

eScanTM

Total Security Suite for Business - v22



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Quick Reference Guide

Cyber Vaccine

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Introduction

eScan TSS for Business is a preliminary security and antivirus suite that safeguards your online privacy and identity. It is equipped with broad-range of advanced features and provides excellent virus protection with minimal impact on system performances.

System Requirements

Operating System

Microsoft® Windows® 2019 / 2016 / 2012/ SBS 2011 / Essential / 2008 R2 / 2008 / 2003 R2 / 2003 / 11 / 10 / 8.1 / 8 / 7 / Vista / XP SP 2 / 2000 Service Pack 4 and Rollup pack 1 [All 32-bit & 64-bit Editions]

Processor: Intel or AMD single core x86 or x64

CPU: 1 GHz recommended

Memory: 1 GHz recommended

Disk Space: 1 GHz recommended

eScan TSS for Business

eScan TSS for business with Cloud Security protects the corporate network against online threats without slowing down the system. Being powerful and lightweight eScan defend the personal sensitive data by blocking the latest malware, phishing, and cyber-attacks. The eScan's real-time protection monitors the computer continuously to determine where and what is safe online. eScan TSS for Business is equipped latest innovative technologies like malware detection, heuristic scan, and many more.

Following are the benefits of eScan TSS for Business:

- Using Proactive Behaviour Analysis Engine (PBAE) technology offers eScan TSS for business powerful Anti-Ransomware feature that defend your crucial files from getting encrypted against ransomware infections.
- With Two-Factor Authentication (2FA) secure your system login with an additional login that requires a Time-based One-Time Password (TOTP) to prevent unauthorized logins.
- Web protection is designed to prevent employee by blocking access to non-work related websites based on categories such as hate, violence, and porn.
- It also consists of an advanced two-way firewall, spam filter, gaming mode, and several other techniques that will keep the system safe, clean, and optimized.

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

eScan uses the auto-installation wizard that facilitates installation in just one step. During the process of installation, eScan software will search for other Anti-Virus programs which may conflict with this application. It is recommended to uninstall any other anti-virus software from your system before installing eScan. Click the setup file and the installation process will start by itself.

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. 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, asset changes, and live status 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

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

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.

Unmanaged Computers

The Unmanaged Computers module shows information about the computers that have not yet been assigned to any group. This module will allow you to add endpoint on the network list using IP address, Active Directory, Network computers. This module will allow you to add all these unassigned endpoints to specific managed groups for installing eScan and deploying policies. 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

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.

Report Scheduler

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

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.

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.

User Activity

This module will let you monitor different tasks/activities like printing, session login time or actions on files in the client computers.

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

Session Activity Report: 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.

Application Access Report: The Application Access Report module gives the detailed view of all the applications accessed by the computers in the Managed Computers

Patch Report

The Patch report will display the number of windows security patches installed and not installed on managed computers. It helps an administrator to identify the number of vulnerable system in the network and install the critical patch quickly.

Notification

The Notification module lets you configure notifications for different actions/incidents that occur on the server/endpoints. Outbreak alert will send a notification if viruses detected exceed the defined number in the defined time. If there is a threat to the device, the Auto isolation setting can isolate the device to the limit network access. It sends an email alert of the events that have occurred or in case there is an automatic movement of computers when not connected to server for a specific period. It allows to configure the SIEM and SMTP settings. Besides, it also alerts admin in case of any new computers get added to the network.

Settings

The Settings module allows to define important settings for FTP sessions, log settings, client grouping and client connection settings. It allows to configure web console time out and dashboard settings, login page settings, logo setting, SQL Server Connection settings, SQL Database compression settings. It also lets the admin to define settings for General Configuration, Update Notifications, and

Scheduling. eScan is equipped with Two-Factor Authentication feature that provides an extra layer of protection to the console that prevents the unauthorized access and also allowing to configure User login base 2FA.

Administration

The Administration module allows to 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, user can allocate rights to the other employees and allow them to install eScan Client, implement Policies and Tasks. eScan allows the admin to create a customized setup for a particular endpoint according to the OS installed in it. Administrator can also define the customized settings for agents; it allows to define the settings for the server from where the updates can be downloaded. It also allows to take a backup of the eScan server settings, in case you want to replace the existing eScan server.

License

The License module allows to add, activate, and view the details of the licenses deployed, pending, and total licenses available. It also allows admin to manage the add-in licenses that are used by the organization.

eScan Modules

File Anti-Virus

File Anti-Virus module starts on the startup of the operating system and continuously monitors and scans all the files that opened, saved, or launched along with all the connected devices. The Proactive Behavior Monitoring system blocks any application that behaves maliciously or might be malicious.

eScan offers **Block Files** feature, which allows to block or quarantine the file from being accessed. It also comprises of **Folder Protection** function that prevents user from creating, updating, or deleting files/subfolders within the specified folder.

Mail Anti-Virus

Mail Anti-Virus scans both incoming and outgoing emails for malware, spyware, adware, and other malicious objects on the computer. It allows to send virus alerts to client computers on the mail anti-virus activities. Mail Anti-Virus scans only the incoming emails and attachments by default; however you can configure it to scan outgoing emails and attachments as well. Besides, whenever you receive an infected email or attachment, it helps to notify the sender or system admin.

🚫 **Note:** Mail Antivirus does not provide protection for email accounts that you access through a web-based email service.

Anti-Spam

Anti-Spam module filters all the junk and spam emails using the Advanced NILP technology and sends content warnings to specified recipients. It allows you to block specific words/phrases for specific users and whitelist the specific word/phrases received or sent over mail. It uses an adaptive mechanism based on the behaviour pattern of the user to analyze each email and categorize it as spam or ham. Though, it does not provide protection for email accounts that are access as through web-based email service.

Web Protection

Web & Parental Control uses cutting-edge algorithms to block access of websites, based on the inclusion of specific words or phrases within site, as well as blocks pornographic or offensive content and websites. It is equipped with Smart Parental Control to protect children and teenagers by block unwanted web content, limit screen time, restrict the use of risky applications, and more. It allows to set time restriction on access the websites and applications for different users based on their age. Different users have different profile and access/web control rights. Admin can also use this feature to prevent employees from accessing non-work related websites during work hours.

Endpoint Security

eScan provides protection from the known and unknown threats that can spread through USB or Firewire-based portable storage device, such as Flash drive, SD Card, and more. It allows you to block the access of USB devices, whitelist the USB device, and set password for accessing it. It will detect and block harmful or blocked applications even if they are renamed and given another extension. It offers an advanced Application Control that allows you to block/permit applications and prevent the critical threats.

Two-Factor Authentication

Two-Factor Authentication provides an extra-layer of protection to the Windows login process that authenticates and prevents any criminals from accessing the computer and personal data. This offers an additional step of security as cyberthieves requires more than username and password for authentication.

Privacy Control

Privacy Control protects the sensitive information from theft by deleting all the temporary information stored on the computer. This module includes the eScan Browser Cleanup feature, which allows to use the internet without leaving any history or residual data on the hard drive by erasing details of sites and web pages you've visited while browsing.

Data Encryption

Data Encryption feature that protects sensitive and confidential data from unauthorized access and data leak. With this module, you can create a Vault that stores data in an encrypted and password-protected format. eScan provides an advanced level of password protection to your important files/folders.

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.

Scan

Scan option at the bottom of the eScan Protection Center allows you to manually scan your computer for any kind of virus or malware infection. It gives you a set of customized options for scanning. You can do an on-demand scan or a scheduled scan along with this. It also gives options to define Actions, Alerts, and Priority of the defined task of scanning.

Update

eScan updates are automatically downloaded and installed virus definitions on your system frequently or as defined by you in Update Settings. This prevents your system against attacks from recently detected viruses or infections. It will also allow you to schedule the download of Update Patches as per the convenience, using this Tab you can schedule the Updates to be downloaded daily or check for updates on eScan server at fixed time intervals. You can also schedule Update patches to be downloaded on desired days or dates of the month as well as at fixed time of the day. Ensure that you are connected to internet to download the latest patches from the Update Servers.

Rescue Mode

eScan Rescue Mode feature enables you to scan and disinfect all existing partitions on your hard drive inside and outside your operating system. 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.

Password

This option will secure your system from making any unauthorized changes to the settings and configurations defined by you.

Tools

- eScan USB Stick Creation will allow you to repair/clean infected or damaged systems.
- Restore windows default settings will allow users to restore default settings in window.
- Vulnerability Scanner will check the vulnerability of the software installed on your computer for any kind of weakness.
- Upload samples will allow you to post your queries on the website.
- Windows essential updates will download the latest critical hotfix whenever released by Microsoft for the Windows® operating system.
- Download eScan Service Pack will update your eScan Anti-Virus with the latest patch updates. (This option will be activated only on the availability of new updates.)
- eScan will scan for all the issues in registry entries and fix those issues instantly.
- USB Vaccination will vaccinate USB based storage devices that will protect your computer from Malware that spread through USB devices as the eScan vaccinated devices cannot get infected even when they are used on infected systems.

License Management

eScan comes with a pre-activated evaluation period of one month; you can activate the License for one year using the License key that you received with the CD. You can also download the setup file from our website (escanav.com). Using eScan Protection Center, you can purchase the License Key by clicking on the buy now option present in the License Information window.

Contact Details

FREE Technical Support

We offer 24x7 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 <https://www.escanav.com> and clicking on Live Online Chat 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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