

Dashboard User Guide

Nanoheal Dashboard Version 6 for AVIRA



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What is Nanoheal?

Nanoheal is a powerful end point management solution which combines enterprise system management, proactive & auto heal incident resolution capabilities and enterprise mobility management in a cloud delivery model.

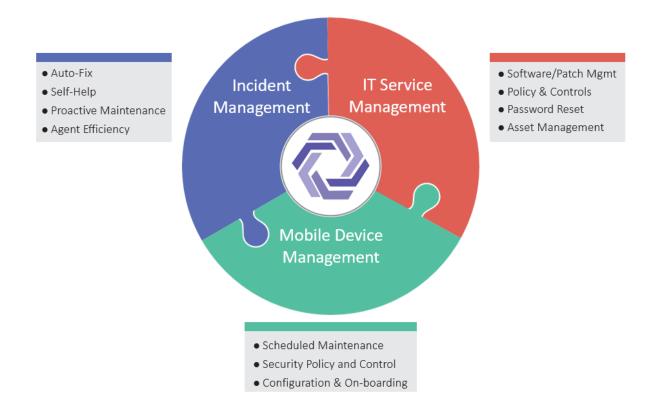


Figure I Nanoheal Components

Nanoheal enables Enterprise IT Teams, Managed Service Providers and OEMs to move their and their customer environments from reactive support model to proactive and self-healing model.

More information about Nanoheal features, technology and support philosophy visit <u>www.nanoheal.com</u>.



What is Dashboard?

The Dashboard/Console is the server component of Nanoheal that allows a user to view information and enables them to manage configurations centrally.

The Nanoheal Dashboard lets a user manage and access information about the systems they have under management, in an intuitive and straightforward manner.

The high-level feature list of the Nanoheal Dashboard is as follows. The table shows the AVIRA – NH Console and the NH Specific Feature –

Area/Module	Default AVIRA-	NH Specific
	NH Console	Feature
Dashboard Landing page and functionalities	YES	NO
Side Panel	YES	NO
Dashboard - Sites	YES	NO
Dashboard - Compliance[AVIRA Specific]	YES	NO
Dashboard - Notification[AVIRA Specific]	YES	NO
Dashboard - Resolutions[AVIRA Specific]	YES	NO
Dashboard - Compliance[NH Specific]	NO	YES
Dashboard - Notification[NH Specific]	NO	YES
Dashboard - Resolutions[NH Specific]	NO	YES
Manage - Services - Avira Configuration	YES	NO
Manage - Services - Nanoheal Configuration	NO	YES
Manage - Troubleshooting - PC Tune Up	NO	YES
Manage - Troubleshooting - Hardware Fixit and Troubleshooters	NO	YES
Manage - Troubleshooting - Software Fixit and Troubleshooters	NO	YES
Manage - Troubleshooting - Enterprise App Store	NO	YES
Manage - Troubleshooting - Run as Administrator	NO	YES
Manage - Troubleshooting - Avira Antivirus	YES	NO
Manage - Users	YES	NO
Manage - Groups	YES	NO
Insights - Services Insights[AVIRA Specific]	YES	NO
Insights - Services Insights[NH Specific]	NO	YES
Insights - Sales Insights	NO	YES



Sign Up Flow

Nanoheal Provisioning

Nanoheal allows individual users, SMBs, Enterprises and MSPs to manage their environments and associated services. Many enterprises and MSPs have multiple partners who provide IT support to SMBs. Nanoheal's enterprise provisioning system allows Enterprises and Service Providers to manage their customers through an amazingly easy to use web module.

Provisioning Entities and Their Relationships

To use Nanoheal's provisioning system efficiently, the user will need to understand the following terms and their relationships.

Resellers or Service Providers: A Reseller is a company that partners with a manufacturer [AVIRA] or producer to market and sell the manufacturer's products, services, or technologies. Resellers may be distributors, vendors, retailers, consultants, systems integrators (SI), technology deployment consultancies, value-added resellers (VARs) and other such organizations.

Reseller has provision to create following:

- Admin who would manage their OR their customer's devices
- Customer who would manage their devices by themselves

Reseller or Customer as an **Admin**: Resellers as Admin manage devices of their customers directly and Customers as Admin manage their own devices.

Customer: A customer is an organization, whose IT (End Point Devices) environment is supported using Nanoheal product and associated services.

How to Sign up

In order to Sign up, the user needs access the following link and choose "Create Account" <u>https://commandcenter.nanoheal.com/Dashboard</u>



How to register a new reseller/customer?

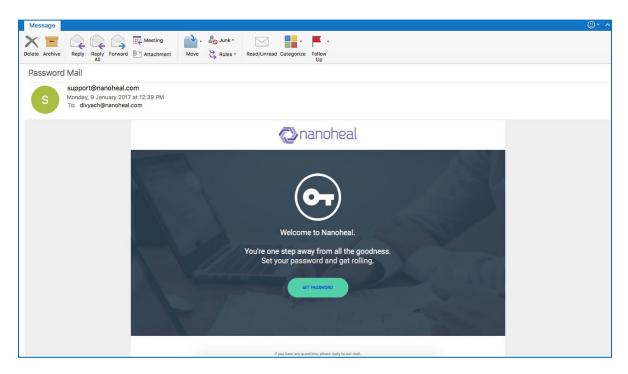
- a. The user needs to navigate to the link provided for the account creation, and enter the basic details in the space provided. The details required are:
 - i) First Name It does not accept special characters.
 - ii) Company Name
 - iii) Email ID



- a. The user should Accept the T&C and click on "Sign Up"
- b. The user will receive a confirmation email. With an option to set their password. If the email is not found in the inbox, the user may need to check their email filter settings and Junk folder.

As shown below:





- a. The password must adhere to the following rules:
 - i) Has at least one capital case letter
 - ii) Has at least one numerical character
 - iii) Has at least one special character
 - iv) Password is at least 8 or more characters' long



- a. Once the password is set, the user should proceed to sign in.
- b. Once logged-in, a popup prompts to create a customer

There are two radio buttons to select from:

• I am an Admin and I will manage my OR my customer's devices – This option would enable a Reseller to manage multiple customers and their devices.



Additionally, the same option would enable the IT Admin of a company/customer to manage their own devices

I am setting this up for a customer who would manage their devices – This option enables a Reseller to create login and site for customers who would manage their devices but need the Reseller to help setup the Dashboard.
 <u>Limitation</u>: Upon using this option – the customer would not be able to

create new sites by themselves. They would need to contact the Reseller for the same.

Create Customer
Customer(Site) Name
I am an Admin and I will manage my OR my customer's devices.
$igodoldsymbol{\Theta}$ I am setting this up for a customer who would manage their devices.
Avira OTC
Please select OTC
Total: 0 Used: 0 Pending: 0 Contract End Date: DD/MM/YYYY I want to enable gateway module.
No of License
Submit Cancel

How to create a customer for the first time?

When a user logs into the dashboard for the first time, he is greeted with a popup that prompts him to create a "Customer" as shown above.

Illustration: A Reseller can select - "I am an Admin and I will manage my OR my customer's devices", and add OTC. Reseller can view the site they created and have full access to my account page. On the contrary, if he selects, "I am setting this up for a customer who would manage their devices" and adds OTC, then when the customer login after setting password, he will see the site in right pane and does not have full access to my account page.



Please follow the following steps to add a new customer/site.

- I. I am an Admin and I will manage my OR my customer's devices:
 - i) The user will see a popup as shown below, wherein he has to enter:
 - i. OTC
 - ii. Number of Licenses to use
 - ii) Enter the number of devices he wants to install the software on
 - iii) Select the checkbox of gateway option if you want to enable gateway module.
 - iv) Click on "Verify" to verify the OTC and "Submit" to goto next page.

Create Customer	×
Customer(Site) Name GatewayNHTest2	
 I am an Admin and I will manage my OR my customer's devices. I am setting this up for a customer who would manage their devices. 	
Avira OTC	
Avira Antivirus for Endpoint (7N999-9993N-288Q6-BURCK-37447)	
•	
Total : 10 Used : 0 Pending : 10 Contract End Date : 2017-08-31	
I want to enable gateway module.	
No of License	
10	
Next Cancel	



Create Customer	
Customer(Site) Name	
WasifGWAviraLIVE5thJuly	
● I am an Admin and I will manage my OR my	y customer's devices.
I am setting this up for a customer who wo	uld manage their devices.
Avira OTC	
QP888-8882P-4CP82-AF6CL-LJJC6	
	Gateway Checkbox: • Please do not select this checkbox if all your
Total : 10 Used : 0 Pending : 10	machines are connected via internet.
I want to enable gateway module. ()	 Select this option only if you have Restricted environment where only one machine has internet and others are communicating to internet via this machine.
No of License	• Please make sure the Gateway Device is 64-bi
10	
	Next Cancel

Gateway Module: If gateway module is enabled, machine in the same network will not need internet connection to install nanoheal. User has to make a machine in the network as gateway machine and all other machine will install client from gateway machine.

We are using Squid Proxy software for setting the proxy details in gateway machine which would take care of the entire communication. Squid would get installed before nanoheal installation i.e As soon as customer double clicks on the nanoheal exe, it will first download Squid and install it, then customer will get Nanoheal UI for installation. Generally it takes 5-6 minutes for installing squid(depends on internet speed) and then Nanoheal UI will come asking customer to install.

Prerequisite for Gateway Model:

- I. Gateway machine should have minimum of 2GB RAM.
- 2. Gateway machine should be a 64-bit machine.
- 3. Firewall should be turned off on the sub-machines.
- 4. Gateway machine and sub -machines should be in the same domain/network.

5. There should not be pre-installed Squid software (If installed, Squid should be uninstalled and all concerned directories from C: drive should be manually deleted.)

6. Gateway machine should be a windows machine.



- 7. Squid service need to be added in start-up during booting.
- 8. Gateway machine should have admin rights to install Squid.

When deployment happens from gateway machine to sub-machines/endpoints, proxy details will get set under 'Update and proxy settings' in Avira UI in sub-machines also as shown below:

 Avira Antivirus Pro 	_	□ ×
💙 Antivirus Pro		
	PC Sicherheit > Update > Proxy Einstellungen ? H	lilfe
PC Sicherheit System-Scanner Suche	Proxyserver Keinen Proxyserver verwenden Windows Systemeinstellungen verwenden Verbindung über diesen Proxyserver	
Aktion bei Fund Archive Ausnahmen Heuristik Bericht	Werbindung über diesen Proxyserver Adresse: 192.168.4.134 Benutzername: nawneet Login Kennwort: ************************************	
Internet Sicherheit Allgemeines	Beschreibung Geben Sie einen Benutzernamen für die Anmeldung am Proxyserver ein.	
	Standardwerte SQK <u>A</u> bbrechen Subernehmen	

Note: This feature works only for the machines which are in the same network/domain. Squid software use 3128 port no. as default port for gateway communication.

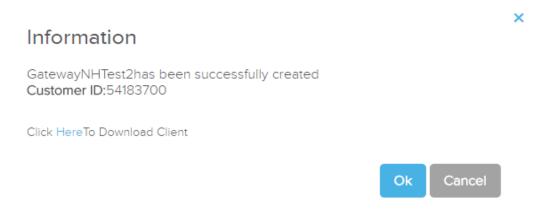
After the OTC gets verified, User will get the popup to select which modules to install by default with Avira and option to uninstall older version of Avira as shown below:



	All
\checkmark	Avira Real-Time Protection
	Avira Mail Protection
	Avira Web Protection
\checkmark	Avira Rootkits Protection
~	Avira ProActiv component
~	Windows Firewall management component

Do you want to uninstall old versions of Avira

Click on Next will ask for gateway machine details if gateway option is enabled, if not it will directly create the customer and will give the download URL to download the client as shown below:





If gateway module is enabled:

Gateway Information

Gateway Host Name	HFND10	00010		
Gateway IP Address	192.168.	5.226		*
Gateway Port	3128			*
Gateway Domain	pdc.hfn.	com		
Gateway Username	test			
Gateway Password		••		•
	Previous	Submit	Cancel	

Gateway Information details:

- I. HostName: HostName of machine which you wants to set as the Gateway Machine. To find hostname of that machine, please follow below instructions:
 - a. Right click on my computer, name will be the hostname of the machine
 - b. Type 'hostname' in command prompt and press enter



Gateway Host Name		To fin below	vay Machine. Id hostname of that machine, v instructions:	please follow
		🕛 o Ri	ght click on my computer and c operties.	lick on
Gateway IP Address			/pe 'hostname' in command pro hter	mpt and press
		• ()		
Gateway Port	3128		Last 24 hour 0 (ォ 0)	Last 2 0 ()
		• (j)		
Gateway Domain				
		• (j)		
Gateway Username				
		•		
Gateway Password				
_		• (i)		

- 2. IP Address: IP Address of machine which you wants to set as the Gateway Machine. To Find IP address of that machine, please follow below instructions:
 - 1. Type 'ipconfig' in command prompt and press enter. IPV4 address will be the IP address of the machine



Gateway Informa	tion	View : Compliance
Gateway Host Name		
		 Maintenance Eve IP Address of machine which you want to set as the Gateway Machine.
Gateway IP Address		To find IP address of that machine, please follow below instructions:
		• Type 'ipconfig' in command prompt and press enter.
Gateway Port	3128	 IPV4 address will be the IP address of the machine
		view all view
Gateway Domain		
		• ①
Gateway Username		
		· (]
Gateway Password		
		· ①
Prev	vious Submit Cancel	

3. PORT: Port number by which gateway machine will communicate with sub-machines over network. By default, 3128 will be the port. Kindly do not change if you are not sure about the port number.

Gateway Inforr	nation		View :	Compliance
Gateway Host Name				
		• (j)	Maintenance	Eve
Community Address			Last 1 hour	Last 1
Gateway IP Address			0 (0(;
		• 🕕	Last 24 hour	Last 2
Gateway Port	3128	POR	number by which gateway mach	nine will
Gateway Domain		° B	municate with sub-machines over y default, 3128 will be the port. Ki hange if you are not sure about th umber.	ndly do not
Gateway Username				
		• (i)		
Gateway Password				
	Previous Submit Cancel	. ()		



4. Domain: Domain of machine which you wants to set as the Gateway Machine. To find domain of that machine, please follow below instructions:

- Gateway Information
 View: Compliance

 Gateway Host Name

 (1)
 Gateway IP Address
 (2)
 (3)
 (4)
 (1)
 Last 1 hour
 (2)
 (2)
 (3)
 (4)
 (5)
 (6)
 (7)
 (7)
 Last 24 hour
 (7)
 Last 24 hour
 (7)
 Last 24 hour
 (8)
 (1)

 Gateway Port
 3128

 (1)
 Domain:
 Domain of machine which you want to set as the cateway Machine.
 (1)
 (2)
 (3)
 (4)
 (5)
 (6)
 (7)
 (8)
 (9)
 (9)
 (1)
 (1)
 (2)
 (1)
 (2)
 (2)
 (3)
 (4)
 (5)
 (6)
 (1)
 (1)
 (1)
 (1)

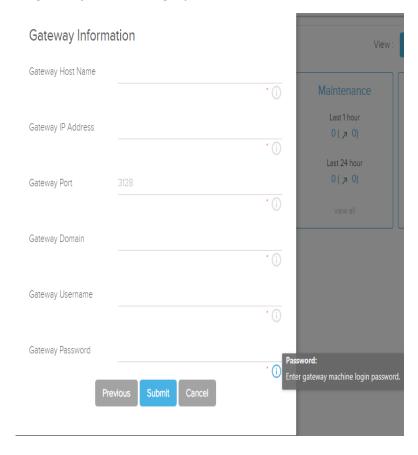
 (1)
 (2)
 (1)
 (1)
 (1)
 (1)
 (1)
 (1)
 (1)
 (1)
 (1)
 (1)
 (1)
 (2)
 (1)
- 1. Type 'wmic computersystem get domain' in command prompt and press enter

5. Username: Enter gateway machine login username.



Gateway Informa	ation	View :	
Gateway Host Name		• (j) Maintenance	
Gateway IP Address		Last1hour 0 (ج 0)	
Gateway Port	3128	Last 24 hour 0 (ヵ 0)	
Gateway Domain		• 🕕 view all	
		•	
Gateway Username		Username: Enter gateway machine login username	e.
Gateway Password		· ()	
Pre	evious Submit Cancel		

6. Password: Enter gateway machine login password.





Then it will generate the download URL as shown below:

Information		\$	×
GatewayNHTest2has been successfully created Customer ID:54183700			
Click HereTo Download Client			
	Ok	Cancel	

Customer has to use the above download link to download and install client in the **gateway machine only**. Once client is installed, Customer has to use deployment feature to install client on other machines of the same network which are not having internet.

- 2. <u>I am setting this up for a customer who would manage their devices</u>
 - a. The user will see a popup as shown below, wherein he has to enter:
 - i. First Name of the customer
 - ii. Last Name of the customer
 - iii. Email of the customer



×

Create Customer

Customer(Site) Name
I am an Admin and I will manage my OR my customer's devices.
$igodoldsymbol{0}$ I am setting this up for a customer who would manage their devices.
Avira OTC
Please select OTC -
Total: 0 Used: 0 Pending: 0 Contract End Date: DD/MM/YYYY I want to enable gateway module.
No of License
Submit Cancel

b. Click on "Verify" to verify the OTC and then popup will come to select Avira modules to be installed as shown below:

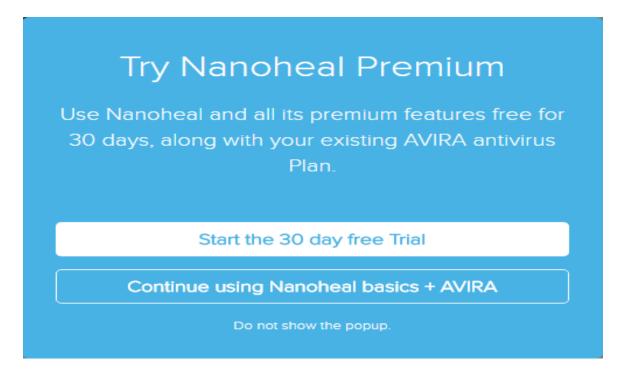
RAVIRA G	>					Q	9 (8 Nawneet -
🔒 Dashboard							Sites	Groups
			Sites Managed	Devices Managed	Users I	Enrolled	٩	@
		Compliant	Configure Installation Modules	×	View :	Compliance Notification		
	OS Window		 ✓ Avira Real-Time Protection ✓ Avira Mail Protection 		Maintenance	Events		
	Mac Android Linux	Last Hour	 Avira Web Protection Avira Rootkits Protection Avira ProActiv component 					
	Others	Last 24 Ho	Windows Firewall management component Do you want to uninstall old versions of Avira Yes.	נ		See all compliance metrices		
			® No.					
	Total Proactive							
	Predictive			Next				
	Self-Help 0 Schedule 0							
Help								
Language : English 🔻								

c. Click on next will send the download URL link and reset password link to the given customer mail id.



Trial Flow

Once the customer has been created, trial flow pop up shows up on the screen and it Let's the resellers use Nanoheal and its features free for 30 days as shown below:



Upon the click of Start the 30 days Trial, an Information dialog comes up as shown below:

🔊 nanoheal	Θ		P	9	🕢 Admin -
★ Dashboard		Sites Managed Users Enrolled		Sites Q	s Groups
		Compliance Trend View: Compliance Nesticat			
	OS Window Mac	Availability Security Resources Maintenance Events			
	Unux	Last 24 Ho Information I See all compliance me Your trial period has been started, it is valid upto 05-13-2017. Please click on Ok button to relogin	rices		
	Prostive Protective Self-Hop 0 Schedue 0				
Help					
Language : English V				• 2	:016



During trial flow period, customer can also buy the product anytime by clicking on *Buy Now* button available on the top as shown below:

pard						Sites
Summary	Sites Managed	Device	s Managed	Users En	rolled	۹
Devices Managed	Compliance Trend			View :	Compliance Notification	
OS	Availability	Security	Resources	Maintenance	Events	
Window Mac	Last Hour					
Android Linux	Last 24 Hour				See all compliance metrices	
Others					Tore an compliance metricea	
Resolutions						
Total Proactive						
Predictive Self-Help	-					
Schedule						

Click on buy now will redirect to "<u>https://nanoheal.com/contact/</u>" page where customer can drop a request and nanoheal sales team will contact them for further processing.

If the customer selects "*Do not show this popup*" option, then Start your trial flow option will come at the top of the home page as shown in the diagram below

🏫 Dashboard					
View	Summary	Sites Mar Nanoheal		Devices Managed	Users Enrolled
 Manage Insights 	Devices Managed	Compliance Trend		View :	Compliance Notification
🛃 Admin	Window 0 Mac		Availability	Security	Resources 📏
	0 Android Linux	Last Hour	0 ▲ 0	0	0
	O Others	Last 24 Hour	0 • 0	0	0



NH Pre-Requisites

The following requirements must be met before deploying Nanoheal in an environment:

Minimum System Requirements

Windows (Laptops/Desktops)

- I GB of RAM, 333 MHz CPU or greater
- 30 MB of free disk space
- Network Interface Card (NIC) or modem
- Windows XP, Vista, Win 7, Win 8, Win 8.1, Win 10

Application exception list in Anti-virus software installed in the managed device

- C:\Program Files\Nanoheal This folder needs to be excluded from AV application.
- Also, the below mentioned files are to be added into SONAR and Runtime exception:

EXE file information:

- C:\Program files\Nanoheal\Client\capp.exe
- C:\Program files\Nanoheal\Client\cust.exe
- C:\Program files\Nanoheal\Client\cutil.exe
- C:\Program files\Nanoheal\Client\dmidecode.exe
- C:\Program files\Nanoheal\Client\downloader.exe
- C:\Program files\Nanoheal\Client\intfr.exe
- C:\Program files\Nanoheal\Client\MessageBox.exe
- C:\Program files\Nanoheal\Client\progressBar.exe
- C:\Program files\Nanoheal\Client\provwrap.exe
- o C:\Program files\Nanoheal\Client\RealtimeProtection.exe
- C:\Program files\Nanoheal\Client\rerun.exe
- C:\Program files\Nanoheal\Client\srtct.exe
- C:\Program files\Nanoheal\Client\srvc.exe
- C:\Program files\Nanoheal\Client\32bit\capp.exe

DLL File information:

- C:\Program files\Nanoheal\Client\bdardrv.dll
- C:\Program files\Nanoheal\Client\bdquar.dll
- o C:\Program files\Nanoheal\Client\BDUpdateServiceCom.dll
- C:\Program files\Nanoheal\Client\gzfltum.dll



- C:\Program files\Nanoheal\Client\libeay32.dll
- C:\Program files\Nanoheal\Client\NanohealPasswordReset.dll
- o C:\Program files\Nanoheal\Client\NanohealPasswordResetXp.dll
- C:\Program files\Nanoheal\Client\nfapi.dll
- C:\Program files\Nanoheal\Client\nfapinet.dll
- C:\Program files\Nanoheal\Client\PcaFilterApi.dll
- C:\Program files\Nanoheal\Client\pfapinet.dll
- o C:\Program files\Nanoheal\Client\ProtocolFilters.dll
- C:\Program files\Nanoheal\Client\scan.dll
- C:\Program files\Nanoheal\Client\sqlite3.dll
- o C:\Program files\Nanoheal\Client\sqlite64.dll
- C:\Program files\Nanoheal\Client\ssleay32.dll
- C:\Program files\Nanoheal\Client\trig.dll
- C:\Program files\Nanoheal\Client\trig00.dll
- C:\Program files\Nanoheal\Client\trig000.dll
- C:\Program files\Nanoheal\Client\trufos.dll
- C:\Program files\Nanoheal\Client\32bit\trig00.dll
- C:\Program files\Nanoheal\Client\i386\nwapi.dll

Files to be whitelisted from temp location:

C:\Users*\AppData\Local\Temp:

- Downloader.tmp
- o inst64.tmp
- o inst32.tmp

Firewall/Proxy unblock

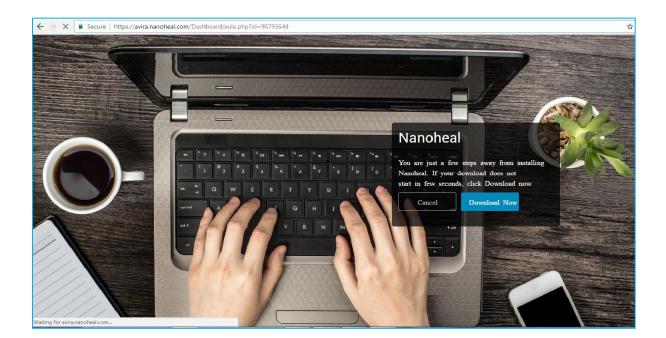
URLs to be whitelisted

- *. nanoheal.*
- Ports to be whitelisted for the URL *nanoheal.*
- 443 (For secured software agent–server communication)
- 80 (for regular access)
- Nanoheal certificate and content from Nanoheal URLs needs to be allowed under the target environment.

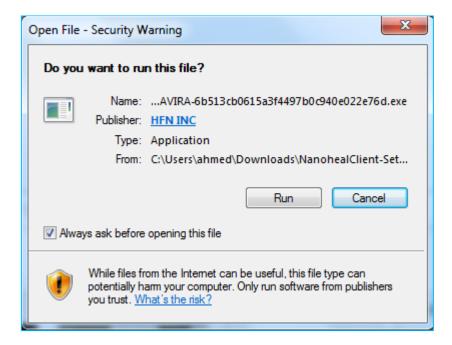


Download-Install flow

The download URL would download and install the Nanoheal and the AVIRA clients. The following series of screens would appear upon clicking the URL:



The following screen would appear once Nanoheal download is complete and you double click on downloaded exe to install.





🔁 nanoheal	Welcome to Nanoheal Client Setup
 DEVICE Healthcare: Six Key Principles Decoupled Support : Free from the ball and chait Give me liberty or give me death Act as Data concentrator Distribution of configuration Escalation of unresolved issues for manual attention Mechanism for analysis to improve issue resolution 	n
This will install Nanoheal Client version 2.004.032.2796.08 on your comp	uter . Click Next to continue or Cancel to exit Setup NEXT > CANCEL

The above screen might take 4-5 minutes of time to come if it is a gateway machine as Squid Software will get downloaded and installed first and then nanoheal installation will get triggered.

The user would need to accept the agreement at this stage:

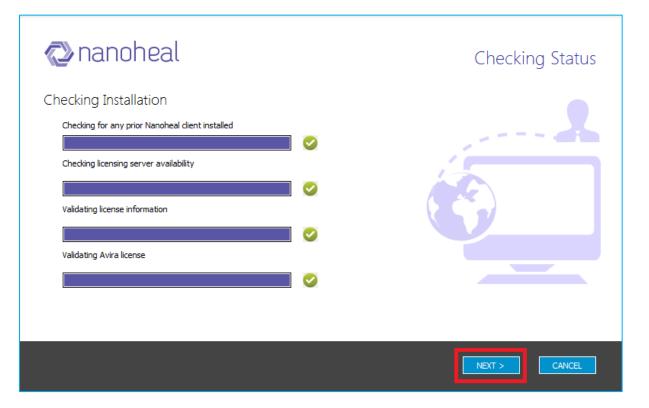


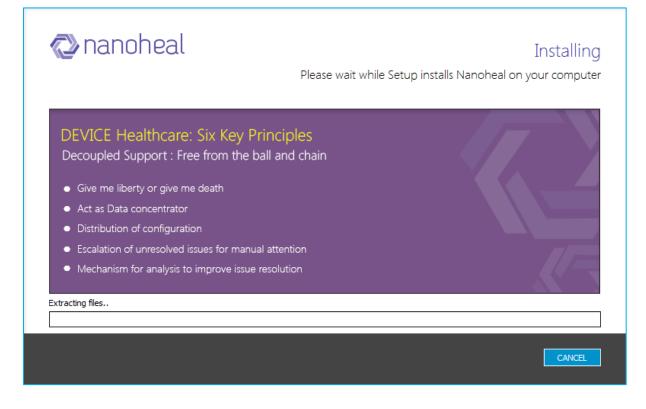
🔁 nanoheal		License /	Agreement
	Please read the following	ng important information be	efore continuing
END-USER LICENSE AGREEMENT FOR HFN, INC SC IMPORTANT-READ CAREFULLY: This End-User Licer a legal agreement between you (either an individua entity) and HFN, INC for the HFN, INC software product accompanying this EULA, which includes co may include associated media, printed materials, ar electronic documentation ('Product'). By installing, otherwise using the Product, you agree to be boun this EULA. If you do not agree to the terms of this to install, copy, or use the Product. HFN, INC retains title and ownership of the Product regardless of the form or media in or on which the e copies may exist. This EULA is not a sale of the Pro	nse Agreement ("EULA") is al or a single mputer software and nd "online" or copying, or d by the terms of EULA, do not t, priginal and other		
 I accept the agreement I do not accept the agreement 			
			-

The following two screens would indicate that the installation is under process:

🔊 nanoheal	Client is initializing . Please wait
 DEVICE Healthcare: Six Key Principles Co-operative Support : United we Stand Query Device presence and Availability Access Engine API and KB from other devices Distribute files, software patches peer-to-peer 	
Please waitConnecting to licensing server. This may take 1-2 minutes.	







A complete and successful installation would result in the following screen:

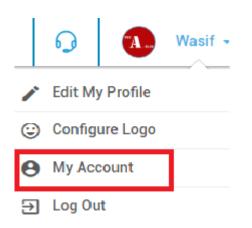


	- x
Welcome to Nanoheal	
Detects and fixes common PC issues automatically. We recommend that you scan your PC now.	
Start System Analysis	
Need Help ? 🌜 🗪 Chat	Nanoheal a product of HFN, Inc.

My Account Page

The My Account page depicts the following:

- I. Account Details
- 2. Order Details
- 3. Customer Details
- 2. In order to navigate to the My Account Page, the user would need to click on the Account Name at the top right corner and select "My Account" from the drop down menu:



Upon selecting "My Account", the My Account page would appear, as shown here.



Dashboard	Account Details	Order Details			=
View		order Betano			-
Manage	0 Total Licenses	OTC Code 🔺	Email	Company Name	Description
Services	0	M2LLL-LLLQ2-JKG6H-STQ6J-YQBJV	-	-	Avira Antivirus for Endpoint
Services	Unused Licenses buy more	MN888-8884N-CYL2W-JZQHP-5HF67	wasif@nanoheal.com	WasifNHAvSolutions_697	Avira Antivirus for Endpoint
My Account	0				
Troubleshooting	Renew in 30 days renew now				
Users					
Groups	Customer Details ≡	Device Name 🔺 Avira Installed On	Avira Valid Till	NH Installed On NH Valid	Till Avira/NH Status
 Insights 	Customer Name 🔺 Total/Installed		No data avail	able in table	
-	No data available in table				
📩 Admin					
d Admin					
Admin					

Account Details

The Account Details section of My Account Page shows the following information:

- Total Licenses
- Unused Licenses
- Renew in 30 Days

The user can buy additional NH licenses by clicking on the "Buy More" button and renew by clicking on "Renew Now" button:

Account Details	
5 Total Licences	
4 Unused Licences	BUY MORE
1 Renew in 30 days	RENEW NOW



Order Details

The Order details section of My Account Page shows information about the OTC Code, Email Address, Company Name, Description and Licenses

Order Details

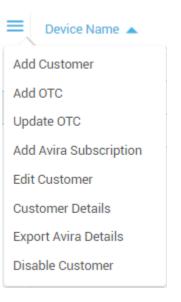
OTC Code 🔺	Email	Company Name	Description
M2LLL-LLLQ2-JKG6H-STQ6J-YQBJV	-	-	Avira Antivirus for Endpoint
MN888-8884N-CYL2W-JZQHP-5HF67	wasif@nanoheal.com	WasifNHAvSolutions_697	Avira Antivirus for Endpoint

Customer Details

The Customer Details section of My Account Page shows information about Customer Name, Total/Installed, Device Name, Avira Installed on[date], Avira Valid Till and NH installed date.

Customer Details \equiv	Device Name 🔺	Avira Installed On	Avira Valid Till	NH Installed On
Customer Name 🔺 Total/Installed	HFND100139	Tuesday, March 21, 2017 00:00:00	Wednesday, April 19, 2017 00:00:00	Tuesday, April 04, 2017 06:51:19
WasifNHAviraSolutions 16/3	WIN-L6QSJBAHH0A	Tuesday, March 21, 2017 00:00:00	Wednesday, April 19, 2017 00:00:00	Thursday, April 06, 2017 02:55:53
	WIN8132-VM	Tuesday, March 21, 2017 00:00:00	Wednesday, April 19, 2017 00:00:00	Wednesday, April 05, 2017 12:06:26

Customer Details also has the following options:





If there is any machine where nanoheal has been uninstalled and the machine status changes to inactive, then customer will get an option to revoke and remove those machines in customer details section as shown below:

Dashboard	Account Details		Order Details					
View	10		OTC Code 🔺	Email	Company Name	Description	n Licenses	
Manage	Total Licenses		M2LLL-LLLQ2-JKG		@nanoheal.com AvHfn_810		virus for Endpoint 10	
Services	4 Unused Licenses	buy more	_	2W-JZQHP-5HF67 wasif@nanohe			virus for Endpoint 10	
My Account	0							
Troubleshooting	U Renew in 30 days	renew now						
Users								
Groups	Customer Details		Device Name	Avira Installed On	Avira Valid Till	NH Installed On	NH Valid Till	Avira/NH Status
 Insights 	Customer Name 🔺	Total/Installed	Add Customer	Tuesday, March 21, 2017 00:00:0	0 Wednesday, April 19, 2017 00:00:00	Tuesday, April 04, 2017 06:51:19	Wednesday, April 19, 2017 12:00:00	Installed/Inactive
Admin	TestAvira	2/0	Add OTC	Tuesday, March 21, 2017 00:00:0			Wednesday, April 19, 2017 12:00:00	Installed/Active
Astron	WasifNHAviraSolutions	10/3	Add Avira Subscription	Tuesday, March 21, 2017 00:00:0	Wednesday, April 19, 2017 00:00:00	Wednesday, April 05, 2017 12:06:26	Wednesday, April 19, 2017 12:00:00	Installed/Active
			Edit Customer					
			Revoke & Remove Customer Details					
			Export Avira Details					
			Disable Customer					
			Show 25 🔻 entrie	5	Previ	ous 1 Next		1-3 of 3 en
Help								

These options have been further explained under - "Manage a Customer"

Getting started with Dashboard

Sign In

The following steps need to be followed to Sign in to Dashboard.

I. User needs to click on the link provided to access a page that looks similar to the one shown below:





2. Enter the sign in credentials and click on sign in.



3. If the user has forgotten their password, they can retrieve it by clicking on "Forgot Password" link and entering their email address to get the password reset link by email.





Understanding Dashboard Layout

Dashboard landing page, which is also referred to as the Dashboard Home page in this manual provides a brief overview on the Summary (Sites/Devices Managed), Compliance, Notifications, Resolutions.

Home page of dashboard has been divided into 9 portions as shown in the screenshot below.

🕈 Dashboard 🛛 A								Sites	Groups
View	Summary C		Managed All		s Managed 4	Users Enr 3	olled	٩	
🔉 Manage) (_	
 Insights 	Devices Managed F	Compliance Tre	end D			View : Compliance	Notification E	All	
Admin	OS 4 Total		Availability	Security	Resources	Maintenance	Events	WasifNHAviraSc	olutions
	Mac 0 Android 0 Linux 0	Last Hour		0	0	0	0		
	Others 0	Last 24 Hour		0	0	0	0		
	Resolutions G								
						See all c	ompliance metrices		
	Total 186 Total	4							
	Proactive 186	2							
	Predictive 0 Self-Help 0								
Help	Schedule 0	0	Mar 30 Mar 31 Apr 0	1 Apr 02 Apr 03	Apr 04 Apr 05 Apr 0	06 Apr 07 Apr 08 Apr	09 Apr10 Apr11		

The Home Page consists of -



- A Left Pane (Module list) Left Pane is available at the left side of all pages across Dashboard. This will display all the modules available on the Dashboard and click on each module will display its corresponding sub modules.
- **B Breadcrumb Links** Following Breadcrumb links are available: Event Information, Asset Information, Deployment, Manage Customers
- **C Summary** This will display the count of total number of sites managed &attached to the server, Current selected All/Site/Machine/Group Name, Total number of Devices Managed & Total number of Users Enrolled.
- D & E Compliance & Notification Trend In this, we would be creating compliance rules for end point devices, which they should adhere to at all times. These rules can be for end point system hardening, availability or for maintenance & up keep. The help topics in this section describe how to navigate and access various options. Section I is for toggling between Compliance Trend and Notification Trend.
- **F Devices Managed** This will display the individual count of machines across all OS namely Windows, Android, MAC, iOS & Linux.
- **G Resolutions** This will display the count of Predictive & Proactive Resolutions.
- H Chat This will redirect you to nanoheal chat site.
- I Support This will redirect to nanoheal support.

Dashboard Data

On the top right corner of almost all pages in Dashboard, we have the "**Site Pane**" which will allow the user to perform any dashboard operations at overall level or site level or machine level or group level. Once the user selects an appropriate option, the entire data on the Nanoheal Dashboard gets drilled down based on that option.

For instance, if user selects one site on the Search screen- the Dashboard data will be shown for that site. Click on "Sites" and it will display list of sites along with "**All**" option. Here "**All**" option will show the data for all sites in Dashboard. *However, the user cannot take "actions" at the "All" level.* Upon clicking a Site Name, the list of machines attached to that site will be displayed. Upon clicking "Group", the list of groups gets displayed. Choosing appropriate options will load Dashboard data based on that. Images below show a snapshot on how to drill-down to site / machine level.



Sites	Groups
Q	
All	>
Test Group	>
V6 Manual Group	>
Sites	Groups
Q	
All	>
Daly	>
Daniel	>
Nanoheal_Solutions	s >
NanohealV2768SEF	P01 >
NanohealV2774SEF	P28 >
SenthilSolutionsne	» >
VMF	>
Wasif_Demo_Soluti	ons 🗸
2Y5P542	
INA520VWSC	
VMware564d5	a3006e71bd6dcc

As shown in the screenshot below, based on user selection (machine level / site level / group level / all level in Sites or Groups), corresponding data would be shown only for those machines.

For instance, if user selected one machine in Search, then entire dashboard data (Notification, Stats, graph etc.) will be shown only for that particular machine.



n Dashboard								Sites	Groups
View	Summary		Managed IHAviraS	Devices Managed 1		Users Enrolled 1		٩	
💠 Manage								<u> </u>	
✓ Insights	Devices Managed	Compliance Tr	end			View : Complianc	e Notification	All	
-	OS 1 Total							WasifNHAviraSol	lutions
🚹 Admin	Window 1		Availability	Security	Resources	Maintenance	Events	HFND10006	57
	Mac 0							HFND10013	39
	Android 0	Last Hour	0 🔺 0	0	0	0	0	WIN-L6QSJ	BAHHOA
	Linux 0							WIN8132-V	м
	Others 0	Last 24 Hour	1	0	0	0	0		
		Lust 24 Hour	▲ 1	▲ 0	▲ 0	▲ 0	▲ 0		
	Resolutions								
						See all c	ompliance metrices		
	Total 1 Total								
	Proactive 1	1							
	Predictive 0	0.5							
	Self-Help 0	0				6 Apr 07 Apr 08 Ap			

If there is any gateway machine in any site then an icon will get displayed in-front of the site name as shown below:

View	Summary						Sites Grou
Manage	Summary	Sites Managed AviraSalesNH	r.,	Devices Managed	Use	rs Enrolled	٩
Insights	Devices Managed	Compliance Trend			View: Co	mpliance Notification	All AviraSalesNH
	OS 3 Total	Availability	Security	Resources	Maintenance	Events	AviraSalesNHTestCustome
	Window 3	O ()× O)	0 (, 0)	(0 ج) 0	(0 4,) 0	0 (🔊 0)	customer
	Mac 0	Last 24 hour 0 (🧭 0)	Last 24 hour 0 (7 0)	Last 24 hour 0 (7 0)	Last 24 hour 0 (7 0)	Last 24 hour 0 (7 0)	🖧 GatewayNHTest2
	Android 0	view all					🖧 GatewayNHTest
	Unux 0 Others 0][Nanoheal_Training
	otiers	6					ം NH8june2017
		5			Jun 07 Alert: 6		🖧 NH8june
	Resolutions						WasifNew2Cust2AviraTest
		4					
		3					
	Total 1 Total						
	Proactive 1	2					
Help	Predictive 0					11	

The icon before the site name means that atleast one machine in the site is a gateway machine.

Home Page Statistics

The statistics about the total devices (machines) managed under a given site by Nanoheal, issues reported by them and the resolution status are shown here.



Per-All/ Site/ Group/ Machine level statistics related to following items would be displayed:

- I. Compliance % for Availability, Maintenance, Events, Security & Resources
- Notification Count of total number of notification along with %. (Priority 1, Priority 2, Priority 3, Priority 4, Priority 5)
- 3. Total number of Devices Managed.
- 4. Total number of Resolutions (Predictive & Predictive)

Instead of the site, if user selects all / machine / group, then the above data gets loaded based on machine / group level.

Sites

A site is a location (physical or logical) with which a user wants to associate their endpoints, which are managed using Nanoheal. Site can be Country, City or a Building, depending upon the way the user would want to classify the endpoints.

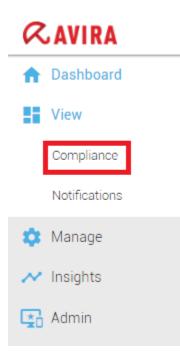
This module will list out the number of machines available in a particular site / group. It will show the number of machines based on the OS. Like Windows, Android, Linux and MAC.

Compliance

The Compliance section is used to set a compliance baseline and to handle any compliance variances.

The Compliance section can be accessed through the left panel as shown below





Compliance is classified into 5 sections. Each of these sections have rules which should be met to deem a device, compliant. Examples of these rules are given next to each of the sections.

- I. Availability
- 2. Security
- 3. Maintenance
- 4. Resources
- 5. Events
- I. Availability

EG-Under availability, a **Machine is compliant if:** Nanoheal has reported atleast once in the last 4 hours

2. Security

EG-Under security, a **Machine is compliant if:** Anti-virus definition update was attempted 0 times in the last 60 minutes

3. Maintenance

EG-Under maintenance, a **Machine is compliant if:** The disk defragmenter was run at-least once in the last 30 days and there is no other antivirus program on the computer other than "Windows Defender", etc.



4. Resources

EG-Under resources, a **Machine is compliant if:** Free space on OS Drive (disk drive on which the OS is installed) is more than 30% of total space and there are no media files (.mp3, .wav, .avi, .mpeg, .3gp, .mp4) of size more than 500 MB

5. Events

EG-Under Events, we say that a "**Machine is compliant if:**" The system was Shut down or Restarted in the last 15 days

As mentioned above, there could be one or many criteria to be met to deem a machine complaint.

NOTE: Please contact the Nanoheal Team to add new Compliance criteria

To navigate to the compliance screen, the user can click on - **Dashboard** > **Compliance** on the left pane.

Dashboard	Compliance : All			=	Sites	Group
View	Α	B Details (Showing compliance items with s	status Availability and Ok for the past 15 days	2)	٩	
Compliance	Viewing Availability • Ok •	Machine	Last Event	Event Count		
Notifications	Client reporting status	WIN-L6QSJBAHH0A	04/11/2017 04:36 PM	1	All	
Manage					WasifNHAviraS	
Insights					HFND100	
Admin					WIN-L6QS	
Admin					WIN-L603	
					WIN8132-	VM
		Show All entries	Previous 1 Next	1-1 of 1 entries		
) Help						

As shown below:

A Compliance Criteria, B Compliance Data for the selected criterion

The Compliance screen is split into 2 parts: The Compliance Items on the left & the corresponding Compliance on the right.



By Default, the 1st criterion will be selected as shown in the screenshot above.

Each Compliance category falls under "Warning" / "Alert" / "Ok" buckets.

As explained above, the Compliance screen will show the data (if available) across all the 5 service categories. Namely - Availability, Security, Resources, Maintenance & Event. Data would be displayed under relevant categories like - "OK" / "Warning" / "Alert". Count for each category will be seen at the top left corner of each tab of "OK" / "Warning" / "Alert". Count will be prefixed with these tab items as shown above.

As shown in the screenshot above, left hand side shows different categories & criteria name. For example - "Client reporting status", etc. The right hand side shows relevant details of the selected/highlighted category:

- **Machine**: Machine name
- Last Event: Latest event time
- Event Count: Number of events available

If a user has already reviewed an issue, knows how to fix it and does not want this item to be shown on the list, they can delete the record by clicking the option, "**Reset**". The user can find the reset link under the Breadcrumb drop-down menu on the top right corner. An example is shown below:

Dashboard	Compliance : All			=	Sites Group
View		Details (Showing compliance items with	status Availability and Ok for the past 15 days.)	Export to Excel	Q
Compliance	Viewing Availability • Ok •	Machine	Last Event	Reset	
Notifications	Client reporting status	WIN-L6QSJBAHH0A	04/11/2017 04:36 PM	1	All
Manage					WasifNHAviraSolutions
' Insights					HFND100067
Admin					HFND100139WIN-L6QSJBAHH0A
Aunin					WIN-LOQSJBAHHOA
					WINGI32-VM
		Show AI entries	Previous 1 Next	1-1 of 1 entries	



Please note: Grid data would be shown for I day.

The user can also export the compliance data in xls format as shown below:

RAVIRA 9	0			ç	0 0	🖌 Wasif -
n Dashboard	Compliance : All			=	Sites	Groups
View		Details (Showing compliance items wi	ith status Availability and Ok for the past 15 days.)	Export to Excel	Q	
Compliance	Viewing Availability - Ok -	Machine Machine	Last Event	Reset		
Notifications	Client reporting status	WIN-L6QSJBAHH0A	04/11/2017 04:36 PM	1	All	>
🏟 Manage					WasifNHAvira	
					HFND10	
✓ Insights					HFND10	00139
🔄 Admin					WIN-L6	QSJBAHH0A
					WIN813	2-VM
		Show Al entries	Previous 1 Next	1-1 of 1 entries		
(i) Help						6
Language : English 🔻					© 2016	C AVIDI

The downloaded report will have data like below:

	А	В	С
1	Showing compliance items with status Availability and Ok for the past 15 days		
2	Machine	Last Event	Event Count
3	WIN-L6QSJBAHH0A	04/11/2017 04:36 PM	1
4			

Compliance Trend

The Compliance Trend Graph data on the home page would be shown for 15 days:



1 Dashboard								Sites	Groups
View	Summary		Managed		Managed	Users Er 3		٩	
🏟 Manage		WasifNHAviraS			4	3		~	
✓ Insights	Devices Managed	Compliance Tre	end			View : Compliand	ce Notification	All	
Admin								WasifNHAviraSo	lutions
	OS 4 Total Window 4		Availability	Security	Resources	Maintenance	Events		
	Mac 0								
	Android 0	Last Hour	0 🔺 0	0	0	0	0		
	Linux 0								
	Others 0	Last 24 Hour	1	0	0	0	0		
	Resolutions	ן י							
						See all	compliance metrices		
	Total 186 Total								
	Proactive 186	4							
	Predictive 0	2							
 Help 	Self-Help 0	0			Apr04 Apr05 Apr0				

As shown in the screenshot above, the Compliance Trend will be shown for the Last Hour & the Last 24 hours,

The user can also see the Trend graph for the last 15 days which shows the number of Ok/Warning/Alert items count per day.

If the user needs to view detailed compliance trend - they can click on any Compliance item, and the detailed trend will be shows as seen below:

n Dashboard								Sites	Groups
View	Summary		Managed HAviraS	Devices	Managed	Users Enrolled		Q	
🏟 Manage		washin	HAVIIAS		-				
✓ Insights	Devices Managed	Compliance Tre	end			View : Compliand	e Notification	All	
Admin								WasifNHAviraS	olutions
	OS 4 Total Window		Availability	Security	Resources	Maintenance	Events		
	Mac 0		0	0	0	0	0		
	Android 0 Linux 0	Last Hour	▲ 0	▲ 0	▲ 0	▲ 0	▲ 0		
	Others 0		1	0	0	0	O		
		Last 24 Hour	▲ 1	▲ 0	▲ 0	▲ 0	▲ 0		
	Resolutions								
						Back See all o	compliance metrices		
	Total 186 Total	10							
	Proactive 180								
	Predictive 0	5				1			
i) Help	Self-Help 0	0				1 1			

The user can also see all the compliance matrices, by clicking on 'See all compliance metrics' link as shown above. This will navigate to the Compliance Page.



Notifications

Notifications are created based on the event filter. Hence, it is mandatory that there should already be a filter for notifications to be created. As the name only indicates, "Notification" means, notifying the user about an event occurrence.

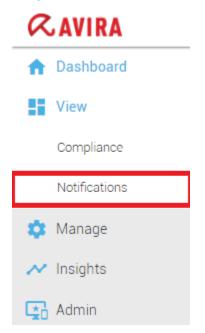
Dashboard has 5 notification priorities ranging from P1 to P5. These are placed under Critical, Major and Minor categories. Critical notifications are of the highest priority and minor are of the lowest.

- Critical category includes Notifications with Priorities PI and P2
- Major category includes Notifications with Priorities P3 and P4
- Minor category includes Notifications with Priorities P5

This module would hold and show important notifications about:

- # of machines with Avira
- # Malware infections
- # Other Warnings
- Etc.

Users can navigate to the Notifications page by clicking on the Notifications link from the left panel as shown below:





Dashboard	Notifications : WasifLocalzatnTe	ootCust3					Search _	Sites Grou
View						4	Search 📃	٩
Compliance	Viewing Firewall is Off (I)	T Details (Sho	wing last 15 days notification data Machine	.) Date	Count	Status	Notes	L 4
Notifications	Avira is not installed (6)		HFND100139	05/15/2017 11:13 PM	6	Completed	Add	All
n Manage	Avira is installed, Turned off (1)		TESTVMWIN8164	05/15/2017 06:20 AM	1	Completed	Add	WasifAviraKeyCust2
	Warning Detected (2)		WIN-L6QSJBAHH0A	05/15/2017 02:58 AM	1	Pending	Add	WasifLocalzatnTestCust2
 Insights 			HFND100139	05/13/2017 12:34 AM	1	New	Add	
			HFND100139	05/12/2017 11:23 AM	3	Completed	Add	
			WIN8132-VM	05/12/2017 02:43 AM	2	New	Add	
			HFND100139	05/11/2017 11:07 PM	2	Pending	Add	
			GERMAN	05/10/2017 10:33 AM	3	Pending	Add	
			HFND100010	05/05/2017 02:15 AM	1	Pending	Add	
			GERMAN	05/04/2017 07:10 AM	8	New	Add	
Help		Show 25 T			is 1 Next		1-10 of 10 entries	

The Notifications Page is divided into two, with the notification categories on to the left and the corresponding device data shown to the right. (Device data is shown for the past 15 Days). A user can segregate through and view only the list of Critical, Major or Minor Notifications by using the 'All' drop-down. When "All" is selected it will show a compilation of Critical, Major and Minor notification data.

- All category includes Notifications with PI to P3
- Critical category includes Notifications with priority PI and P2
- Major category includes Notifications with priority P3

On the right side of the Notifications page a table with the following information is displayed.

- Machine shows the Machine Name
- Date shows the Date & Time on which the Notification is generated
- Count shows the number of events count being generated for a notification
- Status Three kinds: Pending, Actioned & Completed
- Notes Users can add notes to any of the notification entries using the- Add link

Notification Status

• New - List of notifications for which no action has been taken yet



- Pending- List of notifications on which action has been pushed but the action has not run yet or the action pushed is from
- Completed- A list of notifications for which the action has been taken using:

a) '<u>Fix</u>' from the drop-down menu on the Notifications page from Troubleshooters.

b) 'Other Actions' from the drop-down menu on Notifications page

Events that can prove critical to the end user's environment and need to be resolved on a priority - the same can be notified to the persons of interest specified during notification creation via an email. These can also be published as a notification on the Notification Console.

Notes

Users can Add/Edit/Update/Delete the Notes assigned to individual notifications. In order to add Notes to a particular notification, users must go to the Notifications Page, select the notification on left and click on 'Add' link under Notes for that particular notification. An example is shown below:

🔒 Dashboard	Notifications : WasifNHAviras	Solutions						=	Sites	Groups
View	Notifications : Washini Avirat							_		
Compliance	Viewing All	Details (S	Showing last 15 days no Machine	Date	Count	Status	Notes		٩	
Notifications	More than one antivirus installed (HFND100139	04/09/2017 10:49 PM	1	New	Add		All	
X Manage	Free RAM <10% (1)		HFND100139	04/08/2017 12:38 AM	1	New	Add		WasifNHAviraSolu	utions
	Firewall is Off (1)		HFND100139	04/07/2017 10:12 PM	1	New	Add			
 Insights 	Avira is not installed (3)		HFND100139	04/06/2017 11:36 PM	1	New	Add			
Admin	Avira is installed, Turned off (3)		HFND100139	04/05/2017 05:49 AM	1	New	Add			
	Avira Real Time Protection is OFF		HFND100139	04/04/2017 11:46 PM	10	New	Add			
	Windows Update is disabled (1)	_								
		Show 25	 entries 	Previous	1 Next		1-6 (of 6 entries		
i) Help		Show 25	▼ entries	Previous	1 Next		1-6 0	of 6 entries		

Add Notes pop-up shows up, where in the user can enter the notification notes & click on Submit to add notes. An example is shown below:



≪AVIRA ⊂ ⊂	œ						ç	0	Wasif -
1 Dashboard	Notifications : WasifNHAviraS	olutions						Sites	Groups
Compliance	Viewing All	Details (Sh	owing last 15 days not Machine	ification data.) Date	Count		Notes	Q	
Notifications	More than one antivirus installed (Free RAM <10% (1)		HFND100139	04/09/2017 10:49 PM	1	New	View/Edit Add	All WasifNHAvira	> aSolutions >
🔹 Manage 📈 Insights	Firewall is Off (1)	Notes				v	Add		
📑 Admin	Avira is not installed (3) Avira is installed, Turned off (3)					v	Add		
	Avira Real Time Protection is OFF						Add		
	Windows Update is disabled (1)			Sub	mit Cancel				
		Show 25 🔻] entries	Previous	1 Next		1-6 of 6 entries		
(i) Help									
Language : English 🔻								© 2016	Q.AVIRI

Once the notes are added successfully, View/Edit option will come as shown below. In order to edit notification notes, the user should select a notification which already has notes & click on the edit icon. In order to view notes, the user should click on view

Dashboard	Notifications : WasifNHAviraS	olutions					=	Sites	Groups
View				Section data (_	٩	
Compliance	Viewing All	Details (Si	howing last 15 days not Machine	Date	Count	Status	Notes	<u> </u>	
Notifications	More than one antivirus installed (HFND100139	04/09/2017 10:49 PM	1	New	View/Edit	All	
Manage	Free RAM <10% (1)		HFND100139	04/08/2017 12:38 AM	1	New	Add	WasifNHAviraSc	olutions
-	Firewall is Off (1)		HFND100139	04/07/2017 10:12 PM	1	New	Add		
 Insights 	Avira is not installed (3)		HFND100139	04/06/2017 11:36 PM	1	New	Add		
Admin	Avira is installed, Turned off (3)		HFND100139	04/05/2017 05:49 AM	1	New	Add		
	Avira Real Time Protection is OFF		HFND100139	04/04/2017 11:46 PM	10	New	Add		
	Windows Update is disabled (1)								
		Show 25] entries	Previous	Next		1-6 of 6 entries		
		01011 [20]	Charles	Trevious	- Heat		1 our dentates		

Fixing Notification

Notifications can be fixed using "Troubleshooting" or "Others Actions"

When any particular notification is actioned from the "Others List", count gets decremented from "Pending" and gets incremented to "Action". Similarly, when any Notification is fixed by triggering a profile from "Troubleshooting", the "Fixed" count gets incremented by I from "Pending".



Using Troubleshooting Notification Fix

To fix a notification by triggering the troubleshooting tools, the user should select the particular notification from the left and select the records for which action need to be taken (on the right) and click on menu. Select Fix from the drop-down menu as shown in the example below:

A Dashboard	Notifications : WasifLocalzatnTestCus	+2				G	Q Search _	Sites Group
View	Notifications : WashEocalzatinestCus					Ľ	C Search	
	Viewing		g last 15 days notification data.				Fix	٩
Compliance	Firewall is Off (1)		Machine	Date	Count	Status	Details	All
Notifications	Avira is not installed (4)		HFND100139	05/15/2017 11:13 PM	6	Completed	Export to Excel	
Manage	Avira is installed, Turned off (1)		TESTVMWIN8164	05/15/2017 06:20 AM	1	Completed	Enable Alert	WasifAviraKeyCust2
	Warning Detected (2)	~	WIN-L6QSJBAHH0A	05/15/2017 02:58 AM	1	Pending	Add	WasifLocalzatnTestCust2
 Insights 	warning Detected (2)		HFND100139	05/13/2017 12:34 AM	1	Pending	Add	
			HFND100139	05/12/2017 11:23 AM	3	Completed	Add	
			WIN8132-VM	05/12/2017 02:43 AM	2	New	Add	
			HFND100139	05/11/2017 11:07 PM	2	Pending	Add	
			GERMAN	05/10/2017 10:33 AM	3	Completed	Add	
		-	HFND100010	05/05/2017 02:15 AM	1	Pending	Add	
			GERMAN	05/04/2017 07:10 AM	8	New	Add	
Help		Show 25 V entri						

Once the user clicks on "Fix" he/she will be redirected to the below page:

🖓 nanoheal	Ð						Q (2) Wasifi -
Dashboard View	Notifications : WasifLocalzatnTestCus				٩	Search 📃	Sites Groups
Compliance	Viewing Firewall is Off (1)	Details (Showing last 15 days notification data.)				Notes	
Notifications	Avira is not installed (4) Avira is installed, Turned off (1)	HFND100139 Please choose the fix you choose to apply	05/15/2017 11:13 PM	6 ×	Completed Completed	Add Add	WasifAviraKeyCust2
Insights	Warning Detected (2)	Suggested Fixes		>	Pending Pending	Add	WasifLocalzatnTestCust2 >
		Other options		>	Completed	Add	
					Pending	Add	
					Completed Pending	Add	
		Go to Trouble shooter	Subm	nit Cancel	New	Add	
			_	_			
i Help Language : English ▼		Show 25 V entries	Previous	1 Next		1-10 of 10 entries	© 2017 🔿 nanoheal

Suggested fix will show the needed action to be taken for that particular notification. For ex: for firewall turned Off notification, suggested fix shown is:



🔊 nanoheal	0						😡 😩 Wasifi 🗸
Dashboard View	Notifications : WasifLocalzatnTestCus	IST2			Q	Search 📃 🚍	Sites Groups
Compliance	Firewall is Off (1)	Machine	Date			Notes	
Notifications	Avira is not installed (4)	HFND100139	05/15/2017 11:13 PM		Completed	Add	All
🏫 Manage	Avira is installed, Turned off (1)	Please choose the fix you choose to apply		×	Completed	Add	WasifAviraKeyCust2 >
	Warning Detected (2)	Suggested Fixes		~	Pending	Add	WasifLocalzatnTestCust2 >
y mongino		Firewall is OFF			Pending	Add	
		Other options		>	Completed	Add	
					New	Add	
					Pending	Add	
					Completed	Add	
					Pending	Add	
		Go to Trouble shooter	Sub	mit Cancel	New	Add	
(i) Help		Show 25 T entries	Prev/lo	us 1 Next		1-10 of 10 entries	
Language : English 🔻							© 2017 🚫 nanoheal

Other action will have option like duplicate, escalated etc as shown below:

🔊 nanoheal	9					😡 🙆 Wasifi 🗸
♠ Dashboard	Notifications : WasifLocalzatnTestCus				Q Search	Sites Groups
Deshboard View Compliance Notifications Manage Nisights	Notifications : WestfLocalzenTestCus Viewing Providi is Oft () Avra is not installed (4) Avra is installed, Turned oft () Werning Detected (2)	12 Details (Showing lest 15 days notification data) Machine HRN0100139 Rese choose the fix you choose to apply Suggested Fixes Cither options Duplicate Escalated No Remote Solution Dismised Customer has called Inbound queue Go to Trouble shooter	Date Count 05/15/2017/11/3 PM 6	Pending Completed New Pending Completed Pending	Search Notes Add Add	Sites Groups Q Image: Control of the second
 Help 		2000 [25] Antinas.	Perjou 1 hert		ind at the entries	
Language : Ettelish						©2017 🔊 nanohoal

Click on "Goto Troubleshooter" will take to the troubleshooting page as shown below:



Dashboard	Troubleshooting : WasifLocalzatnTestC	Cust2	Sites	Group
View			٩	
🔭 Manage	Avira Antivirus	Troubleshooting	<u> </u>	
Services	Nanoheal Solutions	You can fix many common issues easily with these powerful troubleshooting tools. Choose a category on the left, and then Select the fix that best matches the symptoms of the problem	All	
	Virus or Spyware or Popups	molones are symptoms of the problem	WasifAviraKeyCust	2
My Account	My PC is Slow		WasifLocalzatnTest	Cust2
Troubleshooting	Cant access Internet			
Users	System Errors or Crashes			
Groups	Display or Sound Issues			
 Insights 	Printing Keyboard and Other Issues			
, in the second s	Advanced Troubleshooting			
	Power and Battery Issues			

In order to fix the issue, select the relevant troubleshooting tool from the left and click on "Run this Repair". An example is shown below:

🐼 nanoheal	0		😡 😩 Wasifi 🗸
♠ Dashboard ♥ View	Troubleshooting : WasifLocalzatnTes		Sites Groups
📩 Manage	Avira Antivirus	Nanoheal Solutions	
Services	Nanoheal Solutions	Outlook errors Outlook errors Outlook errors	All > WasifAviraKeyCust2 >
My Account	Virus or Spyware or Popups		
Troubleshooting	My PC is Slow	Processor Utilization above 75% Processor Utilization above 75%	WasifLocalzatnTestCust2 >
	Cant access Internet		
Users	System Errors or Crashes	V Internet Explorer errors Run	
Groups	Display or Sound issues	Internet Explorer errors	
🛹 Insights	Printing Keyboard and Other issues	Printer Issue	
	Advanced Troubleshooting	Printer issue	
	Power and Battery issues	Virus not quarantined	
		Virus not quarantined	
		XV and AS Not Enabled/Not Upto date	
		AV and AS Not Enabled/Not Upto date	
		AS Not Installed	
		AS Not installed	
i Help			
Longuage : English 🔻			© 2017 🚫 nanoheal

Please note that the device needs to be online for the solution to be pushed immediately. Else the solution is pushed the next time the device comes online.

Notification Alert

This feature will help user to get notification alert on their mail id. User can configure alert by going to menu icon and clicking on "Enable Alert" as shown below:



🔁 nanoheal	Θ								😡 🙆 Wa
Dashboard	Notifications : WasifLocalzati	TestCust2					ſ	Q Search	Sites Gro
View							l		٩
Compliance	Viewing Firewall is Off (1)	Ŧ	Details (Showing	last 15 days notification data Machine	a.) Date	Count	Status	Details	
Notifications	Avira is not installed (4)	-	<u> </u>	TESTVMWIN8164	05/15/2017 06:20 AM	1	Completed	Export to Excel	All
Manage	Avira is installed, Turned off (1)	-		HFND100139	05/12/2017 07:02 AM	6	New	Enable Alert	WasifAviraKeyCust2
	Warning Detected (2)	-	<u>~</u>	HFND100067	05/12/2017 06:55 AM	3	Completed	Add	WasifLocalzatnTestCust2
Insights	Warning Detected (2)			WIN8132-VM	05/12/2017 02:43 AM	2	New	Add	
				SEEMS	05/11/2017 09:15 AM	9	Pending	Add	
				HFND100139	05/11/2017 06:12 AM	2	New	Add	
				GERMAN	05/11/2017 05:16 AM	4	Completed	Add	
				WIN-L6QSJBAHH0A	05/11/2017 04:32 AM	2	Pending	Add	
				WIN-L6QSJBAHH0A	05/10/2017 11:20 PM	4	New	Add	
				WIN-L6QSJBAHH0A	05/09/2017 06:49 AM	6	New	Add	
				MAYANK-PC	05/05/2017 05:03 AM	1	New	Add	
				HFND100010	05/05/2017 02:15 AM	1	New	Add	
				GERMAN	05/04/2017 07:10 AM	9	Completed	Add	
				DURGA-PC	05/04/2017 01:50 AM	2	Pending	Add	
				WIN-L6QSJBAHH0A	05/04/2017 12:39 AM	4	New	Add	
				WIN-L6QSJBAHH0A	05/03/2017 11:59 PM	3	New	Add	
Help		SI	ihow 100 🔻 entrie	5	Previo	us 1 Next		1-18 of 18 entries	

Clicking on enable alert will give the following window asking user to configure site and notification:

🔊 nanoheal	Θ					😡 😩 Wasifi 🗸
A Dashboard	Notifications : WasifLocalzatnTestCus			٩	Search	Sites Groups
View	Viewing			1		Q
Compliance	Firewall is Off (I)	Enable Alert		Status	Notes	All
Notifications	Avira is not installed (4)	Che Durbuda	One la chain	Completed	Add	
🏦 Manage	Avira is installed, Turned off (1)	Site Exclude WasifLocalzatnTestCust2	Site Include WasifAviraKeyCust2	New	Add	WasifAviraKeyCust2 >
	Warning Detected (2)	>		Completed	Add	WasifLocalzatnTestCust2 >
Insights				New	Add	
				Pending	Add	
		Notification Exclude	Notification Include	New	Add	
		More than one antivirus ins A Free RAM <10%	Malware Detected	Completed	Add	
		Free hard drive <10% Firewall is Off		Pending	Add	
		Avira is not installed		New	Add	
				New	Add	
				New	Add	
				New	Add	
			Update Cancel	Completed	Add	
				Pending	Add	
		WIN-L6QSJBAHH0A	05/04/2017 12:39 AM 4	New	Add	
		WIN-L6QSJBAHH0A	05/03/2017 11:59 PM 3	New	Add	
() Help		Show 100 T entries	Previous 1 Next		1-10 of 10 entries	
Longuage : English 🔻						© 2017 🚫 nancheal

Click on update will create alert and mail will be sent to that particular user on whose login alert has been configured as shown below:



Nanoheal Notification email: Firewall is Off - AviraSIte_20170001268

N	notify@avira.nanoheal.com Today, 11:44 AM Priyanka ¥	•	\$ ∕ R	eply all	 ¥
	Hi,				
	This is an automated email sent from Nanoheal server.				
	Alert Type: Notification				
	Name: Firewall is Off				
	Site: AviraSIte_20170001268				
	Device affected: HFND100091				
	Getting too much email from notify@avira.nanoheal.com? You can unsubscribe				

Notification View

To see the notification details, the user needs to select the notification and select 'Details' from the drop-down menu. An example is shown below:

Dashboard	Notifications : WasifLocalzatnTe	etCuet2				ſ	Q Search =	Sites Grou
View						l		
Compliance	Viewing	T Details (Sho	wing last 15 days notification data Machine	Date	Count	Status	Fix	٩
	Firewall is Off (2)						Details Export to Excel	All
Notifications	Avira is not installed (5)		HFND100139	05/15/2017 11:13 PM	6	Completed	Enable Alert	WasifAviraKeyCust2
Manage	Avira is installed, Turned off (1)		TESTVMWIN8164	05/15/2017 06:20 AM	1	Completed	Enable Alen	
 Insights 	Warning Detected (2)		WIN-L6QSJBAHH0A	05/15/2017 02:58 AM	1	Pending	Add	WasifLocalzatnTestCust2
- insignts		— D	HFND100139	05/13/2017 12:34 AM	1	Pending	Add	
			HFND100139	05/12/2017 11:23 AM	3	Completed	Add	
			WIN8132-VM	05/12/2017 02:43 AM	2	New	Add	
			HFND100139	05/11/2017 11:07 PM	2	Pending	Add	
			GERMAN	05/10/2017 10:33 AM	3	Completed	Add	
			HFND100010	05/05/2017 02:15 AM	1	Pending	Add	
			GERMAN	05/04/2017 07:10 AM	8	New	Add	
Help		Show 25 V	antilan	Data das	is 1 Next		1-10 of 10 entries	

A pop-up displays the notification details as shown below.



≪AVIRA ⊂ ۹	Θ	φ	😡 🕢 Wasif -
 Dashboard View 	Notificat	Notification details	Sites Groups
Compliance Notifications	Viewing (Search Search G. Search dt	
 Manage Insights Admin 	Free RAM Firewall is Avira is n Avira is ir	1 HFND100139 04/10/2017 09:19 AM Auto update status : 0 Firewall status : 1 Hard	WasifNHAviraSolutions >
	Avira Rea Windows		
		Show 25 •) entries Previous 1 Next 1-1 of 1 entries 5 of 6 entries	
 i Help Language : English ▼ 			© 2016 (. AVID)

Notification Export

Users can export all the notifications data to an .xls file by clicking on "Export to Excel" under the drop-down menu options. An example is shown below:

								♀
A Dashboard	Notifications : WasifLocalzatnTestC	Cust2					Q Search	Sites Gro
View	All second	Dotaile (Chow	ng last 15 days notification data				Ex.	٩
Compliance	Viewing Firewall is Off (2)	Y Details (Snow	Machine	Date	Count	Status	Details	
Notifications	Avira is not installed (5)		HFND100139	05/15/2017 11:13 PM	6	Completed	Export to Excel	All
Manage	Avira is installed, Turned off (1)	 Image: A set of the set of the	TESTVMWIN8164	05/15/2017 06:20 AM	1	Completed	Enable Alert	WasIfAviraKeyCust2
	Warning Detected (2)	-	WIN-L6QSJBAHH0A	05/15/2017 02:58 AM	1	Pending	Add	WasifLocalzatnTestCust2
 Insights 	warning Detected (2)	-	HFND100139	05/13/2017 12:34 AM	1	Pending	Add	
			HFND100139	05/12/2017 11:23 AM	3	Completed	Add	
			WIN8132-VM	05/12/2017 02:43 AM	2	New	Add	
			HFND100139	05/11/2017 11:07 PM	2	Pending	Add	
			GERMAN	05/10/2017 10:33 AM	3	Completed	Add	
			HFND100010	05/05/2017 02:15 AM	1	Pending	Add	
			GERMAN	05/04/2017 07:10 AM	8	New	Add	
Help		Show 25 V er			us 1 Next		1-10 of 10 entries	

An example of the .xls file thus generated is given below:



	А	В	С	D	E	F	G	
1	Notification	Device	Date	Counts	Status	Solution P	Notes	Event Detail1
	More than one a	intHFND100139	04/09/2017 10:49 PM	1	New		ASAP	Auto update status : 0
								Firewall status : 1
								Hard drive free size in percentage:26
								Hard drive size in kb (Total/Free):Drive-C:\:181082108/48199620
								RAM free size in percentage:24
								RAM size in kb(Total/Free):6215584/1550520
								Virtual memory free size in percentage:48
1								Virtual memory size in kb(Total/Free):12429308/5970756
								Backup software status: Not installed
								Backup status file data:
								{ "BackupStatus" : "Not Found" }
								Total no of Installed antivirus:3
2								Installed antivirus list:
								displayName : Symantec Endpoint Protection.cloud
								companyName :
								instanceGuid :{53C7D717-52E2-B95E-FA61-6F32ECC805DB}
								versionNumber :
								displayName : Avira Antivirus
								companyName :
								instanceGuid :{B3F630BD-538D-1B4A-14FA-14B63235278F} versionNumber :
								displayName : Avast Antivirus companyName :
								instanceGuid :{8EA8924E-BC81-DC44-8BB0-8BAE75D86EBF}
								versionNumber :
								versioningumber .
					•			Firewall status 1
į,	♦ ► ► Workshi	eet ••• +						

Notification Summary" on the right side of the Dashboard Home Page displays the following:

- All the Notifications for a particular site / machine / group. This is the Count of Priority1 + Priority2 + Priority3
- Priority I to Priority 3 Notifications Count
- Notifications % which is calculated as (Individual Notification Count / All Notifications Count) X 100

Notification Trend

We can view the Notification trend from the Home Page by clicking on the Toggle icon for Notifications in the Compliance trend section. Once the Toggle icon is clicked, the Notification Trend will be shown as seen below.



n Dashboard								Sites	Groups
View	Summary		Managed HAviraS		s Managed 4	Users	inrolled	Q	
🏟 Manage		washin	HAVITAS		4		3		
✓ Insights	Devices Managed	Notification Tre	end			View : Compliar	ce Notification	All	
Admin								WasifNHAviraS	Solutions
zu - terrer	OS 4 Total Window		Priority 1	Priority 2	Priority 3	Priority 4	Priority 5		
	Mac 0		0	0	0	0	0		
	Android 0	Last Hour		▲ 0	▲ 0	▲ 0	▲ 0		
	Others 0								
		Last 24 Hour		0	0	0	1		
	Resolutions			▲ 0	▲ 0	▲ 0	▲ 1		
	Total 186 Total					See a	Il notifications details		
	Proactive 186	4							
	Predictive 0	4			1.1				
 Help 	Self-Help 0	2							

If the user needs to view detailed notification trend, then clicking on any Notification Priority item would display detailed trend as shown below.

🏫 Dashboard								Sites	Groups
View	Devices Managed	Notification Tre	nd			View : Complian	ce Notification	٩	
🔅 Manage									
✓ Insights	OS 4 Total Window 4		Priority 1	Priority 2	Priority 3	Priority 4	Priority 5	All WasifNHAviraSo	olutions
Admin	Mac 0 Android 0 Linux 0	Last Hour	0	0	0	0	0 ^ 0	Washininasi	Julions
	Others 0	Last 24 Hour	0	0	0	0	1 • 1		
	Total 196 Total Proactive Predictive O Self-Help O Schedule O O	1 0.5 0 28 Mar 29 Mar	30 Mar 31 Mar 01	Apr 02 Apr 03 Apr	04 Apr 05 Apr 06 A		Il notifications details		
) Help									

The user can also see all notifications, by clicking on 'See all notifications' link as shown above. This will navigate to Notifications Page.

Resolutions – Proactive (Audit & Schedule)

A user can get to the page titled Resolutions in 2 ways:

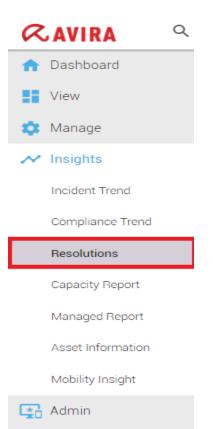
I. From Manage > Troubleshooting - Using Menu > Action taken



ZAVIRA ^Q	. e		0 0 (A., Wasif -
A Dashboard	Troubleshooting : WasifNHAvir	aSolutions	Sites	Groups
View	Troubleshooting =	Troubleshooting Action Taken	Q	
🔅 Manage				
Services	Avira Antivirus	You can fix many common issues easily with these powerful troubleshooting tools. Choose a category on the left, and then Select the fix that best matches the symptoms of the problem	All	;
My Account	Virus or Spyware or Popups		WasifNHAvira	Solutions 💙
	My PC is Slow			
Troubleshooting	Cant access Internet			
Users	System Errors or Crashes			
Groups	Display or Sound Issues			
 Insights 	Printing Keyboard and Other Issues			
Admin	Advanced Troubleshooting			
	Power and Battery Issues			
) Help				
Language : English				Q AVID

From the Left panel, **Insights > Resolutions**

As shown below:





Dashboard	Proactive : WasifNHA	viraSolutions			=	Sites	Groups
View						٩	
🔅 Manage	Serial Number	Triggered By	Solution	Date 🔻	Status	<u> </u>	
	HFND100067	WasifNHAvSolutions_697	Uninstall Nanoheal	04/05/2017 07:42 PM	Pending	All	
✓ Insights	HFND100139	WasifNHAvSolutions_697	Uninstall Nanoheal	04/05/2017 07:42 PM	Failed	WasifNHAviraS	Solutions
Incident Trend	WIN-L6QSJBAHH0A	WasifNHAvSolutions_697	Uninstall Nanoheal	04/05/2017 07:42 PM	Pending		
Compliance Trend	WIN8132-VM	WasifNHAvSolutions_697	Uninstall Nanoheal	04/05/2017 07:42 PM	Completed		
Resolutions	HFND100067	WasifNHAvSolutions_697	Security	04/05/2017 12:10 PM	Completed		
	HFND100139	WasifNHAvSolutions_697	Security	04/05/2017 12:10 PM	Completed		
Capacity Report	WIN-L6QSJBAHH0A	WasifNHAvSolutions_697	Security	04/05/2017 12:10 PM	Pending		
Managed Report	WIN8132-VM	WasifNHAvSolutions_697	Security	04/05/2017 12:10 PM	Completed		
Asset Information	HFND100067	WasifNHAvSolutions_697	System Scanner	04/05/2017 11:12 AM	Completed		
Mobility Insight	HFND100139	WasifNHAvSolutions_697	System Scanner	04/05/2017 11:12 AM	Completed		
Admin	WIN-L6QSJBAHH0A	WasifNHAvSolutions_697	System Scanner	04/05/2017 11:12 AM	Pending		
Admin	WIN8132-VM	WasifNHAvSolutions_697	System Scanner	04/05/2017 11:12 AM	Completed		
	Show 25 🔻 entries		Previous 1 2 3 4 5 8 Next		1-25 of 186 entries		

A sample '**Resolutions'** screen is shown above.

Resolutions screen provides details of who has triggered the solution, Site or Machine Group where a resolution has been pushed, and the date on which the resolution was triggered.

All items on this screen will be in one of these 3 states- Completed, Pending, or Failed.

Resolutions Status:

I. Completed: Once the triggered resolution from Troubleshooting is successfully executed on the machine, the status is updated to "Completed".

2. Pending: If a triggered resolution has not reached the machine either because the machine is offline or if another triggered resolution is under execution – the status would appear as "Pending".

3. Failed: If a triggered solution has failed to execute on the machine, the Resolution status will be updated as "Failed".

A user can also export this data to a .xls file by using the Export to Excel link under the drop-down menu as shown below:



Dashboard	Proactive : WasifNHA	viraSolutiona			=	Sites	Groups
View	FIDECTIVE . WESHINGA	MIASOLUTIONS					_
Manage	Serial Number	Triggered By	Solution	Date 🔻	Predictive	٩	(
Manage	HFND100067	WasifNHAvSolutions_697	Uninstall Nanoheal	04/05/2017 07:42 PM	Export to Excel	All	•
Services	HFND100139	WasifNHAvSolutions_697	Uninstall Nanoheal	04/05/2017 07:42 PM	Failed	WasifNHAvira	Solutions
My Account	WIN-L6QSJBAHH0A	WasifNHAvSolutions_697	Uninstall Nanoheal	04/05/2017 07:42 PM	Pending		
Troubleshooting	WIN8132-VM	WasifNHAvSolutions_697	Uninstall Nanoheal	04/05/2017 07:42 PM	Completed		
Users	HFND100067	WasifNHAvSolutions_697	Security	04/05/2017 12:10 PM	Completed		
	HFND100139	WasifNHAvSolutions_697	Security	04/05/2017 12:10 PM	Completed		
Groups	WIN-L6QSJBAHH0A	WasifNHAvSolutions_697	Security	04/05/2017 12:10 PM	Pending		
 Insights 	WIN8132-VM	WasifNHAvSolutions_697	Security	04/05/2017 12:10 PM	Completed		
ddmin	HFND100067	WasifNHAvSolutions_697	System Scanner	04/05/2017 11:12 AM	Completed		
	HFND100139	WasifNHAvSolutions_697	System Scanner	04/05/2017 11:12 AM	Completed		
	WIN-L6QSJBAHH0A	WasifNHAvSolutions_697	System Scanner	04/05/2017 11:12 AM	Pending		
	WIN8132-VM	WasifNHAvSolutions_697	System Scanner	04/05/2017 11:12 AM	Completed		
	Show 25 V entries		Previous 1 2 3 4 5 8 Next		1-25 of 186 entries		

An example of the xls file is shown below:

	Α	В	С	D	E	F	G	H	
1	Serial Number	Triggered By	Туре	Solution	Date	OS	Status		4
2	HFND100139	ResolvIT_03	Troubleshooting	Turn off RTP	03/13/2017 09:30 AM	Windows7Professional64-bit	Completed		
3	HFND100139	ResolvIT_03	Troubleshooting	Turn on RTP	03/13/2017 09:31 AM	Windows7Professional64-bit	Completed		=
4	HFND100139	ResolvIT_03	Troubleshooting	Start-up Optimization	03/13/2017 09:42 AM	Windows7Professional64-bit	Completed		
5	HFND100139	ResolvIT_03	Troubleshooting	Reliability Monitor	03/13/2017 11:01 AM	Windows7Professional64-bit	Completed		
6	HFND100139	ResolvIT_03	Troubleshooting	One Drive	03/13/2017 11:02 AM	Windows7Professional64-bit	Completed		
7	HFND100139	ResolvIT_03	Notification	Turn on RTP	03/13/2017 11:16 AM	Windows7Professional64-bit	Completed		
8	HFND100139	ResolvIT_03	Notification	Turn off RTP	03/13/2017 11:21 AM	Windows7Professional64-bit	Completed		
9	HFND100139	ResolvIT_03	Notification	Turn on RTP	03/13/2017 11:35 AM	Windows7Professional64-bit	Completed		
10	HFND100139	ResolvIT_03	Troubleshooting	Quick Scan	03/13/2017 11:38 AM	Windows7Professional64-bit	Completed		
11	HFND100139	ResolvIT_03	Troubleshooting	Process Scan	03/13/2017 11:52 AM	Windows7Professional64-bit	Completed		
12	HFND100139	ResolvIT_03	Troubleshooting	Turn off RTP	03/13/2017 11:55 AM	Windows7Professional64-bit	Completed		
13	HFND100139	ResolvIT_03	Troubleshooting	Turn on RTP	03/13/2017 11:55 AM	Windows7Professional64-bit	Completed		
14	HFND100139	WasifAviraUAT1_448	Notification	Reliability Monitor	03/14/2017 01:06 PM	Windows7Professional64-bit	Completed		
15	HFND100139	WasifAviraUAT1_448	Troubleshooting	Quick Scan	03/14/2017 01:09 PM	Windows7Professional64-bit	Completed		
16	HFND100139	WasifAviraUAT1_448	Troubleshooting	Process Scan	03/14/2017 01:12 PM	Windows7Professional64-bit	Completed		
17	HFND100139	WasifAviraUAT1_448	Troubleshooting	Get last fullscan date	03/14/2017 01:22 PM	Windows7Professional64-bit	Completed		
18	HFND100139	WasifAviraUAT1_448	Troubleshooting	Turn off RTP	03/14/2017 01:22 PM	Windows7Professional64-bit	Completed		
19	HFND100139	WasifAviraUAT1_448	Troubleshooting	Turn on RTP	03/14/2017 01:23 PM	Windows7Professional64-bit	Completed		
20	HFND100139	WasifAviraUAT1_448	Troubleshooting	Quick Scan	03/14/2017 04:25 PM	Windows7Professional64-bit	Failed		
21	HFND100139	WasifAviraUAT1_448	Notification	Start-up Optimization	03/14/2017 05:34 PM	Windows7Professional64-bit	Completed		
22	HFND100067	WasifAviraDemo	Troubleshooting	Quick Scan	03/16/2017 01:03 PM	Windows7Professional64-bit	Completed		
23	HFND100139	WasifAviraDemo	Troubleshooting	Quick Scan	03/16/2017 01:03 PM	Windows7Professional64-bit	Completed		
24	HFND100067	WasifAviraDemo	Troubleshooting	Full Scan	03/16/2017 01:03 PM	Windows7Professional64-bit	Completed		
25	HFND100139	WasifAviraDemo	Troubleshooting	Full Scan	03/16/2017 01:03 PM	Windows7Professional64-bit	Failed		
26	HFND100067	WasifAviraDemo	Troubleshooting	Removable disks scan	03/16/2017 01:03 PM	Windows7Professional64-bit	Completed		
27	HFND100139	WasifAviraDemo	Troubleshooting	Removable disks scan	03/16/2017 01:03 PM	Windows7Professional64-bit	Completed		
28	HFND100067	WasifAviraDemo	Troubleshooting	Process Scan	03/16/2017 01:03 PM	Windows7Professional64-bit	Completed		
29	HFND100139	WasifAviraDemo	Troubleshooting	Process Scan	03/16/2017 01:03 PM	Windows7Professional64-bit	Completed		-
1	🕩 🗏 Worksheet 🚥 🕂							•	

The "Type" column indicates whether the Resolution was pushed from the Troubleshooting or the Notifications screen.



Resolutions – Predictive

Predictive resolutions differentiate Nanoheal from its competitors. In simple terms, Predictive resolutions or Auto heal resolutions means that Nanoheal is Capable of fixing issues in real-time as and when they occur.

The user can view Resolutions details from the Dashboard > Resolutions menu > Predictive as shown below.

Dashboard	Proactive : WasifNHA	viraSolutions			=	Sites	Groups
View					Predictive	Q	
Manage	Serial Number	Triggered By	Solution	Date 🔻	Export to Excel	4	
	HFND100067	WasifNHAvSolutions_697	Uninstall Nanoheal	04/05/2017 07:42 PM	Export to Excer	All	
Services	HFND100139	WasifNHAvSolutions_697	Uninstall Nanoheal	04/05/2017 07:42 PM	Failed	WasifNHAviras	Solutions
My Account	WIN-L6QSJBAHH0A	WasifNHAvSolutions_697	Uninstall Nanoheal	04/05/2017 07:42 PM	Pending		
Troubleshooting	WIN8132-VM	WasifNHAvSolutions_697	Uninstall Nanoheal	04/05/2017 07:42 PM	Completed		
Users	HFND100067	WasifNHAvSolutions_697	Security	04/05/2017 12:10 PM	Completed		
0	HFND100139	WasifNHAvSolutions_697	Security	04/05/2017 12:10 PM	Completed		
Groups	WIN-L6QSJBAHH0A	WasifNHAvSolutions_697	Security	04/05/2017 12:10 PM	Pending		
 Insights 	WIN8132-VM	WasifNHAvSolutions_697	Security	04/05/2017 12:10 PM	Completed		
Admin	HFND100067	WasifNHAvSolutions_697	System Scanner	04/05/2017 11:12 AM	Completed		
	HFND100139	WasifNHAvSolutions_697	System Scanner	04/05/2017 11:12 AM	Completed		
	WIN-L6QSJBAHH0A	WasifNHAvSolutions_697	System Scanner	04/05/2017 11:12 AM	Pending		
	WIN8132-VM	WasifNHAvSolutions_697	System Scanner	04/05/2017 11:12 AM	Completed		
	Show 25 entries		Previous 1 2 3 4 5 8 Next		1-25 of 186 entries		

Upon clicking "Predictive" from the Resolutions menu, the following page will be shown.

ecietive : All				
	Device	COUNT	Description	
nip	401407000	A	et isest1 disang	
erEno	HINWRELIPIG	1	at least1 dearup	
	#Mvan-55.4d117	1	et isaat 1 diamap	
	Habiblewith.	2	at least 1 cleanag	
	show to .	Phylous	1 NOT	14 # 4 61



Predictive will have data related to Autoheal, file clean up, intrusion protection registry rejection, start-up registry item data rejection, some apps like Team Viewer crashed etc. As the name Suggests, we predict few related changes happening to machine and generate data for the same. We have a DART 77 (Windows Logs Changes Detected) which when enabled will capture all logs that is captured by Windows Event Viewer. Hence, using this, we can get to know what is happening on the machine and action them as required.

recictive : All				
ant .	Device a	COUNT	Description	
ils eleansp	401407300		aticest1 deanag	
namViewerEnor	HINVARELU	PG. 1	at least1 cleanup	
	rthvan-554	415	eticest1 deanup	
	11 dDishdowe	5h. 2	at least 1 cleanar	
_				
ow 10 * entries	3/10H 10 * (staties	Previous 1 Next	1-4 of 4 entile

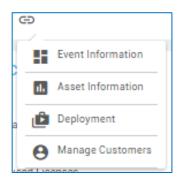
The screenshot above shows file clean-up data.



Event Information

- I. Events are the actions that are performed on a machine when a DART gets executed. It provides details of execution time, results after execution, etc.
- 2. A DART is a mechanism to perform set of defined actions on a given machine.
- 3. For instance, when DART 77 (Windows Event Log Detected) runs, it logs all Windows events. When DART 189 (File Download Filtering) runs, it blocks the list of file types that have been specified by the user.
- 4. Easy tracking down of the events helps the end user to understand the problem. After successful analysis, the appropriate resolution can be applied to the machine.
- 5. Events that are captured are not only related to OS but also outside OS through its own event logging mechanism.
- 6. End User can track down the events occurring on a machine on a real-time basis.
- 7. Events can be analyzed for a group of machines or a given site or multiple sites.

In order to navigate to the Events Page, the user has to click on the breadcrumb link on the top left corner and then click on the Event Information as shown below:



Dashboard	Event Details : All			=	Sites	Groups
View					Q	
Manage	Device 🔺	Description	Event Information	Client Time	4	
, la sista	WIN-L6QSJBAHH0A	Client Start-up		04/11/2017 12:54:15	All	
Insights	WIN-L6QSJBAHH0A	Network Connectivity Status	Connection to local network has failed	04/07/2017 17:19:08	WasifNHAviraS	olutions
Admin	WIN-L6QSJBAHH0A	Node Server Communication	Connection Status: Disconnected	04/11/2017 11:30:51		
	WIN-L6QSJBAHH0A	Client Internal Error Log		04/11/2017 11:30:51		
	WIN-L6QSJBAHH0A	System Clock Synchronization with Time Server	Failed to sync with time.nist.gov Failed to sync	04/11/2017 11:30:55		
	WIN-L6QSJBAHH0A	Report Running Processes	Failed to retrieve per-process information	04/11/2017 11:31:02		
	WIN-L6QSJBAHH0A	Client as Service	Client is starting up Protecting cust.exe and sr	04/11/2017 11:33:33		
	WIN-L6QSJBAHH0A	Nanoheal Client Installation and Deployment	Client is going to expire in 7 days.	04/11/2017 11:33:36		
	WIN-L6QSJBAHH0A	Client Start-up		04/11/2017 11:33:36		
	WIN-L6QSJBAHH0A	Node Server Communication	Trying to connect to Server: wss://aviranode.n	04/11/2017 11:33:48		
	WIN-L6QSJBAHH0A	Printer Added / Removed	Following Printers are installed: Fax Fax#:2 Mi	04/11/2017 11:33:49		
	WIN-L6QSJBAHH0A	Nanoheal Client Tools	XP firewall exception management. Enabling n	04/11/2017 11:33:49		
	Show 25 V entries	Previous 1 2	3 4 5 – 23 Next	1-25 of 570 entries		



As shown in the screen above, every event record provides information about machines on which it occurred, time at which it occurred, corresponding DART that was executed, brief description about execution. For more details, user has to click on "Events Details" link available at the right-side menu.

Event Detail

The user can view the event details by selecting any event record and clicking on the top right menu and selecting the Events Details link as shown below.

Export List	
Events Details	

Upon clicking the Events Details link, Event Detail pop appears, showing all the event details as shown in the screenshot below:

Event Details	×
Site	Wasif_Demo_Solutions
Machine	VMware-56 4d 17 94 7e 19 1e 7d-3a df d6 ad a1 67 b1 03
Client version	2.004.032.2775.11
Client time	10:11:2016 05:22:50
Server Time	10:11:2016 05:23:44
UUID	96ee4dba-ebb2-4c99-8fc6-23f0d9371a2c
Username	user4
Priority	5
Description	Clean Folders 6
Scrip number	221
Туре	
Executable	
Version	
	Ok



Events Export

The user can also export all the events data that has been displayed on the page into excel for future reference. In order to export, click on the "Export List" link available on the top right side menu icon on the same page as shown below.

Export List	
Events Details	

Upon clicking "Export List", it will export the data to .xls format.

A	В	С	D	E
1 Description	Event Information	Executable	Client Time	Server Time
2 Scrip Configuration Update	Client is synchronized		2016-11-10 02:47:57	2016-11-10 02:49:34
3 Process Completion Detected		WMIC.exe	2016-11-10 02:48:40	2016-11-10 02:49:38
4 System Survey	Completed data collection		2016-11-10 02:47:44	2016-11-10 02:49:41
5 Machine list management	Reporting machine list. See field text4.		2016-11-10 02:48:44	2016-11-10 02:49:44
	Scrip state: execute software update			
	The Scrip is not currently performing a repeat			
6 Microsoft Update Management	software update install cycle		2016-11-10 02:47:56	2016-11-10 02:49:48
7 Process Completion Detected		WMIC.exe	2016-11-10 02:48:54	2016-11-10 02:49:51
8 Send Queued Asset Logs	Asset synchronization with server is done		2016-11-10 02:48:42	2016-11-10 02:49:57
9 Process Completion Detected		WMIC.exe	2016-11-10 02:49:02	2016-11-10 02:50:00
10 Scrip Configuration Update	Client is synchronized		2016-11-10 02:48:40	2016-11-10 02:50:04
11 Process Completion Detected		WMIC.exe	2016-11-10 02:49:50	2016-11-10 02:50:09
2 Process Completion Detected		WMIC.exe	2016-11-10 02:50:04	2016-11-10 02:50:13
13 Process Completion Detected		wpsupdate.exe	2016-11-10 02:53:00	2016-11-10 02:53:05
	mSec Sampling period: 30000			
	Drive: 0 C: E: D:			
	Percent busy time: 0			
	Reads per second: 0			
	Writes per second: 1			
	Average queue length: 0			
	Drive: _Total			
	Percent busy time: 0			
	Reads per second: 0			
	Writes per second: 1			
14 Physical Disk Statistics	Average queue length: 0		2016-11-10 02:58:37	2016-11-10 02:58:42
15 Process Completion Detected		WMIC.exe	2016-11-10 03:00:11	2016-11-10 03:00:16
16 Process Completion Detected		WMIC.exe	2016-11-10 03:00:18	2016-11-10 03:00:24
17 Process Completion Detected		WMIC.exe	2016-11-10 03:04:20	2016-11-10 03:04:26
18 Process Completion Detected		UI0Detect.exe	2016-11-10 02:47:56	2016-11-10 02:48:50
19 Software patch (User mode with thread)	HTTPError or FTP server not ready.		2016-11-10 02:47:56	2016-11-10 02:48:54
20 Process Completion Detected		regsvr32.exe	2016-11-10 02:47:58	2016-11-10 02:48:57
21 Process Completion Detected		WMIC.exe	2016-11-10 02:48:00	2016-11-10 02:49:03

Event Filter Search

The user also has an option to search for events based on different criteria. Like search based on Event Filters / search based on different date ranges etc. In order to perform this

activity, the user has to click on lens icon which is available at the top left corner of the screen.



Q G									
Type to search here									Q
Event Query Filter									-
Date & Time From	month	•	day	•	year	•	hour	•	minute 🚽
Date & Time To	month	•	day	•	year	•	hour	•	minute 👻

As shown in the screenshot above, event search criteria pop-up opens up. The user can search events based on the following:

- **Event Query Filter**: Search events based on event filters. Event Filter is nothing but events of interest
- Date & Time From, Date & Time to: Search events between two dates. Enter the desired date and time range and click the lens icon

h Dashboard	Event Details : All			=	Sites Group
View	Event betaile . Ail			—	Q
X Manage	Device 🔺	Description	Event Information	Client Time	<u> </u>
-	WIN-L6QSJBAHH0A	Client Start-up		04/11/2017 12:54:15	All
 Insights 	WIN-L6QSJBAHH0A	Client Start-up		04/11/2017 11:33:36	WasifNHAviraSolutions
ddmin	WIN-L6QSJBAHH0A	Client Start-up		04/11/2017 12:45:57	
	WIN-L6QSJBAHH0A	Client Start-up		04/11/2017 13:07:19	
	WIN-L6QSJBAHH0A	Client Start-up		04/11/2017 13:15:46	
	WIN-L6QSJBAHH0A	Client Start-up		04/11/2017 14:38:59	
	WIN-L6QSJBAHH0A	Client Start-up		04/11/2017 14:48:01	
	WIN-L6QSJBAHH0A	Client Start-up		04/11/2017 14:54:55	
	WIN-L6QSJBAHH0A	Client Start-up		04/11/2017 15:01:06	
	WIN-L6QSJBAHH0A	Client Start-up		04/11/2017 15:07:23	
	WIN-L6QSJBAHH0A	Client Start-up		04/11/2017 15:10:06	
	WIN-L6QSJBAHH0A	Client Start-up		04/11/2017 15:12:43	
	Show 25 🔻 entries		Previous 1 Next	1-22 of 22 entries (filtered from 570 total entries)	
i) Help	Show 25 T entries		Previous 1 Next		



Asset Information

I. Assets provide software and hardware related information of a particular machine

2. End user can study the asset details and use the data for Efficient Asset Auditing, IT inventory management, etc. for the machines

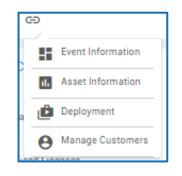
3. All the Asset details get captured for every machine that starts reporting to the dashboard

4. Having all the asset details captured helps the user to logically group the machines on the basis of any asset data in an organized and comprehensive way

5. The changes introduced across the assets can be managed through logging them and generating reports which can be scheduled either to be mailed to the relevant person or it can be published on the information portal on the server

User can view asset information by two ways:

1. User would need to click on the breadcrumb link and then click on Asset Information as shown below:



2. User can go to insights>Asset information



Dashboard	Devices Info : All					=	Sites	Groups
View							٩	
Manage	< Basic Info	System	n Info	Software Info	Patch Info	Resource View 📏		
Insights	Machine 🔺	User Name	Chassis Type	Manufacturer	Operating System		All	
Incident Trend	HFND100067	priyanka	Desktop	LENOVO	Windows 7 Professional	, 64-bit	WasifNHAvira	Solutions
Compliance Trend	HFND100139	wasif	Desktop	Hewlett-Packard	Windows 7 Professional	, 64-bit		
	WIN-L6QSJBAHH0A	srilaxmi	Other	No Enclosure	Windows 7 Home Basic	Edition, 32-bit		
Resolutions	WIN8132-VM	admin	Other	Xen	Windows 8.1 Enterprise	Edition, 32-bit		
Capacity Report								
Managed Report								
Asset Information								
Mobility Insight]							
Admin								
	Show 25 entries			Previous 1 Next		1-4 of 4 entries		

The following information is displayed:

- Basic information of the machines
- System information of the machine
- Software Information of the machines
- Patch Information of the machines
- Resource view of the machines
- Network Information of the machines

The Asset Information page has 5 Tabs:

I. Basic Info

The module opens up with the "Basic Info" screen. As shown below, the grid data has following information:

- Machine: Machine name for which data is being shown
- User Name: Username of that machine
- Chassis Type: Chassis Type of the machine
- Manufacturer: Name of the manufacturer
- Operating System: Operating System of machine



Dashboard	Devices Info : All					=	Sites	Groups
View							٩	
Manage	< Basic Info	System	n Info	Software Info	Patch Info	Resource View 📏		
Insights	Machine 🔺	User Name	Chassis Type	Manufacturer	Operating System		All	
Incident Trend	HFND100067	priyanka	Desktop	LENOVO	Windows 7 Professional,	64-bit	WasifNHAvira	aSolutions
Compliance Trend	HFND100139	wasif	Desktop	Hewlett-Packard	Windows 7 Professional,	64-bit		
	WIN-L6QSJBAHH0A	srilaxmi	Other	No Enclosure	Windows 7 Home Basic I	Edition, 32-bit		
Resolutions	WIN8132-VM	admin	Other	Xen	Windows 8.1 Enterprise 8	Edition, 32-bit		
Capacity Report								
Managed Report								
Asset Information								
Mobility Insight]							
Admin								
	Show 25 T entries			Previous 1 Next		1-4 of 4 entrie	3	
) Help	l							

2. System Info

The System Information tab will show details about system:



3. Software Info

The Software Information tab will show the list of software installed:



Basiotrifo	Software tife	Patoh mfo	Resource View	Network to'o
Active 🔺	User Marne	Software Herne	Installed Dr.	Mesion
131642	dward	Andreid Studie	8/25/2016	1.0
037642	elvined	00loaner	8/22/2016	5.05
52542	shmed	Presettive intelligence	10/10/2015	2.004.022.5775.11
novoda	inned	intel aeculty true key	10/10/2010	438/302.1
narad <u>i</u>	anes	VORMENT (\$140.0)	k-0/2010	0.07.0
037942	direct	T010545VN18112.	5/G2/2016	1.8.20292
032542	airraid	Java & Optivity 101 (S.,	10/2/2016	8.0.1010.13
NSP549	shoed	Java S Update 100 (S.	10/0/0814	8.0.105114
157629	almet	Jean & Opdate 46 (64	0,11,9014	R D 412
587642	almed	Intel® Hendware taxes	6/5/2016	6.01
032642	elumed	Intel® RealConne 606	10/2/2016	0.1.0.25161
52542	ehmed	Ni brosoft Visual 0++	0(52,52016	11.8.51105
2696	anned	microsoft visual C++	9112/2010	910307254143
24/201	aned	diacle www.ittaalsax	01022016	5.0.18
NSP542	enned	Webware Picyar	8/0/2016	12.03
104548	ahmed	Microsoft Visual C++	85555816	11.8.51165

4. Patch Info

The Patch Information tab will show the list of Microsoft Patches installed:

Dashboard	Devices Info : HFN	D100067				=	Site	s Group
View		5100001				_	- Q	
X Manage	< System Info)	Software Info	Patch Info	Resource View	Network Info 📏		
 Insights 	Machine 🔺	User Name	Patch Name		Installed On	KB Id	All	
Incident Trend	HFND100067	priyanka	Update For Micr	rosoft Windows	1/2/2017	KB2764913		AviraSolutions
Compliance Trend	HFND100067	priyanka	Update For Micr	rosoft Windows	1/2/2017	KB2764916		ND100067
	HFND100067	priyanka	Update For Micr	rosoft Windows	1/2/2017	KB2718695	-	ND100139
Resolutions	HFND100067	priyanka	Update For Micr	rosoft Windows	1/2/2017	KB2670838		I-L6QSJBAHH0A
Capacity Report	HFND100067	priyanka	Update For Micr	rosoft Windows	1/2/2017	KB2533623	WIN	18132-VM
Managed Report	HFND100067	priyanka	Hotfix For Micro	osoft Windows	12/29/2016	KB2534111		
Asset Information	HFND100067	priyanka	Hotfix For Micro	osoft Windows	1/2/2017	KB2639308		
the full terminates	HFND100067	priyanka	Update For Micr	rosoft Windows	1/19/2017	KB2685811		
Mobility Insight	HFND100067	priyanka	Update For Micr	rosoft Windows	1/2/2017	KB2729094		
Admin	HFND100067 Show 25 T entries	privanka	Update For Micr	rosoft Windows Previous 1 2 3 Next	1/2/2017	KB2731771 1-25 of 58 entrie		

5. Resource View

The Resource View tab will list all the machine Drives along with Total Size (GB), Used Space (GB) and Free Space (GB) as shown below:



Dashboard	Devices Info : WasifNHAvi	raSolutions				Sites Group
View Manage	< System Info	Software Info	Patch Info	Resource View	Network Info	> <
Insights	Machine 🔺	Drive	Total Size(GB)	Used Space(GB)	Free Space(GB)	All
Incident Trend	HFND100067	C:	195	120	75	WasifNHAviraSolutions
Compliance Trend	HFND100067	D:	269	145	124	HFND100067
	HFND100067	E:	NA	NA	0	HFND100139
Resolutions	HFND100139	C:	172	126	46	WIN-L6QSJBAHH0A
Capacity Report	HFND100139	D:	175	3	172	WIN8132-VM
Managed Report	HFND100139	E:	117	76	41	
Asset Information	WIN-L6QSJBAHH0A	A:	NA	NA	0	
	WIN-L6QSJBAHH0A	C:	31	20	11	
Mobility Insight	WIN-L6QSJBAHH0A	D:	NA	NA	0	
Admin	WIN8132-VM Show 25 • entries	C:	24 Previous 1 N	16	8 1-11 of 11 e	ntries

6. Network Info

The Network Info tab will list all network related information of the machine:

Dashboard	Devices Info : WasifNHAvi	aSolutions				=	Sites Group:
View							٩
Manage	< System Info	Software Info	Patch Info	Resource View	Network Info	>	
Insights	Machine 🔺	User Name	Domain	IP Address	Mac Address		All
Incident Trend	HFND100067	priyanka	pdc.hfn.com	192.168.56.1	08:00:27:00:F8:6D		WasifNHAviraSolutions
Compliance Trend	HFND100067	priyanka	NA	192.168.5.161	D4:3D:7E:A1:E1:A9		HFND100067
	HFND100139	wasif	pdc.hfn.com	169.254.8.62	00:50:56:C0:00:08		HFND100139
Resolutions	HFND100139	wasif	NA	169.254.241.169	00:50:56:C0:00:01		WIN-L6QSJBAHH0A
Capacity Report	HFND100139	wasif	NA	192.168.4.143	8C:DC:D4:3F:3F:B9		WIN8132-VM
Managed Report	WIN-L6QSJBAHH0A	srilaxmi	NA	169.254.74.227	00:0C:29:B3:BF:E9		
Asset Information	WIN8132-VM	admin	NA	192.168.1.75	7E:62:2F:D1:BF:44		
Mobility Insight							
Admin							
	Show 25 • entries		Previous 1 Next		1-7 o	f 7 entries	



Export

The "Export List" option available under the menu at the top right which can export the screen data on to an xls file.

Asset Analytics Report

The Asset Analytics Report provides an analysis of the asset components. This option is available on the Asset Information page menu as 'Information Portal' as shown below.

Export List	
Information Portal	

In order to navigate to the Asset Analytics Report pop up, the user needs to click on breadcrumb link and then click on asset information. Then click on menu icon and click on "Information Portal" link as shown above.

Once Information portal link is clicked, the Asset Analytics Report pop up will be shown as below.

≡ As	sset Analytics Report				
				Search:	
	QUERY NAME	SCOPE	STATUS	TIME	▼ FILE DOWNLOAD
	Microsoft Office	All	Process initiated	06/30/2016 05:35:06	5
	Installed Programs with Versions	All	Completed	06/29/2016 02:06:43	3 <u>₽</u>
	Installed Microsoft Patches	All	Completed	06/29/2016 12:37:58	3 <u>↓</u>
	Chassis	All	Completed	06/29/2016 12:35:36	
	BASIC_INFO	HFN_1stF_Test	Completed	06/24/2016 12:35:02	2 <u>↓</u>
	RAM less than or equal to Four GB	HFN_1stF_Test	Completed	06/13/2016 08:15:02	<u>₽</u>
	Installed Programs	HFN_1stF_Test	Completed	06/13/2016 07:30:01	<u>+</u>
	Test Operating System	HFN_1stF_Test	Completed	06/10/2016 07:15:01	<u>+</u>
	Test Processor	HFN_1stF_Test	Completed	06/10/2016 02:15:02	2 <u>↓</u>
	Desktop or Laptops	HFN_1stF_Test	Completed	06/10/2016 02:05:01	<u>+</u>
Showing	g 1 to 10 of 23 entries		44 < 1 2	2 3 > 🕨	



Asset Query Execution

In order to generate an Asset Analytics Report, the user needs to execute Asset Queries.

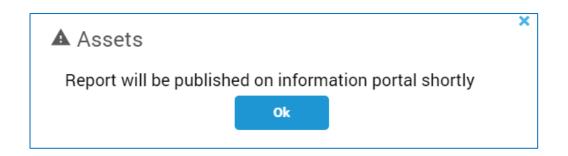
This can be done by clicking on Search icon \bigcirc >>Asset Radio button>> asset query from drop down >>search icon. These steps would post the report to the information portal.

Q		
_	~	
<u> </u>	ype to search here	Q
-	Filter	
	select Asset Query	•
Ť	MAC OS	^
	Microsoft Office	
	Operating System	•

As shown in the screenshot above, there are inbuilt asset queries which when executed will provide output based on the purpose it serves.

Q ©	
Type to search here	Q
⇒ Filter	
Microsoft Office	•

After the user clicks on the search icon on right side as shown in the screenshot above – the report will be posted on to the information portal and an alert will be displayed.





The user can now click on 'Information Portal' from right menu as shown in the screenshot below to get to the report

Information Portal									
]					
As	sset Analytics Report								
				Search:					
	QUERY NAME	SCOPE	STATUS	TIME	FILE DOWNLOAD				
כ	Microsoft Office	All	Process initiated	06/30/2016 05:35:06					
	Installed Programs with Versions	All	Completed	06/29/2016 02:06:43	<u>+</u>				
)	Installed Microsoft Patches	All	Completed	06/29/2016 12:37:58	<u>₽</u>				
C	Chassis	All	Completed	06/29/2016 12:35:36	<u>+</u>				
)	BASIC_INFO	HFN_1stF_Test	Completed	06/24/2016 12:35:02	<u>+</u>				
)	RAM less than or equal to Four GB	HFN_1stF_Test	Completed	06/13/2016 08:15:02	<u>+</u>				
)	Installed Programs	HFN_1stF_Test	Completed	06/13/2016 07:30:01	<u>+</u>				
)	Test Operating System	HFN_1stF_Test	Completed	06/10/2016 07:15:01	<u>+</u>				
)	Test Processor	HFN_1stF_Test	Completed	06/10/2016 02:15:02	<u>+</u>				
)	Desktop or Laptops	HFN_1stF_Test	Completed	06/10/2016 02:05:01	<u>+</u>				

Asset Report Download

Once query is completed, it is shown as "Process Completed" with a download button to download the query output on to an xls file.



				Search:	
	QUERY NAME	SCOPE	▼ STATUS ▼	TIME	FILE DOWNLOAD
\Box	Microsoft Office	All	Completed	06/30/2016 05:37:15	<u>*</u>
\Box	Installed Programs with Versions	All	Completed	06/29/2016 02:06:43	<u>+</u>
\Box	Installed Microsoft Patches	All	Completed	06/29/2016 12:37:58	<u>+</u>
	Chassis	All	Completed	06/29/2016 12:35:36	<u>+</u>
\Box	BASIC_INFO	HFN_1stF_Tes	t Completed	06/24/2016 12:35:02	<u>↓</u>
\Box	RAM less than or equal to Four GB	HFN_1stF_Tes	t Completed	06/13/2016 08:15:02	<u>+</u>
\Box	Installed Programs	HFN_1stF_Tes	t Completed	06/13/2016 07:30:01	<u>+</u>
\Box	Test Operating System	HFN_1stF_Tes	t Completed	06/10/2016 07:15:01	<u>+</u>
\Box	Test Processor	HFN_1stF_Tes	t Completed	06/10/2016 02:15:02	<u>+</u>
	Desktop or Laptops	HFN_1stF_Tes	t Completed	06/10/2016 02:05:01	<u>+</u>

Asset Analytics Delete

The option to delete is available on the right menu icon as shown in screenshot below.

Delete		
Refresh	I	

Asset Analytics Refresh

We can also refresh the Asset Analytics Report window by clicking on Refresh link available under left menu as shown in the screenshot below.

Delete	
Refresh	



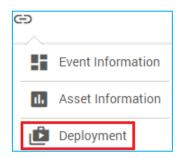
Deployment

Deployment is used to install the Nanoheal and AVIRA Clients on multiple systems at once.

Please refer to the section – NH Pre-Requisites to understand the needs and ensure readiness towards deployment.

<u>Please do note</u> that Nanoheal Client Network Deployment will not work on sub-nets that do not have all the devices under the same domain. Nanoheal Client Network Deployment works only if the machines are in a domain.

To perform Deployment, navigate to the bread crumb icon at the top left corner of the page and click on Deployment, as shown below.



Deployment looks similar to the image shown below:

≪AVIRA ♀	69					P	Ģ	🔥 Wasif 🗸
🏫 Dashboard	Deployment : WasifNHAviraSolu	Itions				=	Sites	Groups
View	Enter Subnet IP here	MAC Address	IP Address	Host Clie	nt Client Version		٩	
🌣 Manage	(+)		Subnetmas	k is not available			All	>
✓ Insights	Subnet IP (Last Scan)						WasifNHA	viraSolutions >
🔁 Admin	No subnet added							
		Show 25 T entries	Prev	rious Next	Showing 0 to 0 of 0	entries		
					Deplo	v		
	Scan							
(i) Help								
Language : English 🔻							© 20	



Steps

- 1. Enter the Subnet IP in the space provided, and click on tion
- 2. Select the IP from the left pane and a corresponding machine from the right, and click on Scan. Please note that the machine must be 'Online' for scanning. Once the scan is initiated the dashboard screen would look similar to the one shown below:

Deployment : HFND1	00067						=	Sites	Groups
inter Subnet IP here		MAC Address	IP Address	Host	Client	Client Version			Q
Submet IP (Last Scan)		Scant	triggered from Dashboa	rd. Waiting for	machine respo	nse		Al	
192.168.5.XXX (01/17/2017 08:01								WasifCustomer	
								HFND100067	
								HFND100139	
	Show 25	 entries 	Previo	ous Next		Showing 0	to 0 of 0 entries		
_						Dec	entries		
Scan									

3. Refresh the page to get the status of the scan.

Deployment : HFND10	0139						=	Sites	Groups
Enter Babnet IP here		MAC Address	IP Address	Host	Client	Client Version			Q
			Scan in Progre	ess wait for res	ult				
Subnet IP (Last Scan)								All	3
192.168.5.XXX (01/17/2017 10:56								WasifCustomer	
								HFND100067	
								HFND100139	
	Show 25	• entries	Previo	us Next		Showing 0	to 0 of 0		
							entries		
Scan						Dep	Noy		
							_		

- 4. Once the scan is completed, select the IP from the left hand side and the corresponding data is populated on to the right. Table on the right shows information related to the selected Subnet IP. The table has following details :
 - a. MAC Address
 - b. IP Address
 - c. Host
 - d. Client installation status
 - e. Client Version.



Print Talant Printer		MMC Address	IF Address	Heat	Clerk	Carri Vence
(+)		8CDC.04.40.45.02	192.168.5.172	HEND100115	YEB	2.004.032.2791.13
Sabrel P (Last Score)		00-67-05-26-10-77	192,108,5-211	HFND100001	NO.	0
192 168 5 KKK (01/17/2017 06.0		CE3FD538511E	192.168.5.175	HFND100032	NO	0
		08.00.21 76 FB 83	192 168 5 192	ANKITA-ENGINE	NO	0
		00.67 E5:26 FF 94	792.168.5.181	HFND100049	YES	2.004/032 2776 11
		00.67151261834	192-188.5.143	HFND100595	YES	2.004.032.2795.12
		80.00.04.3E3E89	192.168.5.232	HFND100139.pd(:http://doi.org/	YES	2.004.032.2795.08
		50 AF 72 62 40 F5	192.168,5.187	HFND100047	YES	2 004 012 2796 08
		00.67 65 26 19 84	1921685196	HEND100007	VES	2 004 032 2790 08
	Show	25 + entries	Paty	test 1 2 3 heat		1-25 of 51 entitie

5. Before deploying, set impersonation credential by navigating to the menu icon on the top right corner and by selecting impersonation settings. A sample is shown below:

Other Eulonet Phileer IMAC Address IP Address Heart Client Othern Version Submet IP (Last Scare) 0.057 E5 28:10.77 192.168.5.175 HFND100011 NO 0.057 E5 28:10.77 192.168.5.175 HFND100011 NO 0.057 E5 28:10.77 192.168.5.175 HFND100012 NO 0.057 E5 28:10.77 192.168.5.175 HFND100012 NO 0.057 E5 28:10.87 192.168.5.175 HFND100049 YES 2.004.032 2776.11 0.057 E5 28:18.34 192.168.5.122 HFND100199 YES 2.004.032 2776.11 0.057 E5 28:18.34 192.168.5.123 HFND100049 YES 2.004.032 2795.18 HFND100139 pdc.1th.com YES 2.004.032 2795.06 0.047 E5 28:19.84 192.168.5.187 HFND100017 YES 2.004.032 2795.06 0.047 E5 28:19.84 192.168.5.187 HFND1000077 YES 2.004.032 2795.06 HIMD 0.0047 YES 2.004.										
Submet IP (Last Scare) a CCO CD 440/A9/32 192.168.5.172 HFND1000115 YES 2.004.032.2791.13 192.168.5.X0X (01/17/2017 08.01 C 0.977.65.26.10.77 192.168.5.211 HFND100031 No 0 All 192.168.5.X0X (01/17/2017 08.01 C 0.957.65.26.10.77 192.168.5.175 HFND100032 No 0 If Wack/Customer 100.057.65.26.FF94 192.168.5.181 HFND100049 YES 2.004.032.2716.11 If Wack/Customer 10.0047.65.26.FF94 192.168.5.181 HFND100049 YES 2.004.032.2716.11 If Wack/Customer 10.0047.65.26.FF94 192.168.5.183 HFND1000396 YES 2.004.032.2716.11 If WnD1000139 10.0047.65.26.FF94 192.168.5.183 HFND100049 YES 2.004.032.2716.11 If WnD100139 10.0047.65.26.18.34 192.168.5.183 HFND100139.pdc.thn.com YES 2.004.032.2716.08 If WnD100139 10.0047.65.26.19.34 192.168.5.187 HFND100047 YES 2.004.032.2796.08 If WnD100139 10.0047.65.26.19.34 192.168.5.187 HFND10000077 YES 2.004.03			MAC Address	IP Address	Host	Client	Client Version			0
Spannel IP (Last Scin) Cols 7 85 28 (10 77 192.168 5.211 HFMD100001 NO 0 192.168.5.X0X (01/17/2017 08:01 Cols FD5 38 51.1E 192.168.5.175 HFMD100032 NO 0 WasifCustomer 192.168.5.X0X (01/17/2017 08:01 OB 00.27.76/FB.85 192.168.5.175 HFMD100032 NO 0 Iff WasifCustomer 192.168.5.X0X (01/17/2017 08:01 OB 00.27.76/FB.85 192.168.5.173 HFMD100049 YES 2.004.032.2776.11 Iff WasifCustomer 192.168.5.26 H92.168.5.143 HFMD100049 YES 2.004.032.2776.11 Iff W1D100139 192.168.5.232 HFND100139.pdc.Min.com YES 2.004.032.2796.12 Iff W1D100139 192.168.5.232 HFND100139.pdc.Min.com YES 2.004.032.2796.08 Iff W1D100139 192.168.5.232 HFND100047 YES 2.004.032.2796.08 Iff W1D100047 192.168.5.266.19.84 192.168.5.187 HFND1000077 YES 2.004.032.2790.08 Iff W1D1000275	U		8CDC:D4:40:A9:32	192.168.5.172	HFND100115	YES	2.004.032.2791.13			
INEX_188.5_ACKA (01777)2011 08001 ICC_32-D5.38.95.112 192.168.5.175 HFXD1000322 NO 0 Image: 0.80.0.27.76F.8.85 192.168.5.125 AVKITA-ENGINE NO 0 Image: 0.80.0.27.76F.8.85 192.168.5.125 Image: 0.80.0.27.76F.8.85 192.168.5.125 AVKITA-ENGINE NO 0 Image: 0.80.0.27.76F.8.85 192.168.5.125 Image: 0.80.0.27.76F.8.85 192.168.5.143 HFND100049 YES 2.004.032.2776.11 Image: 0.80.027.276.8.12 Image: 0.80.0.27.252.818.34 192.168.5.143 HFND1000396 YES 2.004.032.2776.8.12 Image: 0.80.027.2776.11 Image: 0.80.0.20.43.782.40.755 192.168.5.132 HFND100139.pdc.hth.com YES 2.004.032.2796.08 Image: 0.80.402.2796.08 Image: 0.80.77.252.40.755 192.168.5.187 HFND1000047 YES 2.004.032.2796.08 Image: 0.80.77.252.40.758 192.168.5.187 HFND10000377 YES 2.004.032.2796.08	Subnet IP (Last Scan)		00:67:65:26:10:77	192.168.5.211	HFND100001	NO	0	All		
0 00.02 / 50 / 50 / 50 / 50 / 50 / 50 / 50 /	192.168.5.XXX (01/17/2017 08:01		C0:3FD5:38:51:1E	192.168.5.175	HFND100032	NO	0	Wa	sifCustomer	
D0.67:E5:26:18:34 192:168:5:143 HYND100076 YES 2.084:032:2795:12 BC:DC:D4:3F3F8B9 192:168:5:232 HFND100139.pdc:httl.com YES 2.004.032:2796:08 50:AF73:62:AD:F5 192:168:5:187 HFND1000077 YES 2.004.032:2796:08 D0:67:E5:28:19:84 192:168:5:187 HFND1000077 YES 2.004.032:2796:08			08:00:27:76:F8:85	192.168.5.192	ANKITA-ENGINE	NO	0	-	HFND100057	
BCDC:D43F3F3FB9 192.1685.232 HFND100139.pdc.hhi.com YES 2.004.032.2796.08 50.4F73.62.4D:F5 192.168.5.187 HFND100047 YES 2.004.032.2796.08 D0:67.E5.28.19.84 192.168.5.196 HFND1000077 YES 2.004.032.2790.08			D0.67.E5.26.FF.94	192.168.5.181	HFND100049	YES	2.004.032.2776.11		HFND100139	
50 AF 73 62:40 F5 192.168 5.187 HFND100047 YES 2.004.032 2796 08 D 0:67 E5 26:19:84 192.168 5.196 HFND100007 YES 2.004.032 2790 08			00.67.65.26.18.34	192.168.5.143	HFND100095	YES	2.004.032.2795.12			
D0-67-E5-26-19-84 192-168-5-196 HFND100007 YES 2.004.032.2790.08			8CDC:D4:SE3EB9	192.168.5.232	HFND100139.pdc.hth.com	YES	2.004.032.2796.08			
			50:AE:73:62:40:F5	192.168.5.187	HFND100047	YES	2.004.032.2796.08			
Show 25 • entries Previous 1 2 3 Next 1-25 of 51 entries			D0:67:E5:26:19:84	192.168.5.196	HFND100007	YES	2.004.032.2790.08			
		Show	25 • entries	Prev	ious 1 2 3 Next		1-25 of 51 entries			

- 6. Enter appropriate values in the required fields. The values asked for, are:
 - a. Impersonation user name
 - b. Password
 - c. Domain on which deployment is set to happen

Impersonation User		
Impersonation Password		
		G
Impersonation Domain		

7. Submit the impersonation data and proceed with deployment to install the client on all the machines that are reachable.



Note: If impersonation has not been set and if a user tries to deploy the client on to the machines they will receive an alert stating the same. An example is shown below:

100 Mar 1 Mar	MACANET	10 Achivers Heat	Class	Chertt Version
(C)	00 \$7 65 26 10 77	192 168 5 211 HEND100001	ND	0
Subset IF (Last Scari)	00 67 65 26 FF 94	×	VES	2.004.032.2776.11
192 168 5 XXX (01/17/2017 10:56	08 00 27 76 FB 85	Alert	'N0	a
	04:30.7EA1.E1-A9	Impersonation detail not set Please set	YES	2.004.032.2796.08
	00/27/0E/2C/AB/7A	impersonation details to	YES	2.004.002.2515.03
	BC0CD43F3F99	proceed further	YES	2.004.832.2796.88
	00.67 65.26.18.34	ok	YES	2.004.032.2785.12
	BCDC D4.40.49.32	Tax magazine memory and	VES	2.004.032.2751.13
	7845 CA 24 10 40	192 168 E 184 WEND100052	VES	2.004.032.2795.12
	Show 25 • enmos	Pergrant 1 2 3 Ment		1-25 of 51 erose

Deployment

1. Select the check box corresponding to the machines that have the column named "Client" set to a 'NO' & Client Version set to '0'.

Index Tailored (Phane		MAC Address	IP Address	Host	Cherrit	Client Version		0
(+)		0800-27.75/5885	192 168 5 192	ANICITA-ENGINE	NO	a		
Extent IP (Last Scat)		D0-67-E5-26-FE-87	192 168 3 198	HEND100089	NO	0	AJI	
192.168.5 XXX (01/18/2017 01:26		D0/67/E5/26/10/77	192 168 5 211	HFND100001	NO	0	Was#Dustorner	
		8C DC D4-40 A9-32	192,168.5,172	HFND100115	YES	2.004.032.2791.19	#FND100067	
		00.67.E5.26.FF.94	192.168.5.181	HFND100049	YES	2 004 002 2776 11	HENDIGO128	
		00:00:29:E8:2F40	192 168 5 173	192,168.5.173	YE5	2 004 032 2615 03		
		D48E09.0984.50	192.168.5.214	HFN0100026	YES	2 004 032 2790 08		
		D4:30:7E.A1:E1:A9	192.168.5.161	HFND100067	YES.	2 004 032 2796 08		
		BC DC D4 3F3F#9	192 168 5 233	HEND100129 pdc hts com	YES	2 004 032 2796 08		
	\$how[100 · entries	+	tenaus T Next		1-62 of 62 entries		

2. Click on the Deploy button to deploy the client on to the selected machines. It will review the impersonation credential provided as shown below:



nanoheal d	59					BUY NOW!	O S Wasif4	• •
Dashboard View	Deployment :HFND100050				٩	Search 🗮	Sites Group	
🂼 Manage	Enter Subnet IP here	MAC Address					٩	1
-		00:0B:82:72:A0:AE	192.168.4.54	192.168.4.54	NO		All	>
Insights	Subnet IP (Last Scan)	Impersonation Details	;		NO			>
	192.168.4.XXX (06/08/2017 01:38 PM)	Impersonation User			Deployed			
		nanoheal			YES	2.004.032.2824.08		
		×			YES	2.004.032.2613.01	customer	>
		Impersonation Password			YES	2.004.032.2823.08	GatewayNHTest2	>
				Θ	NO		GatewayNHTest	>
		1 · · · ·			YES	2.004.032.2823.08	Nanoheal_Training	>
		Impersonation Domain			NO		NH8june2017	~
		pdc.hfn.com			YES	2.004.032.2824.12	GERMAN	
				Submit Cancel	NO		HEND100050	
				Submit	YES	2.004.032.2613.01	HFND100067	
					Deployed		NH8june	
		64:51:06:46:E7:DD	192.168.4.164	HFND100091	YES	2.004.032.2615.08		
		Show 25 T entries		Previous 1 2 Next		1-25 of 46 entries	WasifNew2Cust2AviraTest	>
						Desteur		
i Help	Scan					Deploy		
Longuage : English V							©2017 🔿 nanoh	real

Dashboard						C	Search 📃	Sites Grou
View								
Manage	Enter Subnet IP here	+ <u>-</u>	MAC Address					٩
			00:0B:82:72:A0:AE	192.168.4.54	192.168.4.54	NO		All
Insights	Subnet IP (Last Scan)		78:45:C4:24:1D:B8	192.168.4.212	HFND100094	NO		
	192.168.4.XXX (06/08/2017 01:38 PM)	D4:3D:7E:A1:E1:A9	192.168.4.131	HFND100067	Deployed		
			78:45:C4:24:1E:D2	192.168.4.134	HFND100050.pdc.hfn.com	YES	2.004.032.2824.08	AviraSalesNHTestCustor
			8C:D			YES	2.004.032.2613.01	customer
			_{8C:D} Informatio	n		YES	2.004.032.2823.08	GatewayNHTest2
			B0:8 Impersonation C	edentials Reviewed ar	d deploy triagered	NO		GatewayNHTest
							2.004.032.2823.08	Nanoheal_Training
			50:A		Ok	NO		NH8june2017
			D0:67:55:26:FE:87	192.168.4.137	HFND100089		2.004.032.2824.12	GERMAN
			00:0B:82:6B:21:9C	192.168.4.55	192.168.4.55	NO		HFND100050
			50:AF:73:62:4A:9E	192.168.4.188	HFND100104		2.004.032.2613.01	HFND100067
			D0:67:E5:0B:05:DA	192.168.4.78		Deployed	0	
				192.168,4,164	HFND100091		2.004.032.2615.08	NH8june
			25 V entries				1-25 of 46 entries	WasifNew2Cust2AviraTe
	Scan						Deploy	

The status under the "client" column should change to "deploying" at this stage as shown below:



an Subvel (P fine)	MAC Address	IP Address	Hoat	Chert	Client Version	1	Q
(+)	00 67 55 26 10.77	192.156.5.211	HENDT00001	NO	0		
Siderert IP (Laut Scieri)	D0.67.25.26 FF 94	192,168.5.181	HFN0100049	YES	2.004.032.2776.11	Alt	2
192.168.5 XXX (01/17/2017 10:56	08.00.27.76.FB.85	192,168.5.192	ANKITA-ENGINE	Deploying	0	WastDustome	
	04.30.7E.41.E1.49	192.168.5.161	HFN0100067.pdc.hth.com	YES	2.004.032.2796.08	#FND100067	
	00.27 0E 20 A6 7A	192,168,5,101	HENO100078	YES	2,004,032,2815.03	HFND100139	
	acocid4 3F3F89	192.168.5.232	HFN0100109	YES	2.004.032.2796.08		
	00.67/65/26 18:34	192.168.5.143	HFND100096	VES	2.004.032.2785.12		
	BCDCD440A932	192.168.5.172	HFN0100115	YES	2.004.032.2791.13		
	78.45.C4.24.1C.4C	192,168.5.184	HFN0100052	YES	2.004.032.2795.12		
	Show 25 • entries	Pre	mana 1 2 3 Meet		1-25 of 51 entries		

3. Once the client has been successfully deployed, the status will change from 'deploying' to 'Deployed'. Please note - the page must be refreshed for this change to reflect onto the table.

terre tallent Plane		MAC Address	IP Address	Hust	Client	Clent Veision		Q,
(+)		08.00.27.76.FB.85	192.168.5 192	ANKITA-ENGINE	N0	0		
Submet IP (Lant Scart)		D0.97.65.26.FE.87	192.168.5.158	HFND100089	Deployed	D	A3	3
192,168,5,XXX (01/18/2017 01:26		D0:67:65 26 10:77	192 168 5 211	HEND100001	NO	0	WasifCustomer	
		8CDC.D4:40:A9:32	192.168.5.172	HEN0100115	YES	2.004.032.2791.13	HENDIG0067	
		D0.67.E5.26.FF.94	192 168 5 181	HEND100049	YES	2.004.032.2776.11	MENDI00089	
		00-00-29-E8-2F-4C	192,168,5,173	192,168.5.173	YES	2.004.032 2615.00	HENDIG0139	
		D4.BE.D9.C9.84.50	192.168.5.214	HFN0100026	YES	2.004.032.2790.08	WIN-LOOSJBAHHOA	
		04:30.7EA1:E1.88	192.168.5.161	HFND100067	YES	2.004.032.2796.08		
		IC DC D4:3F2F89	192 198.5 232	HEND100139 pdc.hth.com	15.5	2.004.032.2796.08		
	Show	25 · entries	191	man 1 2 3 Meet		1-25 of 62 entries		

4. Once the installation is completed successfully, scan the subnet again to see that the client has been successfully installed, and to see the corresponding client version updated on the table.

the failest Plane		MAC Address	IP Address	Host	Client	Client Version		Q
Ð		00 67 E5 28 FE 87	192,168,5,158	HENDT00089	YES	2 004 032 2796 06		
obert IP (Last Scan) 12 168 5 XXX (01/18/2017 01 26		D0.67:55.26 10.77	192.168.5.211	HFND100001	NÜ	0	Al	
192 168 S XXX (01/18/2017 01:26		D0 67:55:26:FF94	192 168 5 181	HFND100040	YES	2.004.032.2776.11	Wesi/Customer	
		D4.8E.D9:09:84:50	192 168 5 214	HEND100026	YES	2.004.032.2790.08	HFND100067	
192 168 5.000 (01/18/2017 01:26		04.30 TE A1 E1.49	192 158 5 161	HFN0100067	YES	2.004.032.2796.08	HFND100089	
		00:00:29 ER 2P 4C	192 168 5 173	192 168 5 173	YES	2,004,032,2615,03	## HFND100139	
		D0 67 55 26 19 84	192.168.5.196	HFND100007	YES	2.004.032.2790.08	WIN-LEDSJBAHHOA	
		78-45-C4-24-20-A8	192 168 5 152	HFND100040	YES	2.004.032.2777.11		
		00/27/0E/2C A8/7A	192.168.5.131	HEND100076	YES	2 004 032 2615 03		
	Show	25 • entries	Pus	mm 1 2 3 heat		1-25 of 58 entries		



Deployment Audit

Customer can also view and export Deployment Audit data by following below steps:

Dashboard	Deployment :NH8june2017						Q Search	Sites Gro	ups
View							Export		
Manage	Enter Subnet IP here		MAC Address 🔺	IP Address	Host	Client	Impersonation Settings	٩	
			00:04:F2:4C:FF:D2	192.168.4.23	192.168.4.23	NO	C Reset Scan	All	ľ
Insights	Subnet IP (Last Scan)		00:04:F2:4D:19:61	192.168.4.57	192.168.4.57	NO	Deployment Audit	AviraSalesNH	
	192.168.4.XXX (06/08/2017 01:38 PM)		00:0B:82:5D:FD:4A	192.168.4.56	192.168.4.56	NO	0	AviraSalesNHTestCustor	
			00:0B:82:5D:FD:4D	192.168.4.58	192.168.4.58	NO	0	Avirabalesine lestoustor	л
			00:0B:82:6A:F4:DB	192.168.4.60	192.168.4.60	NO	0	customer	
			00:0B:82:6B:21:9C	192.168.4.55	192.168.4.55	NO	0	GatewayNHTest2	
			00:0B:82:72:A0:AE	192.168.4.54	192.168.4.54	NO	0	GatewayNHTest	
			00:0B:82:72:A5:47	192.168.4.59	192.168.4.59	NO	0	Nanoheal_Training	
			00:17:61:10:93:CC	192.168.4.9	192.168.4.9	NO	0	NH8june2017	
			00:17:61:8C:67:37	192.168.4.8	192.168.4.8	NO	0	NH8june	
			0C:0C:0B:6E:34:27	192.168.4.197	HFND100083	YES	2.004.032.2823.08		
			10:78:D2:56:1D:74	192.168.4.200	HFND1000037	NO	0	WasifNew2Cust2AviraTe	ġ
			2C:B0:5D:93:E4:5A	192.168.4.1	192.168.4.1	NO	0		
			40:A8:F0:5B:A6:76	192.168.4.116	HFND100093	YES	2.004.032.2824.08		
		Show 25	5 ▼ entries		Previous 1 2 Next		1-25 of 46 entries		
	Scan						Deploy		

Click on Deployment audit will take to following page:

Dashboard	Deployment :NH8june2017					Q Sear	ch 📃 🔳	Sites Gro
View	Enter Subnet IP here	_	Site 🔺	Machine	Time	Text1	Details	Q
Manage		(+)	NH8june2017	HFND100050	Thu Jun 08 2017 02:	1	Details	All
 Insights 	Subnet IP (Last Scan)		NH8june2017	HFND100050	Thu Jun 08 2017 02:	3	Details	AviraSalesNH
	192.168.4.XXX (06/08/2017 01	:38 PM)	NH8june2017	HFND100050	Thu Jun 08 2017 02:	2	Details	
			NH8june2017	HFND100050	Thu Jun 08 2017 02:	5	Details	AviraSalesNHTestCuston
			NH8june2017	HFND100050	Thu Jun 08 2017 02:	7	Details	customer
			NH8june2017	HFND100050	Thu Jun 08 2017 02:	6	Details	GatewayNHTest2
			NH8june2017	HFND100050	Thu Jun 08 2017 02:	5	Details	GatewayNHTest
			NH8june2017	HFND100050	Thu Jun 08 2017 02:	7	Details	Nanoheal_Training
			NH8june2017	HFND100050	Thu Jun 08 2017 02:	2	Details	NH8june2017
			NH8june2017	HFND100050	Thu Jun 08 2017 02:	9	Details	NH8june
			NH8june2017	HFND100050	Thu Jun 08 2017 03:	1	Details	WasifNew2Cust2AviraTe
			NH8june2017	HFND100050	Thu Jun 08 2017 03:	3	Details	Training Tradition
			NH8june2017	HFND100050	Thu Jun 08 2017 03:	2	Details	
			NH8june2017	HFND100050	Thu Jun 08 2017 03:	5	Details	
			Show 25 V entries		Previous 1 Next		1-21 of 21 entries	
Help	Scan							

Click on details will show the information of deployment on that particular machine:



🔊 nanoheal 🛛 🕞	Ð				BUY NOW!	😡 🙆 Wesif4 🗸
 Dashboard View 	Deployment :NH8june	2017			Q Search 📃	Sites Groups
🏩 Manage	Enter Subnet IP here	Deployment Audit Details	Text3	Text4	Details Details	
Insights	Subnet IP (Last Scan)	Scanning started	IEAG	IEX.4	Details	All >
	192.168.4.XXX (06/08/.				Details Details	AviraSalesNHTestCustomer
					Details Details	GatewayNHTest2 >
					Details Details	GatewayNHTest > Nanoheal_Training >
					Details Details	NH8june2017 >
					Details Details	WasifNew2Cust2AviraTest
					Details Details	
					1-21 of 21 entries	
(i) Help	Scan					
Longuage : English V						© 2017 🚫 nanoheal

Customer can also export the audit data by going to menu icon and clicking on export:

Dashboard	Deployment :NH8june2017					Q Sea	rch	Sites Gro
View	Enter Subnet IP here		Site 🔺	Machine	Time	Text1	xport	٩
Manage		(+)	NH8june2017	HFND100050	Thu Jun 08 2017 02:		npersonation Settings	All
 Insights 	Subnet IP (Last Scan)		NH8june2017	HFND100050	Thu Jun 08 2017 02:		lack	AviraSalesNH
	192.168.4.XXX (06/08/2017 01	:38 PM)	NH8june2017	HFND100050	Thu Jun 08 2017 02:	2	Details	
			NH8june2017	HFND100050	Thu Jun 08 2017 02:	5	Details	AviraSalesNHTestCustor
			NH8june2017	HFND100050	Thu Jun 08 2017 02:	7	Details	customer
			NH8june2017	HFND100050	Thu Jun 08 2017 02:	6	Details	GatewayNHTest2
			NH8june2017	HFND100050	Thu Jun 08 2017 02:	5	Details	GatewayNHTest
			NH8june2017	HFND100050	Thu Jun 08 2017 02:	7	Details	Nanoheal_Training
			NH8june2017	HFND100050	Thu Jun 08 2017 02:	2	Details	NH8june2017
			NH8june2017	HFND100050	Thu Jun 08 2017 02:	9	Details	NH8june
			NH8june2017	HFND100050	Thu Jun 08 2017 03:	1	Details	WasifNew2Cust2AviraTe
			NH8june2017	HFND100050	Thu Jun 08 2017 03:	3	Details	wasinnew2Cust2Avirate
			NH8june2017	HFND100050	Thu Jun 08 2017 03:	2	Details	
			NH8june2017	HFND100050	Thu Jun 08 2017 03:	5	Details	
			Show 25 V entries		Previous 1 Next		1-21 of 21 entries	
Help	Scan							

Data will get downloaded in .xls file as shown below:

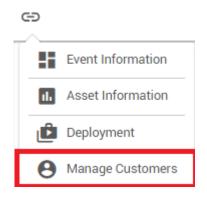
	A	В	С	D	E	F	G
1	Host	Site	Mac Address	IP Address	Client Available	Client Version	Last Scan
2	192.168.4.54	NH8june201720170001638	00:0B:82:72:A0:AE	192.168.4.54	NO	0	06/08/2017 12:57 PM
3	HFND100067	NH8june201720170001638	D4:3D:7E:A1:E1:A9	192.168.4.131	Deployed	0	06/08/2017 12:57 PM
4	HFND100081	NH8june201720170001638	64:51:06:47:2E:2C	192.168.4.155	YES	2.004.032.2823.08	06/08/2017 12:57 PM
5	HFND100050.pdc.hfn.c	NH8june201720170001638	78:45:C4:24:1E:D2	192.168.4.134	YES	2.004.032.2824.08	06/08/2017 12:57 PM
6	HFND100139	NH8june201720170001638	8C:DC:D4:3F:3F:B9	192.168.4.143	YES	2.004.032.2823.08	06/08/2017 12:57 PM

Manage Customers

Please follow the following steps to manage a customer:



Navigate to the "Manage customer" from the quick links on the top left corner.



The user can manage existing customers; add new OTCs and customers from here.

Dashboard	Account Details	Order Details				
View	10					
🗘 Manage	Total Licenses	OTC Code 🔺	Email	Company Name	Description	Licenses
Services	4 Unused Licenses buy more	M2LLL-LLLQ2-JKG6H MN888-8884N-CYL2W		- om WasifNHAvSolutions_697	Avira Antivirus for Endpoint Avira Antivirus for Endpoint	10
My Account						
Troubleshooting	Renew in 30 days renew now					
Users	Customer Details =	_				
Groups	Customer Details =	Device Name 🔺	Avira Installed On	Avira Valid Till	NH Installed On	
 Insights 	Customer Name 🔺 Total/Installed	HFND100139	Tuesday, March 21, 2017 00:00:00	Wednesday, April 19, 2017 00:00	00 Tuesday, April 04, 201	7 06:51:19
-	WasifNHAviraSolutions 16/3	WIN-L6QSJBAHH0A	Tuesday, March 21, 2017 00:00:00	Wednesday, April 19, 2017 00:00	00 Thursday, April 06, 20	17 02:55:53
Admin		WIN8132-VM	Tuesday, March 21, 2017 00:00:00	Wednesday, April 19, 2017 00:00	00 Wednesday, April 05, 2	2017 12:06:26
i) Help						

Refresh OTC

If there is any change in license data of any OTC, those changes will be reflected on server by doing refresh OTC. Select the OTC and click on refresh OTC under order details menu iconssssssss. It will refresh the data of that particular OTC.

Customer can refresh OTC as shown below:



Dashboard	Account Details		Order Details					
View	10		OTC Code 🔺	Email	Company Name	Desci	ription	Avira License
Manage	Total Licenses		QR666-6664R-H		ar@nanoh Nawneet		Antivirus for Endp	Refresh OTC
Services	O Unused Licenses	buy more						
My Account	0							
Troubleshooting	Renew in 30 days	renew now						
Users Groups	Customer Details	=	Device Name	Avira Installed On	Avira Valid Tili	NH Installed On	NH Valid Till	Avira/NH Statu
Insights	Customer Name	Total/Installed	HFND100080	Monday, April 10, 2017 0	Sunday, November 5, 2	Thursday, June 08, 201	Tuesday, September 05	Installed/Inactiv
Ū.	NHWIthoutGW	10/2	HFNL100059	Monday, April 10, 2017 0	Tuesday, September 5,	Thursday, June 08, 201	Tuesday, September 05	Installed/Active

Click on Refresh OTC will give the following alert msg box with the details of data which has been changed:

nanoheal e	Ð						9	NHWIthoutGW
Deshboard View View Manage Services My Account	Account Details 10 Total Licenses 0 Unused Licenses	buy more	Order Details OTC Code 🛦 OR666-6664R-HTEM2	Email newneet kumar@nanoh	Company Name Nawneet		Description Avira Antivirus for Endo	Licenses
Toubleshooting Users Groups Insights	O Renew in 30 days Customer Details Customer Name A NHWathourSW	Totalinstalled	License Count is updated	Information d from 10 to 50 and Cor ey, November 05, 2017 Ok	tract end date is	K H Installed On wrsdey: June 08, 201 wrsdey: June 08, 201		
Language : English 🔻								© 2017 🔿 nanoh

Click on OK will refresh the page and customer can see the updated data on dashboard as shown below:



Dashboard	Account Details			Order Details					
View	50			OTC Code 🔺	Email	Company Name	Desc	ription	Licenses
Manage	Total Licenses		_	QR666-66/64R-H1	EM2 nawneet.kum	ar@nanoh Nawneet	Avira	Antivirus for Endp	50
Services	O Unused Licenses	buy mor	e						
My Account	0								
Troubleshooting	Renew In 30 days	renew no	w						
Users									
Groups	Customer Details		=	Device Name 🔺	Avira Installed On	Avira Valid Till	NH Installed On	NH Valid Till	Avira/NH Stat
Insights	Customer Name	Total/Installed		HFND100080	Monday, April 10, 2017 0	Sunday, November 5, 2	Thursday, June 08, 201	Sunday, November 05	Installed/Inact
	NHWithoutGW	50/2		HFNL100059	Monday, April 10, 2017 0	Tuesday, September 5,	Thursday, June 08, 201	Sunday, November 05,	Installed/Activ

A click on the hamburger menu next to "Customer details" would show the following options.

- a. Add customer
- b. Add OTC
- c. Update OTC
- d. Add Avira Subscription
- e. Edit Customer
- f. Customer Details
- g. Export Avira Details
- h. Disable Customer
- i. Revoke & Remove

Dashboard	Account Details		Order Details					-
View	10							
Manage	Total Licenses		OTC Code 🔺	Email	Company Name	Description		(
Services	4			H-STQ6J-YQBJV nawneet.kumar@n W-JZQHP-5HF67 wasif@nanoheal.co			irus for Endpoint 10	
My Account	Unused Licenses	buy more	MN888-8884N-CTL	w-JZUHP-SHF67 wasit@nanoneal.ci	m wasimHAVSolutions_697	Avira Antiv	rus for Endpoint 10	
Troubleshooting	O Renew in 30 days	renew now						
Users Groups	Customer Details		Device Name	Avira Installed On	Avira Valid Till	NH Installed On	NH Valid Till	Avira/NH Status
 Insights 	Customer Name 🔺	Total/installed	Add Customer Add OTC	Tuesday, March 21, 2017 00:00:00	Wednesday, April 19, 2017 00:00:00	Tuesday, April 04, 2017 06:51:19	Wednesday, April 19, 2017 12:00:00	Installed/Inactive
Admin	TestAvira	2/0	Update OTC	Tuesday, March 21, 2017 00:00:00 Tuesday, March 21, 2017 00:00:00	Wednesday, April 19, 2017 00:00:00 Wednesday, April 19, 2017 00:00:00	Thursday, April 06, 2017 02:55:53 Wednesday, April 05, 2017 12:06:26	Wednesday, April 19, 2017 12:00:00 Wednesday, April 19, 2017 12:00:00	Installed/Active
	Wast MHAviraSolutions	10/3	Add Avira Subscription Edit Customer Revoke & Remove Customer Details Disable Customer		Predo	a 1 Next		1-3 of 3 ent
) Help			snow 25 V entries	8	Previou	s 1 Next		1-3 of 3 ent



Add OTC

Please follow the following steps to add a new OTC.

NOTE: This would always be the first step towards adding new licenses.

<u>i.e.</u>

- Users must add new OTC/s before adding a New Customer
- Users must add new OTC/s before adding new Avira Subscriptions to existing customers

The user would need to navigate to the top right corner of the dashboard > click on the user name > Click on "My Account".

OR select "Manage Customers" from the Quick Link at the top left

n Dashboard								Edit My Profile
View	Summary		Managed	Devices		Users Er		Configure Logo
🏟 Manage		WasifN	HAviraS	4	4	3		My Account
Insights	Devices Mexand							➔ Log Out
	Devices Managed	Compliance Tre	end			View : Compliand	ce Notification	WasifNHAviraSolutions
🛓 Admin	OS 4 Total							
	Window 4		Availability	Security	Resources	Maintenance	Events	
	Mac 0		0	0	0	0	0	
	Android 0	Last Hour	<u> </u>	~ 0	▲ 0	▲ 0	▲ 0	
	Linux 0							
	Others 0		1	0	0	0	0	
		Last 24 Hour	<u>∧</u> 1	▲ 0	▲ 0	▲ 0	▲ 0	
	Resolutions							
						See all	compliance metrices	
	Total 186 Total							
	Proactive 186							
	Predictive 0	2						
Help	Self-Help 0	0				06 Apr 07 Apr 08 Ap		

Click on the hamburger menu next to "Customer details" and click on "Add OTC".



Dashboard	Account Details	Order Detail	с.			
View	Account Details	Order Detail	5			
-	10 Total Licenses	OTC Code 🔺	Email	Company Name	Description	Licenses
X Manage		M2LLL-LLLQ2-JK0	36H-STQ6J-YQBJV -	-	Avira Antivirus for Endpoint	10
Services	4 Unused Licenses buy more	MN888-8884N-CY	L2W-JZQHP-5HF67 wasif@nanoheal.cor	n WasifNHAvSolutions_697	Avira Antivirus for Endpoint	10
My Account						
Troubleshooting	0 Renew in 30 days renew now					
Users						
Groups	Customer Details	📃 🛛 Device Name 🔺	Avira Installed On	Avira Valid Till	NH Installed On	
	Customer Name Total/Installed	Add Customer	Tuesday, March 21, 2017 00:00:00	Wednesday, April 19, 2017 00:00:0	00 Tuesday, April 04, 2017	06:51:19
Incidate		Add OTC	Tuesday, March 21, 2017 00:00:00	Wednesday, April 19, 2017 00:00:0	00 Thursday, April 06, 201	7 02:55:53
-	WasifNHAviraSolutions 16/3					
-	WasifNHAviraSolutions 16/3	Update OTC	Tuesday, March 21, 2017 00:00:00	Wednesday, April 19, 2017 00:00:0	00 Wednesday, April 05, 2	017 12:06:26
-	WasifNHAviraSolutions 16/3	Add Avira Subscription	Tuesday, March 21, 2017 00:00:00	Wednesday, April 19, 2017 00:00:0	00 Wednesday, April 05, 2	017 12:06:26
-	WasifNHAviraSolutions 16/3	Add Avira Subscription Edit Customer	Tuesday, March 21, 2017 00:00:00	Wednesday, April 19, 2017 00:00:0	00 Wednesday, April 05, 2	017 12:06:26
-	WasifNHAviraSolutions 16/3	Add Avira Subscription Edit Customer Customer Details	Tuesday, March 21, 2017 00:00:00	Wednesday, April 19, 2017 00:00:0	00 Wednesday, April 05, 2	017 12:06:26
Admin	WasifNHAviraSolutions 16/3	Add Avira Subscription	Tuesday, March 21, 2017 00:00:00	Wednesday, April 19, 2017 00:00:0	00 Wednesday, April 05, 2	017 12:06:26

Enter the following details in the popup box.

- OTC code
- Email
- Company name

Click on "Add" to add the OTC code.

Add Avira OTC	,
XXXXX-XXXXXX-XXXXXX-XXXXXX	
Irrail	1
example@domain.com	
Company Name	1
company name	
	OTC Code added successfully
	Add Cancel

Add a Customer



Please follow the following steps to add a new customer/site.

Navigate to the top right corner of the dashboard and click on the user name, and Click on "My Account".

n Dashboard	· · · · · · · · · · · · · · · · · · ·							💉 Edit My Profile			
View	Summary		Sites Managed Devices Managed WasifNHAviraS 4			Users En	olled	Configure Logo			
🔅 Manage		WasifN	HAviraS		4	3		My Account			
 Insights 	Devices Managed	Compliance Tre	and				10 M	➔ Log Out			
-	Devices Manageu	Compliance ne	chu			View : Complianc	e Notification	WasifNHAviraSol	utions		
Admin	OS 4 Total										
	Window 4		Availability	Security	Resources	Maintenance	Events				
	Mac 0		0	0	0	0	0				
	Android 0	Last Hour	_ 0	↓ 0	▲ 0	○	▲ 0				
	Linux 0										
	Others 0		1	0	0	0	0				
		Last 24 Hour	<u>▲</u> 1	▲ 0	▲ 0	▲ 0	▲ 0				
	Resolutions										
						See all c	ompliance metrices				
	Total 186 Total										
	Proactive 186	4									
	Predictive 0	2									
) Help	Self-Help 0	0			i						

Click on the hamburger menu next to "Customer details" and click on "Add Customer".

n Dashboard	Assount Dataila	Order Details				
View	Account Details	Order Details				-
	10	OTC Code 🔺	Email	Company Name	Description	Licenses
🔅 Manage	Total Licenses	M2LLL-LLLQ2-JKG6	H-STQ6J-YQBJV -	-	Avira Antivirus for Endpoint	10
Services	4 Unused Licenses buy more	MN888-8884N-CYL2	2W-JZQHP-5HF67 wasif@nanoheal.com	n WasifNHAvSolutions_697	Avira Antivirus for Endpoint	10
My Account	0					
Troubleshooting	Renew in 30 days renew now					
Users						
Groups	Customer Details	Device Name 🔺	Avira Installed On	Avira Valid Till	NH Installed On	
 Insights 	Customer Name 🔺 Total/Installed	Add Customer	Tuesday, March 21, 2017 00:00:00	Wednesday, April 19, 2017 00:00:1	00 Tuesday, April 04, 2017	06:51:19
-	WasifNHAviraSolutions 16/3	Add OTC	Tuesday, March 21, 2017 00:00:00	Wednesday, April 19, 2017 00:00:0	00 Thursday, April 06, 201	7 02:55:53
Admin		Update OTC	Tuesday, March 21, 2017 00:00:00	Wednesday, April 19, 2017 00:00:	00 Wednesday, April 05, 2	017 12:06:26
		Add Avira Subscription				
		Edit Customer				
		Customer Details				

Enter the following details in the popup box.

- Site/Customer name
- OTC



•	Number	of	License
---	--------	----	---------

	×
Create Customer	
Customer(Site) Name GatewayNHTest2	
 I am an Admin and I will manage my OR my customer's devices. I am setting this up for a customer who would manage their devices. 	
Avira OTC	
Avira Antivirus for Endpoint (7N999-9993N-288Q6-BURCK-37447)	•
Total : 10 Used : 0 Pending : 10 Contract End Date : 2017-08-31	•
I want to enable gateway module.	
No of License	

I. Choose an OTC from the dropdown

- i) Enter the site name and select OTC from drop down list. Depending on the OTC chosen, the user will get to see the
 - (1) Total number of licenses
 - (2) Used licenses
 - (3) Number of pending licenses
 - (4) Contract End date
 - (5) Gateway Module
- ii) Click on submit to continue.

As shown below:



×

Create Customer

Customer(Site) Name

GatewayNHTest2
 I am an Admin and I will manage my OR my customer's devices. I am setting this up for a customer who would manage their devices.
Avira OTC
Avira Antivirus for Endpoint (7N999-9993N-288Q6-BURCK-37447)
• Total : 10 Used : 0 Pending : 10 Contract End Date : 2017-08-31
No of License
10
Next Cancel



Configure Installation Modules

All
 Avira Real-Time Protection
 Avira Mail Protection
 Avira Web Protection
 Avira Rootkits Protection
 Avira ProActiv component
 Windows Firewall management component

Do you want to uninstall old versions of Avira

Yes.No.

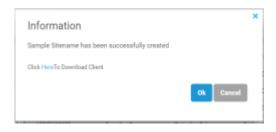
Previous Next Cancel



Gateway Information

Gateway Host Name	HFND100010
Gateway IP Address	192.168.5.226
Gateway Port	3128
Gateway Domain	pdc.hfn.com
Gateway Username	test
Gateway Password	•
Pre	vious Submit Cancel

iii) Click on "here" to download the client.



If the user selects the second checkbox l.e. customer, then download link and password reset link will be shared on mail given during the customer creation.

Update OTC



This feature helps users to change the attached OTC for any customer at any time. Please follow the following steps to change OTC:

f Dashboard								🧨 Edit My	y Profile			
View	Summary		Managed		Managed	Users Er		Configure Logo				
🏟 Manage		WasifN	HAviraS		4	3		My Account				
Insights	Devices Managed	Compliance Tre	bud			View : Compliand	e Notification	⋺ Log Ou	ut			
	Devices Manageu	Compliance me	.110			view: Compliand	Notification	WasifNH/	AviraSolution	3		
Admin	OS 4 Total		Availability	Security	Resources	Maintenance	Events					
	Mac 0											
	Android 0	Last Hour	0	0	0	0	0					
	Linux 0											
	Others 0	Last 24 Hour		0	0	0	0					
	Resolutions											
						See all	compliance metrices					
	Total 186 Total	4										
	Proactive 186	1										
	Predictive 0	2										
i) Help	Self-Help 0	0	Apr 20 Mar 21 Apr 0	1 Apr 02 Apr 02	Apr 04 Apr 05 Apr 0	06 Apr 07 Apr 08 Ap	r 00 Apr 10 Apr 11					

Navigate to my account page as shown below:

Click on the hamburger menu next to "Customer details" and click on "Update OTC"

Dashboard	Account Details			Order Details									
View	10			OTC Code		Email		Company Name		Description		Licenses	
🗴 Manage	Total Licenses				W. STOE L. YOR IV	nawneet.kumar@na	nobeal com			Avira Antiviru	s for Endopint	10	
Services	4 Unused Licenses	buy more				wasif@nanoheal.cor		WasifNHAvSolutions_697		Avira Antiviru		10	
My Account	0	bay more											
Troubleshooting	Renew in 30 days	renew now											
Users Groups	Customer Details		_	Device Name 🔺	Avira Installed	On	Avira Valio	a Till	NH Installed On		NH Valid Till		Avira/NH Status
 Insights 	Customer Name	Total/installed		dd Customer	Tuesday, Marc	h 21, 2017 00:00:00	Wednesda	ay, April 19, 2017 00:00:00	Thursday, April 06, 2017	02:55:53	Wednesday, April 19, 20	7 12:00:00	Installed/Active
Admin	TestAvira	2/0	-	dd OTC pdate OTC	Tuesday, Marc	th 21, 2017 00:00:00	Wednesda	ay, April 19, 2017 00:00:00	Wednesday, April 05, 20	17 12:06:26	Wednesday, April 19, 20	7 12:00:00	Installed/Active
Marini	WasifNHAviraSolutions	7/2	_	dd Avira Subscription									
				dit Customer									
				ustomer Details xport Avira Details									
				isable Customer									
				Show 25 🔻 entries	5			Previous	1 Next				1-2 of 2 ent
Help													

Select the new OTC which needs to be attached to that particular customer:



RAVIRA 9	GD							P 9	🚺 Wasif -
 Dashboard Niew 	Account Details		Order Details						
View Manage	10 Total Licenses				Company Name				
Services	4 Unused Licenses	buy more	M2LLL-LLLQ2-JKG6H-STQ6J-YQBJV MN888-8884N-CYL2W-JZQHP-5HF67		AvHfn_810 WasifNHAvSolutions_69	7	Avira Antivirus for Endpoint Avira Antivirus for Endpoint	10	
My Account	0								
Troubleshooting	Renew in 30 days	renew now	Update Avira OTC						
Users Groups	Customer Details		Devi			NH Installed On	NH Valid Till	Avira/NH Status	
🛹 Insights	Customer Name 🔺		MN888-8884N-CYL2W-JZQI	HP-5HF67		vailable in table			
📑 Admin	TestAvira WasifNHAviraSolutions			ТО	· · ·				
			NEW OTC						
			Select OTC		•				
				Upd	ate Cancel				
					_				
			Show 25 T entries		Prev	ious Next		Showing	0 to 0 of 0 entries
i Help					_	_			

NOTE: User needs to add the OTC first by using "Add OTC" option so that the particular OTC comes in the dropdown list of "Update OTC" option. Update OTC changes will be applied/reflected only after client restart.

Add Avira Subscription

Users would need to Add Avira Subscription to assign OTCs to an existing customer/site This can be achieved by:

- I. Highlighting the Customer/Site Name under the "Customer Details" section
- II. Selecting "Add Avira Subscription" from the hamburger menu

Deathbased		2.6					
n Dashboard	Account Details	Order Details	5				=
View	10	OTC Code		Email	Company Name	Description	Licenses
🛱 Manage	Total Licenses	M2LLL-LLLQ2-JKG	SH-STOS I-YOB IV	-	-	Avira Antivirus for Endpoin	
Services	0 Unused Licenses buy more				WasifNHAvSolutions_697	Avira Antivirus for Endpoin	
My Account	0						
Troubleshooting	Renew in 30 days renew now						
Users							
Groups	Customer Details	E Device Name	Avira Installed On	Avira Valid Till	NH Installed On	NH Valid Till Avira	/NH Status
✓ Insights	Customer Name 🔺 Total/Installed	Add Customer		No da	ata available in table		
Admin	TestAvira 4/0	Add OTC Update OTC					
	WasifNHAviraSolutions 16/3	Add Avira Subscription	1				
		Edit Customer					
		Customer Details					
		Export Avira Details					
		Disable Customer					
i) Help							



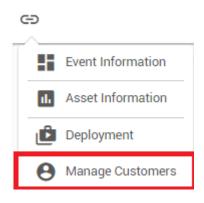
And filling the form below:

≪AVIRA ⊂ ⊂	GÐ					P	G	🚺 Wasif 🗸
🏫 Dashboard	Account Details	Order Details						
View	10	Add Subscription	×					
🏟 Manage	Total Licenses				Avira Anti		Indpoint	
Services	0 Unused Licenses buy	Customer(Site) Name		Solutions_697	Avira Anti	virus for E	Indpoint	
My Account	0	TestAvira	,					
Troubleshooting	Renew in 30 days rene	Avira OTC						
Users	Customer Details	Please select OTC						
Groups				nstalled On	NH Valid ⁻		Avira/N	IH Status
✓ Insights	Customer Name 🔺 Total/Ir	Total : 0 Used : 0 Pending : 0 Contract End Date : DD/MM/YYYY		II table				
Admin	TestAvira 4/0 WasifNHAviraSolutions 16/3	No of License						
			*					
		Submit Cancel						
(i) Help								
Language : English							6 20	

Edit Customer

Please follow the following steps to edit a customer:

Navigate to the "Manage customer" from the quick links on the top left corner.



You will see a page similar to the one shown below. Click on the hamburger menu next to "Customer details" and click on "Edit Customer".



Dashboard	Account Details			Order Detail	2						-
View				order betan	·						
X Manage	10 Total Licenses			OTC Code 🔺		Email	Company Name	Description	n	Licenses	
Services	0 Unused Licenses	buy more		M2LLL-LLLQ2-JKG MN888-8884N-CYI		- wasif@nanoheal.com	- WasifNHAvSolutions_697		virus for Endpoint		
My Account											
Troubleshooting	0 Renew in 30 days	renew now									
Users											
Groups	Customer Detail	S i	=	Device Name 🔺	Avira Installed On	Avira Valid Till	NH Installed On	NH Valid T	ill Avira,	'NH Status	
Insights	Customer Name	Total/Installed	Add 0	Customer		No d	ata available in table				
Admin	TestAvira	4/0	Add 0	DTC te OTC							
Admin	WasifNHAviraSolutions	16/3		Avira Subscription							
		1		Customer	1						
			Custo	omer Details	•						
			Ехро	rt Avira Details							

Edit the details and click on update to update the details.

The OTC code and no of PC cannot be changed at this point. However, the Site name can be updated.

≪ AVIRA ♀	Θ				Ģ	6	👔 Wasif 🚽
1 Dashboard	Account Details	Edit Customer	×				=
View	10	Customer		Name	Description		Licenses
🗱 Manage	Total Licenses	TestAvira			Avira Antivirus fo	r Endpoint	10
Services	0 Unused Licenses bu	Avira OTC		wSolutions_697	Avira Antivirus fo	r Endpoint	10
My Account	0						
Troubleshooting	Renew in 30 days	MN888-8884N-CYL2W-JZQHP-5HF67					
Users		Total : 10					
Groups	Customer Details	Used : 10		Installed On	NH Valid Till	Avira/N	NH Status
✓ Insights	Customer Name 🔺 Total,	Pending : 0 Contract End Date : 2017-04-19		e in table			
Admin	TestAvira 4/0	Contract End Date : 2017-04-19					
-20	WasifNHAviraSolutions 16/3	No of PC					
		4					
		I want to reconfigure avira modules	· · · · · · · · · · · · · · · · · · ·				
			UPDATE Cancel				
(i) Help							
Language : English 🔻						© 21	



≪AVIRA ⊂	0		· · · · · · · · · · · · · · · · · · ·	3	P 9	🔥 Wasif -
n Dashboard	Account Details	Edit Customer				=
View	10	Customer WasifNHAviraSolutions		Name	Description	Licenses
Services	Total Licenses	Washinnavilasolutions			Avira Antivirus for Endpoint	10
My Account	Unused Licenses bu	Avira OTC		wSolutions_697	Avira Antivirus for Endpoint	10
Troubleshooting	0 Renew in 30 days	MN888-8884N-CYL2W-JZQHP-5HF67				
Users	Queterner Detaile	Total : 10				
Groups	Customer Details	Used : 10		till .	NH Installed On	
	Customer Name 🔺 Total/	Pending : 0		April 19, 2017 00:00:0	0 Tuesday, April 04, 201	7 06:51:19
✓ Insights	TestAvira 4/0	Contract End Date : 2017-04-19		April 19, 2017 00:00:0	0 Thursday, April 06, 201	17 02:55:53
Admin	WasifNHAviraSolutions 16/3	No of PC 5		, April 19, 2017 00:00:0	0 Wednesday, April 05, 2	2017 12:06:26
(i) Help		I want to reconfigure avira modules	UPDATE Cancel			

The user can configure what needs to be installed by default with Avira as shown below:

Click on update, the next page will give user the option to select which modules to install and whether user want to uninstall older version of Avira as shown below:

≪AVIRA ⊂ ^Q	ep			D 0	(A.) Wasif +
Dashboard	Account Details	Order Details			
View Manage	10 Total Licenses	Configure Installation Modules	ame	Description Avira Antivirus for Endpoint	Licenses
Services	0 Unused Licenses buy	✓ All ✓ Avira Real-Time Protection	Solutions_697	Avira Antivirus for Endpoint	
My Account Troubleshooting	0 Renew in 30 days rene	Avira Mail Protection Avira Web Protection Avira Rootkits Protection			
Users Groups	Customer Details	 Avira ProActiv component Windows Firewall management component 		NH Installed On	
✓ Insights	Customer Name Total/In TestAvira 4/0	Do you want to uninstall old versions of Avira	April 19, 2017 00:00:0 April 19, 2017 00:00:0	2010	
Admin	WasifNHAviraSolutions 16/3	© Yes. ® No.	spril 19, 2017 00:00:0	0 Wednesday, April 05, 2	017 12:06:26
(i) Help					
Language : English 🔻				© 20	16 C.AVIRI



Revoke & Remove

Revoke and remove option will appear only when there are machines where nanoheal has been uninstalled and NH status has been changed to Inactive.

Dashboard	Account Details		Order Details									=
View Manage	10 Total Licenses 4		OTC Code 🔺		Email nawneet.kumar@nanc		any Name _810		Description Avira Antiviru	s for Endpoint	Licenses	(
Services My Account Troubleshooting	Unused Licenses O Renew in 30 days	buy more renew now	MN888-8884N-CYL:	2W-JZQHP-5HF67	wasif@nanoheal.com	Wasif	NHAvSolutions_697		Avira Antiviru	s for Endpoint	10	
Users Groups > Insights 3 Admin	Customer Details Customer Name ▲ TestAvira Wear/RHAviraSolutions	Total/Installed 2/0 10/3	Device Name Add Customer Add Octoomer Add Oct Update OTC Update OTC Update OTC Add Avira Subscription Edt Customer Revoke E Remove Customer Details Export Avira Details Disable Customer	Tuesday, March	n 21, 2017 00:00:00 21, 2017 00:00:00 21, 2017 00:00:00	Wednesday, April	19, 2017 00:00:00 19, 2017 00:00:00 19, 2017 00:00:00	NH installed On Tuesday, April 04, 2017 Of Thursday, April 06, 2017 O Wednesday, April 05, 2017	02:55:53	NH Valid Till Wednesday, April 19, 20' Wednesday, April 19, 20' Wednesday, April 19, 20'	17 12:00:00	Avira/NH Status Installed/Inactive Installed/Active Installed/Active
) Help			Show 25 V entries	5			Previous	1 Next				1-3 of 3 entr

Select the machine whose status is inactive and then click on revoke & remove. Following screen will come asking whether you want to revoke the license:

Vew Manage Serves Serves Serves S	RAVIRA 9	Θ							P	😡 🚺 Wasif -
Mange Services Mange Services Mange Services Mange Mange Mange <	Dashboard	Account Details		Order Details						
Mindper Services Mindper Mindper Bory Services Mindper Bory Services				OTC Code 🔺	Email	Company Name				
Second Image Liseness				M2LLL-LLLQ2-JKG6H-STQ6J-YQBJV	nawneet.kumar@nanoheal.com	AvHfn_810	Avira	Antivirus for Endpoint	10	
Totalization Previous 30 days Totaline 00 NK Yald TB Anna MK Yald TB MK Yald TB Anna MK Yald TB Anna MK Yald TB MK Yald TB Anna MK Yald TB Anna MK Yald TB Anna MK Yald TB Anna MK Yald TB MK Yald TB Anna MK Yald TB MK Yald TB <td< td=""><td></td><td></td><td>buy more</td><td>MN888-8884N-CYL2W-JZQHP-5HF67</td><td>wasif@nanoheal.com</td><td>WasifNHAvSolutions_69</td><td>7 Avira</td><td>Antivirus for Endpoint</td><td></td><td></td></td<>			buy more	MN888-8884N-CYL2W-JZQHP-5HF67	wasif@nanoheal.com	WasifNHAvSolutions_69	7 Avira	Antivirus for Endpoint		
Users Customer Details Nt Insights 2.0 Nt Insights Nt Insights Nt Insights Nt Insights 0.0 Nt Insights Nt I										
Croups Image: State			Tenew now							
Notights 2.0 Maximum Totack/nestated Prevoke and Remove Admin 2.0 Maximum Totack/nestated Maximum WestRMM.nesSolutions 10:3 Maximum Prevoke Totack/nestated Maximum Bow Emiliar Prevoke Interaction Interaction Interaction Bow Emiliar Prevoke Interaction Interaction Interaction Prevoke Interaction Interaction Interaction Interaction Interaction Maximum Maximum Envice Envice Envice Envice Interaction Maximum Envice Envice Envice Envice Envice Interaction		Customer Details			• • • • •		NH Installed On	NH Valid Till		Avira/NH Status
Admin Revolation 10/3 Provide 1 Next 1 Next 1 Next 1 Next 1 -3 of 3 entries		Customer Name 🔺		HEN Revoke and Remo	ve	o	Tuesday, April 04, 2017 06:51:19	Wednesday, April 19, 3	2017 12:00:00	Installed/Inactive
Help Help		TestAvira	2/0	Are you sure you war	t to revoke License?.	0	Thursday, April 06, 2017 02:55:5	Wednesday, April 19, 3	2017 12:00:00	Installed/Active
Show Br entries Previous 1 Next 1-3 of 3 entries	L <u>e</u> à Admin	WasifNHAviraSolutions		WIN		0	Wednesday, April 05, 2017 12:06	26 Wednesday, April 19, 3	2017 12:00:00	Installed/Active
O Help					Re	roke Cancel				
	Help			Show 25 T entries		Previo	us 1 Next			1-3 of 3 entries

Click on revoke will revoke the license and installed count will decrease by 1. Following message will come asking customer to confirm:



≪ AVIRA	G							Ģ (🕢 🚺 Was
Dashboard Dashboard View Manage Services My Account Troubleshooting	Account Details 10 Total Leanes 4 Unused Leanes D Renew in 30 days	buy more renew now	Order Details ото сили 🔺 мацы-цара-кторычовыч мижее-евини-суцан-супи-супи-супи-супи-		Company Name AvHrtn_618 WasiRHAvSolutions_697		n virus for Endpoint virus for Endpoint	Licenses 10 10	
Users Groups ✓ Insights I Admin	Customer Details Outsomer Name A TeatAvier WasiR04Avie2Solutions	Total/Installed 20 183	Revoke and Remov	t to revoke License?. Revok	e license success. voke Cancel	NH Installed On Thursday, April 06, 2017 02:05:93 Wednesday, April 05, 2017 12:06:26	NH Vald Till Wednesday, April 19, 20 Wednesday, April 19, 20		Avira/RH Status Installed/Active Installed/Active
Help			Show 25 T entries		Previou	a 1 Next			1-2 of 2 ent
Waiting for avira.nanohea	il.com								

Customer Details

Please follow the following steps to check a particular customer's details:

Highlight a customer under the section, Customer details.

Choose the option to view "Customer Details" from the drop down menu:

«AVIRA °	(©						₽	0	-A	Wasif -
Dashboard	Account Details	Order Details								_
View	10									
🏟 Manage	Total Licenses	OTC Code 🔺		Email	Company Name	Descripti			License	.S
Services	0 Unused Licenses buy more	M2LLL-LLLQ2-JKG6 MN888-8884N-CYL		- wasif@nanoheal.com	- WasifNHAvSolutions_697	Avira Ant Avira Ant			10 10	
My Account	0									
Troubleshooting	Renew in 30 days renew now									
Users Groups	Customer Details :	Device Name	Avira Installed On	Avira Valid Till	NH Installed On	NH Valid	Till	Avira/N	H Status	
Insights	Customer Name A Total/Installed	Add Customer Add OTC		No da	ata available in table					
🔁 Admin	TestAvira 4/0	Add OTC Update OTC Add Avira Subscription								
		Edit Customer								
		Customer Details								
		Export Avira Details Disable Customer	_							
(i) Help										
Language : English 🔻								© 20	16 📿.	AVIR



Customer Details			×
Order Number 🔺 Email	Contract End Date	Download Url	
8613838276	04/12/2017 10:30	https://avira.nanoheal.com/Dashboard/eula.php?id=72495972	
Show 25 • entries	Previou	s] Next	-1 of 1 entries

The details would appear in the following format:

Export AVIRA details

Please follow the following steps see AVIRA details:

Navigate to the "My account" from the top right corner of your Dashboard.

n Dashboard								💉 Edit My Profile
View	Summary		fanaged		Managed	Users En	olled	Configure Logo
🔅 Manage		WasifN	HAviraS		4	3		My Account
✓ Insights	Devices Managed	Compliance Tre	nd			View : Complianc	Notification	⇒ Log Out
Admin						view.	Rouncation	WasifNHAviraSolutions
- Autom	OS 4 Total		Availability	Security	Resources	Maintenance	Events	
	Mac 0							
	Android 0	Last Hour	0 ▲ 0	0	0	0	0	
	Linux 0							
	Others 0	Last 24 Hour	1	0	0	0	0	
	Resolutions							
						See all c	ompliance metrices	
	Total 186 Total	4						
	Proactive 186							
	Predictive 0	2						
🗊 Help	Self-Help 0	0				16 Apr 07 Apr 08 Apr		

Click on the hamburger menu next to "Customer details" and click on "Export Avira Details".

As shown below:



View 10	Dashboard	Account Details			Order Detail	0						
 Manage Services O Unused Licenses D D Renew in 30 days renew now Customer Details Customer Name Total/Installed Admin Customer Name Total/Installed Admin WasifNHA/viraSolutions IG/3 Admin Total Licenses Device Name Avira Installed On Avira Valid Till NH Pala No data available in table Advira Solutions IG/3 Install Customer Name Total/Installed Advira Solutions IG/3 Install Customer Name Total/Installed Installed On Avira Valid Till NH Valid Till NH Valid Till Avira/NH Stat Add Or C Update OTC Add Vira Solutions IG/3 Installed On Export Avira Details Export A	View				Order Detail	5						-
Scrvices 0 MyAccount 0 MyAccount 0 Troubleshooting 0 Users 0 Groups Customer Details Customer Name & Total/Installed MisifNHAviraSolutions 16/3 Admin M2LLL-LLLO2-JK3GH-ST06J-Y0BJV Avira Antivirus for Endpoint M2LLL-LLLO2-JK3GH-ST06J-Y0BJV Avira Antivirus for Endpoint M1NB88-3884N-CYL2W-J2QHP-5HF67 wasif@nanoheal.com WasifNHAvSolutions_697 Avira Antivirus for Endpoint 10 Model Table Admin Multi-LLLO2-JK3GH-ST06J-Y0BJV Avira Antivirus for Endpoint 0 Renew in 30 days renew now Customer Details Customer Name & Total/Installed Add OTC Update OTC Add Avira Subscription Edit Customer Customer Details Expert Avira Details	Managa				OTC Code 🔺		Email	Company Name	Descripti	on	Lice	nses
Services Unused Licenses buy more My Account 0 Troubleshooting 0 Users 0 Groups Customer Details Customer Name Total/Installed Total/Installed Md OTC Update OTC Add Mrin Subtroption ED Eight Admin 10/// TestAvira					M2LLL-LLLQ2-JK0	6H-STQ6J-YQBJV	-	-	Avira Ant	ivirus for Endp	pint 10	
0 Renew in 30 days renew now Users Groups Customer Details Customer Name ▲ Total/Installed Add Customer Add Customer Add OTC Update OTC WasifNHAviraSolutions 16/3 Export Avira Details Export Avira Details Export Avira Details Export Avira Details	Services	-	buy more		MN888-8884N-CY	L2W-JZQHP-5HF67	wasif@nanoheal.com	WasifNHAvSolutions_697	Avira Ant	ivirus for Endp	pint 10	
Troubleshooting Users Groups Manin MasifNHAviraSolutions 16/3 MasifNHAviraSolutions 16/3 MasifNHAviraSolutio	My Account	0										
Groups Customer Details Device Name A Avira Installed On Avira Valid Till NH Installed On NH Valid Till Avira/NH State Main Customer Name A Total/Installed Add Customer Add Orc Update OrC Add Avira Solutions 16/3 Add Avira Solutioner Export Avira Details	Troubleshooting	-	renew now									
Groups Customer Name Total/Installed Admin Customer Name 4/0 TestAvira 4/0 WasifNHAviraSolutions 16/3 Add Avira Subscription Edit Customer Edit Customer Details Export Avira Details	Users											
Insights Customer Name Total/Installed Add OTC Update OTC Add Avira Subscription Edit Customer Customer Details Export Avira Details	Groups	Customer Detai	ls	=	Device Name 🔺	Avira Installed On	Avira Valid Till	NH Installed On	NH Valid	Till Av	ira/NH Statu	s
TestAvira 4/0 WasifNHAviraSolutions 16/3 Kathor Kathor Kathor Kathor </td <td>Insights</td> <td>Customer Name</td> <td>Total/Installed</td> <td>Add</td> <td>Customer</td> <td></td> <td>No d</td> <td>ata available in table</td> <td></td> <td></td> <td></td> <td></td>	Insights	Customer Name	Total/Installed	Add	Customer		No d	ata available in table				
WasifNHAviraSolutions 16/3 Add Avira Subscription Edit Customer Edit Customer Details Export Avira Details Export Avira Details	-	TestAvira	4/0									
Edit Customer Customer Details Export Avira Details	admin Admin	WasifNHAviraSolutions	16/3									
Export Avira Details												
				Cust	tomer Details							
Disable Customer				Expo	ort Avira Details]						
				Disa	ble Customer							
() Help	D Help			Disa	ble Customer							

Details are downloaded in the form of an excel workbook. The workbook will have 4 sheets that contain details about:

- i) OTCs
- ii) Customers/Sites
- iii) Customer's Devices
- iv) OTC Activation

File Home Insert Page Layout Formulas Da	ta Review View Developer		۵ 🝞 🗖 ک
Copy -	= = = ≫ · ⊒·Wrap Text General = = = ‡ ≇ ≇ ⊒ Merge & Center · ∰ · % , 1 Alignment Number	00 → 0 Conditional Format Cell Insert De Formatting v as Table v Styles v v	Σ AutoSum ~ Ister Format Fill ~ Clear ~ Filler ~ Editing Sort &
B35 ▼ (<i>f</i> _x			•
A	В	С	D
1 OTC Code	Email	Company Name	Description
2 GWHHH-HHHBW-ATKX4-ZYGGG-D6T3A	demo01@resolv.com	Resolv IT Demo01	Avira Antivirus for Endpoint
3 GWHHH-HHHBW-ATKX4-ZYGGG-D6T3A	demo01@resolv.com	Resolv IT Demo01	Avira Antivirus for Endpoint
4 7AVVV-VVVXA-EZAP8-CJT9A-QLVE9	demo01@resolv.com	Resolv IT Demo01	Avira Antivirus for Endpoint
5 7AVVV-VVVXA-EZAP8-CJT9A-QLVE9	demo01@resolv.com	Resolv IT Demo01	Avira Antivirus for Endpoint
6 7AVVV-VVVXA-EZAP8-CJT9A-QLVE9	demo01@resolv.com	Resolv IT Demo01	Avira Antivirus for Endpoint
7			
8 9			
10			
11			
12			
13			
14			
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16			
17			
18			
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20			
21			
22			
I ▲ ▶ ▶ OTC Details / Customer's Details / Customer's Details	evices 🖉 OTC Activation Details 🏾 🎘		
Ready 🛅			100%



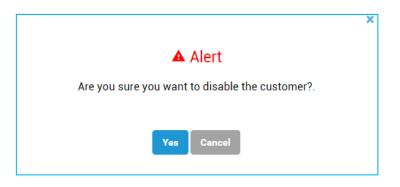
Disable Customer

The user may follow the following steps to disable a customer:

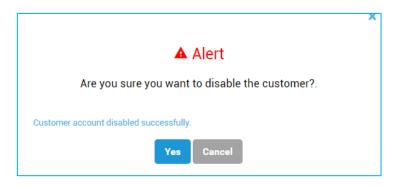
Select the option, "Disable Customer" from the drop down menu.

CAVIRA C			10								-	
	Account Detail	S		Order Details	S							=
View	10			OTC Code 🔺		Email	Company Name	Descripti	on		License	29
🇱 Manage	Total Licenses			M2LLL-LLLQ2-JKG		-	-	Avira Ant		Endpoint	10	
Services	0 Unused Licenses	buy more					- WasifNHAvSolutions_697	Avira An			10	
My Account	0	buy more										
Troubleshooting	Renew in 30 days	renew now										
Users		1										
Groups	Customer Deta	lis	夷	Device Name 🔺	Avira Installed On	Avira Valid Till	NH Installed On	NH Valid	Till	Avira/N	H Status	
✓ Insights	Customer Name 🔺	Total/Installed		Customer		No d	ata available in table					
-	TestAvira	4/0	Add									
🛂 Admin	WasifNHAviraSolutions	16/3		ate OTC Avira Subscription								
				Customer								
			Cust	omer Details								
			Ехро	rt Avira Details								
			Disa	ble Customer	1							
i) Help					•							
Language : English										e 20	16 📿	

Click, "Yes" on the Pop Up box to confirm:



A confirmation text appears thereafter:



The same dropdown menu option would let the user "Enable" a disabled customer.



Services

- I. The Knowledge base for a machine can be reviewed and updated at any point of time.
- 2. The required changes can be applied to the knowledge base instantly and the updated knowledge base can be propagated across a site or a group of machines or a single machine.
- 3. This can be done using the "Services" screen which is available on the home page (Under "Manage" in left pane) as shown below.

Dashboard	Services : TestAvira			=	Sites	Groups
View	Services : TestAvira			=		
Manage	Avira Configuration	>	Avira Configuration Use AVIRA configuration menu to effortlessly deploy and manage your security configurations from a single panel.		٩	
Services	Nanoheal Configuration	>			All	
My Account					TestAvira	
Troubleshooting					WasifNHAviraS	olutions
Users						
Groups						
Insights						
Admin						

Services section is divided into two parts:

- Avira Configuration- Using this segment the user can deploy and manage the security configurations from a single panel for Avira.
- Nanoheal Configuration- Using this segment the user can push device policies and configurations to all managed devices through a unified panel.



Avira configuration:

This section is divided into 9 parts:

It must be noted that this module follows a hierarchy. As shown below:

- I. Site
- 2. Group
- 3. Machine

i.e. - A configuration pushed at the Machine level will be overwritten by a configuration pushed at the group level. A configuration pushed at a group level will be overwritten with the configuration pushed at the site level.

Additionally, each submodule within the Configuration Module of the Dashboard/console would show the same configuration on machine level. I.e. The configuration last pushed at a site level would show at the site level and at machine level, the configuration last pushed at a group level would show at the group level and at machine level, the configuration last pushed at a pushed at a machine level would show at the machine level.

The configuration pushed at site level will reach by default to the freshly installed machine. User does not have to push the configuration again after installing client.

- System Scanner
- Real Time Protection
- Web protection
- Mail Protection
- Update and Proxy Settings
- Device protection
- Threat Categories
- Advanced Protection
- Password
- Security
- Scheduler



Dashboard	Services : TestAvira		-	Sites	Group
View	Services . TestAvira		-		
Manage	Avira Configuration 🗸 🗸	Avira Configuration Use AVIRA configuration menu to effortlessly deploy and manage your security configurations from a single panel.		٩	
Services	System Scanner Schedule periodical system			All	
My Account	scans, secures all confidential data stored on your machines			TestAvira	
Troubleshooting	and keep your machines clean.			WasifNHAvira	Solutions
Users	Real Time Protection Shields your business from				
Groups	viruses, spyware, Trojans, and other malware.				
 Insights 					
dmin	Web Protection Ensures your employees don't land on phishing or infected websites.				

System Scanner

This section is sub divided into - Action on Detection, Archive, Exceptions and Heuristic, as shown below:

Dashboard	Services : TestAvira	Sites Groups
View		
Manage	Avira Configuration	Configure
Services	System Scanner Action On Detection	All
My Account	Schedule periodical system scans, secures all confidential	Configure TestAvira
Troubleshooting	data stored on your machines and keep your machines clean.	WasifNHAviraSolutions
Users	Real Time Protection Exceptions	
Groups	Shields your business from viruses, spyware, Trojans, and other malware.	Configure
Insights		
Admin	Web Protection Ensures your employees don't Iand on phisting or infected websites.	
	Mail Protection Protects email communications on against	

I.I Action on Detection: This option helps a user to push configurations for scenarios when a virus is detected during a scan:

As shown below:



ervices : HFND1000	67		-	Sites	Groups
Avira Configuration 🗸 🗸	۲	Interactive		٩	
System Scanner	0	Automatic			
Schedule periodical system		Copy file to quarantine before action		All	
scans, secures all confidential data stored on		Primary Action :		AviraPro	
your machines and keep your machines clean.		Delete		HFND100054	
		Secondary Action :		HFND100067	
Real Time Protection		Bename		HFND100089	
Shields your business from viruses, spyware, Trojans,				WasifCustomer	
and other malware.		Submit **Back		Masircostoriet	
Web Protection					
Ensures your employees don't land on phishing or					

When configurations are pushed from the server, the following message box appears:

Notification	×
Successfully updated the values	
Ok	

And the values are set on the Avira UI as shown below:

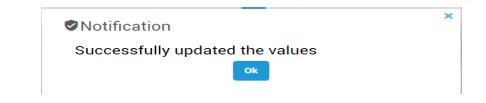
Avira Antivirus Pro	
O Antivirus Pro	
	PC Protection > System Scanner > Action on detection ? Help
PC Protection System Scanner Scan Action on detection Active Exceptions Heuristic Report Real-Time Protection Update	Action on detection Interactive Automatic Primary action: Delete Secondary action: Rename
Device Protection Internet Protection	
Eeneral General	Description — If this option is enabled, no dialog box in case of a virus detection appears. The System Scanner reacts according to the settings you predefine in this section as primary and secondary action.
	Default values 🛞 OK Cancel 🚱 Apply

1.2 Exceptions: This option helps a user to include the path of the file/s that need/s to be exempted from a scan.



Services : WIN-L6QSJ	BAHH0A	=	Sites	Groups
Avira Configuration 🗸 🗸	File objects to be omitted by the scanner		Q	
System Scanner Schedule periodical system	c:Wast/stemp.doc	-	All	
scans, secures all confidential data stored on	40 41		AviraPro	
your machines and keep your machines clean.	-		devtest	
			HFND100057	
🗈 Real Time			WIN-LOQSJBAP	IHDA
Protection Shields your business from viruses, spyware, Trojans, and other malware.	Submit #Back		WasifCustomer	
Web Protection Ensures your employees don't land on phishing or				

Once pushed, the following notification appears to indicate a successful execution:



And the values are set on the Avira UI as shown below:

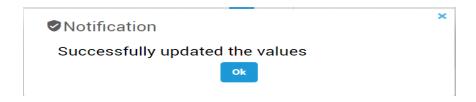
Avira Antivirus Pro	
💙 Antivirus Pro	
	PC Protection > System Scanner > Scan > Exceptions ? Help
PC Protection	File objects to be omitted by the scanner
 System Scanner Scan Action on detection Archive Exceptions Heuristic Report Real-Time Protection Update Device Protection 	C:\test\temp.doc (Maximum total size of all entries: 6000 characters).
Internet Protection	
i General	Description With this button, you can add the file object entered in the input box to the display window.
	Default values 🛞 OK Cancel 🛞 Apply



Services : HFND100	067	Sites	Groups
Avira Configuration	Macrovirus Heuristic	٩	
System Scanner Schedule periodical system scars, secures all confidential data stored on your machines and keep your machines clean.	Enable AHeAD (Advanced Heuristic Analysis and Detection) Low Detection Level Medium Detection Level High Detection Level	All AveaPro M HEND10005	
Et Real Time Protection Shields your business from viruses, spyware, Trojans, and other malware.	Submit #Back	devtest WasifCustomer	9
Web Protection Ensures your employees don't land on phishing or			

I.3 Heuristic: This option helps in defining the level of detection in Avira:

Once pushed, the following notification appears to indicate a successful execution:



And the values are set on the Avira UI as shown below:

Avira Antivirus Pro	
🗸 Antivirus Pro	
	PC Protection > System Scanner > Scan > Heuristic
 PC Protection System Scanner Scan Action on detection Archive Exceptions Heuristic Report Real-Time Protection Update Device Protection 	Macrovirus heuristic Macrovirus heuristic Advanced Heuristic Analysis and Detection (AHeAD) Enable AHeAD Low detection level Medium detection level High detection level
 Internet Protection General 	Description If this option is enabled, significantly more unknown malware is detected, but there are also likely to be false positives. Default values



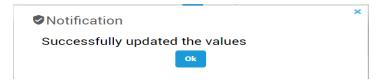
Real Time Protection

This section is sub divided into Action on Detection, Exceptions and heuristic as shown below:

RAVIRA	Ð	P	Q	🚺 Wasi	f -
🏫 Dashboard	Services : TestAvira	_	Sites	Group	s
View		_	Q		
🏟 Manage	Avira Configuration				
Services	System Scanner Action On Detection		All		>
My Account	scans, secures all confidential data stored on your machines Exceptions Exceptions	- 1	TestAvira	AviraSolutions	>
Troubleshooting Users	and keep your machines clean.	- 1	WasinNHA	wrasolutions	>
Groups	Shields your business from viruses, spyware, Trojano, and other malware.	_			
Admin	Web Protection Ensures your employees don't Iand on phishing or infected websites. Mail Protection Protects email				
 (i) Help Language: English ▼ 	communications on against ensm and other email. Norma		© 20	016 <i>(</i> 7. AVI	PI

2.1 Action on Detection: This options helps a user to set configurations in scenarios when a defected file is detected.

Services : WIN-L6QS	JBAHH0A =	Sites	Groups
Avira Configuration	O Interactive	٩	
System Scanner Schedule periodical system scans, secures all confidential data stored on your machines and keep your machines clean.	Automatic Copy file to quarantine before action Primary Action : Repair	All AxiraPro devtest	>
Real Time Protection Shedds your business from viruses, spyware, Trojans, and other malware.	Secondary Action : Deny access Submit **Back	WIN-L6QSJBAH	AGA >
Web Protection Ensures your employees don't land on phishing or			





And the values are set on the Avira UI as shown below:

Avira Antivirus Pro	
🗸 Antivirus Pro	
PC Protection System Scanner Real-Time Protection Scan Action on detection Further actions Exceptions Heuristic Report Update Device Protection Thermet Protection General	PC Protection > Real-Time Protec> Action on detection ? Help Action on detection Interactive Automatic Image: Copy file to quarantine before action Primary action: Repair Secondary action: Deny access
	Description If this option is enabled, the Real-Time Protection creates a backup copy before carrying out the requested primary or secondary action. Default values OR Cancel OR Apply

2.2 Exceptions: This option lets a user add process and files as exceptions when RTP is on.

Services : WIN-L6QSJ	BAHH0A		-	Sites	Groups
Avira Configuration	Process to be omitted by the Real-Time Protection			٩	
Schedule periodical system	C:W	Vindows\ayatem32\taskhost.ex Vindows\Explorer.EXE		All	>
scans, secures all confidential data stored on your machines and keep your machines clean.	66 65			AviraPro devtest	>
				HFND100057	
Real Time Protection	File objects to be omitted by the Real-Time Protection		WIN-L6QSJBAH WasifCustomer	+0A >	
Shields your business from viruses, spyware, Trojans, and other malware.		Test)d.doc			
Web Protection Ensures your employees don't land on phishing or	55 65				

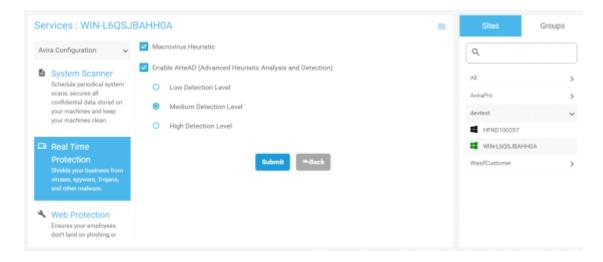


	×
VNotification	
Successfully updated the values	
Ok	

And the values are set on the Avira UI as shown below:

Avira Antivirus Pro	
💙 Antivirus Pro	
	PC Protection > Real-Time Protection > S> Exceptions
 PC Protection System Scanner Scan Action on detection Archive Exceptions Heuristic Report Real-Time Protection Scan 	Processes to be omitted by the Real-Time Protection C:\Windows\Explorer.EXE Processes C:\Windows\system32\taskhost.exe Add >> << <delete< td=""> C:\Test\d.doc Add >> C:\Test\d.doc C:\Test\d.doc Add >> <<<delete< td=""> C:\Test\d.doc Description All file accesses of processes in this list are excluded from monitoring by Real-Time Protection.</delete<></delete<>
 Internet Protection General 	או זוב מכביצעיש אין אינעצאבא זו עווא ואר מיב באמעשט ווטוו וווטוונטוווץ עץ הכמייזוווב דוענבנטטון.
	Qefault values 👰 QK Cancel 👰 Apply

2.3 Heuristic: Following options can be set using the Heuristic section.





Once pushed, the following notification appears to indicate a successful execution:



And the values are set on the Avira UI as shown below:

• Avira Antivirus Pro	
🗸 Antivirus Pro	
	PC Protection > Real-Time Protection > Scan > Heuristic ? Help
 PC Protection System Scanner Real-Time Protection Scan Action on detection Further actions Exceptions Heuristic Report Update Device Protection 	Macrovirus heuristic Macrovirus heuristic Advanced Heuristic Analysis and Detection (AHeAD) Enable AHeAD Cuow detection level Medium detection level High detection level Macrovirus heuristic
 Internet Protection General 	Description — All the settings made are saved. The configuration is dosed. The User Account Control (UAC) will ask for your permission to apply changes in operating systems as of Windows Vista.
	Default values 😵 OK Cancel 🛞 Apply



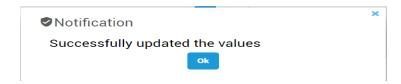
Web Protection

This section is divided into - Action on Detection, Exceptions and Heuristic as shown below:

ÆAVIRA •••	5		ç	9	🚺 Wa	sif -
n Dashboard	Services : TestAvira			Sites	Grou	ıps
View			_	Q		
🏟 Manage	Avira Configuration	Configure				
Services	Schedule periodical system		. 1	All		>
My Account	scans, secures all confidential data stored on your machines Exceptions	Configure		TestAvira	viraSolutions	>
Troubleshooting	and keep your machines clean.	Configure	- 1	wdsinnn/	WIRabolutions	>
Users	Shields your business from					
Groups	viruses, spyware, Trojans, and other malware.					
✓ Insights	Web Protection Ensures your employees don't land on phishing or infected websites.					
(i) Help	Mail Protection Protects email communications on against enam and other email.hourse					
Language : English V				© 21	D16 📿. AV	187

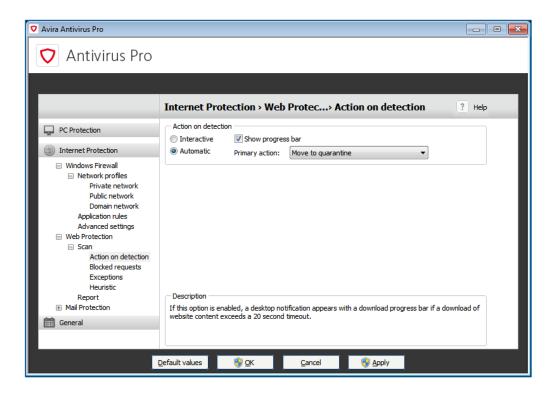
3.1Action On Detection: This option helps a user set configuration for defects detected during web browsing.

Services : HFND1000	67 =	Sites	Groups
Avira Configuration	O Interactive	٩	
System Scanner Schedule periodical system	 Show progress bar Automatic 	Al	>
scans, secures all confidential data stored on your machines and keep your machines clean.	Primary Action : Move to Quarantine	AviraPro	Ý
D Real Time	Submit @ Back	 HEND100067 HEND100069 	
Protection Shields your business from wiruses, apyware, Trojana, and other malware.	Infiguration Infiguration <td>></td>	>	
Web Protection Ensures your employees don't land on phishing or			





And the values are set on the Avira UI as shown below:



3.2 Exceptions: This option helps add file types and URLs as exceptions:

Se	rvices : WIN-L6QSJE	3AHH0A			-	Sites	Groups
Av	ira Configuration 🗸 🗸	MIME types skipped by Web Protection				Q,	
	System Scanner	Audio files and streams (*.mp3, *.way, *.wma, *.o	99)				
	Schedule periodical system scans, secures all	File types/MIME types skipped by Web	b Protectio	on (user-defined)		All	>
	confidential data stored on your machines and keep			.mp3 .mp4		devtest	~
	your machines clean.		>> <<	- mpre		HFND100057	
Lū	Real Time		<<			WIN-LOQSJBAHHO	IA
	Protection Shields your business from viruses, spyware, Trojans,					WasifCustomer	>
	and other malware.	URLs skipped by Web Protection					
٩	Web Protection Ensures your employees don't land on phishing or		>>	www.avina.com			





And the values are set on the Avira UI as shown below:

Avira Antivirus Pro	
🗸 Antivirus Pro	
	Internet Protection > Web Protection > Scan > Exceptions ? Help
PC Protection For the protection Windows Firewall Web Protection Scan	MIME types skipped by Web Protection Video files and streams (*.mpg, *.avi, *.mov,) Valuido files and streams (*.mp3, *.wav, *.wma, *.ogg,) Archive (*.zip, *.rar, *.tgz, *.7z,) File types/MIME types skipped by Web Protection (user-defined)
Action on detection Blocked requests Exceptions Heuristic Report	Add >> .mp3 (Maximum of 512 characters) .mp4 URLs skipped by Web Protection .mp4
General	(Maximum of 512 characters)
	Description In this field you can select the MIME types (content types for the transferred data) to be ignored by Web Protection during scanning.
	Default values

3.3 Heuristic: Following configurations can be set using the Heuristic section:

Services : WIN-L6QSJ	ВАННОА	=	Sites	Groups
Avira Configuration 🗸 🗸	Macrovirus Heuristic		Q	
System Scanner Schedule periodical system scans, secures all confidential data atored on your machines and keep your machines clean.	Enable AHeAD (Advanced Heuristic Analysis and Detection) Low Detection Level Medium Detection Level High Detection Level		All AviraPro devtest	>
Real Time Protection Shields your business from visuas, spyware, Trojans, and other malware.	Submit *Beck		WIN-L6QSJBAN WasifCustomer	ADH9
Web Protection Ensures your employees don't land on philahing or				





And the value will get set on Avira UI as shown below:

Avira Antivirus Pro		
🗸 Antivirus Pro		
	Internet Protection > Web Protection > Scan > Heuristic	? Help
PC Protection	Macrovirus heuristic	
 Windows Firewall Network profiles Private network Public network Application rules Advanced settings Web Protection 	Advanced Heuristic Analysis and Detection (AHeAD) Image: Provide the state of	
Vieb Protection Scan Action on detection Blocked requests Exceptions Heuristic Report Mail Protection	Description	
i General		
	Default values 🚱 OK Cancel 🚱 Apply	

Mail Protection

This section is divided into Scan, Action on Detection and Heuristic, as shown below:

Dashboard	Services : TestAvira		Sites Groups
View	viruses, spyware, irojans, and		٩
Manage	other malware.	Config	
Services	Web Protection Ensures your employees don't	Is including ports	All
My Account	land on phishing or infected websites.	Config	
Troubleshooting Users	Mail Protection Protects email	Config	WasifNHAviraSolutions
Groups	communications on against spam and other email-borne threats		
Admin	Update and Proxy Settings Update and Proxy Settings		
	Device Protection Device Protection		
	Threat Categories		
) Help			

4.1Scan: This option helps in scanning specific ports:



er	vices : HFND1000	57 =	Sites	Groups
	your machines clean.	🕑 Scan incoming emails	Q	
	Real Time Protection Shields your business from initudes, gapware, Trojana, and other malware.	Monitor PDP3 accounts Monitored Ports Default 110	All AviraPro	
	Web Protection Ensures your employees don't land on phishing or infected websites.	Monitor IMAP accounts Monitored Ports 143 Scan outgoing emails (SMTP)	HEND100067	
	Mail Protection Protects email communications on against spam and other email- borne threats	Monitored Ports 25		

Once pushed, the following notification appears to indicate a successful execution:



And the value will get set on Avira UI as shown below:

Avira Antivirus Pro				- • ×
💙 Antivirus Pro				
	Internet Protection	• Mail Protection > Scan	?	Help
PC Protection	Scan Scan incoming emails	nts		
Windows Firewall Web Protection Mail Protection Scan General	Monitored ports: Monitor IMAP account Monitored ports:	110 ts 143	Default Default	
Report General	Scan outgoing emails (SI Monitored ports:	VTTP) 25	Def <u>a</u> ult	
		oming emails are scanned for viruses otocols. Enable the inbox account use I Protection.		
	Default values	Cancel	Apply	



4.2Action On Detection: This enables a user to select what needs to be done when defects are detected in mails, as shown below:

Ser	vices : HFND1000	67		=	Sites	Groups
	your machines clean.	8	nteractive Progress Bar		٩	
LoD	Real Time	-			All	>
	Protection Shields your business from	0	lutomatic		AviraPro	~
	viruses, spyware, Trojans, and other malware.		Affected Emails :		HFND100054	
			gnore		HFND100067	
*	Web Protection		Affected Attachments :		HFND100089	
	Ensures your employees don't land on phishing or infected websites.		Delete		Wasi/Customer	>
	incode websites.		Submit 🥗 Back			
	Mail Protection Protects email communications on against spann and other email- borne threats					

Once pushed, the following notification appears to indicate a successful execution:



And the value will get set on Avira UI as shown below:

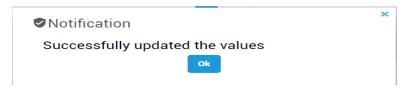
Avira Antivirus Pro		
💙 Antivirus Pro		
	Internet Protection > Mail Protec> Action on detection ?	Help
PC Protection	Action on detection Interactive Show progress bar	
Internet Protection	Automatic Affected emails: Move to quarantine	
Windows Firewall Web Protection Mail Protection	Affected attachments: Delete	
 Scan Action on detection Further actions Heuristic ⊕ General Report 		
General		
	Description If this option is enabled, you are no longer notified when a virus or unwanted program is found. M Protection reacts according to the settings you define in this section.	ail
	Default values 🧐 QK Cancel 🛞 Apply	

4.3Heuristic: The following configurations can be set using the heuristic feature:



Se	vices : HFND1000	57	=	Sites	Groups
	your machines clean.	Macrovirus Heuristic		Q	
63	Real Time	Enable AHeAD (Advanced Heuristic Analysis and Detection)		AI	,
	Protection Shields your business from	Low Detection Level		AviraPro	v
	viruses, spyware, Trojans, and other malware.	Medium Detection Level		HFND100054	
•	Web Protection	High Detection Level		HFND100067	
	Ensures your employees don't land on phishing or infected websites.	Submit & Back		WasifCustomer	>
•	Mail Protection Protects email communications on against spam and other email- borne threats				

Once pushed, the following notification appears to indicate a successful execution:



And the value will get set on Avira UI as shown below:

Avira Antivirus Pro	
💙 Antivirus Pro	
	Internet Protection > Mail Protection > Scan > Heuristic ? Help
PC Protection	Macrovirus heuristic
 Windows Firewall Web Protection Mail Protection Scan Action on detection Further actions Heuristic General Report 	Advanced Heuristic Analysis and Detection (AHeAD) Inable AHeAD Low detection level Image: Provide the state of the
General	
	Description If this option is enabled, all macros in the relevant document are deleted in the event of a repair, alternatively suspect documents are only reported, i.e. you receive an alert. This option is enabled as the default setting and is recommended.
	Default values 🚱 OK Cancel 🚱 Apply



5. Update And Proxy Settings

This feature helps a user configure proxy settings as shown below:

RAVIRA	œ (۲	Q Q (Wasif -
🏫 Dashboard	Services : TestAvira	Sites	Groups
View	viruses, spyware, irojans, anu	٩	
🏟 Manage	other malware. Configure		
Services	Web Protection Ensures your employees don't	All	>
My Account	land on phishing or infected websites	TestAvira	>
Troubleshooting	incusito.	WasifNHAviraSo	olutions >
Users	Mail Protection Protects email		
Groups	communications on against spam and other email-borne threats		
📈 Insights	uneats		
🛓 Admin	C Update and Proxy Settings Update and Proxy Settings		
	Device Protection Device Protection		
	Threat Categories		
(i) Help		-	
Language : English 🔻		© 2016 🕻	2. AVIRI

The following screen is displayed upon clicking "Configure"

Ser	vices : HFND1000	67		=	Sites	Groups
	Protects email communications on against	0	Do not use a proxy server		Q	
	spam and other email-	۲	Use proxy system settings			
		0	Use this proxy server		All	>
	Update and Proxy				AviraPro	~
	Settings		Address Please enter Address		HFND100054	
	Update and Proxy Settings		Prease eliter Autress		HFND100067	
	Threat Categories		Part		HFND100089	
	Threat Categories		Please enter Port		Wasi/Customer	>
ф	Advanced		Login Name			
	Protection		Please enter Login Name			
	Advanced Protection		Login Password			
ô	Password		Please enter Login Password			





And the value will get set on Avira UI as shown below:

Avira Antivirus Pro		
🗸 Antivirus Pro		
	PC Protection > Update > Proxy settings	? Help
PC Protection System Scanner Scan Action on detection Archive Exceptions Heuristic Report Real-Time Protection Update Proxy settings Device Protection	Proxy server Do not use a proxy server Juse proxy system settings Use this proxy server Address: Login name: Login password:	
Internet Protection Image: Constraint of the second seco	Description	
	Default values 🚱 OK Cancel 🚱 Apply	

Device Protection

This feature helps a user configure device protection:

Dashboard	Services : TestAvira		=	Sites	Groups
View	G Opdate and Proxy Settings			٩	
Manage		e Protection	Configure		
Services	Device Protection Device Protection	Protection		All	
My Account				TestAvira WasifNHAviraSo	
Troubleshooting	Threat Categories			WasimHAViraso	plutions
	Threat Categories				
Users					
Users Groups	Threat Categories				
	II Advanced Protection Advanced Protection				
Groups Insights	Advanced Protection				
Groups	II Advanced Protection Advanced Protection				
Groups Insights	Advanced Protection Advanced Protection Password Password Security				



& AVIRA •		Ģ	9	🔥 Wasif -
n Dashboard	Services : TestAvira	=	Sites	Groups
View	G Update and Proxy Settings		Q	
🏟 Manage	Update and Proxy Settings Que Concerning Con			
Services	Device Protection Device Protection		All	>
My Account	Submit Back			iraSolutions
Troubleshooting	Threat Categories Threat Categories		Washinday	
Users				
Groups	Advanced Protection Advanced Protection			
✓ Insights	Password			
Admin	Password			
	Security Security			
	Nanoheal Configuration			
(i) Help				
Language : English 🔻			© 201	a aviri

The following screen is displayed upon clicking "Configure"

And the value will get set on Avira UI as shown below:

Avira Antivirus Pro		
🗸 Antivirus Pro		
	PC Protection > Device Protection	? Help
PC Protection	Device Protection	
 Scan Action on detection Archive Exceptions Heuristic Report Real-Time Protection Update Device Protection 		
Internet Protection		
Eeneral General	Description	
	Default values 🛞 OK Cancel 🛞 Apply	



Threat Categories

Dashboard	Services : TestAvira		Sites Group
View	(g) Update and Proxy Settings		
Manage	Update and Proxy Settings	Threat Categories	Configure
Services	Device Protection	Threat Categories	All
My Account	Device Protection		TestAvira
Troubleshooting	Threat Categories Threat Categories		WasifNHAviraSolutions
Users			
	Advanced Protection		
Groups	Advanced Protection		
Insights	Advanced Protection Password Password		
Insights	Password		
r Insights	Password Password		

This feature helps a user configure the threat categories:

The following screen is displayed upon clicking "Configure"

Services : HFND1000	67		=	Sites	Groups
C Update and Proxy	Select All	Default		Q	
Settings Update and Proxy Settings	✓ Adware			AT	,
Threat Categories	Adware/Spyware			WasifAviraCustomer	>
Threat Categories	Application			WasifAviraCustomer2	~
II Advanced	Back-door client			HFND100040	
Protection Advanced Protection	🗹 Dialer			HFND100067	
	✓ Double-extension files			HFND100075	
Password Password	Fraudulent software				
P. Convitu	🛃 Games				
Security Security	🛃 Jokes				

And the value will get set on Avira UI as shown below:



Avira Antivirus Pro		
🗸 Antivirus Pro		
	General > Threat categories	? Help
PC Protection	 Selection of extended threat categories Antivirus Pro not only detects viruses and malware, it can also protect you from other threats, select one or more of the threat categories below: 	Please
General	Adware	-
Threat categories Advanced protection Password Security WMI Events Reports Directories Ƴ Warnings	Adware/spyware Application Back-door client Dialer Double-extension files Fraudulent software Games Jokes	= •
	mark). Default values	

Advanced Protection

This feature helps a user configure advance protection options as shown below:

Dashboard	Services : TestAvira		Sites	Group
View	G Opdate and Proxy Settings		٩	
Manage	Update and Proxy Settings	Advanced Protection	Configure	
Services	Device Protection	Advanced Protection	II	
My Account	Device Protection		TestAvira	
Troubleshooting	Threat Categories Threat Categories		WasifNHAviraSolutio	ins
Users	····			
Groups	II Advanced Protection Advanced Protection			
Groups	Advanced Protection			
Groups Insights				
Groups Insights	Advanced Protection			
	Advanced Protection			



The following screen appears upon clicking "Configure"

Services : HFND100067 Threat Categories Threat Categories Threat Categories Advanced Protection Maxword Protection Confirm manually when sending suspicious files to Avira Real-time file scanning Show progress for uploads to the Avira Protection Cloud Show progress for uploads to the Avira Protection Cloud Show progress for uploads to the Avira Protection Cloud Show progress for uploads to the Avira Protection Cloud Show progress for uploads to the Avira Protection Cloud Show progress for uploads to the Avira Protection Cloud Show progress for uploads to the Avira Protection Cloud Show progress for uploads to the Avira Protection Cloud Mancheal Configuration

Once pushed, the following notification appears to indicate a successful execution:



And the value will get set on Avira UI as shown below:

Avira Antivirus Pro		
💙 Antivirus Pro		
	General > Advanced protection	? Help
PC Protection	Protection Cloud Inable Protection Cloud Confirm manually when sending suspicious files to Avira	What is Protection Cloud?
General	Real-time file scanning	
Threat categories Advanced protection Password Security WMI Events Reports Directories ♂ Warnings	Description	
	Default values 😵 OK Cancel 😵 Apply	



Password

🔒 Dashboard	Services : TestAvira			Sites	Groups
View	G Update and Proxy Settings	r		٩	
🗘 Manage	Update and Proxy Settings	Ressword	Configure		
Services	Device Protection Device Protection	* Password		All	
My Account	Device Protection	L		TestAvira WasifNHAviraS	olutions
Troubleshooting	Threat Categories Threat Categories			WasmyHAviras	olutions
Users					
Groups	Advanced Protection Advanced Protection				
 Insights 	A Password				
-	Password Password				
-					
Admin	Password Security				

This feature helps the user configure a password for the AVIRA modules:

The following screen appears upon clocking "Configure". The user must select the desired categories to be protected using a password.

C	Update and Proxy Settings Update and Proxy Settings	Password (This password is valid for all protected areas)
ŏ	Threat Categories Threat Categories	Confirmation
da	Advanced Protection Advanced Protection	Areas protected by password
-		Activate / deactivate Real-Time Protection
۵	Password Password	Antivate / deactivate Mail Protection
		Activate / deactivate Well Protection
ø	Security	Quaractice

And the value will get set on Avira UI as shown below:



Avira Antivirus Pro		- • ×
💙 Antivirus Pro		
	General > Password	? Help
PC Protection	Password This password is valid for all protected areas.	
 Internet Protection General 	Enter password: Confirmation: Areas protected by password	
Threat categories Advanced protection Password Security WMI Events Reports Directories ⊮ Warnings	Control Center Image: Control Center	
	Default values 🛞 OK Cancel 🚱 Apply	

Security

This feature helps the user configure security options as shown below:

	Services : TestAvira		Sites Grou
View	Update and Proxy Settings		
Manage	Update and Proxy Settings	Product Protection	Configure
Services	Device Protection Device Protection	Product Protection	All
My Account	Device Protection		TestAvira WasifNHAviraSolutions
Troubleshooting	Threat Categories Threat Categories		WasimHAVirasolutions
Users			
Groups	Advanced Protection		
Insights	Password		
ddmin	Password		
	Security Security		
	Nanoheal Configuration		





The following screen appears upon clicking "Configure"

Once pushed, the following notification appears to indicate a successful execution:



And the value will get set on Avira UI as shown below:

Avira Antivirus Pro		
🔽 Antivirus Pro		
	General > Security	? Help
PC Protection	Autorun	
Internet Protection	Exclude CDs and DVDs	
General	System protection	
Threat categories Advanced protection Password Security WMI Events Reports Directories 健 Warnings	Protect Windows hosts files from changes Product protection Totect processes from unwanted termination Advanced process protection Totect files and registry entries from manipulation Description The configuration is closed without saving your settings in the configuration.	
	Default values 🛞 OK Cancel 🛞 Apply	



Scheduler

This feature helps user to schedule scan and update functionality on daily, weekly, hourly basis.

On click of scheduler following screen will come up:

🖓 nanoheal	Ø		😡 😩 Wasifi 🗸
↑ Dashboard	Services : WIN8132-VM	=	Sites Groups
View			٩
🏚 Manage	C Update and Proxy Settings	Add Scheduler Add Schedule	All
Services	Update and Proxy Settings	Click on 'Add Scheduler' to add a new scheduler.	WasifAviraKeyCust2
My Account	Device Protection Device Protection	Q Search Id ▼ Name Action Frequency DisplayMode Enabled Status	WasifLocalzatnTestCust2
Troubleshooting	# Threat Categories	No data available in table	DURGA-PC
Users	Threat Categories		GERMAN
Groups	Advanced Protection		HFND100067
📈 Insights	Advanced Protection		HFND100139
	Password		WIN-L6QSJBAHH0A
			WIN8132-VM
	Security Security		
	Scheduler	Show 10 v entries Previous Next Showing 0 to 0 of 0 entries	
	Create a job and schedule as per the needs.		
i Help	Nanoheal Configuration		

User has to click on "add schedule" to schedule a job and has to enter name of job and description as shown below:

🔊 nanoheal	6)		O S Wasifi -
Dashboard View	Services : WIN8132-VM	=	Sites Groups
🏟 Manage	C Update and Proxy Settings Update and Proxy Settings	Scheduler	
Services My Account	Device Protection	Name of the Job 1: AviraUpdate	WasifAviraKeyCust2
Troubleshooting	Device Protection	Description of the Job 1: Updating version	WasifLocalzatnTestCust2 V URGA-PC
Users Groups	Threat Categories		GERMAN HFND100067
Insights	Advanced Protection	Next Cancel	HFND100139
	Password Password		WIN-L6QSJBAHH0A WIN8132-VM
	Security Security		
	Scheduler Create a job and schedule as per the needs.		
i Help Language: English ▼	Nanoheal Configuration		© 2017 🔿 nancheal

Click on Next will give user option to select whether they want to schedule scan or update as shown below:



🖓 nanoheal	c		😡 🙆 Wasifi 🗸
▲ Dashboard View	Services : WIN8132-VM	=	Sites Groups
Manage	C Update and Proxy Settings	Scheduler	All
Services	Update and Proxy Settings Device Protection	Please select the type of job that should be created:	All WasifAviraKeyCust2
My Account Troubleshooting	Device Protection	Select an action 🗸 🗸	WasifLocalzatnTestCust2 🗸
Users	Threat Categories Threat Categories	Update job Black Next Cancel	GERMAN
Groups	Advanced Protection Advanced Protection		 HFND100067 HFND100139
	Password Password		SEEMS
	Security Security		
	Scheduler Create a job and schedule as per the needs.		
i Help Lenguage : English ▼	Nanoheal Configuration		©2017 🚫 nanoheal

Scan: If user proceed to schedule scan, on the next page he will be prompted with the option of different types of scan as shown below:

🔁 nanoheal	e		😡 🙁 Wasifi 🗸
↑ Dashboard	Services : WIN8132-VM		Sites Groups
View			٩
🏩 Manage	C Update and Proxy Settings	Scheduler	
Services	Update and Proxy Settings	Please select the type of job that should be created:	All > WasifAviraKeyCust2 >
My Account	Device Protection Device Protection	Scan job 🗸	WasifLocalzatnTestCust2 🗸
Troubleshooting			UURGA-PC
Users	Threat Categories Threat Categories	Back Next Cancel	GERMAN
Groups			HFND100067
Insights	Advanced Protection Advanced Protection		HFND100139
VV morgino			SEEMS
	Password Password		WIN-L6QSJBAHH0A
			WIN8132-VM
	Security Security		
	Scheduler Create a job and schedule as per the		
	needs.		
	Nanoheal Configuration		
(i) Help	,		
Language : English 🔻			© 2017 🚫 nanoheal



🖓 nanoheal	co	G & Wasifi -
✿ Dashboard ♥ View	Services : WIN8132-VM	Sites Groups
🎝 Manage	C Update and Proxy Settings Update and Proxy Settings	
Services	Avstable Profiles:	WasifAviraKeyCust2
My Account Troubleshooting	Device Protection Please select a profile Scan local drives	WasifLocalzatnTestCust2 URGA-PC
Users	Threat Categories Local Hard Disks Threat Categories Scan removable drives	GERMAN
Groups	Li Advanced Protection Scan Windows system directory Advanced Protection Full scan	HEND100067
A magne	C Pessword	SEEMS
	Pessword Security	WIN8132-VM
	Security	
	Scheduler Create a job and schedule as per the needs	
	Nanoheal Configuration	
(i) Help Longuage : English ▼		© 2017 💿 nancheal

- I) Scan local drives: It will scan only the local drives on the schedule run.
- II) Local Hard Disk: It will scan only the local hard disk.
- III) Scan Removable drives: It will scan only the removable drives.
- IV) Scan Windows System Directory: It will scan only the system directory.
- V) Full scan: It will scan the whole system.
- VI) Quick Scan: It will do a quick scan.
- VII) Scan my documents: It will scan only My Documents folder.
- VIII) Scan Active processes: It will scan only the active processes.
- IX) Scan for rootkits: It will scan only to search for rootkits.
- X) Custom scan: It will do scan of configured location only.

Update : This feature will help user to schedule Avira Update as shown below:



🔁 nanoheal	0	0 S Wasifi -
Dashboard View	Services : WasifAviraKeyCust2	Sites Groups
Manage Services	Update and Proxy Settings Scheduler Update and Proxy Settings Scheduler	All >
My Account	Please select the type of job that should be created: Device Protection Device Protection Update job	WasifAviraKeyCust2 > WasifLocalzatnTestCust2 >
Troubleshooting Users	Threat Categories Threat Categories Back Next Cancel	
Groups	Advanced Protection Advanced Protection	
	Password Password	
	Security Security	
	Scheduler Create a job and schedule as per the needs.	
() Help	Nanoheal Configuration	
Language : English 🔻		© 2017 🔿 nanoheal

Selecting any type of scan or Update option and clicking on next will give user the option to schedule the job as shown below:

🔁 nanoheal	(c)	Q & Wasifi -
♠ Dashboard	Services : WasifAviraKeyCust2	Sites Groups
View		
🏟 Manage	C Update and Proxy Settings Update and Proxy Settings	All
Services	Please select when to schedule this job:	
My Account	Device Protection Device Protection	WasifAviraKeyCust2 > WasifLocalzatnTestCust2 >
Troubleshooting	immediately	
Users	Threat Categories Daily Threat Categories Weekly	
Groups	interval	
Insights	Advanced Protection Single	
	Password Pessword	
	Security Security	
	Scheduler Create a job and schedule as per the needs.	
() Help	Nanoheal Configuration	
Longuage : English 🔻		© 2017 🚫 nancheal

User can schedule the job in following formats:

I) Immediately: It will trigger the selected option I.e scan/Update immediately once the config reaches to machine.



🔁 nanoheal	co	😡 😩 Wasifi 🗸
✿ Dashboard ♥ View	Services : WasifAviraKeyCust2	Sites Groups
🏟 Manage	Update and Proxy Settings Update and Proxy Settings	All >
Services My Account	Device Protection Immediately Device Protection mmediately	WasifAviraKeyCust2 > WasifLocalzatnTestCust2 >
Troubleshooting Users	Threat Categories Back Next Cancel	
Groups	Advanced Protection Advanced Protection	
	Pessword Pessword	
	Security Security	
	Scheduler Create a job and schedule as per the needs.	
(i) Help Longuage: English ▼	Nanoheal Configuration >	©2017 🔿 nancheal

II) Daily: It will give user further option to pick a time on which the task will run and what to be done if the schedule is missed.

🔁 nanoheal	0		O S Wasifi
▲ Dashboard Si View	Services : WasifAviraKeyCust2	=	Sites Groups
🌣 Manage	C Update and Proxy Settings	Scheduler	٩
Services	Update and Proxy Settings		All WasifAviraKeyCust2
My Account	Device Protection Device Protection	Daily	WasifLocalzatnTestCust2
Troubleshooting Users	Threat Categories Threat Categories	Dister	
Groups	II Advanced Protection Advanced Protection	Pick Time 0:00 1:00 2:00 3:00 4:00 5:00 6:00 7:00	
	Password Password	Back Next Cancel 12:00 13:00 14:00 15:00 16:00 17:00 15:00 16:00 17:00 18:00 19:00	
	Security Security	20:00 21:00 22:00 23:00	
	Scheduler Create a job and schedule as per the needs.		
i Help	Nanoheal Configuration		

If the scheduled time is missed and 'Repeat job if time has expired' option is checked, it will execute the task immediately whenever the nanoheal service is up after schedule miss.

III) Weekly: By this, user can schedule the task on weekly basis(day and time) as shown below:



🖉 nanoheal	C)			O S Wasifi -
↑ Dashboard	Services : WasifAviraKeyCust2			Sites Groups
View View		Scheduler		٩
🏩 Manage	C Update and Proxy Settings Update and Proxy Settings	Scheduler		All
Services		Please select when to schedule this job:		WasifAviraKeyCust2
My Account	Device Protection Device Protection	Weekly	•	WasifLocalzatnTestCust2 >
Troubleshooting	Threat Categories	Select Day		
Users	Threat Categories	Sunday	<u>^</u>	
Groups	I Advanced Protection	Monday		
Insights	Advanced Protection	 Tuesday Wednesday 		
	Password Password	Thursday	*	
	Security Security		Back Next Cancel	
	Scheduler			
	Create a Job and schedule as per the needs.			
	Nanoheal Configuration			
(i) Help	Nanoheal Configuration >	ļ		
Language : English 🔻				© 2017 🚫 nanoheal
🐼 nanoheal	e			😡 🙁 Wasifi 🗸
A Dashboard	Constant Westfluide/Key/Curr2			Sites Groups
View	Services : WasifAviraKeyCust2		=	
🏟 Manage	C Update and Proxy Settings	Scheduler		
Services	Update and Proxy Settings	Please select when to schedule this Job:		All
My Account	Device Protection Device Protection	Weekly	-	WasifAviraKeyCust2 > WasifLocalzatnTestCust2 >
Troubleshooting				
Users	Threat Categories Threat Categories	Monday , Tuesday at	*	
Groups	Advanced Protection			
🛹 Insights	Advanced Protection	O'clock		
	Password		Pick Time	
	Password	Repeat job if time has expired	0:00 1:00 2:00 3:00 4:00 5:00 6:00 7:00	
	Security Security		8:00 9:00 10:00 11:00	
			Back Next Cancel 12:00 13:00 14:00 15:00 16:00 17:00 18:00 19:00 10:00 10:00 10:00	
	Scheduler Create a Job and schedule as per the		20:00 21:00 22:00 23:00	
	needs.			
- Help	Nanoheal Configuration	ļ		
 i Help Longuage : English ▼ 				© 2017 🚫 nanoheal

IV) Interval: This option will perform the task after the configured interval.



🔁 nanoheal	69	😡 🙆 Wasifi -
Dashboard View	Services : WaslfAviraKeyCust2	Sites Groups
🌣 Manage	Update and Proxy Settings Update and Proxy Settings Update and Proxy Settings	
Services My Account	Please select when to schedule this job: Device Protection Device Protection	WasifAviraKeyCust2 > WasifLocalzatnTestCust2 >
Troubleshooting Users	Threat Categories Days Hours Minutes Threat Categories Day Hour Minute(s) Image: Categories	
Groups	Advanced Protection (mir.15 minuae;;) Advanced Protection Repeat job if time has expired	
	Password Pessword Back Next Cancel	
	Security Security	
	Scheduler Create a job and schedule as per the needs.	
(j) Help	Nanoheal Configuration	
Longuage : English 🔻		© 2017 🚫 nanoheal

NOTE: The interval should be minimum of 15 minutes.

V) Single: This option will perform the task only on the configured day and time as shown below:

🔊 nanoheal	9			😡 🙆 Wasifi 🗸
♠ Dashboard	Services : WasifAviraKeyCust2		=	Sites Groups
Manage		Scheduler		٩
Services	C Update and Proxy Settings Update and Proxy Settings			All
My Account	Device Protection Device Protection	Please select when to schedule this job: Single	•	WasifAviraKeyCust2 > WasifLocalzatnTestCust2 >
Troubleshooting Users	Threat Categories Threat Categories	O'crock		
Groups	Advanced Protection	Repeat Job if time has expired	← May 2017 → Su Mo Tu We Th Fr Sa	
- magna	Password Password	Back Next Can	30 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 cet 21 22 22 22 22 26 27 28 29 03 31 1 2 3	
	Security Security		4 5 6 7 8 9 10 Today	
	Scheduler Create a job and schedule as per the needs.			
i Help	Nanoheal Configuration			
Language : English 🔻				© 2017 🚫 nancheal



🖓 nanoheal	G	😡 😩 Wasifi 🗸
▲ Dashboard View	Services : WasifAviraKeyCust2	
🏟 Manage	C Update and Proxy Settings Update and Proxy Settings	
Services My Account Troubleshooting	Please select when to schedule this job:	WasifAviraKeyCust2 > WasifLocalzatnTestCust2 >
Users Groups	Threet Categories Ordeok Threet Categories 05/12/2017/10/30	
Groups	It Advanced Protection Advanced Protection Repeat job if time has expired	
	Pessword Pessword Back Next Cancel	
	Security Security	
	Scheduler Create a job and schedule as per the needs.	
() Help Longuage: English ▼		©2017 🚫 nancheal

Now after scheduling the time, click on next will ask user how they want to perform the task and whether the want to shut down the system after task is done as shown below:

🔁 nanoheal	Ð		😡 🙁 Wasifi 🗸
↑ Dashboard	Services : WasifAviraKeyCust2	=	Sites Groups
View Manage	O Update and Proxy Settings	Scheduler	٩
Services	Update and Proxy Settings	Display mode:	All > WasifAviraKeyCust2 >
My Account	Device Protection Device Protection	Invisible 🗸	WasifLocalzatnTestCust2 >
Troubleshooting Users	Threat Categories Threat Categories	Invisible Minimise Maximise	
Groups	Advanced Protection		
Insights	Password Password	Back Finish Cancel	
	Security Security		
	Scheduler Create a job and schedule as per the needs.		
i Help Lenguage: English ▼	Nanoheal Configuration		92017 🖨 nancheal

- I) Invisible: It will perform the task in background.
- II) Minimize: It will minimize the avira UI while performing the task.
- III) Maximize: Avira UI will be visible to the user.

If "Shut down computer if job is done" option is selected as shown below, it will shut down the system after job is completed.



🔊 nanoheal	69		0 8	Vasifi 🗸
♠ Dashboard	Services : WasifAviraKeyCust2	=	Sites G	Froups
View Manage	C Update and Proxy Settings		٩	
Services	Update and Proxy Settings Display mode:		All WasifAviraKeyCust2	>
My Account	Device Protection Invisible		WasifLocalzatnTestCus	it2 >
Troubleshooting Users	Threat Categories Threat Categories			
Groups	Please Click on "Finish" to save the data.			
insignts	Back Finish Cancel			
	Security Security			
	Scheduler Create sjob and schedule as per the needs.			
() Help	Nanoheel Configuration			
Longuage : English 🔻			© 2017 🚫 na	noheal

Click on finish will schedule the job and below message will come on the screen:

🔊 nanoheal		😡 😩 Wasifi 🗸
1 Dashboard	Services : WasifAviraKeyCust2	Sites Groups
View		Q
🏟 Manage	C Update and Proxy Settings Update and Proxy Settings	All >
Services	Ospley mote:	WasifAviraKeyCust2
My Account	Device Protection Invisible	HFND100081
Troubleshooting	Threat Categories Sinut down computer flipp is cone	WasifLocalzatnTestCust2 >
Users	Threat Categories Notification	
Groups	Please Cick on 'F Successfully added the scheduler	
~ Insights	Advanced Protection DK h Cancel	
	Pessword	
	Security Security	
	Scheduler Create a job and schedule as por the needs	
(j) Help	Nancheal Configuration	
Longuage : English 🔻		© 2017 🚫 nanoheal

Now going to Avira UI and clicking on scheduler will show the scheduled task for that machine as below:



ile View Extras Update H	Help						
🗸 Antivirus Pr	0						
Status	+) i 🖉 🗙 (
Q System Scanner		Name 4	Action	Frequency	Display mode	Enabled	Status
Real-Time Protection	ρ	AviraScan	Scan	Immediately	Maximized	v	Running
	ρ	Quick system scan	Scan	Interval every 168 hour(s)	Minimized	V	Ready
🛕 FireWall							
Web Protection							
Android Security							
👳 Quarantine							
💼 Scheduler							
🗄 Reports							
Events							

Avira Configuration Audit

Audit: A user can find out the status of a configuration push by clicking on the Menu dropdown at the top right corner and navigate to "**Audit**", as shown below:



🐼 nanoheal	co BUY Now!	O S Wasif4 -
↑ Dashboard	Services : NH8june2017 =	Sites Groups
View		٩
🏟 Manage	Avira Configuration Avira Configuration Use Nanoheal Configuration menu to push device policies and configurations to all of your managed devices through a un NH Configuration Audit	
Services	Nanoheal Configuration	All >
My Account	Problem Automation	AviraSalesNH >
Troubleshooting	Resolve all your problems autometically.	AviraSalesNHTestCustomer >
Users	Device Management Manage your devices.	customer > GatewayNHTest2 >
Groups		GatewayNHTest
📈 Insights	Device Policies Set the policies of your devices.	Nanoheal_Training
	System Management	NH8june2017 >
	Alsoni wanogenerit Manoge your systems.	NH8june >
	Software Update Update your software.	WasifNew2Cust2AviraTest
	Proactive Resolution Remote resolutions for your problems.	
(i) Help		
Longuage English 🔻		© 2017 🚫 nanoheal

Once a triggered configuration is successfully executed on the machine, its status is updated as "Completed". If the triggered configuration has not reached the machine either because it is offline or because of another configuration push under execution, the second push would be in "Pending" state. If the push has failed to execute, the push status is updated as "Failed".

For example, once a configuration is pushed. As shown below:

Services : HFND100067			Sites	Groups
Avira Configuration 🗸 File ob	jects to be omitted by th	e scanner	٩	
System Scanner Schedule periodical system scans, secures all	est.doc	>> D.W/Test C.Woret.doc D.W/vs	All AniraPro	>
confidential data stored on your machines and keep your machines clean.		~	HFND100054	
			# HFND100067	
a Real Time			HFND100089	
Protection Shields your business from		Submit * Back	WasitCustomer	>
viruses, spyware, Trojans, and other malwore.				
Web Protection				
Ensures your employees don't land on phishing or				

The Services Audit screen shows the status as "Pending" if the configuration has not reached the machine yet.



wira Configuration Services :	Details (Showin	g last 15 days services data.)			· · · · · · · · · · · · · · · · · · ·	
System Scanner	Action ID 👻	Triggered Time	Scope	Status	٩	
Real Time Protection	1099	02/02/2017 02:03 AM	Machine : HFND100067	Pending	Al	
Web Protection	1098	02/02/2017 02:02 AM	Machine : HFND100067	Completed	AziraPto	
Mail Protection	1097	02/02/2017 02:01 AM	Machine : HFND100067	Completed	HFND100054	
Update and Proxy Settings	1096	02/02/2017 02:00 AM	Machine : HFND100067	Completed	HFND100067	
Threat Categories	1095	02/02/2017 02:00 AM	Machine : HFND100057	Completed	HFND100089	
	1094	02/02/2017 01:59 AM	Machine : HFND100057	Completed	WesifCustomer	
Advanced Protection	1093	02/02/2017 01:58 AM	Machine : HFND100067	Completed		
Password	1092	02/02/2017 01:58 AM	Machine : HFND100067	Completed		
	1091	02/02/2017 01:57 AM	Machine : HFND100057	Completed		

Once the configuration reaches the machine, the status is updated as "Completed"

Wra Configuration Services	Details (Showe	ig lant 15 days services data.)			Q	
System Scanner	Action ID 🖷	Toggared Time	Security	Status	u.	
Real Time Protection	1099	02/02/2017 02:03 AM	Machine HFND100067	Completed	40	
Web Protection	1298	62/02/2017 02:02 AM	Mechany: HFND100067	Completed	AssePro	
Mail Protection	1097	02/02/2017 02:01 AM	Machine HFND100067	Completed	# HFND100054	
Update and Proxy Settings	1096	02/02/2017 02:00 AM	Machine HEND100067	Completed	HENDIGUET	
Threat Categories	1098	02/02/2017 02:00 AM	Machine HEN0100047	Completed	HENDIDIGES	
	1094	02/02/2017 01:59 AM	Machine: HFND100667	Completed	Wasi/Customer	
Advanced Protection	1093	02/02/2017 D1-58 AM	Mactine: HFND100067	Completed		
Password	1092	62/02/2017 01:58 AM	Machine: HFND100067	Completed		
	1091	02/02/2017 01 57 AM	Machine: HEND100087	Completed		
	Show 25 • at	riviera	Previous / 2 Next	1-25 of 46 entries		

When the status is updated as "Completed", it means the configuration has reached the machine.



Avira Antivirus Pro	
💙 Antivirus Pro	
l	
	PC Protection > System Scanner > Scan > Exceptions ? Help
PC Protection System Scanner Scan Action on detection Archive Exceptions Heuristic Report Real-Time Protection Update Device Protection	File objects to be omitted by the scanner C: lt\test.doc D: \tr\s D: \tr\sC: lt\test.doc D: \tr\s D: \tr\s
 Internet Protection General 	Description The list in this window contains files and paths that should not be included by the System Scanner in the scan for viruses or unwanted programs.
	Default values 😵 OK Cancel 😵 Apply

The user can choose to export the audit data by navigating to the Menu at the top-right corner and selecting the option, "Export to Excel":

RAVIRA 9	0					P	9	🔥 Wasif -
1 Dashboard	Services Audit : WasifNHAvira	Solutions					Sites	Groups
View	Avira Configuration Services :	Details (Showi	ng last 15 days services	data.)	Export to Excel	٦.	Q	
🅸 Manage	Device Protection	Action ID 🔻	Triggered Time	Scope	Back to Services			
Services	System Scanner	7599	04/04/2017 04:00 PM	Site : WasifNHAviraSolutions : HFND100139	Failed	_	All	\rightarrow
My Account	Real Time Protection	7598	04/04/2017 04:00 PM	Site : WasifNHAviraSolutions : HFND100067	Completed		TestAvira	
Troubleshooting	Web Protection	-					WasifNH/	AviraSolutions >
Users	Mail Protection	-						
Groups	Update and Proxy Settings	_						
✓ Insights	Threat Categories							
-	Advanced Protection							
🛃 Admin	Password							
	Constitu							
		Show [25 ▼] en	tries	Previous 1 Next	1-2 of 2 ent	tries		
(i) Help								
Language : English 🔻							© 21	

The exported data appears in a format similar to the one below:



	A	B	С	D	E	F	G	н	1	J	K	L	M	N	
	Action ID	Triggered Time	Scope	Status											
		74 02/02/2017 12:53 AM	Machine : HFND100067	Completed											
	109	02/02/2017 01:57 AM	Machine : HFND100067	Completed											
	109	02/02/2017 01:58 AM	Machine : HFND100067	Completed											
	109	93 02/02/2017 01:58 AM	Machine : HFND100067	Completed											
	109	94 02/02/2017 01:59 AM	Machine : HFND100067	Completed											
	109	95 02/02/2017 02:00 AM	Machine : HFND100067	Completed											
	109	96 02/02/2017 02:00 AM	Machine : HFND100067	Completed											
	109	97 02/02/2017 02:01 AM	Machine : HFND100067	Completed											
)	109	8 02/02/2017 02:02 AM	Machine : HFND100067	Completed											
1	109	9 02/02/2017 02:03 AM	Machine : HFND100067	Completed											
2	110	00 02/02/2017 02:07 AM	Machine : HFND100067	Completed											
3															

Nanoheal Configurations

R	AVIRA a	Ð	Ģ	Q	A. Wasif	÷
† 0	Dashboard	Services : WasifNHAviraSolutions		Sites	Groups	
	/iew		-	Q		
\$ 1	Manage	Avira Configuration > Nanoheal Configuration Use Nanoheal configuration menu to push device policies and configurations to all of your managed devices through a unified panel.		4		
s	Services	Nanoheal Configuration		All		>
N	My Account	Problem Automation		TestAvira		>
т	Troubleshooting	Resolve all your problems automatically.		WasifNH/	viraSolutions	>
	Users Groups	Device Management Manage your devices.				
	insights	Device Policies Set the policies of your devices.				
		System Management Manage your systems.				
		Software Update Update your software.				
i H	Help					
	Language : English 🔻			© 2	D16 📿. AVIE	1

Nanoheal Services is divided into 6 sections.

- I. Problem Automation
- 2. Device Management
- 3. Device Policies
- 4. System Management
- 5. Software Update
- 6. Proactive Resolution

Problem Automation

Problem Automation section has sub sections namely - Application Monitoring, Network Printers, and Operating System as shown in screenshot below.



RAVIRA	co	Ģ	• • • •	A Wasif -
n Dashboard	Services : WasifNHAviraSolutions		Sites	Groups
View			٩	
🏟 Manage	Avira Configuration > Application Monitoring	Configure		
Services	Nanoheal Configuration V Block particular applications based on needs.		All	>
My Account	Problem Automation Problem Automation Problem Automation	Configure	TestAvira	>
Troubleshooting	Resolve all your problems automatically.		WasifNHAviraS	Solutions >
	Operating System Operating System	Configure		
Users	Device Management Manage your devices.			
Groups	Manage your devices.			
🛹 Insights	Device Policies Set the policies of your			
🛃 Admin	devices.			
	System Management Manage your systems.			
	Software Update Update your software.			
(i) Help				
Language : English			© 2016	Q.AVIRI

In each sub section, the user can configure policies by clicking on Configure button.

Application Monitoring

In the Application Monitoring Services, the user can configure following Policies as shown in the screenshot below.

Dashboard	Services : WasifNHAviraSol	lione	=	Sites Gro	oups
View	Services : WashinnAviraboli		—	٩	
X Manage	Avira Configuration	Application Monitoring		Q	
Services	Nanoheal Configuration	Dialog Box Creation		All	
		File / Folder Deletion Dialog Box Creation		TestAvira	
My Account	Problem Automation Resolve all your problems	Executable Detected		WasifNHAviraSolutions	;
Troubleshooting	automatically.	Process Creation Detected			
Users	🗶 Device Management	Process Completion Detected	\checkmark		
Groups	Manage your devices.	Software Installation Detected			
Insights	Device Policies	Software Removal Detected			
Admin	Set the policies of your devices.	Monitor Dialog Box Creation			
		MS Internet Account Dialog Box Creation			
	System Management Manage your systems.	File & Folder Trigger			
	Software Update Update your software.	Submit Back	3		
) Help					

Network & Printers

In Network & Printers Services, the user can configure following Policies as shown in the screenshot below.



«AVIRA ·	39	Ģ	😡 🚺 Wasif -
n Dashboard	Services : WasifNHAviraSolutions		Sites Groups
View			٩
🏟 Manage	Avira Configuration > 🖶 Network & Printers		
Services	Nanoheal Configuration		All
	Network Configuration Change Detected		TestAvira >
My Account	Problem Automation Resolve all your problems Printer Added / Removed		WasifNHAviraSolutions
Troubleshooting	automatically. Network Connectivity Status		
Users	Device Management Network Connectivity Status - User interface enable	ed	
Groups	Manage your devices. Port Probe Detected		
✓ Insights ▲ Admin	Device Policies Print Queue Problem Resolution Set the policies of your devices.		
	System Management Manage your systems.		
	Software Update Update your software.		
(i) Help			
Language : English 🔻			© 2016 📿. AVIRI

Operating System

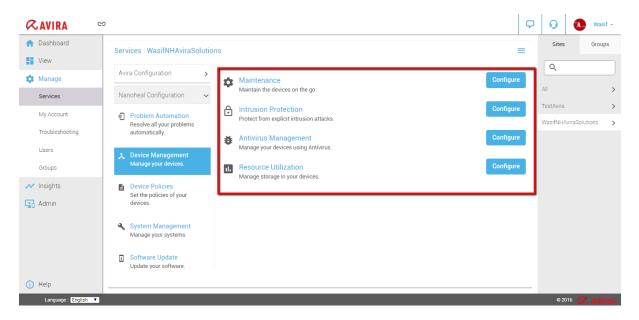
In Operating System Services, the user can configure following Policies as shown in the screenshot below.

RAVIRA G		P	9	🚺 Wasif -
🏫 Dashboard	Services · WasifNHAviraSolutions	=	Sites	Groups
View		_	Q	
🇱 Manage	Avira Configuration >			
Services	Nanoheal Configuration	і 1	All	>
My Account	Registry Protection Management	1	TestAvira	>
·	Resolve all your problems Continuously monitor for changes	l.	WasifNHA	viraSolutions >
Troubleshooting	automatically. Service Restart	J		
Users	Device Management Report (rather than restart) stopped service(s)			
Groups	Manage your devices.			
✓ Insights	Device Policies			
Admin	Set the policies of your devices.			
	🔦 System Management			
	Manage your systems.			
	Software Update Update your software.			
(i) Help				
Language : English 🔻			© 20 ⁻	



Device Management

Device Management section in turn has sub sections namely - Maintenance, Intrusion Protection, Anti-virus Management, and Resource Utilization as shown in the screenshot below.



In each sub section, the user can configure policies by clicking on Configure.

Maintenance

In Maintenance Services, the user can configure following Policies as shown in the screenshot below.

≪avira ⇔	ç	Q	🚹 Was	sif 🝷
↑ Dashboard Services : WasifNHAviraSolutions	_	Sites	Grou	ips
View		٩		
Manage Avira Configuration Avira Configuration Avira Configuration				
Services Nanoheal Configuration Clean Folders		All		>
Wy Account D Problem Automation		TestAvira		>
Resolve all your problems Disk Derragmenter Execution		WasifNHA	viraSolutions	>
Troubleshooting automatically. Sync to Server				
Users MS Windows Service Manager				
Groups Manage your devices. MS Windows Service - Real-time change detection				
Minsights Device Policies Application Clean-up				
Set the policies of your devices.				
System Management Manage your systems.				
Back				
Software Update Update your software.				
Language: English V	- 1		16 (2. AV	



Intrusion Protection

In Intrusion Protection Services, the user can configure following Policies as shown in the screenshot below.

Dashboard	Services : WasifNHAviraSolutions	、	=	Sites Group:
View	Services , washiri AviraSolutions	·	_	Q
Manage	Avira Configuration	Intrusion Protection		Q
Services	Nanoheal Configuration 🗸	System Start-up Environment Control		All
		Intrusion Protection Control		TestAvira
My Account	Problem Automation Resolve all your problems	System Start-up Environment Management		WasifNHAviraSolutions
Troubleshooting	automatically.	Intrusion Protection Management		
Users	Device Management			
Groups	Manage your devices.			
Insights	Device Policies			
Admin	Set the policies of your devices.			
	System Management Manage your systems.			
	Software Update Update your software.	Back		

Antivirus Management

In Antivirus Management Services, the user can configure following Policies as shown in the screenshot below

RAVIRA G	5		P	0	🚺 Wasit	f -
🏫 Dashboard	Services : WasifNHAviraSolutions		=	Sites	Group	IS
View			_	Q		
🇱 Manage	Avira Configuration >	_				
Services	Nanoheal Configuration			All		>
My Account	Symantec Anti Virus Definition Dates Log			TestAvira		>
My Account	Problem Automation Resolve all your problems McAfee Virus Definition Management			WasifNH/	AviraSolutions	>
Troubleshooting	automatically. Trend Micro Virus Definition Management					
Users	Device Management eTrust EZ Antivirus Definition Dates Log					
Groups	Manage your devices. Trend Micro Anti Virus Definition Dates Log					
✓ Insights	Device Policies					
Admin	Set the policies of your devices.					
	System Management Manage your systems.					
	Software Update Update your software.					
(i) Help						
Language : English T				0.0	016 📿 AVI	



Resource Utilization

In Resource Utilization Services, the user can configure following Policies as shown in the screenshot below

RAVIRA	ep	þ	😡 🚺 Wasif	-
1 Dashboard	Services : WasifNHAviraSolutions		Sites Groups	
View		_	Q	
🌣 Manage	Avira Configuration > 1. Resource Utilization			J
Services	Nanoheal Configuration V Memory Statistics			>
My Account	Problem Automation Processor Statistics			>
Troubleshooting	Resolve all your problems automatically. Physical Disk Statistics		Hushin Philodologions	
Users Groups	Device Management Manage your devices. Network Statistics			
Minsights	Device Policies Set the policies of your devices.			
	System Management Manage your systems.			
	Software Update Update your software. Back			
(i) Help				
Language : English 🔻	i		© 2016 📿. AVI 🛙	l.

Device Policies

Device Policies section in turn has Sub Sections Namely Network Policies, Mobility, Files, Folders & Peripherals and Others as shown in the screenshot below.

RAVIRA	9	P	0	🔥 Wasif 🗸
🏫 Dashboard	Services : WasifNHAviraSolutions	=	Sites	Groups
View		_	Q	
🏟 Manage	Avira Configuration > Network Policies Configu	ire		
Services	Nanoheal Configuration V Set the network policies.		All TestAvira	>
My Account	Problem Automation Resolve all your problems Configu	re		viraSolutions >
Troubleshooting	automatically. File, Folders and Peripherals Configu	ire		
Users	File, Folders and Peripherals policies.			
Groups	Manage your devices. Configu Mobility Policies.	re		
✓ Insights	Device Policies Set the policies of your			
😫 Admin	devices.			
	System Management Manage your systems.			
	Software Update Update your software.			
(i) Help				
Language : English 🔻			© 20	

In each sub section, user can configure the policies by clicking on Configure button.



Network Policies

In Network Policies Services, user can configure following Policies as shown in the screenshot below.

Services ; All		
Problem Automation Resiliantly corpositions automatically. Device Automatically Manageryour devices.	Intertwork policies File Duminous Filtering Betext File type(s) to Elected with tool abled Tile type(s) to Elected without	- *
Device Policies Set the police of your devices	B-ruit Attainnen: Filming helvort Packet Filming	
System Management Manageyoungstere.	-	
Software Update Opdate pair of ware.		
Proactive Resolution Remote resolution to pure publicus		
	mi rearie	

Note: Only the Nanoheal Admin will be able to the Advance configuration option. Users other than admin won't see the Advance Configuration option as shown in the screenshot below.

<i>RAVIRA</i>	5	Ģ	0	🔥 Wasif 🗸
n Dashboard	Services : WasifNHAviraSolutions		Sites	Groups
View		-	Q	
🏟 Manage	Avira Configuration > X Network Policies			
Services	Nanoheal Configuration File Download Filtering E-mail Attachment Filtering		All TestAvira	>
My Account Troubleshooting Users Groups Minsights	 Problem Automation Resolve all your problems automatically. Device Management Manage your devices. Device Policies Set the policies of your devices. 			AviraSolutions >
 Help 	System Management Manage your systems. Software Update Update your software. Back			
Language : English 🔻			© 2	⁰¹⁶ 📿.AVIRI



Files, Folders & Peripherals

In the Files, Folders & Peripherals Services, the user can configure following Policies as shown in the screenshot below.

RAVIRA G	9	P	Q	🔥 Wasif 🗸
n Dashboard	Services : WasifNHAviraSolutions	=	Sites	Groups
View			٩	
🏟 Manage	Avira Configuration > Tile, Folders and Peripherals			
Services	Nanoheal Configuration	J	All	>
My Account	Continuously monitor for changes USB Filtering USB Filtering	J	TestAvira	>
Troubleshooting	Resolve all your problems automatically.	J	WasifNHAv	riraSolutions >
Users	X Device Management			
Groups	Manage your devices.			
💉 Insights	Device Policies			
Admin	Set the policies of your devices.			
	System Management Manage your systems.			
	Software Update Update your software.			
(i) Help				
Language : English 🔻			© 201	G Q.AVIRI

Others

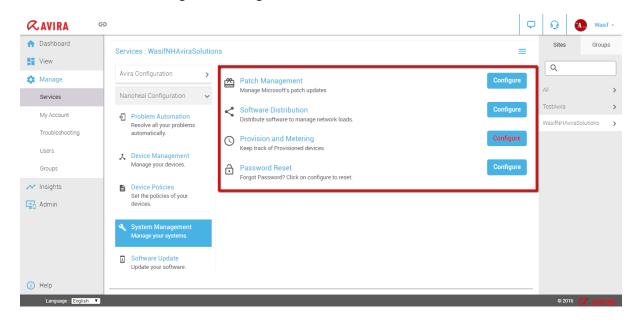
In the Others Services, the user can configure following Policies as shown in the screenshot below.

RAVIRA G	5	Ģ	0	🚹 Wasif -
n Dashboard	Services : WasifNHAviraSolutions	=	Sites	Groups
View		_	٩	
🏟 Manage	Avira Configuration			
Services	Nanoheal Configuration Program Execution Control Enable Exe Execution Control		All	>
My Account	Problem Automation Resolve all your problems Log File Retrieval and Logging		TestAvira WasifNH/	> VviraSolutions
Troubleshooting	automatically.			
Users	X Device Management			
Groups	Manage your devices.			
✓ Insights	Device Policies Set the policies of your			
🔁 Admin	devices.			
	System Management Manage your systems.			
	Software Update Update your software.			
(i) Help				
Language : English 🔻			© 21	



System Management

System Management section has sub sections. Namely - Patch Management, Software Distribution, Provisioning & Metering and Password Reset as shown here.



In each sub section, the user can configure the policies by clicking on the "Configure" button.

Patch Management

In the Patch Management section, the user can Manage Microsoft's patch updates. Upon clicking the Configure Button, the Patch Management screen will be displayed as shown here.

kolute viethod		Petch Name	Action	Gount	Status	Dice	Type
katomarit: US Serve Kerne		Update for Windo		1	Chillon	2,4754	Update
No preve marine		Upcata for Windo		,	Station	8.71M	Optim
Durine front infanes are instated		Updata for Windo.		1	Station	5.3454	Opdate
Janage from Eorver		Update for Windo		1	3500	10.00M	Update
lev lodder Ict based or last settings from server	-	Update for Windo		1	Chillus	17.06M	Update
Investmentine Volutor		MINORIA MERCIN.		1	Status	90.0° M	Rel Up
fry Ionatsieva from Iocal machines, User downitosci Interlier Pallar		Windows Wellde		1	Sittus	61.77M	RellLip
seep updates on this mashine i 4 days, for other mu		Microsoft Securit.		1	Status	14.14M	Undefined
entat rolov		Morssell Securit.		1	Distus	14.765	Undefined
lutomatically restart when a restart is receasory a		MINORIA MERIDA.		2	Status	47,1914	men op
lepert install cycle unfil machine is up to date.		Windows Welldo		1	Sittus	40.34M	Roll Lip
		Mindows Melide		÷	Status	47.414	Roll Up
		November 2015		2	Etatus	135.9164	Decurity
		neistinynon g		1	Status -	60.88M	Optime
		Nicrosoft SilvelL.		1	Siletiun	12.96M	Undefined
	Show All *	entrics		Previous 1 Next			1 26 of 26 patric
				Apowne Dane	al l		



Patch Management will be explained in detail in further sections. <u>Click here</u> to know more.

Software Distribution

In the Software Distribution section, the user can distribute software to manage network loads. Upon clicking the Configure Button – the Software Distribution screen will be displayed as shown below.

Dashboard	Software Distrib	ution : WasifNHAviraSolutions				=	Sites	Group
View	Platform	Package Name	Versio	n Global	Is Configured		Q	
Manage								
Services	windows	Winrar Software	5.31	No	Edit Configure		All	
	windows	winrar-x64-531	5.31	No	Edit Configure		TestAvira	
My Account	windows	Google Chrome	56	No	Configure		WasifNHAviraSolutio	ns
Troubleshooting	windows	Help Guide_Reseller_registration	1	Yes	Edit Configure			
Users	windows	Go To Assist Corporate Help Alert	1	No	Edit Configure			
Groups	windows	square_red	1	No	Edit Configure			
 Insights 								
Admin								
	Show 25 v entries		Previous 1 Next			1-6 of 6 entries		
	Show 25 V entries		Previous 1 Next			1-6 of 6 entries		
Help								

<u>Click Here</u> to know more information about Software Distribution.

Provisioning & Metering

In the Provisioning & Metering section the user can Keep track of the Provisioned devices, upon clicking the Configure Button, the Provisioning & Metering screen will be displayed.



Software Update

Software Update section in has sub sections. Namely - Nanoheal Software Update as shown here.

Dashboard	Services : WasifNHAviraSolutio	2010	=	Sites	Groups
View				٩	
X Manage	Resolve all your problems automatically.	Nanoheal Software Update	Configure		
Services	Device Management	Stay updated using Nanoheal Software Update.		All	
My Account	Manage your devices.			 TestAvira WasifNHAviraS 	Solutions
Troubleshooting	Device Policies			WasimHAviras	olutions
Users	Set the policies of your devices.				
Groups	🔌 System Management				
 Insights 	Manage your systems.				
Admin	Software Update Update your software.				
	Proactive Resolution Remote resolutions for your problems.				

Click of the Configure button will open up the Software Update Screen. <u>Click Here</u> to know more about Software Update.

Proactive Resolution

The Software Update section has sub sections. Namely - Configure Autoheal as shown here:

Dashboard	Services : WasifNHAviraSolution		=	Sites	Groups
View		15 		Q	
X Manage	Resolve all your problems automatically.	Configure Autoheal	Configure		
Services	Device Management	Set your own configurations for Autoheal.		All	
My Account	Manage your devices.			TestAvira	
Troubleshooting	Device Policies			WasifNHAviraSol	Jutions
Users	Set the policies of your devices.				
Groups	System Management				
Insights	Manage your systems.				
Admin	Software Update Update your software.				
	Proactive Resolution Remote resolutions for your problems.				



Clicking on the Configure button will display a pop up window to configure Autoheal as shown here.

RAVIRA •	Ð	ç	9	🔥 Wasif 🗸
🏫 Dashboard	Services : WasifNHAviraSolutions		Sites	Groups
View		-	Q	
🏟 Manage	Resolve all your problems automatically.			
Services	Autoheal Enable/Disable		All	>
My Account	Manage your devices.		TestAvira	> AviraSolutions
Troubleshooting	Device Policies		Washinin	
Users	Set the policies of your devices.			
Groups	💐 System Management			
✓ Insights	Manage your systems.			
Admin	Software Update Update your software.			
	Proactive Resolution Remote resolutions for your problems. Back			
(i) Help Language : English ▼		_	© 2	016 <i>Q.</i> AVIR I

NH Configuration Audit

The user can see the audit data by navigating to the Menu at the top-right corner and selecting the option, "Export to Excel":

🔊 nanoheal 🛛 😋	BUTTNOW	😡 🙆 Wasif4 🗸
Dashboard View	Services : NH8june2017	Sites Groups
🎝 Manage	Avtra Configuration Avita	All
Services	Nenoheel Configuration	All >
My Account Troubleshooting	Problem Automation Resolve all your problems automatically.	AviraSalesNHTestCustomer >
Users	Device Management Manage your devices	customer > GatewayNHTest2 >
Groups	Device Policies	GatewayNHTest
✓ Insights	Set the policies of your devices.	Nanoheal_Training
	System Management Manage your systems.	NH8june2017 >
	Software Update Update your software.	WasifNew2Cust2AviraTest
	Proactive Resolution Remote resolutions for your problems.	
(i) Help		
Longuage : English V		© 2017 🔿 nanoheal

Click on Audit will take to the audit page as shown below:



🐼 nanoheal	œ					BUY NOW!	Wasif4
n Dashboard	Services NH Config Audit	: NH8june2017				=	Sites Groups
View	NH Configuration Services :	Details (Showing Services	details for selected NH	l Configuration.)			٩
🏚 Manage	Problem Automation	Name 💌	Agent Name	Scope	Triggered Time	Details	All
Services	Device Management	Network & Printers	WasifAviraRelease	NH8june2017	06/08/2017 05:33 PM	Details	AviraSalesNH
My Account	Device Policies	Application Monitoring	WasifAviraRelease	NH8june2017	06/08/2017 04:54 PM	Details	
Troubleshooting	System Management	-					AviraSalesNHTestCustomer
Users	Software Update	-					customer GatewayNHTest2
Groups	Proactive Resolution	-					GatewayNHTest
✓ Insights							Nanoheal_Training
							NH8june2017
							NH8june
							WasifNew2Cust2AviraTest
(i) Help		Show 25 • entries	Pre	vious 1 Next		1-2 of 2 entries	
Language : English 🔻							© 2017 🔊 nanohea

Click on details will show the details of which option have been pushed as shown below:

🔊 nanoheal 🛛 😋	Ð				BUY NOW!	Wasif4	-
Dashboard View	Services NH Config Audit : NH8june2					Sites Groups	
a view	NH Configuration Services :	Details (Showing Services details for selected NH Configuration.)				Q	
🏟 Manage	Problem Automation	Audit Details for Application Monitoring		iggered Time	Details		ĺ
Services	Device Management			3/08/2017 05:33 PM	Details		
My Account	Device Policies	Dialog Box Creation		5/08/2017 04:54 PM	Details		>
Troubleshooting	System Management	File / Folder Deletion Dialog Box Creation	_			AviraSalesNHTestCustomer customer	
Users	Software Update	File / Folder Detector Dialog Box Creation					>
Groups	Proactive Resolution	Executable Detected	~				>
~ Insights		Process Creation Detected					>
			_				` 、
		Process Completion Detected					·
		Software Installation Detected					>
			_			WasifNew2Cust2AviraTest	>
		Ok	_				
() Help		Show 25 entries Previous	s 1 Next		1-2 of 2 entries		
Longuage: English 🔻						© 2017 🔿 nanchea	al

For ex, in above picture Executable detected option has been pushed from Application Monitoring segment.

Troubleshooting

The troubleshooting module helps in analyzing and solving the issues:

1. Troubleshooting aids in resolving the issues on an end device by helping the dashboard user select the fix that is the best match to the issue at hand and by 'pushing' the selected fix/resolutions to the end device or devices.



- 2. The resolutions pushed are logged on to a server that helps keep a track of the number of solutions pushed.
- 3. The resolution logs also help the Agent analyze the top call drivers.

The Dashboard provides information about the online/offline statuses of the devices that report to a particular server. An agent can push resolutions based on the availability of the device.

A user can navigate to 'Troubleshooting' via 'Manage'. As shown below:

2	AVIRA	Q
A	Dashboard	
8	View	
\$	Manage	
	Services	
	My Account	
	Troubleshooting	
	-	
	Troubleshooting	
~	Troubleshooting Users	
~	Troubleshooting Users Groups	

Click on 'Troubleshooting' to navigate to the troubleshooting page.

As shown below:



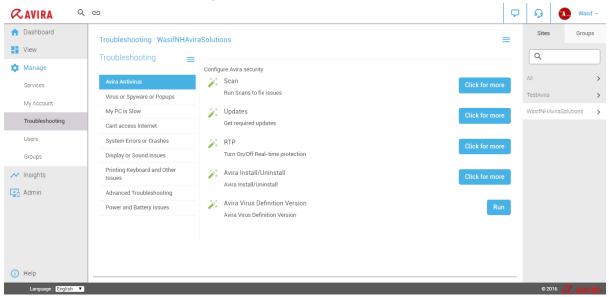
Troubleshooting : WasifNHAvira	Solutions		
Troubleshooting \equiv	Troubleshooting	Q	
Avira Antivirus	You can fix many common issues easily with these powerful troubleshooting tools. Choose a category on the left, and then Select the fix that best matches the symptoms of the problem	All	
Virus or Spyware or Popups		TestAvira	
My PC is Slow		WasifNHAviraS	Solutions
Cant access Internet			
System Errors or Crashes			
Display or Sound Issues			
Printing Keyboard and Other Issues			
Advanced Troubleshooting			
Power and Battery Issues			
	Avira Antivirus Virus or Spyware or Popups My PC is Slow Cant access Internet System Errors or Crashes Display or Sound Issues Printing Keyboard and Other Issues Advanced Troubleshooting	Avira Antivirus You can fix many common issues easily with these powerful troubleshooting tools. Choose a category on the left, and then Select the fix that best matches the symptoms of the problem Virus or Spyware or Popups My PC is Slow Cant access Internet System Errors or Crashes Display or Sound Issues Printing Keyboard and Other Issues Advanced Troubleshooting Advanced Troubleshooting	Avira Antivirus You can fix many common issues easily with these powerful troubleshooting tools. Choose a category on the left, and then Select the fix that best matches the symptoms of the problem All Virus or Spyware or Popups TestAvira My PC is Slow WasfNH-Mviras Cant access Internet System Errors or Crashes Display or Sound Issues Printing Keyboard and Other Issues Advanced Troubleshooting Advanced Troubleshooting

Trouble shooting options are OS specific. On Troubleshooting Page, a user must choose the OS of their choice from the drop down (as shown above). The trouble shooting steps/tools will change automatically based on the type of Machine OS selected (either Windows OS or Mac OS).

By default, troubleshooting will show the fixes that are available for the machines that belong to the first default site (as displayed on Home page) OR for all the machines that the user has selected from the right-hand panel.

Online and offline machines for a particular site are differentiated using green and grey icons respectively. An icon, green in color indicates that the device is online and grey indicates that the device is offline. Icons next to the machine name (on the right hand side panel) also indicate the device Operating Systems viz. Windows, Android, Mac, etc.

Avira Antivirus Troubleshooting: To access the AV troubleshooting options, click on "AVIRA ANTIVIRUS" form the panel on to the left:





Following options are available for Avira Antivirus troubleshooting:

I. Scan: 'SCAN" provides for a way to scan the device/devices selected. "Click for more" will give you different ways a device could be scanned.

≪ AVIRA ^Q	Θ		P	Ģ	Wasi	sif -
✿ Dashboard✿ View	Troubleshooting : WasifNHAvira	Solutions	=	Sites	Group	ps
Manage Services My Account	Avira Antivirus Virus or Spyware or Popups	Run Scans to fix issues Quick Scan Quickscan	ın	All TestAvira		> >
Troubleshooting	My PC is Slow Cant access Internet	Full Scan Fullscan	IN	WasifNHAv	viraSolutions	>
Users Groups	System Errors or Crashes Display or Sound Issues	Removable disks scan Removable disks scan	IN			
✓ Insights	Printing Keyboard and Other Issues Advanced Troubleshooting	Process Scan Process Scan	n			
	Power and Battery Issues	Get last fullscan date Reference Ref	n			
i Help Language : English 🔻				0.00		

1.1 Quick Scan: Click on the "Run this repair" button next to "Quick Scan" to initiate a quick scan

PC Turk-up	Quick Scan	
		Job triggered
Hardware Failts and Troubleshooters	Quickscan	
Software Foxts and Troubleshooters	Avira Quickscon Scanser	•
Enterprise AppStare	Guard	
Run as Administrator		Cancel
Outlook Issues		
Avira Antivirus		
	🔀 Full Scan	Bun this Repair

Once the job is triggered, Avira will run on the end device and do a Quick scan:

As shown below:



Luke Filewalker				L	uke Filewalker				83
\land Antivir	us Pro				Avira Summa	Antivirus Pro	5		
			? Help	ł				?	Help
Status: The scan h Last object: C:\Windows\System		%	Virus information	t	Statistics Files: Directories: Archives:	2274 0 7	Detections: Suspicious: Repaired:	0 0	
Scanned files:	2274	Detections:	0	t	Warnings:	0	Wiped:	0	
Scanned directories: Scanned archives: Used time:		Suspicious files: Warnings: Objects scanned:	0		Objects scanned: Hidden objects:	0	Deleted: Moved:	0	
Scanned:	100%	Hidden objects:	0	t			f Share	🄰 <u>T</u> weet	
	End	Report							
			Pup	4		Close	Report		

Once the sequence execution is complete, the same is reflected on to the dashboard.

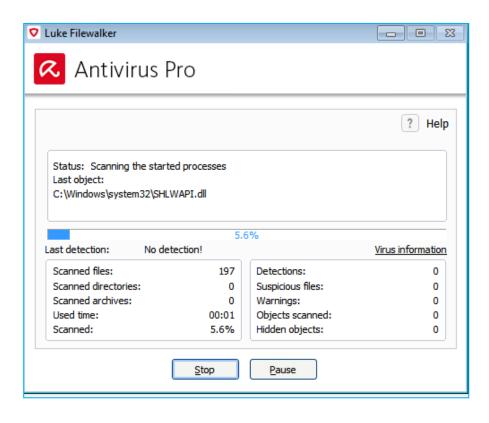
Troubleshooting	Bun Scans to fix issues	
PC Tune-up	👔 Quick Scan	Job trippered
Hardware Fosts and Tradileshooters	Quickscan	
Software Fixits and Troubleshooters	Avira Quiokaoan Scanner	
Enterprise AppStore	Guard	Solution push has been completed successfully.
Run as Administrator		
Outlook Issues		
Anna Antonicus		
	Full Scan	Burthin Repair

I.2 Full Scan: Click on the "Run this repair" button next to "Full Scan" to initiate a Full scan.

roubleshooting	Run Scans to fix issues	
PC Tune-up	Quick Scan	Bun this Repair
Hardware Fixits and Troubleshooters	Quickscan	
Software Fixits and Troubleshooters	 Full Scan Fullscan 	Job triggered
Enterprise AppStore	Avira Fullscan	0
Run as Administrator	Scanner	
Outlook Issues	Guard	
Avira Antivirus		Cancel



Once the job is triggered, Avira will run on the end device and do a full scan as shown below:



I.3 Removable Disk Scan: Click on the "Run this repair" button next to "Removable Disk scan" to initiate a scan on the removable media.

Troubleshooting : HF	ND100067	=
Troubleshooting	Run Scans to fix issues	*
PC Tune-up	Fullscan	Run this Repair
Hardware Fixits and Troubleshooters	Removable disks scan	Job triggered
Software Finits and Troubleshooters	Removable disks scan	
Enterprise AppStore	Removable Disks Scan Running Scanner	0
Run as Administrator	Guard	
Outlook Issues		Cancel
Avira Antivirus		



Avira Au Summary	ntivirus Pro			\land Antiv	rirus Pro		
			? Help				? Help
Statistics				Status: The sca Last object: C:\Windows\Sys	in has finished stem32\wwansvc.dll		
Files:	2253	Detections:	0		10	0%	
Directories:	0	Suspicious:	0	Last detection:	No detection!	0.76	Virus information
Archives:	7	Repaired:	0				
Warnings: Objects scanned:	0	Wiped: Deleted:	0	Scanned files:	2253	Detections:	0
Hidden objects:	0	Moved:	0	Scanned director		Suspicious files:	0
Hidden objects:	0	Moveu:		Scanned archive		Warnings:	0
				Used time: Scanned:	00:13 100%	Objects scanned:	0
		Share	🗾 <u>T</u> weet	scanned:	100%	Hidden objects:	0
					End	<u>R</u> eport	

Once the job is triggered, Avira will run and run a removable disk scan:

I.4 Process Scan: Clicking on "run this repair" will initiate process scan.

roubleshooting	Run Scans to fix issues	
PC Tune-up	Removable diska scan	
Hardware Fixits and Troubleshooters	🎉 Process Scan	Job triggered
Software Pixits and Troubleshooters	Process Scan Process Scan Running	c
Enterprise AppStore	Scanner	
Run as Administrator	Guard	
Outlook Issues		Cancel
Avira Antikirus		

Once the job is triggered, Avira will run and run the scan as shown below:

Luke Filewalker	Pro		Summar	ntivirus Pro		
Status: The scan has finisi	ned	? Help				?
Last object: C:\Windows\SYSTEM32\nto	ll.dl		Statistics			
			Files:	4140	Detections:	0
			Directories:	0	Suspicious:	0
	100%		Archives:	0	Repaired:	0
Last detection: No de	tection!	Virus information	Warnings:	0	Wiped:	0
Scanned files:	4140 Detections	: 0	Objects scanned:	0	Deleted:	0
Scanned directories:	0 Suspicious	files: 0	Hidden objects:	0	Moved:	0
Scanned archives:	0 Warnings:	0				
	00:57 Objects sc	anned: 0				
Used time:	100% Hidden obj	ects: 0			f Share	<u> </u>
Used time: Scanned:						



I.5 Get Last Full Scan Date: This tile when executed will give you the dates on which a full scan was triggered previously.

roubleshooting	Run Scara to fix issues	
PC Tune-up		
Hardware Fixits and Troubleshooters	Cet last fullscan date Out last fullscan date	Job triggered
Software Fixits and Troubleshooters	Getting last fullscan date Scanner	•
Enterprise AppStore	Guard	
Run as Administrator		Solution push has been completed successfully.
Outlook Issues		
Avira Antinirus		

2. Updates: Updates section will allow the user to trigger Avira update on the end devices

Troubleshooting : WIN	I-L6QSJBAHH0A	=
Troubleshooting	Get required updates	¢
PC Turne-up	🎉 Start Update	Run this Repair
Hardware Fixits and Troubleshooters	Start update	
Software Fixits and Troubleshooters		
Enterprise AppStore		
Run as Administrator		
Outlook Issues		
Avira Antivirus		

Click on "Run this repair" to start updating Avira.

PC Tune-up Start Update PC Tune-up Start Update Hardware Fuits and Troublembooters Starting update Software Fuits and Troublembooters Updater Updater Updater Updater Cancel Aura o Administrator Updater Outlook Issues Updater	roubleshooting	=	
Hardware Firits and Troubleshooters Starting update Software Firits and Troubleshooters Updater Briteprise Appliance Cencel Run as Administrator Cencel	PC Tune-up		Job triagered
Saring update Staring update Update Troubleshooters Enterprise Applitore Run ao Administrator Outlook Issues		Start update	
Enterprise AppOlore Run ao Administrator Outlook Issues	Software Fixits and		
Outlook Issues	Enterprise AppStore		Cancel
	Run as Administrator		
Avita Antivirus	Outlook Issues		
	Avira Antivirus		



Updater			
ᠺ Antiviru	is Pro		
			? Help
Status: Scan for up	dates		
Time elapsed: Time remaining:	00:12 min 00:00 min	Transmitted: Remaining:	0 kBytes 0 kBytes
Download speed:	0.0 kB/sec		
	Cancel	Report	

3. RTP: This tile will help in enabling/disabling the RTP.

roubleshooting	Turn 0ry/Off Real-time protection	
PC Tune-up	Turn on RTP	Run this Repair
Hardware Fixits and Troubleshooters	Turn ON Realtime Protection	
Software Fixits and Troubleshooters	Turn OFF Realtime Protection	Run this Repair
Enterprise AppStore		
Run as Administrator		
Outlook Issues		
Avira Antivirus		

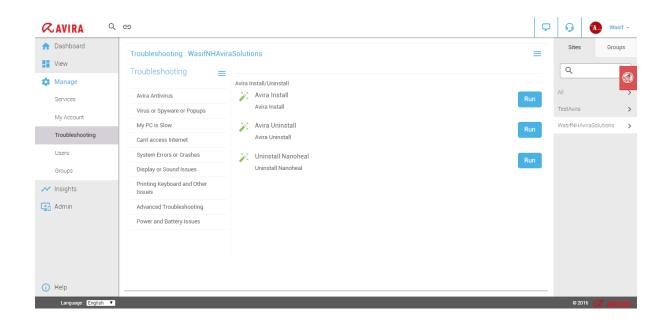
Turn on RTP: Click on "run this repair" to turn on RTP on the machine.

	I-L6QSJBAHH0A	=
Troubleshooting	Turn On/Off Real-time protection	6
PC Tune-up	Turn on RTP	Job triggered
Hardware Fixits and Troubleshooters	Turn ON Realtime Protection	
Software Fixits and Troubleshooters	runing on Reartime Protection	Cancel
Enterprise AppStore		
Run as Administrator		
Outlook Issues		
Avira Antivirus		
	🚀 Tum off RTP	Run this Repair

Turn Off RTP: Click on "run this repair" to turn off RTP on the machine



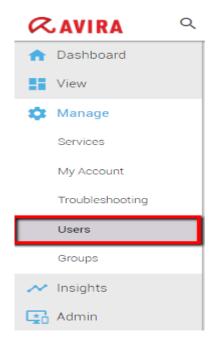
4. Avira Uninstall/Reinstall: This section gives the user an option to install/ uninstall Avira, uninstall nanoheal from the connected devices. An example is shown below



Users

Using the Nanoheal Dashboard, we can create **Users** by providing specific privileges or user roles to each user.

In order to on-board a User, Sign-in to Dashboard and navigate to Manage > Users as shown in the example below:



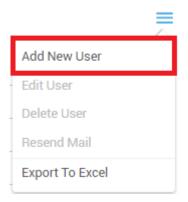


On clicking "Users", the screen below appears:

Dashboard	Users Detail : All				=	Sites	Groups
View						Q	
Manage	First Name 🔺	Last Name	User Email	Role Name	Userstatus	<u> </u>	(
Services	Ashwath	В	ashwath@nanoheal.com	Restricted	Active	All	
Gervices	Bhavuk	Kumar	bhavuk.kumar@nanoheal.com	Admin	Active	TestAvira	
My Account	Wasif	Ahamed	wasif@nanoheal.com	Admin	Active	WasifNHAviraSolu	tions
Troubleshooting							
Users							
Groups							
 Insights 							
Admin							
	Show 50 entries		Previous 1 Next		1-3 of 3 entries		

Add New User

In Order to add a new user - Click on the menu icon and click on 'Add New User' as shown below.





Upon clicking Add New User, 'Add New User' pop up will be shown as seen in the screenshot below.

Add New User	
User details	
First name	
Last name	•
Email	
User Type	•
Reseller	•
	Submit Cancel

As shown in the pop up, we need to fill First Name, Last Name, and Email. The User Role and User Type will be selected by default based on the logged in user role and type, the User can edit them. Then select any one site by clicking on the radio button and click on Submit Button to create the User.

Once the User is created successfully, a confirmation email will be sent to the user on the email address with a link to set the password.

Once a password is set successfully, he/she can login to Dashboard with his/her credentials.



Edit User

We can always edit user details like First Name, Last Name & Site selection.

In order to edit the user, click on the menu and click on Edit User as shown below.

Add New User	
Edit User	
Delete User	
Resend Mail	
Export To Excel	

Upon clicking Edit User, Edit User pop up will be shown as seen in the screenshot below.

Edit User	
User details	
First name	
Bhavuk	
Last name	
Kumar	
Email	
bhavuk.kumar@nanoheal.com	
User Type	
Customer	•
	Update Cancel



Delete User

User can always be deleted, if he/she is no longer accessing the Dashboard. In order to delete a user, click on menu and click on Delete User as shown below.

	₹
Add New User	
Edit User	
Delete User	
Resend Mail	
Export To Excel	

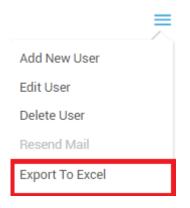
As shown above, clicking on the "Delete user" link form menu will open up confirmation pop up for delete as shown below.

Confirm delete	×		
If you delete the user, you will not be able to undo the action. Are you sure that you want to continue?			
Yes No			

As shown in the screenshot above, clicking on Yes will delete the user successfully & clicking on No will discard the user deletion.

Export

User Details can be exported by clicking on the menu icon & selecting 'Export To Excel' as shown below.





Upon clicking Export to Excel, user details will be exported to .xls format. Example:

	Α	В	С	D	E
1	First Name	Last Name	User Email	Role Name	Userstatus
2	Senthil	Padmanaban	hp@nanoheal.com	Agent	Active
3	HP	Reseller	hpchannel@nanoheal.com	Reseller	Active
4	Jay	Cook	jay.cook@hp.com	Agent	Active
5	Kevin	Glasco	kevin.glasco@hp.com	Agent	Active
6	Linda	Godwin	linda.godwin@hp.com	Agent	Active
7	Ryan	Cortez	ryan.bra.cortez@hp.com	Agent	Active
8	Senthil	Solutions	hpcustomer@nanoheal.com	Customer	Active
9	Shawn	Storey	Shawn.Storey@hp.com	Agent	Active
10	Wasif	Ahamed	wasif6@nanoheal.com	Agent	Active
11	Wasif22	Ahamed22	wasif22@nanoheal.com	Agent	Pending
12	Wasif	Ahamed	wasif11@nanoheal.com	Agent	Active
13	Wendy	Rojas	wendy.rojas@hp.com	Agent	Active

Note: User Status varies. Active/Pending are the two status codes for the user. A used is coded, "Active" if the user has set a password else the user is coded 'Pending'.

User Roles

There are 3 User roles namely:

- Admin
- Normal
- Restricted

These user roles are defined based upon following table as described below:

Module	Sub-Module	Breadcrumb Options	Admin	Normal	Restricted
View	Sites		YES	YES	YES
		Export List	YES	YES	YES
		View Events	YES	YES	YES
		Machine Remote	YES	NO	NO
	Compliance		YES	YES	YES
		Reset	YES	NO	NO
	Notification		YES	YES	YES
		Fix	YES	NO	NO
		Other Action	YES	NO	NO



		Details	YES	YES	YES
		Export to Excel	YES	YES	YES
Manage	Services -> MUM		YES	YES	YES
Ū		Configure	YES	NO	NO
		Approve Update	YES	NO	NO
		Decline Update	YES	NO	NO
		Remove Update	YES	NO	NO
	Services -> Software		YES	YES	YES
	Distribution				
		FTP/CDN Configuration	YES	NO	NO
		View Software Details	YES	NO	NO
		Add New Package	YES	NO	NO
		Edit Existing Packages	YES	NO	NO
		Distribute Packages	YES	NO	NO
		View Software Distribution	YES	NO	NO
		Delete Package	YES	NO	NO
	Services -> Active Directory Reset		YES	YES	YES
		Configure Questions	YES	NO	NO
		Change Password	YES	NO	NO
		Reset Security Answers	YES	NO	NO
		Unlock Account	YES	NO	NO
	Troubleshooting		YES	YES	YES
		Run Buttons	YES	NO	NO
	Users		YES	YES	YES
		Add New User	YES	NO	NO
		Edit User	YES	NO	NO
		Delete User	YES	NO	NO
		Export To Excel	YES	YES	YES
	Groups		YES	YES	YES
		Add New group	YES	NO	NO
		Rebuild group	YES	NO	NO
		View Details	YES	YES	YES
		Export group details	YES	YES	YES
		Export group list	YES	YES	YES
		Delete group	YES	NO	NO



Insights	Incident Trend		YES	YES	YES
		Export List	YES	YES	YES
	Compliance Trend		YES	YES	YES
		Export List	YES	YES	YES
	Resolution		YES	YES	YES
		Proactive	YES	YES	YES
		Predictive	YES	YES	YES
		Export To Excel	YES	YES	YES
	Capacity Report		YES	YES	YES
		Export To Excel	YES	YES	YES
	Mange Report/Services Insights		YES	YES	YES
		Add New	YES	NO	NO
		Edit	YES	NO	NO
		View	YES	YES	YES
		Download	YES	YES	YES
		Delete Report File	YES	NO	NO
		Delete Report	YES	NO	NO
		Run Now	YES	NO	NO
		Refresh	YES	YES	YES
	Sales Insights		YES	YES	YES
		Add New	YES	NO	NO
		Edit	YES	NO	NO
		View	YES	YES	YES
		Download	YES	YES	YES
		Delete Report File	YES	NO	NO
		Delete Report	YES	NO	NO
		Run Now	YES	NO	NO
		Refresh	YES	YES	YES
	Asset Information		YES	YES	YES
		Export List	YES	YES	YES
		Information Portal	YES	YES	YES
Quick Links	Event Information		YES	YES	YES
	Asset Information		YES	YES	YES
	Deployment		YES	YES	YES
		Export	YES	YES	YES



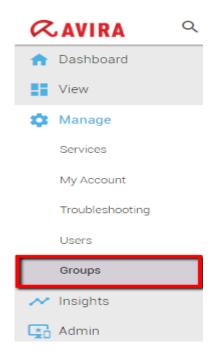
	Impersonation Setting	YES	NO
	Scan	YES	NO
	Deploy	YES	NO
Manage Customers		YES	YES
Edit My Profile		YES	YES
Change Profile Picture		YES	YES
My Account		YES	YES

Note: We can also create new User Roles & define the type of access as needed for the dashboard. Also, existing User roles ACD's can be edited upon request. This can be achieved with an email request to the Nanoheal Team.

Groups

Groups are created by grouping the devices manually under a specific group name.

In order to create a group, the user needs to navigate to Groups from the left panel as shown in the example below:



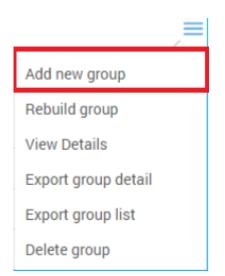
Add New Group

Groups can have devices that belong to one customer or several customers.

For example, users can create a "MAC" group which contains devices that have Mac OS X as their operating system, but belong to different customers. Groups give users the flexibility to push common resolutions.

To add a group, the user needs to click on the right Menu & select 'Add group' from the drop-down. An example is shown below:





≪AVIRA ⊂	G				\$	0	(A.) Wa	isif +
 Dashboard View 						Sites	Gro	ups
Anage	Group 🔺		Count	Created Time 04/04/2017 18:46 PM		All		(
Services My Account	CSV Group CSV Group Test	:	2	04/06/2017 10:55 AM		TestAvira		>
Troubleshooting	Manual Group Manual Group2	Add group ◎ csv ◎ Manual		1:36 AM				>
Users Groups	Manual\$\$\$\$&&	Group Name		4:26 PM				
✓ Insights G Admin				Add				
				_				
(i) Help	Show (25 T) entries		Previous 1 Next		1-6 of 6 entries			
Language : English 🔻						6 2	016 <i>(</i> . AV	IRI

CSV: To create a group using CSV, a user must enter the group name and import a sample csv file. To import the sample csv file, he/she, must click on the 'sample file' link that they would see on the 'Add group' pop-up. A file called 'deviceList.csv' is downloaded. And the file will look similar to the sample shown below:

	А	В
1	Sites	Machines
2	Nanoheal_Customer1	5CG52822LW
3	Nanoheal_Customer2	C07M81RYDWYL

User must now enter the Site name and Machine names in corresponding columns similar to the example .csv file that was downloaded.



Save the file in .csv format and upload it to the 'Add group' pop-up through 'browse'. A new group with the Machine names mentioned in the .csv file will now be created.

RAVIRA 9				P	6	🚺 Wasif 👻
n Dashboard					Sites	Groups
View						
🇱 Manage	Group 🔺	Count	Created Time		٩	@
Services	123	2	04/04/2017 18:46 PM			`
	CSV Group	Add group	0:55 AM		TestAvira	>
My Account	CSV Group Test	CSV Manual	1:35 AM		WasifNHA	iraSolutions 🗸 🗸
Troubleshooting	Manual Group	Group Name	1:36 AM		HFND	100067
Users	Manual Group2	TestGrp	1:25 AM		HFND	100139
Groups	Manual\$\$\$\$&&	File	4:26 PM		📕 WIN-L	.6QSJBAHH0A
✓ Insights		SampleGroupList.csv	Remove		WIN8	32-VM
Admin			Add Cancel			
	Show 25 entries	Previous 1	Next	1-6 of 6 entries		
(i) Help						
CAVIRA Q	, e)			P	Sites	Wasif - Groups
View	Groups			=		create
	Group					
🅸 Manage		Count	Created Time 🔻		٩	6
Services	TestGrp	Count 1	Created Time 04/12/2017 14:53 PM			
	TestGrp Manual\$\$\$\$&&&				All	>
My Account		1	04/12/2017 14:53 PM		All TestAvira	>
My Account Troubleshooting	Manual\$\$\$\$&&&	1 2	04/12/2017 14:53 PM 04/11/2017 14:26 PM		All TestAvira	>
	Manual\$\$\$\$&& Manual Group	1 2 4	04/11/2017 14:53 PM 04/11/2017 14:26 PM 04/11/2017 11:36 AM		All TestAvira	>
Troubleshooting Users	Manual\$\$\$\$&& Manual Group CSV Group Test	1 2 4 2	04/12/2017 14:53 PM 04/11/2017 14:26 PM 04/11/2017 11:36 AM 04/11/2017 11:35 AM		All TestAvira	>
Troubleshooting Users Groups	Manual\$\$\$8&& Manual Group CSV Group Test Manual Group2	1 2 4 2 2 2	04/12/2017 14:53 PM 04/11/2017 14:26 PM 04/11/2017 11:36 AM 04/11/2017 11:35 AM 04/11/2017 11:25 AM		All TestAvira	>
Troubleshooting Users	Manual\$\$\$\$&&& Manual Group CSV Group Test Manual Group2 CSV Group	1 2 4 2 2 2 2 2	04/12/2017 14:53 PM 04/11/2017 14:26 PM 04/11/2017 11:36 AM 04/11/2017 11:35 AM 04/11/2017 11:25 AM 04/06/2017 10:55 AM		All TestAvira	>
Troubleshooting Users Groups	Manual\$\$\$\$&&& Manual Group CSV Group Test Manual Group2 CSV Group	1 2 4 2 2 2 2 2	04/12/2017 14:53 PM 04/11/2017 14:26 PM 04/11/2017 11:36 AM 04/11/2017 11:35 AM 04/11/2017 11:25 AM 04/06/2017 10:55 AM		All TestAvira	>
Troubleshooting Users Groups Minsights	Manual\$\$\$\$&&& Manual Group CSV Group Test Manual Group2 CSV Group	1 2 4 2 2 2 2 2	04/12/2017 14:53 PM 04/11/2017 14:26 PM 04/11/2017 11:36 AM 04/11/2017 11:35 AM 04/11/2017 11:25 AM 04/06/2017 10:55 AM		All TestAvira	>
Troubleshooting Users Groups Minsights	Manual\$\$\$\$&&& Manual Group CSV Group Test Manual Group2 CSV Group	1 2 4 2 2 2 2 2	04/12/2017 14:53 PM 04/11/2017 14:26 PM 04/11/2017 11:36 AM 04/11/2017 11:35 AM 04/11/2017 11:25 AM 04/06/2017 10:55 AM		All TestAvira	>
Troubleshooting Users Groups Minsights	Manual\$\$\$\$&&& Manual Group C\$V Group Test Manual Group2 C\$V Group 123	1 2 4 2 2 2 2 2	04/12/2017 14:53 PM 04/11/2017 14:26 PM 04/11/2017 11:36 AM 04/11/2017 11:35 AM 04/11/2017 11:25 AM 04/06/2017 10:55 AM 04/04/2017 18:46 PM		All TestAvira	>
Troubleshooting Users Groups Minsights	Manual\$\$\$\$&&& Manual Group CSV Group Test Manual Group2 CSV Group	1 2 4 2 2 2 2 2	04/12/2017 14:53 PM 04/11/2017 14:26 PM 04/11/2017 11:36 AM 04/11/2017 11:35 AM 04/11/2017 11:25 AM 04/06/2017 10:55 AM 04/04/2017 18:46 PM	1-7 of 7 entries	All TestAvira	>
Troubleshooting Users Groups Minsights	Manual\$\$\$\$&&& Manual Group C\$V Group Test Manual Group2 C\$V Group 123	1 2 4 2 2 2 2 2	04/12/2017 14:53 PM 04/11/2017 14:26 PM 04/11/2017 11:36 AM 04/11/2017 11:35 AM 04/11/2017 11:25 AM 04/06/2017 10:55 AM 04/04/2017 18:46 PM	1-7 of 7 entries	All TestAvira	>

As shown below:

Manual: To create a group manually, user should select manual option. All machine details along with site name will appear in Inclusion list. User should give group name and select machine of which they want to create group by clicking on + symbol and then click on add as shown below:

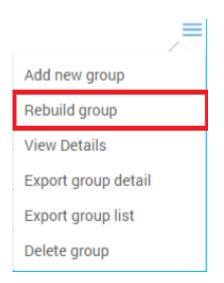


≪ AVIRA ⊂	G				P	Wasif -
🏫 Dashboard					Site	s Groups
View Manage Services	Group TestGrp	Add group	4:53		All	
My Account Troubleshooting Users	Manual SSS8&& Manual Group CSV Group Test Manual Group2	Group Name ManualTest Include WasifNHAviraSolutions;WIN81:	4 26 1 36 Added List WasifNHAviraSolutions:HFND1 WasifNHAviraSolutions:HFND1 1 25.	AM	TestAvin WasifNH	a >
Groups Minsights Control Admin	CSV Group 123	•	0 55. 8.46 Add Cancel			
 Help 	Show 25 T entries	Prevous 1	Next	1-7 of 7 entries		
Language : English 🔻	1					
≪avira ∝					0 0	Wasif -
🏫 Dashboard					♀ Ģ Site	🔥 Wasif -
	Groups	Count	Created Time 💌	=	♀ Ģ Site	A. Wasif -
🏫 Dashboard	Groups Group	Count 3	Created Time 💌 04/12/2017 14:56		□ □ □ Site □ □	Wasif ~ s Groups
✿ Dashboard➡ View	Groups		Created Time 04/12/2017 14:56 04/12/2017 14:53	PM	Site	Wasif - s Groups
Dashboard View Manage	Groups Group ManualTest	3	04/12/2017 14:56	PM	C Site	s Groups
Dashboard View Manage Services	Groups Group ManualTest TestGrp	3 1	04/12/2017 14:56 04/12/2017 14:53	PM PM PM	C Site	Wasif - s Groups
Dashboard Dashboard View Manage Services My Account Troubleshooting	Groups Group ManualTest Test0rp ManualS\$\$\$8.8.8	3 1 2	04/12/2017 14:56 04/12/2017 14:58 04/11/2017 14:26	PM PM PM	C Site	s Groups
Dashboard Dashboard View View Manage Services My Account Troubleshooting Users	Groups Group ManualTest TestGrp ManualSSS&&& Manual Group	3 1 2 4	04/12/2017 14:56 04/12/2017 14:53 04/11/2017 14:26 04/11/2017 11:36	PM PM PM AM	C Site	s Groups
 Dashboard View Manage Services My Account Troubleshooting 	Groups Group ManualTest TestOrp Manual\$\$\$\$8.8.8 Manual Group CSV Group Test	3 1 2 4 2	04/12/2017 14:50 04/12/2017 14:53 04/11/2017 14:26 04/11/2017 11:36 04/11/2017 11:35	PM P	C Site	s Groups
Dashboard Dashboard View View Manage Services My Account Troubleshooting Users	Groups Group ManualTest TestOrp Manual\$\$\$\$&& Manual Group CSV Group Test Manual Group2	3 1 2 4 2 2 2	04/12/2017 14:50 04/12/2017 14:53 04/11/2017 14:26 04/11/2017 11:36 04/11/2017 11:35 04/11/2017 11:25	PM P	C Site	s Groups
Dashboard Dashboard View View Services My Account Troubleshooting Users Groups	Groups Group ManualTest TestGrp ManualS\$\$\$&& Manual Group CSV Group Test Manual Group2 CSV Group	3 1 2 4 2 2 2 2 2	04/12/2017 14:56 04/12/2017 14:53 04/11/2017 14:26 04/11/2017 11:36 04/11/2017 11:35 04/11/2017 11:25 04/06/2017 10:55 04/04/2017 18:46	PM P	C Site C All TestAvin WasifN+	s Groups

Rebuild Group

Users can edit the existing group. User has to select the group which he wants to edit and then has to choose rebuild group option from the drop-down in menu button.





Users can change the machines included in the group by uploading a new .csv file by clicking on Browse for file.

≪AVIRA ⊂ ⊂	G			Ģ	6	🕢 Wasif +
🏫 Dashboard					Sites	Groups
View					Q	
🅸 Manage	Group ManualTest	Count 3	Created Time 04/12/2017 14:56 PM			>
Services	TestGrp	Edit group	4:53 PM		TestAvira	
My Account	Manual\$\$\$\$&&&	● CSV ◎ Manual	4:26 PM			viraSolutions
Troubleshooting	Manual Group	Group Name	1:36 AM 1:35 AM			
Users	CSV Group Test Manual Group2	TestGrp File	1:25 AM			
Groups	CSV Group	Import CSV file sample file	Browse for file 0:55 AM			
Insights	123		8:46 PM			
Admin			Eart			
	Show 25 T entries	Previous 1	Next 1-8 of a	entries		
(i) Help						
Language : English 🔻					6 2	

Or User can select/deselect machine if it is a manual group.



≪AVIRA ⊂ ⊂	œ				P	G	Wasif +
🏫 Dashboard						Sites	Groups
View				1000	-	Q	
🏚 Manage	Group	Edit group		•		4	
Services	ManualTest	CSV		4:56 PM			>
Services	TestGrp	Group Name		4:53 PM		TestAvira	>
My Account	Manual\$\$\$\$&&	ManualTest		4:26 PM		WasifNHAviraSo	
Troubleshooting	Manual Group	Include	Added Machines	1:36 AM			
Users	CSV Group Test	WasifNHAviraSolutions:WIN81: WasifNHAviraSolutions:HFND1	WasifNHAviraSolutions:WIN-L WasifNHAviraSolutions:HFND1	1:35 AM			
	Manual Group2		+	1:25 AM			
Groups	CSV Group		-	0:55 AM			
🛹 Insights	123			8:46 PM			
Admin							
			Edit Cancel				
	Show 25 T entries	Previo	us 1 Next	1-8 of 8 entr	ries		
(i) Help							
Language : English 🔻						© 2016 🌔	2. AVIRI

View Details

In order to view the created group details, the user needs to select the group and choose View Details link from the drop-down menu.

Add new group
Rebuild group
View Details
Export group detail
Export group list
Delete group

A pop-up will display the group details.



≪AVIRA ⊂ ۹	Θ				Ģ	9	A. Wasif -
🏫 Dashboard	Groups				=	Sites	Groups
View	Group .	Group View Details				Q	
🏟 Manage	123	Host 🔺	Site				>
Services	CSV Gro	HFND100067	WasifNHAviraSolutions			TestAvira	>
My Account	CSV Gro	HFND100139	WasifNHAviraSolutions			WasifNHAviras	Solutions 🔉
Troubleshooting	Manual	WIN-L6QSJBAHH0A	WasifNHAviraSolutions				
Users	Manual						
Groups	Manual						
✓ Insights	TestGrp						
Admin							
		Show 25 entries	Previous 1 Next	1-3 of 3 entries	10-11-1		
	Show 25				of 8 entries		
(i) Help							
Language : English 🔻							

Export Group Detail

In order to export the group data, user has to select the group and choose Export group detail from the drop-down menu. Only the selected group data is exported to a .xls file.

Add new group
Rebuild group
View Details
Export group detail
Export group list
Delete group

A sample .xls file is shown below:

	Α	В
1	Group	Device List
2	Mac Devices	NanohealV2768SEP01@VMWVk0zIsaAiwxwubzqTYrroQ
3		SenthilSolutionsnew@CPWQT77BG940
4		NanohealV2768SEP01@VMWVk3T1i04USe4at6vhI6k1Q



Export Group List

In order to export the group list data, the user has to choose Export group list from the drop-down menu.

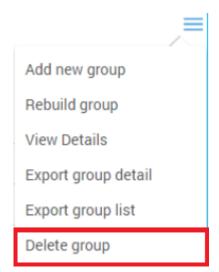
Add new group
Rebuild group
View Details
Export group detail
Export group list
Delete group

After the user clicks on the Export group list, all the group list data will be exported to .xls. A sample .xls is shown below:

	А	В	С
1	Group	Device Count	Created Time
2	Mac Devices	3	11/15/2016 00:10 AM
3	Test Group	1	10/27/2016 23:43 PM
4	V6 Manual Group	2	10/20/2016 06:54 AM
5	test123	1	10/27/2016 23:43 PM

Delete group

A Group can be deleted by using the Delete group link under the drop-down menu as shown below:





Selecting an existing group & clicking on Delete group link under menu will open up the Confirm Delete pop up as shown below.

Dashboard				Sites Group:
View				٩
Manage	Group 🔺	Count	Created Time	
	123	2	04/04/2017 18:46 PM	
Services	CSV Group	2	04/06/2017 10:55 AM	TestAvira
My Account	CSV Group Test		04/11/2017 11:35 AM	WasifNHAviraSolutions
Troubleshooting	Manual Group	Confirm delete	04/11/2017 11:36 AM	
Users	Manual Group2	If you delete the group, you will not be able to undo the action. Are you	04/11/2017 11:25 AM	
0	Manual\$\$\$\$&&	sure that you want to continue?	04/11/2017 14:26 PM	
Groups	ManualTest	Yes No	04/12/2017 14:56 PM	
 Insights 	TestGrp		04/12/2017 14:53 PM	
Admin				
	Show 25 T entries	Previous 1 Next	1-8 of 8 entries	

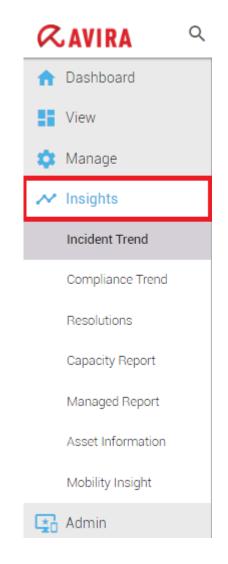
When prompted, click on "Yes" to delete the group, and "No" to cancel deleting the group.



Insights

Nanoheal provides an efficient way to give environment overview to the administrators on scheduled or on demand basis. This module is known as Insights. Insights can help the administrator to carry out capacity planning, as it covers virtually all details of the device. The administrator has the ability to make their own reports by adding multiple sections to it. Additionally they can schedule reports to run at a time convenient to them or run them on demand.

Insights are divided into different sections as shown below:



- I. Incident Trend
- 2. Compliance Trend
- 3. Resolutions
- 4. Capacity Report
- 5. Managed Report
- 6. Asset Information

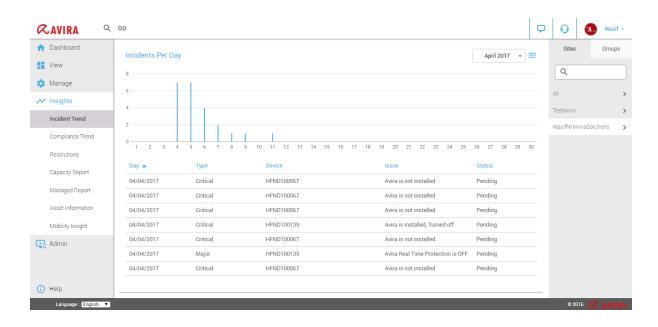


7. Mobility Insight

Incident Trend

This shows the summary of Incidents that have been reported per day. An example is shown below:



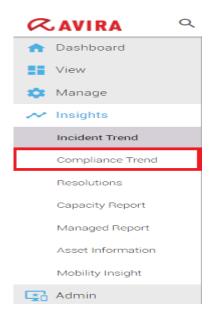


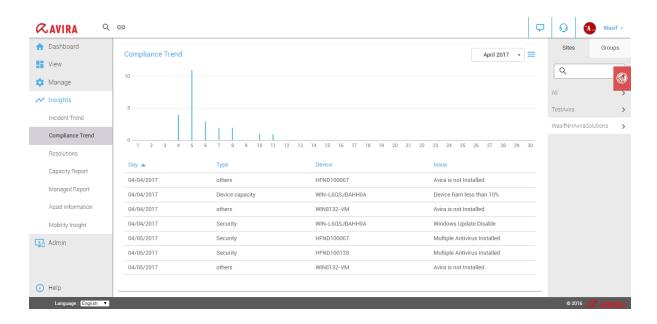


Sample graph displayed above, highlights various issues that have occurred on different devices for the month of 'April 2017'. These issues mainly include Avira Installed/Uninstalled State, RTP On/Off, Windows update enable/disable etc.

Compliance Trend

This shows the summary of machines that have been compliant. An example is shown below:







Capacity Report

This will show details on the CPU, RAM & Disk Space Usage data for a specific device and Host Name as shown below:

Dashboard	Capacity Report : A						=	Sites G	roups
View							_	٩	
🗴 Manage	Serial Number 🔺	Devices	CPU State	CPU Used	RAM Used	Disk Space Used	Battery Status	ų	
Insights	HFND100067	HFND100067			21%	62%	No Battery	All	
✓ insignts	HFND100139	HFND100139			76%	74%	No Battery	TestAvira	
Incident Trend	WIN-L6QSJBAHH0A	WIN-L6QSJBAHH0A			60%	63%	No Battery	WasifNHAviraSolution	15
Compliance Trend	WIN8132-VM	Win8132-VM			39%	65%	No Battery		
Resolutions									
Capacity Report									
Managed Report									
Asset Information									
Mobility Insight									
ddmin									
	Show 25 V entries			Previous 1	Next		1-4 of 4 entries		

User can also export this data to a .xls format by using the Export list link under the menu drop-down.

An example on how to navigate to 'Export list' and a sample .xls file is shown below:

Dashboard	Capacity Report : A	All					=	Sites	Groups
View							Export to Excel	Q	
🗴 Manage	Serial Number 🔺	Devices	CPU State	CPU Used	RAM Used	Disk Space Used	Export to Excer	<u> </u>	
✓ Insights	HFND100067	HFND100067			21%	62%	No Battery	All	
✓ insights	HFND100139	HFND100139			76%	74%	No Battery	TestAvira	
Incident Trend	WIN-L6QSJBAHH0A	WIN-L6QSJBAHH0A			60%	63%	No Battery	WasifNHAviraSoli	utions
Compliance Trend	WIN8132-VM	Win8132-VM			39%	65%	No Battery		
Resolutions									
Capacity Report									
Managed Report]								
Asset Information									
Mobility Insight									
Admin									
	Show 25 T entries			Previous 1	Nevt		1-4 of 4 entries		



	А	В	С	D	E	F	G
1	Serial Number	Device	CPU State	CPU Use	RAM Used	Disk Spac	Battery Status
2	HFND100067	HFND100067	-	-	21%	62%	No Battery
3	HFND100139	HFND100139	-	-	76%	74%	No Battery
4	WIN-L6QSJBAHH0A	WIN-L6QSJBAHH0A	-	-	60%	63%	No Battery
5	WIN8132-VM	Win8132-VM	-	-	39%	65%	No Battery
6							

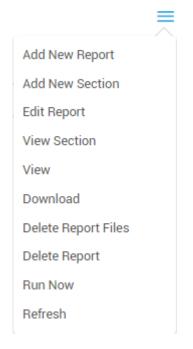
Managed Report

Clicking on Managed Report will open up the screen below.

🏫 Dashboard	Managed Depart					=
View	Managed Report					=
🗴 Manage	Report Name	Schedule	Status	Publication Date	Expires	Size(KB)
 Insights 		No data available in table			No data available in table	
Incident Trend						
Compliance Trend						
Resolutions						
Capacity Report						
Managed Report	1					
Asset Information						
Mobility Insight						
Admin						
	Show 25 V entries	Previous Next	Showing 0 to 0 of 0 entries	Show 10 V entries	Previous Next	Showing 0 to 0 of entri
			enures			enu

In order to create a new report, user has to click on 📃 right menu icon.

Upon clicking the menu icon, following options will occur.





I. Add New Report

As shown in the screenshot above, click on 'Add New Report' to create new Reports.

Clicking on Add New will open a pop like the one here.

Service Insight	2
Report Name	Destination
Include Sites	Exclude Sites
Global Enable	Default email recipients
Immediate 🤟	Section
Submit	Cancel

As shown in the screenshot above, we need to enter the below details:

- **Report Name**: Identifiable name for the Report
- **Destination**: Information Portal or Email
- **Information Portal:** If checked, the report would be posted on to Information Portal. Else, the report would be sent via email to specified email recipients
- **Email Recipients:** If "Information Portal" is unchecked & 'Email" is checked email addresses should specified in this field separated by commas
- **Include:** Choose from the list of sites or machines which should be included on the report. In order to run the same for all the machines on server, we need to select "All"
- **Exclude**: In this, we can choose from list of sites or machines which shall be excluded from this report
- **Global**: Visibility of the report. If checked, report is visible at the user level on the Dashboard. Else, it will be visible for the creator alone.
- **Enable**: We can Enable or Disable the report using this option
- **Default email recipients**: When this option is selected or checked the report will be sent to all the default Email Recipients
- Schedule: Schedule on which the report needs to be run. Various schedule options are available, namely Immediate, Daily, Weekly & Monthly.



- Section: This field displays all the available sections created by the admin. We will be using these sections accordingly based on type of report Section will allow the users to attach either an event filter or an asset query or MUM status summary to create a report based on it. We need to enter the following:
- Select Type of Section: Type of section can be either Summary Section or Event Section or Asset Section or MUM Section.
- Section Name: Identifiable name.
- Select Chart Type: We can choose the graphical format either bar chart or pie chart or tabular format.
- Select Sub-Headers: Sub-headers can be "Single" or "Multiple". If "Single", we can add a single section. i.e, we can attach either an event filter or an asset query. If we choose "Multiple" then we can attach multiple sections. i.e., multiple filters, asset queries to create a combination of asset & event reports.
- Sub Header Name: Identifiable name that co-relates to Section Name. i.e. if the Section Name is "Operating System" then the Sub Header Name could be sub categories, like - Chassis Information, Processor Information etc. based on what type of asset data we need on our report.
- Selection Criteria: Selection Criteria varies depending upon the selections. If Event Filter is selected, then a drop-down list shows a list of all existing filters. If Asset Queries is selected, then a drop-down list shows the list of existing asset queries. If MUM is selected, then the user needs to select Summary Headers, Update Type, Update Size, Operating System, Month, Year, Patches

Note: When we login as an admin & try to create report- The add new pop up shows an option- 'Env Global'. When we select this option & create a report the report will be visible to all the users. This is shown in the screenshot below.



Service Insight	×
Report Name	Destination
Include Sites	Exclude Sites 🗸
Env Global Global Enable	Default email recipients
Immediate 👻	Section
Submi	Cancel

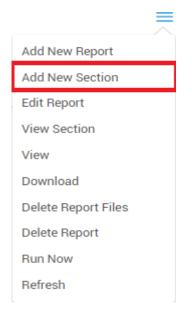
Upon clicking the **submit** button the Services Insights report will be generated as show in the screenshot below.

Insights					=
Report Name	Scheilute	Status	PublicationDate	Expires	Site((3)
Songlance Report	Immolivite	Drubled	Tite 86: Nor 15 04:00:01	Well 20ed Hov 16 24/00:01	162400
Invisonmetinuights	and of Month 160 hrs	Insbled	Toe Bh Nor 15 23 30 02	Wed 23td Nov 16 23:30:02	156543
Firwell HDE &RvN Compliance	transplate	Enabled	Mor: 14th Nov 14 67: 0.01	Tue 20th Nov 15 (7:1001	202077
NP, Denn	Immediate	fisabled			
82,3mm	ineresilieite	Diselieni			
MUMInsights	Baly1758 hts	Inubled			
Security insights	immediate	trubled			
PLON [12] SUTING	Previous 1 Next	1-7 of 1 entries	stav 🗇 🔹 mies	PRIOR 1 NEC	1-3 of 3 entries



2. Add New Section

The user can add new section such as event, asset, Mum as shown below:



Click on add new section will open the following window:

≪AVIRA ♀	9			Ģ	9	🔥 Wasif 🗸
🏫 Dashboard	Managed Report					
View	Add Section					
🏟 Manage						
✓ Insights	Select Type of section -	Enter Section Name	Select Chart Type 🛛 🗸			
Incident Trend						
Compliance Trend						
Resolutions						
Capacity Report						
Managed Report						
Asset Information						
Mobility Insight						
Admin		Submit Cancel				
						Showing 0 to 0 of 0
		entries		_		entries
i Help	·					
Language : English 🔻						



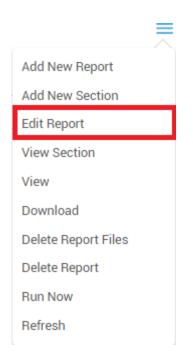
≪AVIRA ⊂	ප			Ģ	G 🚺	Wasif -
f Dashboard	Managed Report					
View	Add Section					
🏟 Manage						
✓ Insights	Select Type of section -	Inter Section Name	Select Chart Type -			
Incident Trend	Select Type of section					
Compliance Trend	Summary section					
complance frend	Event section					
Resolutions	Asset section					
Capacity Report	MUM section					
Managed Report						
Asset Information						
Mobility Insight						
Admin		Submit Cancel				
		entries			Show	ring 0 to 0 of 0 entries
(i) Help						
Language : English 🔻					© 2016 🌒	

User can select type of section he wants to add like below:

Every section will have different fields as per the section selected.

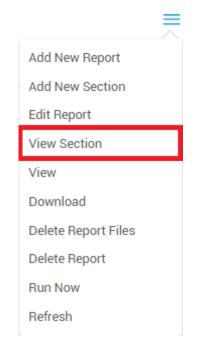
3. Edit

We have an option to edit an already existing report. In order to do the same, select an existing report and click on "Edit Report" as shown below:





4. View Section



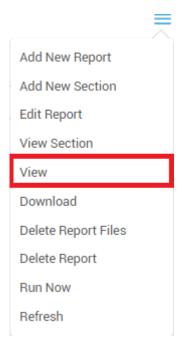
This option will display all the available section with details.

Dashboard	Managed	Report			_	
View		Section Details		=		
Manage	Report Na				bires	
Insights		Section Name 🔺	Section Type	Chart Type	in table	
		Asset Basic Information	Event Section			
Incident Trend		AV status	No Section Selected	Pie Chart		
Compliance Trend		Avira Product Version	No Section Selected	Tabular Format		
Resolutions		Avira Virus Definition	No Section Selected	Tabular Format		
Capacity Report		BIOS Details	No Section Selected	Pie Chart		
		Brand of Devices	No Section Selected	Pie Chart		
Managed Report		Chassis_Details	No Section Selected	Pie Chart		
Asset Information		CPU Details	No Section Selected	Pie Chart		
Mobility Insight		Device Model	No Section Selected	Pie Chart		
Admin		Devices_with_and_without_AV	No Section Selected	Pie Chart		
		Show 25 entries	Previous 1 2 Next	1-25 of 33 entries		
	Show 25				set	Showing 0 to 0 o entri



5. View

"View" option will allow the user to view a generated report by selecting a report and clicking on "View" from right menu icon:



Portal Asset Report: Sample Asset Report from Information portal is shown in the screenshot below. Based on selected Asset sections, report will be generated accordingly.

Brand of Devices	Brand of Devices Grand	Total- 49			
Device Model			•	ENOVO	
Operating System Details				Dell Inc. nnotek GmbH	
RAM Details				notek GmbH Hewlett-Packard	
Hard Drive Details in Bytes				Apple Inc. TOSHIBA	
BIOS Details					
CPU Details				12 🔻	
Device Inventory Details Copy	Chassis Type Tower	Machine Name HFN-V4RELUPKQ	System Manufacturer Dell Inc.	System Product PowerEdge SC440	٦
	Portable	5245H21	Dell Inc.	Vastro 3560	-
	Portable	C1MRM3HWDTY3	Apple Inc.	MacBook Pro	
Report Owner	Portable	5245H21	Dellinc.	Vostro 3560	
19.	Other	0	innotek GmbH	VirtualBox	
Report Created 15-Nov-16 01:40:07	Other	FH048C5	innotek GmbH	VirtualBox	
15-109-16 01:40:07	Other	0	innotek GmbH	VirtualBox	
Report Cycle	Other	FH048C5	innotek GmbH	VirtualBox	
Daily 2:10 hrs	Other	3c32f40c-cdfi6-3f	Xen	HVM domU	
	Other	VMware-56.4d 5a		VMware Virtual P.,	
	Other	VMware-56.4d 17		VMware Virtual P	
	Other	VM/ware-56.4d 7d		VMware Virtual P	

Sample Services Insights Asset Report with Pie Chart: Fig (1)



Portal Event Report: Sample Event Report from Information portal is shown in the screenshot below. Based on selected Event sections, report will be generated accordingly.

Reports : Compliance Report					
New,Maintenance,Report1	Availabilit	ty_Status_1 Grand Total- 29			
Availability_Status_1	20				
Security_Status_1	20				
Resources_Report_1					
	10				
			Client Availabi	зхy	
	Scrip	Machine	Site	Description	Details
	177	236F032	SenthiSolutions	Scrip Configurati	Client is
	177	2Y5P542	Wasif_Demo_Sol	Scrip Configurati	Client is
Report Owner	177	3c32f40c-cdfd-3f	NanohealV27685	Scrip Configurati	Client is
HP	177	45edc45d-8016-7	NanohealV2774S	Scrip Configurati	Client is
	177	4D6FG32	SenthilSolutions	Scrip Configurati	Client is
Report Created 28-Jul-16 11:35:21	177	5C03372L9M	NanohealV27745	Scrip Configurati	Client is
	177	5056023225	NanohealV27748	Scrip Configurati	Client is
Report Cycle Immediate	177	505633645W	NanohealV27745	Scrip Configurati	Client is
ITTL I RECEIVE	177	C07NG827G1HV	NanohealV27745	Scrip Configurati	Client is
	177	C2C68R1	NanohealV27745	Scrip Configurati	Client is
	177	D3C68R1	SenthiSolutions	Scrip Configurati	Client is
	177	DXF20R1	SenthilSolutions	Scrip Configurati	Client is

Sample Services Insights Event Report with Tabular format: Fig (2)

Portal MUM Report: Sample MUM Report from Information portal is shown in the screenshot below. Based on selected sections of MUM, report will be generated accordingly with different statuses (Detected, Downloaded, Installed, Superseded, Waiting, etc...) being shown to the user.

60				Fri Jan	27 2017, 5:45:52 PM 🔇 Av
Reports : MUM Insights					
MUM Report	MUM Report Grand Tota	l- 7			
	6				
		Detected			perseded
	Machine 2VSP542	Patch Name Windows Malicio	Status Detected	Type	Detected 2016-11-08
		Windows Malicio		Roll Up	2016-11-08
	2Y5P542 2Y5P542	Windows Malicio.	Detected	Roll Up Roll Up	2016-11-09
Report Owner	275P542	Update for Windo	Detected	Update	2016-11-09
HP	2Y5P542	update for windo		Undefined	2016-11-09
Report Created	279/942 INA520VW90	Update for Windo	Detected	Critical	2016-11-08
09-Nov-16 06:11:13		Update for Windo			
Report Cyste Daily 17:50 hrs	INA520VWSC	Windows Matico	Superseded	Roll Up	2016-11-08
Language : English •					•2016 🔿 nano



69				Fri Jan 27	7 2017, 5:45:52 PM 🥝 Av
Reports : MUM Insights					
MUM Report	MUM Report Grand Tot	al-7			
	6 - 4 2	6	rected		
	0	Defected			perseded
	Machine 2Y5P542	Patch Name Windows Malicio	Status Detected	Type Roll Up	Detected 2016-11-08
	2Y5P542	Windows Malicio	Detected	Roll Up	2016-11-09
Report Dwner	2Y5P542	Windows Malicio	Detected	Roll Up	2016-11-09
HP	2Y5P542	Update for Windo	Detected	Update	2016-11-09
	2Y5P542	Microsoft Securit	Detected	Undefined	2016-11-09
Report Created 09-Nov-16 06:11:13	INA520VWSC	Update for Windo	Detected	Critical	2016-11-08
	INA520VWSC	Windows Malicio	Superseded	Roll Up	2016-11-08
Report Dycle Daily 17:50 hrs					

Sample Services Insights MUM Report with Bar Chart: Fig (3)

Sample Services Insights MUM Report with Bar Chart: Fig (4)

Information Portal Export

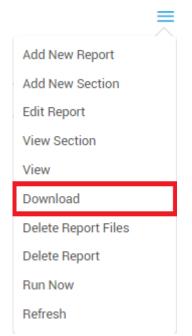
This option will allow the user to export the report to XLS format from the information portal, as shown in the screenshot below.

Reports : Environment Insights					
Operating System	Operating System (irand Total- 59			Expert
Processor				Windows 7 Professional	
RAM				 Windows 8 Professional Windows 10 Professional 	
Chansis				Windows B 1 Profession	
Firewall litatus				 MAC OS Windows 8 1 Enterprise 	Edition 32-bit
Windows Update Status					
Anti-Virus Status				₩ 25 ▲	
Scheduled fixes	Machine Harrie	Wit installed farving Pack	All Product Type	Operating System	COL Version Inumber
Proactive Fines	6		Professional	Windows & Profe.	6.2.9208
Device inventory Details	0	Denvice Pack 3	Professional	Windows 7 Profe	6.1.7601
	230F032		Professional	Windows 8.1 Prof.	6.2.9200
HP	2Y5F542	Service Pack I	Professional	Windows 7 Profe	6.1.7001
	2Y9P542	Service Pack 1	Professional	Windows 7 Profe	6.1,7601
08-Nov-16 05 11 47	3c32f40e-edfid-3f		Typfessional	Windows 8.1 Prof.	6.2.9200
	406PG32		Professional	Windows 10 Prof.	6.2.9200
	4E10373(30		Profestional	Windows 10 Sing.	6.2.9200
Report Cycle	481917660		Professional	Windows 10 Prof.	0.2.9200
	5006023220	Service Pack 1	Professional	Windows 7 Exter.	8.1.7601
	50063364597	Service Pack 1	Professional	Windows 7 Enter.	6.3.7621
	C02P1N/Z4FVIN0			MAC 09	QS X 10.11.8 (15.



6. Download

It will download the selected report. After a reports gets generated and posted to information portal the same can be downloaded by clicking on the Download link under right menu icon, as shown in the screenshot below:



Upon clicking Download the report gets downloaded in .XLS format as shown in the screenshot below.

	A	В
1	ltem	count
2	Windows 7 Professional, 64-bit	27
3	Windows 8 Professional, 64-bit	1
4	Windows 10 Professional, 64-bit	4
5	Windows 8.1 Professional, 64-bit	3
6	MAC OS	13
7	Windows 8.1 Enterprise Edition, 32-bit	2
8	Windows 10 Single Language, 64-bit	1
9	Windows 7 Professional, 32-bit	2
10	Linux "Ubuntu"	2
11	Windows 7 Home Basic Edition, 32-bit	1
12	Windows 7 Enterprise Edition, 64-bit	2
13	Windows 7 Ultimate Edition, 64-bit	1
14	Grand Total	59



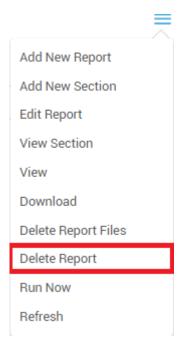
7. Delete Report Files

We also have an option to delete already existing report files. In order to do the same, select an existing report >> from the right side menu "Delete Report Files" as shown in the screenshot below.

Add New Report
Add New Section
Edit Report
View Section
View
Download
Delete Report Files
Delete Report
Run Now
Refresh

8. Delete Report

We also have an option to delete an already existing report. In order to do the same, select an existing report and from left menu click on "Delete Report" from the right menu as shown in the screenshot below.





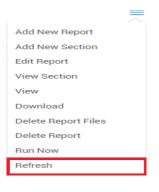
9. Run Now

Without waiting for the report to run at the scheduled time, we can run the report ondemand. In order to achieve the same, select a report and click on "Run Now" option:

Add New Report
Add New Section
Edit Report
View Section
View
Download
Delete Report Files
Delete Report
Run Now
Refresh
Success Report will be published on the porta

IO. Refresh

It will refresh the page.





Annexure

Software Distribution

Nanoheal provides a super effective feature to distribute any kind of file across the network. The file can be a software, document file or can be any kind of script. The Nanoheal Software Distribution not only supports distribution but also supports execution.

Following are the features which Nanoheal Software Distribution supports:

1. **Real-time distribution**: NH software can distribute files on real-time. Real-time means if any machine is online then file will be distributed on that device at that moment. In case the device is offline, the file will be distributed on device at that moment it gets online. In this case the distribution rate of any action is higher and faster.

2. **Pre/Post Distribution Check**: NH supports pre-and post-installation check as well. If an administrator wants to distribute Microsoft office on a group of machines, then a check can be applied to ensure no Office version is installed on a machine which already has one. Not only software, Software Distribution can be configured to check for Microsoft patches, software versions and files. In case of post distribution check, an Admin can configure packages to distribute a file and **success** will be reported only when file is detected on the device which is configured in the POST distribution check field.

3. **Platform Independent**: NH Software Distribution module is a platform independent module. This module supports all kind of platforms like Windows, Android, MAC, Linux and iOS

4. **Amazon CDN and FTP support**: NH Software Distribution module supports both Amazon and enterprise FTP to distribute software's. It makes it easier for the administrator to distribute files form any nearby accessible location.

5. Enterprise Play Store: NH Software Distribution provides an enterprise play store for Android and iOS devices where software's will be available on Device by itself, and an admin can configure all important applications on the play store.

6. **Audit Logs**: Nanoheal provides a complete picture of success and failure of any package. It keeps providing the administrator with a complete picture about status of any Package. For example, if the administrator has distributed a package



on a site with 100 machines- the status will be displayed in detailed format.

Nanoheal Software Distribution modules has many other features, all these features make this module efficient to take care all user needs

The EXE to be distributed is uploaded (to FTP /servers) by giving the path of the executable. The executable is to be saved at a specific location and the validation for successful distribution is done by confirming the presence of the executable at the path mentioned by the engineer. Similarly, for execution after distribution - firstly the path is specified to pick the executable and then the validation is done at the location where the executable after installation is saved.

We can navigate to Software Distribution from left pane Manage > Services > System Management > Software Distribution. Upon clicking Configure for Software Distribution, the screen below appears:

Dashboard	Software Distrib	ution : All					=	Sites	Groups
View	Software Distrib	duon . An					_	٩	_
Manage	Platform	Package Name		Version	Global	Is Configured		<u> </u>	
Services	windows	Winrar Software		5.31	No	Edit Configure		All	
Services	windows	winrar-x64-531		5.31	No	Edit Configure		TestAvira	
My Account	windows	Google Chrome		56	No	Configure		WasifNHAvira	Solutions
Troubleshooting	windows	Help Guide_Reseller_registration		1	Yes	Edit Configure			
Users	windows	Go To Assist Corporate Help Alert		1	No	Edit Configure			
Groups	windows	square_red		1	No	Edit Configure			
✓ Insights									
	Show 25 ▼ entries		Previous 1 Next				1-6 of 6 entries		

Following are the options available in Software Distribution section:

I. FTP/CDN Configuration

2. View Software Details

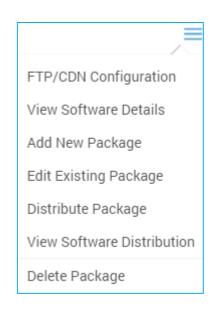
- 3. Add New Package
- 4. Edit Existing Package



5. Distribute Package

- 6. View Software Distribution
- 7. Delete Package

As shown below:



FTP/CDN Configuration

The first available option is "FTP/CDN Configuration".

FTP/CDN Server Configuration	×
Viewing : FTP Config -	
URL*	
Authentication	
Submit Cancel	



In order to distribute a file using the Software Distribution (SWD), we have to configure either FTP or CDN locations to upload file / folders for distribution. This can be done using the screen above. For FTP, the user needs to enter the. For CDN, we have to provide URL, Access Key, Secret Key, Bucket name, CDN Region and click on "Submit" as shown below. Configurations get saved accordingly.

FTP/CDN Server Configuration	×
Viewing : CDN Config -	
URL*	_
Access Key*	
Secret Key*	
Bucket Name*	
CDN Region *	_
Submit Cancel	
Submit Cancel	

Sample CDN Configuration is shown below:



FTP/CDN Server Configuration	×
Viewing : CDN Config -	
https://s3-ap-southeast-1.amazonaws.com/	
Access Key*	
AKIAJA6EQQ475TUGTSEQ	
Secret Key*	
gQC0g/hocGjEGLEmIIHK0HI2RsF/918ABezDa44P	
Bucket Name*	
nanoheal-hp	
CDN Region*	
us-west-2	

View Software Details

By selecting a software package and clicking on "View Software Details" under the menu on the right - the package details window opens up in viewable format as shown in the screenshot below.

Package Detail	>
Platform	
windows	
Terr	
Type file	
Package Name	
VMware-player-7.1.4-3848939	
Version	
7.1.4	
Path	
http://hpdemo.nanoheal.com/DashboardV6/swd/VMware-player-7.1.4-3848939.exe	
File/Folder Name	
VMware-player-7.1.4-3848939.exe	
Close	



Package Detail	>
Path	
http://hpdemo.nanoheal.com/DashboardV6/swd/VMware-player-7.1.4-3848939.exe	
File/Folder Name	
VMware-player-7.1.4-3848939.exe	
Package Description	
VMware-player-7.1.4-3848939	
Upload Status	
Uploaded	
Last Modified	
08-11-16 22:34:43	
Global	
No	
Close	

Add Package

Upon clicking "Add Package" from the right menu the user can create a software package. This is configuration to distribute any file / folder.

Add New Software for Distribution	×
Platform *	•
Type *	•
Source Type:	
 Nanoheal Repository. Vendor Repository. 	
Select Source(to upload): O FTP server O CDN server	
Package/Application Name*	
Package Description*	
Submit Cancel	

Sample Screenshot for Nanoheal Repository Fig (1)



Add New Software for Distribution	,
Source Type: Nanoheal Repository: Vendor Repository: 	
Select Source(to upload): O FTP server O CDN server	
Package/Application Name*	
Package Description*	
Software Version*	
Global	
Submit Cancel	

Sample Screenshot for Nanoheal Repository Fig (2)

Add New Software for Distribution	×
Platform *	
Туре *	
Source Type:	
 Nanoheal Repository: Vendor Repository: 	
Package/Application Name*	
Package Description*	
Submit Cancel	
Submit Cancer	

Sample Screenshot for Vendor Repository Fig (3)



Add New Software for Distribution	×
 Nanoheal Repository: Vendor Repository: 	
Package/Application Name*	
Package Description*	
Software Version*	
Access:	
 Anonymous Secure 	
Global	
Submit Cancel	

Sample Screenshot for Vendor Repository Fig (4)

Nanoheal Repository

As shown in the screenshots above, the user has to enter the following details for Nanoheal Repository:

- **Platform:** User has to choose the platform. Windows / Android / iOS / MAC / Linux
- **Type**: User has to select the type. Distribution is for a file or for a folder
- **Source Type**: Source Type to be chosen as Nanoheal Repository
- Select Source (to upload): FTP server or CDN Server
- Browse: Browse for file/folder
- Select from Repository: To select the already existing packages available in CDN
- Enter Package / Application Name, Package Description, Software Version
- **Distribute**: Distribution Path, Distribution Time & Distribution Validation Path
- **Pre-Distribution Check**: File or Software Name or Registry
- **Global:** Global or Local Package

After entering all the details, "Submit" will create the software package for Nanoheal Repository.



Vendor Repository

As shown in the screenshot above, user has to enter following details for Vendor Repository:

- **Platform**: User has to choose the platform. Windows / Android / iOS / MAC / Linux
- **Type**: User has to select the type. Distribution is for a file or for a folder
- **Source Type**: Source Type to be chosen as Vendor Repository
- Select Source (to upload): FTP server or CDN Server
- Enter Package / Application Name, Package Description, Software Version
- Access: Access will be having two options namely, Anonymous & Secure. For Secure, we need to enter the Username, Password & Domain

After entering all details, "Submit" will create the software package for Vendor Repository.

Edit Package

By selecting a software package and clicking on "Edit Package" users can edit the details as shown in the screenshot below.

Platform windows Type file Source Type: Nanoheal Repository Remove existing files and add new files
Type file Source Type: Nanoheal Repository Remove existing files and add new files
file Source Type: Nanoheal Repository Remove existing files and add new files
Source Type: Nanoheal Repository Remove existing files and add new files
Nanoheal Repository Remove existing files and add new files
Nanoheal Repository Remove existing files and add new files
Package/Application Name
, and do the location of the second se
TeamViewer_Setup_en1232
Package Description
TV1232
Submit Cancel

Sample Screenshot for Edit Nanoheal Repository Fig (1)



tware Version	
Distribute	
tribution Path*	
Program Files\HP\Proactive Intelligence\Tools\Downloads\	
tribution Time*	
tribution Validation Path*	
Program Files\HP\Proactive Intelligence\Tools\Downloads\TeamViewer_Setup_en.exe	

Sample Screenshot for Edit Nanoheal Repository Fig (2)

Edit Existing	Software for Distribution	
Platform		
windows		
Туре		
file		
Source Type:		
Vendor Reposit	ory	
Package/Application Name		
Opera Browser		
Package Description		
Opera		
Software Version		
22		
	Submit Cancel	

Sample Screenshot for Edit Vendor Repository Fig (3)



Edit Existing Softwar	re for Distribution	:
22		
Access:		
AnonymousSecure		
User Name*		
hp@nanoheal.com		
Password*		
Domain*		
pdc.hfn.com		
🗌 Global		
	Submit Cancel	

Sample Screenshot for Edit Vendor Repository Fig (4)

Configure Configuration for Vendor Repository

After adding Vendor Repository - Software Package, the user needs to click on 'Configure' text link from the 'Is Configured' column. By clicking this option, the user can configure the configuration for Vendor Repository as shown in the screenshots below.



Configure Configuration	×
32 Bit Configuration *	
http://get.geo.opera.com/pub/opera/desktop/22.0.1471.70/win/Opera_22.0.1471.70_Setup.exe	
64 Bit Configuration *	
http://get.geo.opera.com/pub/opera/desktop/22.0.1471.70/win/Opera_22.0.1471.70_Setup.exe	
User	•
System	•
Command line setting	
Log files to Read	
Submit Cancel	

Configure Configuration	×
Positive key words	
Process To Kill	
Default text	
default,*.txt Delete Log file Zenable Message	
Message Text* Opera Installing.	
Max. Time per patch*	
Pre-Install Check	
Submit Cancel	



Initially 'Configure' text will be in Red as shown in the screenshot below.

IS CONFIGURED
Configure

Once Configuration is completed & the Submit button is clicked, the Configure text colour will change to Green as shown here

IS CONFIGURED
Configured

Pre-Install Check

The user can do a Pre-Install Check with the following options:

C File

The path of the file which can be used for Pre-Installation Check

^C Software Name

The Software Name, Software Version, Knowledge Base & Service Pack

C Registry

The Root Key and the Sub key for checking the Pre-Installation

Pre-Install Check can be performed on either the Nanoheal Repository or the Vendor Repository.

Configuration fields are explained below:

The table below describes each field in detail. And each field should be separated by a line.

Field	Field Name	Field Values and Description
I	32Link:	32Link is used to configure 32 bit OS supported patches. The user can add multiple patches by using next line delimiter
2	64Link:	64Link is used to configure 64 bit OS supported patches. The user can add multiple patches by using next line delimiter
3	Session	If the user wants to execute the patch in the background then it should be Interactive else User.



4	Mode	This parameter decides the execution of the exe. For example, the user can use create process or shell execute or with UAC. The user can use 1 to 12 to configure it. System – 1, User – 4, Administrator – 6
4	Positive key words:	Positive: is used to configure button names. So that client can auto click on the buttons whenever any window contains this button. Multiple button names can be configured by comma ',' delimiter. And complete configure should be in the same line of the Positive field
5	Negative key words:	Negative: this parameter has been retired. Hence, no need to configure it.
6	Log Files to Read	This parameter is used to configure the log file path. After patch completion it will read the log file and add it into the event. The user can configure multiple log file path by using next line. If there is one single path then it should be in the next line of LogFile: field.
7	Default text:	Update later
8	Enable Message:	By using this parameter, the user can handle individual patches toast message. When this parameter is selected the toast message will display for the whole patch. If there is no need to display the toast message for a particular patch, leave the box unchecked
9	Message Text:	Update later
10	Max. Time Per Patch:	This field is for maximum time per patch. It should be numeric and unit is minute. The patch will be killed after this time.
11	Process To Kill:	This field is used to kill the process before the execution of the patch. The user can configure multiple processes name separated by ',' e.g. notepad.exe, cmd.exe, mspaint.exe.

Configuration sample of 32Link and 64Link field is as following:

e.g. Enable/Disable,WindowType,URL/PATH,Session,APIMode,AppendComman d,CommandLine/DistributionPath,PreCheckMode,PreChecConfiguration,PostV Alidation,PacthDependency



Detail of each filed as following tables

Field	Field Name	Field Values and Description
I	Enable/Disable	This field should be 1 otherwise the patch will not execute.
2	Window Type	This field should be NT for windows.
3	URL/PATH	This field can be a URL (HTTP/FTP/Shared location) or it can be local exe file path.
4	Session	If the user wants to execute the patch in background then it should be 0, else 1.
5	APIMode	This parameter decides the execution of the exe. For example, the user can use create process or shell execute or with UAC. The user can use 1 to 12 to configure it.
6	AppendCommand	There are five values to configure it.(0 or 1 or 2 or 3 or 4). 0= Will not append the process name with the command line 1= Process name will be append with command line for all OS 2= Only for XP Process name will be append with command line 3= Above Xp Process name will be append with command line 4= Will be configured for distribution of the file
7	CommandLine/Di stributionPath	It can be a command line or distribution path based on APIMode
8	PreCheckMode	0 = For File Precheck I = For software name, version, KB, and service pack. 2 = For registry pre check 3 = Patch dependency
9	Pre Check Configuration	This parameter is dependent on PreCheckMode. 0=if PreCheckMode is 0 then it should be a File path e.g-> I,NT,URL/PATH,Session,APIMode,AppendCommand,CommandLine/ DistributionPath,0,C:\temp.txt Here if C:\temp.txt is exist then patch will not execute. I=if PreCheckMode is I then it should be a software name version etc. e.g->



		N
		I,NT,URL/PATH,Session,APIMode,AppendCommand,CommandLine/ DistributionPath,I,SoftwareName#Version#KB#ServicePack
		2=if PreCheckMode is 2 then it should be registry key e.g->
		I,NT,URL/PATH,Session,APIMode,AppendCommand,CommandLine/ DistributionPath,2,MainKey#SubKey#ValueName#ValueType#Value
		3=if PreCheckMode is 3 then it should be a patch dependency number
		e.g-> I,NT,URL/PATH,Session,APIMode,AppendCommand,CommandLine/ DistributionPath,3,100
		100 is just for an example, it can be replaced with any number based on Patch Dependency value.
		Format of Post Validation is as follows
10	Post Validation	ValidationMode#ValidationConfig ValidationMode can be as follows = 0(File validation), 1 (Registry validation) ValidationConfig depends on ValidationMode. If ValidationMode = 0 then validation Config should be a path of file. e.g. 0#C:\test.txt If ValidationMode = 1 then validation Config should be a registry path. Following is the format for registry configuration MainKey#SubKey#ValueName e.g. 1#1#SOFTVVARE\Nanoheal\Nanoheal Client\Install#HFNload Main Key has the following values. HKLM = 1 HKCC = 2 HKCR = 3 HKCU = 4 HKU = 5 HKDD = 6 HKPD = 7 HKPT = 8 HKPN = 9
11	Patch Dependency	Patch Dependency is basically to skip the patch based on current patch [In case the user wants to skip the patch if current patch has been skipped] The user can configure any number in current patch, and the same number needs to be configured under dependent patch at pre-check configuration.



Distribute Configuration for Nanoheal Repository

After adding the Nanoheal Repository - Software Package, the user needs to click on 'Configure' text link from 'Is Configured' column. By clicking this option, the user can set the configurations for Nanoheal Repository as shown here.

Distribution Configuration	×
Executable(Incl. path)*	
C:\Program Files\Nanoheal\Client\Tools\Downloads\npp.7.Installer.x64.exe	
Command lines	
/S	
User	
System	
Validation 🗹 Enable Message 🗌 Pre-Install Check	
Message Text*	
[1]-Installing Notepad++.	
Submit Cancel	

Configuration Post Validation for Nanoheal Repository

If any executables are configured from the Distribution Configuration pop up, then the user can also configure the Post validation by selecting the Validation checkbox and selecting either File or Registry.

Edit Configuration

After clicking on submit from the Configure Configuration pop up, the Edit Configuration pop up will be seen as shown here-



Edit Configuration	>
1,NT,https://s3-ap-southeast-1.amazonaws.com/nanoheal-hp/npp.7.Installer.x64.exe,1,1,4,C:\Program Files\HP\Proactive Intelligence\Tools\DownloadsNA,NA,0#C:\Program Files\HP\Proactive Intelligence\Tools\Downloads\npp.7.Installer.x64.exe	
Submit Cancel	

In the Edit Configuration window, the user can edit the configuration & save it before performing the software distribution.

Distribute Package

The actual operation of the 'Distribute' is performing the configuration of the executable file or any folder. Selecting a software package and clicking on "Distribute" will open the screen below:

Distribution/Execution Configuration	×
Distribute Configure the distribution details for the Package	
Execute	
Submit Cancel	

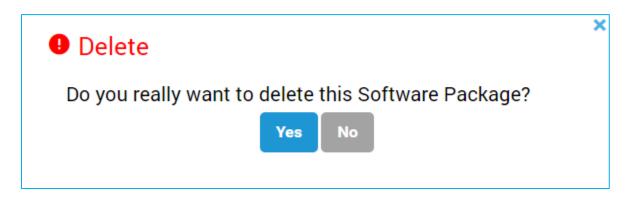
In the screen above, checking the box next to "Distribute" or "Execute" will show the screen below with configuration & will distribute / execute the particular file / folder to respective machines under specified location.



Distribution/Execution Configuration				
Distribute Configure the	distribution details for the Package			
Execute				
1~[Opera Browser]				
32Link:				
1,NT,http://get.geo.ope	era.com/pub/opera/desktop/22.0.1471.70/win/Opera_22.0.1471.70_Setup.exe,1,1,0,NA			
64Link:				
1,NT,http://get.geo.ope	era.com/pub/opera/desktop/22.0.1471.70/win/Opera_22.0.1471.70_Setup.exe,1,1,0,NA			
Positive:				
Negative:				
Special:				
LogFile:				
Default:default,*.txt				
DeleteLogFile:0				
StatusMessageBox:1 MessageBoxText:[1]-0	nore Installing			
MaxTimePerPatch:10	pera instanning.			
max miler en aton. To				

Delete Package

Selecting a software package and clicking on "Delete Package" will delete the particular software package as shown below.



View Software Distribution

This is the Audit screen of Software Distribution. All software packages for which user initiates the distribution / execution action on either All / Site / Machine / Group, entry will come into "View Software Distribution" as shown below:



h Dashboard	Software Distribution : All				=	Sites	Group
View					_	٩	_
🛪 Manage	Package Name	Triggered Time 🔻	Scope 🔺	Machine	Status	~	
Services	SWD : User Guide Version 6 for AVIRA	03/14/2017 02:52 PM	Site : WasifUAT1Avira1	HFND100139	Pending	All	
the formula	SWD : Avira Logo	01/18/2017 12:00 PM				TestAvira	
My Account						WasifNHAviraSolutio	ons
Troubleshooting							
Users							
Groups							
 Insights 							
Admin							
	Show 25 Previous 1 Previous 1	Next 1-2 of 2 entries	Show 25 ▼ entries	Previous 1 Next	1-1 of 1 entries		
	charco		CHARGE				

As shown in the screenshot above, it will display the package name along with the Triggered Time & the name of the Agent who triggered the Software Distribution.

Clicking package name on the right side will display the details like Scope, Machine & Status (Completed (Green Colour)/Pending (Orange Colour) /Failed (Red Colour) /Unknown (Blue Colour)) as shown in the screenshot above.

Clicking "Completed" will show the event details pop up.

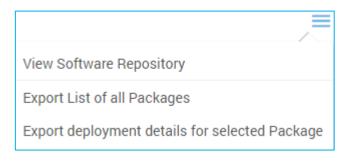
Export

Data can be exported from the View Software Distribution section.

Export can be performed in two ways.

- I. Export List of all patches
- 2. Export deployment details for selected patch

In order to export the data from view software distribution page – the user needs to click on the menu icon on the right hand side and select either of the two options as shown in the screenshot below.





Software Update

Software Update screen will allow the user to auto-upgrade the Nanoheal software, if a new version of it is available.

Software Update is available under Manage >> Services >> Software Update >> Nanoheal Software Update.

RAVIRA •	e	P	Ģ	🕢 Wasif 🗸
🏫 Dashboard	Services : TestAvira	=	Sites	Groups
View		_	٩	
🇱 Manage	Avira Configuration > Nanoheal Software Update Confi	gure		
Services	Nanoheal Configuration V Stay updated using Nanoheal Software Update.		All	>
My Account	Problem Automation		TestAvira	
Troubleshooting	Resolve all your problems automatically.		WasmNHA	wiraSolutions >
Users	★ Device Management			
Groups	Manage your devices.			
✓ Insights	Device Policies			
🛓 Admin	Set the policies of your devices.			
	System Management Manage your systems.			
	Software Update Update your software.			
(i) Help				
Language : English 🔻			© 20	

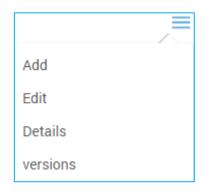
Clicking "Configure", shows the following

Dashboard	Coffuero Lladato - Masifill IA	vize Calutions				=	Sites	Group
View	Software Update : WasifNHA	Masolutions				-		
X Manage	Site Name 🔺	Machines	Desired Version				Q	_
	WasifNHAviraSolutions	4 Machines	Os	Version	Action		All	
Services	Washini Avii asolutions	4 Machines	NA	NA	NA		TestAvira	
My Account							WasifNHAviraS	Solutions
Troubleshooting								
Users								
Groups								
 Insights 								
Insights								
Groups Insights Admin								
Insights								
 Insights 	Show (25 •) entries	Previous 1 Ne	a		1-1 of 1 entr	tries		

As shown in the screenshot above, the update screen will list out all the sites and machines that need to undergo (or already done) with Nanoheal auto-upgrade.



There are 4 options available in the menu of the Software Update screen. These options will be available to the user upon clicking the menu icon as shown in the screenshot below.



Add

Clicking on the Add link will display the following Pop up to add the Software Update Version.

Add Version	×
Version name	
Version number	
os Windows	
Global 🗹	
Download URL	
Username	
Add	Cancel



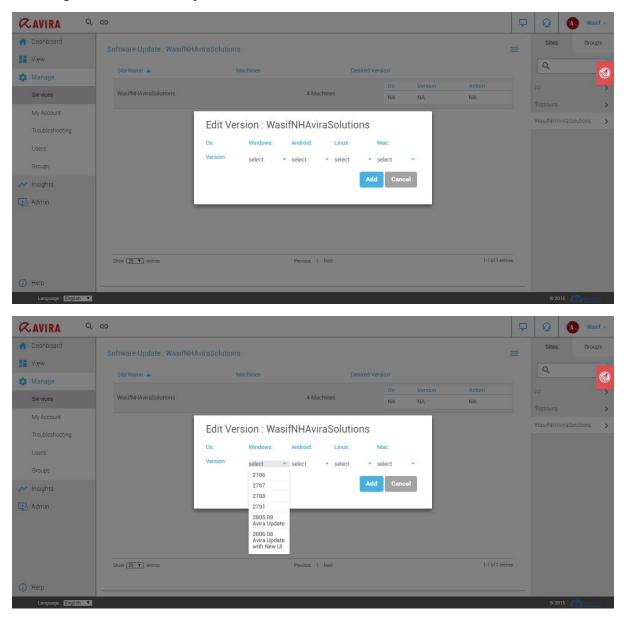
Add Version	
Add Version	
Os	
Windows	
Clabal	
Global 🔽	
Download URL	
Username	
Password	
Command Line	
	Add Cancel

The user needs to fill all the required fields with valid data along with OS selection as shown below and then click on submit button to add the version.

Os		
Windows		
Windows		
Mac Android		
los		
Linux		



Edit



Selecting a site>Menu drop down> Edit would show:

As shown in the screenshot above the Edit screen allows the user to choose a Nanoheal version for which the site / machine needs to be auto upgraded. Selection can be done based on type of Operating System of the machine which needs to be updated.



Details

Clocking on the Details link on the right menu brings up the Version Details pop up.

Dashboard	Software I	Indate WasifNHAviraSolution					Sites Grou
View		Version Details			=		Q
Manage	Site Na	Verbion Detailo			_		
Services	WasifN	Machine Name 🔺	Last Version	Old Version			
		HFND100067	2.004.032.2813.08				TestAvira
My Account		HFND100139	2.004.032.2813.08				WasifNHAviraSolutions
Troubleshooting		WIN-L6QSJBAHH0A	2.004.032.2813.08				
Users		WIN8132-VM	2.004.032.2813.08				
Groups							
Insights							
Admin							
		Show 25 V entries	Previous 1 Next		1-4 of 4 entries		
	Show 25				_	of 1 entries	
Help							

As shown in the screenshot above, version details pop up depicts the Old Version & Last Version of the Machine after auto update.

Version Details can also be exported by clicking on right menu >> Export to Excel:

Dashboard	Software	Undate WasifNHAviraSolutions			Sites Groups
View		Version Details		=	Q
K Manage	Site Na			Export to Excel	
Services	WasifN	Machine Name 🔺	Last Version	OI	
		HFND100067	2.004.032.2813.08		TestAvira
My Account		HFND100139	2.004.032.2813.08		WasifNHAviraSolutions
Troubleshooting		WIN-L6QSJBAHH0A	2.004.032.2813.08		
Users		WIN8132-VM	2.004.032.2813.08		
Groups					
' Insights					
Admin					
		Show 25 V entries	Previous 1 Next	1-4 of 4 entries	
	Show 25			pf 1 en	tries



Sample Exported Version Details sheet is shown below.

	А	В	С	D	E	F
1	Machine Name	Last Contact	Last Version	Last Update	Old Version	New Version
2	236FG32	10/27/2016 23:36:19	2.004.032.2766.11	09/27/2016 03:37:33	2.004.032.2766.11	2.004.032.2766.11
3	4D6FG32	10/27/2016 06:44:33	2.004.032.2766.11	09/02/2016 05:30:03	2.004.032.2764.11	2.004.032.2766.11
4	CPWQT77BG940	09/07/2016 10:30:06	2.004.032.2763.10	09/07/2016 10:30:06	2.004.032.2763.10	2.004.032.2766.11
5	D3C68R1	10/27/2016 07:28:45	2.004.032.2766.11	09/01/2016 01:42:17	2.004.032.2764.11	2.004.032.2766.11
6	DXF28R1	10/27/2016 03:26:34	2.004.032.2766.11	09/05/2016 23:24:00	2.004.032.2764.11	2.004.032.2766.11
7	ES11915741	10/27/2016 08:20:26	2.004.032.2766.11	09/21/2016 05:30:05	2.004.032.2765.11	2.004.032.2766.11
8	ES12659911	10/27/2016 06:30:44	2.004.032.2766.11	09/15/2016 06:00:20	2.004.032.2763.11	2.004.032.2766.11
9	INA507Q433	08/28/2016 21:30:00	2.004.032.2763.11			
10	INA510R6SG	10/27/2016 07:19:39	2.004.032.2766.11			
11	INA520VWSJ	10/27/2016 23:42:34	2.004.032.2766.11	09/21/2016 23:08:54	2.004.032.2765.11	2.004.032.2766.11

Versions

In order to view/editall the Versions click the menu icon and click on the "Versions" link.

≪ AVIRA ^Q	Θ					Ģ	Q	🚺 Wasif +
1 Dashboard	Software L	Indate · WasifNHAviraSolutions					Sites	Groups
View		Version Details			=	_	Q	
🏟 Manage	Site Na							
Services	WasifN	Name + 2786	Version 2.004.032.2786.08	Download URL	_			>
My Account		+ 2785	2.004.032.2786.08	http://avira.nanoheal.com/autoupdate/avira/2 http://avira.nanoheal.com/autoupdate/avira/2	_		TestAvira	>
Troubleshooting		+ 2788	2.004.032.2787.08	http://avira.nanoheal.com/autoupdate/avira/2			WasifNHA	viraSolutions >
		+ 2791	2.004.032.2791.08	http://avira.nanoheal.com/autoupdate/avira/2				
Users		+ 2805.08 Avira Update	2.004.032.2805.08	https://avira.nanoheal.com/autoupdate/avira/	_			
Groups		+ 2806.08 Avira Update with New UI	2.004.032.2806.08	https://avira.nanoheal.com/autoupdate/avira/				
💉 Insights					_			
Admin					_			
					_			
					_			
		Show 25 entries	Previous 1	Next 1-6	5 of 6 entries			
	Show 25				pf1 e	entries		
(i) Help								
Language : English 🔻							© 20	

As shown in the screenshot above, the Version pop up shows all the Versions added. If any version needs to be edited, then select the version record and click "Edit" link from right menu.

Dashboard	Software	Undate · WasifNHAviraSolutions			=	Sites Gro
View		Version Details		=		Q
Manage	Site Na			Edit	_	
Services	WasifN	Name 🔺	Version	Download URL		
		+ 2786	2.004.032.2786.08	http://avira.nanoheal.com/autoupdate/avira/2		TestAvira
My Account		2787	2.004.032.2787.08	http://avira.nanoheal.com/autoupdate/avira/2		WasifNHAviraSolutions
Troubleshooting		Command Line /UPDATE /VERYSILENT				
Users		OS				
Groups		Windows				
' Insights		+ 2788	2.004.032.2788.08	http://avira.nanoheal.com/autoupdate/avira/2		
maighta		+ 2791	2.004.032.2791.08	http://avira.nanoheal.com/autoupdate/avira/2		
		+ 2805.08 Avira Update	2.004.032.2805.08	https://avira.nanoheal.com/autoupdate/avira/		
Admin						
ddmin		🛨 2806.08 Avira Update with New UI	2.004.032.2806.08	https://avira.nanoheal.com/autoupdate/avira/		
ddmin						
Admin	Show [25	2806.08 Avira Update with New UI	2.004.032.2806.08 Previous 1		of 1 entries	



≪AVIRA ⊂	Θ			P	9	Wa	asif +
1 Dashboard	Software Update : WasifNHAviraSolutions				Sites	Gro	oups
View	Site Name				Q		
🏟 Manage			n Action				6
Services	WasifNHAviraSolutions 2787		NA		TestAvira		>
My Account	Version number						
Troubleshooting	2.004.032.2787.08						
Users	Os						
Groups	Windows						
🛹 Insights	✓ Global						
🛓 Admin	Download URL						
		al.com/autoupdate/avira/2787/inst\$.exe					
		Edit Cancel					
	Show 25 T entries		1-1 of 1 entrie	s			
(i) Help							
Language : English V					© 20	16 🍈 🚌	

Clicking on the "Edit" link will open up the Edit Version pop up as shown below.

In the Edit Version pop up, the user can edit the version details and click on "Edit" to save details.







