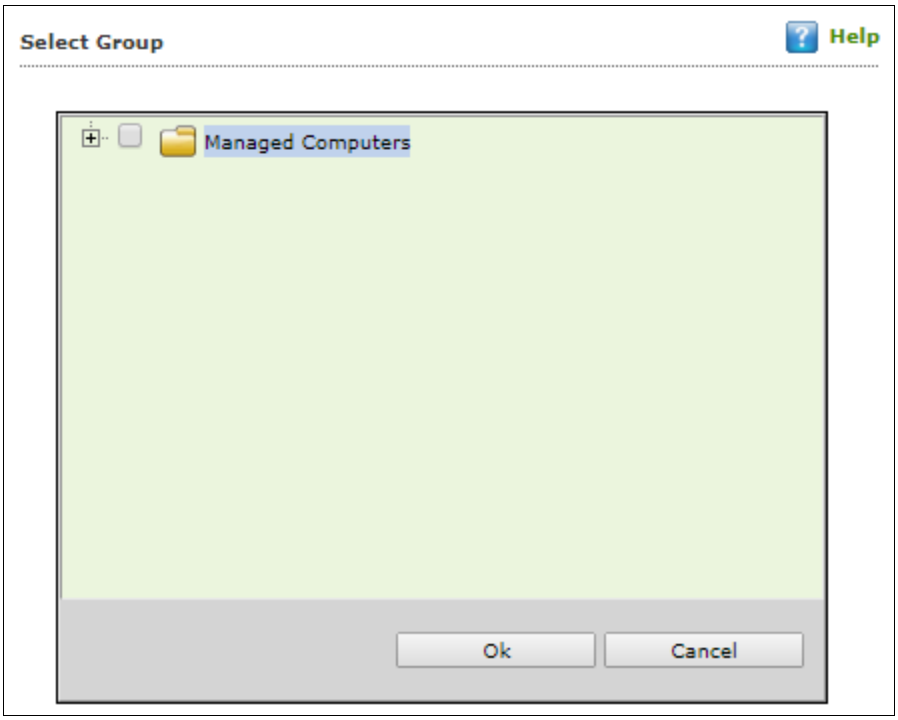
Assigning Policy Template to Group (s)

To assign a Policy to a group, follow the steps given below:

1. In the Managed Computers screen, click **Policy Templates**.
   Policy Templates window appears.
2. In the **Policy Template** window, select a policy template.



3. Click **Assign to Group(s)**. Select Group window appears.

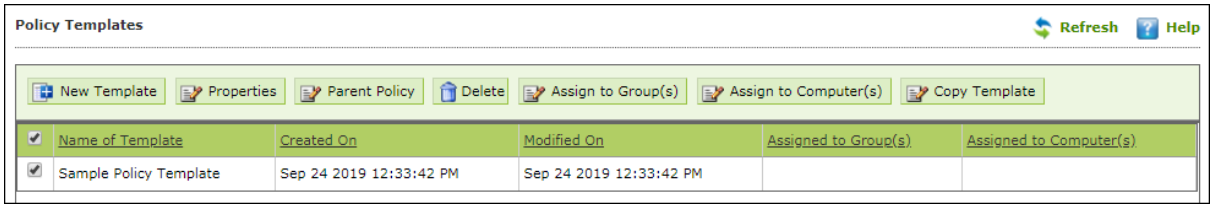


4. Select the group(s) and click **OK**.
   The policy will be assigned to the selected group(s).

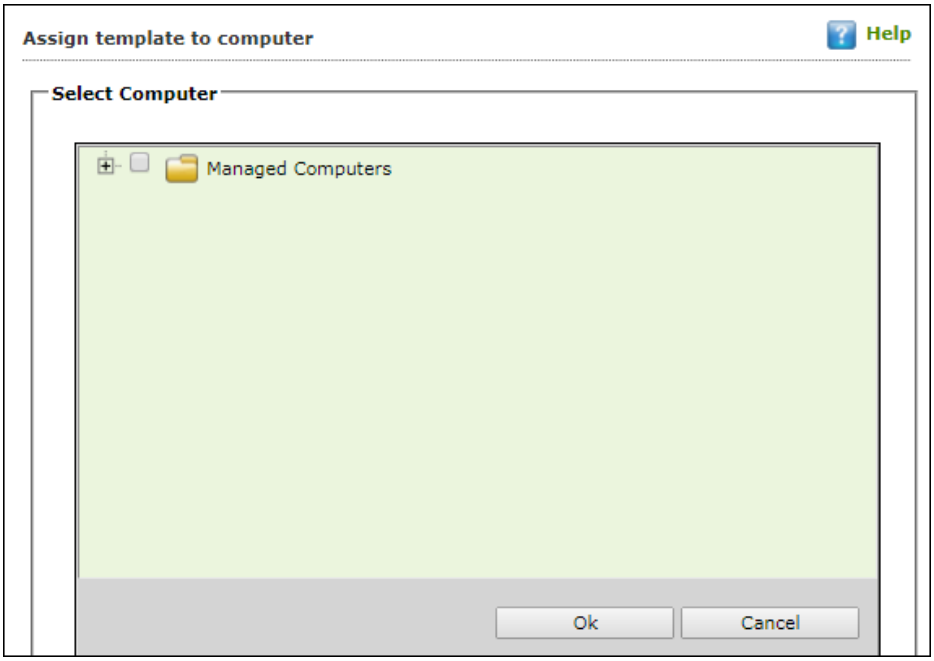
Assigning Policy Template to Computer(s)

To assign a policy template to computers, follow the steps given below:

1. In the **Policy Templates** window, select a policy.



2. Click **Assign to Computer(s)**.
   Assign Template to computer window appears.

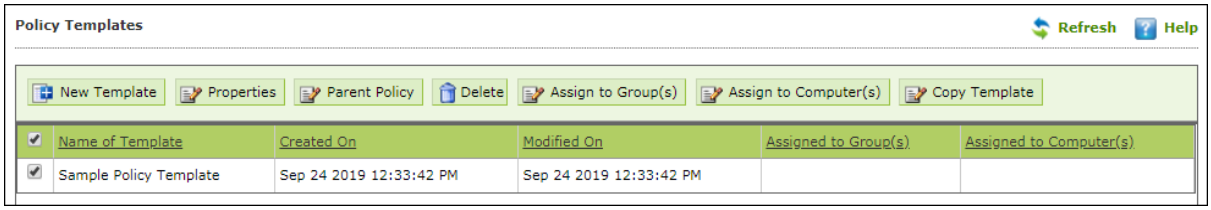


3. Click **Managed Computers**.
4. Select the computer(s) and click **OK**.
   The policy template will be assigned to the selected computers.

Deleting Policy Template

To delete a Policy Template, follow the steps given below:

1. In the Policy Template window, select a policy.



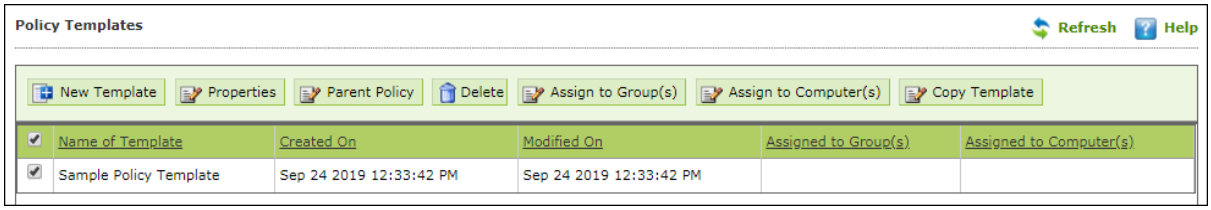
2. Click **Delete**.

3. Click **Ok**. The Policy Template will be deleted.

Copying a Policy Template

To copy a Policy Template, follow the steps given below:

1. In the Policy Templates window, select a policy.

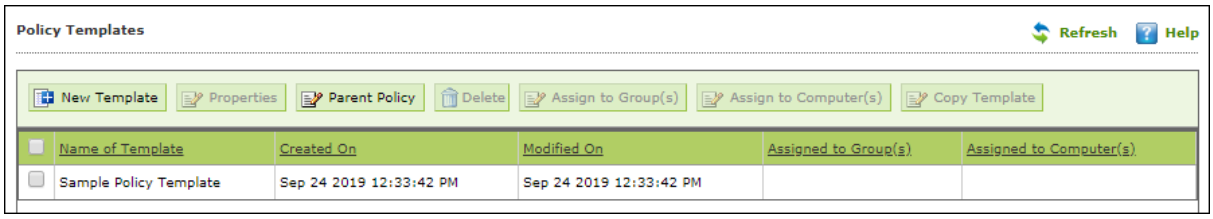


2. Click **Copy Template**.
   New Template window appears displaying settings from the original template.
3. Enter a name for the template.
4. Make the necessary changes and click **Save**.
   The template will be copied.

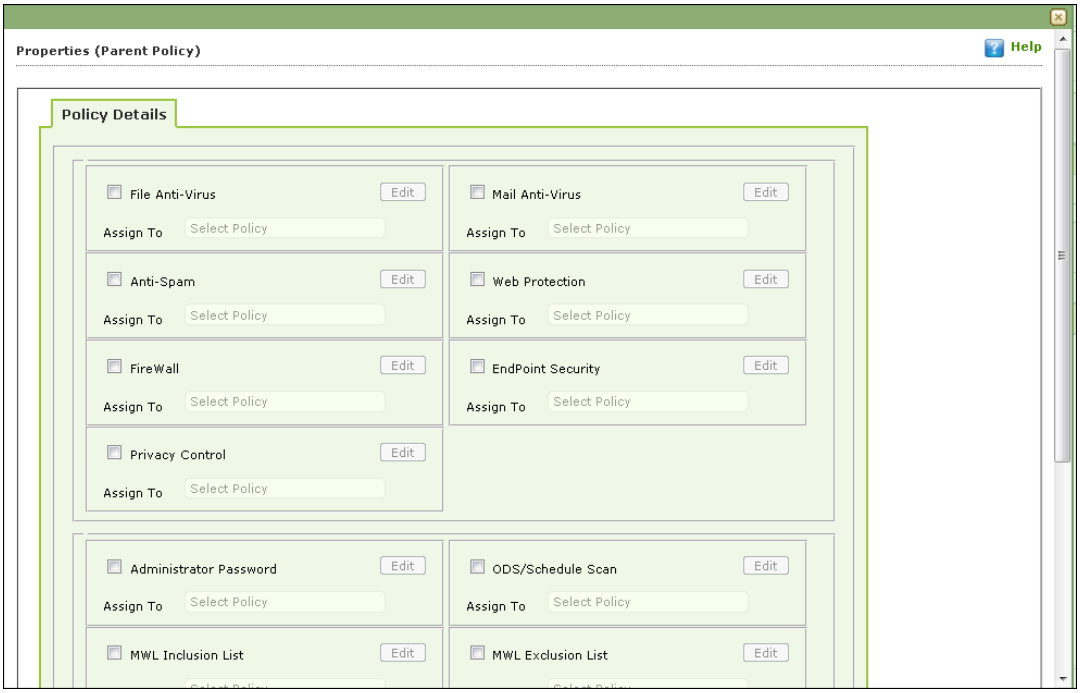
Parent Policy

The **Parent Policy** lets you to implement a change in policy setting to multiple policies at the same time. For example, if you want to make a policy change in a single module like **File Anti-Virus** in multiple policies; you can do this all at a time using Parent Policy.
To configure Parent Policy, follow the steps given below:

1. In the Managed Computers screen, click **Policy Templates**.
   Policy Templates window appears.
2. In the Policy Template window, click **Parent Policy**.

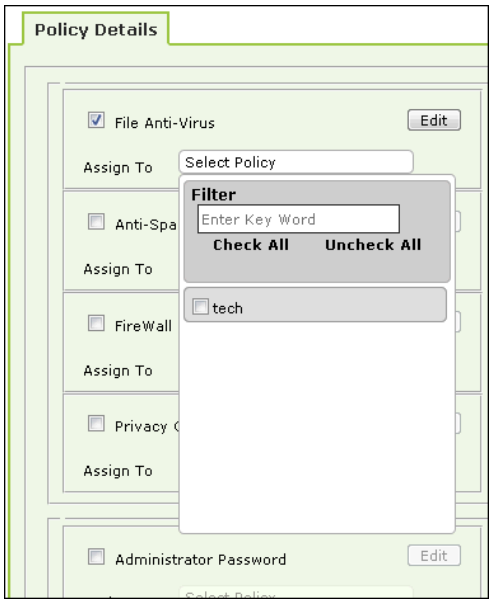


Properties (Parent Policy) window appears displaying all the policies.



3. Select and edit the required module according to your preferences.

4. Click **Assign To** drop-down and select the policies for which the parent policy changes should be applied.



5. Click **OK**. The Parent policy will be updated and changes will be applied to all the policies selected.

NOTE	Before disabling a module in Parent Policy, ensure that policies are unchecked from **Assign To** drop-down.

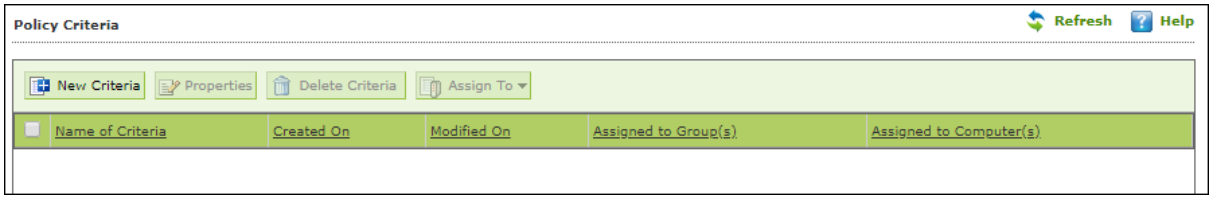
Policy Criteria Templates

This button allows to add criteria template based on the endpoints conditions.

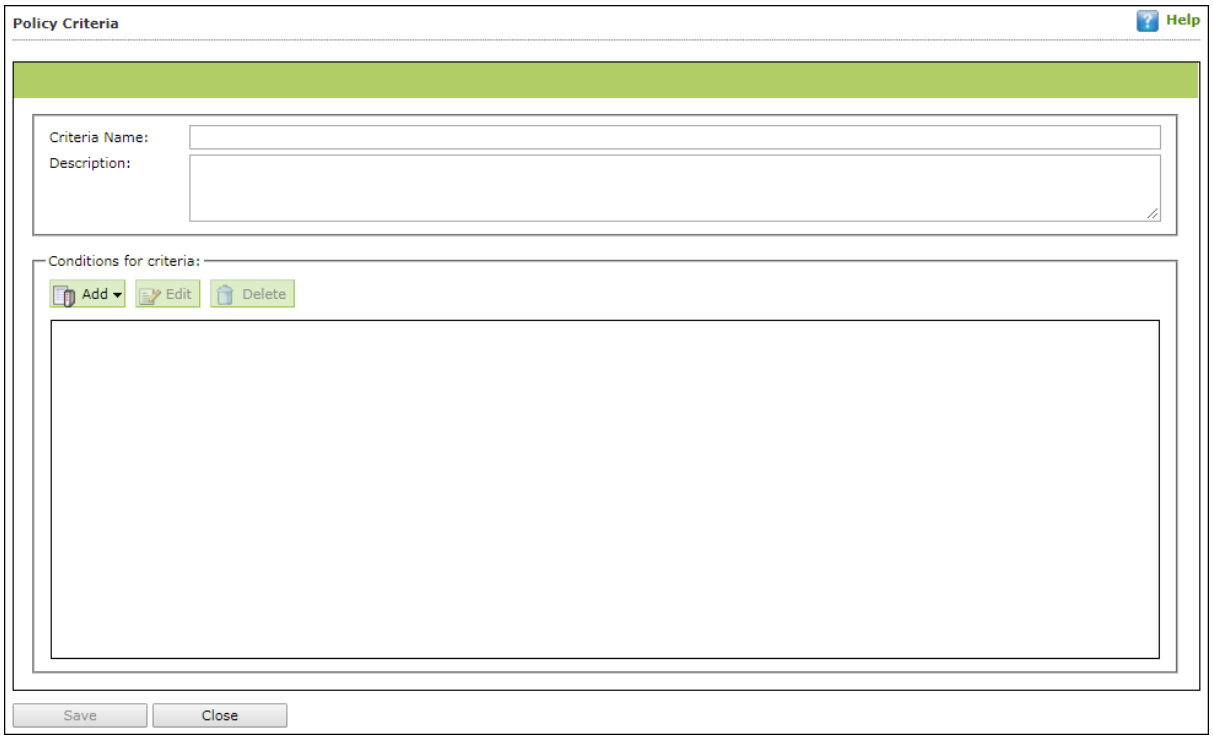
Adding a Policy Criteria Template

To define Policy Criteria Template, follow the steps given below:

1. In the Managed Computers screen, click **Policy Criteria Templates**.
   Policy Criteria screen appears.

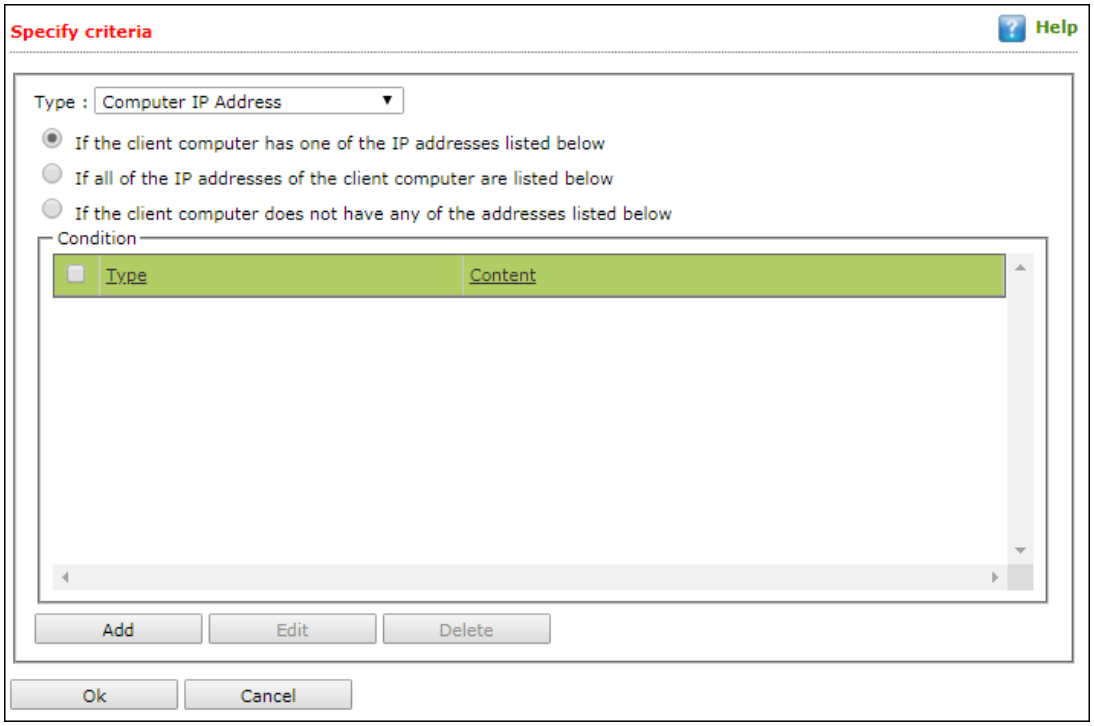


2. Click **New Criteria**.
   Policy Criteria screen displays parameter for creation.



3. Enter **Name** and **Description**.
4. Click **Add** drop-down.
5. Click **Add AND Condition**.

Specify Criteria screen appears.



6. Click the **Type** drop-down. It displays following options:
    - Computer IP Address
    - Management Server Connection
    - Users
    - Machine Name

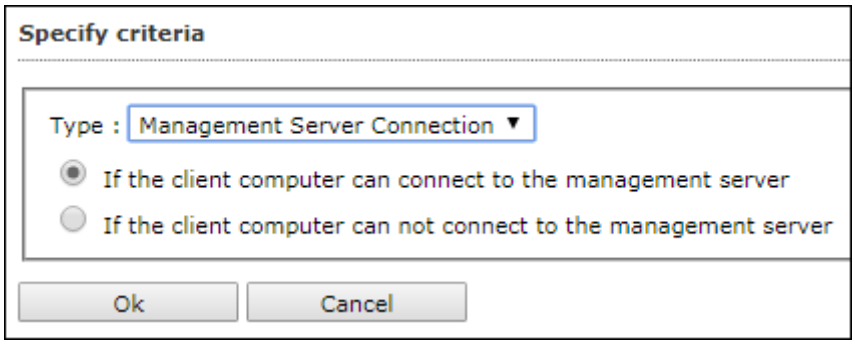
Depending upon the option, the conditions and settings vary.

Computer IP Address

1. Select the appropriate condition.
2. Click **Add**.
   Address window appears.

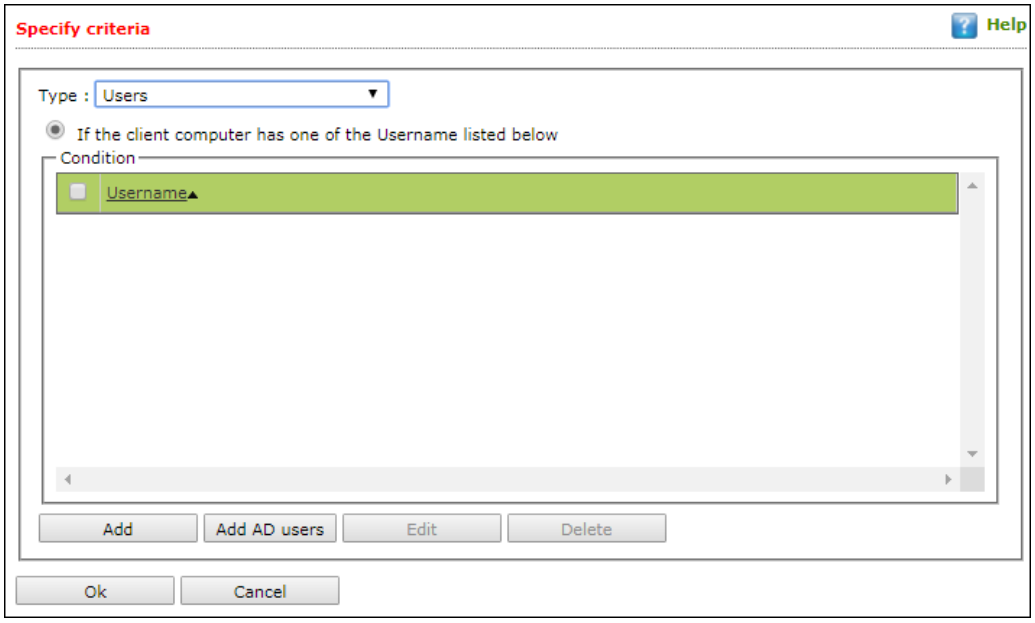
3. Enter the IP address.
4. Click **OK**.
   The Policy Criteria Template for an IP Address will be saved.

Management Server Connection



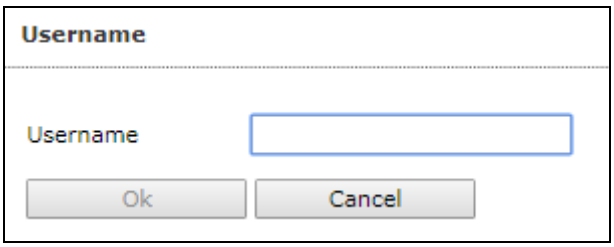
1. Select the appropriate condition.
2. Click **OK**.
   The Policy Criteria Template for Management Server Connection will be saved.

Users



Adding Local Users

1. To add local users, click **Add**.
   Username window appears.



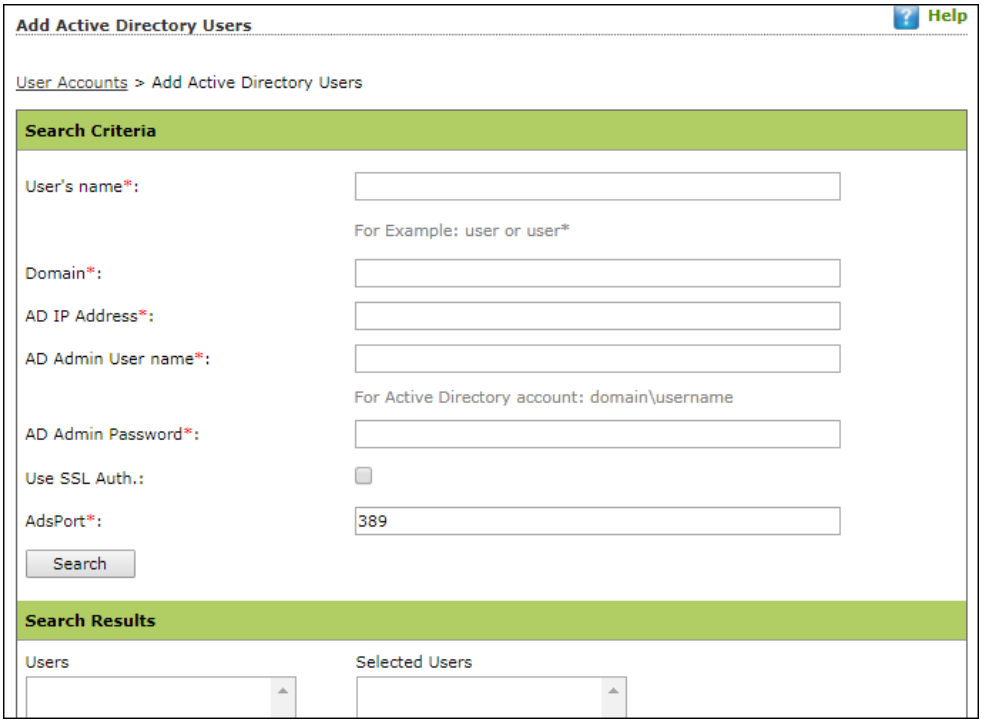
2. Enter a Username.

3. Click **OK**.
   The local user will be added.

Adding Active Directory Users

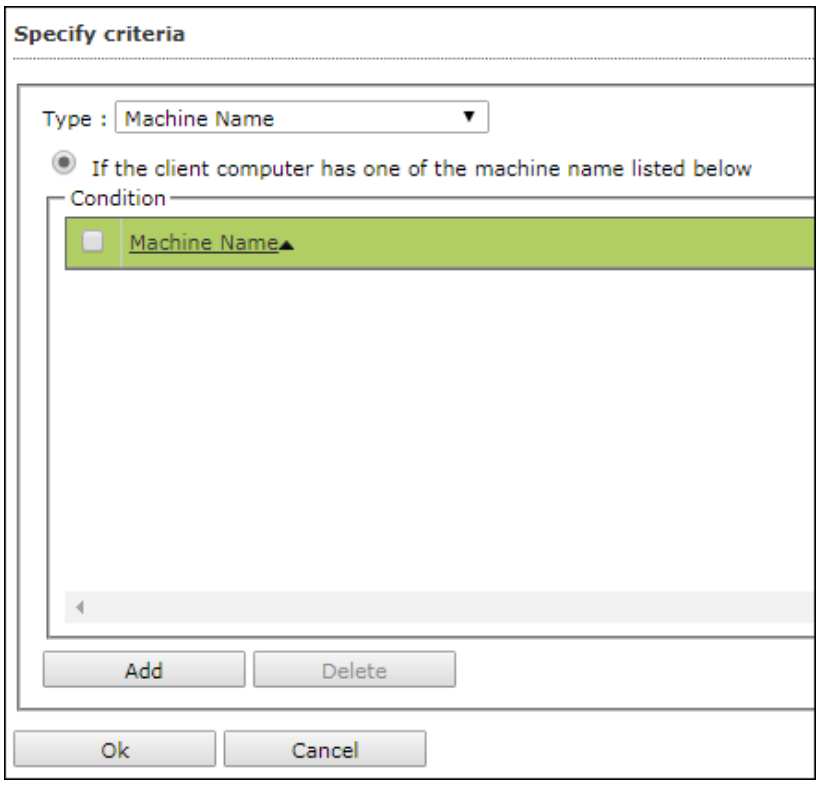
To add Active Directory users, follow the steps given below:

1. Click **Add AD Users**.
   Add Active Directory Users window appears.

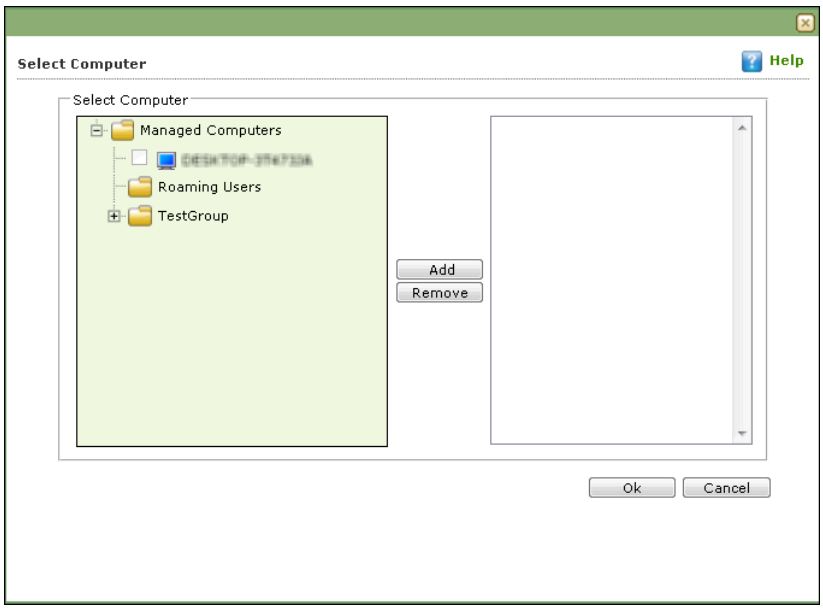


2. Enter data in mandatory fields.
3. Click **Search**.
4. Search Results section displays a list of discovered users in **Users** list. Select a user and then click > button to add the user to **Selected Users** list**.**
   Vice versa the added user can be moved from Selected Users to Users by clicking <.
5. Click **OK**.
   The Policy Criteria Template for Users will be saved.

Machine Name



1. Click **Add**. Select Computer screen appears displaying all managed computers.

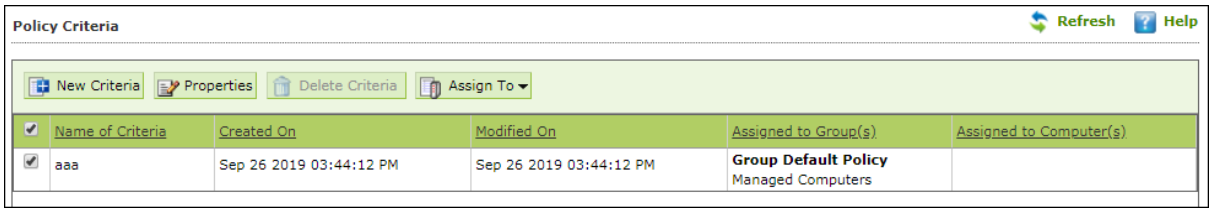


2. Select the computer(s) to be added under this criterion and click **Add** > **OK**. The Policy Criteria Template for selected machines will be saved.

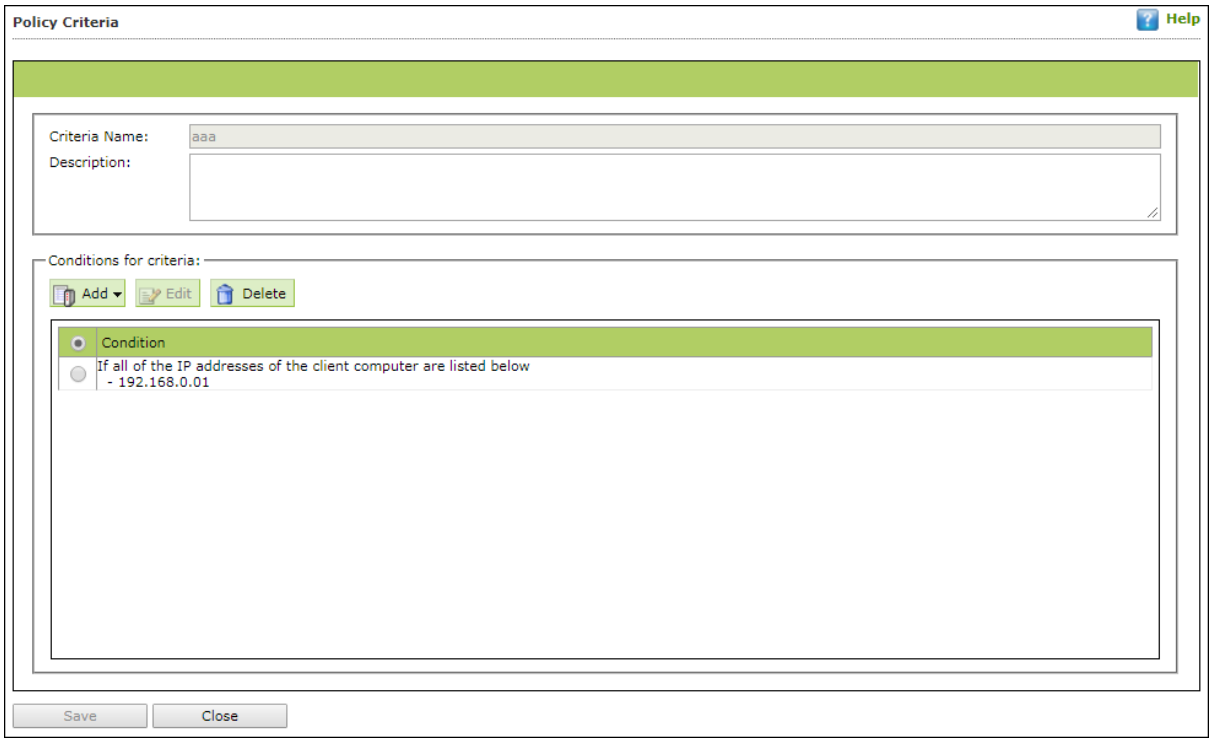
Viewing Properties of a Policy Criteria template

To view the properties of a Policy Criteria Template, follow the steps given below:

1. Select a policy criteria template.
2. Click **Properties**.



Policy Criteria window appears.

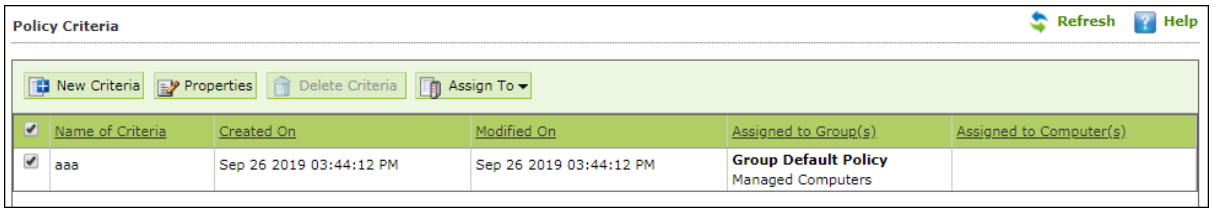


3. Make the necessary changes and click **Save**.
   The Policy Criteria template will be saved and updated.

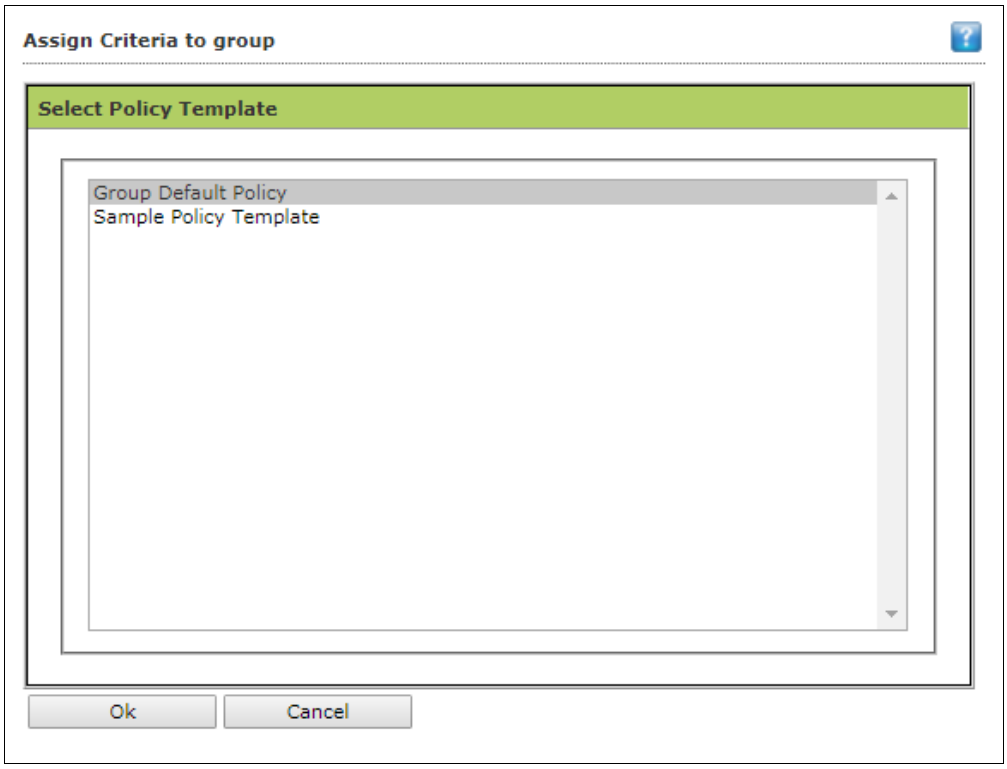
Deleting a Policy Criteria template

To delete assigned policy criteria template, follow the steps given below:
The Policy Criteria window displays to which group or computer the template is assigned in Assigned to Group(s) or Assigned to Computer(s) column.
For explanation, we are following the procedure as per the screenshot below

1. Select a policy criteria template.
2. Click **Assign To** > **Groups**.

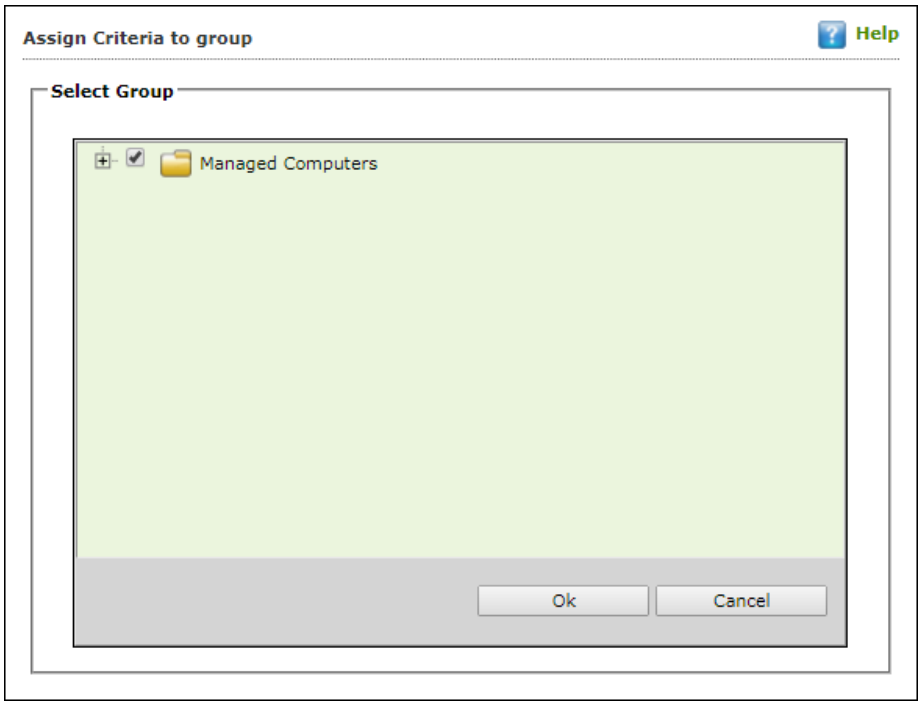


Assign Criteria to Group window appears.

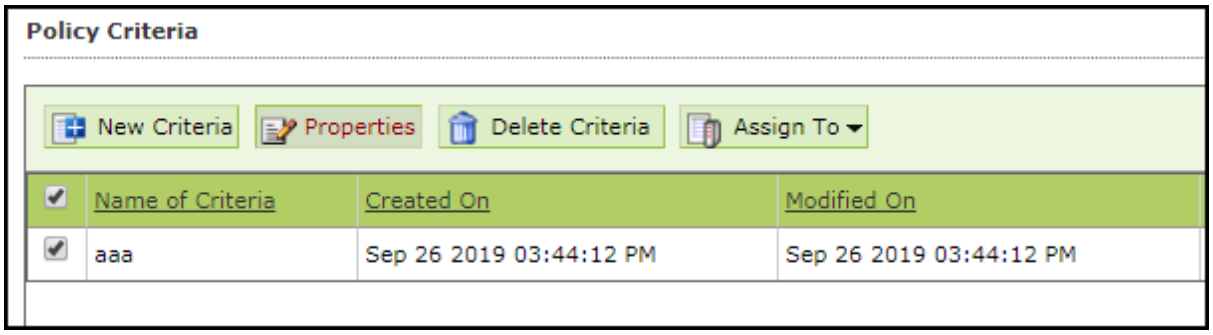


3. Click **Group Policy Template** > **OK**.

Assign Criteria to group window displays Managed Computers folder tree.



4. Uncheck the selected group.
5. Click **OK**.
   The Policy Criteria Template will no longer be assigned to any group. This enables **Delete Criteria** button.



6. Select the template.
7. Click **Delete Criteria**.
   The Policy Criteria Template will be deleted.

Client Action List

Client Action List lets you take action for specific computer(s) in a group. To enable this button, select computer(s) and then click **Client Action List**. The drop-down consists of following options:

- **Set Host Configuration**
- **Deploy/Upgrade Client**
- **Uninstall eScan Client**
- **Move to Group**
- **Remove from Group**
- **Connect to Client RMM**
- **Add to RMM License**
- **Manage Two-FA License**
- **Export**
- **Show Installed Softwares**
- **Force Download**
- **Send Message**
- **Outbreak Prevention**
- **Delete All Quarantine Files**
- **Create OTP**
- **Pause Protection**
- **Resume Protection**
- **Properties**

The Client Action List contains few options similar to Action List. These options perform same, except they perform the action only for selected computer(s).

Set Host Configuration

If you are unable to view details of Windows OS installed computer with **Properties** option, set its **Host Configuration**. Doing so will build communication between the server and selected computer, displaying its details.

To set Host Configuration for a selected computer, follow the steps given below:

1. Select the computer.
2. Click **Client Action List** > **Set Host Configuration**.
   Set Host Configuration window appears.

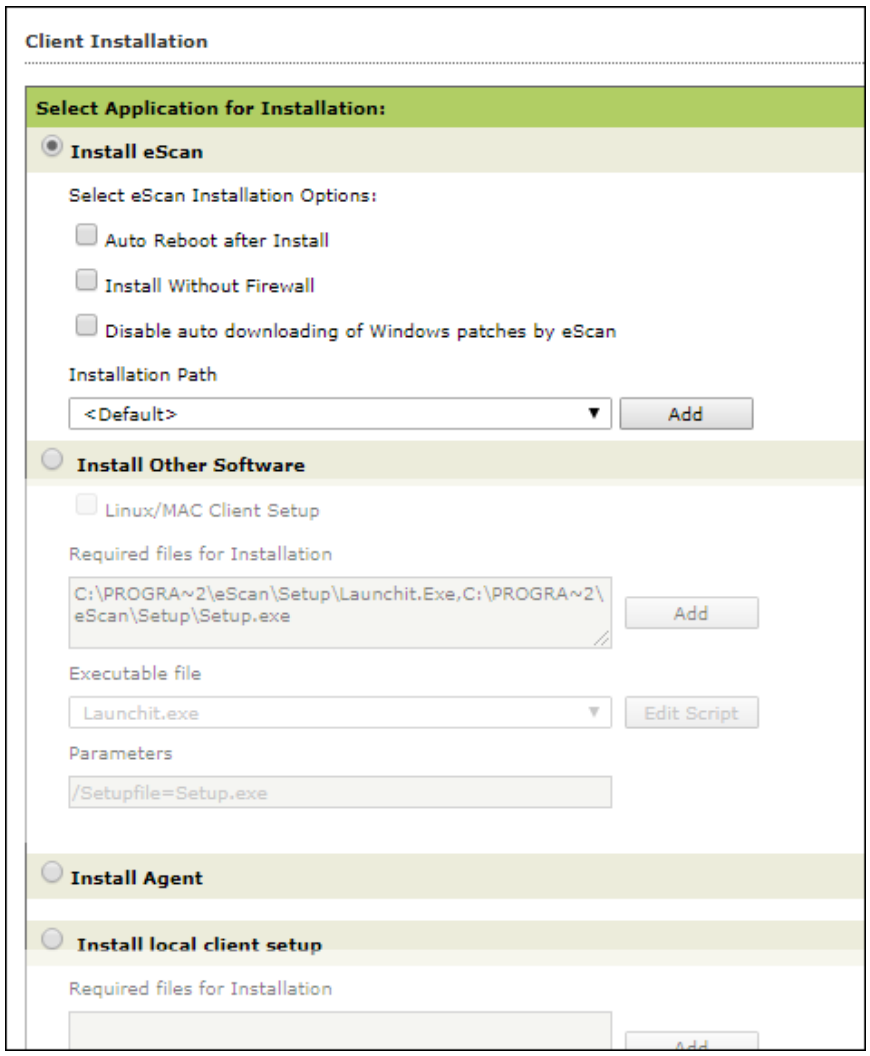
3. Enter Remarks and login credentials.
4. Click **Save**.
   The Host will be configured as per new settings.

Deploy/Upgrade Client

To Deploy/Upgrade eScan client on selective computers in a group or an individual computer, follow the steps given below:

Installing eScan Client on a Client Computer

1. Select a client computer within a group to install eScan client.
2. Click **Client Action List** > **Deploy/Upgrade Client**. Client Installation window appears.



3. Select **Install eScan** option.
   By Default eScan is installed at the following Path on a Client computer.
   C:\Program Files\eScan (default path for 32-bit computer)
   OR
   C:\Program Files (x86)\eScan (default path for 64-bit computers).
4. To define a different installation path, click **Add**. (Skip this step if default path chosen).
5. Click **Install**.

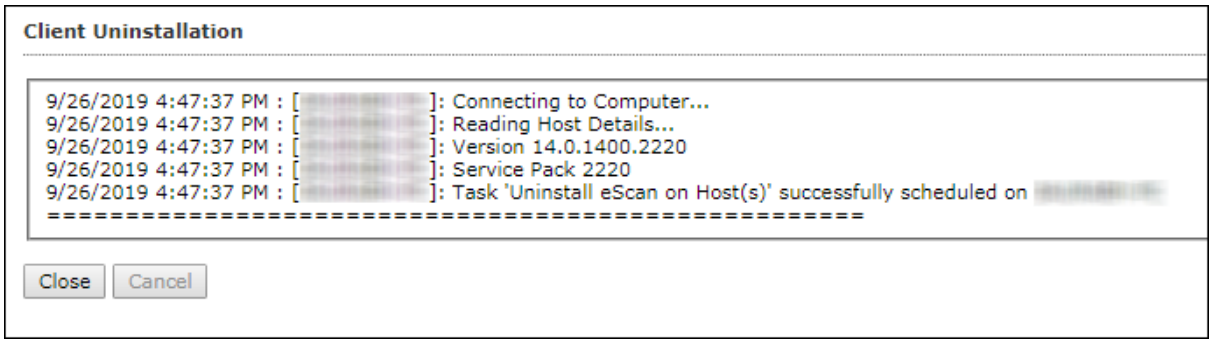
A window displays File transfer progress. After Installation, the eScan status will be updated in Managed Computers list.

Uninstall eScan Client

To uninstall eScan Client on any computer, follow the steps given below:

1. Select the computer for uninstallation.
2. Click **Client Action List** > **Uninstall eScan Client**.
   Client Uninstallation window appears.

3. Click **Uninstall**.
   The Client Uninstallation window displays the progress.



4. After the uninstallation process is over, click **Close**.

NOTE	You can uninstall eScan Client from all the computers in the group by selecting the Group and then Click **Action List** > **Uninstall eScan Client**.

Move to Group

To move computers from one group to other, follow the steps given below:

1. Go to **Managed Computers**.
2. Select the desired computers present in a group.
3. Click **Client Action List** > **Move to Group.**
4. Select the group in the tree to which you wish to move the selected computers and click **OK**. The computers will be moved to the selected group.

Remove from Group

To remove computers from a group, follow the steps given below:

1. Go to Managed Computers.
2. Select the desired computers for removal.
3. Click **Client Action List** > **Remove from Group**. A confirmation prompt appears.
4. Click **OK**. The computers will be removed from the group.

Connect to Client (RMM)

To connect to client via RMM service, follow the steps given below:

1. Go to **Managed Computers**.
2. Select the client computer for which you want to take remote connection.
3. Click **Client Action List** > **Connect to Client (RMM)**.
   RMM disclaimer appears.
4. Click **Accept**.
   You will get connected to the client computer via RMM service. Read more about RMM configuration.

Add to RMM License

To add a computer to RMM licensed category, follow the steps given below:

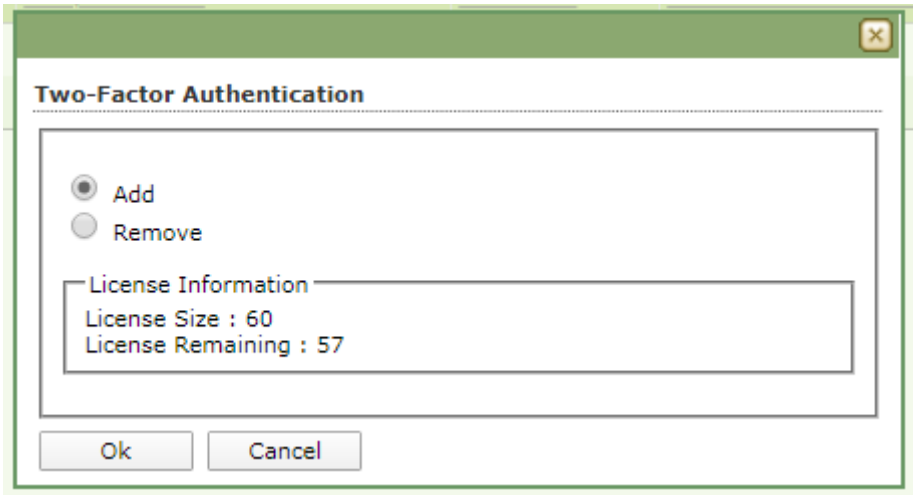
1. Go to **Managed Computers**.
2. Select the client computer which you want to add to RMM License.
3. Click **Client Action List** > **Add to RMM License**.
   RMM disclaimer appears.
4. Read the disclaimer thoroughly as this action is irreversible. To proceed, click **OK**.
   The endpoint gets added to RMM license. After adding the endpoint to RMM license icon appears next to the RMM enabled endpoints.

NOTE	After adding a client endpoint to RMM license, it is mandatory that the client endpoint should be updated with latest eScan updates.

Manage Two-FA License

To manage Two-FA license, follow the steps given below:

1. Go to **Managed Computers**.
2. Select the client computer which you want to manage Two-FA License.
3. Click **Client Action List** > **Manage Two-FA License**.
4. Manage 2FA License window appears.

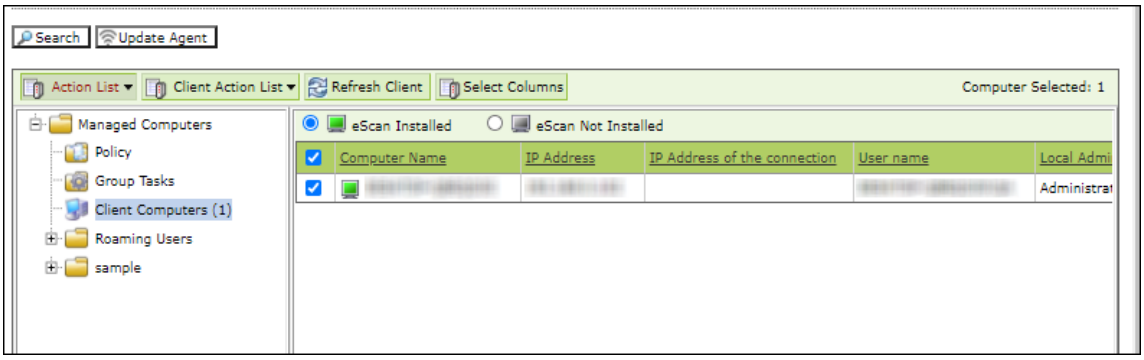


5. Select **Add** to add a client computer to 2FA license or **Remove** to remove the added client computer and then click **OK**.
   The computer gets added or removed from 2FA license as per your preferred option.
   Read more about Two-Factor Authentication.

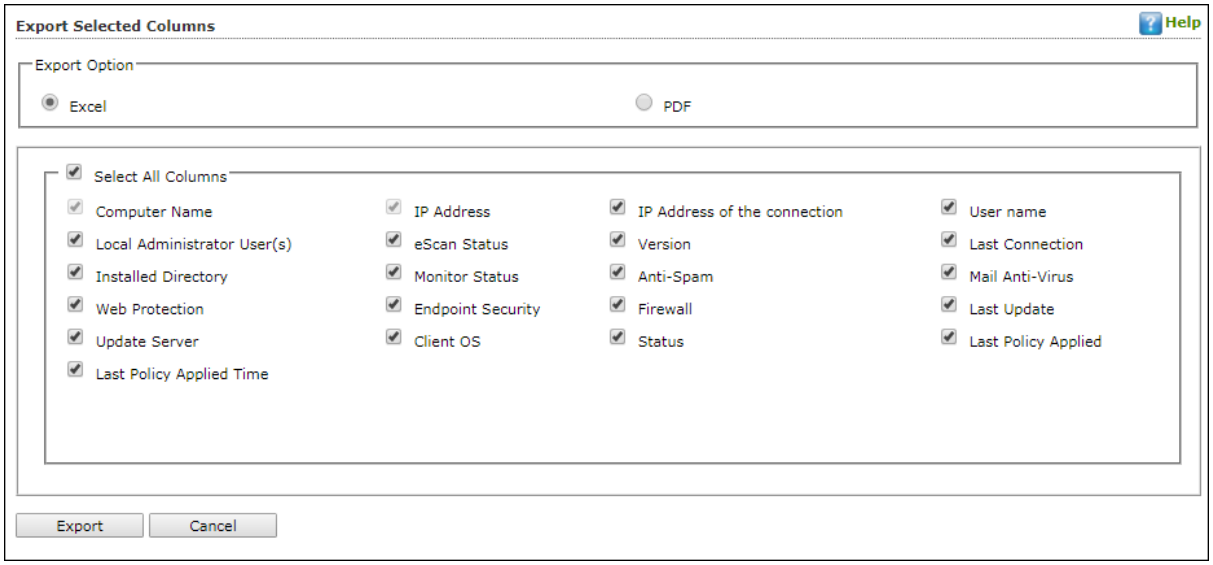
Export

To export a client computer's data, follow the steps given below:

1. In the Managed Computers folder tree, select a group and then click **Client Computers**.
   The right pane displays the list of computers in the group and their detailed information.



2. Select a client computer and the click **Client Action List** > **Export**.
   Export Selected Columns window appears displaying export options and a variety of columns to be exported.

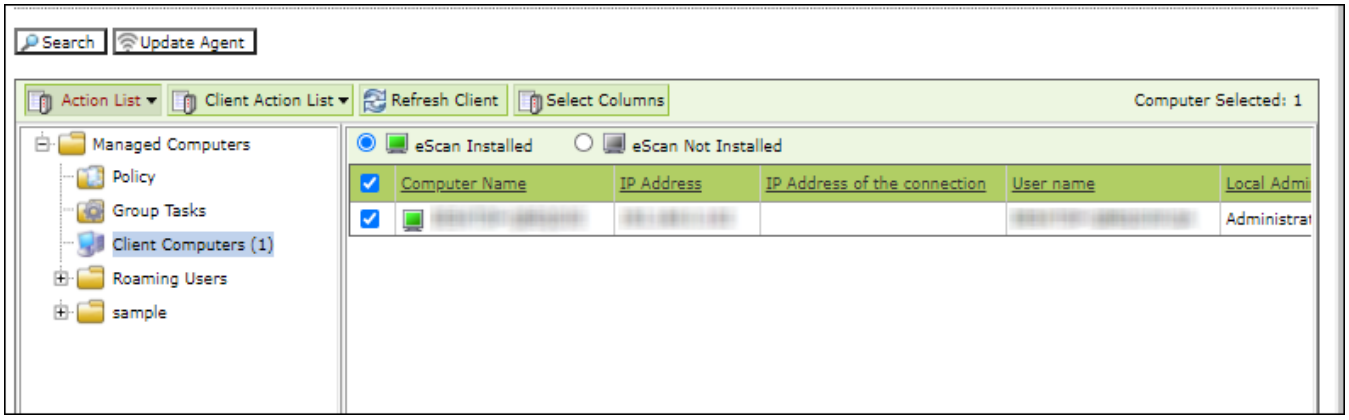


3. Select the preferred export option.
4. Select the preferred report columns.
5. Click **Export**.
   The report will be exported as per your preferences.

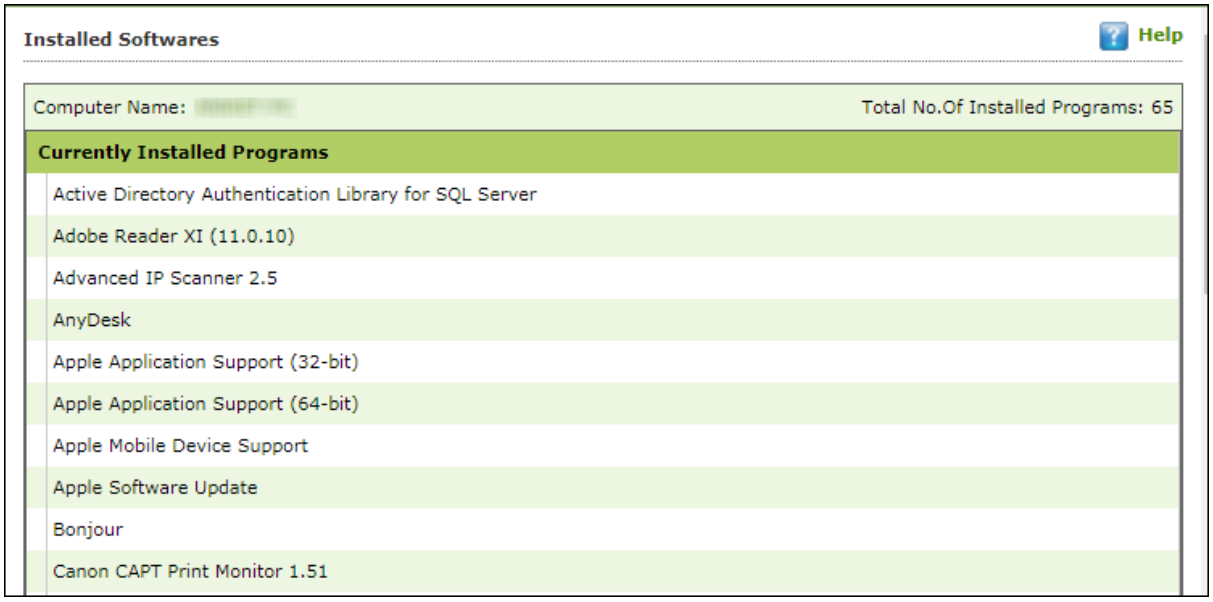
Show Installed Softwares

This feature displays a list of installed softwares on a computer.
To view the list of installed softwares, follow the steps given below:

1. In the Managed Computers folder tree, select a group and then click **Client Computers**.
   The right pane displays the list of computers in the group and their detailed information.



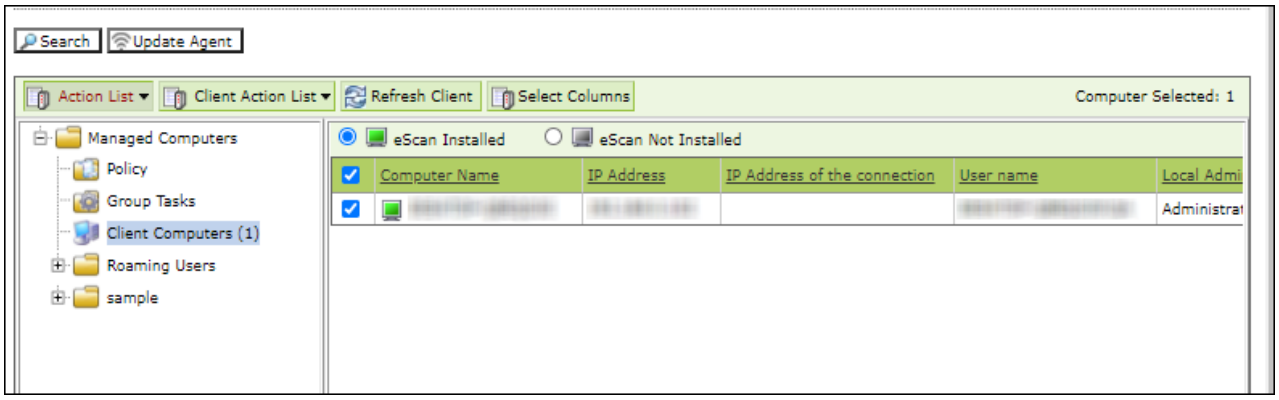
2. Select a client computer and then click **Client Action List** > **Show Installed Softwares**.
   Installed Softwares window appears displaying list of installed softwares and in the top right corner displays total number of installed softwares.



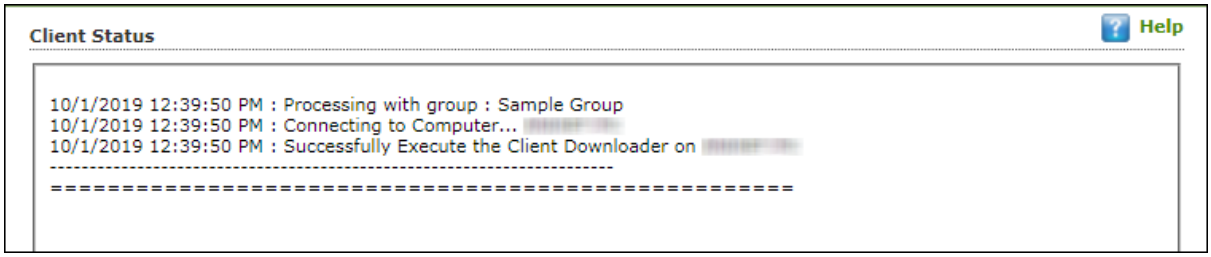
Force Download

The Force Download feature forces a client computer to download Policy Template modifications (if any) and updated virus signature database.
To activate this feature for computers, follow the steps given below:

1. In the Managed Computers folder tree, select a group and then click **Client Computers**.
   The right pane displays the list of computers in the group and their detailed information.



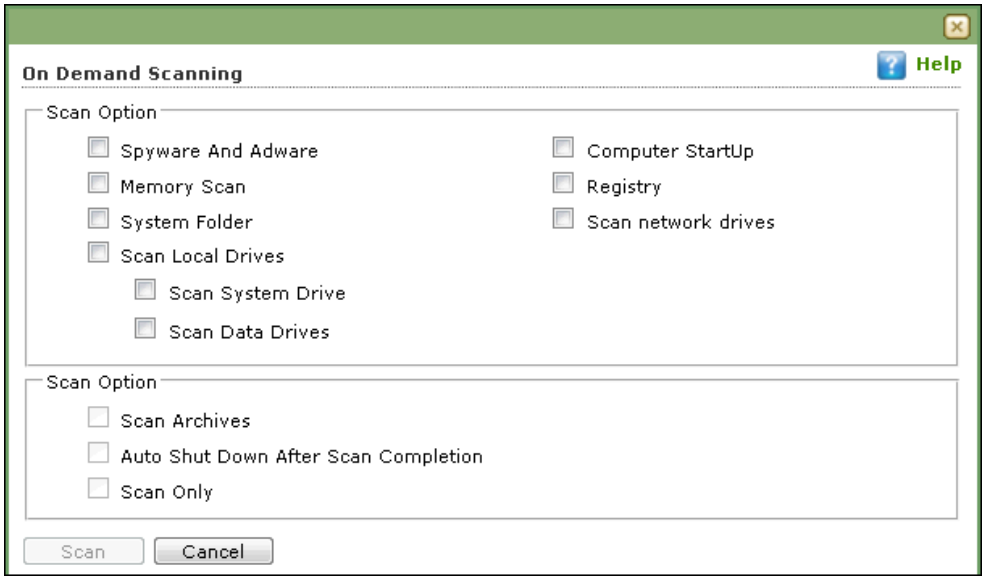
2. Select client computers and then click **Client Action List** > **Force Download**.
   Client Status window appears displaying the process.



On Demand Scanning

This option lets you scan a eScan installed client computer. To scan a client computer on demand, follow the steps given below:

1. Go to **Managed Computers**.
2. Select the client computer which you want to scan.
3. Click **Client Action List** > **On Demand Scanning**.
   On Demand Scanning window appears.

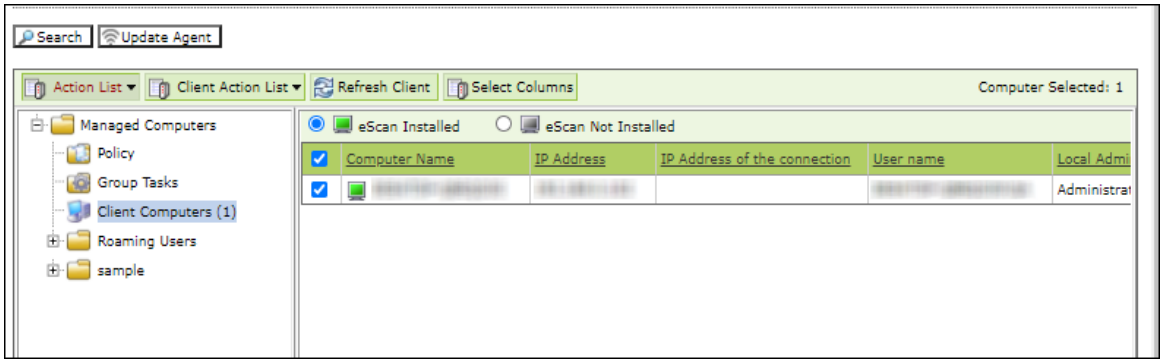


4. Select the preferred scan options and then click **Scan**.
   The On Demand Scan for selected client computer begins.

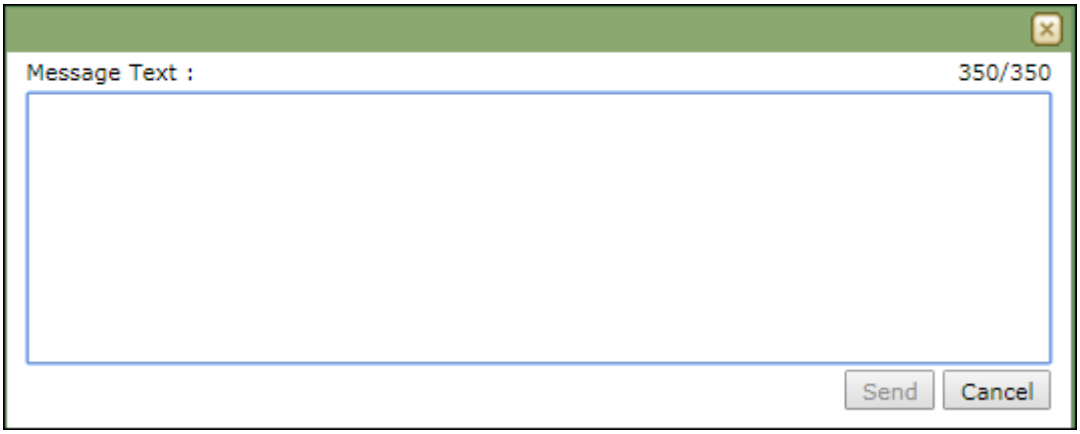
Send Message

The Send Message feature lets you send a message to computers.
To send message to computers, follow the steps given below:

1. In the Managed Computers folder tree, select a group and then click **Client Computers**.
   The right pane displays the list of computers in the group and their detailed information.



2. Select client computers and then click **Client Action List** > **Send Message**. Send Message window appears.



3. Enter the message and click **Send**. The message will be sent to the selected computers.

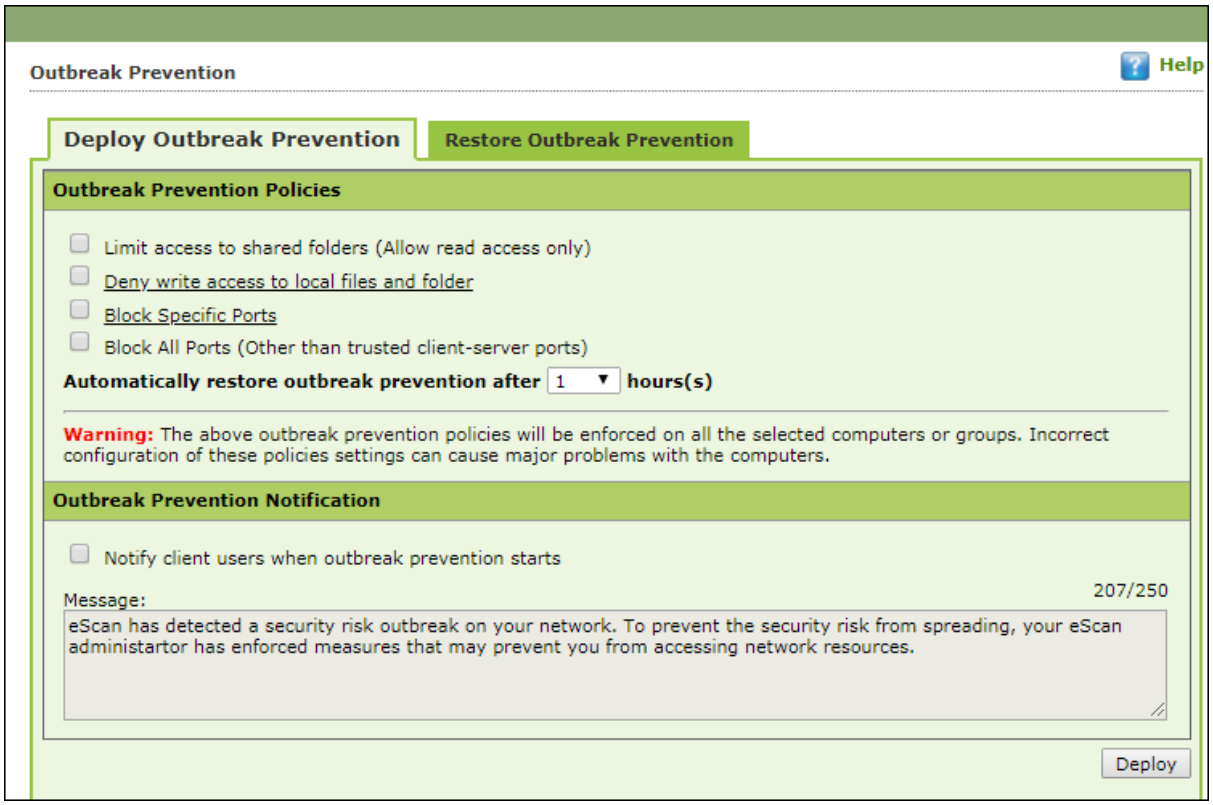
Outbreak Prevention

Upon virus detection, eScan quarantines the virus and restricts it from spreading across the network. The Outbreak Prevention feature lets you configure policies for the network.

Deploying Outbreak Prevention

To deploy Outbreak Prevention feature for specific client computer(s), follow the steps given below:

1. Go to **Managed Computers**.
2. Select the computer(s) for which you want to deploy Outbreak Prevenntion.
3. Click **Client Action List** > **Outbreak Prevention**.
   Outbreak Prevention window appears.



Limit access to shared folders
Select this checkbox to limit the infection's access to shared folders.

Deny write access to local files and folder
Select this checkbox to deny the infection write access for any file. Clicking the link displays another window that lets you specifically select folders and subfolders that should be denied and allowed access for modification.

Block specific ports
Select this checkbox to prevent infection from accessing specific ports. Clicking the link displays another window that lets you block incoming and outgoing data packets along with TCP and UDP ports.

Block All Ports (Other than trusted client-server ports)
Select this checkbox to block all ports other than trusted client server ports.

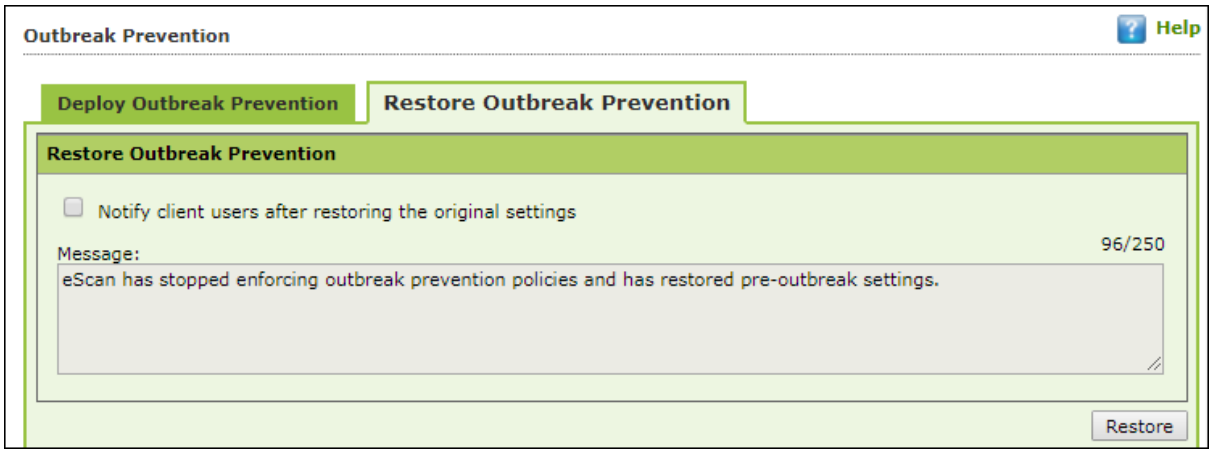
Automatically restore the outbreak prevention after hour(s)
This feature lets you restore outbreak prevention automatically after set duration (hours). Click the drop-down and select the preferred duration.

Outbreak Prevention Notification
To send a notification to client users after Outbreak Prevention is deployed, select the checkbox **Notify client users when outbreak prevention starts**. You can even write your own custom message for this feature in the Message field.

After making the necessary selections, click **Deploy**. The Outbreak Prevention feature will be deployed for the selected group.

Restore Outbreak Prevention

In the Outbreak Prevention window, click **Restore Outbreak Prevention** tab.



To restore Outbreak Prevention manually, click **Restore**.

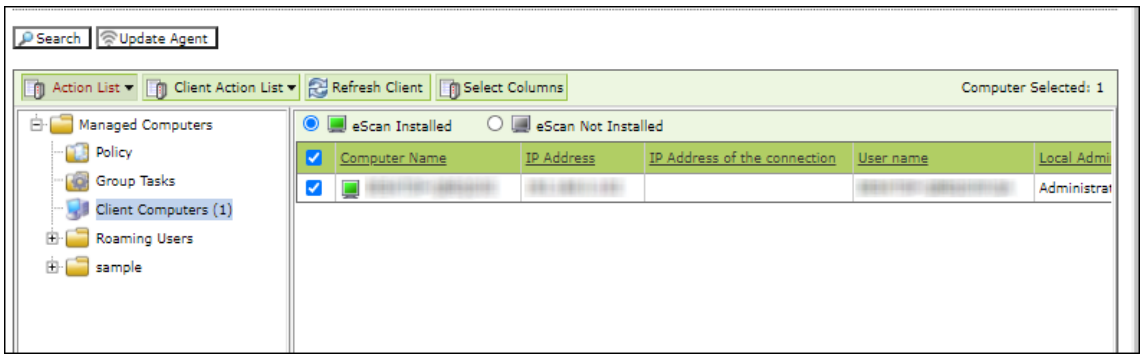
To notify clients about Outbreak Prevention restoration, select the checkbox **Notify client users after the original settings**.

Delete All Quarantine Files

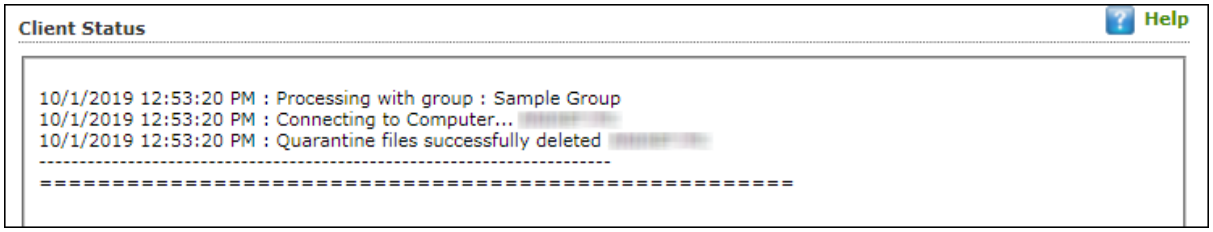
The Delete All Quarantine Files feature lets you delete all quarantine files stored on a computer.

To delete all quarantine files on computers, follow the steps given below:

1. In the Managed Computers folder tree, select a group and under it click **Client Computers**.
   The right pane displays the list of computers in the group and their detailed information.



2. Select client computers and then click **Client Action List** > **Delete All Quarantine Files**. Client Status window appears displaying the progress.



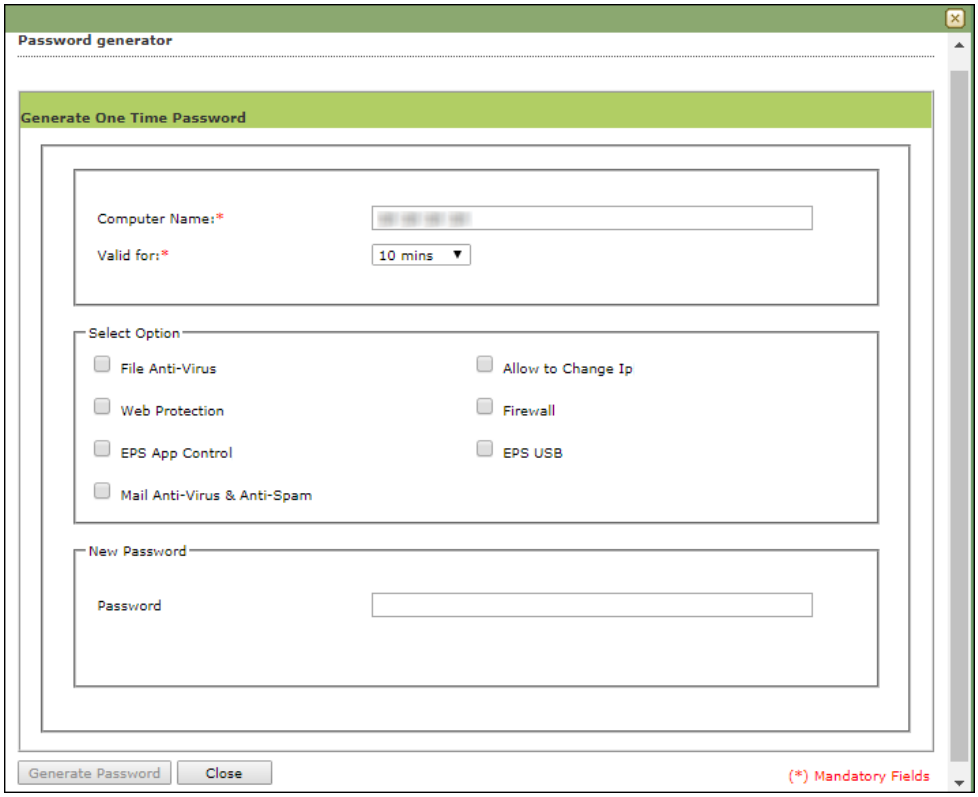
Create OTP

The password protection restricts user access from violating a security policy deployed in a network. For example, the administrator has deployed a security policy to block all USB devices, but a user needs USB access for a genuine reason. In such situation, One Time Password (OTP) can be generated for that disables USB block policy on specific computer. The administrator can define policy disable duration ranging from 10 minutes to an hour without violating existing policy.

Generating an OTP

To generate an OTP, follow the steps given below:

1. In the **Managed Computers** screen, select the client computer for which you want to generate the OTP.
2. Click **Client Action List** > **Create OTP**. Password Generator window appears.

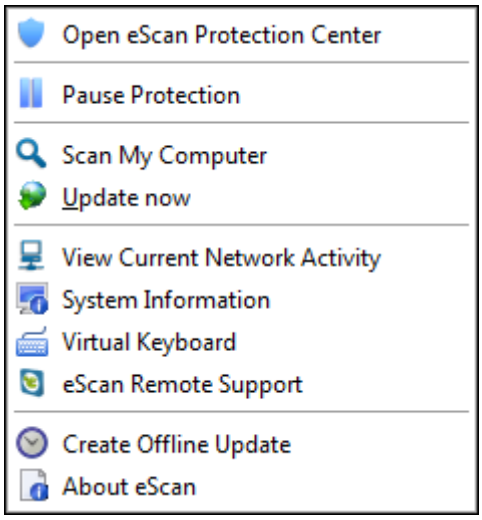


6. In the **Valid for** drop-down, select the preferred duration to bypass the protection module.
7. In Select Option section, select the module you want to disable.
8. Click **Generate Password**. An OTP will be generated and displayed in **Password** field.

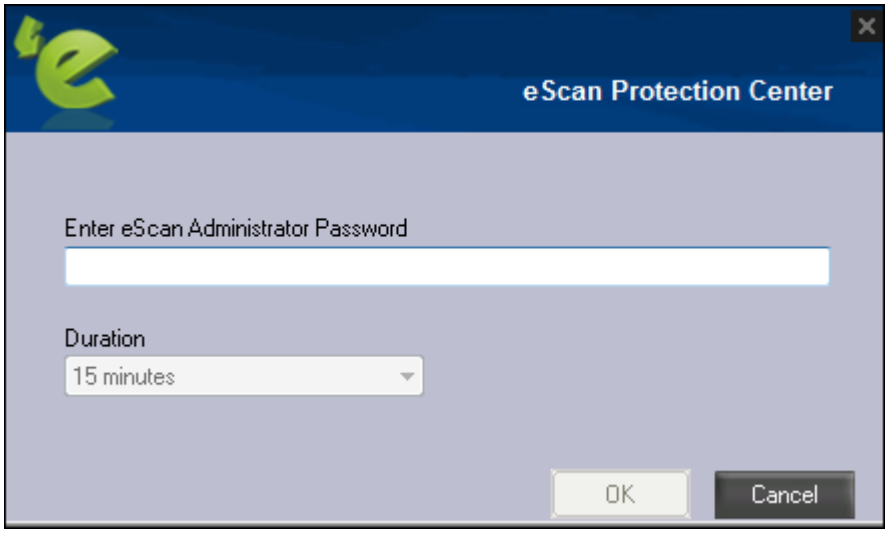
Entering an OTP

To enter an OTP, follow the steps given below:

1. In the Taskbar, right-click the eScan icon. An option list appears.



2. Click **Pause Protection**. eScan Protection Center window appears.

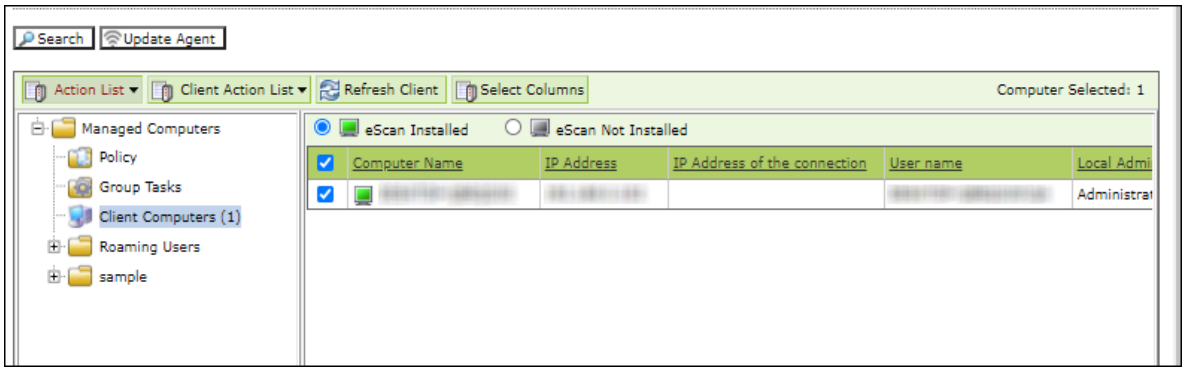


3. Enter the OTP in the field.
4. Click **OK**.
   The selected module will be disabled for set duration.

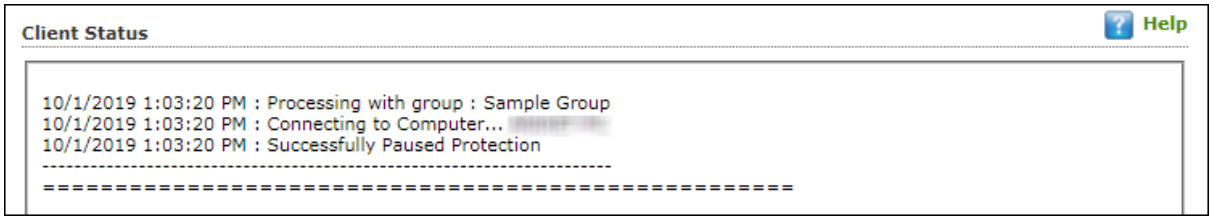
Pause Protection

The Pause Protection feature lets you pause protection for computers.
To pause the protection for computers, follow the steps given below:

1. In the Managed Computers folder tree, select a group and then click **Client Computers**.
   The right pane displays the list of computers in the group and their detailed information.



2. Select client computers and then click **Client Action List** > **Pause Protection**.
   Client Status window appears displaying the progress.

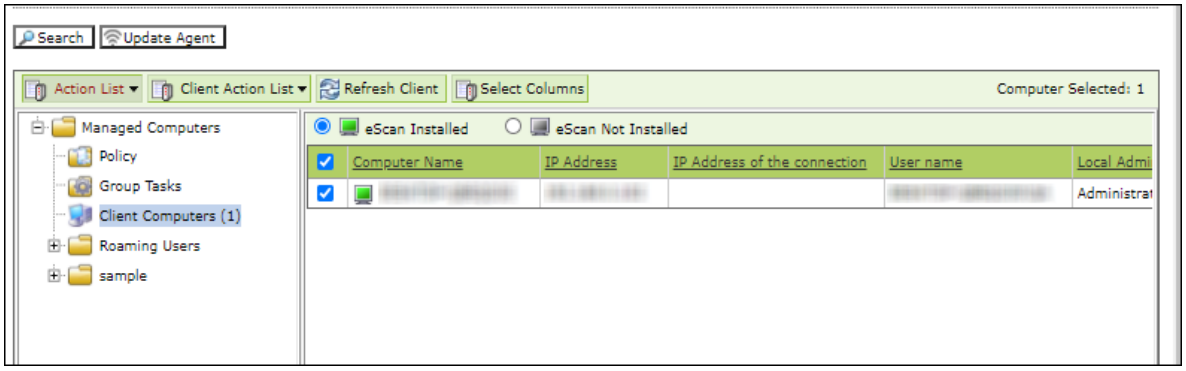


Resume Protection

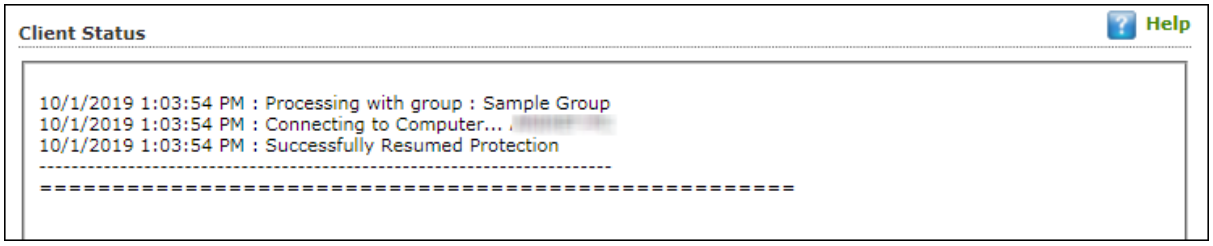
The Resume Protection feature lets you resume protection for computers whose protection is paused.

To resume protection for computers, follow the steps given below:

1. In the Managed Computers folder tree, select a group and then click **Client Computers**.
   The right pane displays the list of computers in the group and their detailed information.



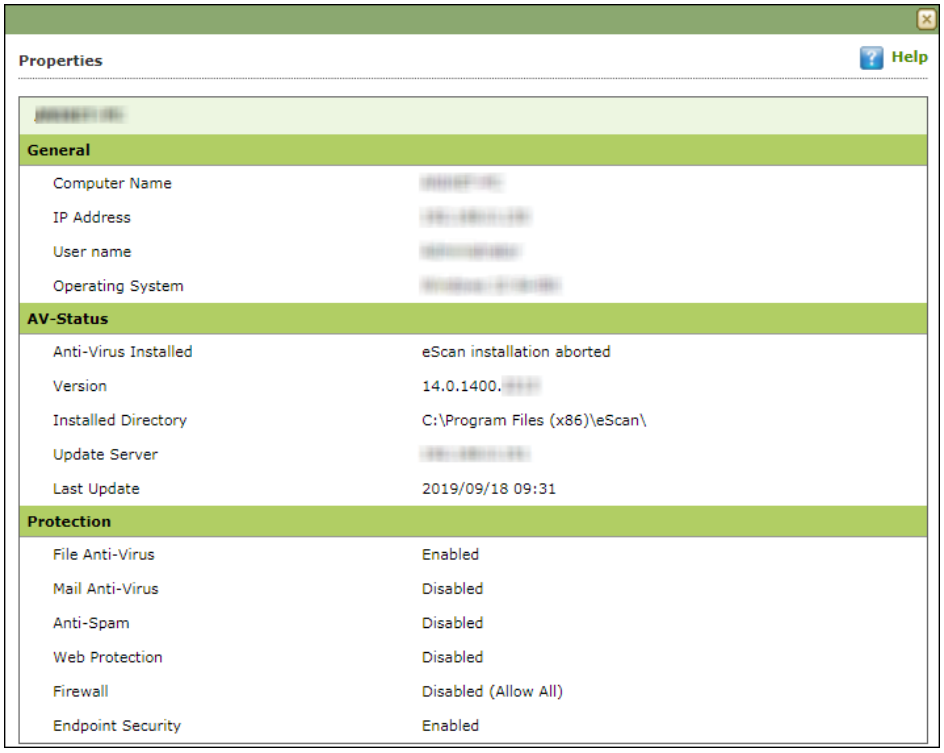
2. Select client computers and then click **Client Action List** > **Resume Protection**.
   Client Status window appears displaying the progress.



Properties of Selected Computer

To view the properties of a selected computer, follow the steps given below:

1. Select a computer.
2. Click **Client Action List** > **Properties**. Properties window appears displaying details.



NOTE	If multiple computers are selected, the Properties option will be disabled.

Unmanaged Computers

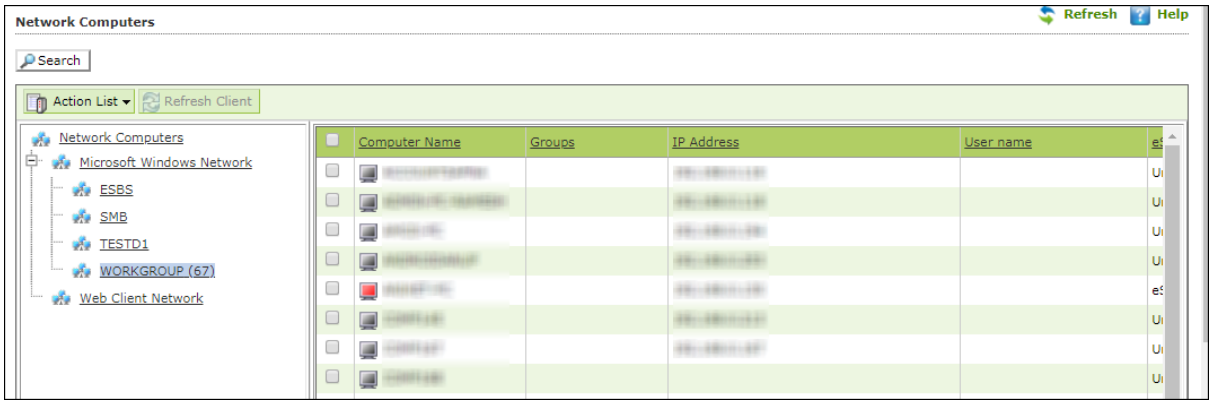
To install eScan Client, define policies and tasks on the basis of group, it is necessary to move computers to the created groups. You can move the computers from **Unmanaged Computers** to desired groups created in the **Managed Computers** using the following submodules:

- **Network Computers**
- **IP Range**
- **Active Directory**
- **New Computers Found**

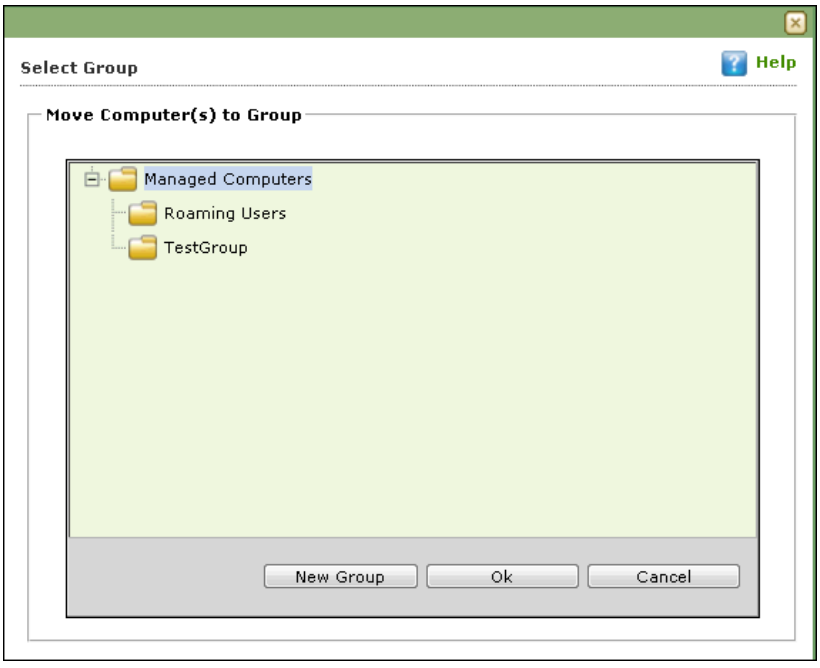
Network Computers

This submodule displays a list of available networks. You can move the computers from the list of computers present in the Network Computers using the following steps –

1. In the navigation panel, click **Unmanaged Computers** > **Network Computers**.
2. Click **Microsoft Windows Network**.
3. Select the workgroup from where you want to move computers to the group created in Managed Computers section. A list of computers appears.



4. Select the computer(s) you want to move to the desired groups.
5. Click **Action List** > **Move to Group**. Select Group window appears.
6. Click **Managed Computers** tree to view the groups.

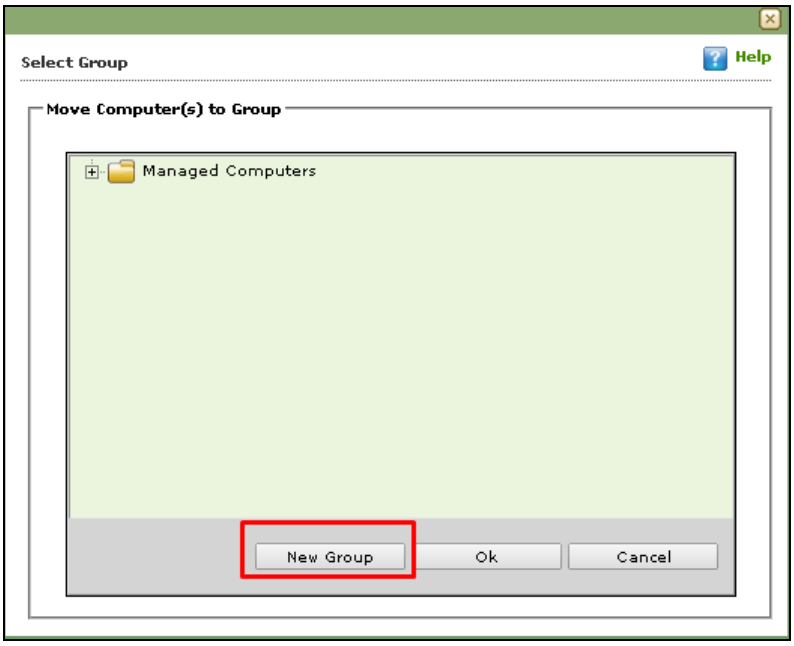


7. Select the group where you wish to move the selected computer(s) and click **OK**. The selected computer(s) will be moved to the group.

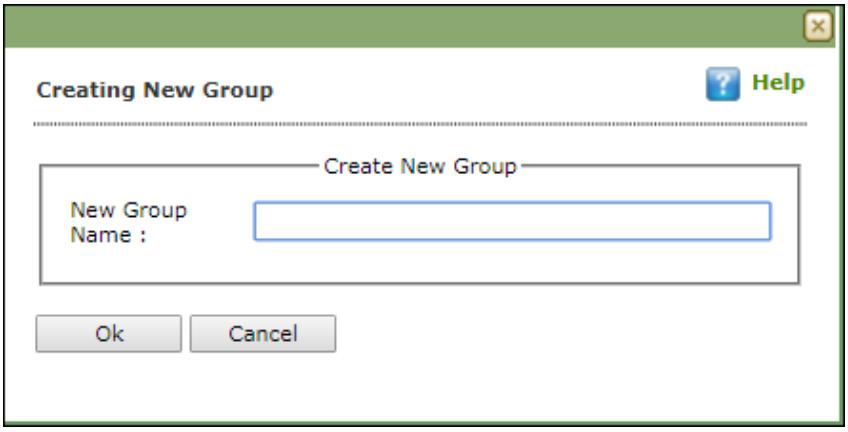
Creating a New Group from the Select Group window

To create a new group from the Select Group window, follow the steps given below:

1. In the Select Group window, click **Managed Computers** > **New Group**.



Creating New Group window appears.



2. Enter a name for the group.
3. Click **OK**. A new group will be created.

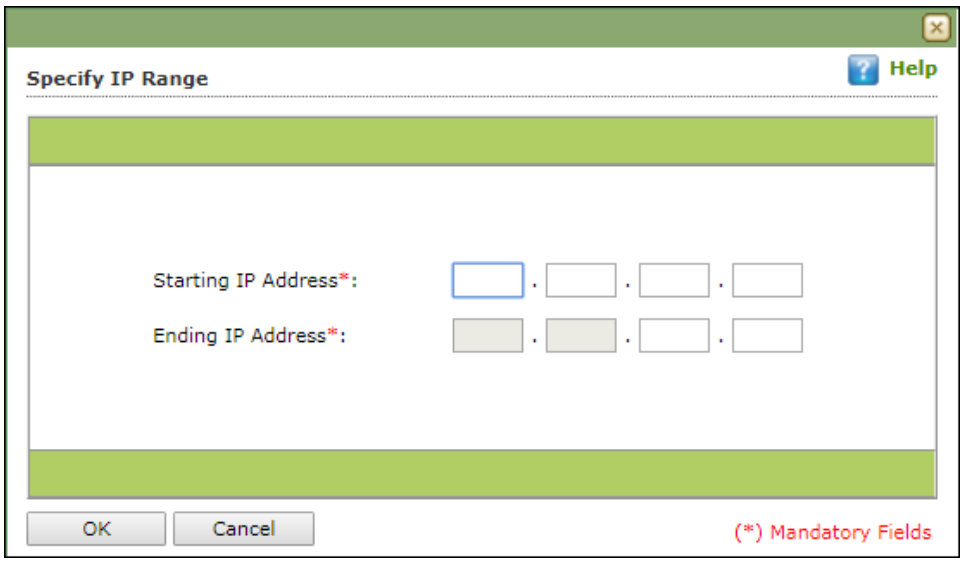
IP Range

The **IP Range** submodule lets you scan the desired IP address or range of IP address and add the required computers to any of the managed groups. It also lets you add, search and delete an IP range.

Adding New IP Range

To add an IP range, follow the steps given below:

1. In the IP range screen, click **New IP Range.**
   Specify IP Range window appears.



2. Enter the Starting and Ending IP address.
3. Click **OK**. The IP Range will be added.

NOTE	Please enter the start and end IP address even if you want to search for single IP address, both the entries will have the same IP address in such a case. The selected IP Range will be added to the IP Range tree. When you select the IP Range all computers present in that IP Range will be displayed on the interface in the right.

Other details like IP Address of the computer, its group, Protection status (Unmanaged/Unknown/Protected/Not installed, Critical/Unknown); the table also displays Status of all modules of eScan.

Moving an IP Range to a Group

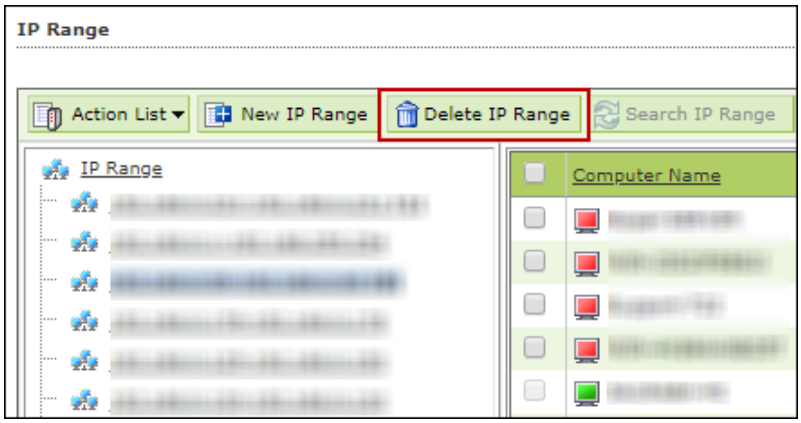
To move an entire IP range to a group, follow the steps given below:

1. Select an IP range.
2. Select the checkbox next to Computer Name column.
3. Click **Action List** > **Move to Group**. Select Group window appears.
4. Select the destination group.
5. Click **OK.** The IP range will be moved to the specified group.

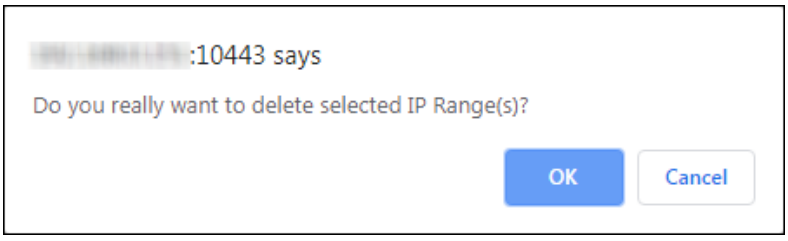
Deleting an IP Range

To delete an IP range, follow the steps given below:

1. Select an IP Range.
2. Click **Delete IP Range**.



A confirmation prompt appears.



3. Click **OK**. The IP range will be deleted.

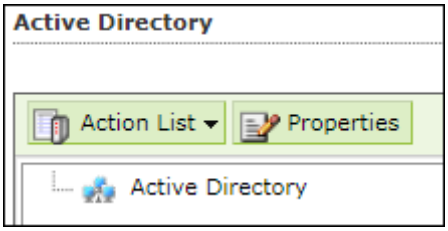
Active Directory

The Active Directory submodule lets you add computers from an Active Directory.

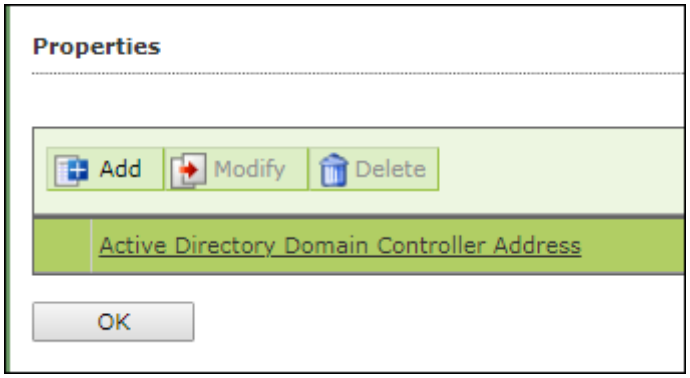
Adding an Active Directory

To add an Active Directory, follow the steps given below:

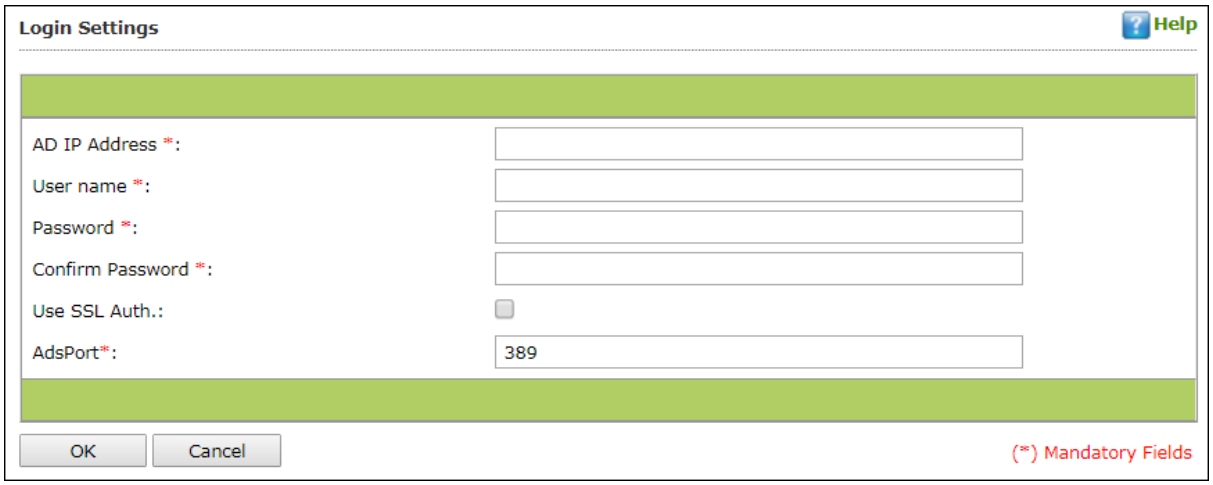
1. Click **Unmanaged Computers** > **Active Directory**.
2. Click **Properties**.



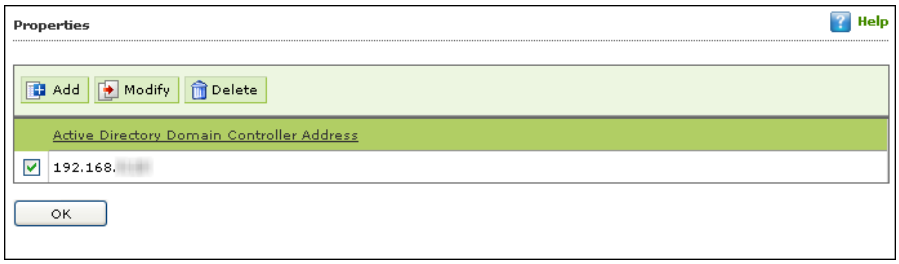
Properties window appears.



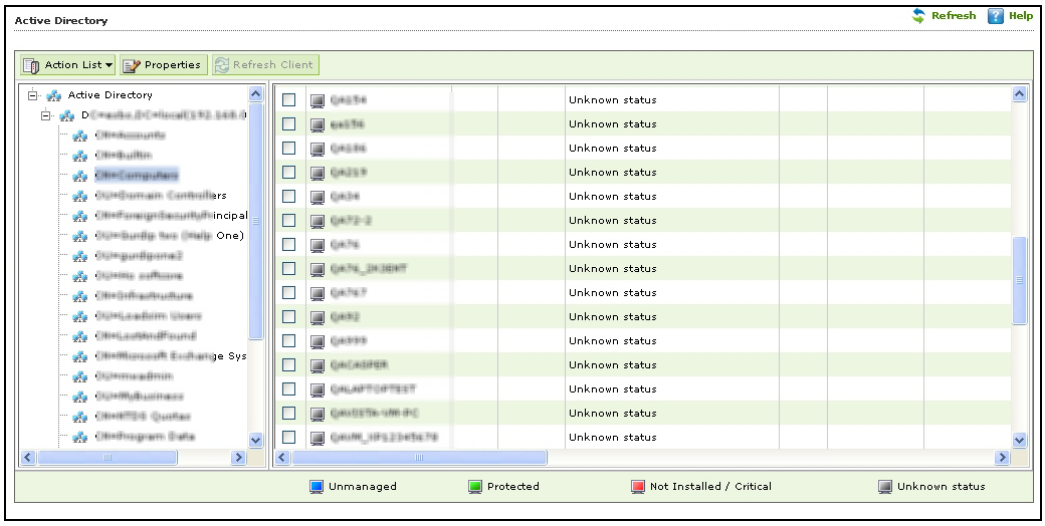
3. Click **Add**. Login Settings window appears.



4. Fill in the required Login Credentials and click **OK**.
   The details including IP Addresses from active directory will be added instantly.



5. Select the Active Directory and click **OK**. The selected Active Directory will be added to the Active directory tree.
6. To view the details, click the **Active Directory**.



Moving Computers from an Active Directory

To move computers from an Active Directory, follow the steps given below:

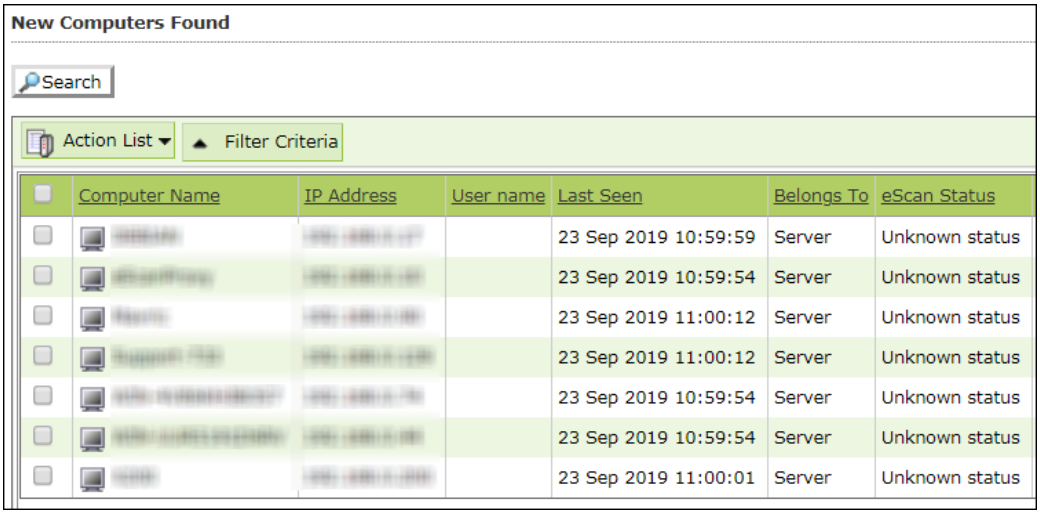
1. Click an Active Directory.
2. Select the computers you want to move to other group.
3. Click **Action List** > **Move to Group**.
   Select Group window appears.
4. Select the Group and Click **OK**.

The selected computers will be moved to the selected group.

New Computers Found

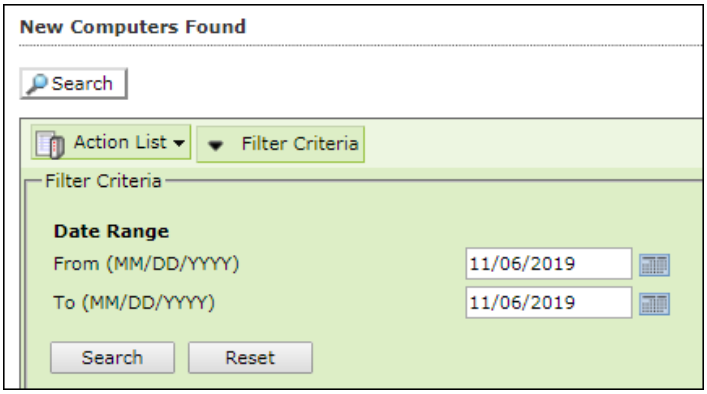
The New Computers Found submodule displays list of all new computers connected to the network. With the Action List drop-down you can set Host Configuration, Move Computers to a Group, view Properties and Refresh Client. You can also export the New Computers List to .xls file format.

After the computers are moved from Unmanaged Computers to groups under Managed Computers, you can assign it tasks, Set host configuration, Manage Policies, Deploy/Upgrade Client or deploy a Hotfix on all or any of the Managed Computer individually or in group.



Filter Criteria

The Filter Criteria lets you filter new computers found according to date range.



1. Select appropriate date in **From** and **To** fields.
2. Click **Search**.
   A list of computers discovered by eScan in the date range will be displayed.

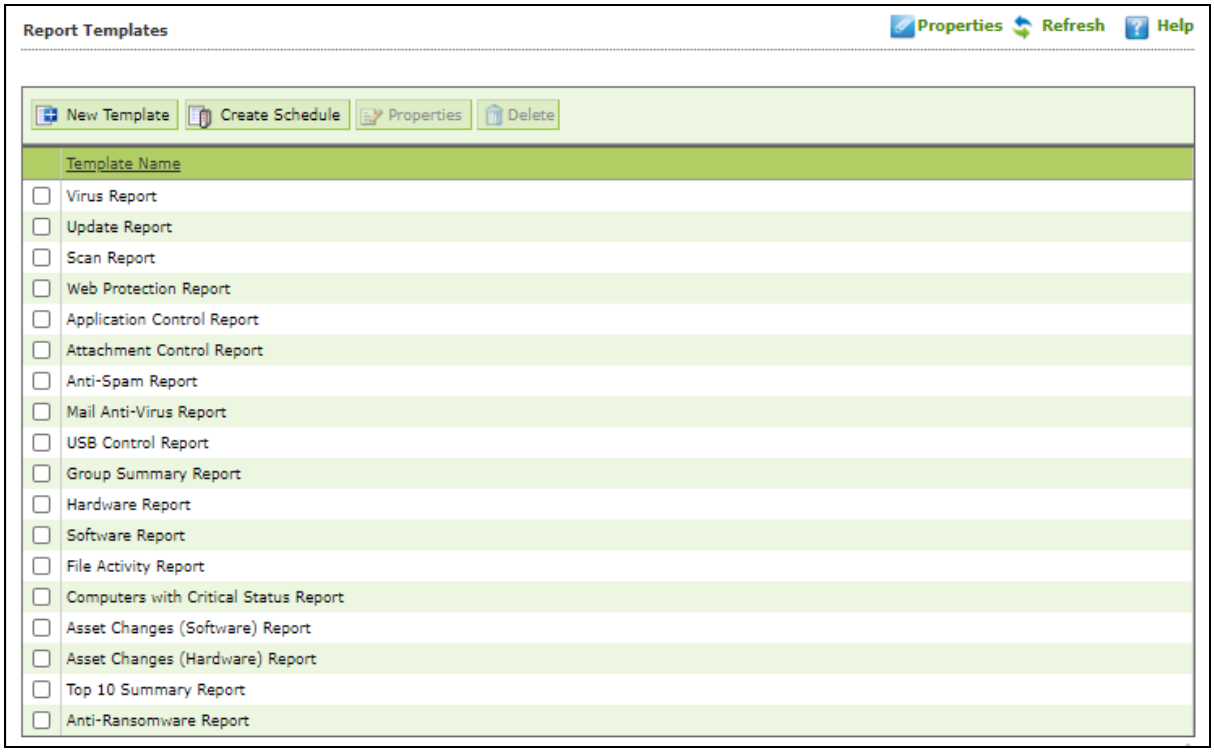
Action List

This drop-down provides following options:

- **Set Host Configuration**: To learn more, click here.
- **Deploy/Upgrade Client**: To learn more, click here.
- **Move to Group**: To learn more, click here.
- **Refresh Client**: To learn more, click here.
- **Export to Excel**: This option lets you to export the status of particular system into Excel reports.
- **Properties**: To learn more, click here.

Report Templates

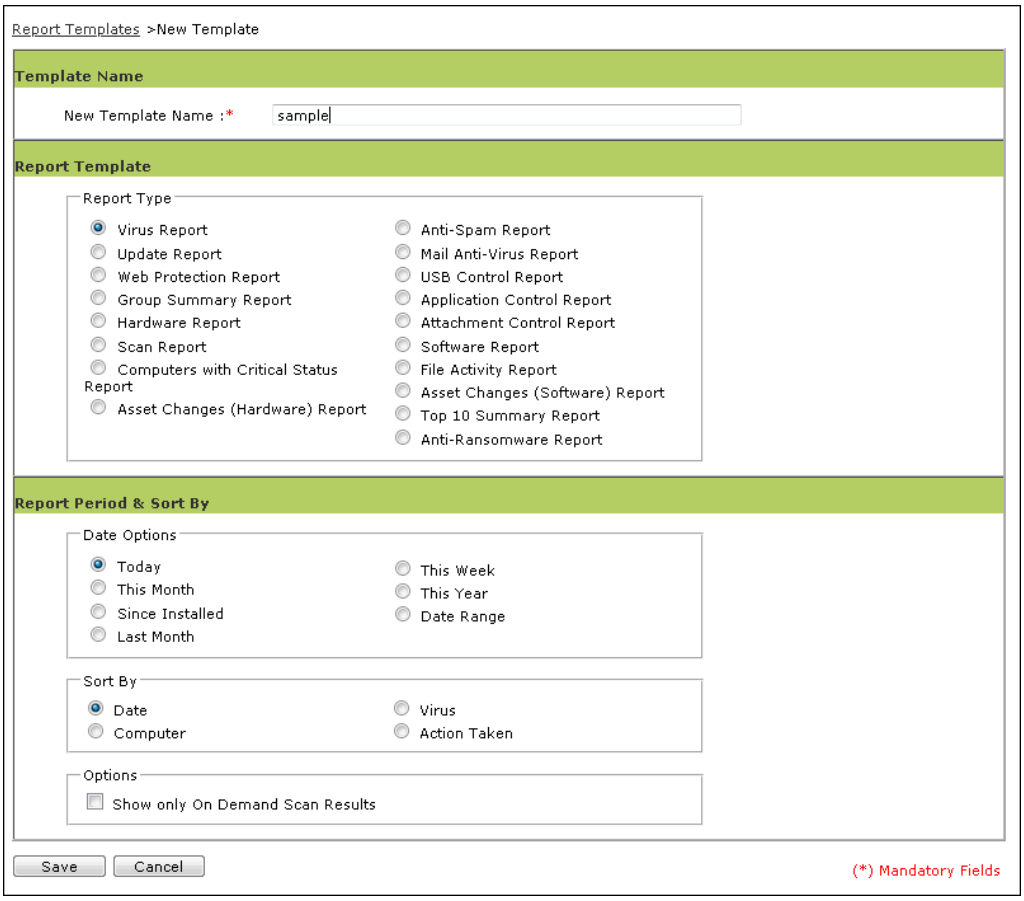
The Report Templates module lets you create template and schedule them according to your preferences. The module also consists of pre-loaded templates according to which the report can be created and scheduled.



Creating a Report Template

To create a Report Template, follow the steps given below:

1. In the navigation panel, click **Report Templates**.
2. Click **New Template**. New Template screen appears.



3. Enter a name for the template.
4. Select a report enter. Depending upon the report enter, the additional setting varies.
5. After making the necessary selections/filling data, click **Save**.
   The template will be created according to your preferences.

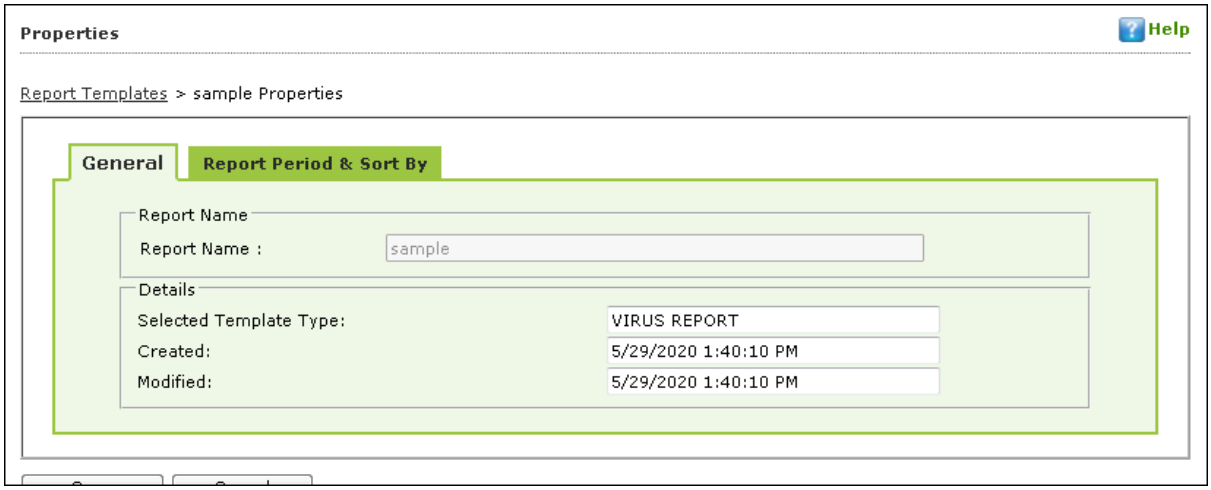
Creating Schedule for a Report Template

The Report Template module lets you create a new schedule for the report templates. To learn more, click here.

Viewing Properties of a Report Template

To view the properties of Report Template, follow the steps given below:

1. Select the Report Template whose properties you want to view.
2. Click **Properties**. Properties screen appears.



NOTE	Depending upon the Report Template enter, the Properties varies.

3. After making the necessary changes, click **Save**.
   The Report Template's properties will be updated.

Deleting a Report Template

To delete a Report Template, follow the steps given below:

1. Select the template you want to delete.
2. Click **Delete**.
   A confirmation prompt appears.
3. Click **OK**.
   The Report Template will be deleted.

NOTE	Default Report Templates cannot be deleted.

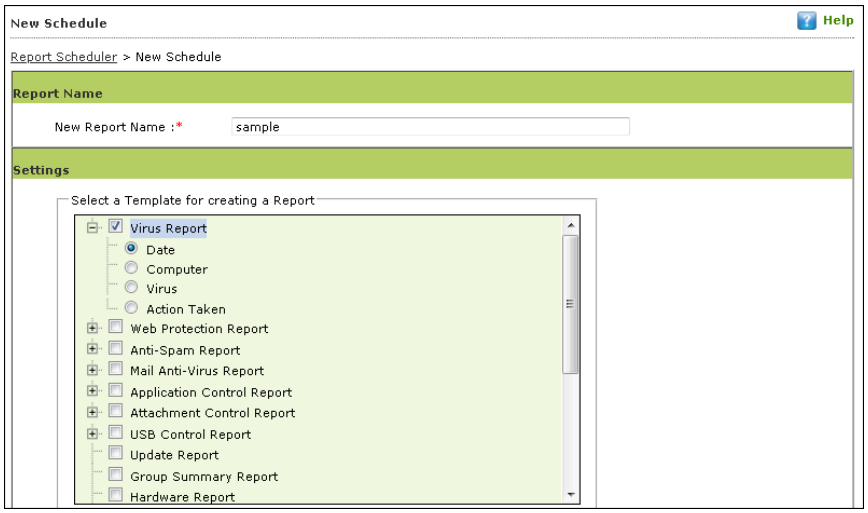
Report Scheduler

The Report Scheduler module lets you create schedule, update and run the task according to your preferences.

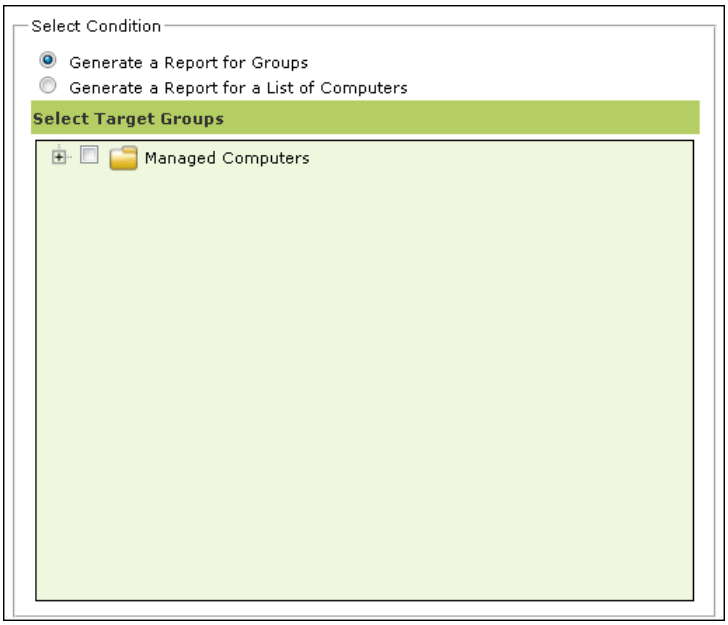
Creating a Schedule

To create a Schedule, follow the steps given below:

1. In the Report Scheduler screen, click **New Schedule**. New Schedule screen appears.

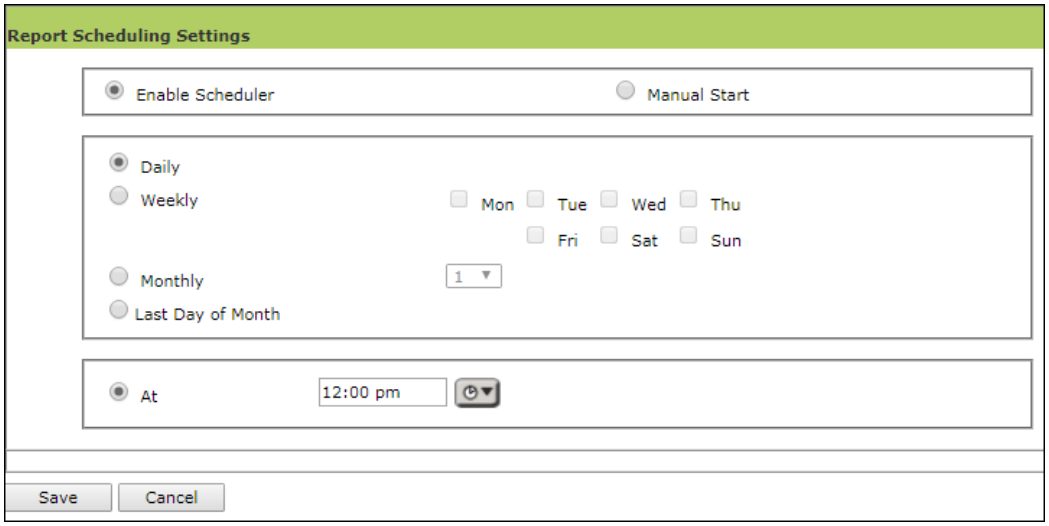


2. In the **Settings** section, select preferred templates.
3. In the **Select Condition** section, select a condition for groups or specific computers.



4. In the **Send Report by Email** section, fill the required information to receive reports via email.

5. Select the preferred report format.
6. In **Report Scheduling Settings** section, make the necessary changes.

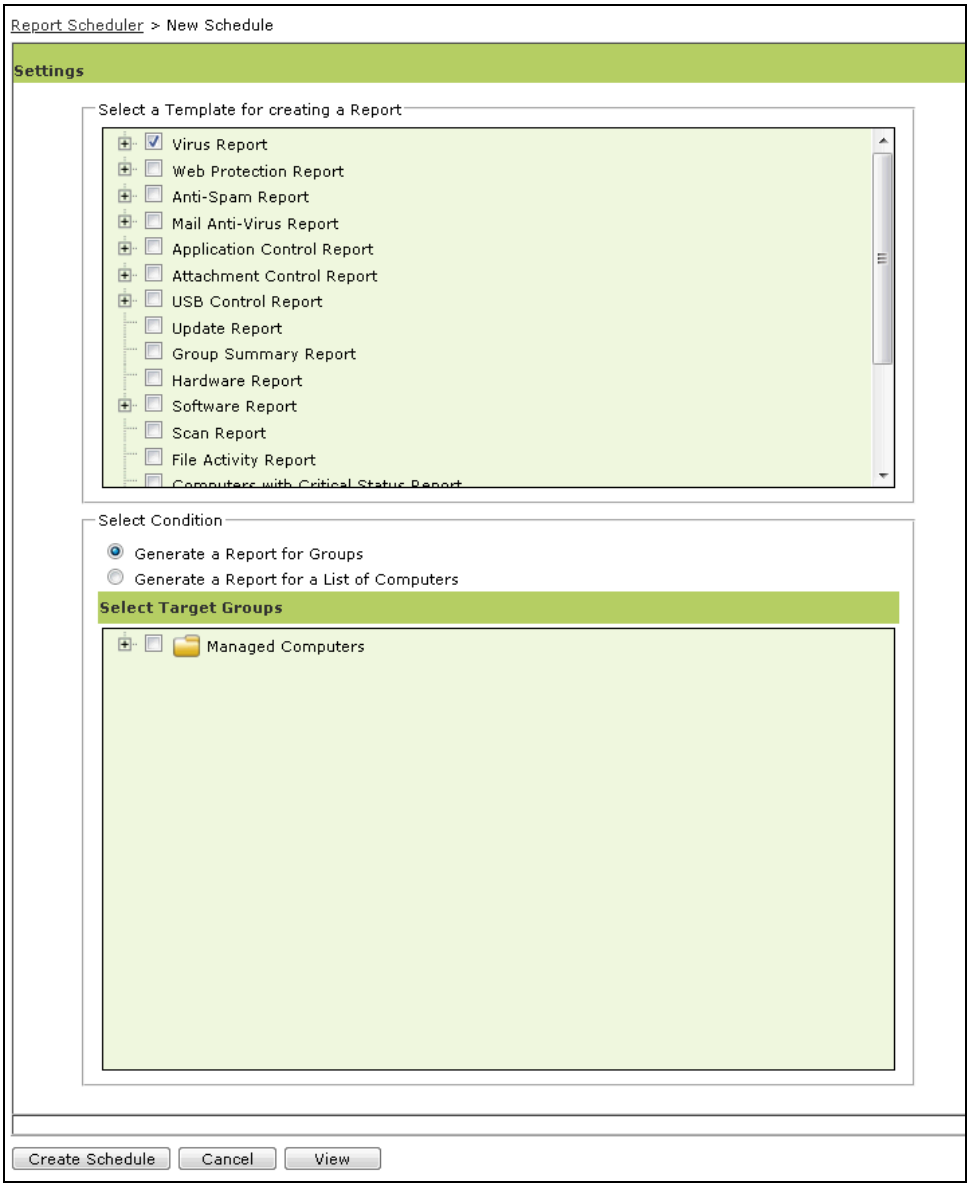


7. Click **Save.**
   New schedule will be created.

Viewing Reports on Demand

To view a report or a set of reports immediately, follow the steps given below:

1. Click **Report Scheduler** > **View & Create**. New Schedule screen appears.

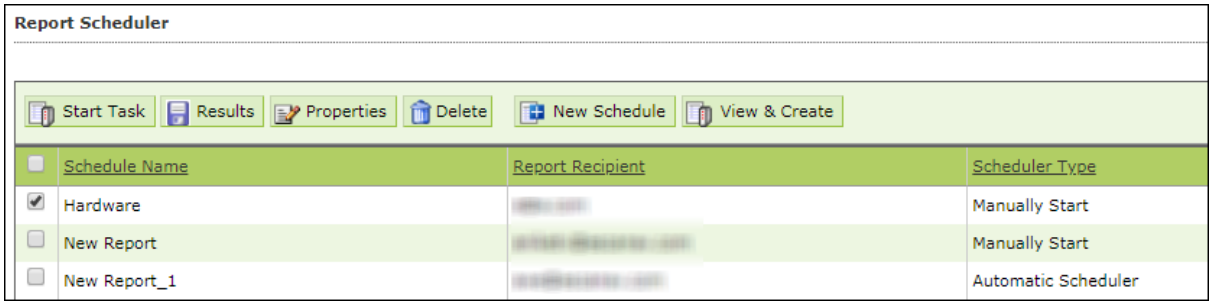


2. Select the **Template** options, the **Condition** and the **Target Groups**.
3. Click **View**. A new window appears displaying the created report.

Clicking **Create Schedule** lets you create a new Schedule.

Managing Existing Schedules

The Report Scheduler module lets you manage the existing schedules.

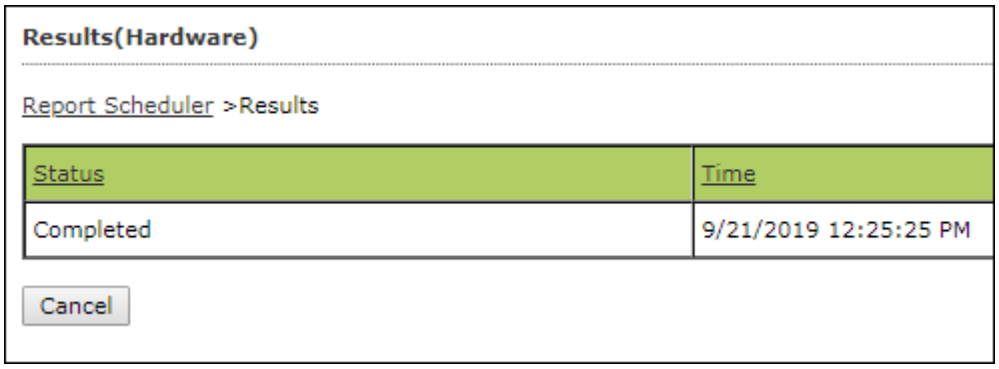


Generating Task Report of a Schedule

To generate a task report, select the preferred report schedule name and click **Start Task**. A task window appears displaying the name of the report being generated.

Viewing Results of a Schedule

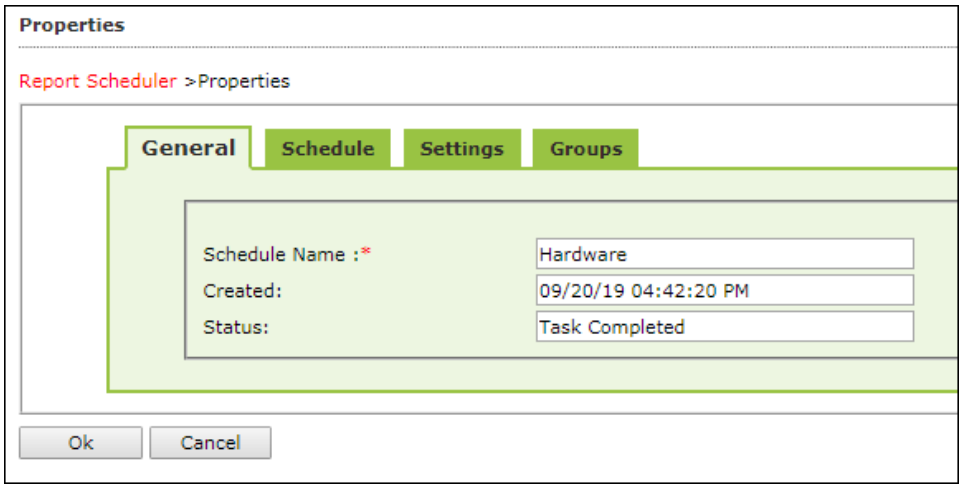
To see the results of a schedule and its time stamp, select the report schedule and click **Results**. Results screen appears.



Viewing Properties of a Schedule

To view the properties of a schedule, follow the steps given below:

1. Select a schedule.
2. Click **Properties**. Properties screen appears.

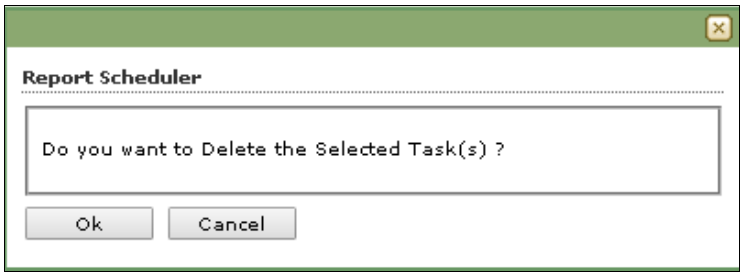


The properties screen displays general properties and lets you configure Schedule, Settings and Groups settings.

Deleting a Schedule

To delete a report schedule, follow the steps given below:

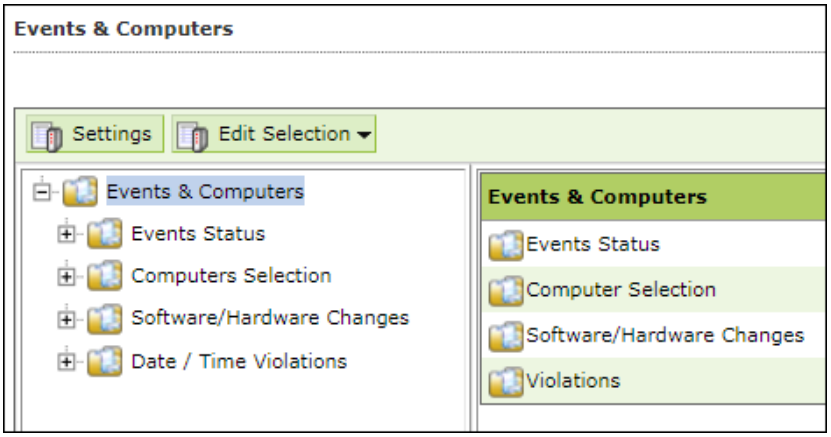
1. Select a schedule.
2. Click **Delete**. A confirmation prompt appears.



3. Click **OK**.
   The schedule will be deleted.

Events and Computers

eScan Management Console maintains the record of all the events sent by the client computer. Through the events & computers module, the administrator can monitor the Events and Computers, The module lets you sort the computer with specific properties.



Events Status

The Event Status subfolder is divided into following sections:

- **Recent**
- **Critical**
- **Information**

Recent

The Recent section displays both Information and Critical events.

Critical

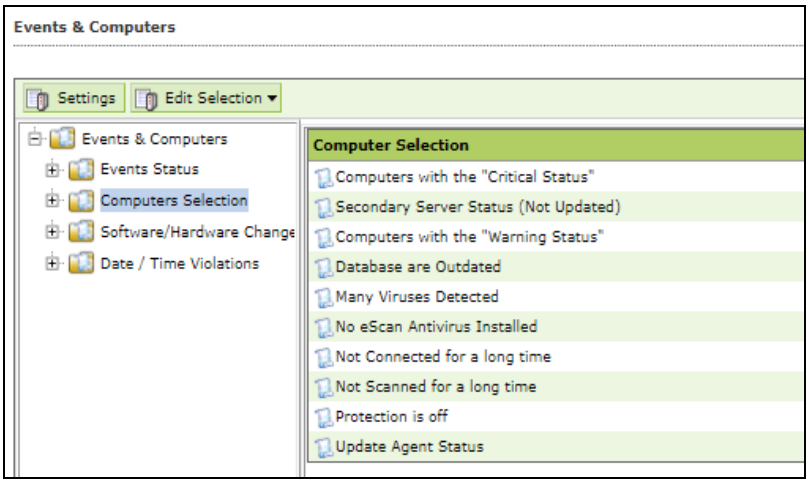
The Critical section displays Critical events and immediate attention.
For example, Virus detection, Monitor disabled.
The Critical events can be filtered on the basis of date range and the report can be exported in .xls or .html format.

Information

The Information section displays basic information events.
For example, Virus database update, Status.

Computer Selection

The Computer Selection subfolder displays computers that fall under different categories. It lets you select the computer and take the preferred action. You can also set the criteria for each section and sort the computer accordingly.



The Computer Selection subfolder consists following sections:

- **Computers with the "Critical Status"**
- **Secondary Server Status (Not Updated)**
- **Computers with the "Warning Status"**
- **Database are Outdated**
- **Many Viruses Detected**
- **No eScan Antivirus Installed**
- **Not Connected for a long time**
- **Not Scanned for a long time**
- **Protection is off**
- **Update Agent Status**

Computers with the "Critical Status"
This section displays computers marked with Critical status.

Secondary Server Status (Not Updated)
A secondary server receives downlaods from the primary server and further distributes to the client computers. If the secondary server is not updated, it will be mentioned in the log.

Computers with warning status
This section displays computer with a warning status.

Database is outdated
This section displays computers whose virus database is outdated.

Many Viruses Detected
This section displays the computers whose virus count has exceeded.

No eScan installed
This section displays computers on which eScan is not installed.

Not connected for a long time
This section displays the computers which didn't connect to the eScan server for the set duration.

Not scanned for a long time
This section displays the computers which weren't scanned for the set duration.

Protection is off
This section displays the computers on which File Protection is disabled.

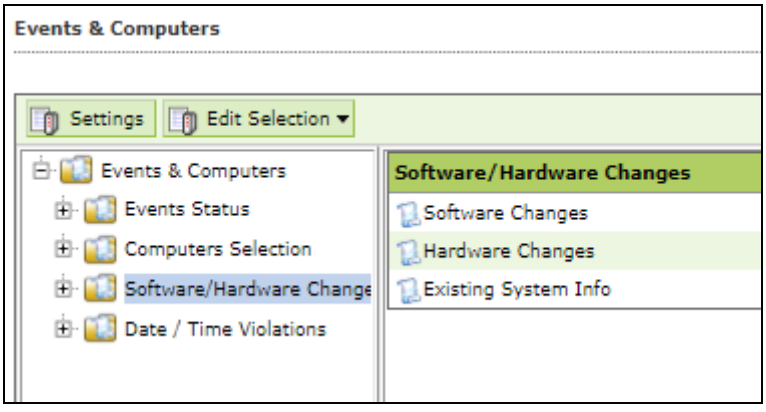
Update Agent Staus
This section displays the status of computers assigned as Update Agent.

The additional settings vary depending upon the Computer Status.

Software/Hardware Changes

This subfolder displays all software/ hardware changes that occurred on computers. It consists following sections:

- **Software Changes**
- **Hardware changes**
- **Existing System Info**



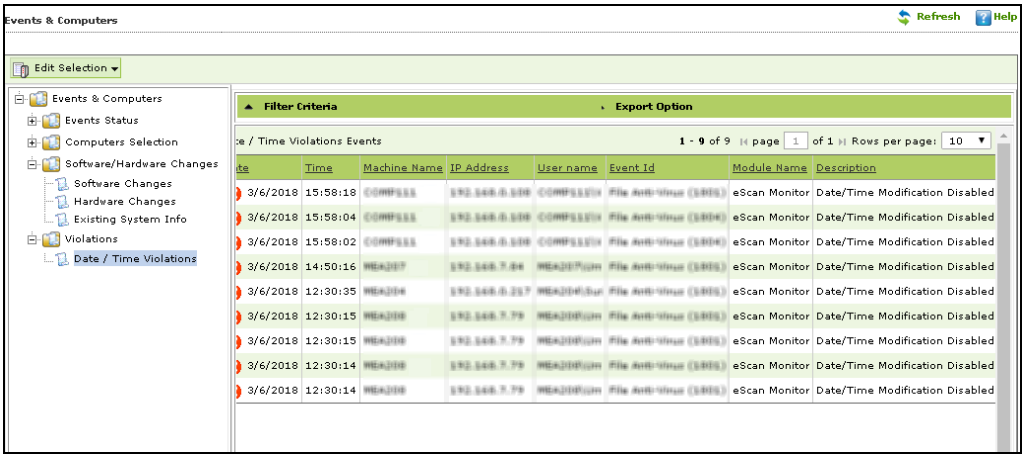
Software Changes
This section displays software changes i.e. installation, uninstallation or software upgrades.

Hardware changes
This section displays hardware changes that occurred on computers. For example, IP address. Hard Disk, RAM etc.

Existing System Info
This section displays a computer's existing hardware information.

Violations

Date/Time Violations
This subfolder consists Date/Time Violations that displays client computers whose users attempted to modify date and time.

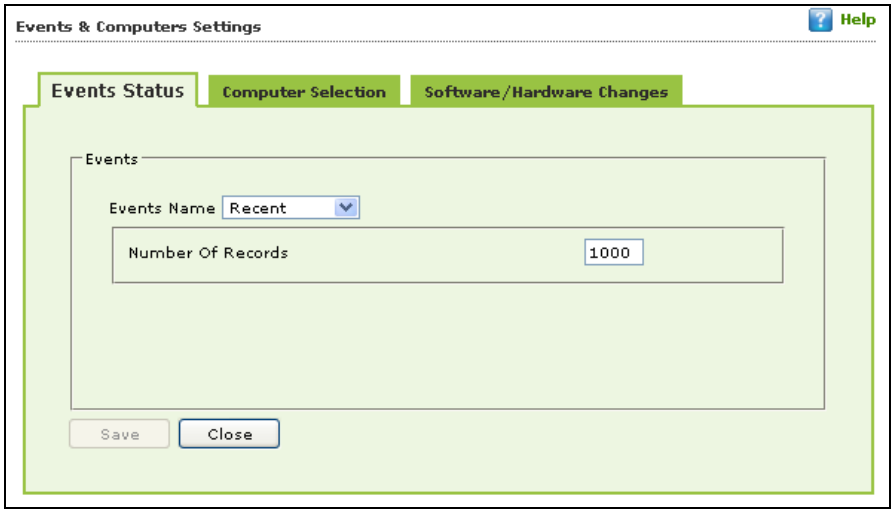


Settings

You can define the Settings for Events, Computer Selection and Software/Hardware changes by clicking on the **Settings** option and defining the desired settings using the Tabs and options present on the Events and Computer settings window.

Event Status Setting

Basically, events are activities performed on client's computer.



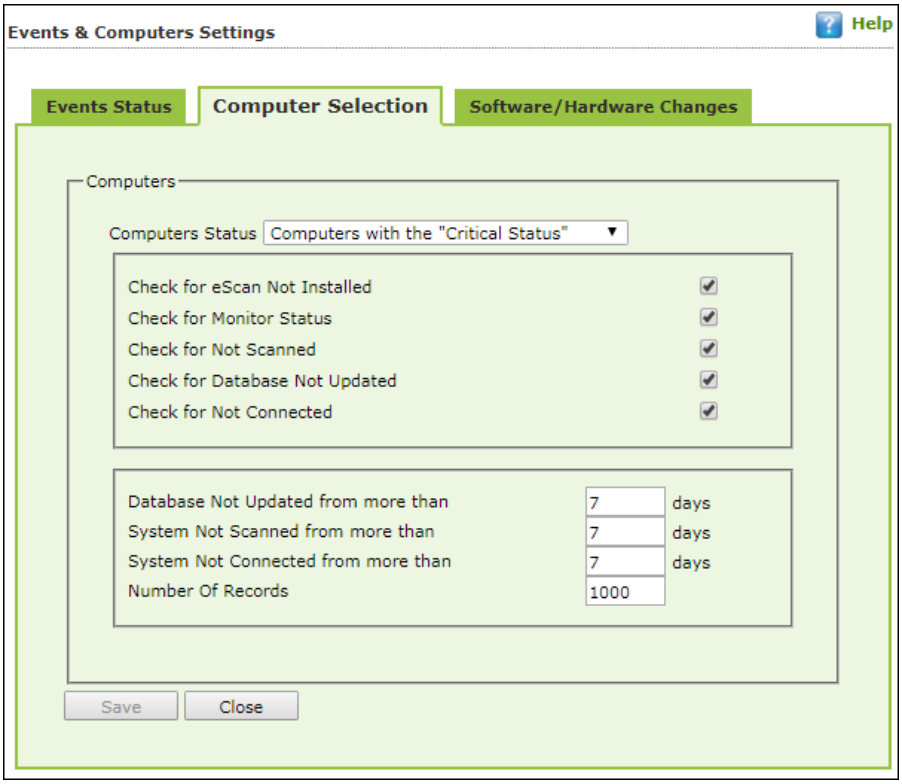
On the basis of severity, the events are categorized in to the following types:

- **Recent:** It displays both critical and information events that occurred recently on managed client computers.
- **Critical:** It displays all critical events occurred on managed client computers, such as virus detection, monitor disabled status, and so on.
- **Information:** It displays all informative types of events, such as virus database update, status, and so on.

Steps to define event status settings:
Perform the following steps to save the event status settings:

1. Select the appropriate **Events Name**.
2. Enter the number of events that you want to view in a list, in the **Number of Records** field.
3. Click **Save**. The settings get saved.

Computer Selection



The **Computer Selection** lets you select and save the computer status settings. This module lets you do the following activities:

Computers with the "Critical Status": It displays a list of computers that are critical in status, as per the criteria\'s selected in computer settings. Specify the following field details.

- **Check for eScan Not Installed**: Select this checkbox to view the list of client systems under managed computers on which eScan has not been installed.
- **Check for Monitor Status**: Select this checkbox to view the client systems on which eScan monitor is not enabled.
- **Check for Not Scanned**: Select this checkbox to view the list of client systems which has not been scanned.
- **Check for Database Not Updated**: Select this checkbox to view the list of client systems on which database has not been updated.
- **Check for Not Connected**: Select this checkbox to view the list of eScan client systems that have not been communicated with eScan server.
- **Database Not Updated from more than**: Enter the number of days from when the database has not been updated.
- **System Not Scanned for more than**: Enter the number of days from when the system has not been scanned.
- **System Not Connected for more than**: Enter the number of days from when the client system has not been connected to eScan server.
- **Number Of Records**: Enter the number of client systems that you want to view in the list.

Secondary Server Status (Not Updated): A secondary server receives downlaods from the primary server and further distributes to the client computers. If the secondary server is not updated, it will be mentioned in the log.

- **Number Of Records**: Enter the number of client systems that you want to view in the list.

Computers with Live status: This section displays whether computers are Online or Offline.

- **Number Of Records**: Enter the number of client systems that you want to view in the list.

Computers with the "Warning Status": It displays the list of systems which are warning in status, as per the criteria\'s selected in computer settings. Specify the following field details:

- **Check for Not Scanned**: Select this checkbox to view the list of client systems which has not been scanned.
- **Check for Database Not Updated**: Select this checkbox to view the list of client systems on which database has not been updated.
- **Check for Not Connected**: Select this checkbox to view the list of eScan client systems that have not been communicated with eScan server.
- **Check for Protection off**: Select this checkbox to view the list of client systems on which protection for any module is inactive.
- **Check for Many Viruses**: Select this checkbox to view the list of client systems on which maximum viruses are detected.
- **Database Not Updated from more than**: Enter the number of days from when the database has not been updated.
- **System Not Scanned for more than**: Enter the number of days from when the system has not been scanned.
- **System Not Connected for more than**: Enter the number of days from when the client system has not been connected to eScan server.
- **Number Of Virus**: Enter the number of viruses detected on client system.
- **Number Of Records**: Enter the number of client system that you want to view in the list.

Database are Outdated: It displays a list of systems on which virus database is outdated. Specify the following field details:

- **Database Not Updated from more than**: Enter the number of days from when the database has not been updated.
- **Number of Records**: Enter the number of client system that you want to view in the list.

Many viruses Detected: It displays a list of systems on which number of viruses exceeds the specified count in computer settings. Specify the following field details:

- **Number of Virus**: Enter the number of viruses detected on client system.
- **Number of Records**: Enter the number of client system that you want to view in the list.

No eScan Antivirus Installed: It displays the list of systems on which eScan has not been installed. Specify the following field detail:

- **Number of Records**: Enter the number of client system that you want to view in the list.

Not connected to the eScan server for a long time: It displays the list of systems which have not been connected to the server from a long time. Specify the following field detail:

- **Number of Records**: Enter the number of client system that you want to view in the list.

Not scanned for a long time: It displays the list of systems which have not been scanned from a long time, as specified in computer settings. Specify the following field details:

- **System Not Scanned for more than**: Enter the number of days from when the system has not been scanned.
- **Number of Records**: Enter the number of client system that you want to view in the list.

Protection is off: It displays the list of systems on which protection is inactive for any module, as per the protection criteria's selected in computer settings. It shows the status as "Disabled" in the list. Specify the following field details.

- **Check for Monitor Status**: Select this checkbox if you want to view the client systems on which eScan monitor is not enabled.
- **Check for Mail Anti-Phishing**: Select this checkbox if you want to view the list of client systems on which **Mail Anti-Phishing** protection is inactive.
- **Check for Mail Anti-Virus**: Select this checkbox if you want to view the list of client systems on which **Mail Anti-Virus** protection is inactive.
- **Check for Mail Anti-Spam**: Select this checkbox if you want to view the list of client systems on which **Mail Anti- Spam** protection is inactive.
- **Check for Endpoint Security**: Select this checkbox if you want to view the list of client systems on which **Endpoint Security** protection is inactive.
- **Check for Firewall**: Select this checkbox if you want to view the list of client systems on which **Firewall** protection is inactive.
- **Check for Proactive**: Select this checkbox if you want to view the list of client systems on which **Proactive** protection is inactive.
- **Check for Web Protection**: Select this checkbox if you want to view the list of client systems on which protection of
- **Web Protection** module is inactive.
- **Number of Records**: Enter the number of client system that you want to view in the list.

Steps to define computer settings

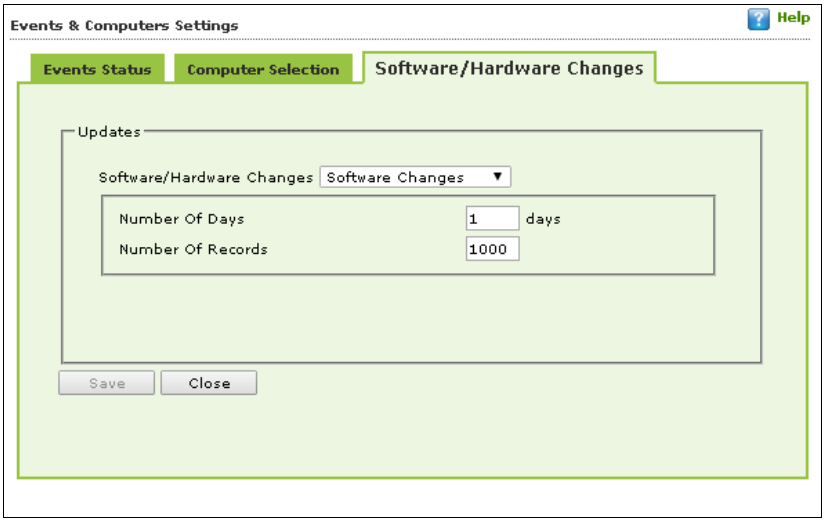
To save the computer settings, follow the steps given below:

1. Click **Computers Selection** tab.

2. Select a type of status for which you want to set criteria, from the **Computer status** drop-down.
3. Select the appropriate checkboxes, and then enter field details in the available fields. For more information, refer [Types and criteria of computer status] section.
4. Click **Save**. The settings will be saved.

Software/ Hardware Changes Setting

You can set these settings, if you want to get updates on any changes made in the software, hardware, and to existing system.



The **Software/ Hardware Changes** enable you to do the following activities:
Type of Software/Hardware Changes

- **Software changes**
- **Hardware changes**
- **Existing system info**

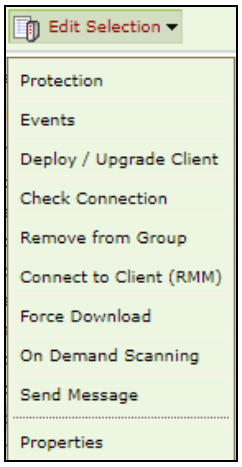
To Change software/hardware settings, follow the steps given below:

1. Click the **Software/Hardware Changes** tab.
2. Specify the following field details.
    - **Software/Hardware Changes**: Click the drop-down and select the changes made.
    - **Number of Days**: Enter the number of days, to view changes made within the specified days.
    - **Number of Records**: Enter the number of client systems that you want to view in the list.
3. Click **Save**. The settings get saved.

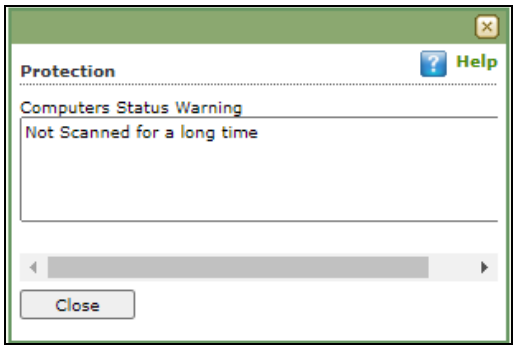
Performing an action for computer

To perform an action for a computer, follow the steps given below:

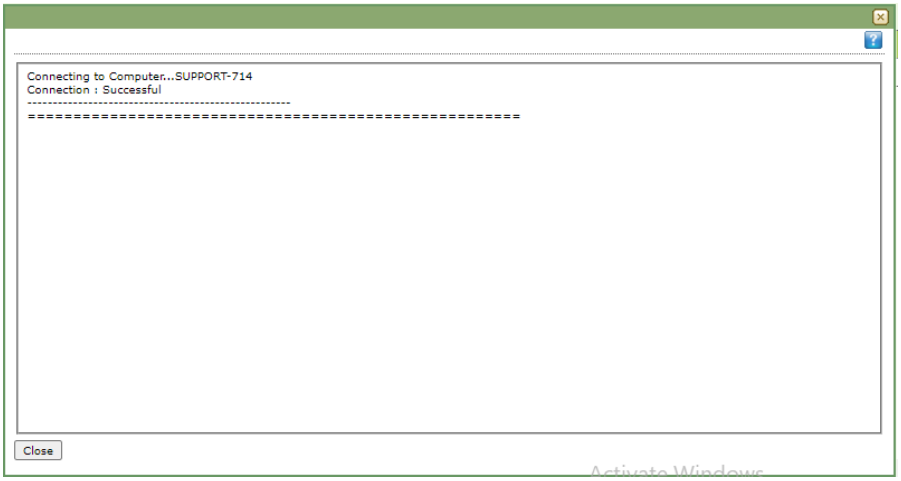
1. Select a computer.
2. Click **Edit Selection** drop-down.



3. Click the preferred action.
    - **Protection**: This option is used to check the protection status of the computer.



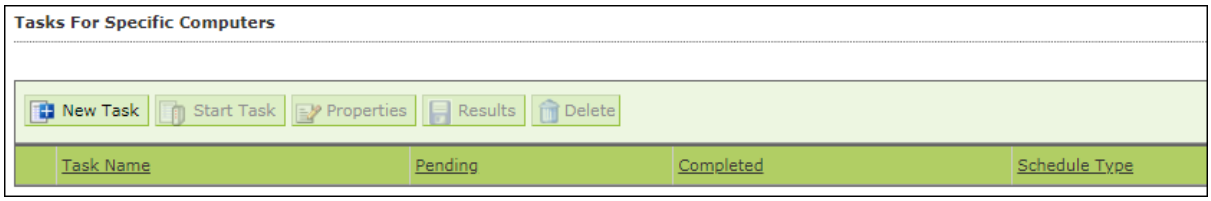
    - **Events**: This option provides the list of events performed on the computer.
    - **Deloy/Upgrade Client**: To learn more, click here.
    - **Check Connection**: This option used to check the connection between the endpoints. Once connection is successful, you will get the popup message for the same.



- **Remove from Group**: To learn more, click here.
- **Connect to Client (RMM)**: To learn more, click here.
- **Force Download**: To learn more, click here.
- **On Demand Scanning**: To learn more, click here.
- **Send Message**: To learn more, click here.
- **Properties**: To learn more, click here.

Tasks for Specific Computers

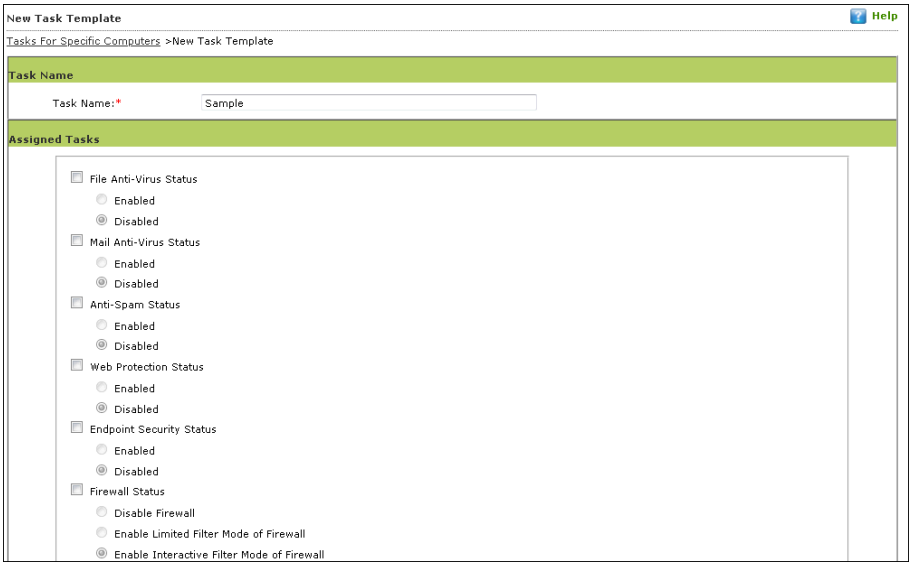
The Tasks for Specific Computers module lets you create a new task for computer(s) according to your preferences.



Creating a task for specific computers

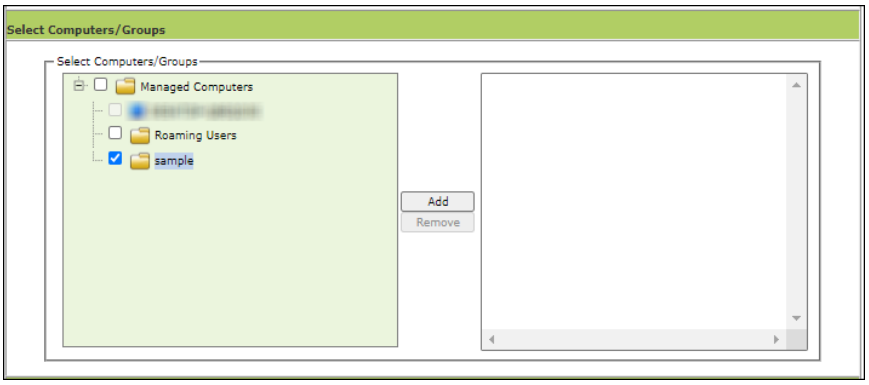
To create a task for specific computer(s), follow the steps given below:

1. In the navigation panel, click **Tasks for Specific Computers**.
2. Click **New Task**.
   New Task Template form appears.

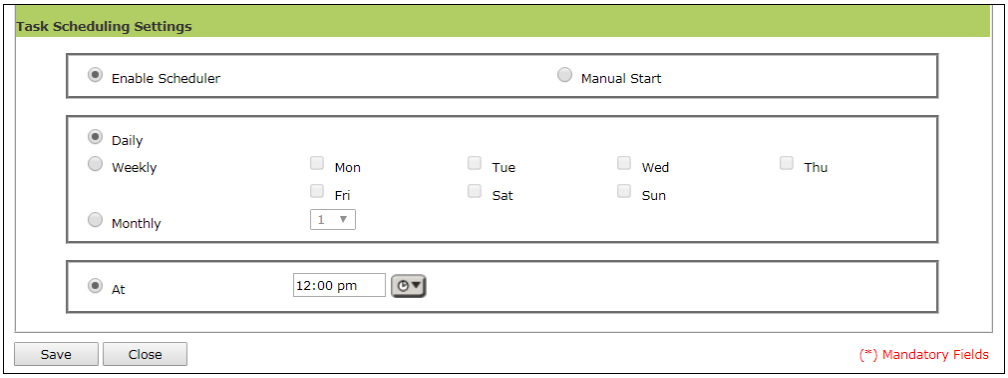


3. Enter a name for task.
4. In the **Assigned Tasks** section, select the modules and scans to be run.

5. In the **Select Computers/Groups** section, select the computers/groups on which the tasks should be run and then click **Add**.



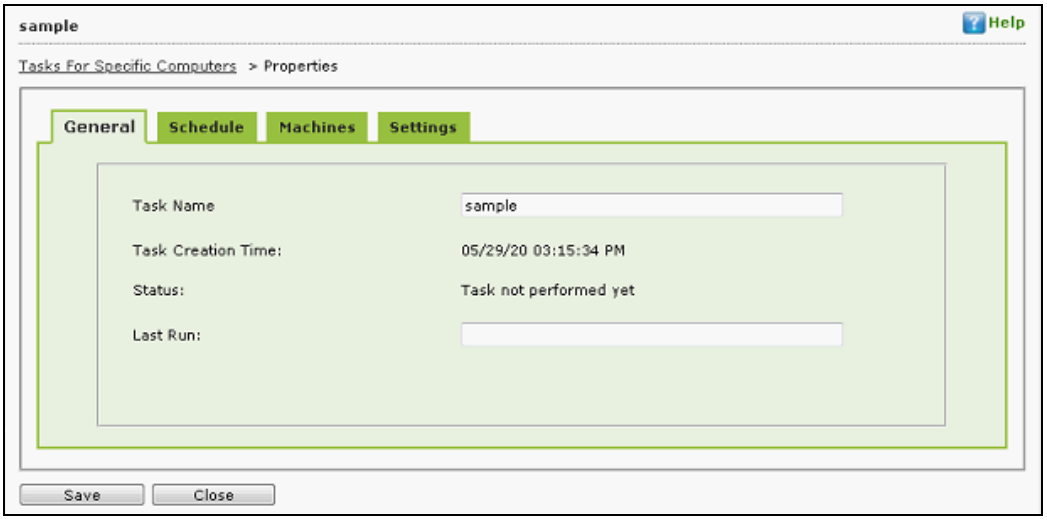
6. In the **Tasks Scheduling Settings** section, configure the schedule settings.



7. Click **Save**. The task will be saved and run for specific computers according to your preferences.

Viewing Properties of a task

To view Properties of a task, select the task and click **Properties**.



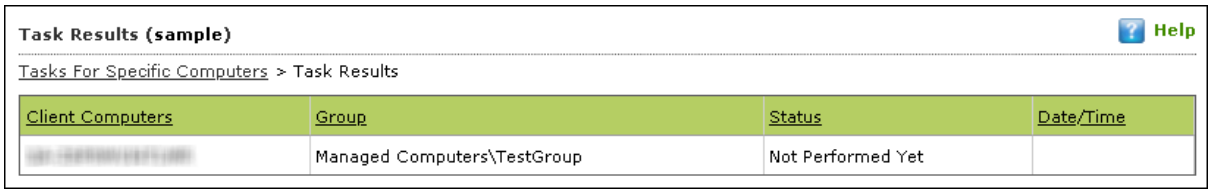
This section will have following tabs to configure:

- **General**: This tab allows to change the task name and provides details about the task creation, status, and last run.
- **Sechedule**: This tab allows to change the secheduler setting for the particular task.
- **Machines**: This tab allows to add or remove the endpoints added to the particular task.
- **Settings**: This tab allows to modify or select the modules and scans to be run.

NOTE	To run a scheduled task manually, select the task and then click **Start Task**.

Viewing Results of a task

To view Results of a task, select the task and click **Results**.

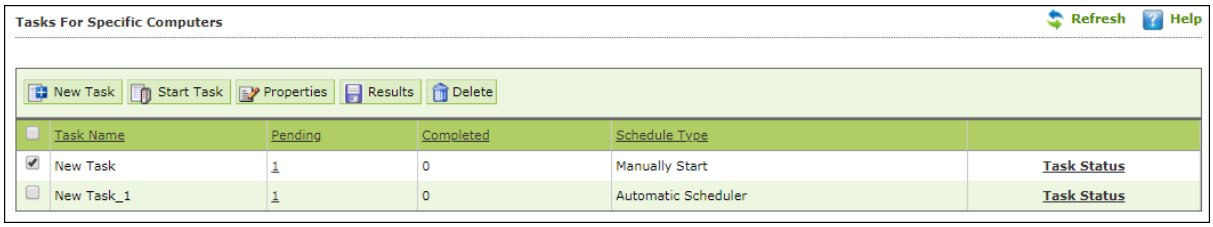


This option will provide the summary details about the task like clients computers, group to which computers belong, status of the task, and more.

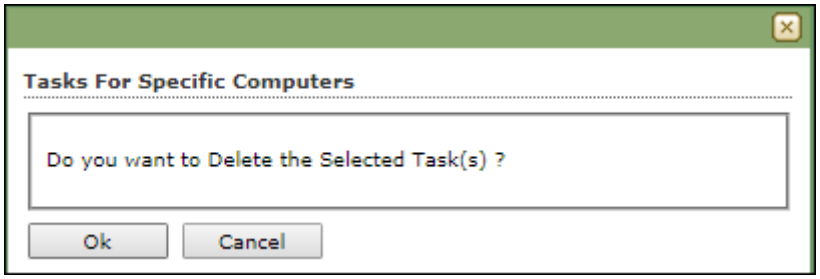
Deleting a task for specific computers

To delete a task, follow the steps given below:

1. In the Tasks for Specific Computers screen, select the task you want to delete.



2. Click **Delete**.
   A confirmation prompt appears.



3. Click **OK**. The task will be deleted.

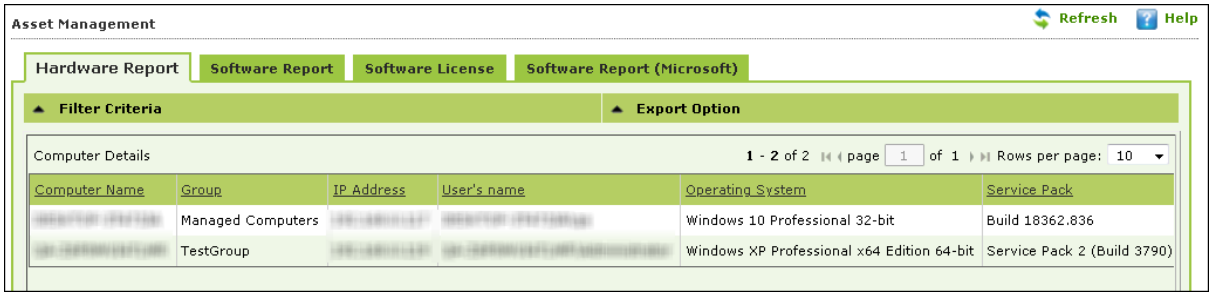
Asset Management

This module displays list of hardware configuration, software installed, software version number and a Software report for Microsoft software installed on **Managed Computers**. The Asset Management module consists following tabs:

- **Hardware Report**
- **Software Report**
- **Software License**
- **Software Report (Microsoft)**

Hardware Report

The Hardware Report tab displays hardware configuration of all Managed Computers.



The tab displays following details of managed computers:

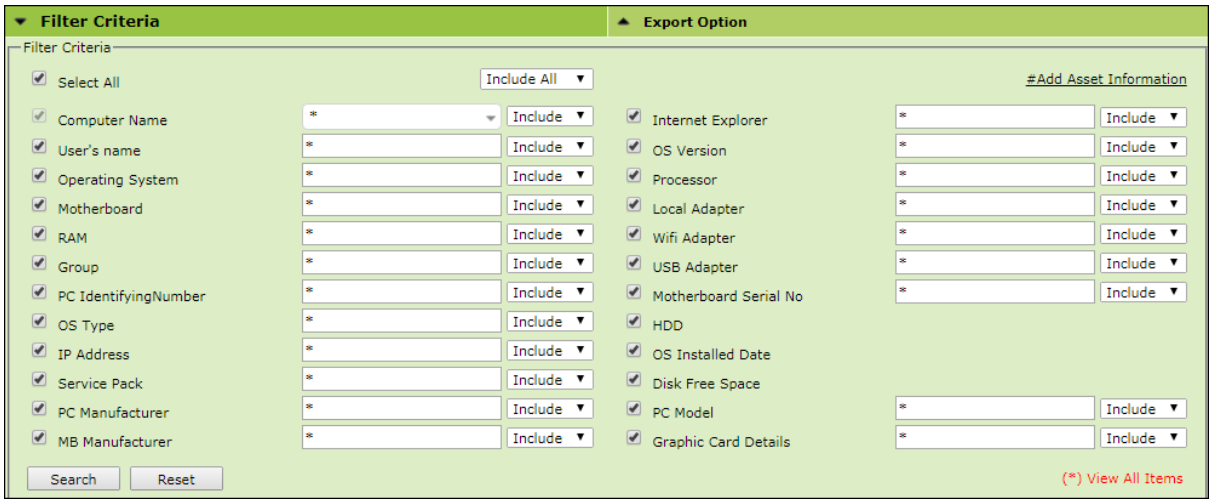
- Computer Name
- Group
- IP Address
- Username
- Operating System
- Service Pack
- OS Version
- OS Installed Date
- Internet Explorer
- Processor
- Motherboard
- RAM
- HDD
- Local MAC Adapter(s)
- Wi-Fi MAC [Adapter]
- USB MAC [Adapter]
- PC Identifying Number
- Motherboard Serial No
- Network Speed
- Disk Free Space
- PC Manufacturer

- PC Model
- MB Manufacturer
- Graphic Card Details
- Software

To view the list of Software along with the installation dates, click **View** in **Software** column.

Filtering Hardware Report

To filter the Hardware Report as per your requirements, click **Filter Criteria** field. Filter Criteria field expands.



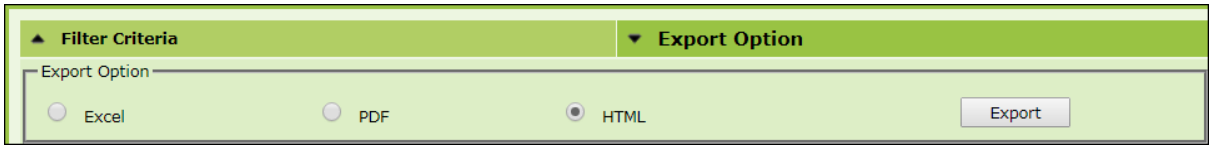
Select the parameters you want to be included in the filtered report.

Include/Exclude
Selecting Include/Exclude for a parameter lets you include or exclude it from the report.

After making the necessary selections, click **Search.** The Hardware Report will be filtered according to your preferences.

Exporting Hardware Report

To export the Hardware Report, click **Export Option**.
Export Option field expands.

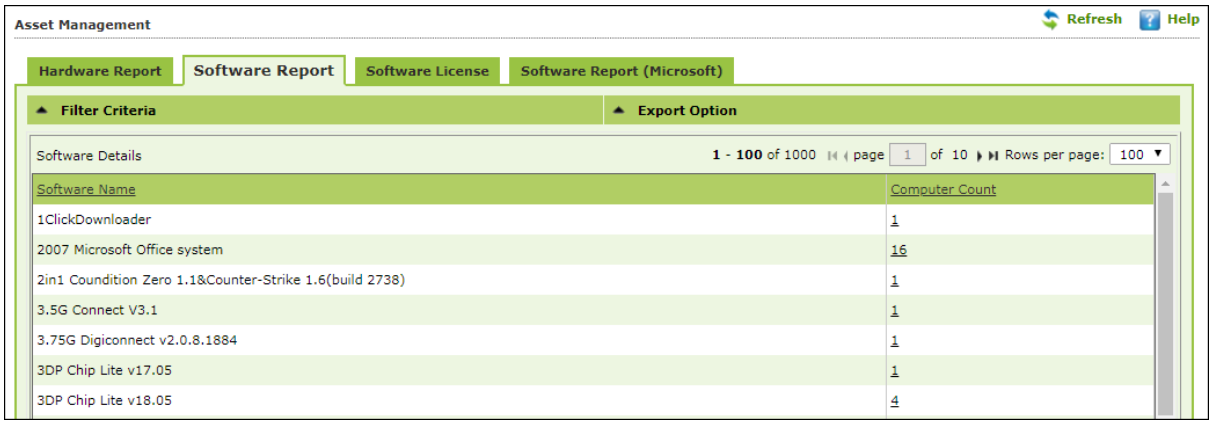


Select the preferred option and then click **Export**. A success message appears.

Click the link to open/download the file.

Software Report

The Software Report tab displays list of Software along with the number of computers on which they are installed.



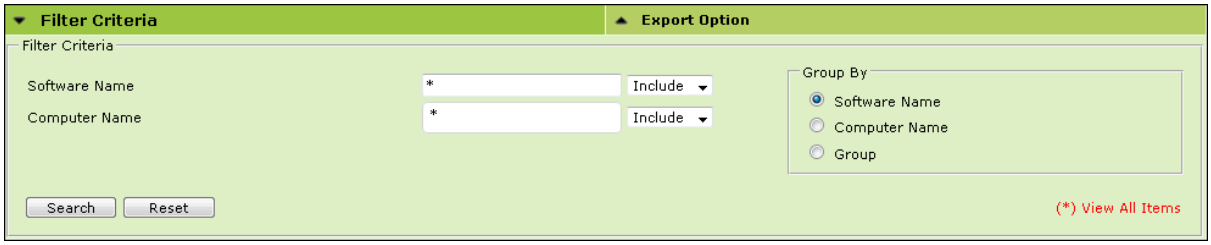
To view the computers on which the specific software is installed, click the numerical in **Computer Count** column.

Computer list window appears displaying following details:

- Computer Name
- Group
- IP Address
- Operating System
- Software Version
- Installed Date

Filtering Software Report

To filter Software Report, click **Filter Criteria** field. Filter Criteria field expands.



The Software Report can be filtered on the basis of **Software Name** or **Computer Name**.

Software Name
Entering the Software name displays suggestions. Select the appropriate software.

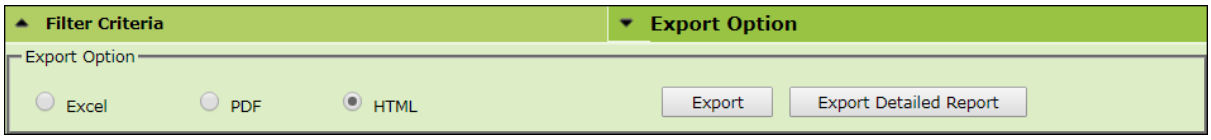
Computer Name
Click the drop-down and select the preferred computer(s).

Group By
The results can be grouped by Software name, Computer name or Group. If Group option is selected, the report can be filtered for a specific group.

After entering data in all fields, click **Search**.
The Software Report will be filtered according to your preferences.

Exporting Software Report

To export the Software Report, click **Export Option**. Export Option field expands.

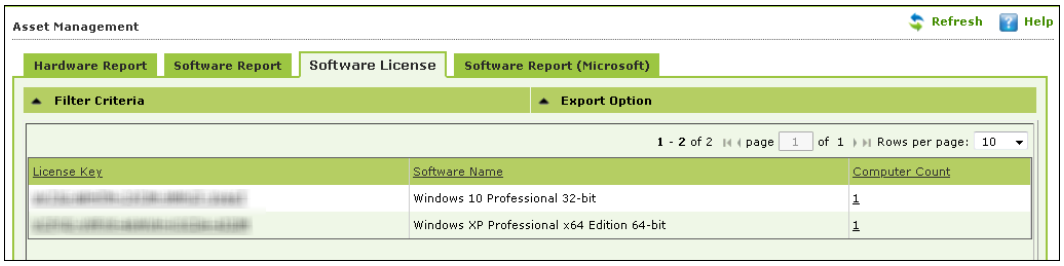


Select the preferred option and then click **Export**.
OR
To export a detailed report, select the preferred option and then click **Export Detailed Report**. A success message appears.

Click the link to open/download the file.

Software License

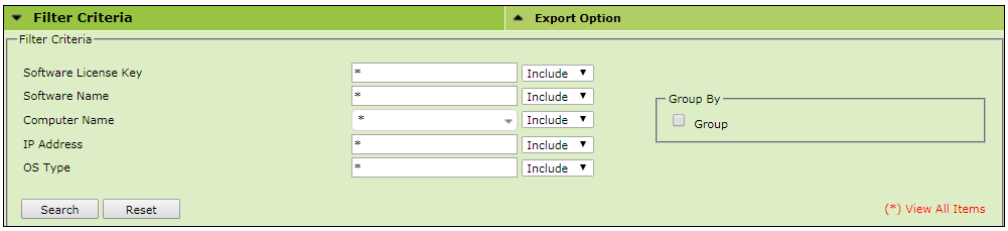
The Software License tab displays list of Software Licenses of managed computers.



The log displays License Key, Software Name and Computer Count.
To see more details of the computer's license key installed, click the numerical value in License Key or Computer Count column.

Filtering Software License Report

To filter Software Report, click **Filter Criteria** field. Filter Criteria field expands.



Software License Key
Entering the license key displays suggestions. Select the appropriate key.

Software Name
Entering the Software name displays suggestions. Select the appropriate software.

Computer Name
Click the drop-down and select the preferred computer(s).

IP Address
Entering the IP address displays suggestions. Select the appropriate IP address.

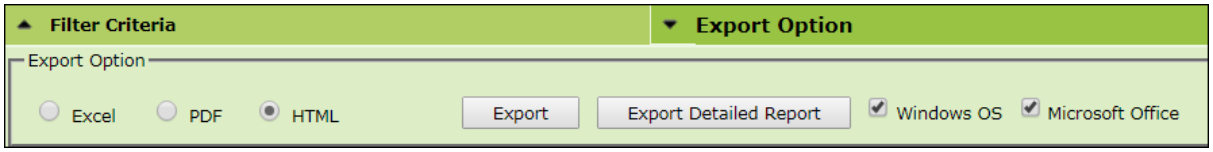
OS Type
Enter the OS type.

Include/Exclude
Selecting Include/Exclude for a parameter lets you include or exclude it from the report.

After entering data in all fields, click **Search**.
The Software License Report will be filtered according to your preferences.

Exporting Software License Report

To export the Software License Report, click **Export Option**. Export Option field expands.



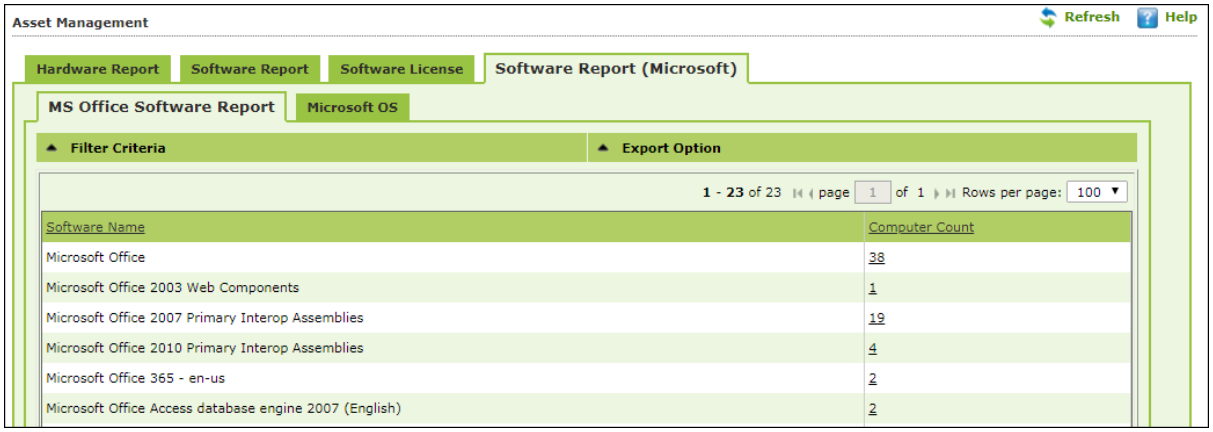
Select whether you want report for Windows OS and Microsoft Office.

Select the preferred option and then click **Export**.
OR
To export a detailed report, select the preferred option and then click **Export Detailed Report**. A success message appears.

Click the link to open/download the file.

Software Report (Microsoft)

The Software Report (Microsoft) displays details of the Microsoft Software installed on the computers.

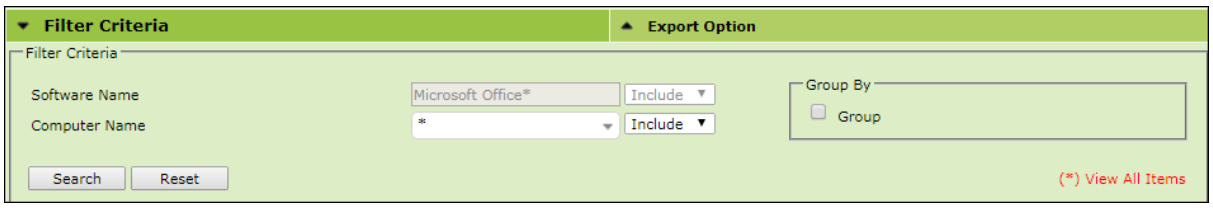


The tab consists following subtabs:

- **MS Office Software Report** – It displays Microsoft software name and computer count.
- **Microsoft OS** – It displays Operating System, Service Pack, OS version and computer count.

Filtering Software Report (Microsoft)

To filter Software Report (Microsoft), click **Filter Criteria** field. Filter Criteria field expands.



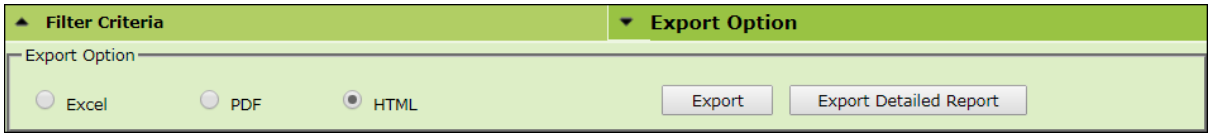
Computer Name
Click the drop-down and select the preferred computer(s).

Group By
If Group option is selected, the report can be filtered for a specific group.

After entering data in all fields, click **Search**.
The Software Report (Microsoft) will be filtered according to your preferences.

Exporting Software Report (Microsoft)

To export the Software Report (Microsoft), click **Export Option**. Export Option field expands.

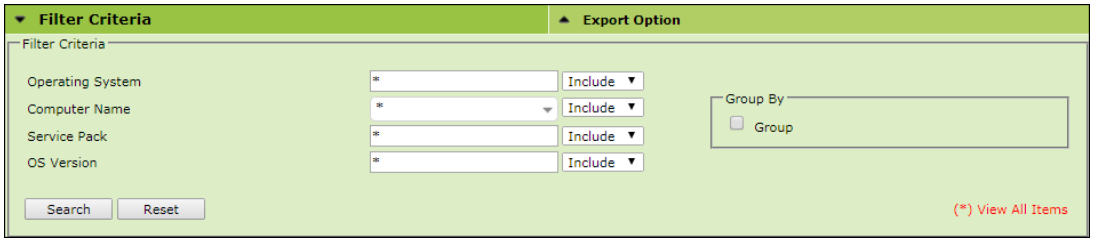


Select the preferred option and then click **Export**.
OR
To export a detailed report, select the preferred option and then click **Export Detailed Report**. A success message appears.

Click the link to open/download the file.

Filtering Microsoft OS Report

To filter the Microsoft OS report, click **Filter Criteria** field. Filter Criteria field expands.



Operating System
Entering the operating system name displays list of suggestions. Select the appropriate OS.

Computer Name
Click the drop-down and select the preferred computer(s).

Service Pack
Entering the service pack name displays list of suggestions. Select the appropriate Service Pack.

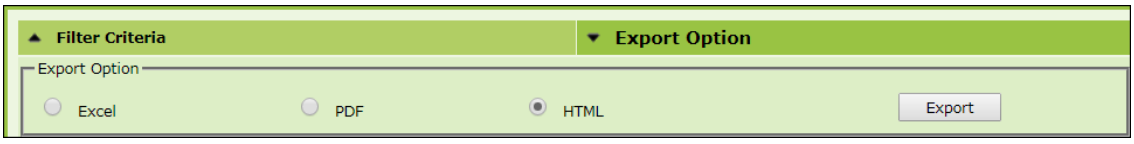
OS Version
Entering the OS version displays list of suggestions. Select the appropriate OS version.

Include/Exclude
Selecting Include/Exclude for a parameter lets you include or exclude it from the report.

After filling all the fields, click **Search**.
The Microsoft OS report will be filtered according to your preferences.

Exporting Microsoft OS Report

To export the Microsoft OS Report, click **Export Option**.
Export Option field expands.



Select the preferred option and then click **Export**. A success message appears.

Click the link to open/download the file.

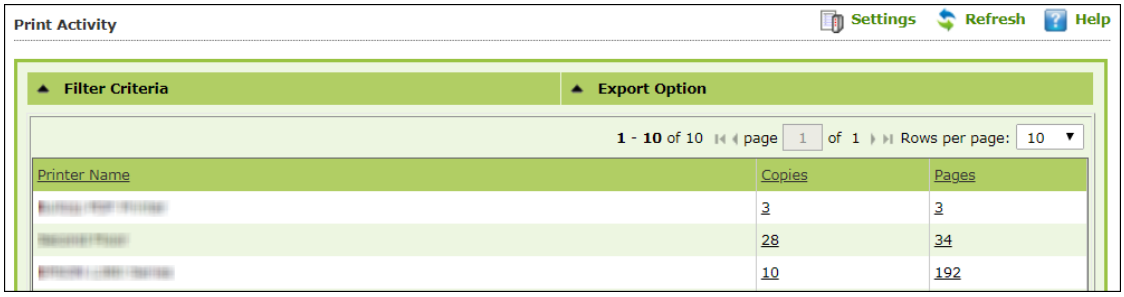
User Activity

The User Activity module lets you monitor Print, Session and File activities occurring on the client computers. It consists following submodules:

- **Print Activity**
- **Session Activity**
- **File Activity**

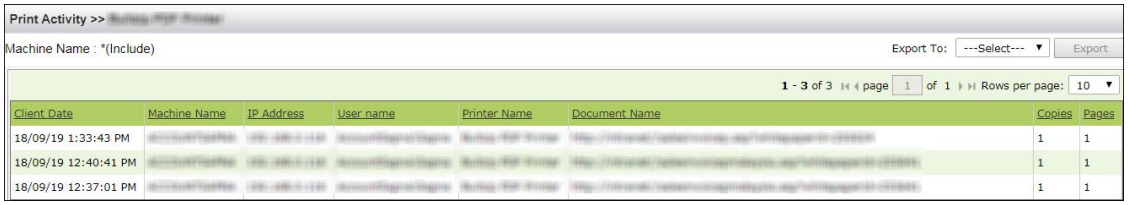
Print Activity

The Print Activity submodule monitors and logs print commands sent by all computers. It also lets you filter the logs on the basis of Computer name, Printer and Username. Furthermore, the module lets you export a detailed print activity report in .xls, .pdf and .html formats. The log report generated consists Print Date, Machine Name, IP Address, Username, Printer Name, Document Name along with number of Copies and Pages.



Viewing Print Activity Log

To view the Print log of a Printer, click its numerical value under **Copies** or **Pages** column. Print Activity window appears displaying details.



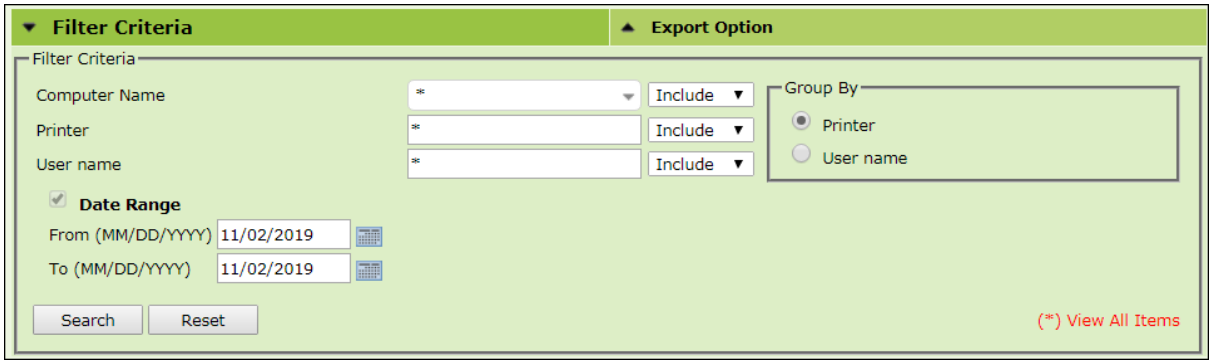
To export this generated log, follow the steps given below:

1. Click the **Export to** drop-down.
2. Select a preferred format.
3. Click **Export**. A success message appears.

Click the link to open/download the file.

Filtering Print Activity Log

To filter the print activity log, click **Filter Criteria**. Filter criteria field expands.



Computer Name
Click the drop-down and select the preferred computer.

Printer
Enter the printer's name.

User Name
Enter the User's name.

Include/Exclude
Selecting Include/Exclude for a Machine or Printer lets you include or exclude it from the log.

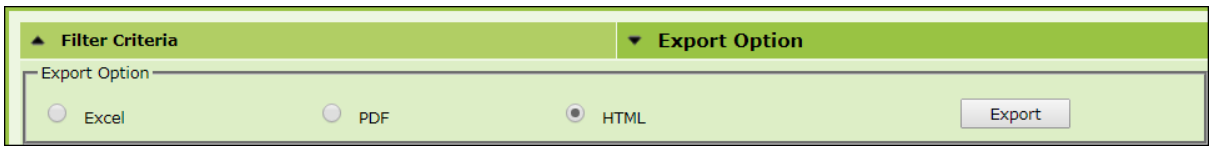
Date Range
To search the log between specific dates, select **Date Range** checkbox. Afterwards, click the calendar icon and select **From** and **To** dates.

After filling all fields, click **Search**.
The Print activity log will be filtered and generated according to your preferences.

Group By
To view results by specific printer, select **Printer**, Date Range and click **Search**.
To view results by specific user name, select **User name**, Date Range and click **Search**.

Exporting Print Activity Report

To export the generated log, click **Export Option**. Export Option field expands.



Select the preferred option and then click **Export**. A success message appears.

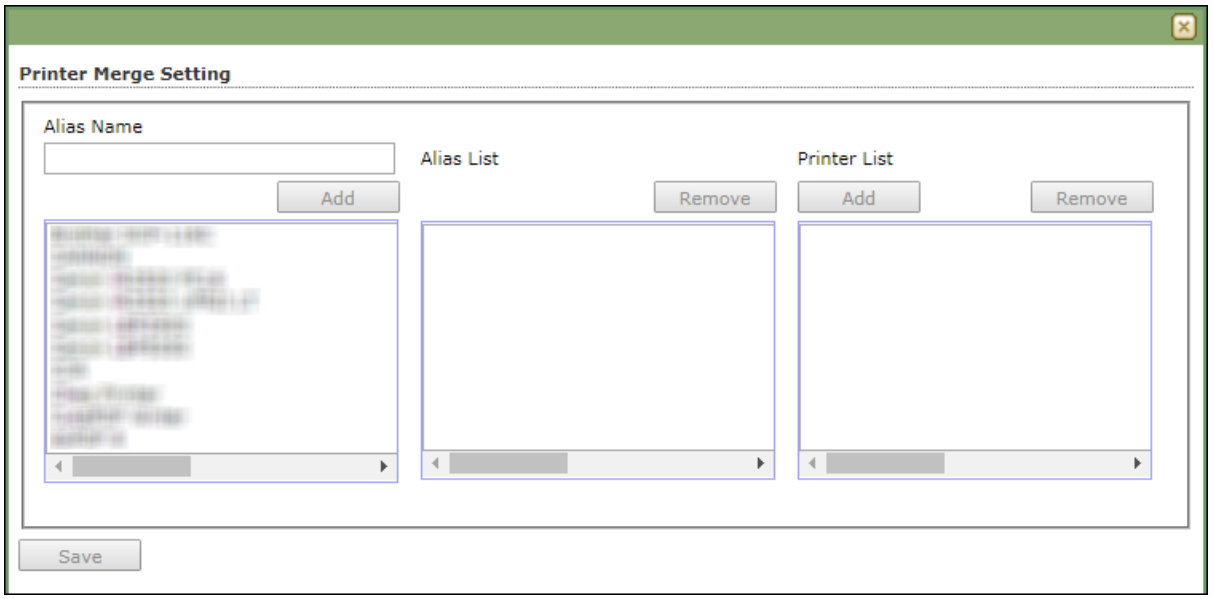
Click the link to open/download the file.

Print Activity Settings

Print Activity Settings lets you keep track of printers by adding them in a group and assigning it an alias name. The printers can be added or removed from this alias group.

To configure Print Activity Settings, follow the steps given below:

1. In the Print Activity screen, at the top right corner, click **Settings**. Printer Merge Setting window appears.



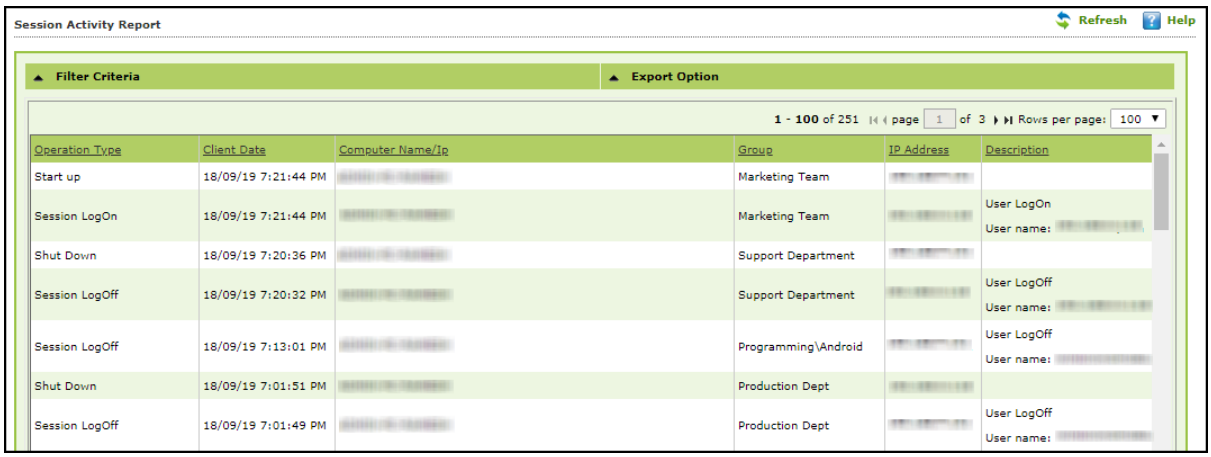
2. Enter name in Alias Name field.
3. Select printer(s) for the alias.
4. Click **Add**. The printer(s) will be added to the alias.
5. Click **Save**. The Print Activity Settings will be saved.

Session Activity Report

This submodule monitors and logs the session activity of the managed computers. It displays a report of the Operation type, Date, Computer name, Group, IP address and event description. With this report the administrator can trace the user Logon and Logoff activity along with remote sessions that took place on all managed computers.

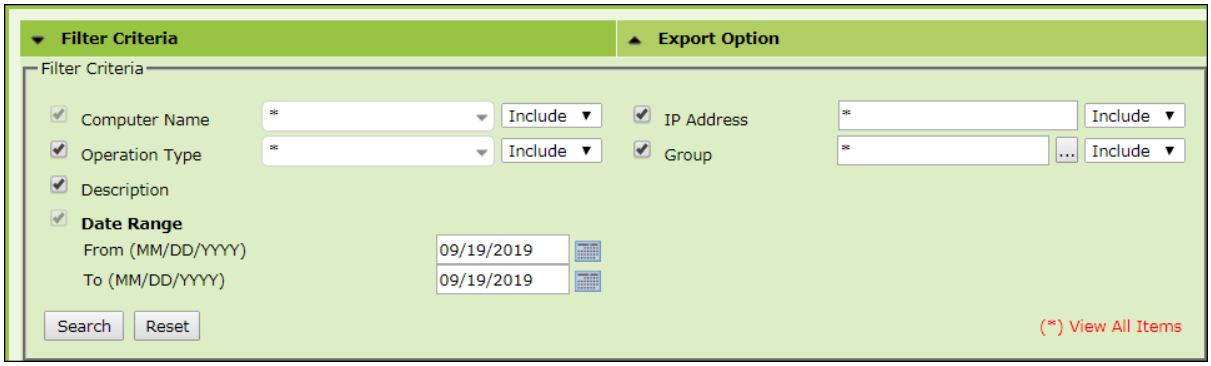
Viewing Session Activity Log

In the navigation panel, click **User Activity** > **Session Activity Report**. The log displays list of session activities and type of operation performed. Options for Filtering or Exporting the log in desired formats are also present on the same interface.



Filtering Session Activity Log

To filter session activities, click **Filter Criteria** field. Filter Criteria field expands.



Filter Criteria lets you filter and generate the log according to your preferences. The checkbox selected will be added as a column in the report.

Computer Name
Click the drop-down and select the preferred computers.

Operation Type
Click the drop-down and select the preferred activities.

Include/Exclude
Selecting Include/Exclude for a parameter lets you include or exclude it from the log.

IP Address
Enter the IP address in this field.

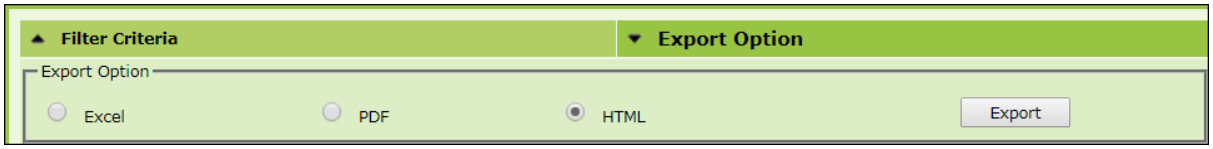
Group
Enter the group's name or click ... and select a group.

Date Range
To search the log between specific dates, select **Date Range** checkbox. Afterwards, click the calendar icon and select **From** and **To** dates.

After filling all fields, click **Search**.

Exporting Session Activity Report

To export the generated log, click **Export Option**. Export Option field expands.



Select the preferred option and then click **Export**. A success message appears.

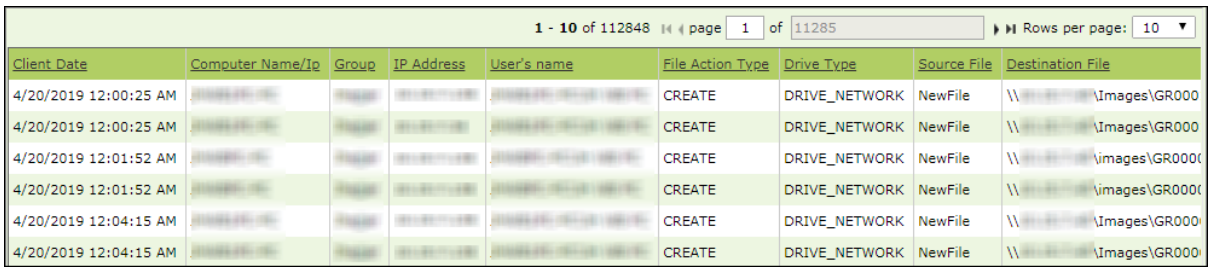
Click the link to open/download the file.

File Activity Report

The File Activity module displays a report of the files created, copied, modified, and deleted on managed computers. Additionally in case of a misuse of any official files can be tracked down to the user through the details captured in the report. Select and filter the report based on any of the details captured.

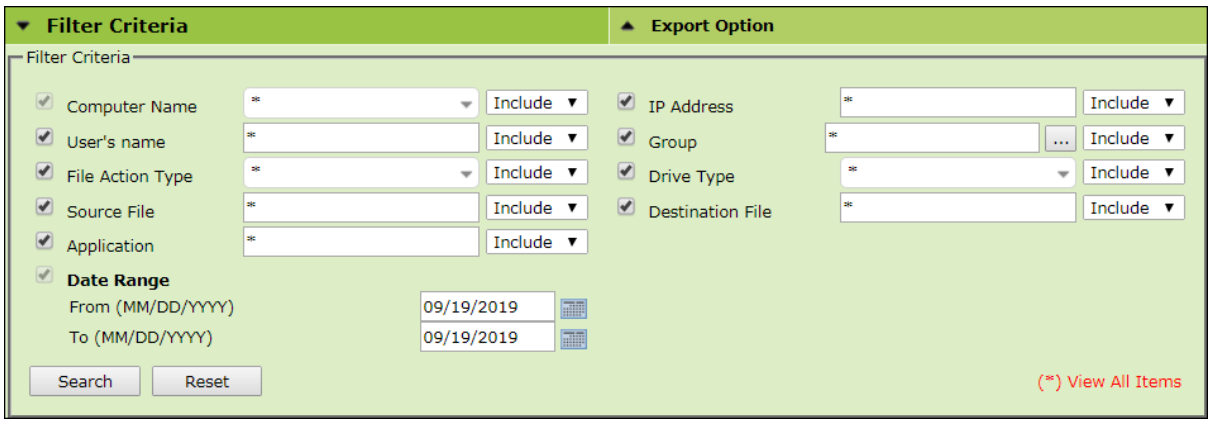
Viewing File Activity Log

In the navigation panel, click **User Activity** > **File Activity Report**. The log displays list of files and the type of operation performed on them. Options for Filtering or Exporting the log in desired formats are also present on the same interface.



Filtering File Activity Log

To filter file activities, click **Filter Criteria** field. Filter Criteria field expands.



Filter Criteria lets you filter and generate the log according to your preferences. The checkbox selected will be added as a column in the report.

Computer Name
Click the drop-down and select the preferred computers.

Username
Enter the username of the computer.

File Action type
Click the drop-down and select a preferred file action.

Source File
Enter the source file's name.

Application
Enter an application's name.

Include/Exclude
Selecting Include/Exclude for a parameter lets you include or exclude it from the log.

IP Address
Enter an IP address.

Group
Enter the group's name or click ... and select a group.

Drive Type
Click the drop-down and select the drive type.

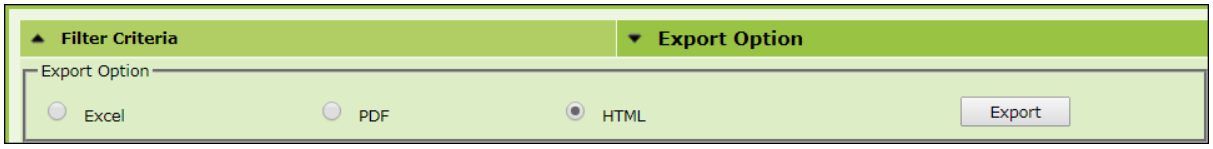
Destination File
Enter the file path.

Date Range
To search the log between specific dates, select **Date Range** checkbox. Afterwards, click the calendar icon and select **From** and **To** dates.

After filling all fields, click **Search**.

Exporting File activity Report

To export the generated report, click **Export Option**. Export Option field expands.

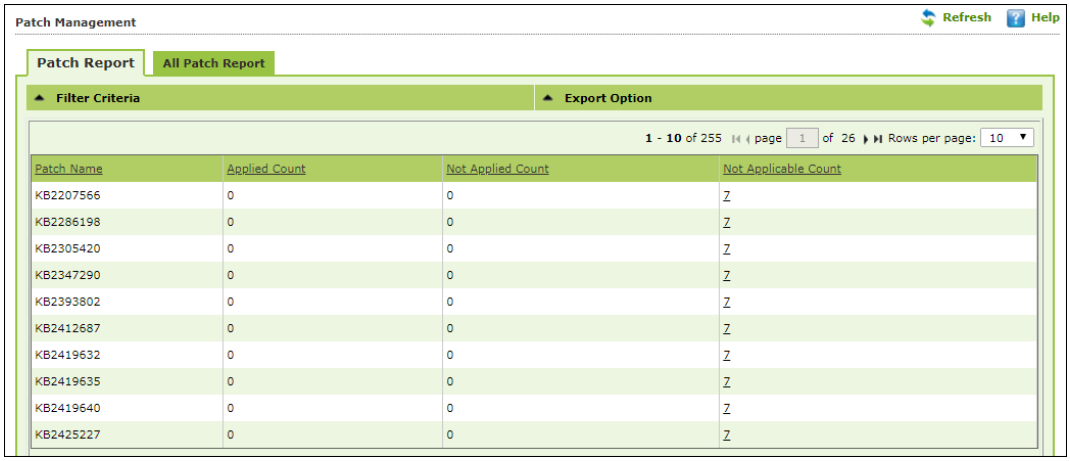


Select the preferred option and then click **Export**. A success message appears.

Click the link to open/download the file.

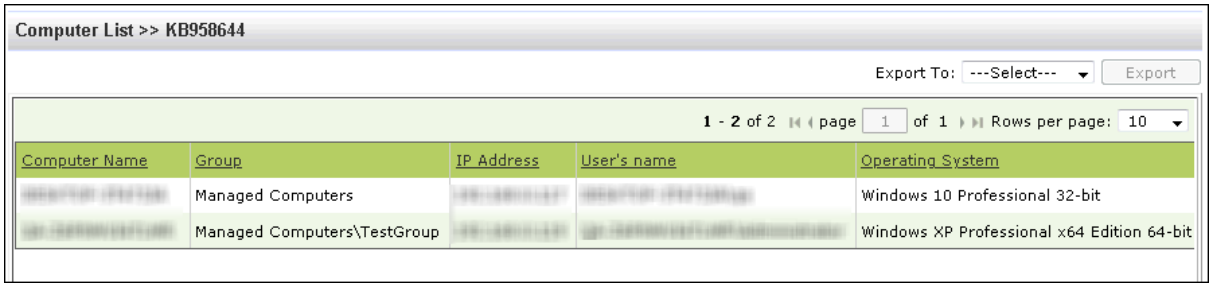
Patch Report

The Patch Report module displays the number of windows security patches installed and not installed on managed computers. This will help an administrator identify the number of vulnerable systems in the network and install the critical patches quickly.



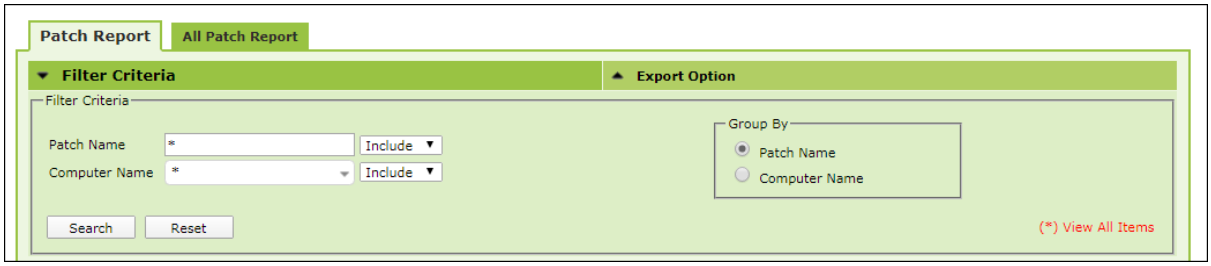
Patch report

The Patch report tab displays the Patch Name, Applied Count, Not Applied Count and Not Applicable Count. Clicking the numerical displays the patch name, details about the computer, the group it belongs to, IP address and User's name.



Filtering Patch Report

To filter the Patch Report as per your requirements, click **Filter Criteria** field.
Filter Criteria field expands.



Enter the Patch Name and Computer Name to be included in the filtered report.

Include/Exclude
Selecting Include/Exclude for a parameter lets you include or exclude it from the report.

After making the necessary selections, click **Search.**
The Patch Report will be filtered according to your preferences.

Exporting Patch Report

To export the Patch Report, click **Export Option**. Export Option field expands.
Select the preferred option and then click **Export**. A success message appears.

Click the link to open/download the file.

Other than security patch – for all patch Microsoft patch based on events
File AV > **Advanced Settings**

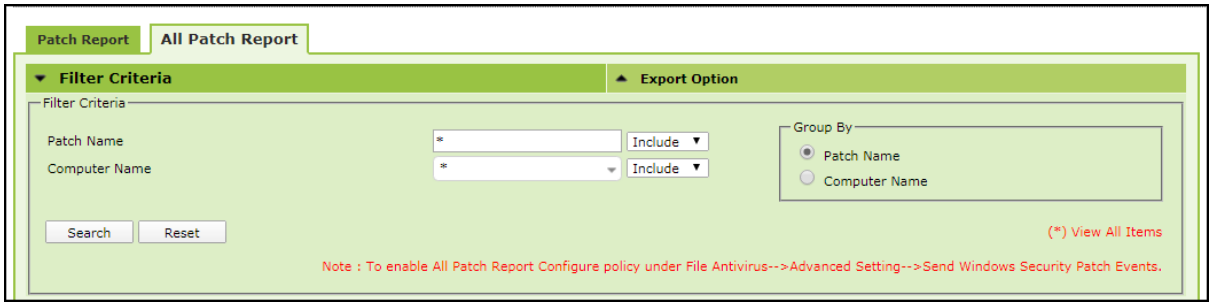
All Patch Report

The All Patch Report tab displays all Microsoft patches based on following specific events.

- **1-KB patches**
- **2-Security Update**
- **4-Hotfix**
- **8-Update**
- **16-Service Pack**
- **31-All**

Filtering All Patch Report

To filter the All Patch Report as per your requirements, click **Filter Criteria** field.
Filter Criteria field expands.



Enter the **Patch Name** and **Computer Name** to be included in the filtered report.

NOTE	To enable All Patch Report Configure policy by going to **File Antivirus**--> **Advanced Setting**-->**Send Windows Security Patch Events**.

Include/Exclude
Selecting Include/Exclude for a parameter lets you include or exclude it from the report.

After making the necessary selections, click **Search.**
The Patch Report will be filtered according to your preferences.

Exporting All Patch Report

To export the All Patch Report, click **Export Option**. Export Option field expands.

Select the preferred option and then click **Export**. A success message appears.

Click the link to open/download the file.

Notifications

This module lets you configure notifications for different actions/incidents that occur on the server. The Notifications module consists following submodules:

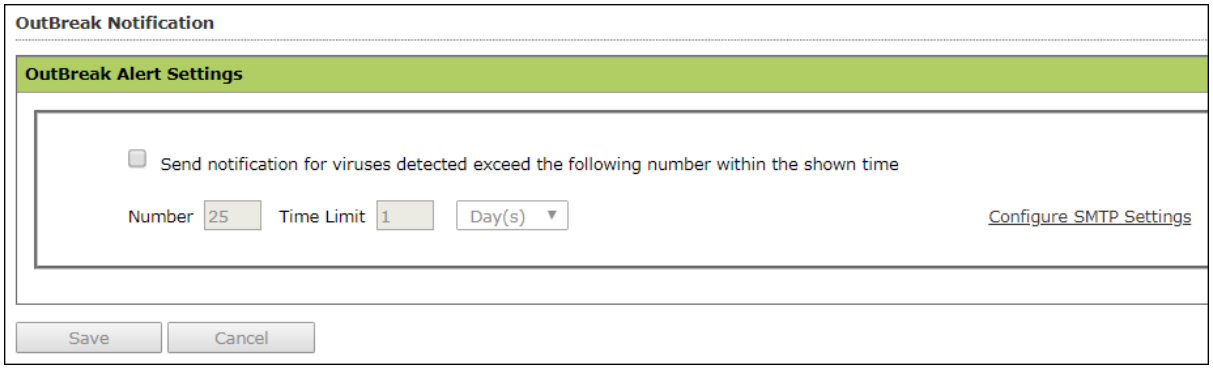
- **Outbreak Alert**
- **Event Alert**
- **Unlicensed Move Alert**
- **New Computer Alert**
- **SMTP Settings**

Outbreak Alert

If the virus count exceeds the limits set by you, an outbreak email notification will be sent to the recipient.

To set an outbreak alert, follow the steps given below:

1. In the navigation panel, click **Notifications** > **Outbreak Alert**. Outbreak Notification screen appears.

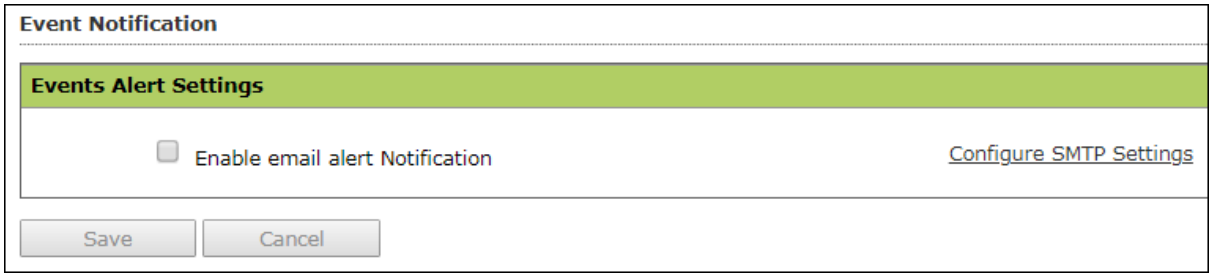


2. Select the checkbox **Send notification**.
3. Enter the preferred values in Number and Time Limit field.
4. Click **Save.** Outbreak Alert Settings will be saved.

NOTE	In order to receive notification emails, it is necessary to configure SMTP settings. Learn more about SMTP Settings by clicking here.

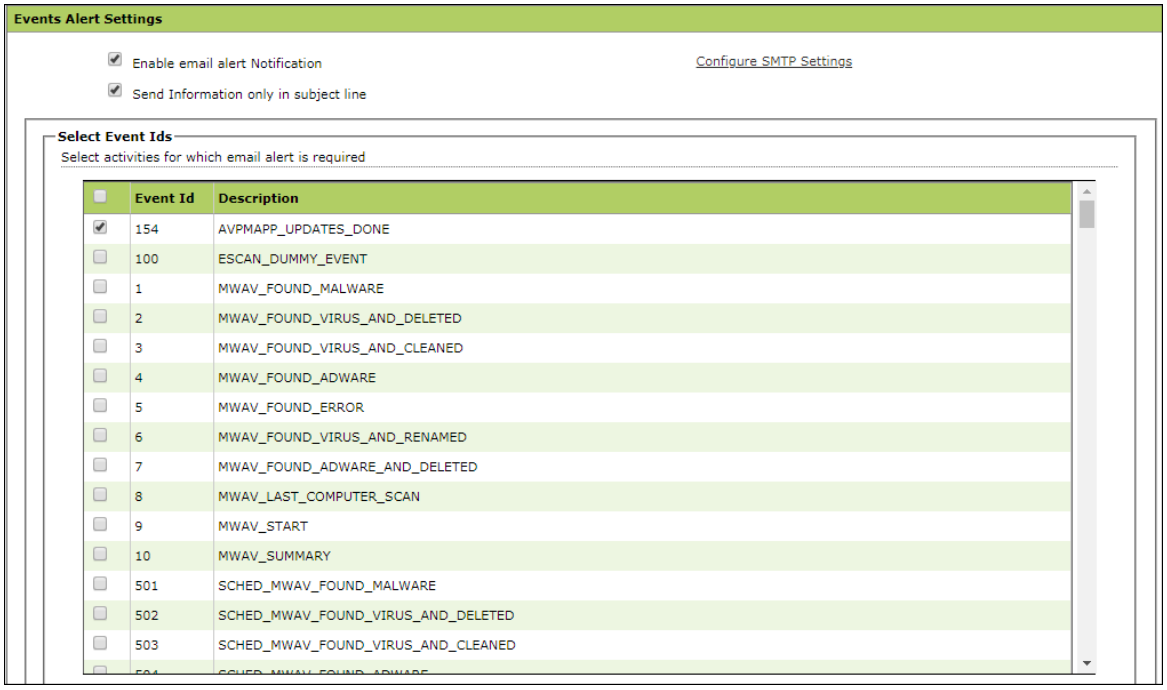
Event Alert

This submodule lets you enable email notifications about any event that occurs on the client computers connected to the server.



To enable the event alert, follow the steps given below:

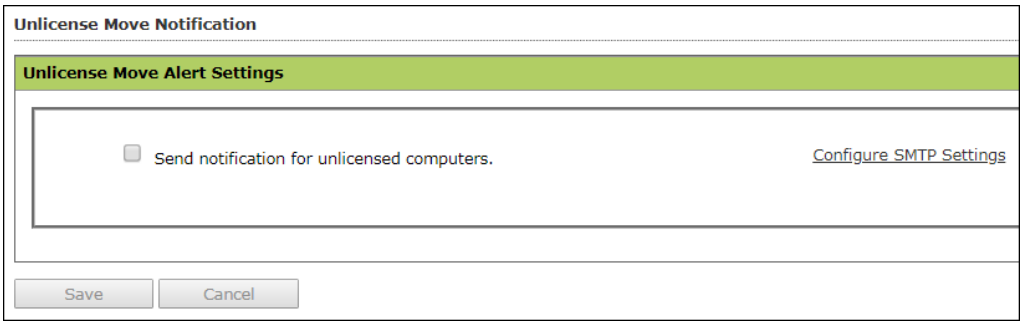
1. In the navigation panel, click **Notifications** > **Event Alert**.
2. Select the checkbox Enable email alert Notification.
3. Select the events from the list for which you prefer an alert.



4. Select the required hosts or group.
5. Click **Save.** The Event Alert Settings will be saved.

Unlicensed Move Alert

This submodule lets you enable notification alert when a computer automatically moves to Unlicensed Computers category based on the setting done (under events and computers) for the computer which is not connected to the server for a long time.

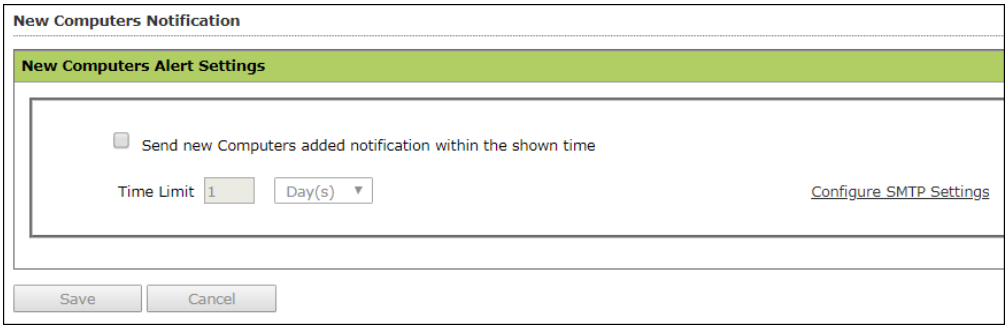


To enable the unlicensed move alert, follow the steps given below:

1. In the navigation panel, click **Notifications** > **Unlicensed Move Alert**.
2. Select the checkbox **Send notification for unlicensed computers**.
3. Click **Save**.
   The Unlicensed Move Alert Settings will be saved.

New Computer Alert

This submodule lets eScan send you a notification alert when a new computer is connected to the server within the IP range mentioned under the Managed Computers.

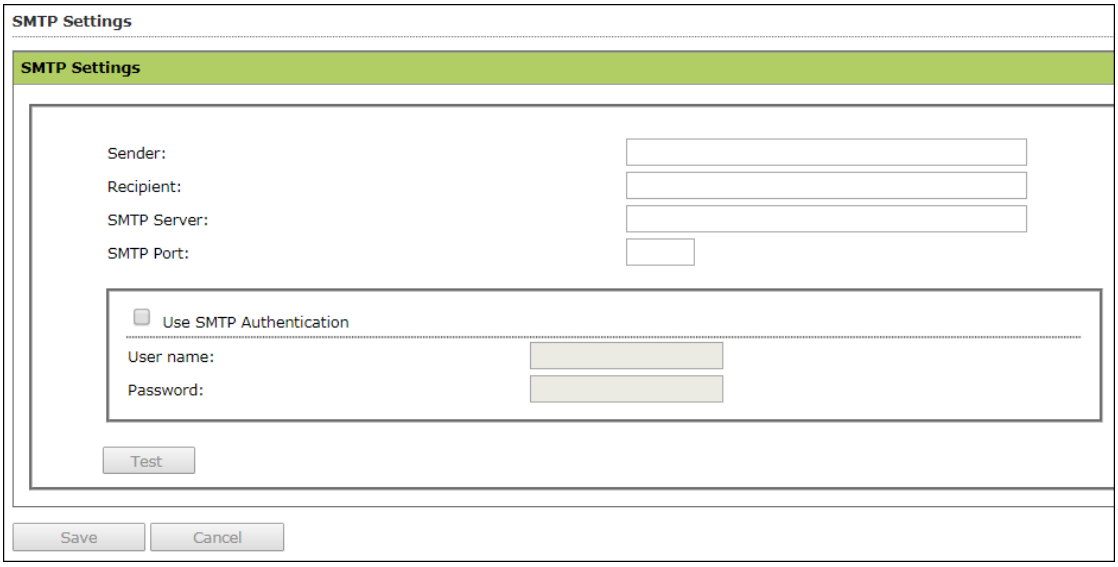


To enable the new computer alert, follow the steps given below:

1. In the navigation panel, click **Notifications > New Computer Alert**.
2. Select the checkbox **Send new Computers added notification within the shown time**.
3. Enter the preferred values in Time limit field.
4. Click **Save**.
   The New Computer Alert Settings will be saved.

SMTP Settings

This submodule lets you configure the SMTP settings for all the email notifications.



To configure the SMTP settings, follow the steps given below:

1. In the navigation panel, click **Notifications** > **SMTP Settings**.
2. Enter all the details.
3. Click **Save**.
   The SMTP Settings will be saved.

To test the newly saved settings, click **Test**.

Settings

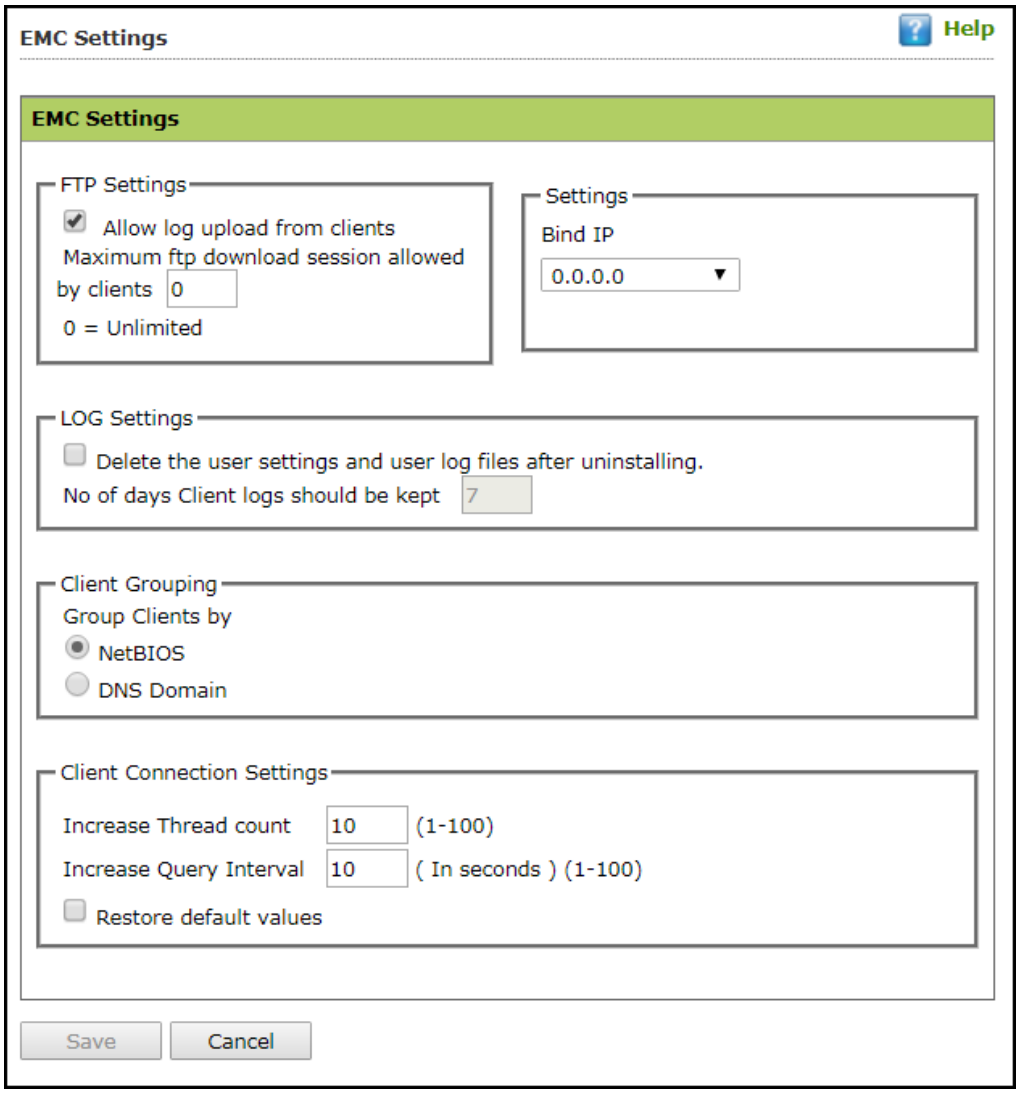
The Settings module lets you configure general settings. It contains following submodules:

- **EMC Settings**: This submodule lets you define settings for FTP sessions, Log Settings, Client Grouping and Client connection settings.
- **Web Console Settings**: This submodule lets you define settings for web console timeout, Dashboard Settings, Login Page settings, SQL Server Connection settings, SQL Database compression settings.
- **Update Settings**: This submodule lets you define settings for General Configuration, Update Notifications, and Scheduling.
- **Auto-Grouping**: This submodule lets you define settings for Grouping of computers after installation of eScan client is carried out.
- **Two-Factor Authentication**: This submodule lets you to add extra layer of protection to your endpoints.

EMC Settings

The **EMC** (eScan Management Console) **Settings** lets you configure the eScan Management Console. You can configure the FTP settings, Bind to IP Settings, Log Settings, Client Grouping and Client Connection Settings.

You can bind announcement of FTP server to particular IP by selecting the IP address in the list. However, you can choose to leave it as 0.0.0.0, which mean it will announce on all available interface/IP.



FTP Settings

This setting lets you approve the log upload from client computers. It also lets you set the maximum FTP download sessions allowed for client computers. (Note: 0 means unlimited)

Bind IP Settings
This setting lets you bind an IP address. Click the drop-down and select the preferred IP address for binding. The default IP address is 0.0.0.0.

Log Settings
This setting provides you with the option to delete the User settings and Log files after uninstallation of eScan from the computer. To enable the above setting, select the checkbox. After selecting the checkbox, you can store client logs for the preferred number of days.

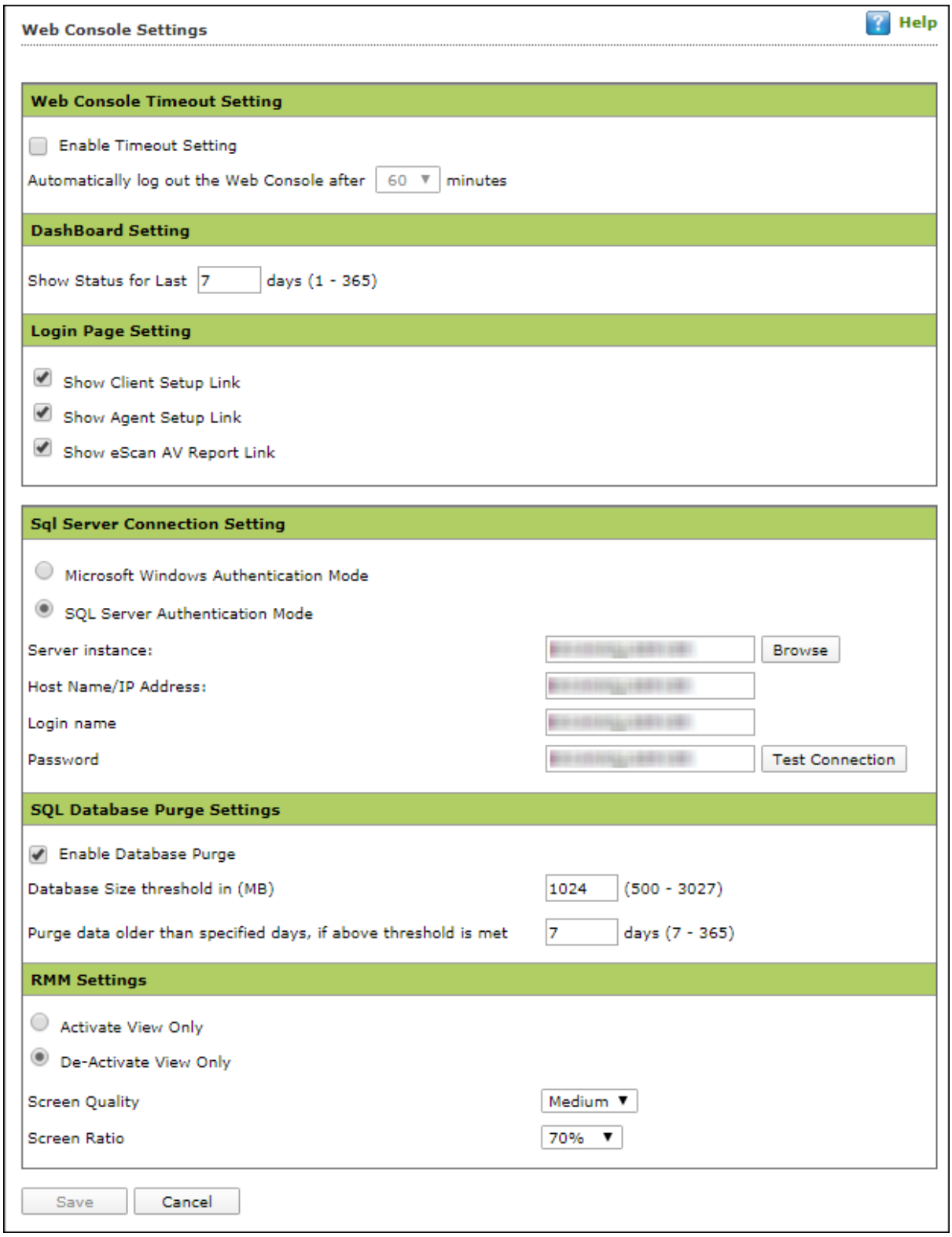
Client Grouping
This setting lets you manually manage domains and computers grouped under them after performing fresh installations.
Select **NetBIOS**, if you want to group clients only by hostname.
Select **DNS Domain**, if you want to group clients by hostname containing the domain name.

Client Connection Settings
This setting lets you modify **Thread Count** and **Query Interval** (In Seconds). To reset the values, select **Restore default values** checkbox.

After performing the necessary changes, click **Save**. The EMC Settings will be updated.

Web Console Settings

Web Console Settings submodule lets you configure web console Timeout, Dashboard, Login Page, SQL Server Connection Setting, SQL Database compression and RMM Settings.



Web Console Timeout Settings

To enable web console Timeout, select **Enable Timeout Setting** option.
After selecting the checkbox, click the drop-down and select the preferred duration.

Dashboard Setting
This setting lets you set number of days for which you wish to View the Status, Statistics and Protection Status Charts in the Dashboard. Enter the preferred number of days.

Login Page Setting
This setting lets you show or hide the download links shared for eScan Client setup, Agent setup and AV Report. To show the download links on login page, select the checkboxes of respective links.

SQL Server Connection settings

This setting lets you select an authentication mode between Microsoft Windows Authentication Mode to SQL Server Authentication Mode. Select the **SQL Server Authentication Mode** and define **Server instance** and **Host Name** along with the credentials for connecting to the database.

Server Instance
It displays the current server instance in use. To select another server instance, click **Browse**. Select an instance from the list and click **OK**.

Hostname/IP Address
It displays the Hostname or IP Address of the server instance computer.

Enter the credentials in **Username** and **Password** fields.
To check whether correct credentials are entered, click **Test Connection**.

SQL Database Purge Settings
This setting lets you define the maximum SQL database size in MB and purge data older than the specified days. To enable SQL Database Purge Settings, select **Enable Database Purge** checkbox.
Enter the preferred value in **Database Size threshold in (MB)** field.
Enter the preferred number of days in **Purge data older than specified days, if above threshold** is met field.

RMM Settings

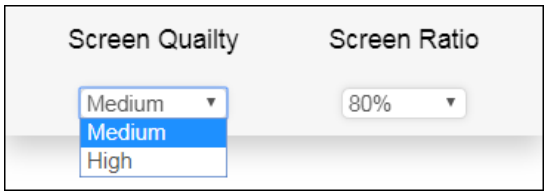
This setting lets you configure default RMM setting for connecting to client via RMM service:

Activate View Only
By default, after taking a remote connection, you can only view the endpoint screen and are unable to perform any activity.

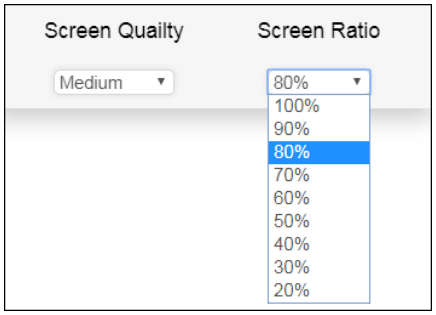
De-Activate View Only
To perform activity on an endpoint after taking remote connection, click **De-Activate View Only**.

Screen Quality Settings
This option lets you configure the screen as per your requirements. It consists following suboptions:

- **Screen Quality** can be set to **Medium** or **High**.



- **Screen Ratio** can be set to anywhere from **20%** to **100%**.



NOTE	To build a safe RMM connection between a Client to Server, Client to Update Agent, and Update Agent to Server, ensure that ports 2219, 2220 and 8098 are open.

After making the necessary changes, click **Save.** The web console Settings will be updated.

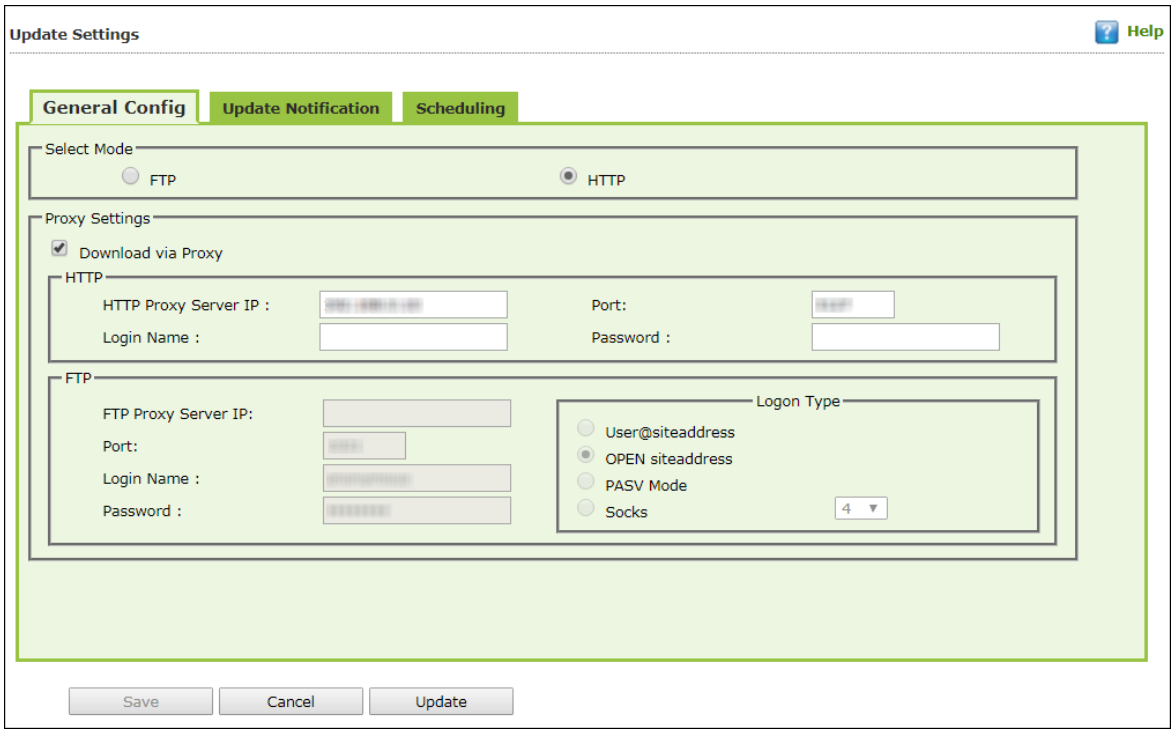
Update Settings

The Update Settings submodule keeps your virus definitions up-to-date and protects your computer from emerging species of viruses and other malicious programs. This submodule lets you configure update settings, update notifications and schedule updates according to your need.

You can configure eScan to download updates automatically either from eScan update servers or from the local network by using FTP or HTTP. You can configure following settings.

General Config

The **General Config** tab lets you configure update settings. The settings let you select the mode of update and configure proxy settings.



Select Mode

Select the mode for downloading updates. Following options are available:

- FTP
- HTTP

Proxy Settings

Proxy Settings lets you configure proxy for downloading updates.
To enable Proxy Settings, select **Download via Proxy** checkbox. You will be able to configure proxy settings depending on the mode of selection.

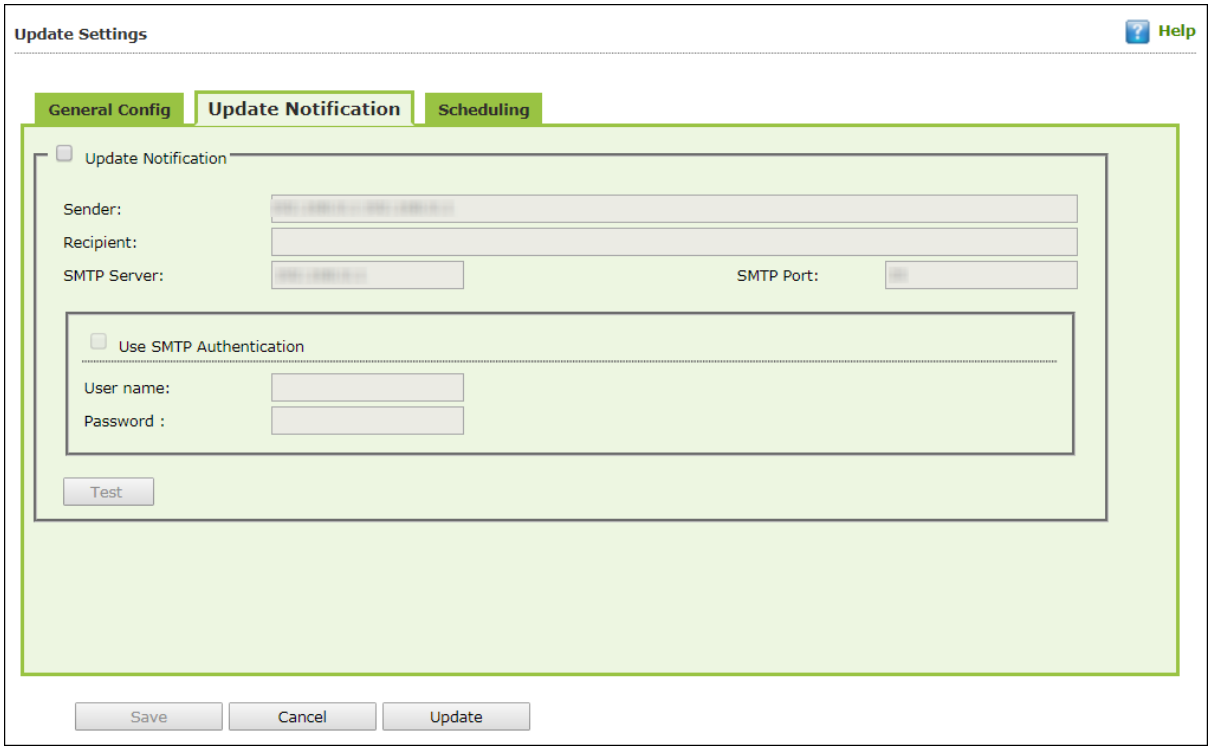
If you are using HTTP proxy servers, enter the HTTP proxy server IP address, port number and HTTP proxy server's authentication credentials.

If you are using FTP proxy servers, along with HTTP settings mentioned above you will have to enter FTP proxy server IP address, Port number, FTP proxy server's authentication credentials and Logon enter.

After filling the necessary data, click **Save > Update**. The General Config tab will be saved and updated.

Update Notification

The **Update Notification** tab lets you configure email address and SMTP settings for email notifications about database update.



Update Notification
To receive email notifications from eScan about virus signature database update, select this option.

Sender
Enter an email ID for sender.

Recipient
Enter the notification recipient's email ID.

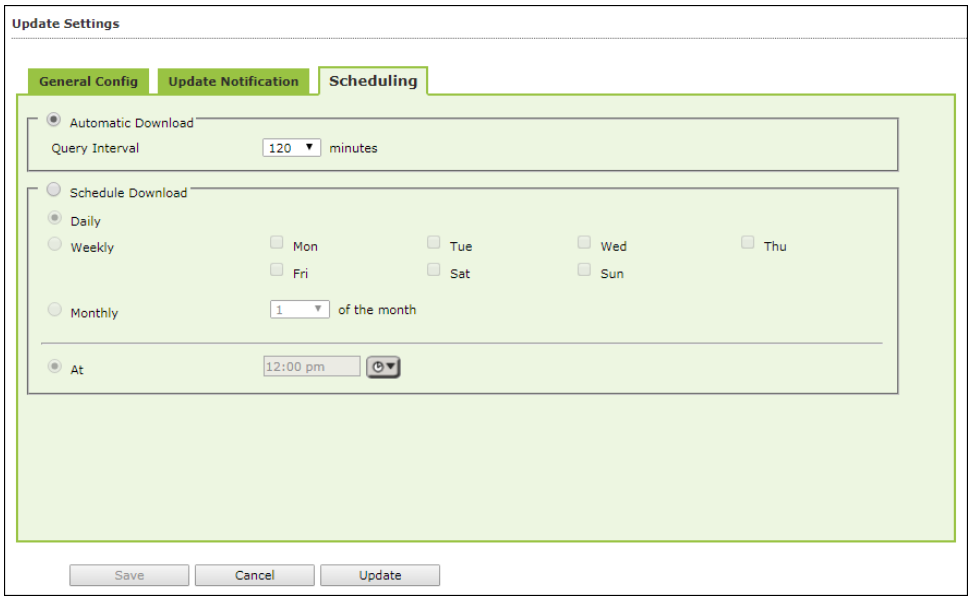
SMTP Server and Port
Enter the SMTP server's IP address and Port number in the respective fields.

Use SMTP Authentication
If the SMTP server requires authentication, select this checkbox and enter the login credentials in the **Username** and **Password** fields.

After filling the necessary data, click **Save > Update**. The Update Notification will be saved and updated.

Scheduling

The Scheduling tab lets you schedule updates with Automatic or Schedule Download mode.



Automatic Download

The eScan Scheduler sends a query to the update server at set intervals and downloads the latest updates if available. To set an interval, click the **Query Interval** drop-down and select a preferred duration.

Schedule Download

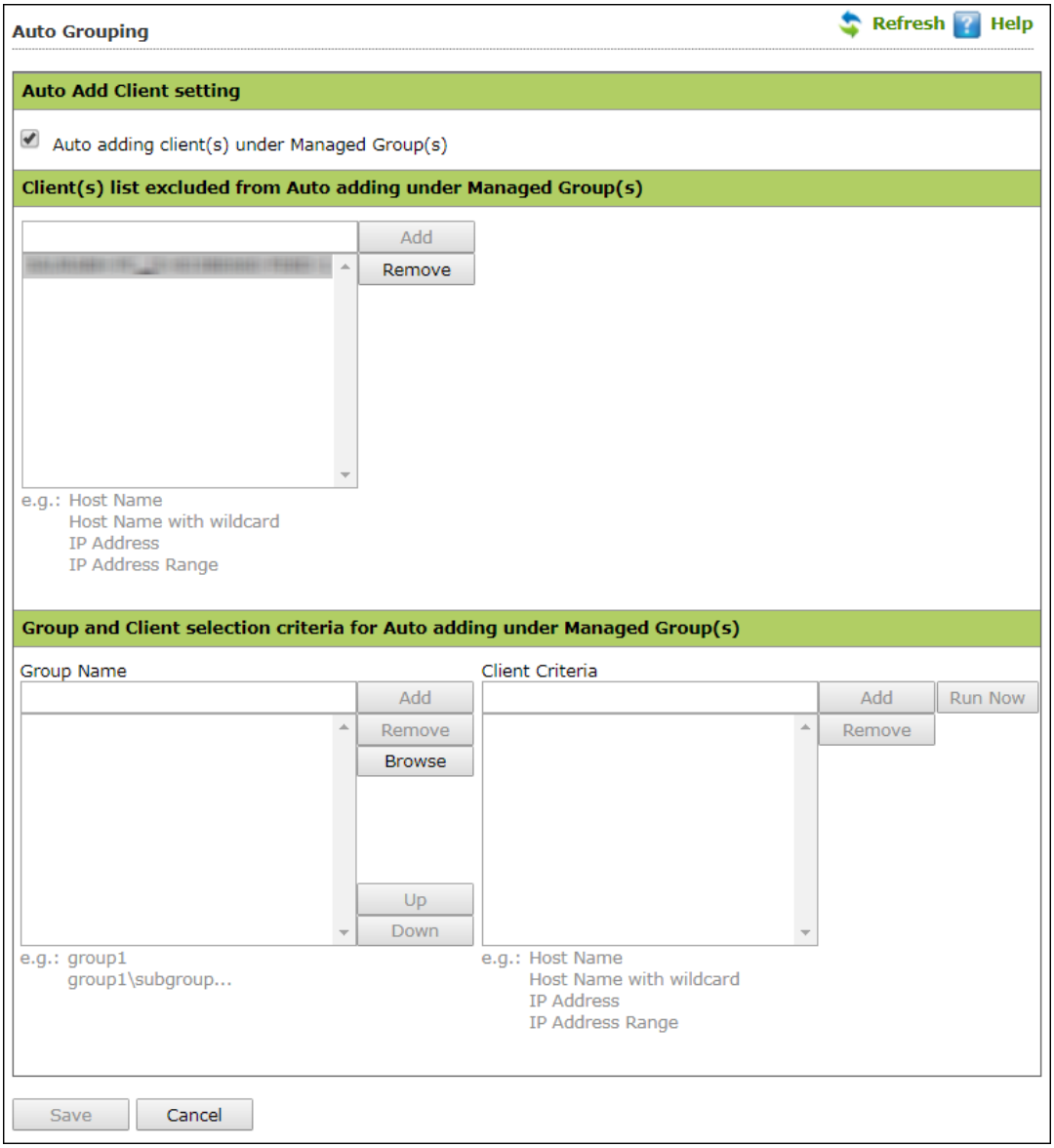
The eScan Scheduler lets you set a schedule the download for daily, weekly or monthly basis at a specified time. The scheduled query will be sent to the update server as per your preferences.

After filling the necessary data, click **Save** > **Update**. The Scheduling tab will be saved and updated.

Auto-Grouping

The Auto grouping submodule consists following subsections:

- **Auto Add Client setting**
- **Client(s) list excluded from Auto adding under Managed Group(s)**
- **Group and Client selection criteria for Auto adding under Managed Group(s)**



Auto Add Client setting

Selecting the checkbox **Auto adding client(s) under Managed Group(s)** enables automatic adding computers under Managed group(s) after manual installation of eScan client.

Client(s) list excluded from Auto adding under Managed Group(s)

Adding a client in this list ensures that it does not auto add itself again after you remove it from the Managed computer(s).

Group and Client selection criteria for Auto adding under Managed Group(s)

This section lets you define/create groups with client criteria for auto adding under managed group(s). You can add a list of clients under a particular group name here and then add it under the exclusion list if required.

Excluding clients from auto adding under Managed Group(s)

To exclude clients from auto adding under managed group(s), follow the steps given below:

1. Enter either the host name, host name with wildcard, IP address or IP address range.
2. Click **Add**. The computer will be displayed in the list below.

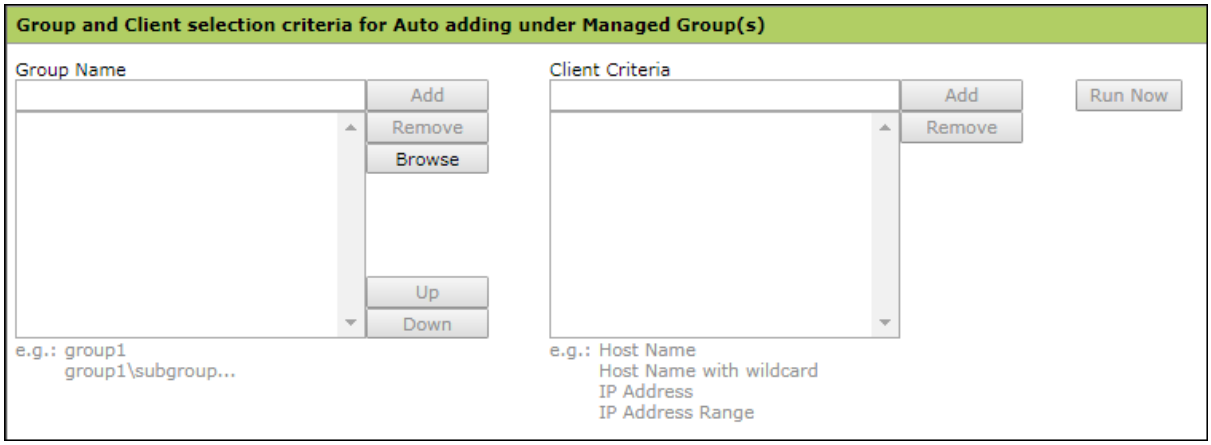
Removing clients from the excluded list

1. Select the computer you want to remove.
2. Click **Remove**. The computer will be removed from the list.

Group and Client selection criteria for Auto adding under Managed Group(s)
This feature can be used to automate the process of adding computers/clients under a particular group. This process is manually done under unmanaged computers.

Defining a group and client selection criteria for auto adding under managed computer(s)

To define group and client selection criteria for auto adding under managed groups(s), follow the steps given below:



1. Under the Group Name, enter the group's name and click **Add.**
   OR
   Click **Browse** and select the group from the existing list.

NOTE	To browse through the list of groups, click **Up** or **Down**.

2. Select the group for which you want to define the criteria.
3. Under the Client Criteria, enter either Hostname, Hostname with wildcard, IP address or IP address range and click **Add.**The clients displayed in the list will be added under the selected group.
4. Click **Save**. The client will be saved under that group.
5. To apply the settings for the newly added client, click **Run Now**.

Two-Factor Authentication (2FA)

The system login password is Single-Factor Authentication which is considered unsecure as it may put your organization's data at high risk of compromise. The Two-Factor Authentication, also more commonly known as 2FA, adds an extra layer of protection to your eScan web console login.

The 2FA feature mandates you to enter a Time-based One-Time Password (TOTP) after entering eScan credentials. So, even if somebody knows your eScan credentials, the 2FA feature secures data against unauthorized logins. Only administrator can enable/disable the 2FA feature. It can also be enabled for added users as well.

To use 2FA login feature, you need to install the Authenticator app for Android devices from Play Store or for iOS devices from App Store on your smart device. The Authenticator app needs camera access for scanning a QR code, so ensure you get an appropriate approval to use device camera in your organization. If a COD or BYOD policy restricts you from using device camera in your organization, enter the Account Key in the Authenticator app.

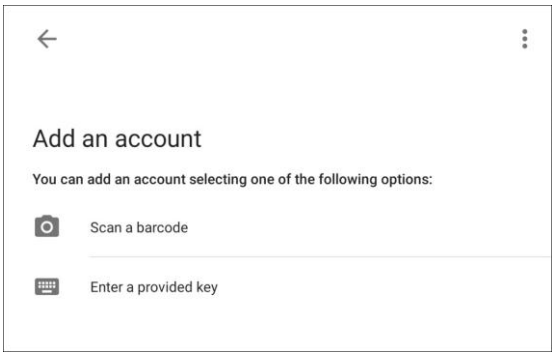
NOTE	Ensure that the smart device's date and time matches with the system's date and time or else TOTPs generated by app won't get validated.

IMPORTANT	We recommend that you save/store the **Account Key** in offline storage or a paperback copy, in case you lose the account access.

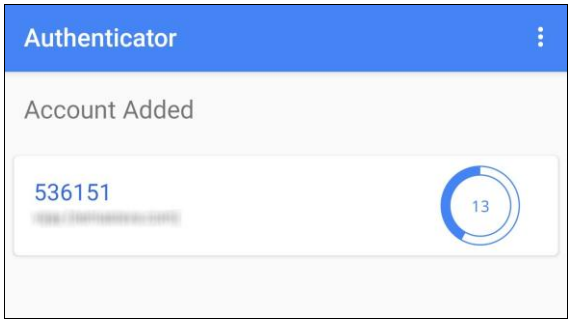
Enabling 2FA login

To enable 2FA login,

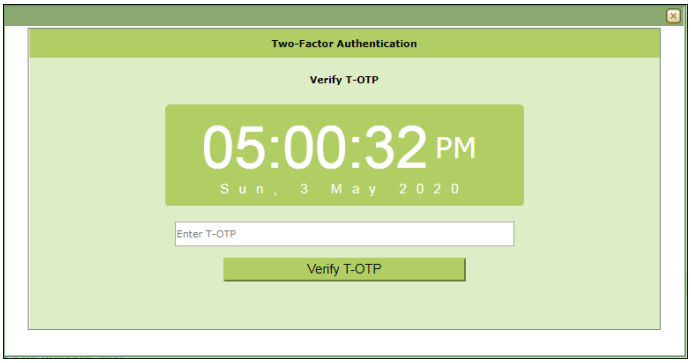
1. Go to **Settings** > **Two-Factor Authentication**.
2. Open the Authenticator app.
   After basic configuration following screen appears on smart device.



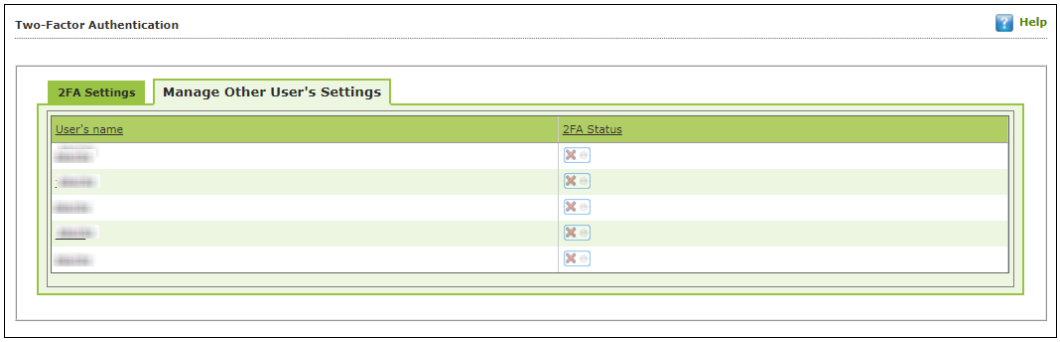
3. Select a preferred option. If you tapped **Scan a barcode**, scan the onscreen QR code via your smart device. If you tapped **Enter a provided key**, enter the Account Key and then tap **ADD**.
   After scanning the Account QR code or entering Account Key the eScan server account gets added to the Authenticator app. The app then starts displaying a Time-based One-Time Password (TOTP) that is valid for 30 seconds.



4. Click **Enable Two-Factor Authentication**.
   Verify TOTP window appears.



5. Enter the TOTP displayed on smart device and then click **Verify TOTP**.
   The 2FA login feature gets enabled.
6. To apply the login feature for users, click **Manage Other User Settings** tab.
   The tab displays list of added users and whether 2FA status is enabled or disabled.
   - 2FA Disabled
   - 2FA Enabled

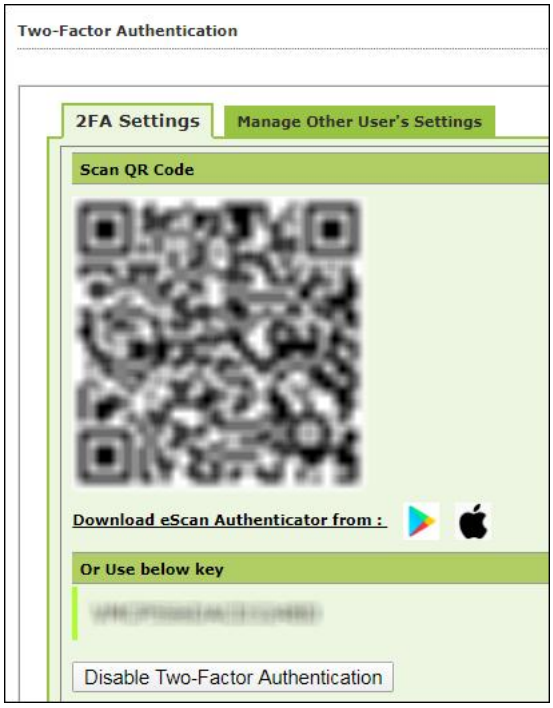


7. To enable 2FA login for an added user, click the button to check icon.
   The 2FA login for added users gets enabled. After enabling the 2FA login for users, whenever they log in to eScan web console Verify TOTP window appears.

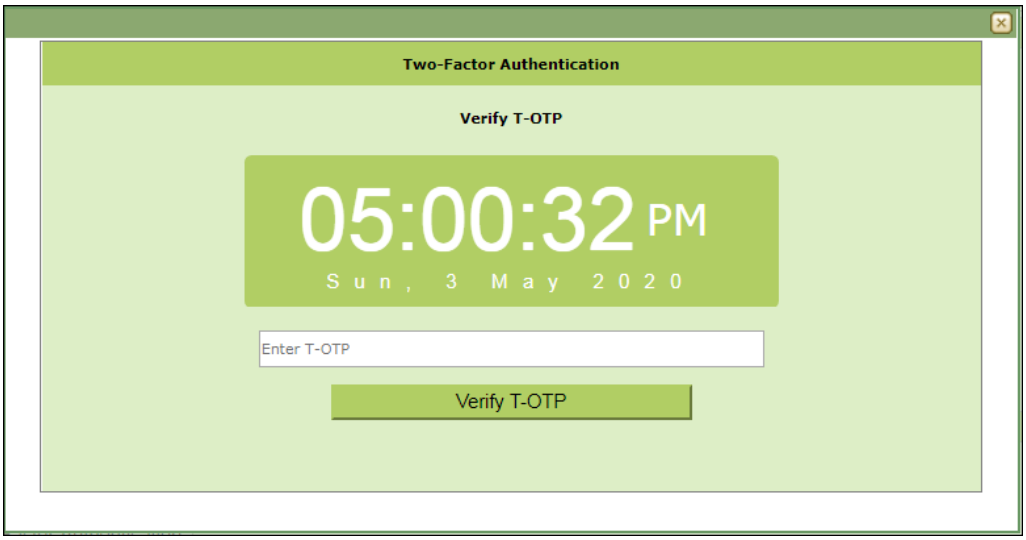
Disabling 2FA login

To disable 2FA login,

1. Go to **Settings** > **Two Factor Authentication**.
2. Click **Disable Two-Factor Authentication**.



Verify TOTP window appears.



3. Enter the TOTP and then click **Verify TOTP**.
   The 2FA feature gets disabled.

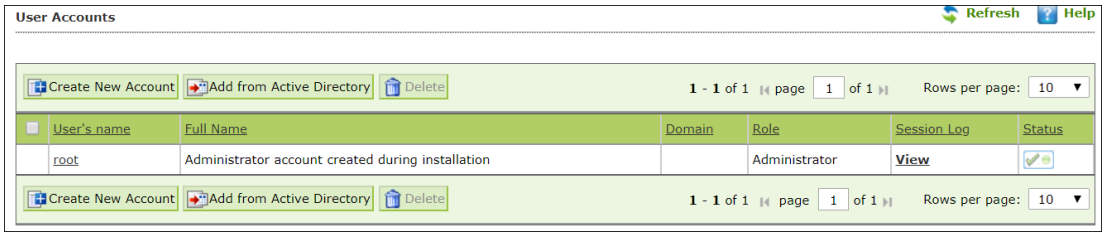
NOTE	After disabling the 2FA feature and enabling it again, the 2FA login status will be reinstated for added users.

Administration

The Administration module lets you create User Accounts and allocate them Admin rights for using eScan Management Console. In a large organization, installing eScan client on all computers may consume lot of time and efforts. With this option, you can allocate rights to the other employees and allow them to install eScan Client, implement Policies and Tasks. The Administration module consists following submodules.

User Accounts

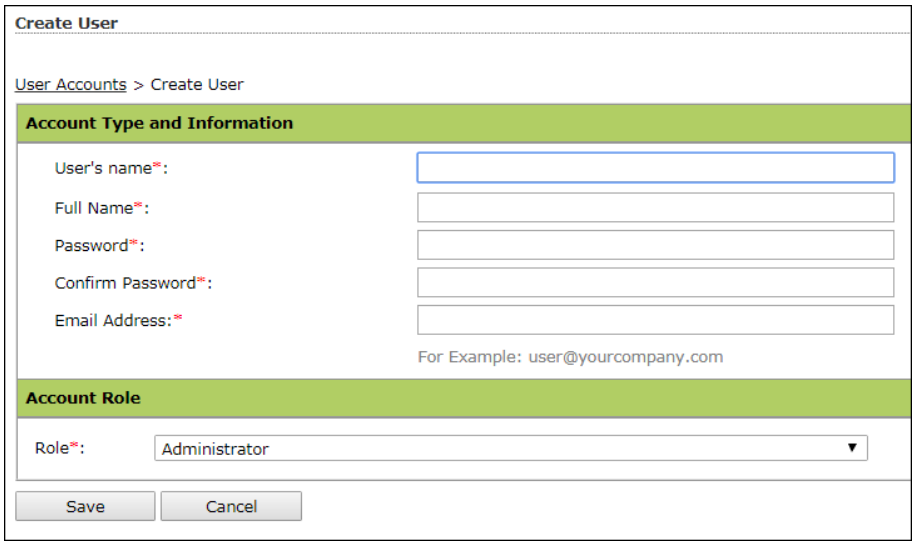
For a large organization, installing eScan Client and monitoring activities may become a difficult task. With User Accounts submodule, you can assign Administrator role to added users and reduce the workload. This submodule displays a list of users and their details like Domain, Role, Session Log and Status. You can create new user accounts and also add them from Active Directory.



Creating a User Account

To create a User Account, follow the steps given below:

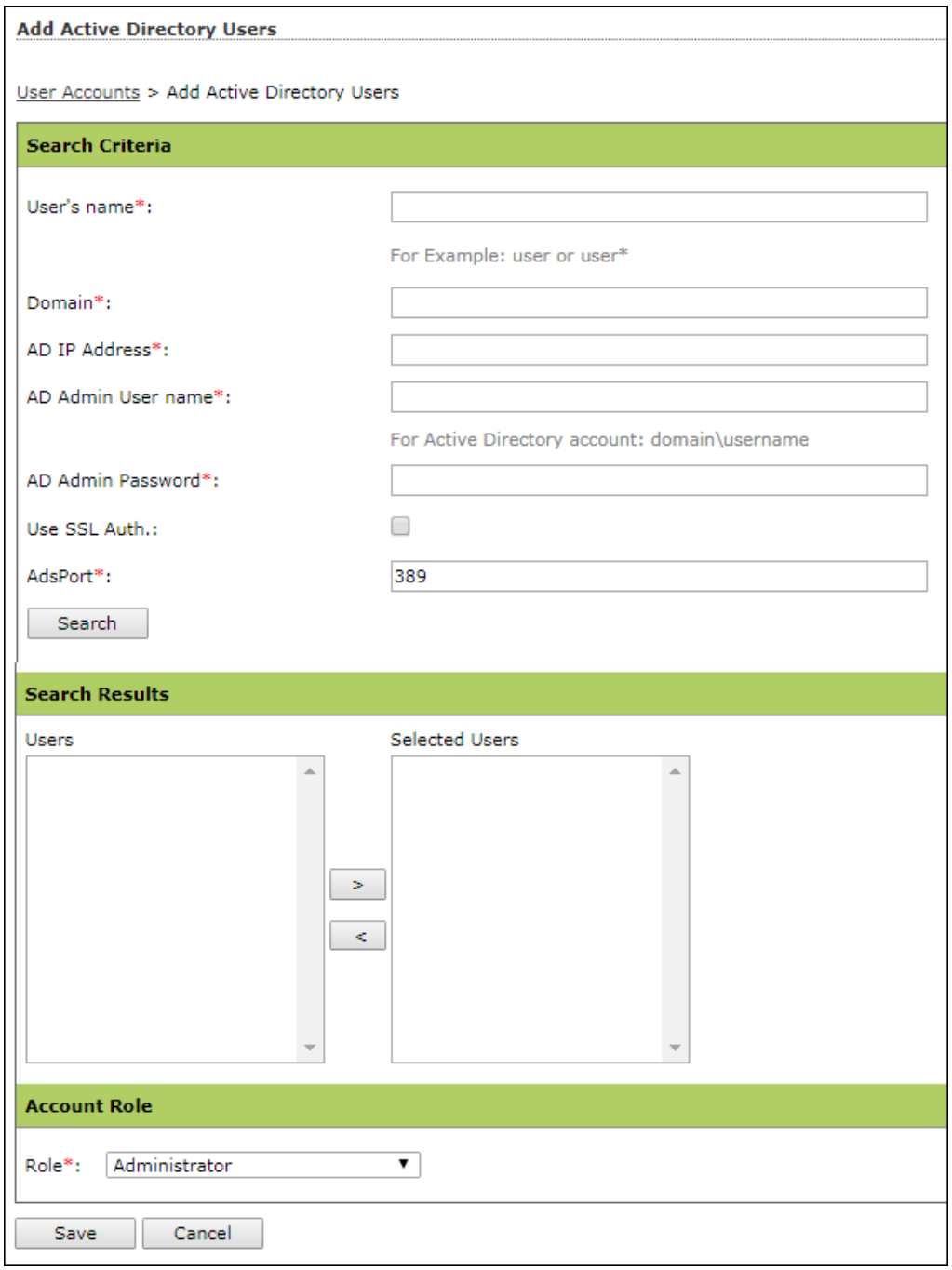
1. In the User Accounts screen, click **Create New Account**. Create User form appears.



2. After filling all the details, click **Save**. The user will be added to the User Accounts list.

Adding a User from Active Directory

1. In the User Accounts screen, click **Add from Active Directory**.
   Add Active Directory Users form appears.

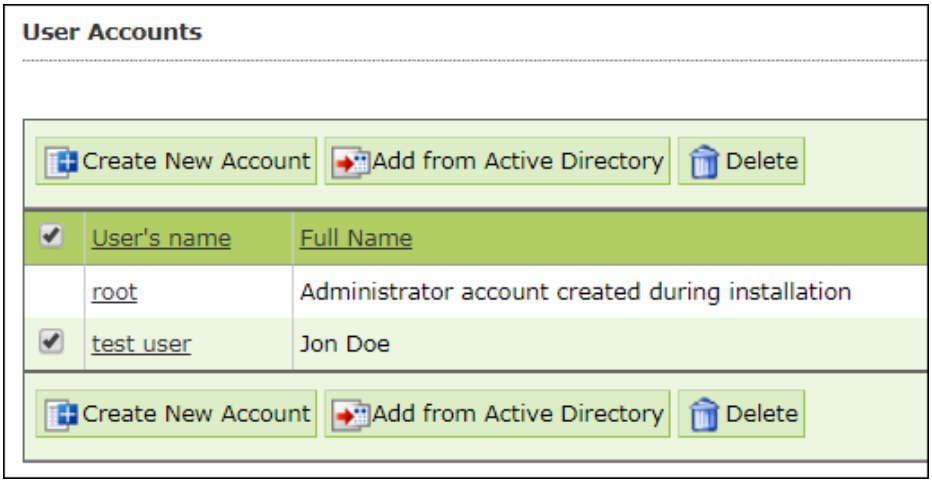


2. After filling Search Criteria section details, click **Search.**
   A list of users will be displayed in the **Users** section.
3. Select a user and then click > button to add the user to Selected Users section**.**
   Vice versa the added user can be moved from Selected Users to Users by clicking <.
4. Click **Save**. The user will be added to the User Accounts list.

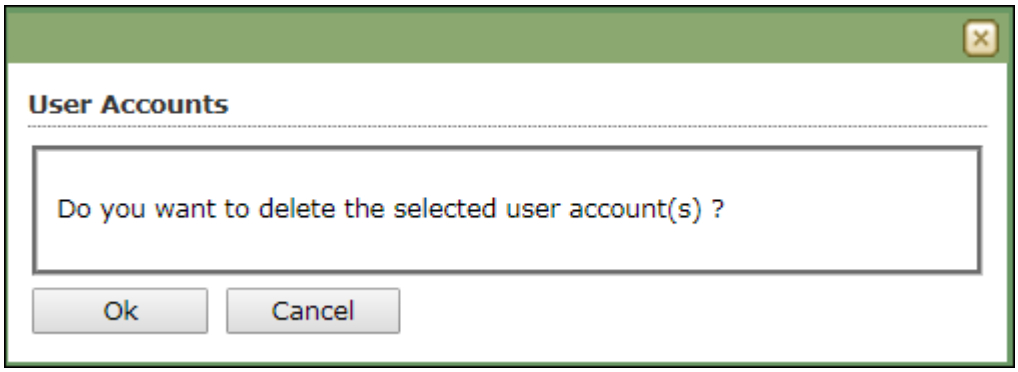
Deleting a User Account

To delete a user account, follow the steps given below:

1. In the User Accounts screen, select the user you want to delete.



2. Click **Delete**. A confirmation prompt appears.



3. Click **OK**. The User Account will be deleted.

User Roles

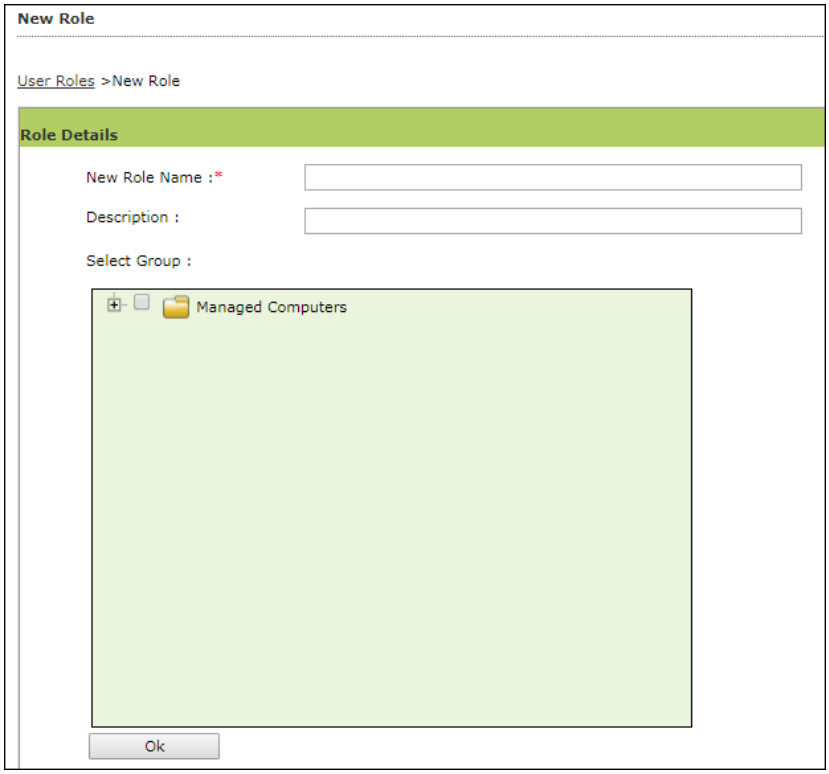
The User Roles submodule lets you create a role and assign it to the **User Accounts** with variable permissions and rights as defined in the role being assigned to them. It can be an Administrator role with set of permissions and rights Group Admin Role or a Read only Role.

You can re-define the Properties of the created role for configuring access to various section of eScan Management Console and the networked Computers. It also lets you delete any existing role after the task is completed by them. It allows the administrator to give permission to sub administrators to access defined modules of eScan and perform installation/uninstallation of eScan Client on network computers or define Policies and tasks for the computers allocated to them.

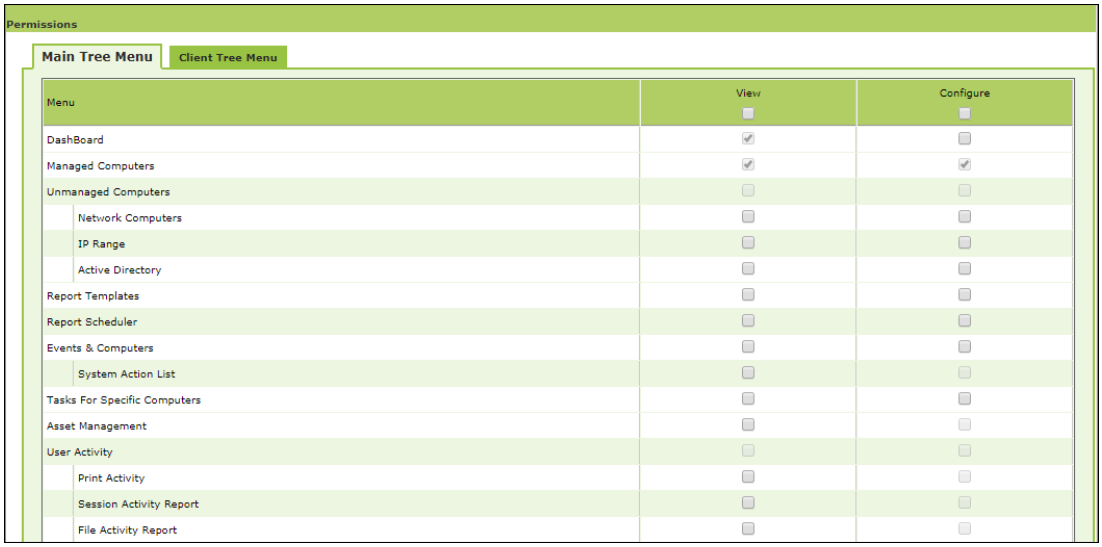
Adding a User Role

To add a user role, follow the steps given below:

1. In the User Roles screen, click **New Role**. New Role form appears.



2. Enter name and description for the role.
3. Click **Managed Computers** and select the specific group to assign the role. The added role will be able to manage and monitor only the selected group's activities.
4. Click **OK.** Permissions section appears displaying Main Tree Menu and Client Tree Menu tabs. The Main Tree Menu consists of Navigation Panel Access permissions while the Client Tree Menu consists of selected groups on which permissions the user is allowed to take further.

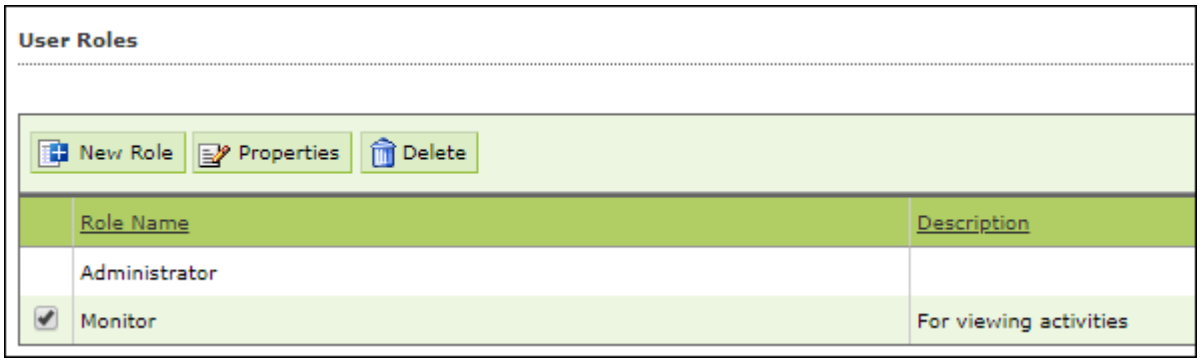


5. Select the checkboxes that will allow the role to view/configure the module.
6. After selecting the necessary checkboxes, click **Save**.
   The role will be added to the User Roles list.

Role Properties

To view the properties of a role, follow the steps given below:

1. In the User Roles screen, select a role. This enables **Properties** and **Delete** buttons.



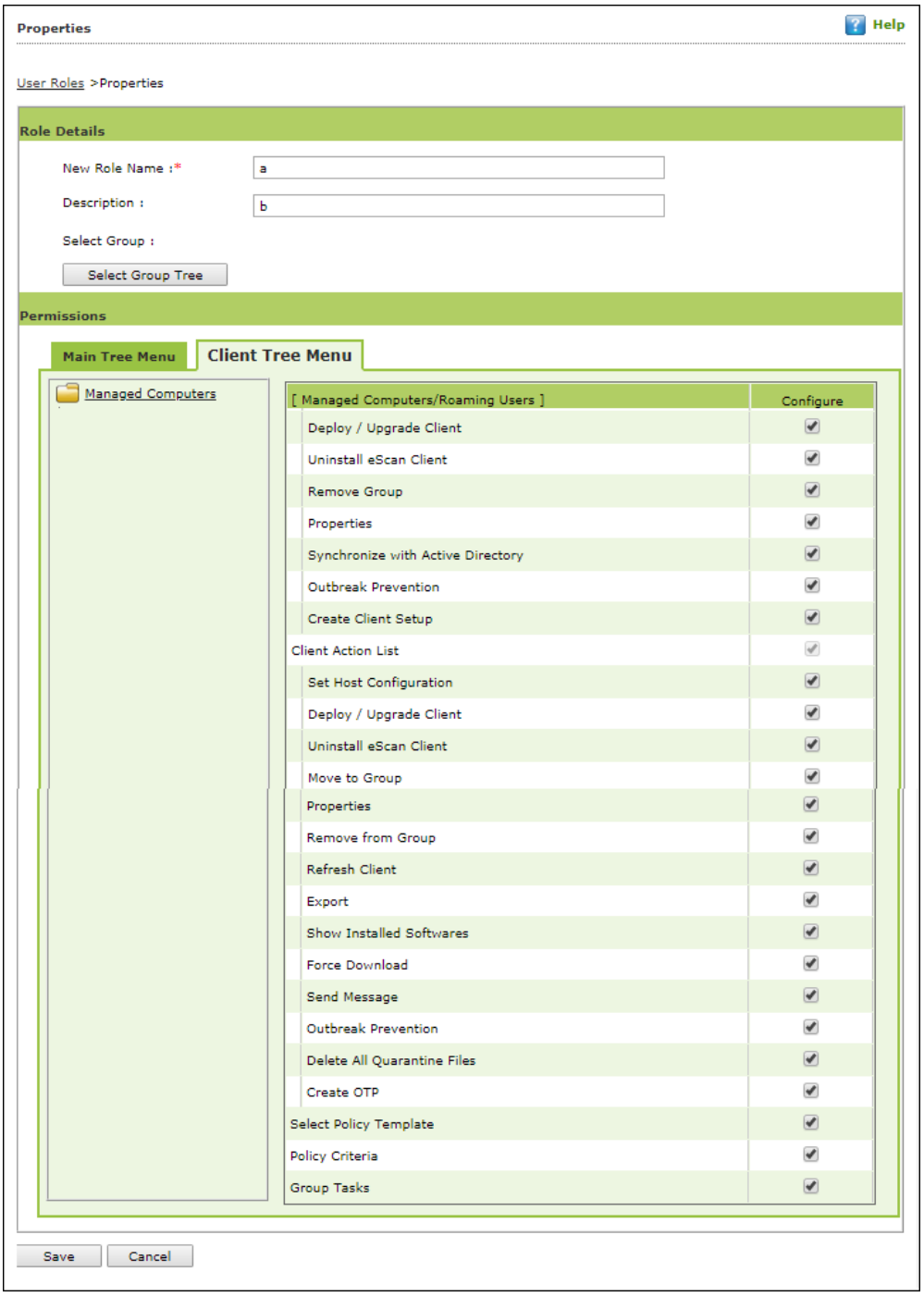
2. Click **Properties**.

Properties screen appears. It lets you modify role description, permissions for accessing and configuring modules and assign the role to other groups by clicking **Select Group Tree**.

3. To modify client configuration permissions, Click **Client Tree Menu**.

Client Tree Menu

Define the Actions that the created role can configure for the allocated group. The menu has Action List, Client Action List, Select Policy Template, Policy Criteria, and Group Tasks.

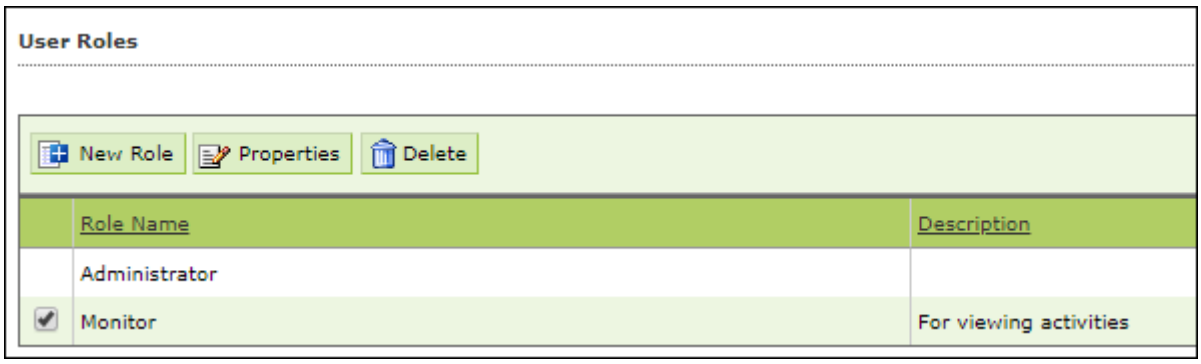


4. To let the role configure these actions, under the **Configure** column select the checkboxes of corresponding actions.
5. Click **Save**.
   The Role Properties will be updated accordingly.

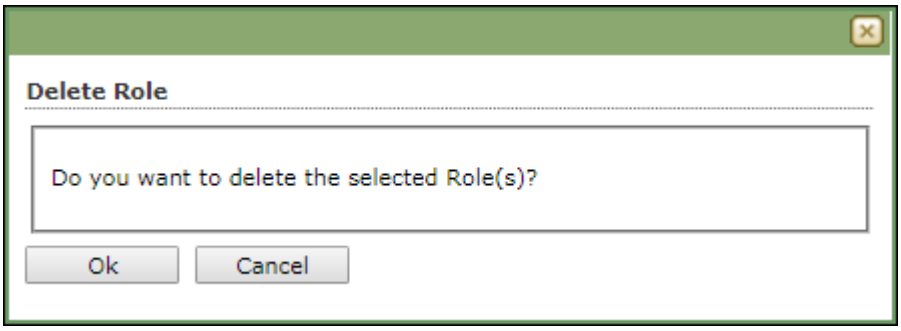
Deleting a User Role

To delete a user role, follow the steps given below:

1. In the User Roles screen, select the user role you want to delete**.**



2. Click **Delete**.
   A delete confirmation prompt appears.



3. Click **OK**.
   The User Role will be deleted.

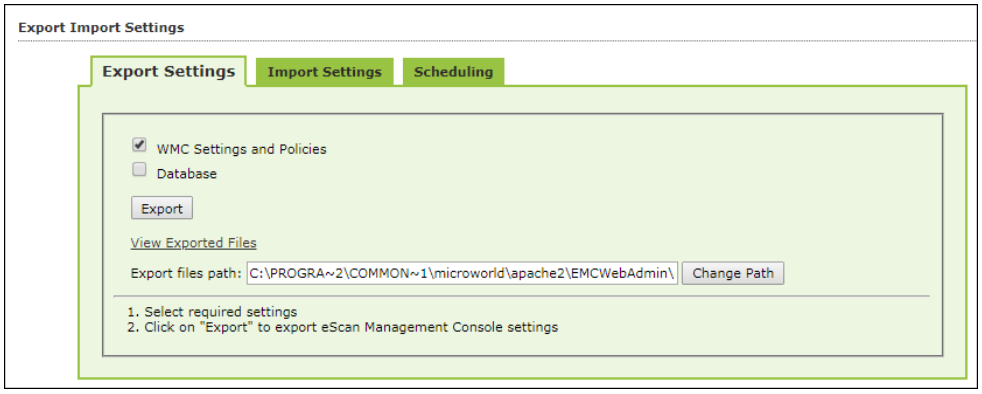
Export & Import

The Export & Import submodule lets you to take a backup of your eScan server settings, in case you want to replace the existing eScan server. You can export the Settings, Policies and the Database from existing server to a local drive and import it to the new server.

Export Settings

This tab lets you export the eScan Server Settings, Policies and Database.
To export the eScan Server settings, follow the steps given below:

1. In the Export Import Settings screen, click **Export Settings** tab.

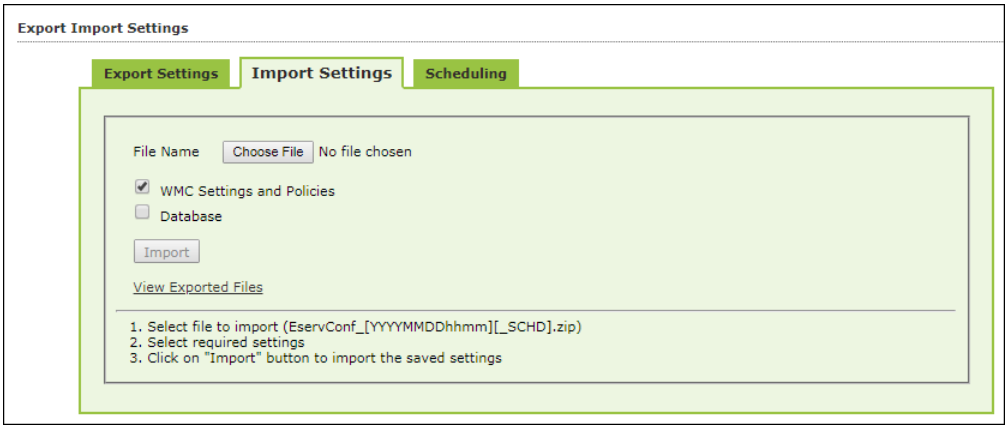


2. To backup Settings and Policies and Database, select both the checkboxes.
   The backup file will be exported to the path shown in Export File Path field. To change the file path, click **Change Path**. Enter the file path and click **Add**.
3. Click **Export**.
   The backup file will be exported to the destination path. A success message appears at the top displaying date, time and a download link for the exported file.

Import Settings

This tab lets you import the eScan Server Settings, Policies and Database.
To import the eScan Server settings, follow the steps given below:

1. In the Export Import Settings screen, click **Import Settings** tab.



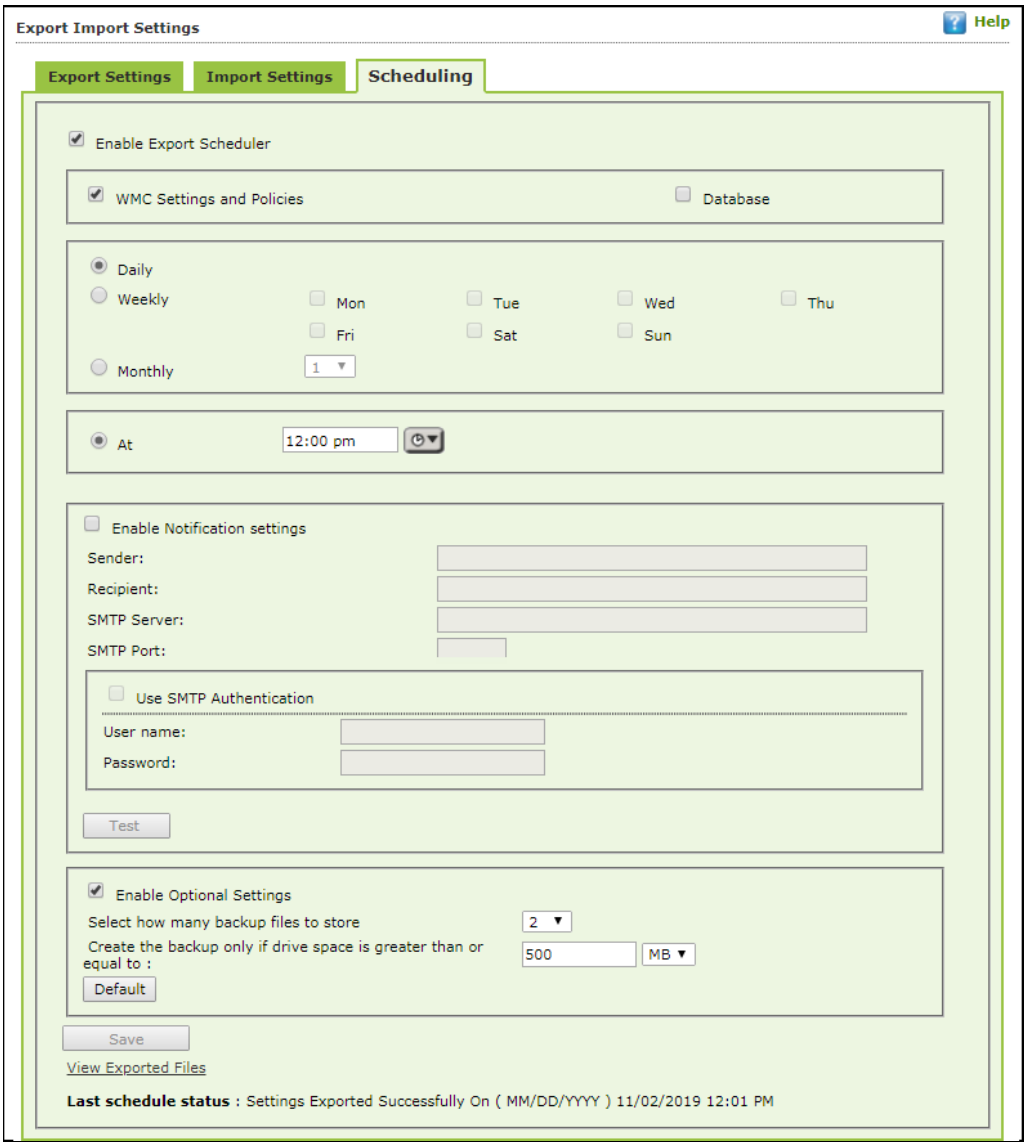
2. Click **Choose File**.
   The Import Settings tab lets you import only Settings and Policies or Database.

3. To import Settings and Policies and Database, select both the checkboxes.
4. Click **Import**.
   The backup file will be imported. A success message is displayed after complete import.

NOTE	After successfully taking a backup, eScan asks you to restart the server.

Scheduling

This tab lets you schedule auto-backing up of Settings, Policies and Database.



To create a Schedule for export, follow the steps given below:

1. Select **Enable Export Scheduler** checkbox.
2. Select the checkboxes whether to back up both Settings and Policies and Database.
3. Schedule the backup for a **Daily**, **Weekly** (Select a day) or **Monthly** (Select a date) basis.
4. For the **At** field, click the drop-down and select a time for backing up data.

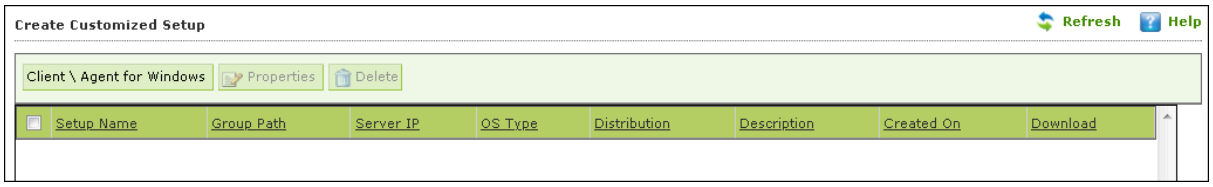
If you want to receive email notifications about the procedure, select Enable Notifications Settings checkbox and fill in the necessary details. If the SMTP server requires authentication, select the Use SMTP Authentication checkbox and enter the credentials. To check if the SMTP settings are correct, click **Test**. A test email will be sent to recipient email ID.

To configure additional settings for backup file, select the Enable Optional Settings, and make the necessary changes. To restore the changes made, click **Default**.

5. After performing all the necessary steps, click **Save**.
   The export schedule will be saved.

Customize Setup

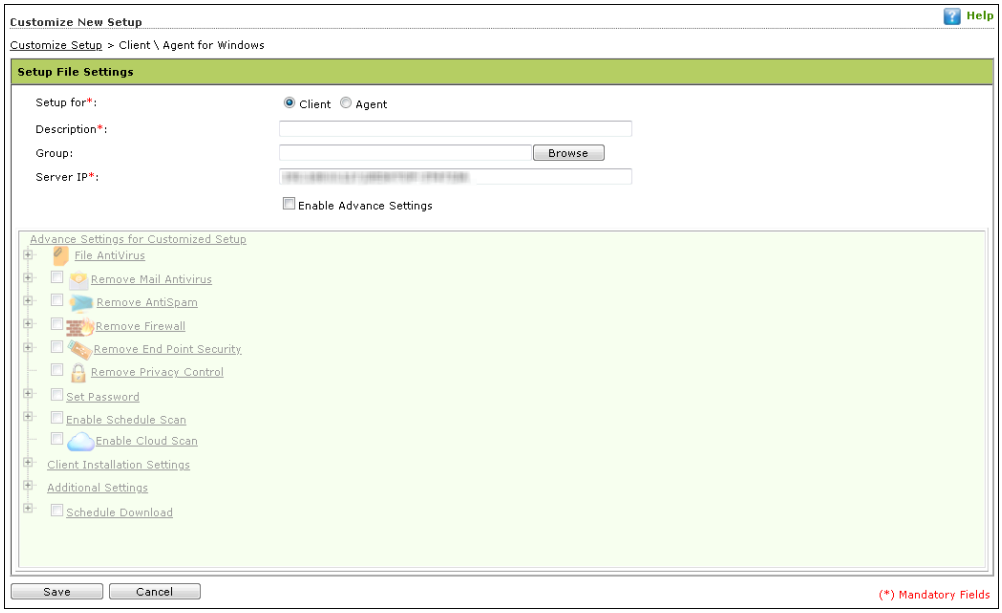
This submodule lets you create a customized setup for a Client or an Agent with fewer modules and deploy it to various locations. This can be very useful, if there are locations to which a server is unable to push the setup or locations that are unable to connect to the server directly. The custom setup can be downloaded as a file and sent to different locations.



Creating a customized setup for Windows

To create a customized setup for Windows, follow the steps given below:

1. In Create Customized Setup screen, click **Client/Agent for Windows**. Customize New Setup screen appears.

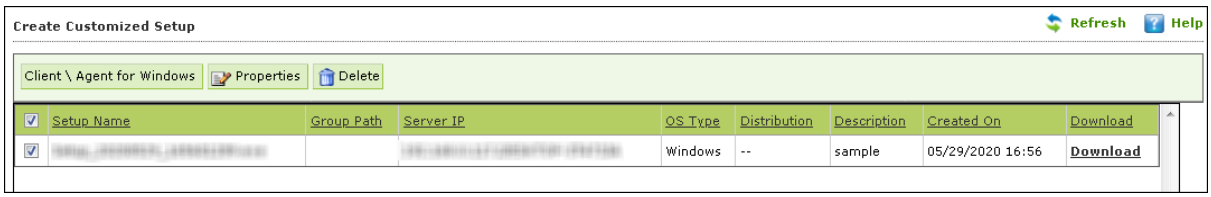


2. Select whether the setup file is being created for **Client** or **Agent**.
3. Enter description for the setup file.
4. Click **Browse** and select a group for which this setup is being created.
5. Enter eScan Server IP address.
6. If you want to provide advanced settings with the setup, select the **Enable Advance Settings** checkbox. Doing so enables the bottom field. Select the setting checkboxes you want to provide.
7. Click **Save**.
   The customized setup will be created.

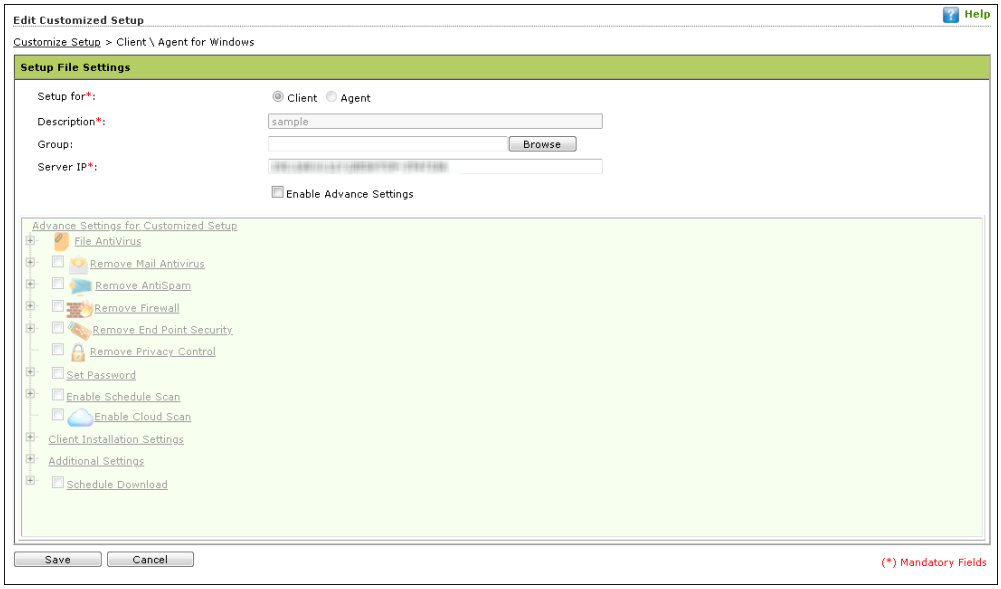
Editing Setup Properties

The properties can be edited for only customized Windows setup. To edit the customized Windows setup's properties, follow the steps given below:

1. In the Create Customized Setup screen, select the Windows setup you want to edit.



2. Click **Properties**. Edit Customized Setup screen appears.

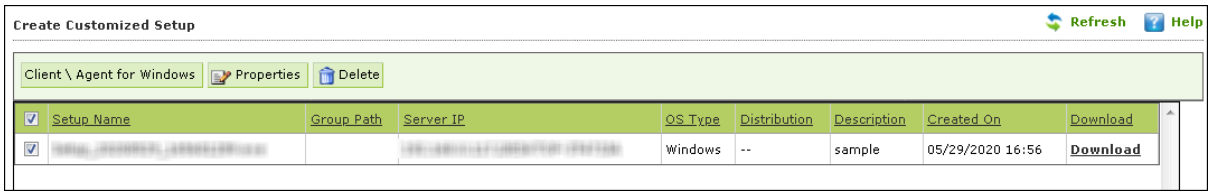


3. Make the necessary changes and then click **Save**. The setup will be updated.

Deleting a Setup

To delete a setup, follow the steps given below:

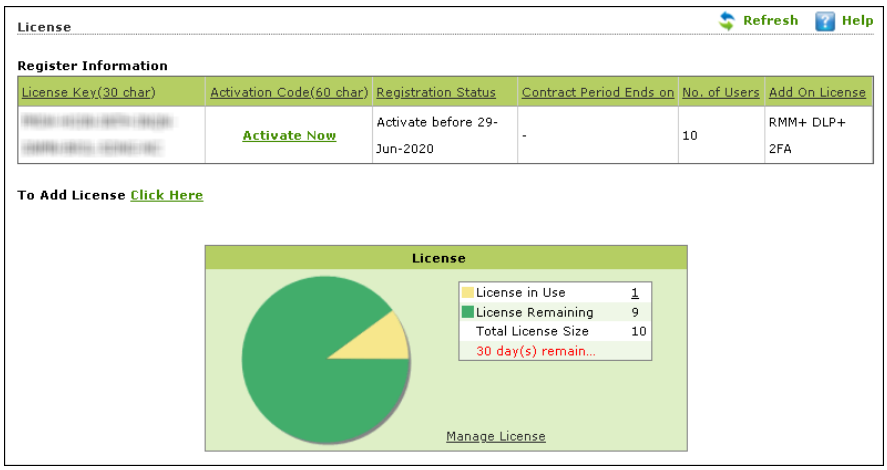
1. In the Create Customized Setup screen, select the setup you want to delete.



2. Click **Delete**. The setup will be deleted.

License

The License module lets you manage user licenses. You can add, activate, and view the total number of licenses available for deployment, previously deployed, and licenses remaining with their corresponding values. The module also lets you move the licensed computers to non-licensed computers and vice versa.

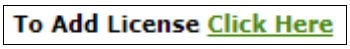


Adding and Activating a License

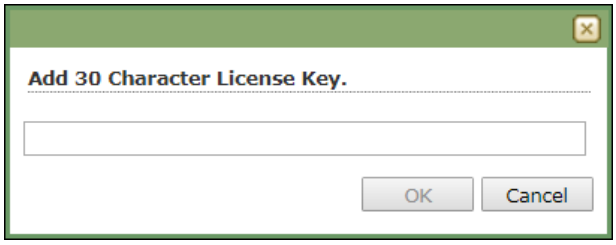
The License module lets you add only two licenses at a time. To add more licenses, it is mandatory that you activate at least one license. The **To Add License Click Here** link becomes unavailable after adding two licenses, and to make it available you have to at least activate one license.

To add and activate a license, follow the steps given below:

1. In the License screen, click the **Click Here** link.

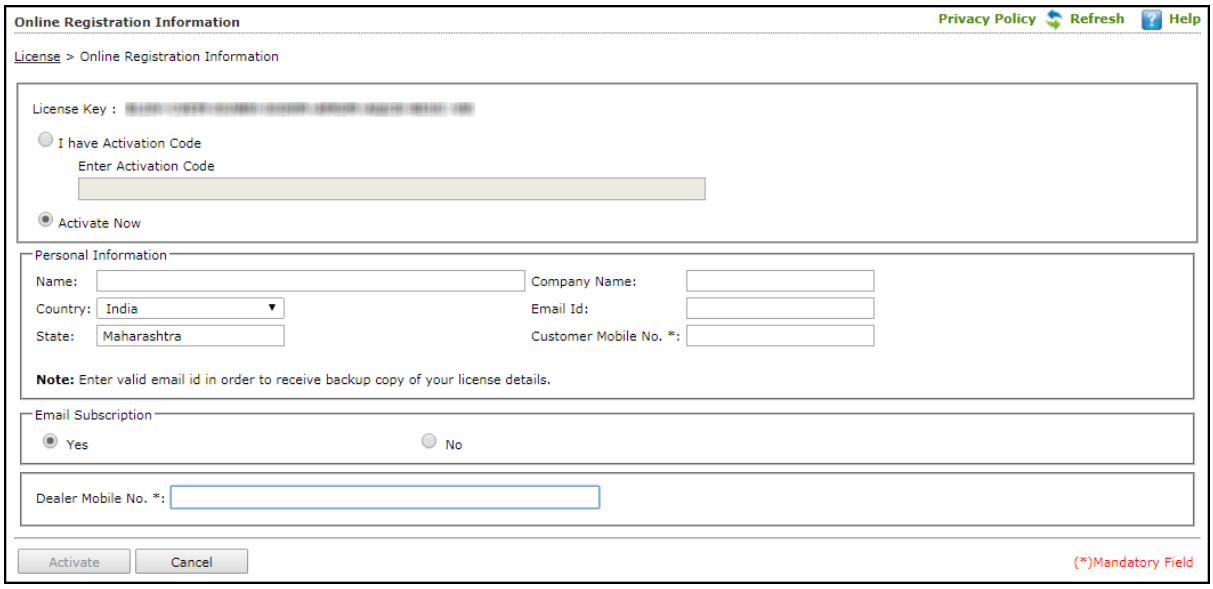


   Add License Key dialog box appears.



2. Enter the license key.
3. Click **OK**. The license key will be added and displayed in the **Register Information** table.
4. To activate the added license, click **Activate Now**.
5. Click **Activate now** link displayed in Activation Code column to activate the license key on eScan server system.

Online Registration Information form appears.

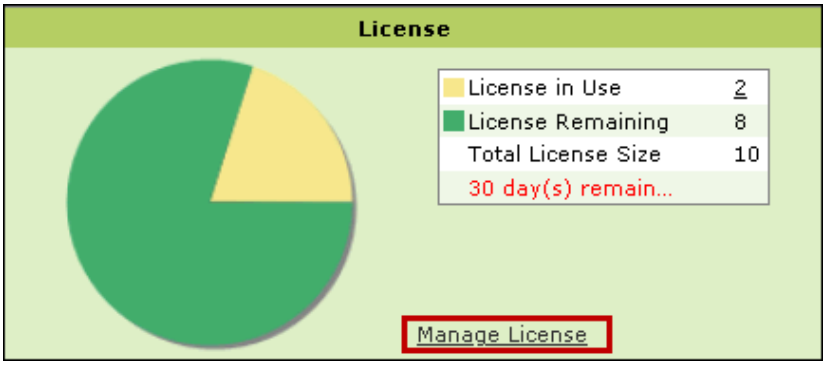


6. Select a desired option for activation.
7. Enter details in Personal Information section.
8. Select a desired option for Email Subscription.
9. Enter the Dealer's mobile number.
10. Click **Activate**. (Ensure that the Internet connection is Active.)

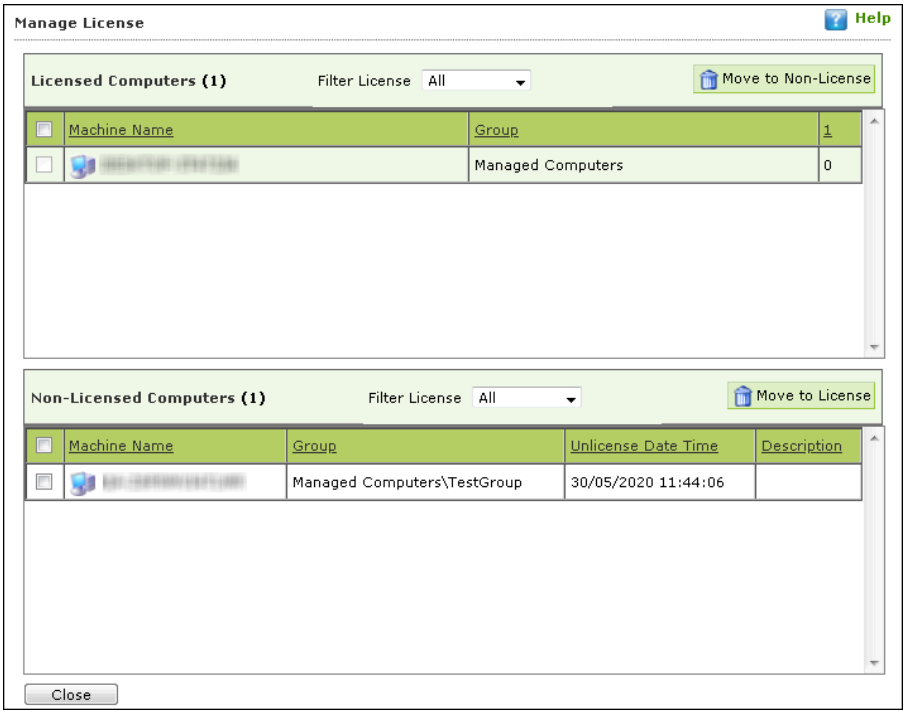
Moving Licensed Computers to Non-Licensed Computers

To move licensed computers to non-licensed computers, follow the steps given below:

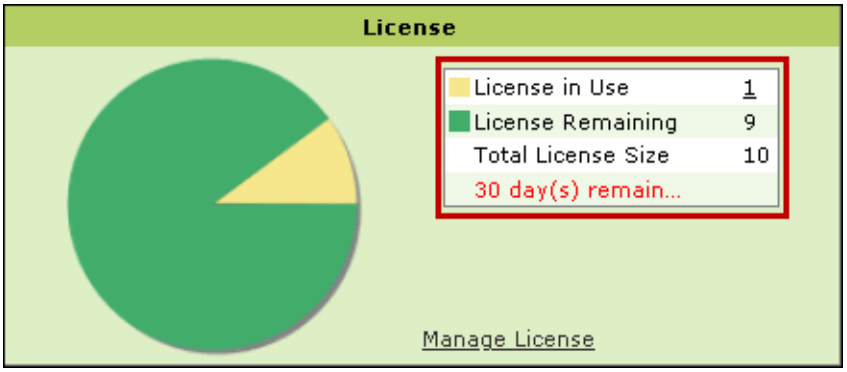
1. In the License statistics box, click **Manage License**.



Manage License window appears.
The **Filter License** drop-down lets you filter computers according to RMM, 2FA or All license categories.



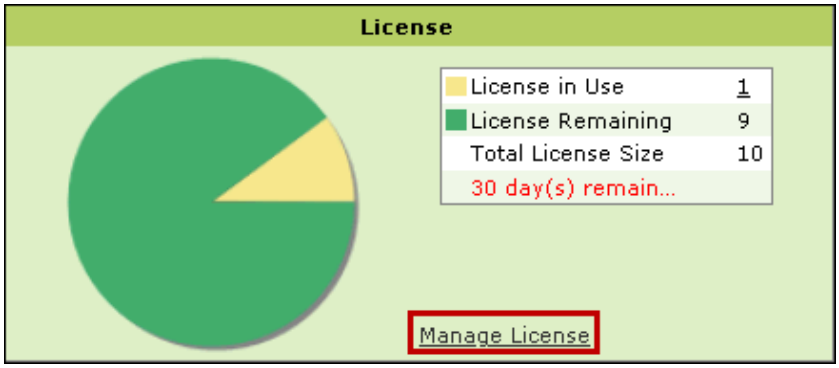
2. Under the Licensed Computers section, select the computer(s) that you want to move to Non-Licensed Computers section.
3. Click **Move to Non-License**. The selected computer(s) will be moved to Non-Licensed computers section.
   You can view the changes in the license count in the **License** window.



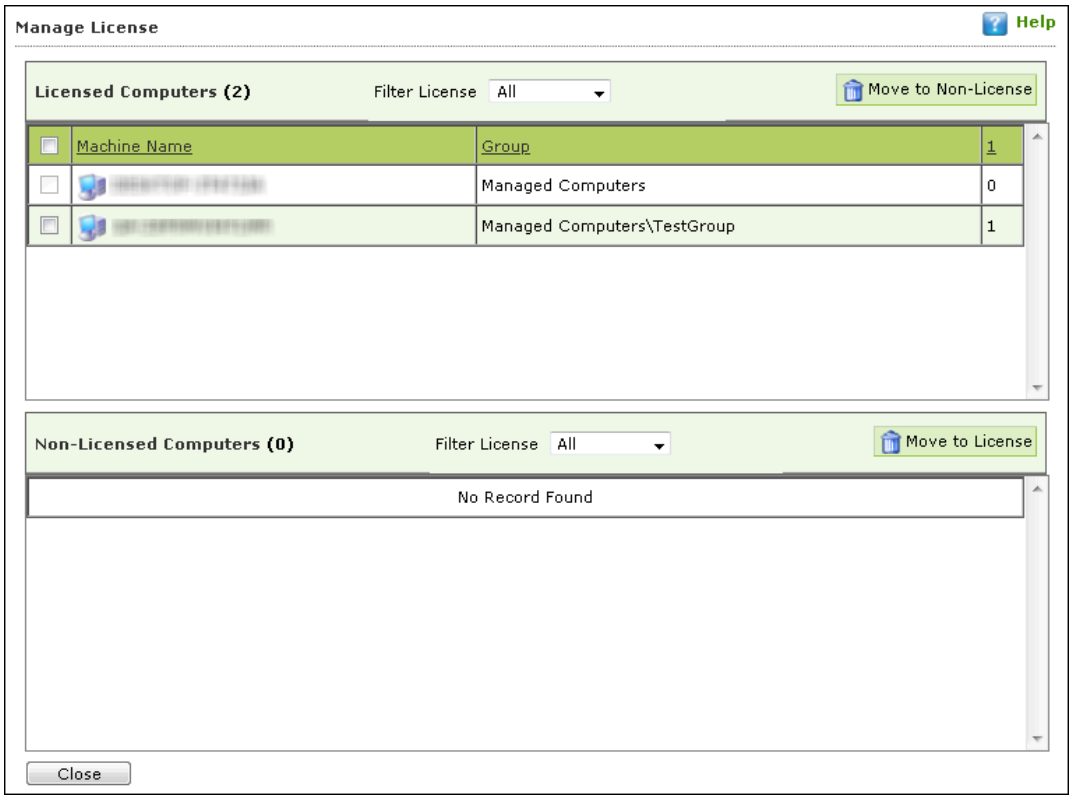
Moving Non-Licensed Computers to Licensed Computers

To move non-licensed computers to licensed computers, follow the steps given below:

1. In the License statistics box, click **Manage License**.

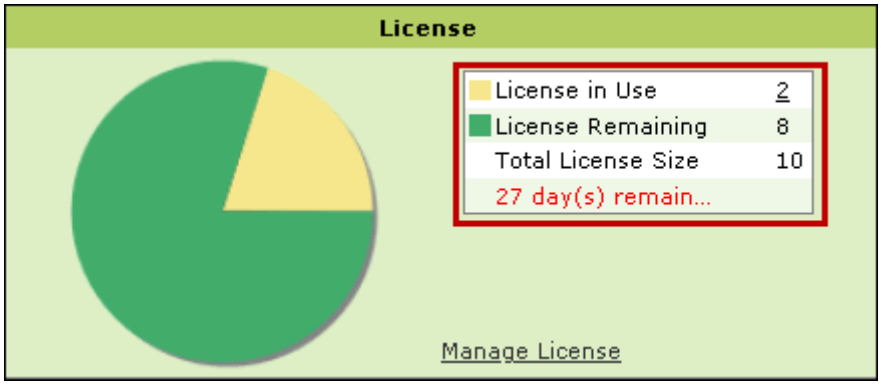


Manage License window appears.
The **Filter License** drop-down lets you filter computers according to RMM, 2FA or All license categories.



2. Under the Non-Licensed Computers section, select the computer(s) that you want to move to Licensed Computers section.

3. Click **Move to License**. The selected computer(s) will be moved to Licensed Computers section.
   You can view the changes in the license count in the **License** window.



Graphical User Interface (GUI)

The GUI is pleasantly straightforward and is designed to suit the needs of both novice and expert users. This window is for the server-side of the eScan TSS for Business.

While the GUI for client-side (endpoints) will be as follows:

Data Encryption

The Data Encryption module lets you protect sensitive and confidential data from unauthorized access and data leak. With this module, the user can create a Vault that stores data in encrypted format.

The Vault is encrypted using 256-bit Advanced Encryption Standard (AES) and HMAC-SHA 256-bit key. A password is required to access the vault. After you access the vault, the data stored will be automatically decrypted. Vice versa, after you close the vault, the data stored will be automatically encrypted.

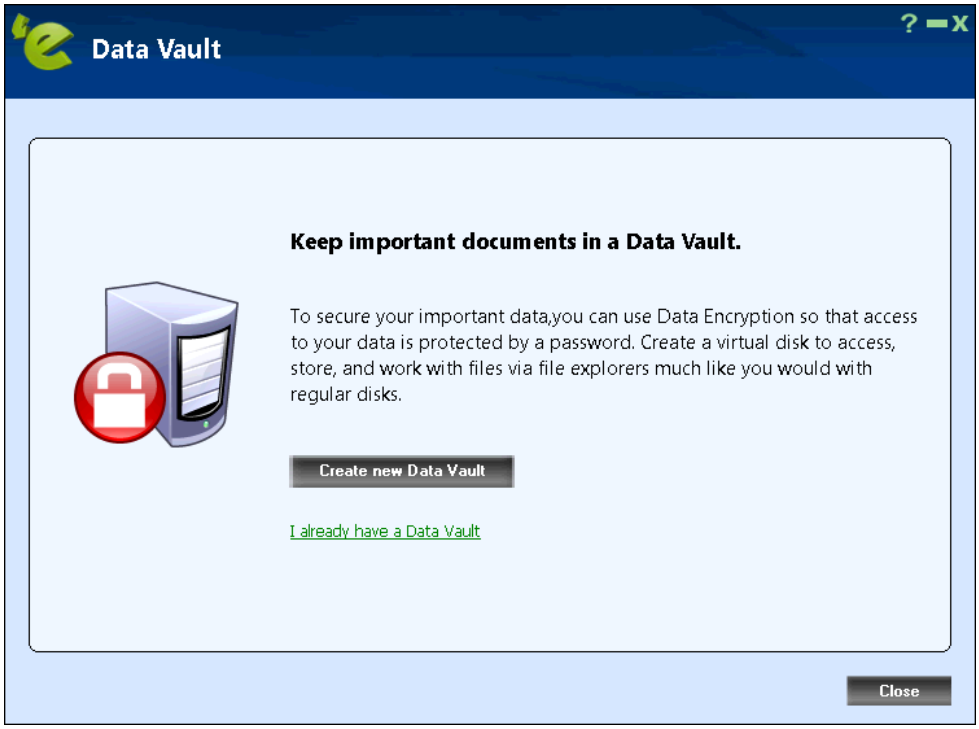
How to Create a Vault?

To create a vault, follow the steps given below:

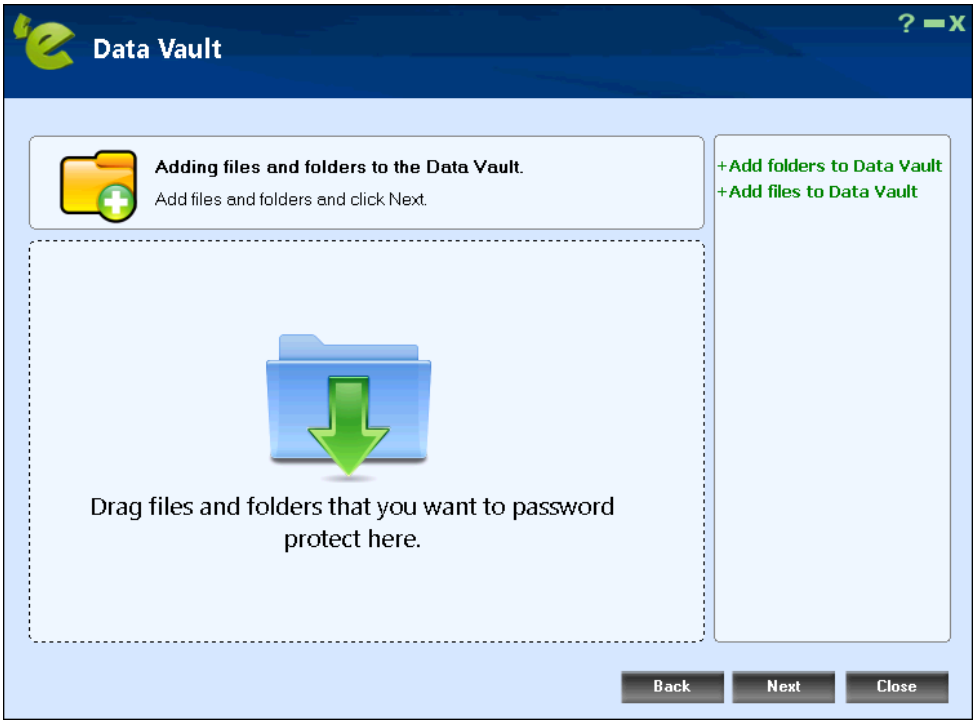
1. Launch eScan.
2. Click **data encryption**.

Data Vault window appears.

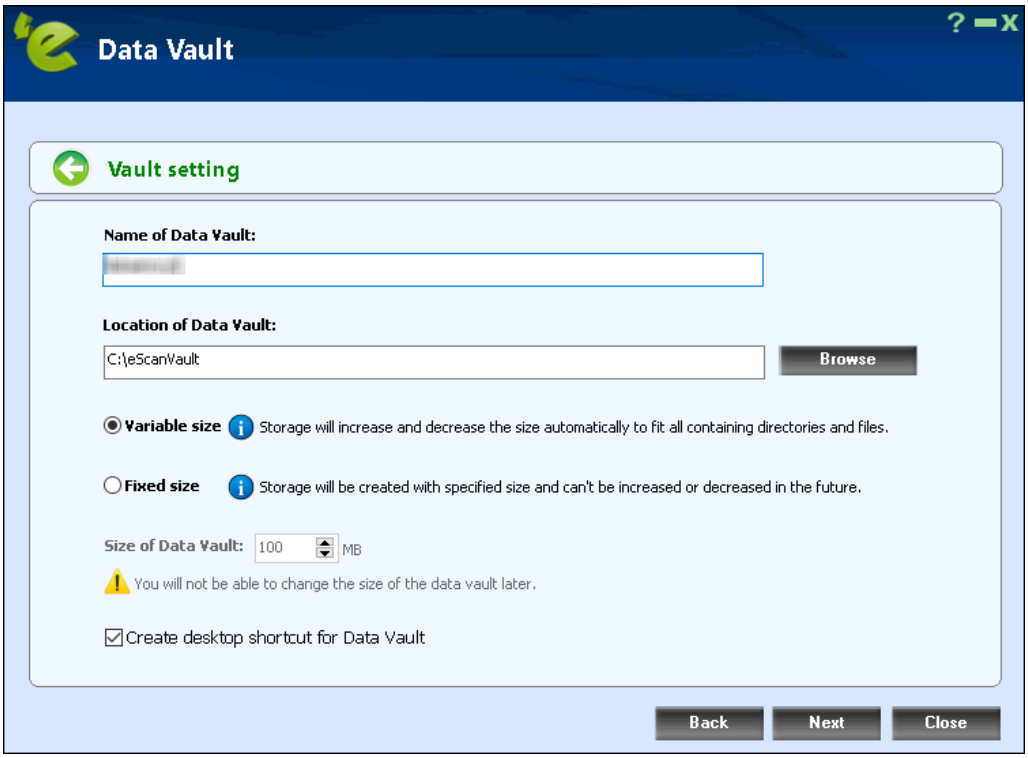
3. Click **Create new Data Vault**.



4. To add files or folders in Data Vault, click **Add folders to Data Vault** or **Add files to Data Vault**.



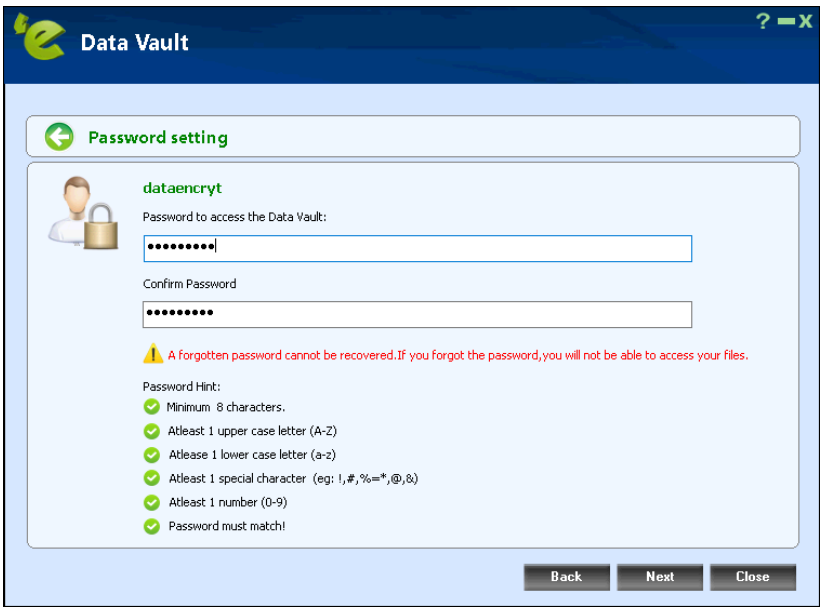
5. After adding required files and folder, click **Next**.
6. Configure the Data Vault:
    - **Name of Data Vault**: Enter a name for the vault.
    - **Location of Data Vault**: To select a custom location for Data Vault, click **Browse**. The default path for vault is **c:\eScanVault**.
    - Select a size for Data Vault, **Variable size** or **Fixed size**. If selected **Fixed size** enter the size in below field or use the arrow buttons to specify size.
    - Optionally, select the checkbox **Create desktop shortcut for Data Vault**.



7. After filling all the details, click **Next**.

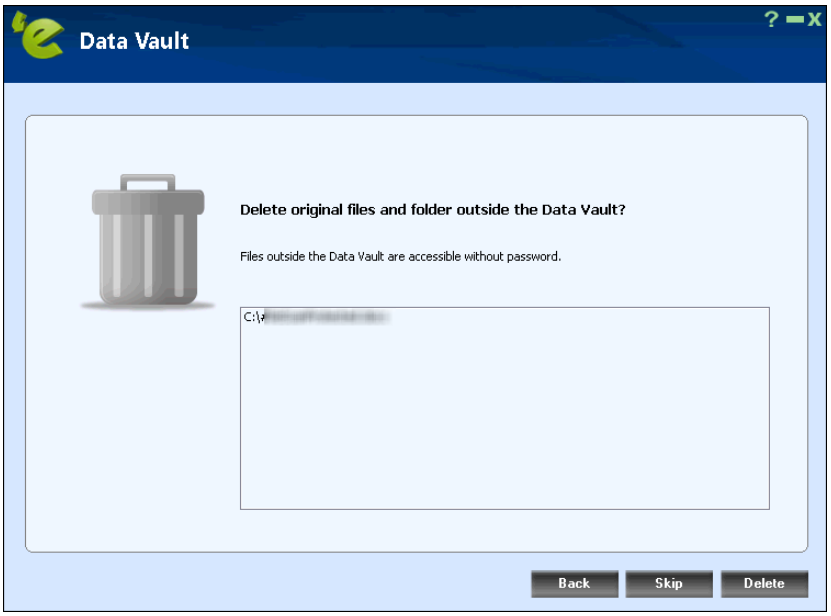
8. Read the **Password Hint** and then enter the password.

Note	A forgotten password cannot be recovered. If you forgot the password, you cannot access your files.

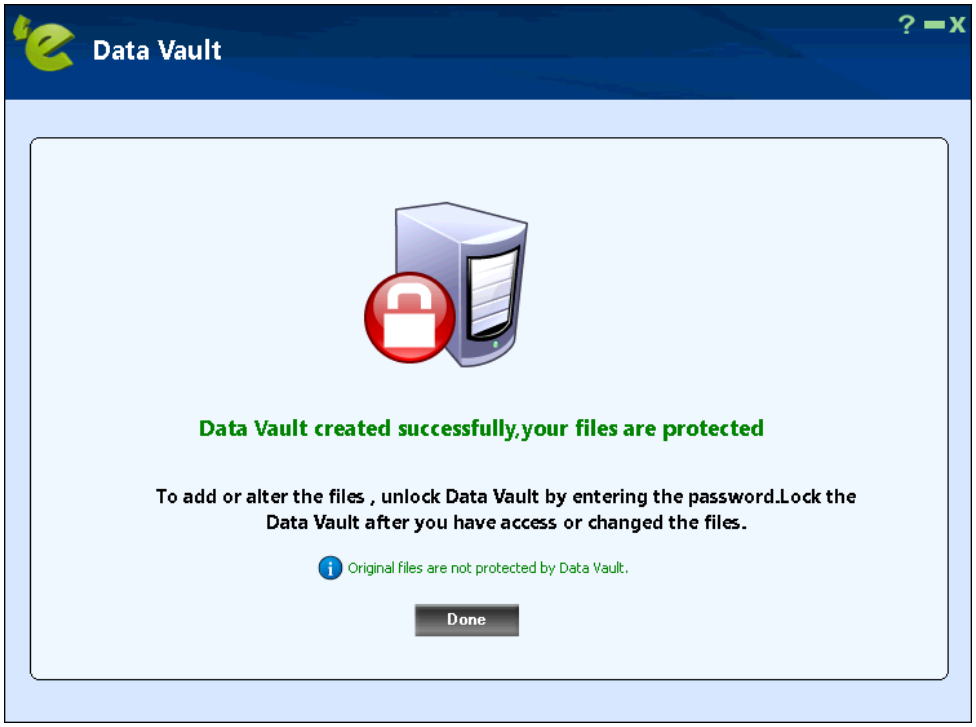


9. Click **Next**.

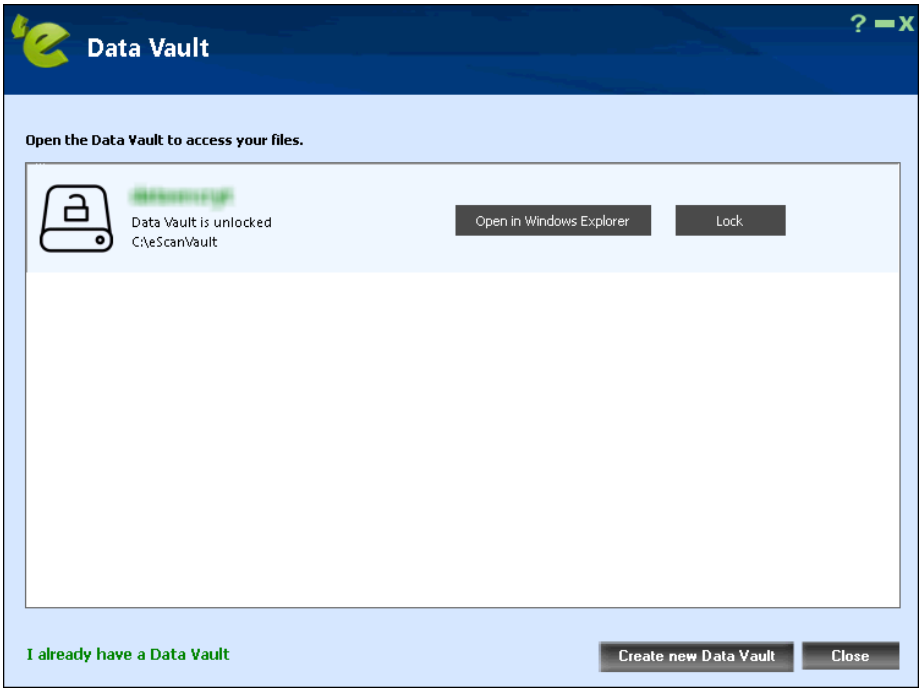
10. Data will be copied to the Data Vault. If you wish to delete the original files and folders outside the data vault by clicking **Delete** or else click **Skip**.



11. Click **Finish**. You will be forwarded to the following screen. Click **Done**.



12. The Data Vault will be created and get displayed on the data encryption list. To encrypt your data, click **Lock**.

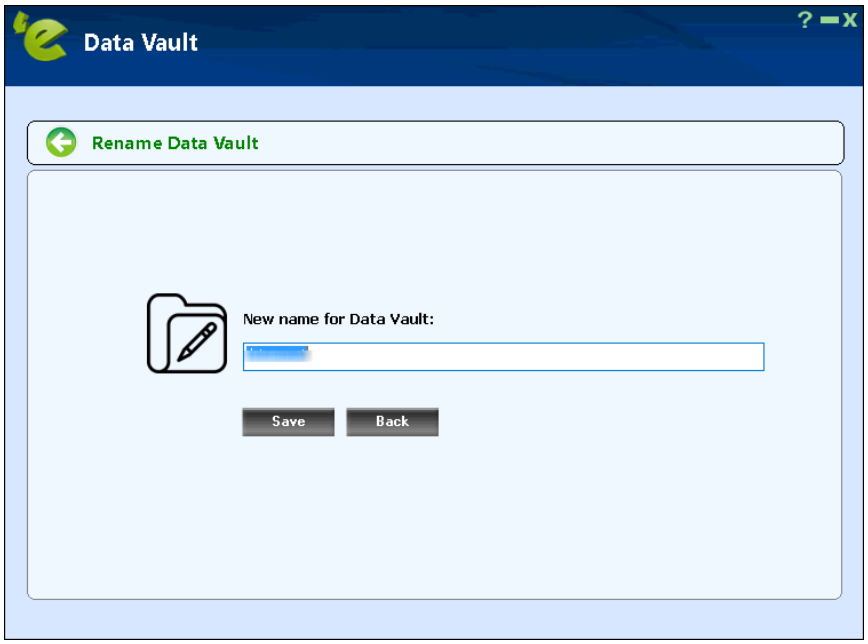


13. Click **Close**. The created Data Vault will be encrypted.

After the data vault is locked, you will get **More** button displayed the right-hand side of the screen. Through this option, you will get the following setting to configure the data vault:

Rename

You can rename the existing data vault. After clickin on this option, you will get the following screen, where you can rename the vault.



After renaming, click **Save**.

Show location of Data Vault

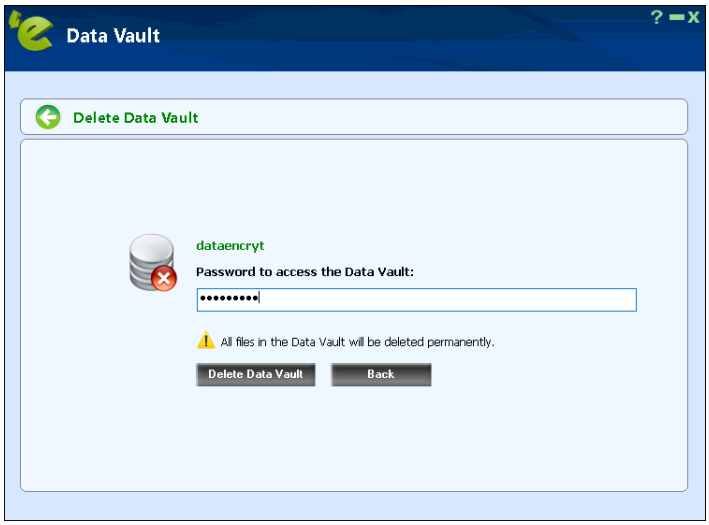
This option will open the location where data vault is created.

Create desktop shortcut

This option will create shortcut for the created vault for accessing it easily.

Delete

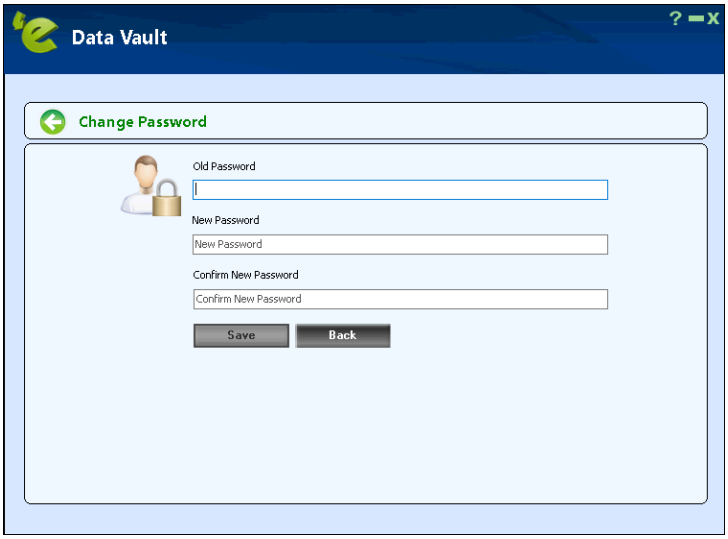
You can delete the existing data vault. Click on this option, you will get the following screen prompting for password.



After entrying the password, click **Delete Data Vault**. This will delete the selected data vault.

Change Password

This option allows you to change the password set for the data vault. Click this option, you will forwarded to the following screen.

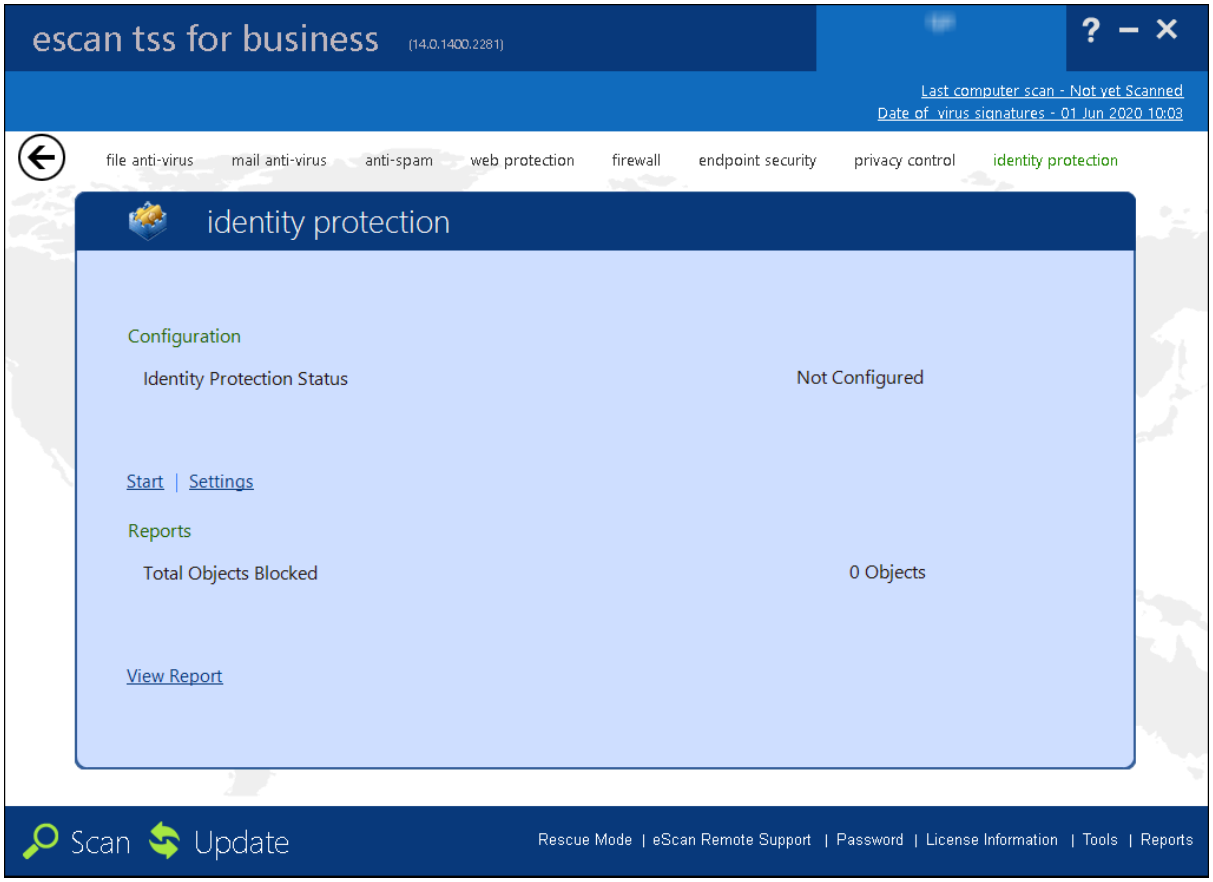


Enter the **Old Password**, **New Password**, and **Confirm New Password**. Click **Save**. This will change the password of the data vault.

Note	If you selected **Create desktop shortcut for Data Vault** checkbox, it will create a shortcut of data vault ( ).

Identity protection

Identity protection is the deliberate use of someone else's identity, usually as a method to gain a financial advantage or obtain credit and other benefits in the other person's name, and perhaps to the other person's disadvantage or loss. The person whose identity has been assumed may suffer adverse consequences, especially if they are held responsible for the perpetrator's actions. Identity theft occurs when someone uses another's personally identifying information, like their name, identifying number, or credit card number, without their permission, to commit fraud or other crimes.



This module provides you with options required to configure the module. You can configure the settings from the following sections.

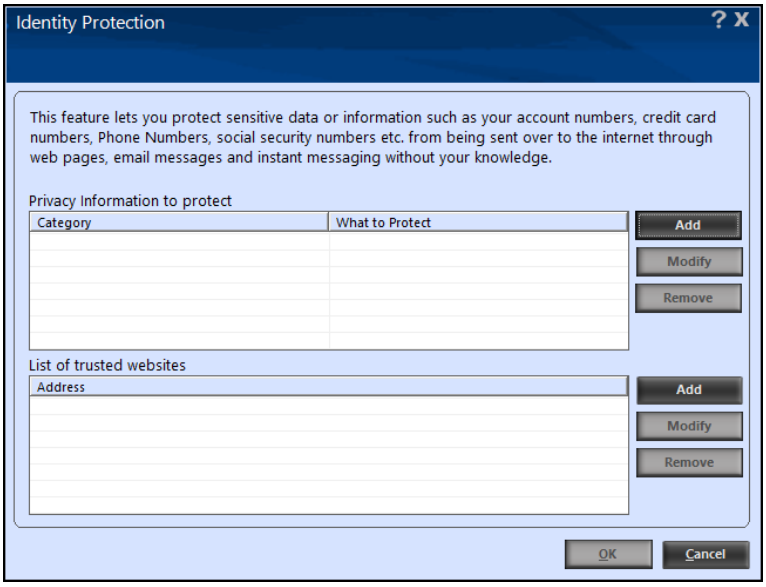
Configuration

This section displays the following information:

Identity protection Status: It displays whether Identity protection is configured or not.

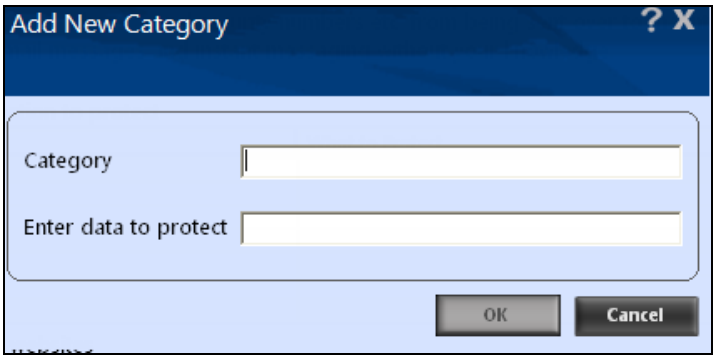
Start/Stop: Click on this option to enable or disable identity protection module.

Settings: This option gives you Identity Protection popup window. Under this we have two sections.



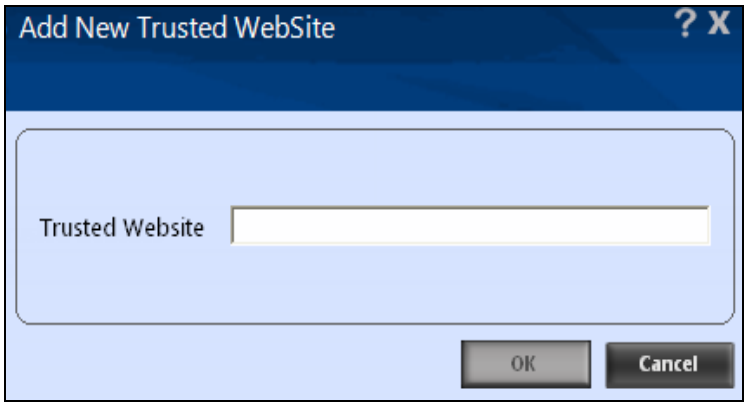
This section lets you protect sensitive data or information such as your account numbers, credit card numbers, phone numbers, and more from being sent over the internet through web pages, email messages, and instant messaging without your knowledge.

Privacy Information to protect: From the **Privacy Information to protect** section click on **Add**. This Button helps you add domain category, and a textbox to add data that needs to be protected.



Once domains are added in the list you can modify them by clicking on the **Modify** button.

List of trusted websites: Under **List of trusted websites** click the **Add** button to add the name of trusted website address.



Once websites are added in the list you can modify them by clicking on the **Modify** button.

Reports

It displays following count along with the report:

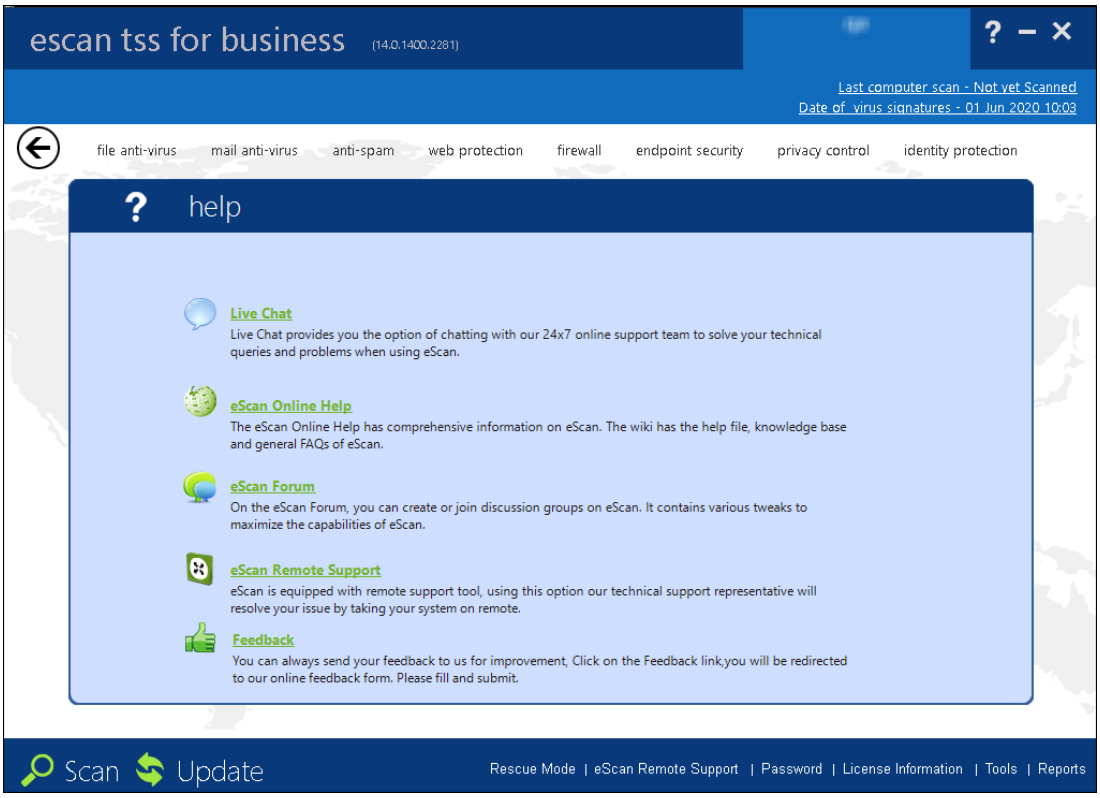
Total Objects Blocked
This option gives you the total number of objects blocked by the eScan Identity Protection module.

View Report
To view reports, click **View Report**.

Note	The Two-Factor Authentication feature can be configured only through server-side for the endoints.

Help

On upper-right corner of the screen, you can view the name of the user, help button, minimize button and close button. When you click help button, the following window appears:



Click this button, to access live chat, eScan online help, MicroWorld forum, eScan remote support, and feedback.

- **Live Chat**: You need to have internet connection, to access this feature. You can contact eScan 24 x 7 online technical support team through chat either by clicking the Live Chat button or by visiting the following link: http://www.escanav.com/english/livechat.asp
- **eScan Online Help**: You need to have internet connection, to access this feature. eScan online help is located on the eScan wiki. It provides you with comprehensive information about products and features of eScan.
  You can visit eScan online help pages either by clicking the eScan Online Help button or by visiting the following link:
  http://www.escanav.com/wiki
  eScan for TSS for Business also provides you context-sensitive help, where you can find information on any specific feature while accessing the eScan for TSS for Business application you can press *F1* button, then the relevant page is displayed.
- **eScan Forum**: You need to have internet connection, to access this feature. You can click this button to join the eScan forum and read the discussion threads on eScan.

- **eScan Remote Support**: Click this link, if you want to access the eScan remote support for troubleshooting queries or product assistance through remote connection.
- **Feedback**: Click this option to visit the eScan web site, where you can provide your feedback on various eScan products and send it to the eScan's quality assurance team.

On upper-right corner of the screen, you can view the date, month, year, and time of when the last computer is scanned in the dd/Month/yyyy min: sec format.

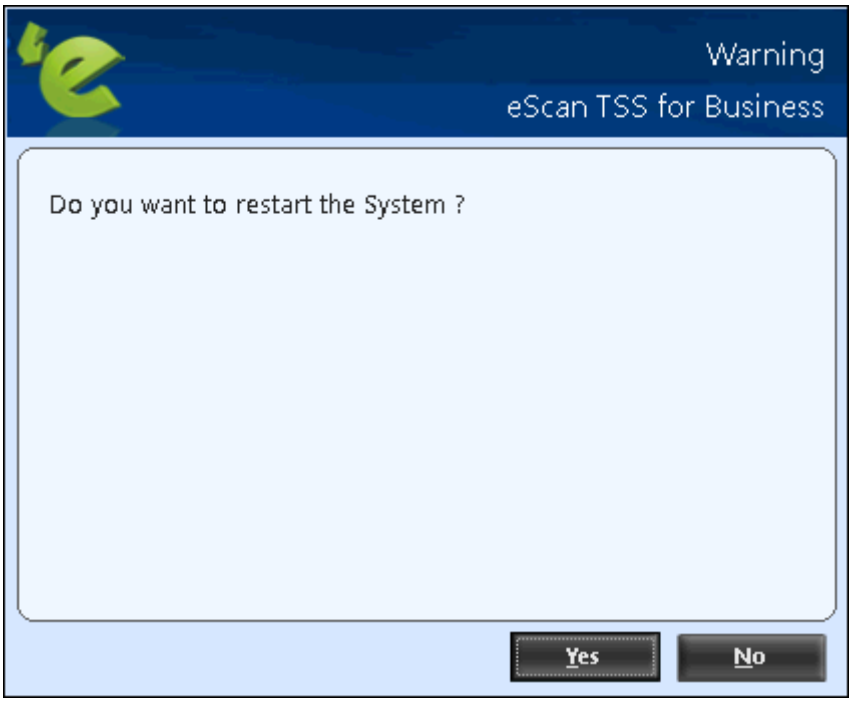
It also displays the date, month, year, and time when the latest virus signatures are updated in the dd/Month/yyyy format.

Quick Access Links

On lower-right corner of the screen, you can view the following quick access links:

Rescue Mode

Rescue Mode is a eScan feature that enables you to scan and disinfect all existing partitions on your hard drive inside and outside your operating system. Some sophisticated malware, like rootkits, need to be removed before Windows starts. Once eScan detects a threat that cannot be removed, it prompts you to reboot the computer in Rescue Mode for clean-up and restoration.

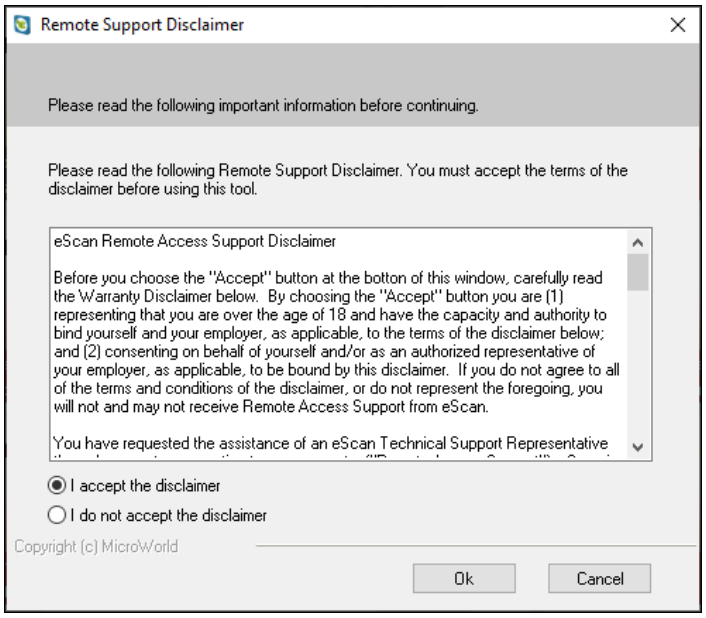


It allows you to boot into a secure environment during system startup without using any optical media. It uses Windows as well as Linux -based environment that not only helps you to scan and clean the system but also allows you to fix registry changes made by viruses and rootkits.

eScan Remote Support

eScan Remote support is the option to get Remote Help from our Support Center; the technical Support Executive will take control of your system for resolving the reported issue. It requires an active internet connection.
Steps for availing remote support:

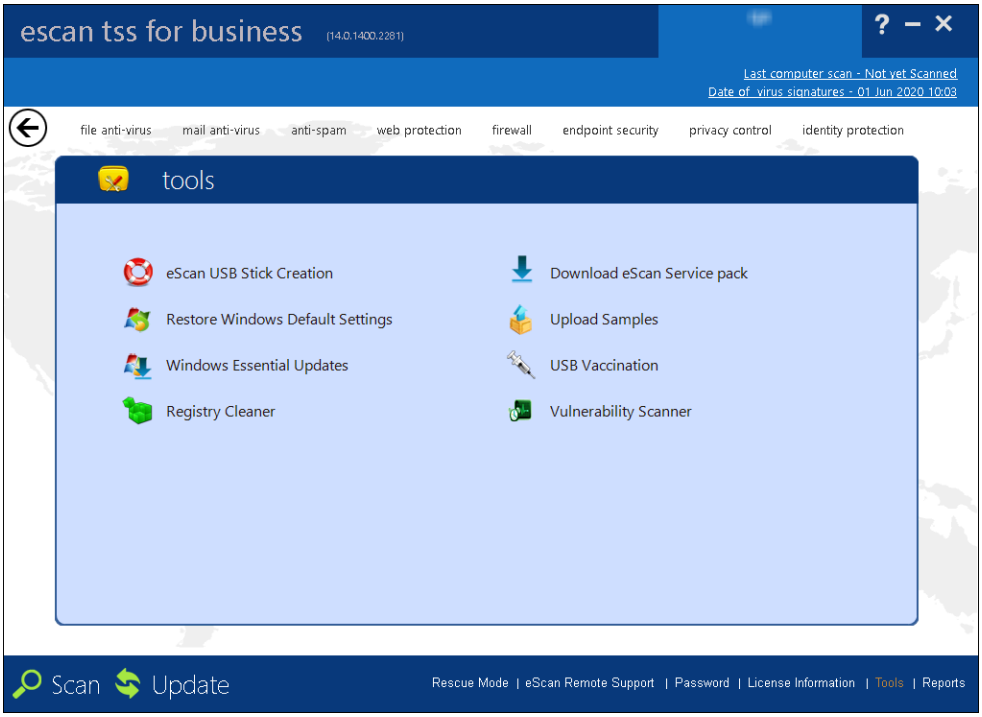
1. Click on eScan remote support link at the bottom of the interface. **Remote Support Disclaimer** window will be opened.



2. Read and accept the disclaimer and click **Ok**. eScan Remote Support tool will open.
3. It will generate a user ID and password. Send this user id and password to the technical support executive. The executive will take remote support of your system.

Tools

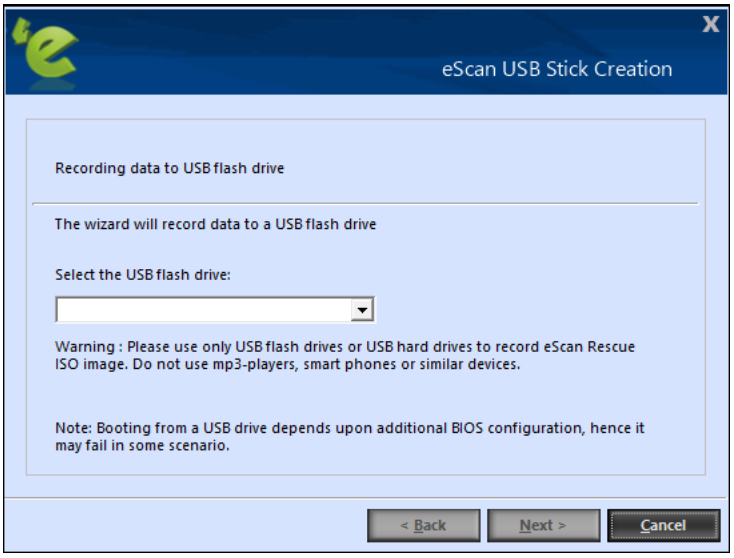
The tools link provides you with the options for easy and quick access to various tools for eScan and each tool will have its own functions.



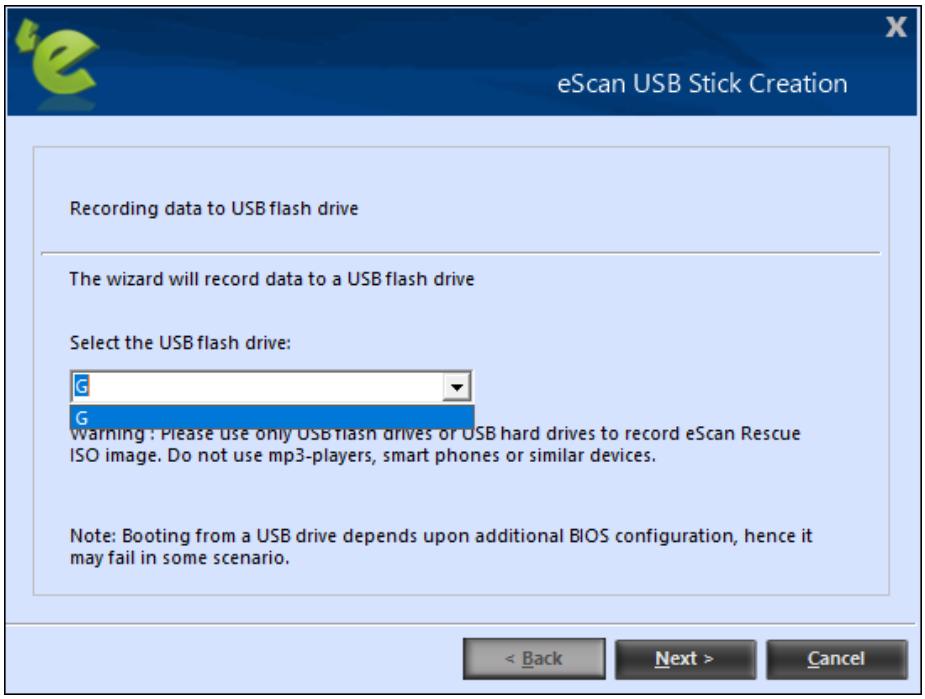
It gives you access to the various eScan TSS for Business tools and it performs the following actions.

eScan USB Stick Creation

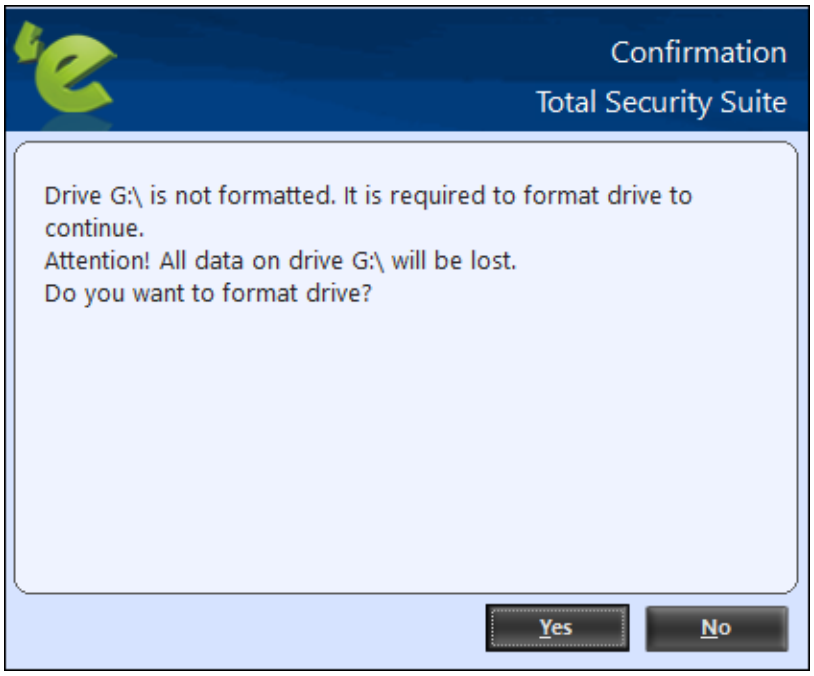
You will have to burn the image on to a USB device before using it to repair/clean infected or damaged systems.



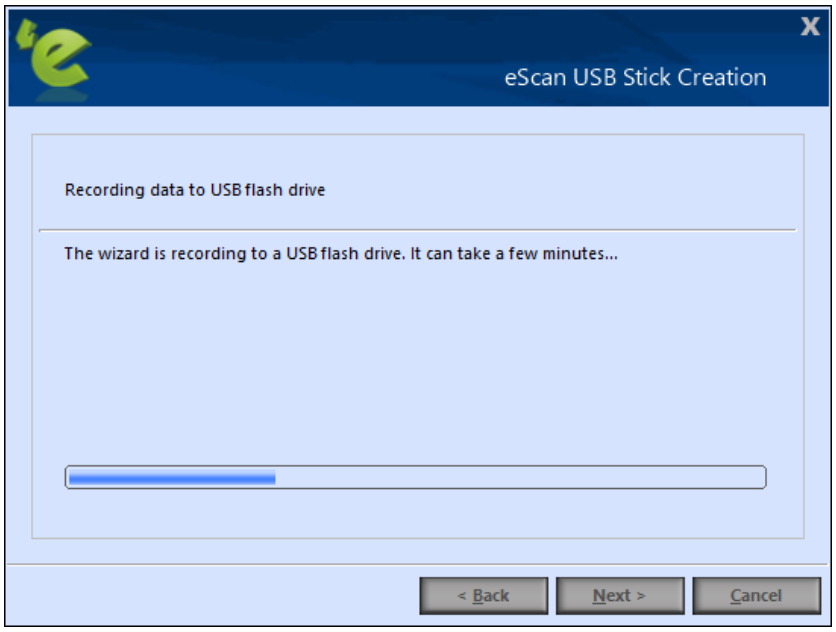
You can connect your USB to the device and select the device from the drop-down menu.



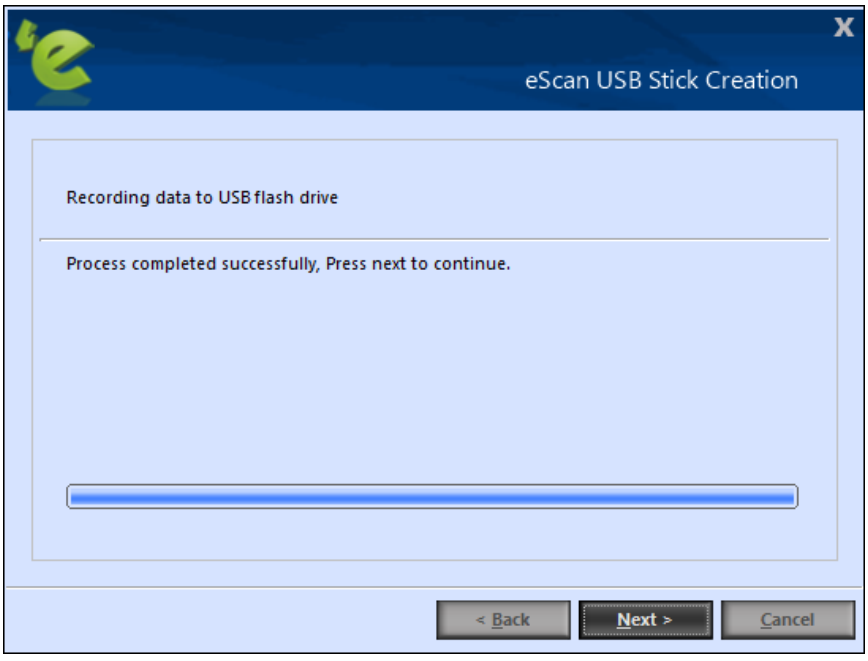
After selecting the device, click **Next>**. It will prompt you to format the USB drive.



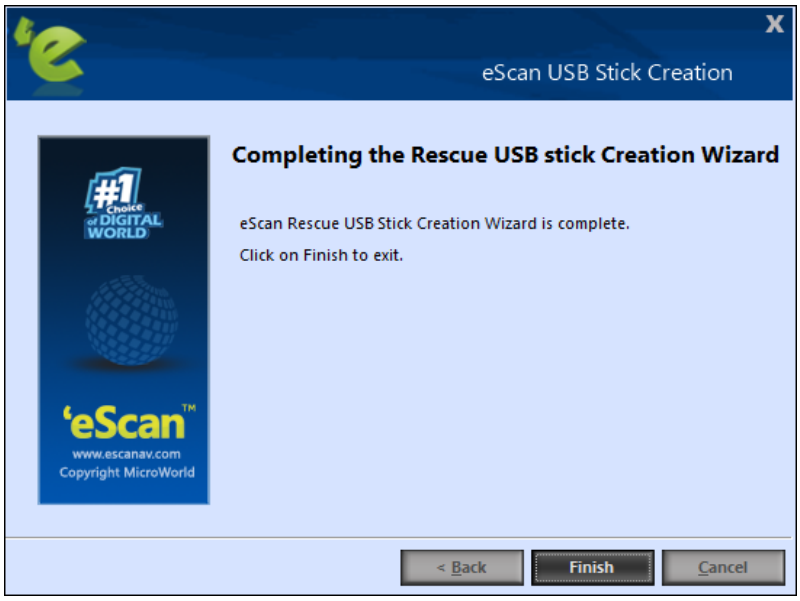
Click **Yes**. The process of recording the data in the USB will be initialized and you will get the following screen:



Once the recording process is completed, you will get the following screen. Click **Next>**.



Completing the Rescue USB stick Creation Wizard appears. Click **Finish**. The Rescue USB stick will be created successfully.

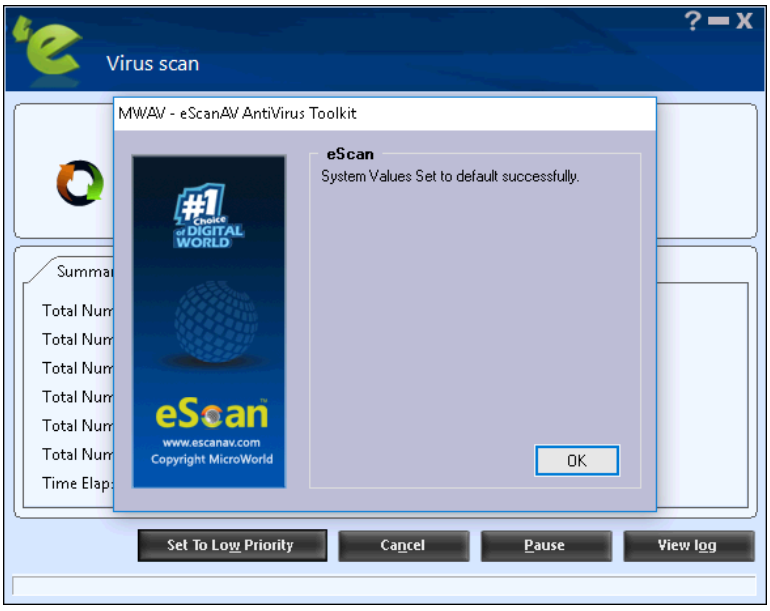


Download eScan service pack

You can download the latest eScan service pack directly from here. This will include all the latest updates.

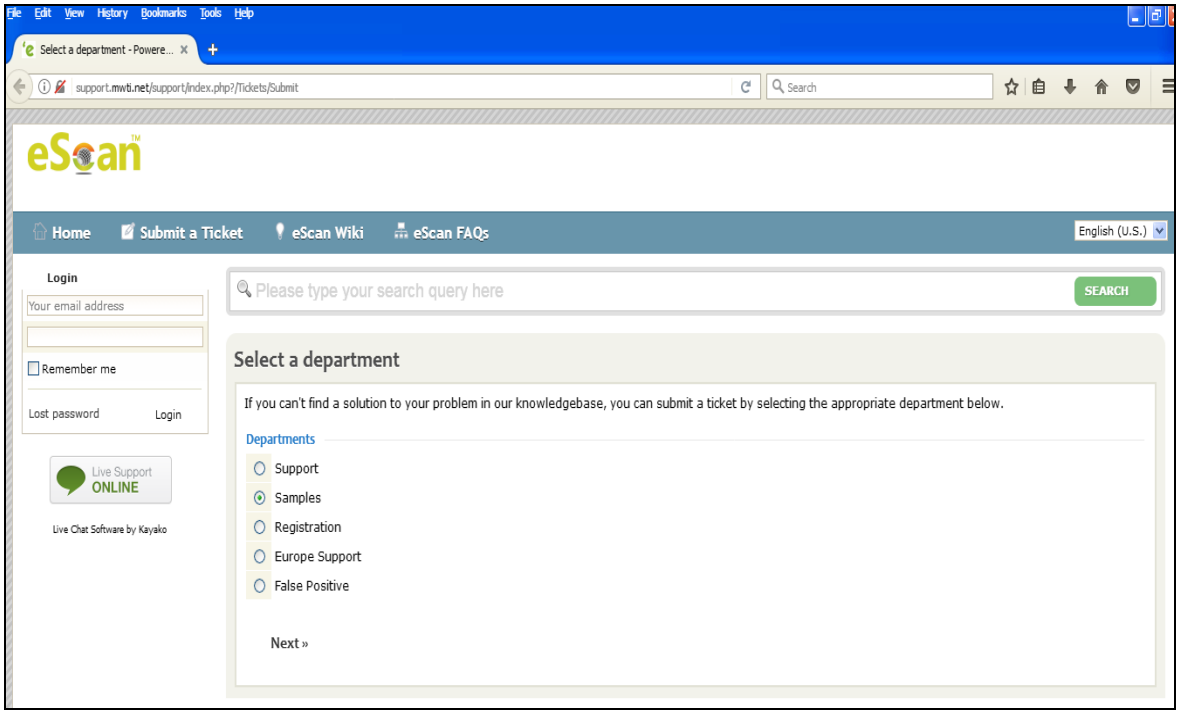
Restore Windows Default Settings

You can restore the Windows® operating system settings, such as desktop and background settings, to eliminate all the modifications made by a virus attack by using this button. eScan automatically scans your computer for viruses when you click this button and sets the system variables to their default values.



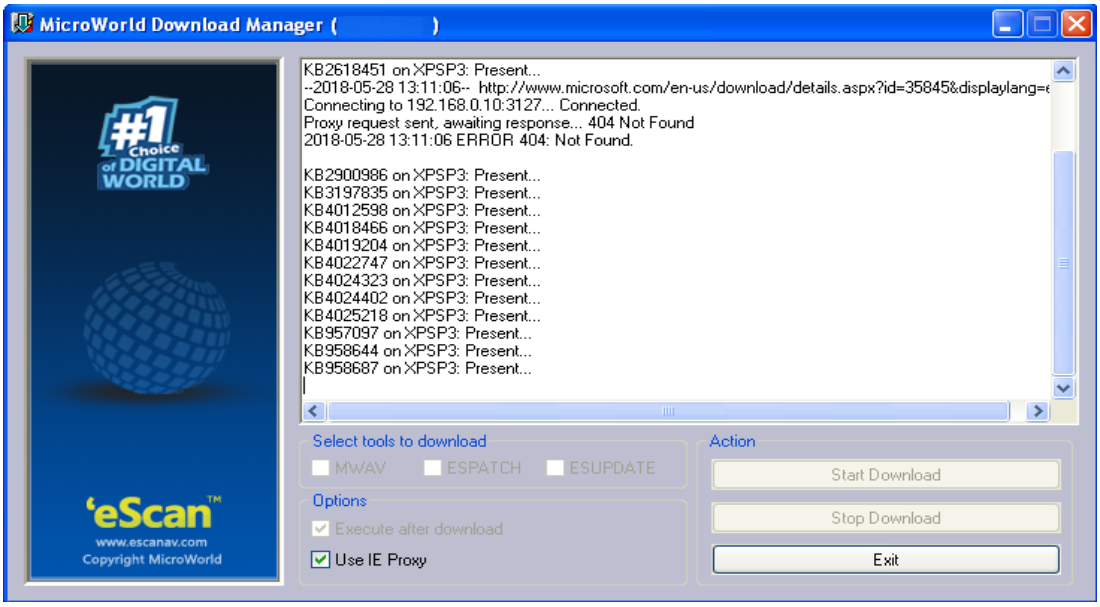
Upload Samples

This functionality will allow you upload the suspicious files that will be checked by eScan's R&D team. You can click on this link, it will be redirect to our website, where you can upload the sample and post your queries.



Windows Essential Updates

It will update your system with the latest windows patch updates. eScan maintains a list of critical Windows Update patches on every computer that are available for free, whenever the user clicks on **Download Latest Hotfix (Microsoft Windows OS)** option, it checks the computer for missing patches on the OS by matching the installed patches with the released patch list in the database. The missing critical Windows update patches are then downloaded and installed on the computer where eScan is running. The database list is categorized on the basis of the operating system.

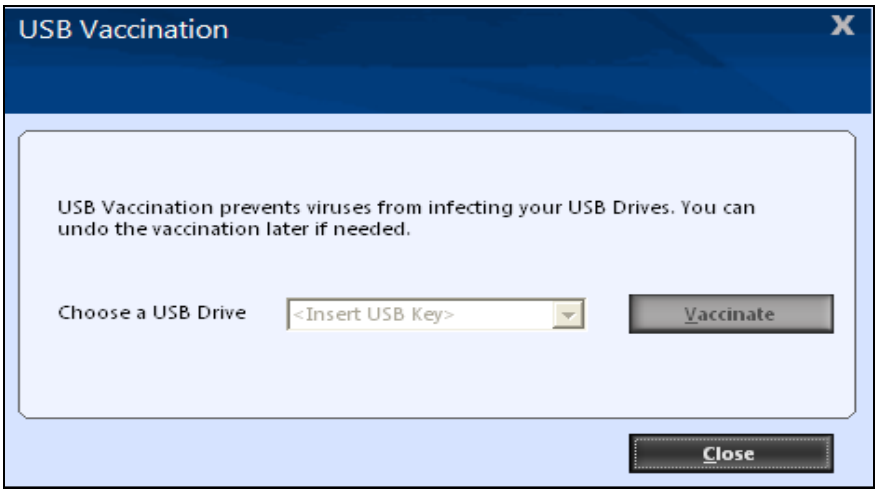


USB Vaccination

The USB devices are used for various purposes, but while using them you may not be aware that the system to which you are connecting is virus infected. When connected to such machines the USB devices also tend to get infected. So, to prevent such cases, eScan 14 has introduced a feature wherein you can vaccinate USB device, whenever needed. Once vaccinated it stays protected even if you connect the flash drive to an infected system, it doesn't become a carrier to infection.

By default, the **Choose a USB Drive** drop-down list and **Vaccinate** button appears dimmed. It is available only when you connect any USB device to your system.

To vaccinate, select an appropriate USB drive, which you want to vaccinate from the **Choose a USB Drive** drop-down list, and click the **Vaccinate** button.

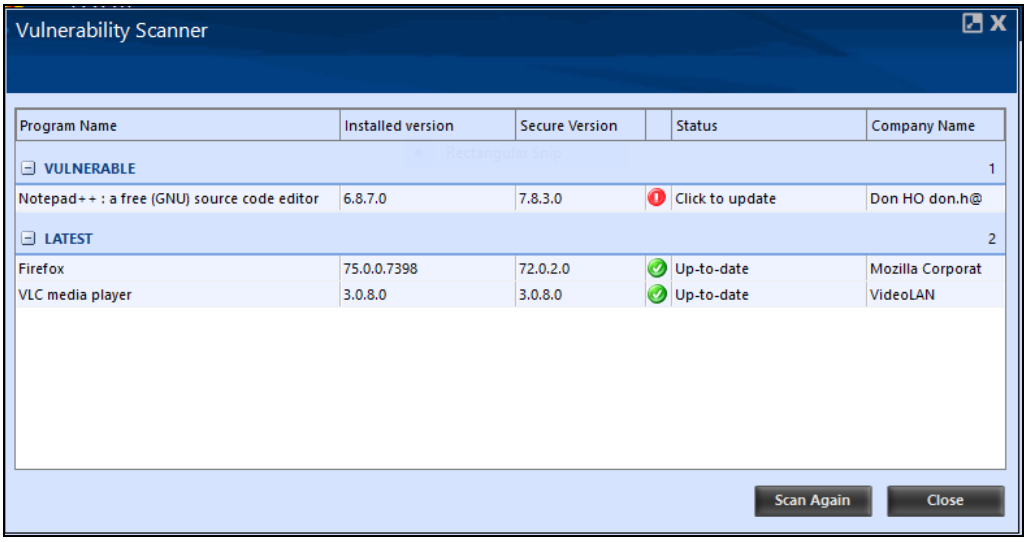


Registry Cleaner

eScan will scan for issues in the selected registry entries, all issues found will be displayed in the Panel on the right. You can select / unselect the issues found by eScan and fix selected issues button to fix the issues. eScan will fix the selected issues instantly.

Vulnerability Scanner

This option will check the vulnerability of the software installed on your computer for any kind of weakness that can be used by the attacker to gain access to the information stored on your computer without your permission. Using the options present in Vulnerability Scanner module of eScan, you can easily update the listed software's with the more secured version of the same.



Contact Us

We offer 24/7 free online technical support to our customers through email and live chat. We also provide free telephonic support to customers during our business hours.

Before you contact technical support team, ensure that your system meets all the requirements and you have Administrator access to it. Also, ensure that a qualified person is available at the system in case it becomes necessary to replicate the error/situation.

Ensure that you have the following information when you contact technical support:

- Endpoint hardware specifications
- Product version in use and patch level
- Network topology and NIC information
- Gateway, IP address and router details
- List of hardware, software and network changes if any carried out
- Step by step description of error/situation
- Screenshots, error messages and log/debug files
- Step by step description of troubleshooting if any attempted

Chat Support

The eScan Technical Support team is available round the clock to assist you with your queries. You can contact our support team via Live Chat by clicking here.

Forum Support

You can even join the MicroWorld Forum to discuss eScan related problems with eScan experts by clicking here.

Email Support

If you have any queries, suggestions and comments regarding our products or this User Guide, please write to us at support@escanav.com