



One-Time Password



Print Activity



Web Protection



Client Live Updater



Privacy Control

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MICROWORLD

TOTAL SECURITY SUITE

for BUSINESS



Quick Reference Guide

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Introduction

MicroWorld Welcomes You!

A few words before you start

eScan Total Security Suite for Business is a comprehensive Anti-Virus and Information Security Solution that effectively provides Zero-Day Protection to both servers and endpoints. eScan Management Console (EMC) includes a Secure Web Interface that facilitates dynamic security management of the server and endpoints in the corporate network.

New Features added

- eBackup
- Data Leak Prevention (DLP)
- Two-Factor Authentication (2FA)
- Remote Monitoring and Management (RMM)
- Data Encryption

Hardware and Software Requirements for Windows

The software and hardware requirements for installing eScan are as follows

System Requirements

Minimum Requirements for the Server and client

Before you begin with the installation, ensure you meet the following requirements: 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 & 64-Bit Editions)

CPU: 2GHz Intel™ Core™ Duo processor or equivalent

Memory: 4 GB and above

Disk Space: 8 GB and above

Browser Requirements:

Google Chrome and all chromium-based browsers

Firefox 14 and above

Internet Explorer 9 and above

eScan Management Console

Introduction

A web-based centralized management console that helps the administrator to install and manage eScan Client on Windows endpoints connected to the network.

Using this console you can perform following activities :

- Install eScan Client application on the endpoints connected to the network.
- Monitor the Security Status of the endpoints connected to the network in the organization.
- Create and manage policies or tasks for endpoints on your network.
- Create and view customized reports of the Security Status of the endpoints.
- Manage notifications for alerts and warnings.

Installation Process

Installing the application from the installation file downloaded via the Internet is identical with installing the application from the CD. The eScan setup is an Interactive Installation Wizard. We recommend closing of all applications before proceeding with the installation.

STEP 1 - Choosing the Language

eScan is available in multiple language. Select the appropriate language from the drop down box and click on the OK button.

Note: This option only be shown if OS language other than English

STEP 2- License Agreement and Selecting the Installation Folder

You will be asked to identify the folder on your computer where the application should be installed. The default path is:

<System Drive>\Program Files\eScan for 32-bit systems. <System Drive>\Program Files (x86)\eScan for 64-bit systems.

Note: You can specify a different folder by pressing the BROWSE button and selecting a folder. To proceed with the installation, press the NEXT button.

It also contain End-User License Agreement (EULA) for eScan Software Product. Read it carefully, and if you agree with all terms and conditions of the agreement, select "I accept the terms of the license agreement" and press the NEXT button and the installation will be continued. Or select "I don't accept the terms of the license

agreement” or press the CANCEL button to abort the installation or click the BACK button to go back to the previous window.

STEP 3 - eScan Management Console Configuration wizard

This wizard will guide you for installation of Microsoft Windows Installer, Microsoft .Net framework and SQL Server Express Edition. Click “NEXT” to proceed.

STEP 4 – Select computer hosting SQL Server

In this window, you can either install SQL Server using this wizard or you can select existing installation of SQL Server by clicking “Browse” button. Once you select the appropriate installation method for SQL Server, click “NEXT” to proceed.

If you select “Install Microsoft SQL Server Express Edition (Recommended)” option and then click “NEXT”, you will get next wizard which will install Microsoft Windows Installer, Microsoft .Net Framework and SQL Server Express Edition freshly on the system. Once everything is installed “NEXT” button will be enabled. Click “NEXT” to proceed. (IMP: If SQL is already installed on the system do not select this option, instead select the second option “Choose existing” SQL Server name).

If you select “Choose existing” option, then you need to select the SQL Server Name, you can either type the SQL Server Name or you can click “Browse” to choose the SQL Server Name.

Once you select “Choose existing” and click next, you will be prompted for SQL Server instance name, Hostname or IP Address of the system on which SQL Server is already installed, Login Name and Password. If the information filled by you, is proper, then you can click on “Test connection” to verify the connection to the SQL Server is successful or not. If the connection is successful you can click “NEXT” to proceed. If the connection is not successful, please verify the SQL server connectivity with other tools or check if the system or IP Address is reachable.

STEP 5 – eScan Management Console Login Information

In this page, you need to enter the root user login credentials, root is the default Administrator account created for accessing eScan Management Console. This user will have all the rights. Here all the fields are mandatory. Then click “NEXT” to proceed.

STEP 6 – eScan Management Console Configuration successfully completed

This will confirm you the entire configuration have been successfully done. Click on “Finish” button to proceed.

STEP 7 – eScan Install

It will start installing the necessary files as per the configuration being done, meanwhile it will start eScan toolkit to scan memory locations to see if the system is infected or not. It will take few minutes to complete with the installation.

During the installation, eScan software will search for other Anti-Virus programs which may conflict with this application. If any such programs are detected, we recommend you to uninstall them before you proceed.

STEP 8 – Completing the Installation

It will indicate that it is necessary to restart the computer to correctly complete the installation.

Modules of eScan Management Console**Dashboard**

The dashboard displays deployment status, protection status, and protection statistics, summary Top 10 and asset changes of all the managed endpoints in the form of pie charts.

- **Deployment Status:** The exact numerical data can be found here. For example: If eScan has been deployed on 50 machines; it will show the details of all the 50 machines namely the eScan installed, eScan not installed, unknown and the total number of deployed machines.
- **Protection Status:** This will display the module status of all the managed computers. For example the number of updated and not updated endpoints, File Antivirus module started or stopped etc.
- **Protection Statistics:** This will display the module activity of all the managed computers. For example: The files that were disinfected, quarantined, deleted, access/denied, USB allowed/blocked, website allow/block etc.
- **Summary Top 10:** This will display the Summary of the Top 10 activities and status of all the managed computers. For example: It will display the Top 10 Endpoint infected count, Top 10 USB blocked count, Top 10 Application blocked count by computer name, Top 10 websites blocked count by computer name.
- **Asset Changes:** This will display the summary of all the hardware and software changes on the managed endpoints. It displays the list of the hardware changes and the list of software installed and uninstalled.
- **Live Status:** This will display the total number of computers that are online and offline in a network.

Setup Wizard

This module will be guiding you in creating groups, adding endpoints to particular groups, adding hosts from the network and installing eScan TSS Client on the connected endpoints. This option will be visible only to root users.

Managed Computers

This module will allow you to create a new group, set group configuration, deploy / upgrade eScan TSS Client, uninstall eScan TSS Client, create groups, add tasks and also create update agents. It consists of a Console tree on the left and a task pane on the right. The console tree has two tabs an Action List and Client Action List. The Client Action list has a list of specific activities carried out for eScan TSS Client endpoints namely for deploying / upgrading, or removing from group.

Unmanaged Computers

This module will allow you to add endpoints on the network using IP range, Active Directory where eScan has not been installed and are not assigned to any Managed groups. This module will allow you to add all these unassigned endpoints to specific managed groups for installing eScan and deploying policies. The unmanaged computers have four nodes on the navigation pane. This will display the list of new computers discovered on the network.

- **Network Computers:** It displays the list of all the computers, workgroups available on the network in a console tree. The administrator can define the Host Configuration settings, move the client machines to a managed group, refresh the selected client machines to fetch required data for remote installation of client and also view the properties of the selected client machines.
- **IP Range:** It displays the IP range for the network as nodes in a console tree and also allows you to add or delete an IP range by clicking New IP Range and Delete IP range respectively.
- **Active Directory:** It allows the administrator to import the active directory structure already maintained on your active directory server to eScan Management Console. You can further add endpoints from Active directory to managed computer groups for installing eScan.
- **New Computers Found:** This will display the list of new computers discovered on the network.

Policy Templates

Policy deployment can be made easy through policy templates; this will allow the administrator to create policy templates and deploy it to the desired managed groups.

Policy Criteria

This option will allow the administrator to specify policy criteria and deploy it to endpoints automatically if it complies with the predefined criteria in the management console. The Administrator will select Policy Criteria based on which the policies will be deployed.

Create Client Setup

eScan allows you to create customized client setup with predefined Policy Template. This allows you to implement group policies to the endpoints automatically when eScan Client is installed on the endpoints by copying the setup and installing manually. The major benefit of this feature is that even if the endpoint is not connected to the eScan server, the Policy template will be deployed on to the endpoint while customized eScan Client is installed on the endpoint. On installing this customized setup, the endpoint will be automatically moved to the selected group if the option 'Add to group' is selected before creating the setup.

Note: The policy should be already defined for the group.

Report Templates

This module provides you with predefined reports based on the eScan modules, for a specific period for the specific action taken. It helps to create schedules, view report properties and refresh. It also allows the administrators to send these reports to specific recipients at specific times and create custom reports based on desired criteria.

Report Scheduler

This module will help you in scheduling the creation and sending reports based on the requirements.

Events and Computers

This module provides you the details about the Event status, Computers selection and Software/ Hardware changes occurred on the eScan TSS Client systems. The

event status would include the recent events, critical events and the information about the managed computers. The computers selection would include endpoints with critical status, warning status, database outdated, virus infected, not scanned for long time etc. and the Software/Hardware section will provide information about the changes made to software and hardware and the existing system information.

Task for specific computers

This module will allow you to create and run tasks on specific endpoints. It allows you to schedule or modify created tasks from managed computers or groups. It also helps you to view the results of completed tasks.

Asset Management

This module provides you the details of the entire hardware configuration and the list of software installed on the managed computers connected to the network. It allows you to filter the information based on your requirement and also allows you to export all the system information in xls, pdf, and html formats.

Print Activity

This module maintains a log of all print activities done by managed computers through any printer connected to the network.

Session Activity

eScan Management Console (EMC) monitors and logs the session activity of the managed computers. It will display a report of the endpoint startup/ shut down/ log on/ log off/ remote session connects/ disconnects. With this report, the administrator can trace the user Logon and Logoff activity along with remote sessions that took place on all managed computers. It will be helpful for audit compliance purposes. Additionally in case of a misuse of the computer at a specific time can be tracked down to the user through remote Logon details captured in the report.

File Activity Report

eScan Management Console monitors and logs the file activity of the managed computers. It will display a report of the files created, copied, modified, and deleted. With this report, the administrator can trace the file activities on all the managed computers. Additionally in case of a misuse of any official files can be tracked down to the user through the details captured in this report.

Active Directory Synchronization

This feature will allow you to synchronize eScan Centralized Console groups with

Active Directory containers. New computers and containers discovered in Active Directory are copied into eScan Centralized Console automatically and the notification of the same can be sent to the system administrator. You can also choose to Auto Install or Protect discovered Windows workstations automatically. This allows you to minimize the time in which computers can become infected and reduce the amount of work you need to do to organize and protect computers.

Outbreak Notification

This module will send a notification if viruses detected exceed the defined number in the defined time.

Settings

This module will allow you to define important settings for EMC Settings, web console, update settings and Auto grouping.

Remote Monitoring Management (RMM)

Remote monitoring and management (RMM) is a type of remote IT management software used by Managed IT Service Providers (MSPs) to remotely monitor client endpoints, networks, and computers. It is a pay and use feature.

Two-Factor Authentication (2FA)

The Two-Factor Authentication, also more commonly known as 2FA, adds an extra layer of protection to your basic system login. The 2FA feature requires personnel to enter an additional passcode/password after entering the system login password. It is a pay and use feature.

Administration

This module will allow the administrator to create User Accounts and allocate them Admin rights for using eScan Management Console. Using this option root administrator can allocate rights to the other administrators or sub administrators which will allow them to install eScan client and implement Policies and tasks on other endpoints.

Customized Setup

Customized Setup will allow you to create a customized setup for a particular Windows client machine. You can define the settings for a customized setup; It will allow you to define the customized settings for File antivirus, mail antivirus, Anti-Spam, Firewall, endpoint security, Privacy control, Client Installation Settings, Update Intervals, exclude/remove and so on. The administrator can define the customized

settings for agents; it will allow you to define the settings for the server from where the updates are to be downloaded.

Update Agent

eScan will allow administrators to install Update agent on any managed endpoint (where eScan Client is already installed). This update Agent will take the signature updates and policies from eScan Total Security for Business Server and distribute the same to other managed computers in the group. The Update agent will alternatively query eScan Update servers on internet for getting updates whenever there is a connectivity problem between the update agent and eScan TSS for Business Server.

Import/Export settings

This 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.

Auto Grouping

This feature will allow the administrator to define the settings to automatically add clients under desired sub groups. The administrator will have to add groups and also add client criteria under these groups based on host/host name with wild card/IP address/ IP range.

License

This module will enable you to manage license of users. You can add, activate, and view the total number of licenses available, number of licenses deployed, and number of licenses remaining with their corresponding values.

eScan Total Security Suite for Business Client modules for Windows Endpoints

File Anti-Virus

This module lets you scan all the existing files and folders for any infection. It will allow you to report/ disinfect/ quarantine/delete objects.

Mail Anti-Virus

This will allow you to analyze all the incoming mails. This analyses the mails by breaking it into three sections the header, subject and the body.

Anti-Spam

This will prevent you from receiving spam mails by checking the content of outgoing and incoming mails, quarantines advertisement mails.

Web Protection

This module lets you block websites according to categories and configure time-based restriction settings to allow access to specific websites.

Firewall

This will help you in putting up a restriction to incoming/outgoing traffic and hacking. You can define the IP range, permitted applications, trusted MAC addresses and local IP addresses.

Endpoint Security

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

Privacy Control

This will allow you to schedule an auto erase of your cache, ActiveX, cookies, plugins, and history. You can also secure delete your files and folders where no traces of deletion could be found.

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.

Contact Details

Free Technical Support

We offer 24/7 free Online Technical Support to our customers through e-mail and live chat. We also provide free Telephonic Support to our customers during business hours.

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 chat by visiting <http://www.escanav.com> and clicking on Live Online Support.

E-mail Support

We value your suggestions. Please feel free to send your queries, suggestions, and comments about our products or this guide to support@escanav.com.

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