



Aagon Client Management Platform - AVdetective -

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1. AVdetective

1.1. Introduction

This program enlarges functionalities of the system and shall be installed with *Active Update*. It requires an additional licence to run.

What is AVdetective for?

AVdetective helps in anti-virus protection of the corporate software resources.

The following issues are addressed here:

- What anti-virus software has been installed on the workstation?
- Has the software been updated to the last version.
- Is it using the newest virus definitions?
- Have the necessary services been activated?

AVdetective will help to identify problems related to anti-virus protection.

After the installation you find the program in the *Client Management*. Simply click on the pushbutton, which is newly added now.



[AVdetective](#)

AV-solutions in your company

1.2. AVdetective

At present the following software is supported by AVdetective:



[Reports](#)

AVdetective reports



[FProt](#)

FProt - solutions in your company



[Fsecure](#)

Fsecure - solutions in your company



[McAfee](#)

McAfee - solutions in your company



[Symantec](#)

Symantec - solutions in your company




[Trend Micro](#)

TrendMicro - solutions in your company

Press the related button to launch the desired program.

1.2.1. Reports

Under  *AV detective* a whole set of ready reports is available, which you can change but not delete. With the help of this program you can create further reports for your AV-Solutions change and print them. In addition you can clearly organize and administer these reports in a folder structure.

Read **Manage Reports** to learn how to create the reports.

Note:

All folders and the related reports will be transferred to *Manage Reports* where they can be modified further. AVdetective will not show *ManageReports* folders and reports.

1.2.2. FProt

The following options are available when you select FProt solution:



[Reports](#)

FProt reports




[Start/stop application](#)

Start/stop FPROT-application

Press the related button to launch the desired program.

1.2.2.1. Reports

Under  *FProt* a whole set of ready reports is available, which you can change but not delete. With the help of this program you can create further reports for your FProt-Solution change and print them. In addition you can clearly organize and administer these reports in a folder structure. Read **Manage Reports** to learn how to create the reports.

Note:


All folders and the related reports will be transferred to *Manage Reports* where they can be modified further. AVdetective will not show *ManageReports* folders and reports.

1.2.2.2. Start/stop application

Here you can launch and stop selected services. This is in Fprot: *RealTime Protector*.

An appropriate query has to be prepared in advance. Read **Query Management** to learn about query definition. The query results will show in the grid. Redefine the query if the results are empty.

Check the checkbox ☐ (☒) to select the workstations from within the query results. After selection

is done Press  (Start/Stop FProtApplication(Ctrl+E)) to get to the next window. The system will generate a warning if the selection is empty. Once all the parameters are set the following window becomes available.

Start/Stop FProt Applications

Depending on your rights up to three options are available:

☒ Start FProt Applications

☐ Stop FProt Applications

☐ Restart FProt Applications

Press *Execute* to begin the task.

Check with **Queue** if the tasks have been completed.

1.2.3. FSecure

The following options are available when you select FSecure solution:



[Reports](#)

Fsecure reports

Press the related button to launch the desired program.

1.2.3.1. Reports

Use this program to create and modify FSecure reports. The reports can be archived in the selected folders.

Read **Manage Reports** to learn how to create the reports.

Note:

All folders and the related reports will be transferred to *Manage Reports* where they can be modified further. AVdetective will not show *ManageReports* folders and reports.

1.2.4. McAfee

The following options are available when you select McAfee solution:



[Reports](#)

McAfee reports




[Start/stop service](#)

Start/stop McAfee-services

Press the related button to launch the desired program.

1.2.4.1. Reports

Under  **McAfee** a whole set of ready reports is available, which you can change but not delete. With the help of this program you can create further reports for your McAfee-Solution change and print them. In addition you can clearly organize and administer these reports in a folder structure. Read **Manage Reports** to learn how to create the reports.


Note:

All folders and the related reports will be transferred to *Manage Reports* where they can be modified further. AVdetective will not show *ManageReports* folders and reports.

1.2.4.2. Start/stop service

Here you can launch and stop selected services. These are in McAfee: *AV Sync. Manager* and *McShield*

An appropriate query has to be prepared in advance. Read **Query Management** to learn about query definition. The query results will show in the grid. Redefine the query if the results are empty. Check the checkbox ☐ (☒) to select the workstations from within the query results. After selection

is done Press  (*Start/Stop McAfee Services(Ctrl+E)*) to get to the next window. The system will generate warning if the selection is empty.

Start/Stop McAfee Services

Depending on your rights up to three options are available:

- ☒ *Start Services*
- ☐ *Stop Services*
- ☐ *Restart Services*

Press *Execute* to begin the task.

Check with **Queue** if the tasks have been completed.

1.2.5. Symantec

The following options are available when you select Symantec solution:



[Reports](#)

Symantec reports



[Send grc.dat](#)

Send grc.dat



[Send virus definitions](#)

Send virus definitions




[Start/stop service](#)

Start/stop Symantec-services

Press the related button to launch the desired program.

1.2.5.1. Reports

Under  **Symantec** a whole set of ready reports is available, which you can change but not delete. With the help of this program you can create further reports for your Symantec-Solution change and print them. In addition you can clearly organize and administer these reports in a folder structure. Read **Manage Reports** to learn how to create the reports.


Note:

All folders and the related reports will be transferred to **Manage Reports** where they can be modified further. AVdetective will not show **Manage Reports** folders and reports.

1.2.5.2. Send grc.dat

Here you can send the GRC.DAT file to a client to associate it with the Parent-Server. An appropriate query has to be prepared in advance. Read **Query Management** to learn about query definition. The query results will show in the grid. Redefine the query if the results are empty.

Check the checkbox ☐ (✓) to select the workstations from within the query results. After selection

is done Press  (**Send GRC.Dat(Ctrl.+E)**) to get to the next window.. The system will generate a warning if the selection is empty.

Send GRC.dat to selected clients


Two options are available:

☉ *Select a GRC.DAT from your filesystem* - shows *file selection dialog box*.

○ *Select a GRC.DAT from scanned clients* - opens *Select collected server window*.

Select the option and press **Next** to get to the following window.

Browse for file

Click on  icon to open a standard file selection dialog box. Now you can browse the file system to look for GRC.DAT.

Select collected server

A list of computers opens. Select the desired item with click.

Modify the GRC.dat

Edit GRC.dat button is shown here. GRC.DAT content will be available for edition after you press it. Special knowledge is necessary to edit it. In case of difficulty consult the Symantec manual.

Press **Execute** to begin the task.


Check with **Queue** if the tasks have been completed.

1.2.5.3. Send virus definitions

This feature allows for transfer of the virus definitions to a client.

An appropriate query has to be prepared in advance. Read **Query Management** to learn about query definition. The query results will show in the grid. Redefine the query if the results are empty.

Check the checkbox ☐ (✓) to select the workstations from within the query results. After selection

is done Press  (**Send Virus Definitions(Ctrl+E)**) to get to the next window. The system will generate warning if the selection is empty. Once all the parameters are set the following window becomes available.

Send Virus Definitions to selected clients


Two options are available:

☉ *Select Virus Definition File from your filesystem*

○ *Select a Virus Definition from scanned clients*

Select the option and press **Next** to get to the following window.

Browse for file

Click on  icon to open a standard file selection dialog box. Now you can browse the file system to look for GRC.DAT.

Select collected server

A list of computers opens. Select the desired item with click.

Press *Execute* to begin the task.


Check with **Queue** if the tasks have been completed.

1.2.5.4. Start/stop service

Here you can launch and stop selected services. This is in Symantec: *Norton AntiVirus Server Service*

An appropriate query has to be prepared in advance. Read **Query Management** to learn about query definition. The query results will show in the grid. Redefine the query if the results are empty.

Check the checkbox ☐ (☒) to select the workstations from within the query results. After selection

 is done Press *(Start/Stop Symnatec Services(Ctrl+E))* to get to the next window. The system will generate warning if the selection is empty.

Start/Stop Symantec Services

Depending on your rights up to three options are available:

- ☒ *Start Services*
- ☐ *Stop Services*
- ☐ *Restart Services*

Press *Execute* to begin the task.

Check with **Queue** if the tasks have been completed.

1.2.6. Trend Micro

Selection of the Trend Micro anti-virus solution will open the following features:



Reports

Trend Micro reports




Start/stop service

Start/stop TrendMicro-services

Press the related button to launch the desired program.

1.2.6.1. Reports

Under  *Trend Micro* a whole set of ready reports is available, which you can change but not delete. With the help of this program you can create further reports for your Trend Micro-Solution change and print them. In addition you can clearly organize and administer these reports in a folder structure.

Read **Manage Reports** to learn how to create the reports.

Note:


All folders and the related reports will be transfered to *Manage Reports* where they can modified further. AVdetective will not show *ManageReports* folders and reports.

1.2.6.2. Start/stop service

Here you can launch and stop selected services. This is in TrendMicro: *tmlisten* and *ntrtscan*

An appropriate query has to be prepared in advance. Read **Query Management** to learn about query definition. The query results will show in the grid. Redefine the query if the results are empty.

Check the checkbox ☐ (☒) to select the workstations from within the query results. After selection

 is done Press *(Start/Stop TrendMicro Services(Ctrl+E))* to get to the next window. The system will generate warning if the selection is empty.

Start/stopTrendMicro-services

Depending on your rights up to three options are available:

- ☒ *Start Services*
- ☐ *Stop Services*
- ☐ *Restart Services*

Press *Execute* to begin the task.

Check with *Queue* if the tasks have been completed.

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