WEBROOT
SecureAnywhere Business — Mobile Protection

Administrator's Guide

Copyright

SecureAnywhere Mobile Protection Administrator's Guide

November, 2012

Table of Contents

Getting Started

Webroot® SecureAnywhere™ Business – Mobile Protection secures devices from malware, malicious websites and application hijacks. Leveraging the cloud, it protects both corporate and user data against accidental loss or theft. Mobile Protection does not require on-premise management hardware or software. Administration is delivered by the Webroot SecureAnywhere Business website, dramatically simplifying management of mobile devices, PCs, and network server endpoints through a unified experience.

To get started with SecureAnywhere Mobile Protection:

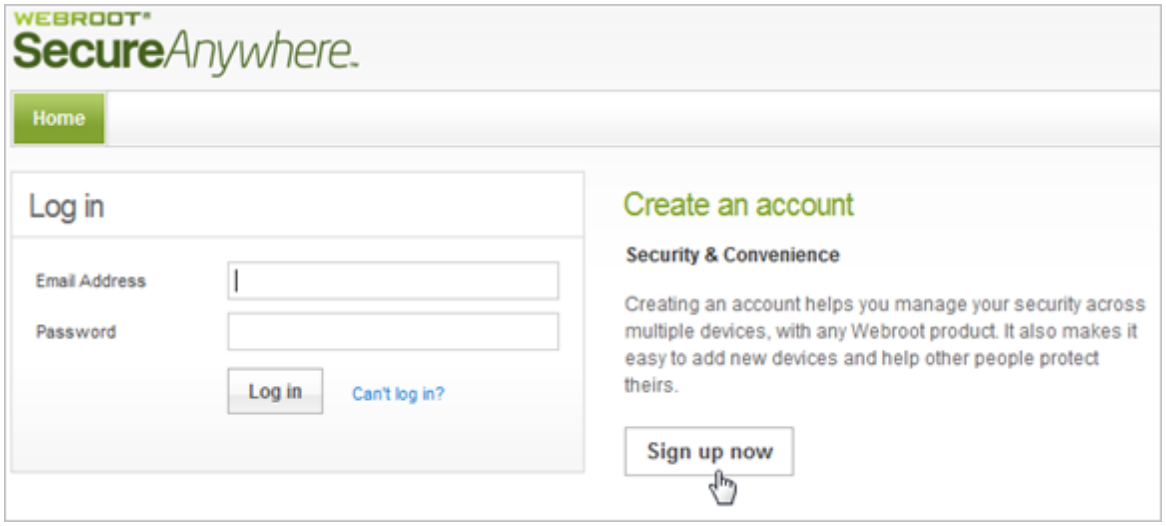
1. Create a Webroot account and log in. See "Creating an account" on page 2 and "Logging in to Mobile Protection" on page 3.
   If you already have a Webroot account, you must add the Mobile Protection keycode to your account. See "Adding a keycode to your account" on page 4.
2. Add devices to your account. See "Adding a device to your account" on page 30.
3. If you have Apple devices, be sure to first install the Apple MDM certificate. See "Installing the Apple MDM certificate" on page 5.
4. Configure alerts to notify you when a device needs attention. See "Configuring alert notifications" on page 34.
5. Add users to your account. See "Importing users into your account" on page 40 and "Adding new users" on page 41.

Creating an account

By creating a Webroot account, you can view the overall security status of your devices in the SecureAnywhere website. This site shows if your devices are secure, infected, or require administrative attention. If you already have a Webroot account, see "Adding a keycode to your account" on page 4.

To create an account:

1. On the Webroot SecureAnywhere website: my.webrootanywhere.com.
2. Click **Sign up now** in the **Create an account** panel.



3. Complete the registration information in the Create an account panel.
4. Click **Register Now**.
   SecureAnywhere sends a confirmation message to the email address you specified.
5. Open your email application. Click the link in the confirmation email message to open the Confirm Registration page.
   SecureAnywhere requests two randomly selected characters of the security code you specified when you created the account.
6. Type the two requested characters of your security code and click **Confirm Registration Now**.

Logging in to Mobile Protection

After you create a Webroot account, log in to the SecureAnywhere website to view information about your account.

To log in to Mobile Protection:

1. On the Webroot SecureAnywhere website: my.webrootanywhere.com.
2. Enter the email address and password you specified when you registered. Your email address is your user name for the account.

   > **Tip**: If you forget your password or security code, click the *Can't log in?* link, then click **I forgot my password** or **I forgot my security code**. SecureAnywhere prompts you to enter your email address, and sends you an email message containing a link for resetting your login information.

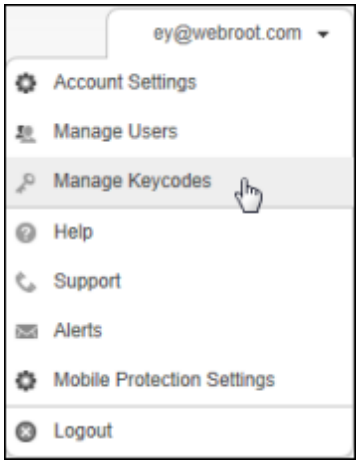
3. Click **Log in**.
4. Type the requested characters of your security code, and click **Login** to view your account.

Adding a keycode to your account

If you already have a Webroot account, add the keycode you received when you purchased Mobile Protection.

To add a keycode to your account:

1. Log in to the SecureAnywhere website.
2. Open the drop-down menu in the upper right corner, and click **Manage Keycodes**.



3. Click **Add Product Keycode**.

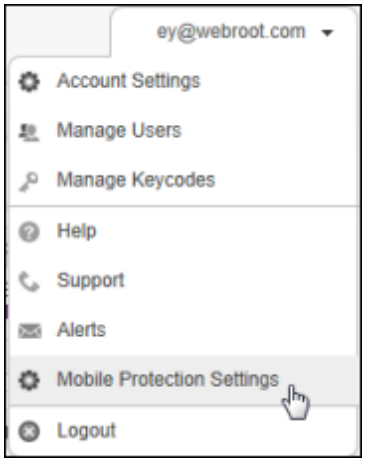
4. Type the keycode into the **Product Keycode** field and click **Add**.

Installing the Apple MDM certificate

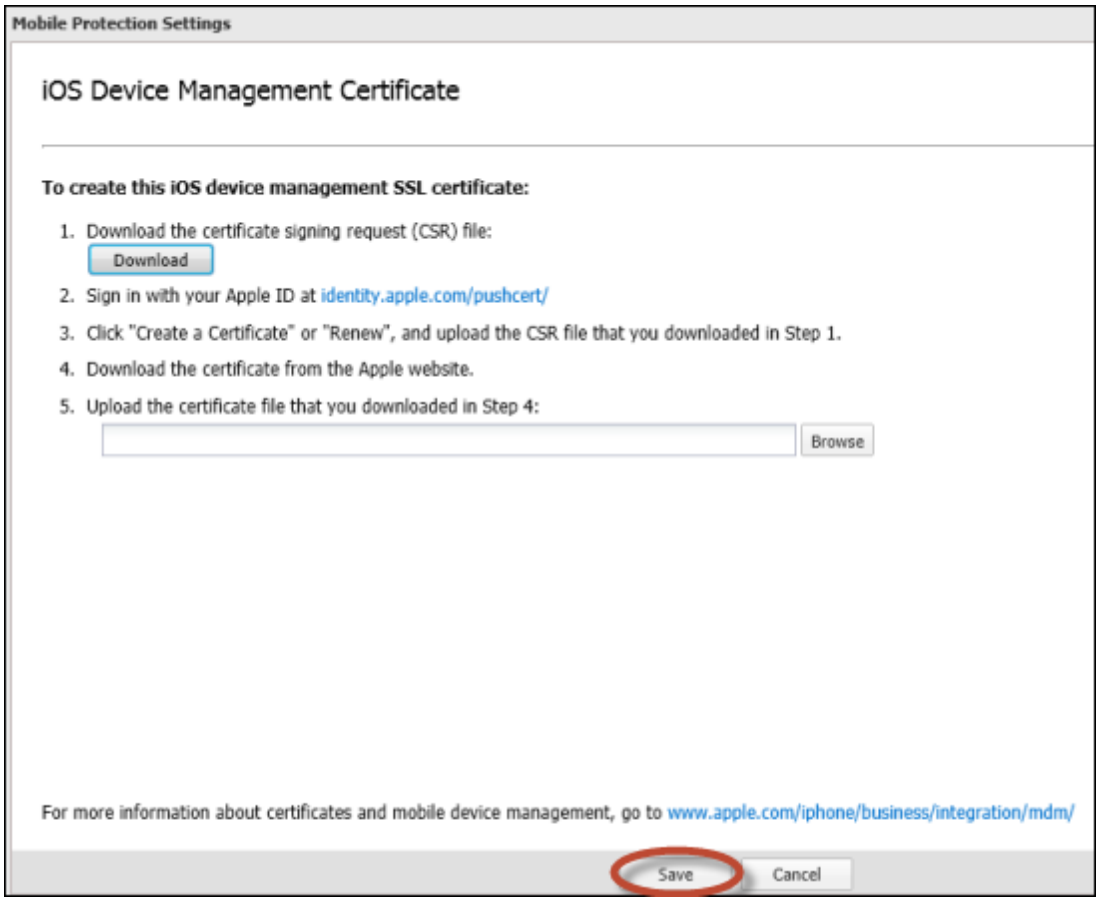
Before you enroll Apple devices in Mobile Protection, you must load an Apple Mobile Device Management (MDM) certificate. If the MDM certificate is not imported into Webroot's Mobile Protection, the Lost Device Protection commands will not work properly on Apple devices.

To install the Apple MDM certificate:

1. Log in to the SecureAnywhere website.
2. Open the drop-down menu in the upper right corner, and click **Mobile Protection Settings**. (You may also see a yellow warning message on the main dashboard that instructs you to install the MDM certificate. If you see this message, you can also click the **Set up iOS Management** button to begin.)



3. Follow the steps in the Mobile Protection Settings dialog to create and download the certificate:



4. When you're done, be sure to click the **Save** button.

Managing accounts

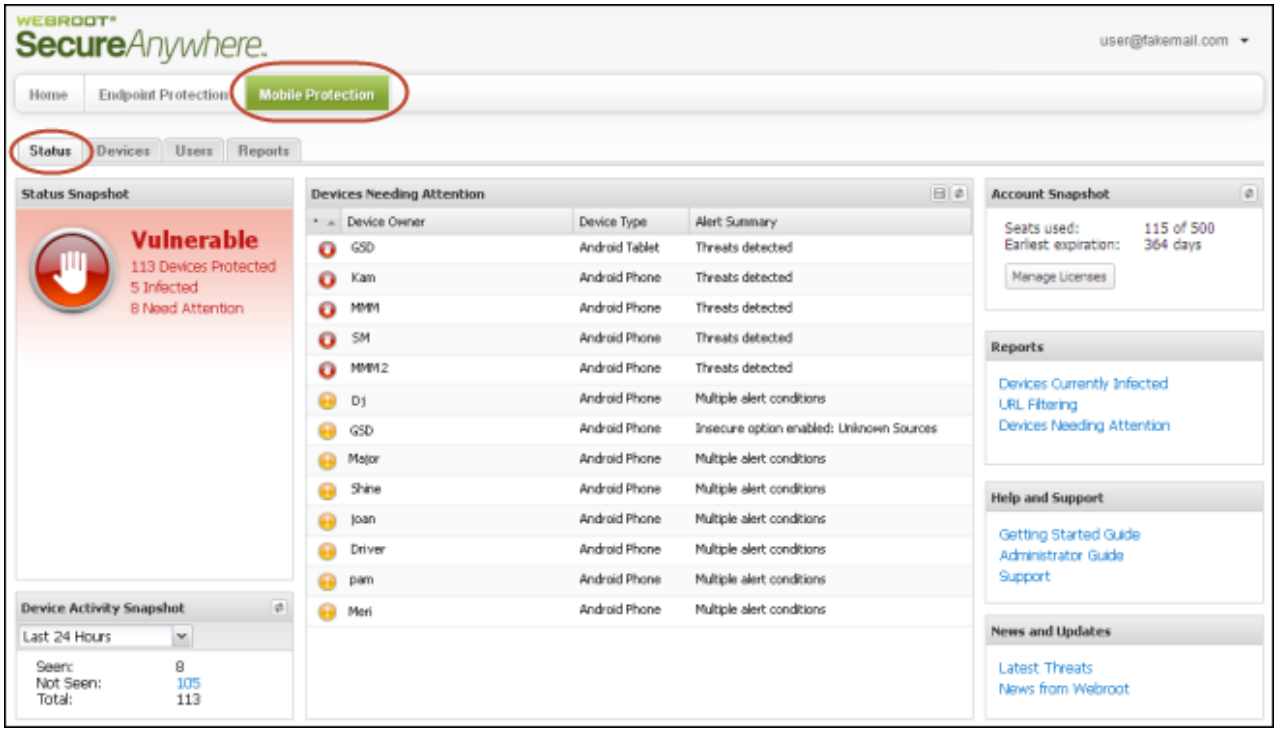
To manage your Mobile Protection account, see the following topics:

Viewing account status

From the Status page, you can see an overview of all your managed devices in one quick glance.

To view your account status:

1. Log in to the SecureAnywhere website, then click **Mobile Protection** (or **Go to Mobile Protection**).
2. Make sure the **Status** tab is selected.



The Status page is divided into the following panels:

- The **Status Snapshot** panel shows the number of devices that are secure, infected, or otherwise needing attention.
- The **Device Activity Snapshot** panel shows the number of devices that have connected to Mobile Protection. It also shows the number of devices that are registered, but have not checked into the website.
- The **Devices Needing Attention** panel lists any vulnerable devices. Double-click a device entry to see a detailed view.

- The **Account Snapshot** panel shows the number of licenses used in your account, the total licenses available, and the number of days before the earliest license expires. Click **Manage Licenses** to update license keycodes. See "Managing keycodes" on page 10.
- The **Reports** panel provides quick access to reports for high-level statistics.
- **Help and Support** opens Webroot's publications and Technical Support.
- **News and Updates** opens the Webroot Threat Blog and the Webroot Press Room.

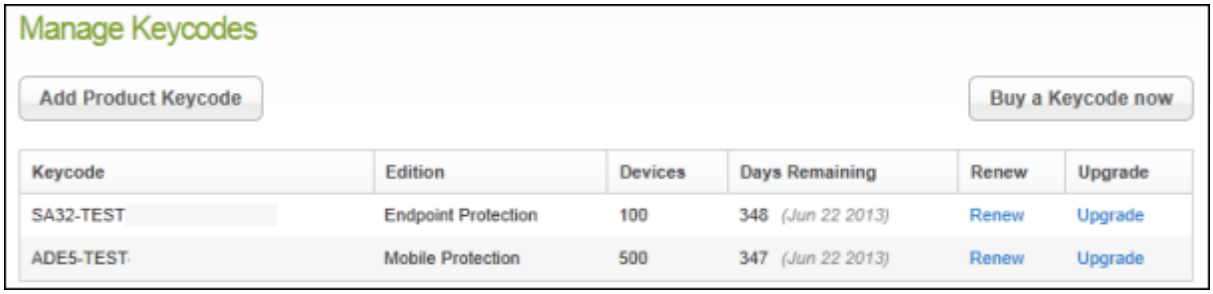
Managing keycodes

A keycode is the license number for a purchased Webroot product. As the SecureAnywhere administrator, you can view existing keycodes and add new ones.

To view license keycodes:

1. Log in to the SecureAnywhere website, then click **Mobile Protection** (or **Go to Mobile Protection**).
2. From the Account Snapshot panel, click **Manage Licenses**. (You can also open the drop-down Mobile Protection menu and click **Manage Keycodes**.)

The list shows your keycodes and their affiliated product editions, the number of devices for each keycode, and the number of days remaining on each license.



From here, you can:

- Click **Add Product Keycode** (upper left button) to include new mobile licenses.
- Click **Buy a Keycode now** (upper right button) to go to the Webroot home page and purchase a new keycode.
- Click the **Renew** link under the Renew column to extend the time limit on the license.
- Click the **Upgrade** link under the Upgrade column to purchase additional mobile protection.

Managing devices

To manage devices, see the following topics:

Viewing details for all devices

From the Devices page, you can view a summary of each Android or iOS device managed in your account.

To view all devices:

1. Log in to the SecureAnywhere website, then click **Mobile Protection** (or **Go to Mobile Protection**).
2. Click the **Devices** tab.

3. From the Devices panel, double-click on a device entry to open more details. For more information, see "Viewing status of a device" on page 13.

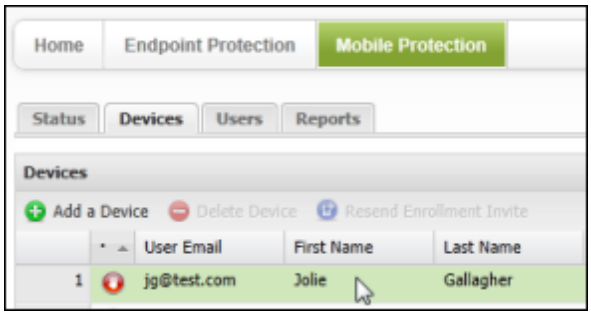
Viewing status of a device

From the Devices page, you can access status details about an individual device. For example, if a yellow or red status icon appears next to the device name, you can view exactly what issues are associated with it.

To view the status of a device:

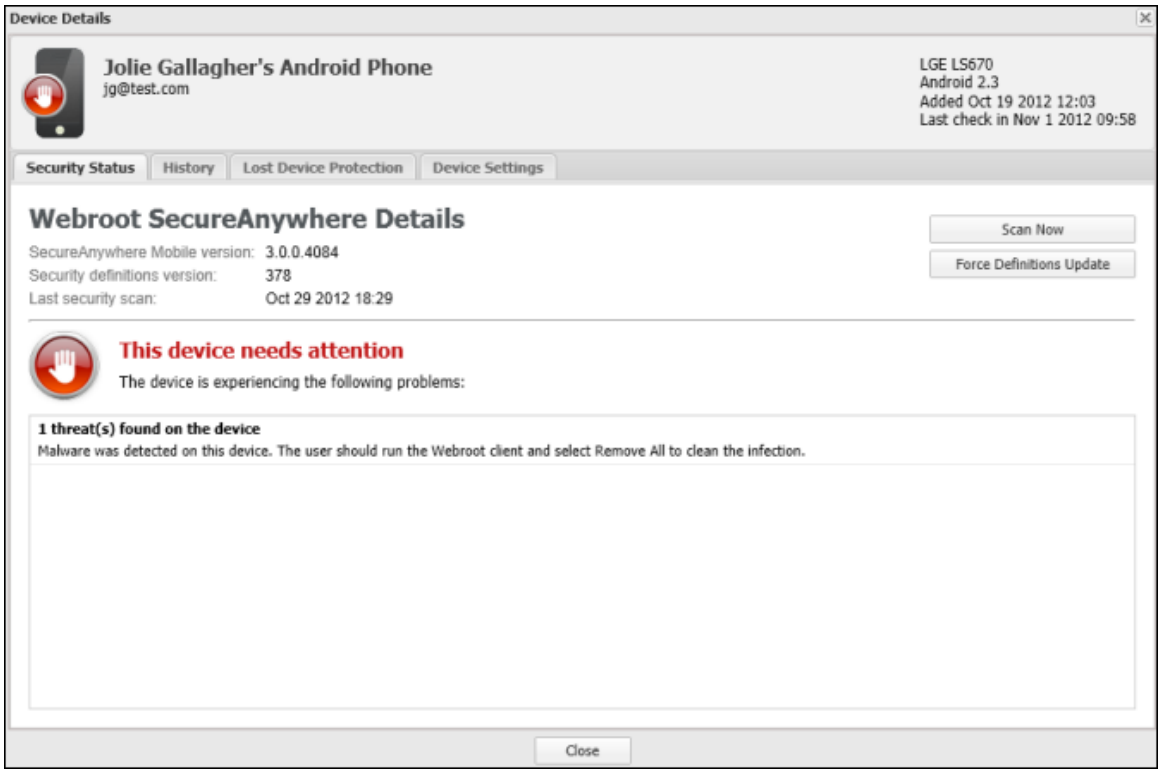
1. Log in to the SecureAnywhere website, then click **Mobile Protection** (or **Go to Mobile Protection**).
2. Click the **Devices** tab.

3. From the Devices panel, double-click on the device.



4. In the next panel, make sure the **Security Status** tab is selected at the top.

   The middle panel provides more information about the device status.



5. From this panel, you can resolve some issues by running a scan (click the **Scan Now** button in the upper right corner) or forcing a definitions update (click the **Force Definitions Update** button in the upper right corner).
   Note: Only devices running SecureAnywhere Mobile version 3.0 and above show the **Scan Now** and **Force Definitions Updates** buttons.

You can also use the tabs at the top of the panel to check the following information:

- **History**. See "Viewing the history of a device" on page 19.
- **Lost Device Protection**. See "Sending Android devices Lost Device Protection commands" on page 21 or "Sending Apple (iOS) devices Lost Device Protection commands" on page 24.
- **Device Settings**. See "Changing settings for an Android device" on page 26.
  Note: Apple (iOS) devices do not include the **Device Settings** tab.

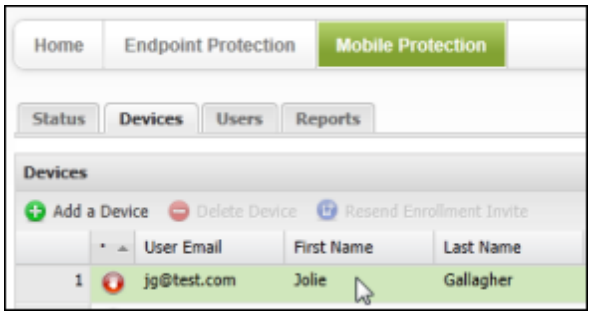
Scanning a device

From the Devices page, you can run a remote scan on a device.

To scan a device:

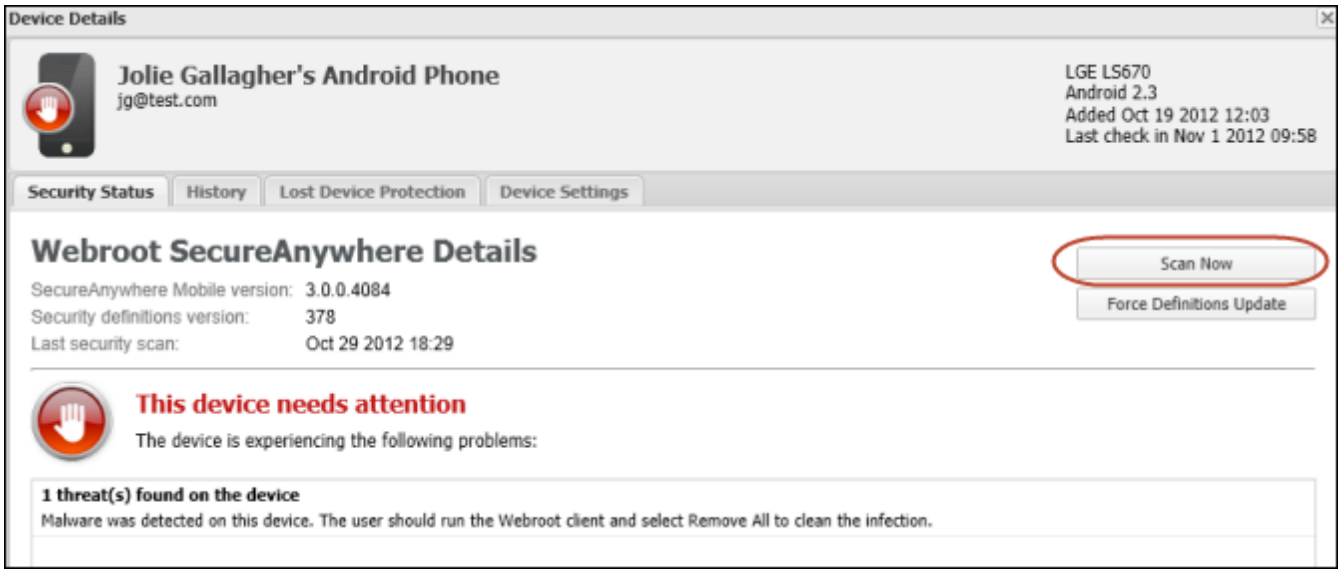
1. Log in to the SecureAnywhere website, then click **Mobile Protection** (or **Go to Mobile Protection**).
2. Click the **Devices** tab.

3. From the Devices panel, double-click on the device you want.



4. In the next panel, make sure the **Security Status** tab is selected at the top.

5. Click the **Scan Now** button in the upper right corner.



Note: Only devices running SecureAnywhere Mobile version 3.0 and above show the **Scan Now** button.

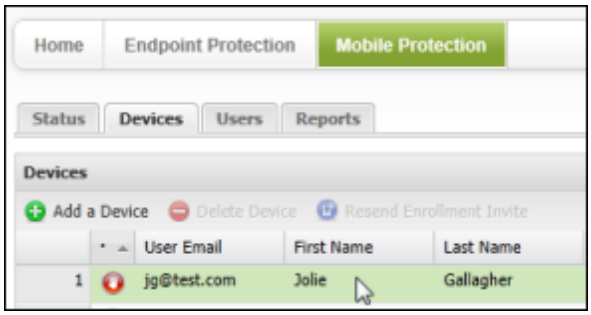
Forcing updates to a device

From the Devices page, you can push updated threat definitions to a device.

To push updates to a device:

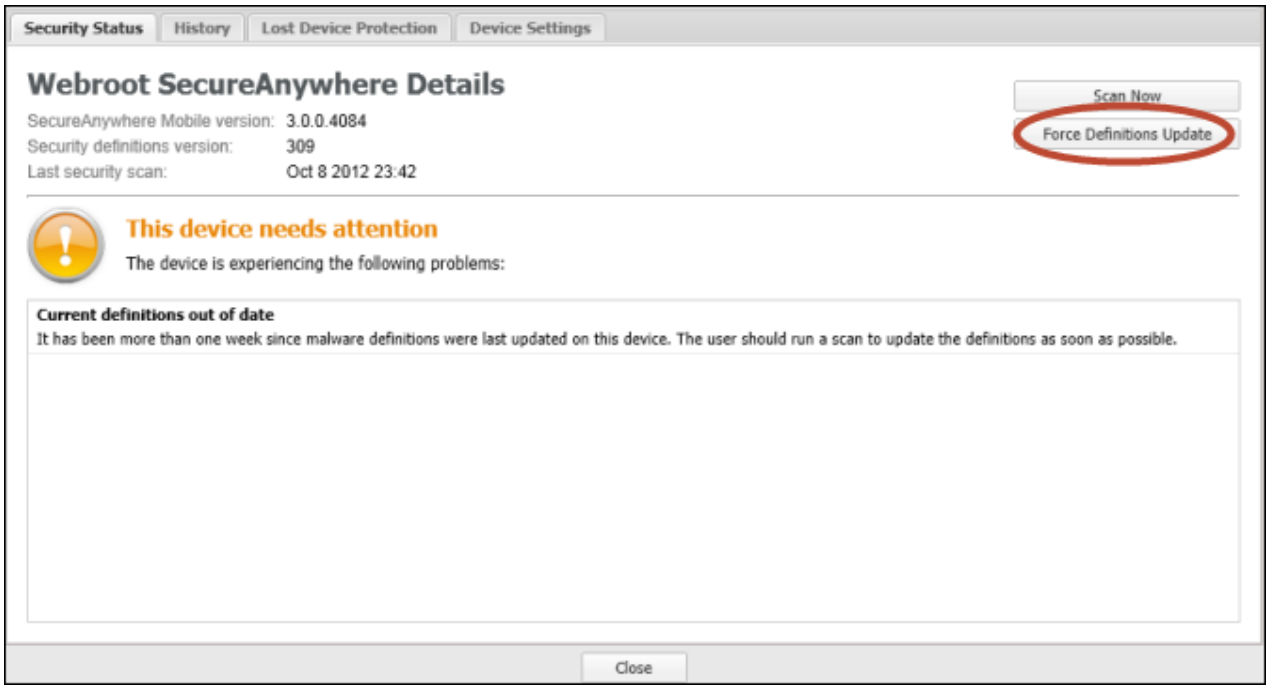
1. Log in to the SecureAnywhere website, then click **Mobile Protection** (or **Go to Mobile Protection**).
2. Click the **Devices** tab.

3. From the devices panel, double-click on a device entry to open more details.



4. In the next panel, make sure the **Security Status** tab is selected at the top.

5. Click the **Force Definitions Update** button in the upper right corner.



Note: Only devices running SecureAnywhere Mobile version 3.0 and above show the **Force Definitions Update** button.

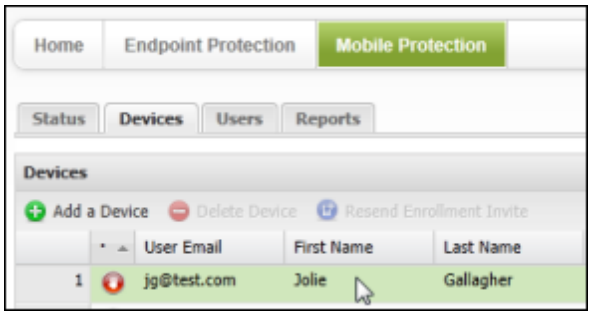
Viewing the history of a device

From the Devices page, you can view a history of security activity on each device.

To view the history of a device:

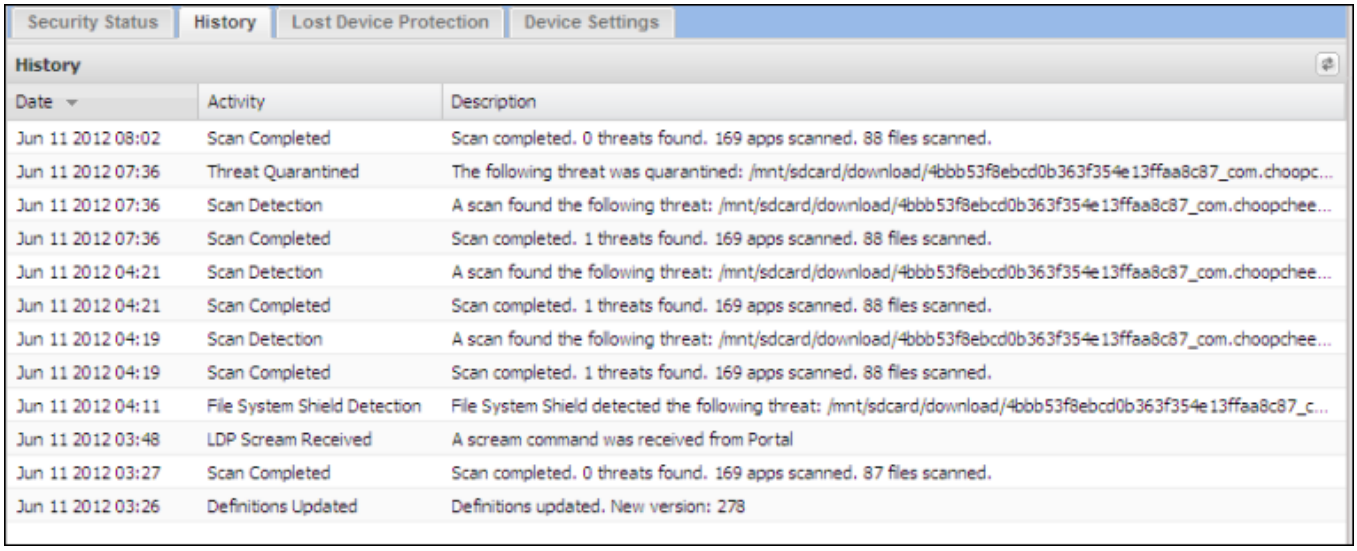
1. Log in to the SecureAnywhere website, then click **Mobile Protection** (or **Go to Mobile Protection**).
2. Click the **Devices** tab.

3. From the Devices panel, double-click on the device.



4. In the next panel, click the **History** tab.

The History tab shows activity on the device, such as a completed scan or a quarantined threat. The page also shows activity date and description.



Date	Activity	Description
Jun 11 2012 08:02	Scan Completed	Scan completed. 0 threats found. 169 apps scanned. 88 files scanned.
Jun 11 2012 07:36	Threat Quarantined	The following threat was quarantined: /mnt/sdcard/download/4bbb53f8ebcd0b363f354e13ffaa8c87_com.choopc...
Jun 11 2012 07:36	Scan Detection	A scan found the following threat: /mnt/sdcard/download/4bbb53f8ebcd0b363f354e13ffaa8c87_com.choopchee...
Jun 11 2012 07:36	Scan Completed	Scan completed. 1 threats found. 169 apps scanned. 88 files scanned.
Jun 11 2012 04:21	Scan Detection	A scan found the following threat: /mnt/sdcard/download/4bbb53f8ebcd0b363f354e13ffaa8c87_com.choopchee...
Jun 11 2012 04:21	Scan Completed	Scan completed. 1 threats found. 169 apps scanned. 88 files scanned.
Jun 11 2012 04:19	Scan Detection	A scan found the following threat: /mnt/sdcard/download/4bbb53f8ebcd0b363f354e13ffaa8c87_com.choopchee...
Jun 11 2012 04:19	Scan Completed	Scan completed. 1 threats found. 169 apps scanned. 88 files scanned.
Jun 11 2012 04:11	File System Shield Detection	File System Shield detected the following threat: /mnt/sdcard/download/4bbb53f8ebcd0b363f354e13ffaa8c87_c...
Jun 11 2012 03:48	LDP Scream Received	A scream command was received from Portal
Jun 11 2012 03:27	Scan Completed	Scan completed. 0 threats found. 169 apps scanned. 87 files scanned.
Jun 11 2012 03:26	Definitions Updated	Definitions updated. New version: 278

Sending Android devices Lost Device Protection commands

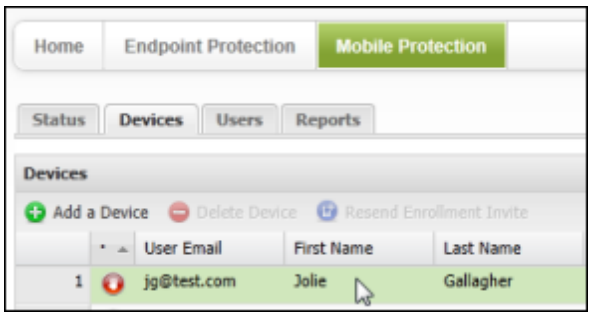
You can send Android devices a variety of Lost Device Protection commands. These commands allow you to locate a missing phone, activate a Scream alarm to scare a thief, lock or unlock the device, or send a Wipe command to permanently remove data.

For instructions on using Lost Device Protection with iOS devices, see "Sending Apple (iOS) devices Lost Device Protection commands" on page 24.

To issue Lost Device Protection commands to an Android device:

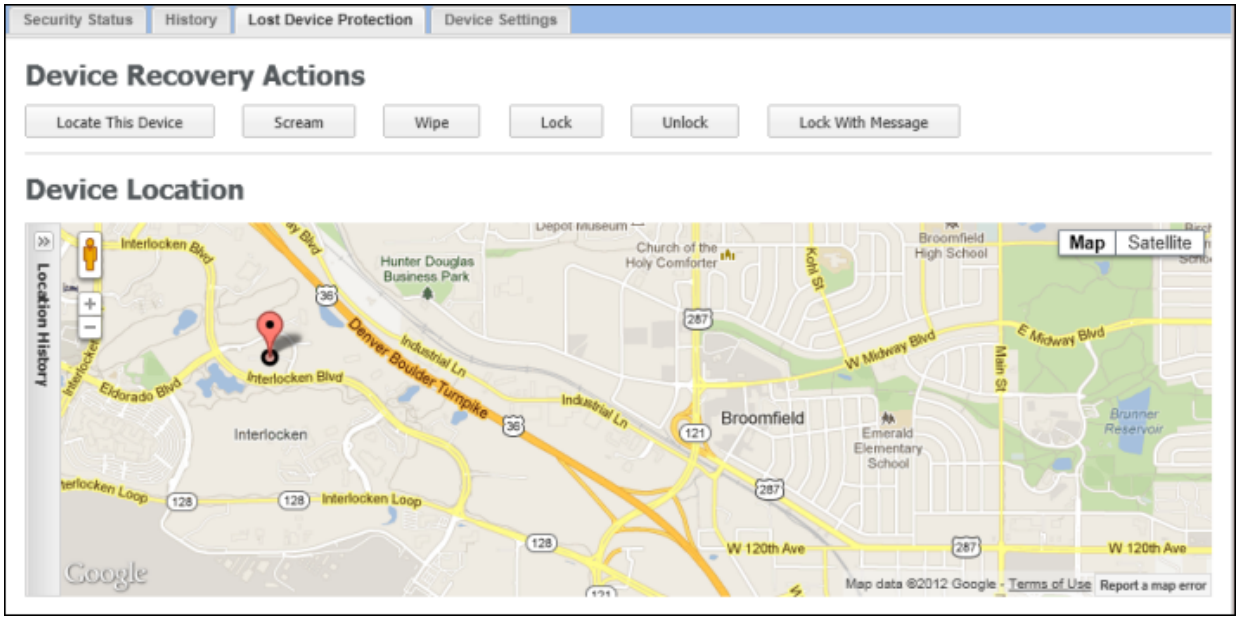
1. Log in to the SecureAnywhere website, then click **Mobile Protection** (or **Go to Mobile Protection**).
2. Click the **Devices** tab.

3. From the Devices panel, double-click on the device.



4. In the next panel, click the **Lost Device Protection** tab.

The Lost Device Protection tab shows the available commands under **Device Recovery Actions**.



Lost Device Protection includes the commands described in the following table.

Lost Device Protection commands for Android	
Locate This Device	Responds with a link to a Google Maps page showing the current location. **Note**: For the Locate command to work, the device must have either a GPS, Wi-Fi, or a telephony connection. Also, if the device does not support SMS or if Webroot does not support your carrier, then the user must log into the Android Marketplace.
Scream	Locks the device (see the description for the Lock command, below) and then blasts a loud screaming noise from the phone to help locate it or scare a thief. The noise will continue for up to two minutes or until the device is unlocked with the account password.
Wipe	Immediately locks the device (see the description for the Lock command, below), then performs a factory reset to remove everything, including personal data, apps, and the account. **Do not use this command unless you are absolutely sure that the device is permanently lost and you want to completely wipe it!** **Note**: Before wiping Android device data, SecureAnywhere turns off the Auto-sync function. This means it won't delete anything previously uploaded to Gmail servers, such as contacts or calendar entries.

Lost Device Protection commands for Android	
Lock	Remotely locks the device and prevents its unauthorized use. Once it's locked, the user must enter the account password to unlock it.
Unlock	Allows you to unlock the device using the password.
Lock with Message	Locks your phone (same as the Lock command, described above) and displays a text message on its panel. When you use this command, you might want to enter instructions for returning the phone, such as "If found, call 555-5555."

Sending Apple (iOS) devices Lost Device Protection commands

You can send iOS devices a variety of Lost Device Protection commands. These commands allow you to lock or unlock the device, or send a Wipe command to permanently remove data.

For instructions on using Lost Device Protection with Android devices, see "Sending Android devices Lost Device Protection commands" on page 21.

To issue Lost Device Protection commands to an iOS device:

1. Log in to the SecureAnywhere website, then click **Mobile Protection** (or **Go to Mobile Protection**).
2. Click the **Devices** tab.

3. From the Devices panel, double-click on the device.

4. In the next panel, click the **Lost Device Protection** tab.

The Lost Device Protection tab shows the available commands under **Device Recovery Actions**.

Lost Device Protection includes the commands described in the following table.

Lost Device Protection commands for iOS	
Wipe	Immediately locks the device (see the description for the Lock command, below), then performs a factory reset to remove everything, including personal data, apps, and the account. **Do not use this command unless you are absolutely sure that the device is permanently lost and you want to completely wipe it!**
Lock	Remotely locks the device and prevents its unauthorized use. Once it's locked, the user must enter the account password to unlock it.
Clear Passcode	Allows you to unlock the device. The user will have 60 minutes to enter a new passcode.

Changing settings for an Android device

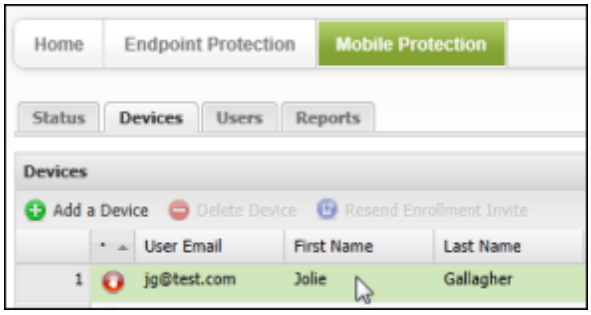
From the Devices page, you can change the settings for each Android device.

> **Note**: Apple (iOS) devices do not include a method for changing device settings.

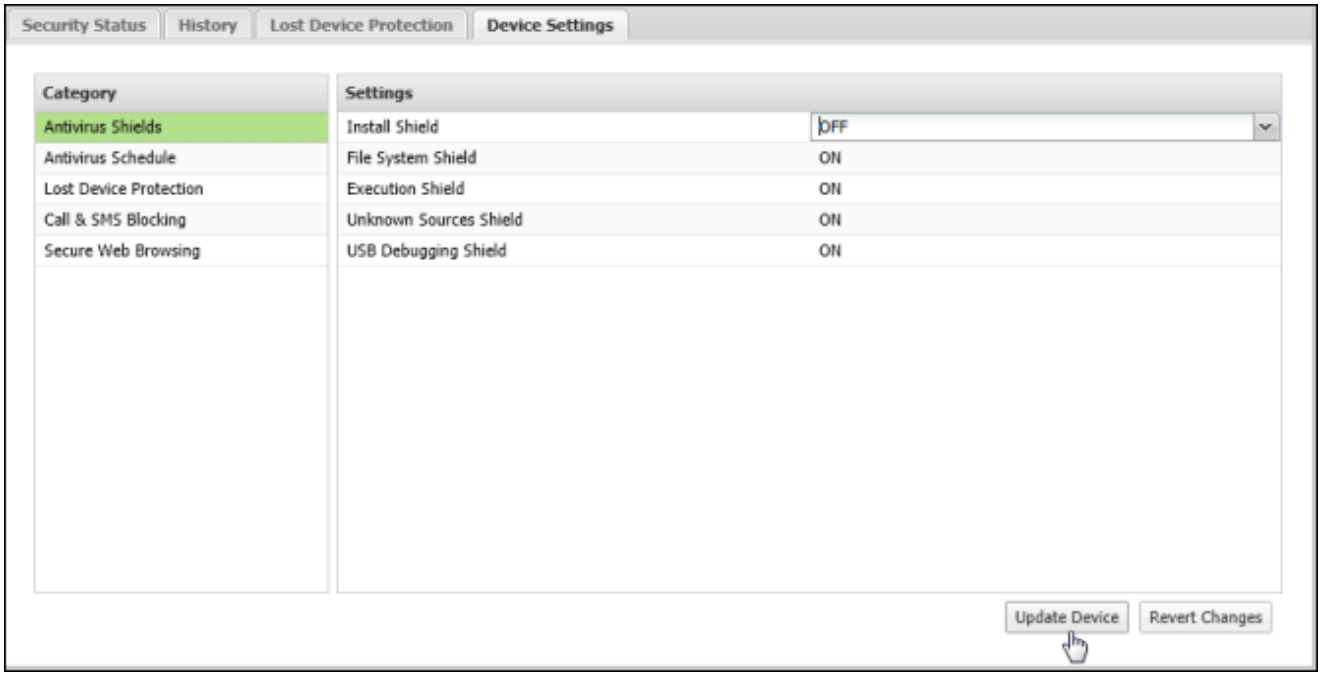
To change settings:

1. Log in to the SecureAnywhere website, then click **Mobile Protection** (or **Go to Mobile Protection**).
2. Click the **Devices** tab.

3. From the Devices panel, double-click on the device.



4. In the next panel, click the **Device Settings** tab.
5. In the Device Settings tab, you can click the settings category to the left, which displays the individual settings on the right. You can change a setting from the left panel by clicking on it and making a new selection. When you're done, click **Update Device**. (If you make a mistake, you can switch back to the original settings by clicking **Revert Changes**.)



The following tables describe device settings.

Antivirus Shields	
Install Shield	Opens an alert if a new or updated application contains a potential threat, and blocks it from installing. SecureAnywhere Mobile provides options for either removing it (sending it to quarantine) or ignoring it and continuing with the download.
File System Shield	Opens an alert if the memory card in the device contains a potential threat, including threats that may launch when you restart or power on the device. If it detects a threat, it provides options for removing it (sending it to quarantine) or ignoring it.
Execution Shield	Opens an alert if a suspicious application or file tries to install or start on the device. If it detects a threat, it provides options for preventing the item from running (sending it to quarantine) or ignoring the warning and allowing the item to run.

Antivirus Shields	
Unknown Sources Shield	Opens an alert if the Unknown Sources setting is enabled. The Unknown Sources setting is a feature of the mobile device, available from Settings. If enabled, it allows the user to download applications that are not part of the Android Market. (**Note**: On AT&T devices, the Unknown Sources setting always appears secure, which means the setting is disabled.)
USB Debugging Shield	Opens an alert if the USB Debugging setting is enabled. The USB Debugging setting is a feature of the mobile device, available from Settings, which allows you to communicate with a computer over a USB port. Connecting via USB can make the mobile device vulnerable to malware that could be downloaded over this port.

Antivirus Schedule	
Schedule Scan Frequency	Adjusts the frequency of the scan.
Schedule Definitions Update Frequency	Adjusts the frequency of the threat definition updates.

Lost Device Protection	
Lost Device Protection	Enables the features for locating a missing phone or tablet, and locking it down if necessary.
SIM Card Lock	(For GSM-standard phones.) Locks the phone if someone removes the SIM card. The phone can only be unlocked with the user password.

Call & SMS Blocking	
Call & SMS Block List	Enables the Call & SMS Blocking list, which allows the user to filter calls and text messages from undesirable or unknown sources. Once the user enters a phone number into the blocked list, calls from that number are sent directly to voicemail and text messages are simply blocked. If it blocks a call or text, SecureAnywhere Mobile displays a notification.
Block Unidentified Numbers	Enables the Block Unidentified Numbers feature, which sends calls from unknown contacts directly to voicemail. Texts from unknown contacts are blocked.

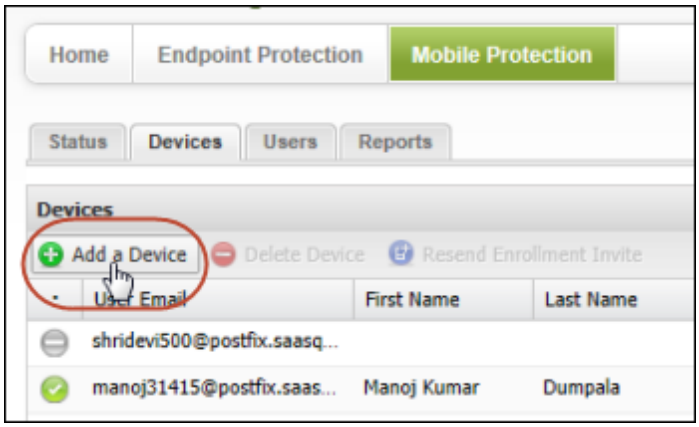
Secure Web Browsing	
Block Known Threats	Enables Secure Web Browsing, which allows the user to safely surf the Internet by blocking malicious websites from loading before they are accessed. When the user attempts to visit a website that is known for spreading malware, an alert opens and provides the following options: continue blocking the site, ignore the alert and proceed to the site, or permanently ignore the warning and always proceed to the site.You should keep Secure Web Browsing enabled and choose to continue blocking any sites that it categorized as potentially malicious.

Adding a device to your account

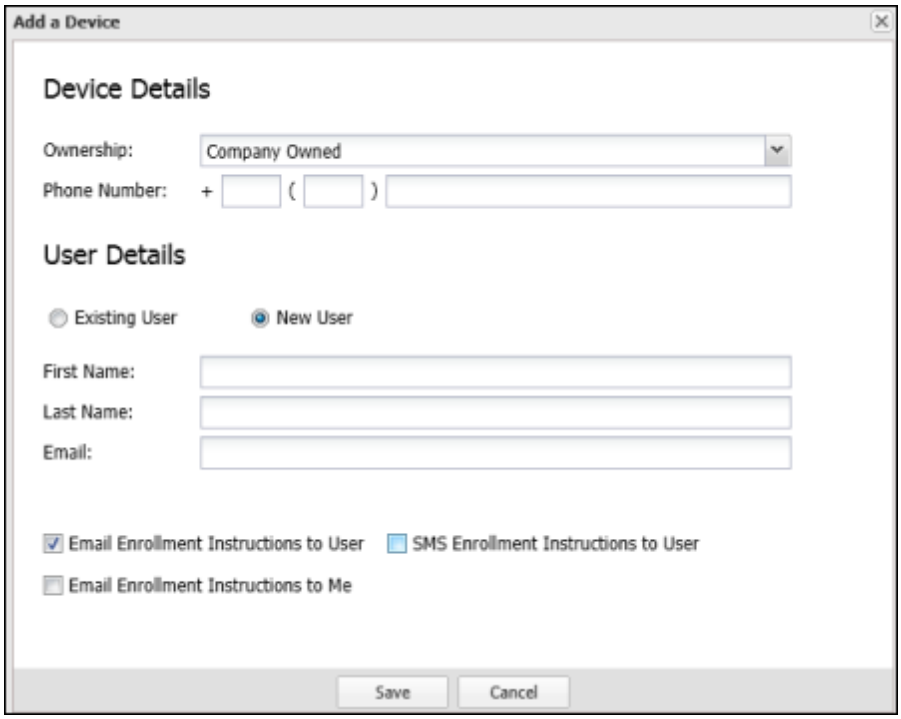
You can add devices to your account by sending users an enrollment invitation. The invitations can be sent by SMS or an email.

To add a device:

1. Log in to the SecureAnywhere website, then click **Mobile Protection** (or **Go to Mobile Protection**).
2. Click the **Devices** tab.
3. Click **Add a Device**.



The Add a Device panel opens.



4. In the Add a Device panel, specify the device information as described in the table below.

Add a Device settings	
Device Details	From the **Ownership** drop-down, select the device owner (Company, Employee, or Not Specified). For the **Phone Number**, you can optionally enter the phone number if you plan to send the user an enrollment invitation by SMS. (When the phone checks in for the first time, the phone number is added at that time.) For tablets and other devices that do not have phone numbers, you can enter another contact number for the user.
User Details	Select either **Existing User** or **New User**. For existing users in your account, enter a name or phone number in the User field. The field is automatically populated as you type. For new users, enter the owner's name and email address in the fields. At the bottom of the panel, choose one or more ways to communicate enrollment instructions: send email to the owner of the device, send email to yourself, or send a text to the owner.

5. When you're done, click **Save** to send the enrollment invitation to the user.
   The user must follow the enrollment instructions from the device before the device can report its status

to the Mobile Protection website.

Managing alerts

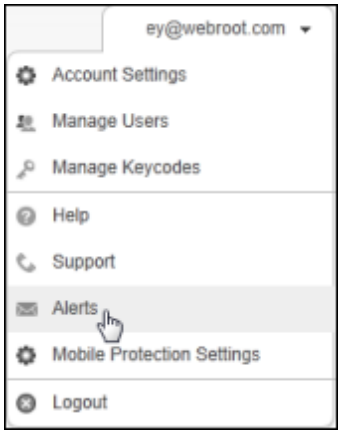
To manage alerts, see the following topics:

Configuring alert notifications

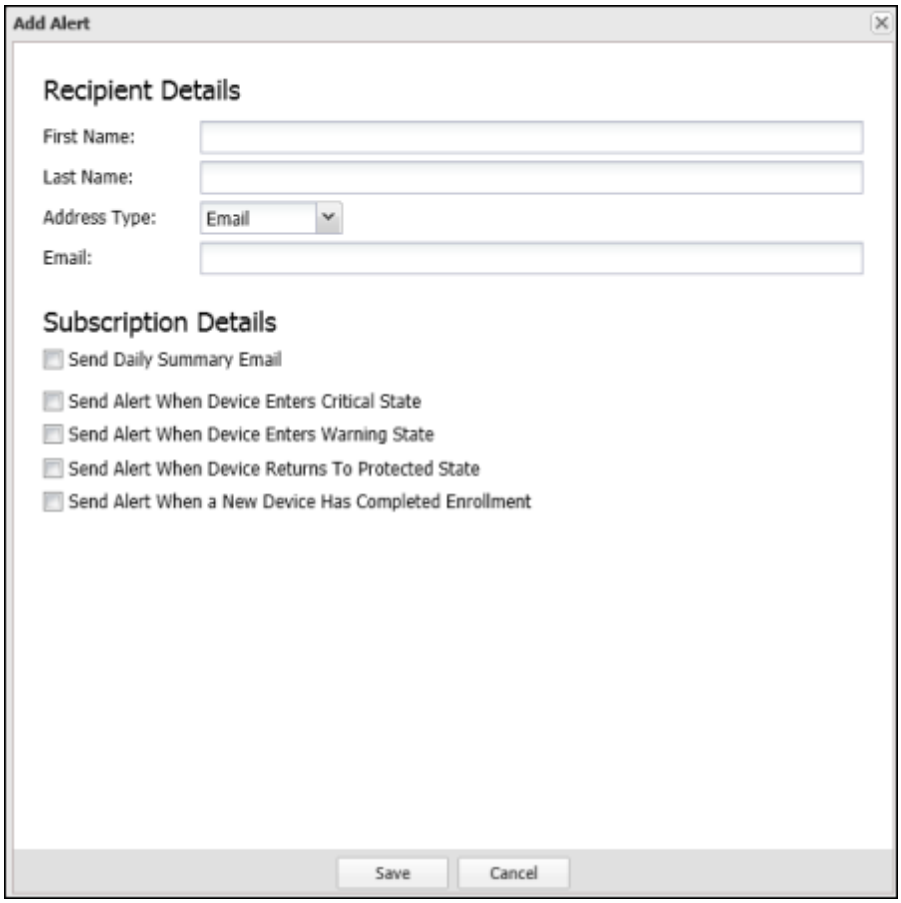
When you subscribe to alerts, you specify whether to deliver them by email or text. You can choose to send instant alerts whenever a device enters a specific state, or (for email only) you can choose to send a summary of alerts generated in the last 24 hours.

To configure alert notifications:

1. Log in to the SecureAnywhere website, then click **Mobile Protection** (or **Go to Mobile Protection**).
2. Open the drop-down menu in the upper right corner, and click **Alerts**.



3. In the Alert Subscriptions panel, click **Add Subscription** to open the Add Alert panel.



4. Specify the alert information in the Add Alert panel, as described in the table below. When you're done, click **Save**.
   A message notifies you that a confirmation email was sent to the recipient email address you entered. The alert recipient must open the confirmation link in the email message to activate alerts.

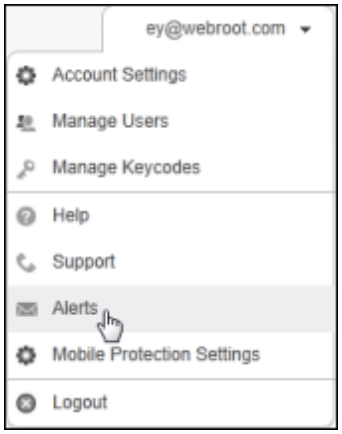
Add Alert fields	
Recipient Details	Type the name of the alert recipient, and specify whether alerts are to be sent by email or text. If you choose to send by email, type the recipient's email address. If you choose to send by text, type the device phone number for the text alert.
Subscription Details	Choose one or more methods of alerting the device owners. **Note**: The Send Daily Summary Email appears only if you select Email for the address type. The Send Daily Summary Email selection also requires that you enter a time of day to send the email and select the number of days for devices that have not reported status. For example, if you want to see devices that have not reported status in 2 weeks, enter 14.

Managing alert subscriptions

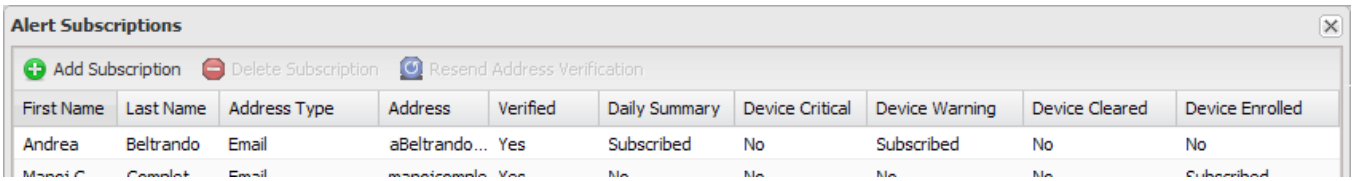
After you configure alerts, you can view their subscription details, delete subscriptions, and resend an address verification by email or text.

To view alert subscriptions:

1. Log in to the SecureAnywhere website, then click **Mobile Protection** (or **Go to Mobile Protection**).
2. Open the drop-down menu in the upper right corner, and click **Alerts**.

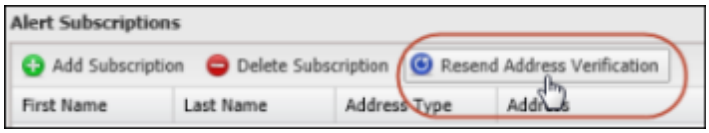


The Alert Subscriptions page lists your alerts and their attributes.



The Alert Subscriptions list shows:

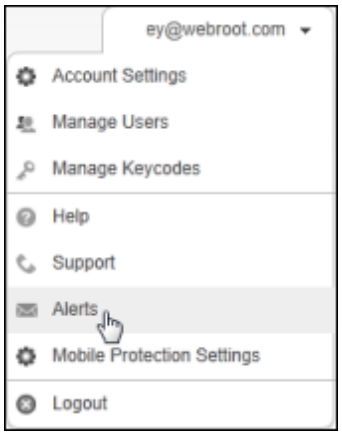
- First Name and Last Name of the device user.
- Address Type, which is either email or SMS.
- Address, which is either the email address or the device phone number for SMS.
- Verified, which is either Yes if the user has responded to the alert verification message or No if the user has not responded. For users who have not responded, you can select the user and click **Resend Address Verification** to send the message again.



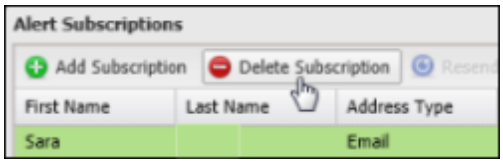
- Daily Summary, Device Critical, Device Warning, Device Cleared, and Device Enrolled show whether the alert is set up for these conditions.

To delete alert subscriptions:

1. Open the drop-down menu in the upper right corner, and click **Alerts**.



2. Select a subscription and click **Delete Subscription**.



Managing users

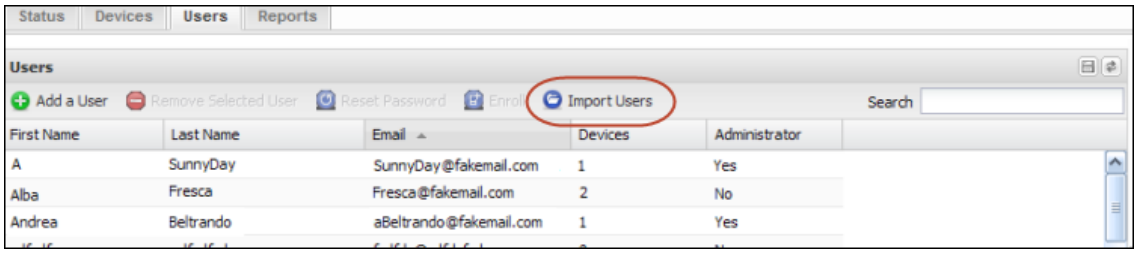
To manage users, see the following topics:

Importing users into your account

You can add your Active Directory users by importing them from a file containing a comma-separated list.

To import Active Directory users from a list:

1. Create the file to import by running this command on your Active Directory server:
   `csvde -f export.csv -l "DN,mail,sn,givenName,objectClass,cn" -r objectClass=user`
2. Log in to the SecureAnywhere website, then click **Mobile Protection** (or **Go to Mobile Protection**).
3. Make sure the **Users** tab is selected.
4. Click **Import Users**.



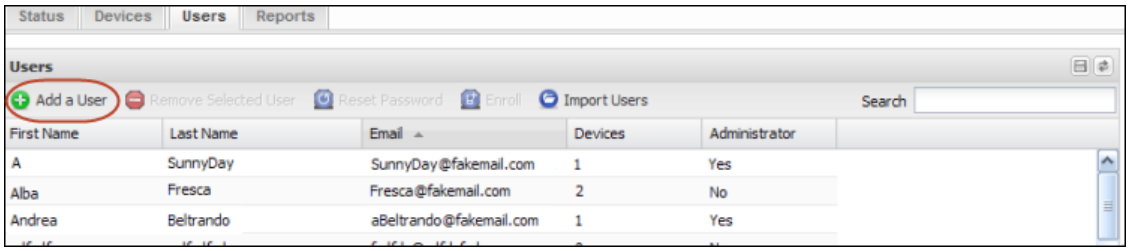
5. Browse to the file you created and select it.
6. Click **Import**.
   When the import completes, the users appear in the Users list.
7. Select the newly added users and click **Enroll** in the toolbar.

Adding new users

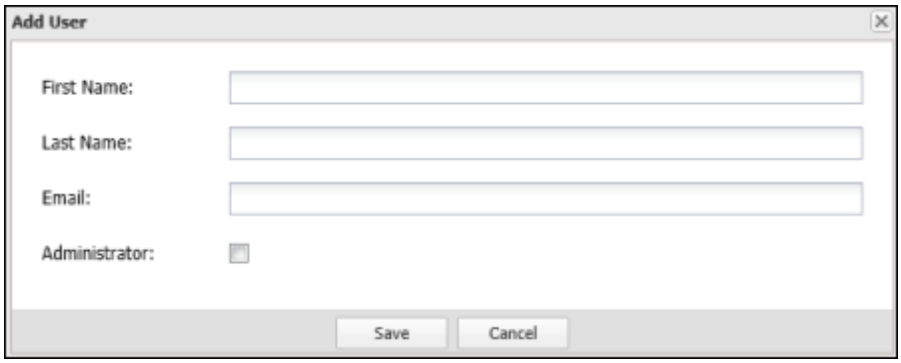
In addition to importing users from your Active Directory (see "Importing users into your account" on page 40), you can add users individually.

To add a user from the Users tab:

1. Log in to the SecureAnywhere website, then click **Mobile Protection** (or **Go to Mobile Protection**).
2. Make sure the **Users** tab is selected.
3. Click **Add a User**.



4. In the Add User panel, specify the user information. Select the **Administrator** checkbox if your are adding an administrative user.



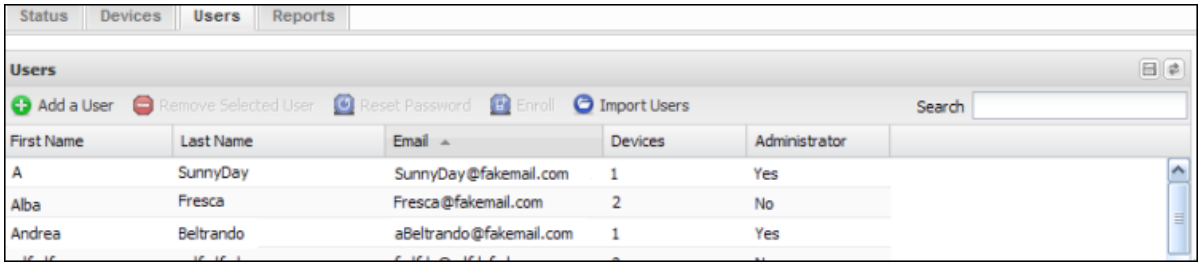
5. Click **Save**.
   The user will receive a confirmation email that includes a temporary password and a link to activate the account.

Managing user data

In the Users tab, you can view user details in Mobile Protection, remove them from the active user list, reset passwords for Android devices, and enroll them in Mobile Protection.

To view users in your account:

1. Log in to the SecureAnywhere website, then click **Mobile Protection** (or **Go to Mobile Protection**).
2. Open the **Mobile Protection Users** tab.
   The Users page lists your alerts and their attributes.



The Users list shows the personal information of the device owners and whether they have administrative functions.

You can also add or delete columns in the user list, and sort the items in the columns. To do this, hover your cursor over a column header to open the drop-down menu for these functions. The two icons in the upper right of the Users page enable you to export the user list to a CSV file, and refresh the user list.

Adding users to your account:

See:

- "Importing users into your account" on page 40
- "Adding new users" on page 41

Removing users from your account:

1. Select one or more users in the list.
2. Click **Remove Selected User**.

Resetting user passwords for Android devices:

1. Select a user in the list.
2. Click **Reset Password**.

3. Type the new password, confirm it, and click **Save**.

Enrolling a user in Mobile Protection:

1. Select one or more users in the list.
2. Click **Enroll**.
   The users will receive email instructions to complete the enrollment.

Generating reports

To generate reports, see the following topics:

Viewing Inventory Management reports

You can view device inventories in a detailed view, or by OS version, manufacturer, or owner.

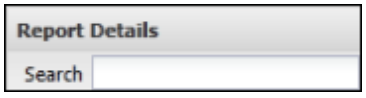
To generate an Inventory Management report:

1. Log in to the SecureAnywhere website, then click **Mobile Protection** (or **Go to Mobile Protection**).
2. Click the **Reports** tab.
3. If necessary, click to expand the **Inventory Management** tree.

4. Select one of these reports:

   - **Device Details**: View a list of all devices, including the device owner, make and model, phone number, and the time the device last checked into the site.
   - **OS Versions**: View the operating system versions of all devices.
   - **Manufacturers**: View the manufacturers of all devices.
   - **Device Ownership**: View the owners of all devices, and whether the device is company owned or employee owned.

5. To display specific devices, use the **Search** box at the top of the list.



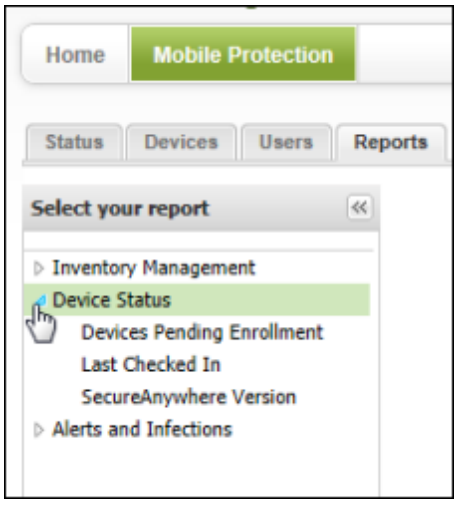
6. To see more information about a specific item, double-click the entry.
7. When you're done, exit from the report by selecting the **Close** button in the report tab.

Viewing Device Status reports

You can view device status by pending check-in, last check-in time, and the Webroot SecureAnywhere version.

To generate a Device Status report:

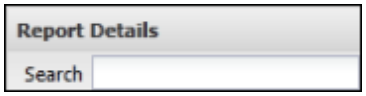
1. Log in to the SecureAnywhere website, then click **Mobile Protection** (or **Go to Mobile Protection**).
2. Click the **Reports** tab.
3. If necessary, click to expand the **Device Status** tree.



4. Select one of these reports:

   - **Devices Pending Enrollment**: View which devices have received an enrollment invitation, but have not responded by checking into Mobile Protection.
   - **Last Checked In**: View the dates and times that devices reported into SecureAnywhere. When you select this report, you can filter the results by entering a "Before" date.
   - **SecureAnywhere Version**: View the versions of the Webroot apps on each device.

5. To display specific devices, use the **Search** box at the top of the list.



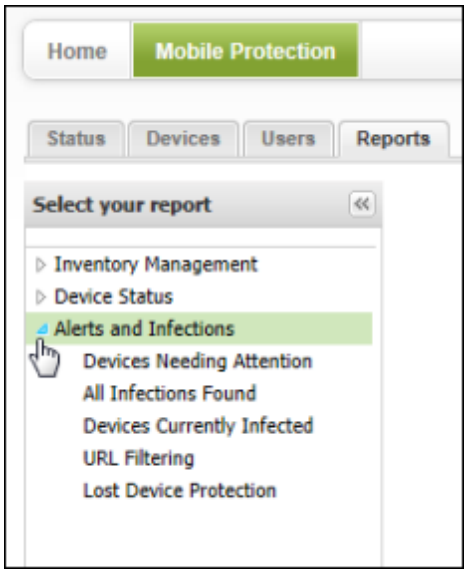
6. To see more information about a specific item, double-click the entry.
7. When you're done, exit from the report by selecting the **Close** button in the report tab.

Viewing Alerts and Infections reports

You can view reports that show all devices needing attention, all infections found on devices, devices currently infected, threats blocked with website filtering, and all the Lost Device Protection commands sent.

To generate an Alerts and Infections report:

1. Log in to the SecureAnywhere website, then click **Mobile Protection** (or **Go to Mobile Protection**).
2. Click the **Reports** tab.
3. If necessary, click to expand the **Alerts and Infections** tree.

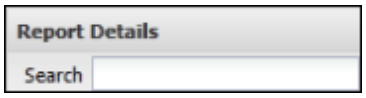


4. Select one of these reports:

   - **Devices Needing Attention**: View all devices that may be compromised with malware or need administrative attention (any devices not in a green state).
   - **All Infections Found**: View all threats that Webroot's shields and scans detected. When you select this report, you can filter the results by entering a date range.
   - **Devices Currently Infected**: View only the devices that are compromised by threats or potentially unwanted items.
   - **URL Filtering**: View all threats or other items detected in web filtering, as well as infected text messages. When you select this report, you can filter the results by entering a date range.

- **Lost Device Protection**: View all Lost Device Protection commands sent to devices. When you select this report, you can filter the results by entering a date range.The report graph shows a breakdown of Lock, Scream, Locate, and Wipe commands.

5. To display specific devices, use the **Search** box at the top of the list.



6. To see more information about a specific item, double-click the entry.
7. When you're done, exit from the report by selecting the **Close** button in the report tab.

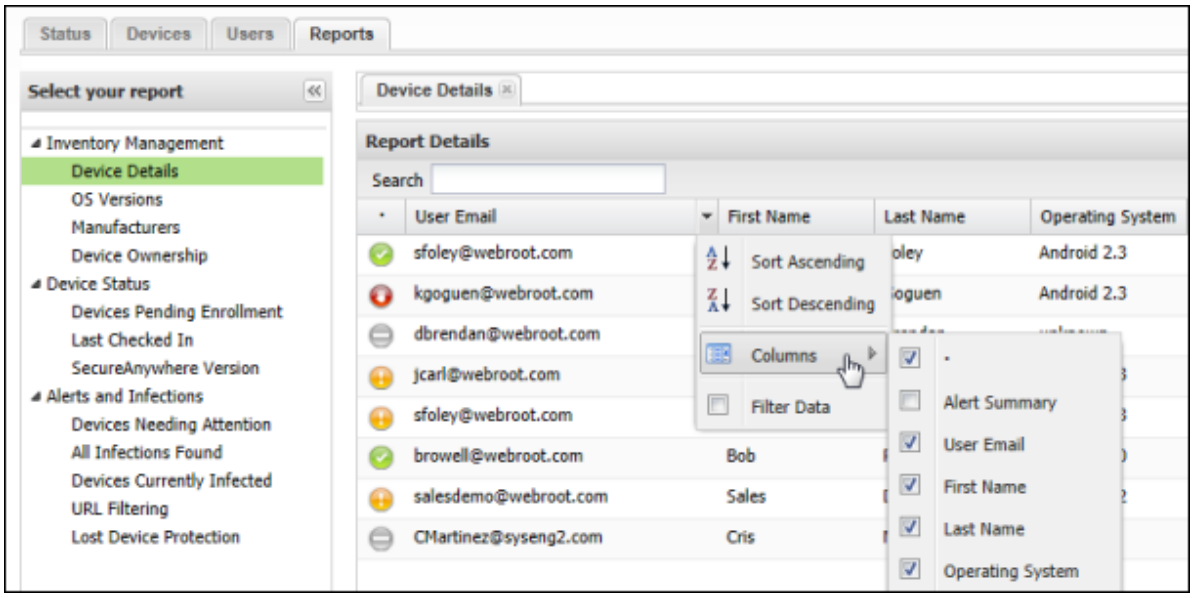
Filtering report results

To filter report results, you can sort report data and search for specific data.

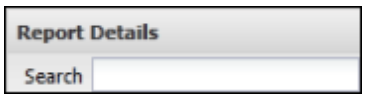
To generate a report and filter the results:

1. Log in to the SecureAnywhere website, then click **Mobile Protection** (or **Go to Mobile Protection**).
2. Click the **Reports** tab.
3. Select a report from the left panel.
4. You can then filter the results, as follows:

    - To re-sort the order of rows, click in the column head and select a new sorting method. In the Columns filter, you can remove a column from the display by clicking on a box (so the checkmark is removed).



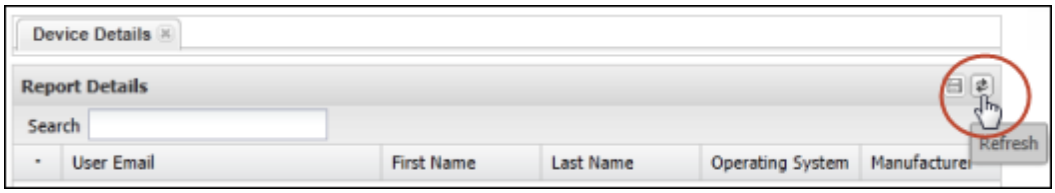
    - To display specific entries, use the **Search** box at the top of the report data:



    As you type characters in the Search box, the columns below display only the content that matches your search criteria.

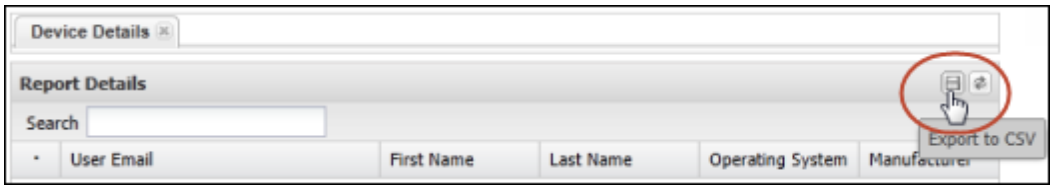
Refreshing the report data

You can receive the most up-to-date report results by refreshing the display. To do this, click the **Refresh** button in the upper right corner:



Exporting report results to a CSV file

You can export the report data to a spreadsheet. To do this, click the **Export** button in the upper right corner:



Index

W