Nanoheal management console
FAQ

nanoheal

- ## Who is Nanoheal?

Nanoheal, headquartered in Utah (USA), offers a superior end-user experience, lowers support costs, and improves service levels by adopting a predictive, proactive, and patented approach to automated issue resolution for SMBs, enterprises, and home users. The company launched in 2012. The management console offered by Nanoheal is a cloud-based platform, which allows businesses to easily host, manage, and monitor security solutions including offering them advanced malware detection via an online dashboard.

- ## How does the Nanoheal console work?

A desktop/laptop application is installed on end-user devices. It provides a unified management console / dashboard for proactive monitoring and management of the device ecosystem using a single window. It gives access to multiple automated reports and insights on device health, compliance, inventory, etc.

- ## Which Avira products can be managed using the Nanoheal management console?

The following Avira business products can be managed using the Nanoheal management console: Avira Antivirus Pro – Business Edition, Avira Antivirus for Endpoint, Avira Antivirus Server, Avira Antivirus for Small Business.

- ## What features does the console offer?

- Real-time security monitoring with detailed reports and stats

- Central deployment of the antivirus software, policies, and services for thousands of Windows clients

- Automatic software updates and distribution

- Identification of potential security threats and update errors

- Full transparency of all systems and installed software including statistics

- Real-time remote management and support of all clients

- Multi-tenancy architecture that allows group functionality

- ## What is included in the Nanoheal management console?

The following features are part of the standard license. The others features marked with a cross are additional features that can be purchased from Nanoheal by upgrading to the full version:

Module / Feature	Nanoheal management console with Avira Antivirus
Dashboard Landing Page and Functions	✔
Side Panel	✔
Dashboard – Sites	✔
Dashboard – Compliance [Avira specific]	✔
Dashboard – Notification [Avira specific]	✔
Dashboard – Resolutions [Avira specific]	✔
Dashboard – Compliance [Nanoheal specific]	✕
Dashboard – Notification [Nanoheal specific]	✕
Dashboard – Resolutions [Nanoheal specific]	✕
Manage – Services – Avira Configuration	✔
Manage – Services – Nanoheal Configuration	✕
Manage – Troubleshooting – PC Tune Up	✕
Manage – Troubleshooting – Hardware Fix-its and Troubleshooters	✕
Manage – Troubleshooting – Software Fix-its and Troubleshooters	✕
Manage – Troubleshooting – Enterprise App Store	✕
Manage – Troubleshooting – Run as Administrator	✕
Manage – Troubleshooting – Avira Antivirus	✔
Manage – Users	✔
Manage – Groups	✔
Insights – Services Insights [Avira specific]	✔
Insights – Services Insights [Nanoheal specific]	✕
Insights – Sales Insights	✕

- ## How do you install the software for the first time?

Please go to *https://commandcenter.nanoheal.com* and sign up with your name and email address. After that you will be asked if you want to use the full version of the console. This also includes features that are not part of the standard license as displayed in the table above. After 30 days those would disappear or can be added by upgrading to the full version.

FAQ | Nanoheal management console

- **Which devices and platforms are supported by Nanoheal?**

Nanoheal can be installed on any end-user device, including laptops, desktops, and workstations from any vendor that meets the following minimum system requirements:

Laptops/Desktops:

- 1 GB RAM, 333 MHz CPU or greater
- 40 MB of free disk space
- Network Interface Card (NIC) or modem
- Windows XP, Vista, Windows 7, Windows 8, Windows 8.1, Windows 10
- Internet Explorer 8, 9, 10, 11

Mac:

- Mac OS X 10.8 (Mountain Lion) or later
- 40 MB of free disk space
- Network Interface Card (NIC) or modem

Android (smartphones/tablets):

- Devices running Android 2.2 or later
- 40 MB of free disk space

> Please note that
> Avira Antivirus Pro
> for Mac and Android
> can't be managed using the
> Nanoheal management console.

- **Is a trial version available for testing?**

Yes, please get in touch with an Avira Channel Sales Manager who will provide you with an activation code for a 30-day trial version. Please go to ***https://commandcenter.nanoheal.com*** and sign up with your name and email address.

- **Can offline PCs be controlled via the console?**

No, Nanoheal is an online console. That´s why it is not possible to control offline PCs.

- **Which customers is Nanoheal aimed at?**

All industries including healthcare, education, retail etc. would benefit from Nanoheal's solution.
Customer profile:

- Customers with limited or no IT department
- Customers or partners managing their own devices
- Customers acquiring new devices or interested in covering an existing fleet of devices

- **Which data does Nanoheal collect with the data agent installed on the end-user device?**

Nanoheal collects only the asset and event information from the device on which the data agent is installed. Only asset and event data related to the monitored device are collected. Only Microsoft and third-party log files from applications will be captured if configured to do so.

FAQ | Nanoheal management console

- ## Which data is not collected by the data agent installed on the end-user device?

Nanoheal does not capture data from any other sources like third-party databases, Active Directory, applications, etc. They do not capture any user-specific data like credentials, user file content, or user-sensitive data, etc.

- ## How secure is my customer's data?

The collected asset and event data is first stored locally on the end-user device as SQLite databases and then sent to the server via secure ports (SSL, port 443) where it is saved on the server in a MySQL database.

Base 64 MD5 encryption with keys is used for sensitive information like the contract expiry date and passwords.

Data is protected using SSL during data transfer from the client's device to the web server. Nanoheal does not use any other encryption methods.

The data stored in the server database can be accessed only through the Nanoheal web server and not through any other source. The IT administrator has their own secure passwords to login to the portal. All the data saved in our database is for reporting purposes only.

The database cannot be accessed via a public network. The database and the web servers must be in a VLAN for them to communicate. The service providers' IP range (only) can be white-listed for the web-based server dashboard to work. Any unauthorized access from outside the white-listed set of IP ranges will not be allowed.

- ## Where are Nanoheal's servers located?

As mentioned above Nanoheal is headquartered in the USA. However, the servers are located at different centers around the world.

- ## How much does the console cost?

The Nanoheal management console is free to use for new customers and those renewing existing licenses.

- ## How do I order the console?

Simply select the Nanoheal management console when placing your order for an Avira business product in PartnerNet. You will then receive a confirmation email with further information.

- ## Who will provide support?

Avira will provide support for the Avira product portfolio and the antivirus components. Nanoheal will answer all support requests in relation to the management console and its components. You can contact them at *support@nanoheal.com*