

WEBROOT®

Business Management Console Getting Started Guide

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Business Management Console Getting Started Guide

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Chapter 1: Business Management Console Getting Started Guide

To start using the Business Management Console Getting Started Guide, see the following topics:

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Business Management Console Overview

Is This For Me?

This getting started guide is for small and medium businesses, usually with 5 to 249 computers. It is intended for people familiar with computers but who are not necessarily system administrators.

We will take you through setting up and using Webroot Business – Endpoint Protection using our management console for a single site like a home office or small office.

What Is An Endpoint?

For this product, an endpoint is a Microsoft Windows or an Apple Mac computer, laptop, server, or virtual machine. Webroot Business – Endpoint Protection will protect your endpoints from malware, viruses, and other threats. If you want to protect Google Android or Apple iOS devices, consider Webroot – Mobile Protection.

Agents Are Managed With a Business Management Console

- You'll use the management console to see all your computers and devices under Webroot protection.
 - Once you create an account, your endpoints will be organized within that a single site
 - You will install an agent on each computer you want protected, and the agent will register and report through the business management console.
 - You will be able to manage and send remote commands to your computers from any browser, at any time, from wherever you are.
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Getting Started

While deploying Webroot Business – Endpoint Protection (EP) using our management console is extremely easy, we recognize that your environment can vary greatly, and that each deployment has their own particular requirements. With that in mind, this Getting Started Guide covers some common deployment scenarios and settings.

As always, this information should be balanced against your specific deployment environments and security policies.

There are five steps to setting up and using Endpoint Protection:

- [Step 1: Registering for Trial or Purchasing the Product on page 4](#)
 - [Step 2: Creating an Account on page 5](#)
 - [Step 3: Selecting Your Console on page 9](#)
 - [Step 4: Setting Up Your Business Management Console on page 11](#)
 - [Step 5: Deploying Agents to Endpoints on page 13](#)
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Step 1: Registering for Trial or Purchasing the Product

To register for a trial or purchase the product:

1. You should have already registered for a trial, or have purchased the product.

If you have not, please visit the product page for starting a trial or reviewing purchasing options:

<https://www.webroot.com/us/en/business/smb/endpoint-protection>.

2. The trial page also has the telephone number for our sales experts if you need assistance:

<https://www.webroot.com/us/en/business/trials/endpoint-protection>

Note: These links are to the United States site. Country and language options can be changed at the top of the website.

3. Continue with [Step 2: Creating an Account on page 5](#)
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Step 2: Creating an Account

As mentioned, you should have already registered for a trial, or have purchased the product.

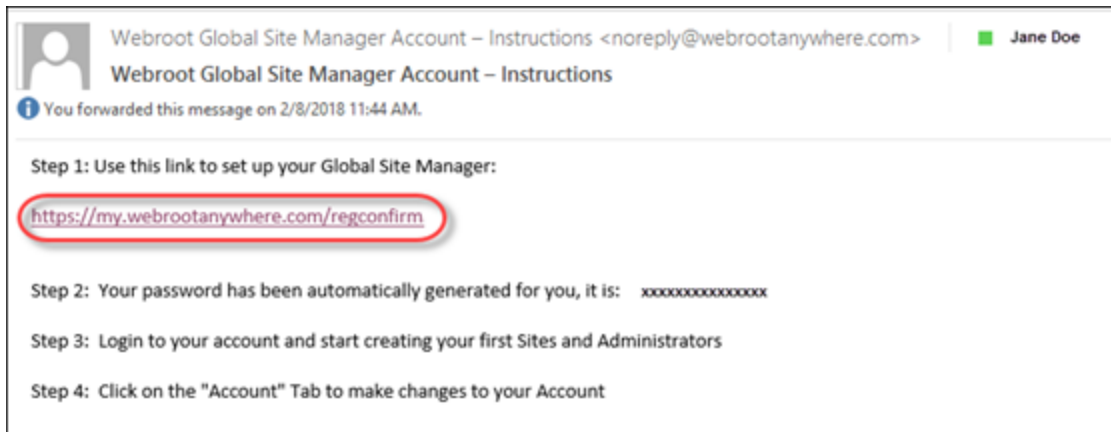
In this section, we'll walk through activating and creating your account for the Webroot management console.

What Is The Business Management Console?

The Webroot business management console is the online portal that you will use to manage the security for your Windows or Mac computers (endpoints). This can also be used to manage other Webroot applications.

To create an account:

1. Open, read, and follow the information in the Webroot Management Console (Trial) Account - Instructions email from Webroot to set up your management console. This email usually arrives 5-10 minutes after your Welcome email.
2. Click the registration link in the email.



The Confirm Registration pane displays.

WEBROOT™
SecureAnywhere.

Confirm Registration

A temporary password had been emailed to you.

Temporary Password

Create New Password

Strength: ■■■■■■

Repeat New Password

Your Personal Security Code

Security Question

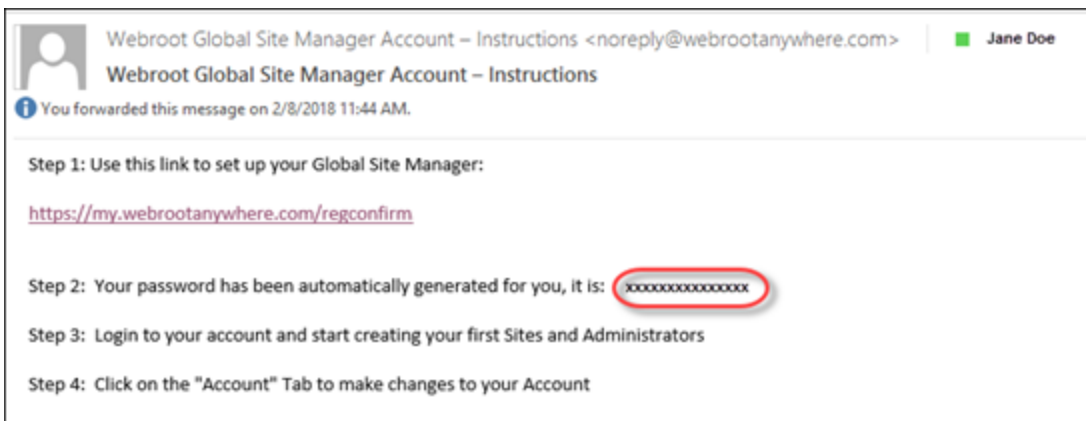
Security Answer

Office Phone

By clicking "Agree & Register Now", you agree to the terms and conditions of the applicable agreement (if you have licensed one service) or applicable agreements (if you have licensed more than one service) located [here](#) governing your use of the applicable service or services.

Confirm

3. Copy the temporary password from the Webroot management console (Trial) account - Instructions email, and paste in the Temporary Password field on the Confirm Registration pane.



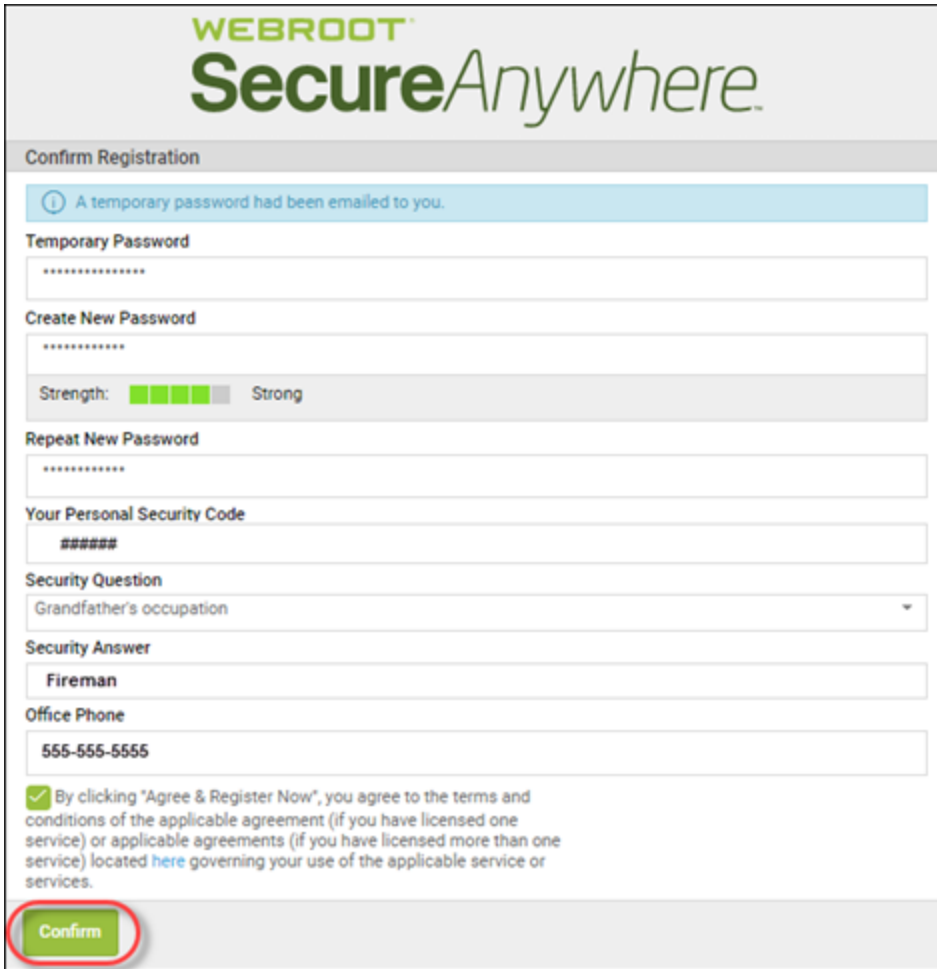
4. In the Create New Password field, enter a new password.

Note: Passwords must be at least nine characters and must contain at least six alphabetic characters and three numeric characters. Your password can be longer than nine characters and can include special characters excluding the less than and greater than symbols (< and >).

5. In the Repeat New Password field, enter your new password again.
6. In the Personal Security Code field, enter a security code that you will use to log in. Typically the security code is six digits long and you will be asked to enter two of those digits.
7. From the Security Question drop-down menu, select one of the following types of security questions:
 - Best childhood friend
 - Grandfather's occupation
 - Favorite historical figure
 - Mother's Birthplace
 - Name of first pet
 - Favorite teacher
8. In the Security Answer field, enter the answer to that security question. This question and answer pairing will help you access your account.
9. In the Office Phone field, enter the phone number for your office.
10. Select the **Agree & Register Now** checkbox.

Note: By clicking **Agree & Register Now**, you agree to the terms and conditions of the applicable agreement, if you have licensed one service, or applicable agreements, if you have licensed more than one service, located here governing your use of the applicable service or services.

11. Click the **Confirm** button.



The screenshot shows the 'Confirm Registration' page for Webroot SecureAnywhere. At the top, the Webroot logo and 'SecureAnywhere' text are displayed. Below the title, a blue notification bar states: 'A temporary password had been emailed to you.' The form contains several input fields: 'Temporary Password' (masked with dots), 'Create New Password' (masked with dots), 'Repeat New Password' (masked with dots), 'Your Personal Security Code' (masked with #), 'Security Question' (a dropdown menu with 'Grandfather's occupation' selected), 'Security Answer' (text input with 'Fireman'), and 'Office Phone' (text input with '555-555-5555'). A strength indicator shows four green bars and the word 'Strong'. At the bottom, there is a green 'Confirm' button circled in red. A checkbox is checked, and the text below it reads: 'By clicking "Agree & Register Now", you agree to the terms and conditions of the applicable agreement (if you have licensed one service) or applicable agreements (if you have licensed more than one service) located [here](#) governing your use of the applicable service or services.'

12. You've now created and activated your account.
13. Continue with [Step 3: Selecting Your Console on page 9](#).

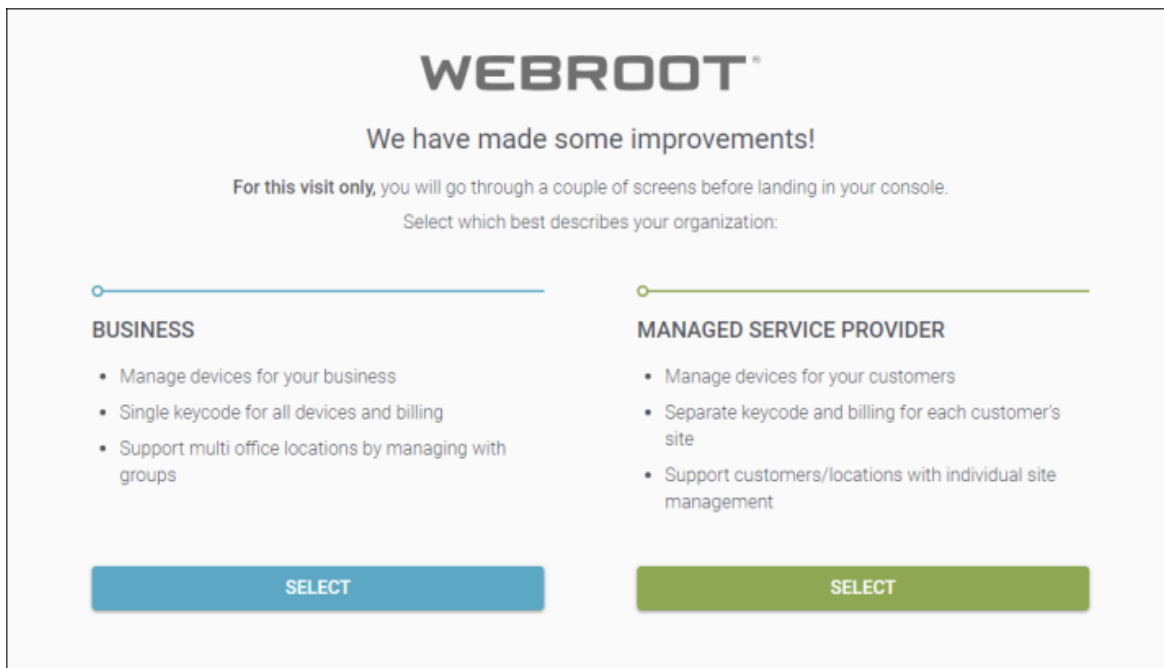
Step 3: Selecting Your Console

After you have created an account, when you sign into the console for the first time, you will need to select the appropriate site configuration. You will only need to select your console the first time you log in after you have created an account.

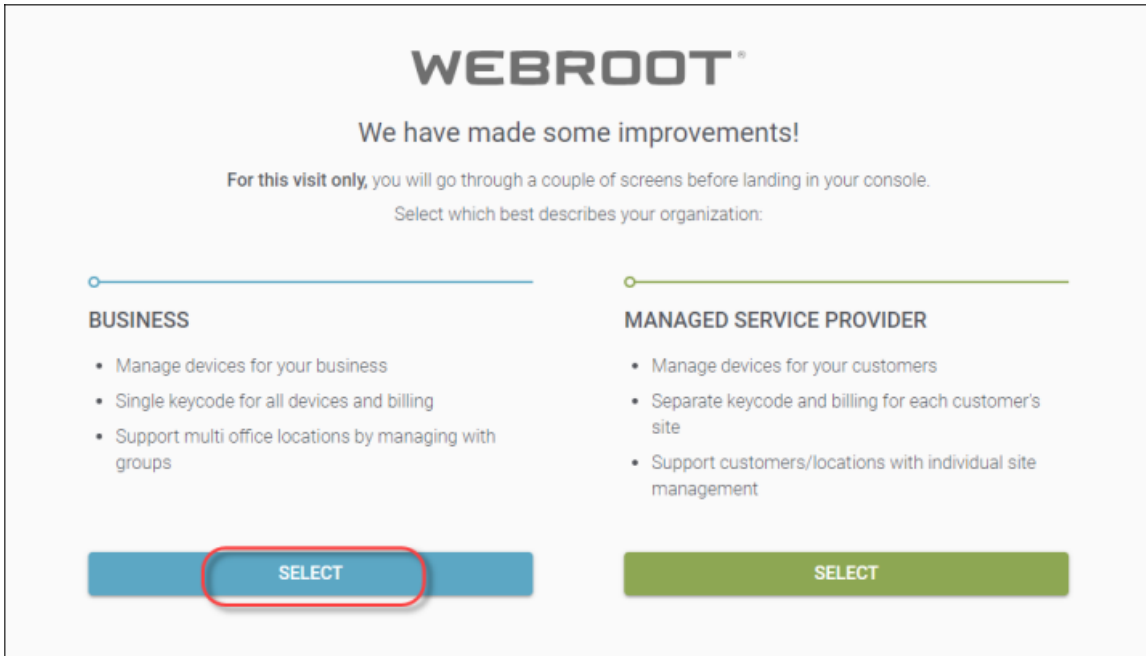
To select your console:

1. [Log in to the management console.](#)

The console selection window displays.



2. If you manage devices for your business, and have a single keycode for all devices and billing, select the **Business Console**.



Note: If you manage devices for your customers, and have separate keycode and billing for each customer's site, select the Managed Service Provider Console. For More information, see [About the Managed Service Provider Console](#).

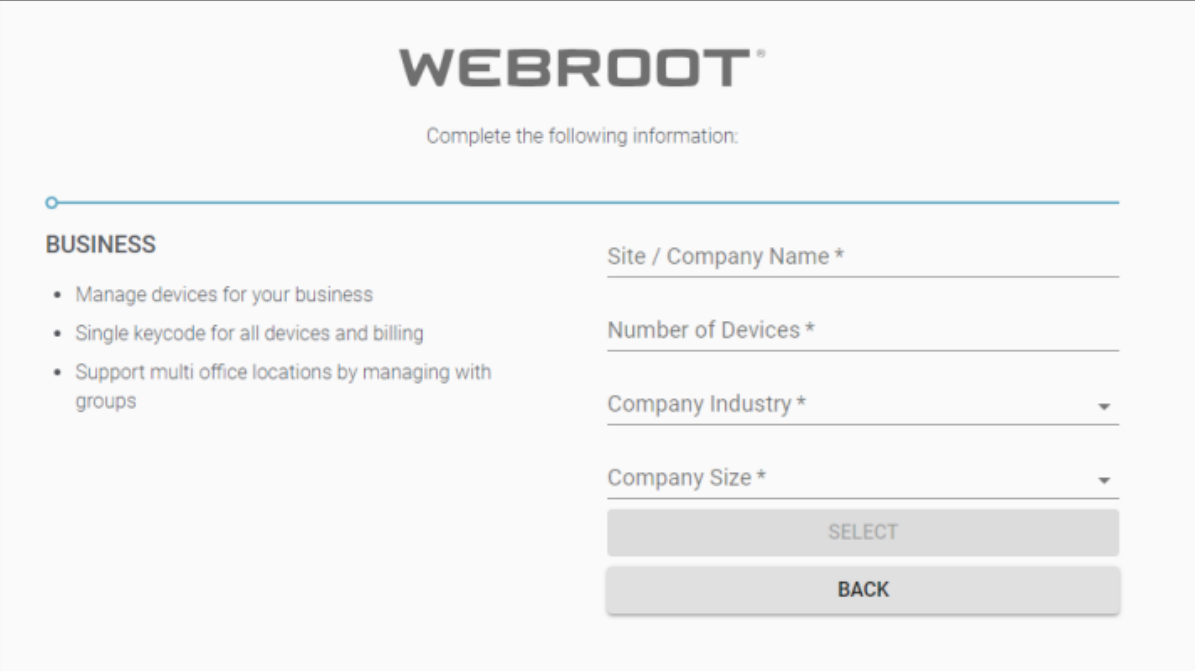
3. Continue with [Step 4: Setting Up Your Business Management Console on page 11](#).
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Step 4: Setting Up Your Business Management Console

After you create an account, and select the Business Management Console, you will need to enter information about your company.

To set up your business console:

1. After you've selected the Business Management Console, the Business information page displays.



The screenshot shows the Webroot Business Management Console setup page. At the top, the Webroot logo is displayed, followed by the instruction "Complete the following information:". Below this, a progress indicator shows the "BUSINESS" step is active. The "BUSINESS" section includes a list of features: "Manage devices for your business", "Single keycode for all devices and billing", and "Support multi office locations by managing with groups". To the right, there are four input fields: "Site / Company Name *", "Number of Devices *", "Company Industry *", and "Company Size *". Each field has a corresponding input area. Below the input fields are two buttons: "SELECT" and "BACK".

2. In the Site / Company Name field, enter the site or company name.
3. In the Number of Devices field, enter the number of devices you manage.
4. From the Company Industry drop-down menu, select the type of industry that best represents your company.
5. From the Company Size drop-down menu, select the range that best represents the number of employees in your company.

- When you're done, click the **Select** button.



The screenshot shows the Webroot Business Management Console registration form. At the top, the Webroot logo is displayed, followed by the instruction "Complete the following information:". Below this, there are two main sections. On the left, under the heading "BUSINESS", there are three bullet points: "Manage devices for your business", "Single keycode for all devices and billing", and "Support multi office locations by managing with groups". On the right, there are four input fields: "Site / Company Name*" with the value "Test Company", "Number of Devices*" with the value "100", "Company Industry*" with a dropdown menu showing "Professional, Scientific, and Technical Serv...", and "Company Size*" with a dropdown menu showing "11 - 100 Employees". At the bottom of the form, there are two buttons: a blue "SELECT" button and a grey "BACK" button. The "SELECT" button is circled in red.

- The Dashboard for your company displays. Here you can do the following:
 - View the Business Spotlight Tour, which is always available from the **Help (?)** drop-down menu. For more information, see [About the Business Console Spotlight Tour](#).
 - Go to Endpoint Protection.
 - Start a free Security Awareness Training trial — Click the **Start Free Trial** button to go to the Security Awareness tab, where you can find more information and sign up for Security Awareness Training. For more information, see the [Security Awareness Training Admin Guide](#).
 - Start a free DNS Protection trial — Click the **Start Free Trial** button to go to the DNS tab, where you can find more information and sign up for DNS Protection. For more information, see the [DNS Protection Admin Guide](#).
 - Download and start using Webroot protection.
 - As needed, you can edit your company's information. For more information, see [Viewing and Editing Company Information](#).
 - Continue with [Step 5: Deploying Agents to Endpoints on page 13](#).
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Step 5: Deploying Agents to Endpoints

If you need to install agents on both PCs and Macs, please read both of the following sections before installation:

- [Windows PC Agent Installation](#)
- [Mac Agent Installation](#)

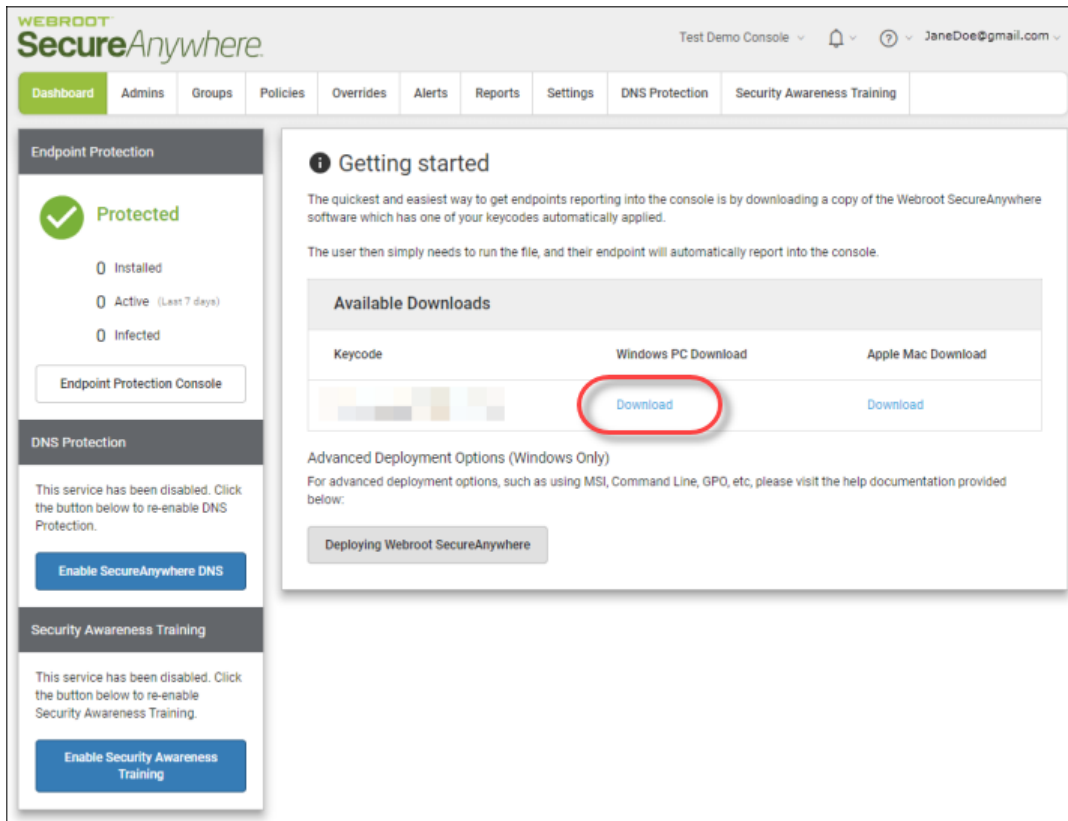
Note: Deploy your agents only after you have completed setting up the management console and have created a site.

Windows PC Agent Installation

We'll walk you through one way to install the Windows PC agent.

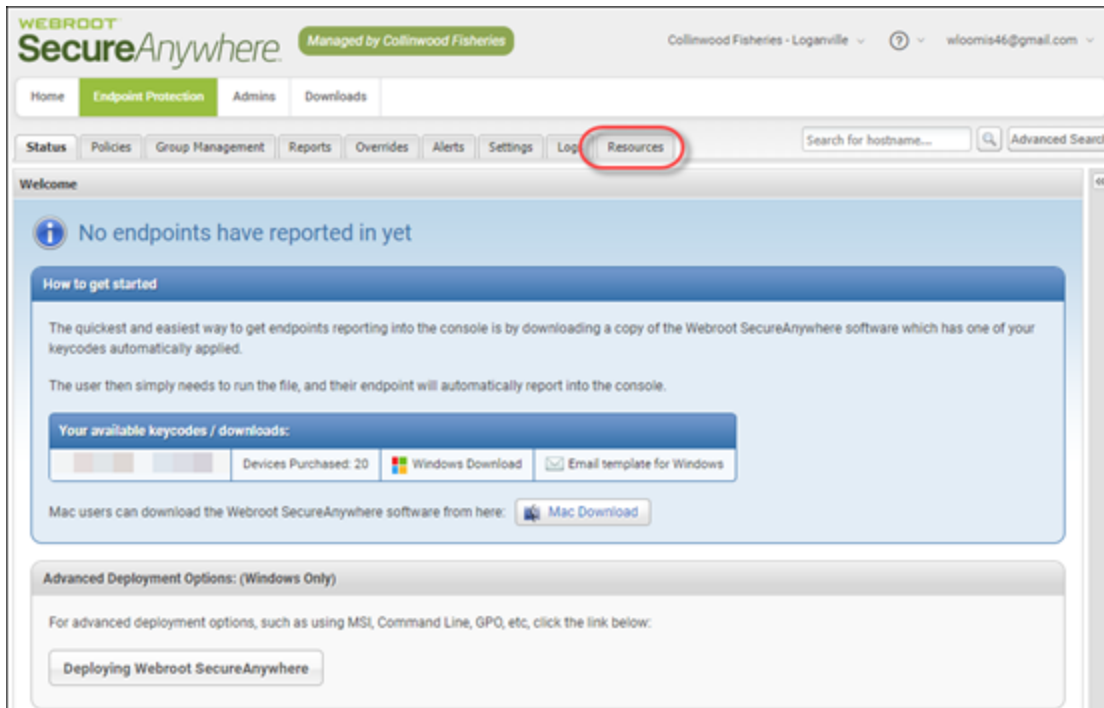
To install a PC agent:

1. In the Dashboard tab, in the Windows PC Download column, click the **Download** link.



2. Do one of the following:
 - If you are using a PC that you want to protect, click the **Windows Download** link. Save and run the .exe file to install the agent.
 - If you need to install the Windows agent on other computers without logging into the console, use the Email template for Windows to email the information to yourself or your workers to download, save, and run the .exe file to install the agent.
3. When the agent has installed, it will report to the site for centralized management.

Note: After your first agent installation, you can always find the deployment options under the Resources tab.



4. Continue with [What's Next on page 19](#).

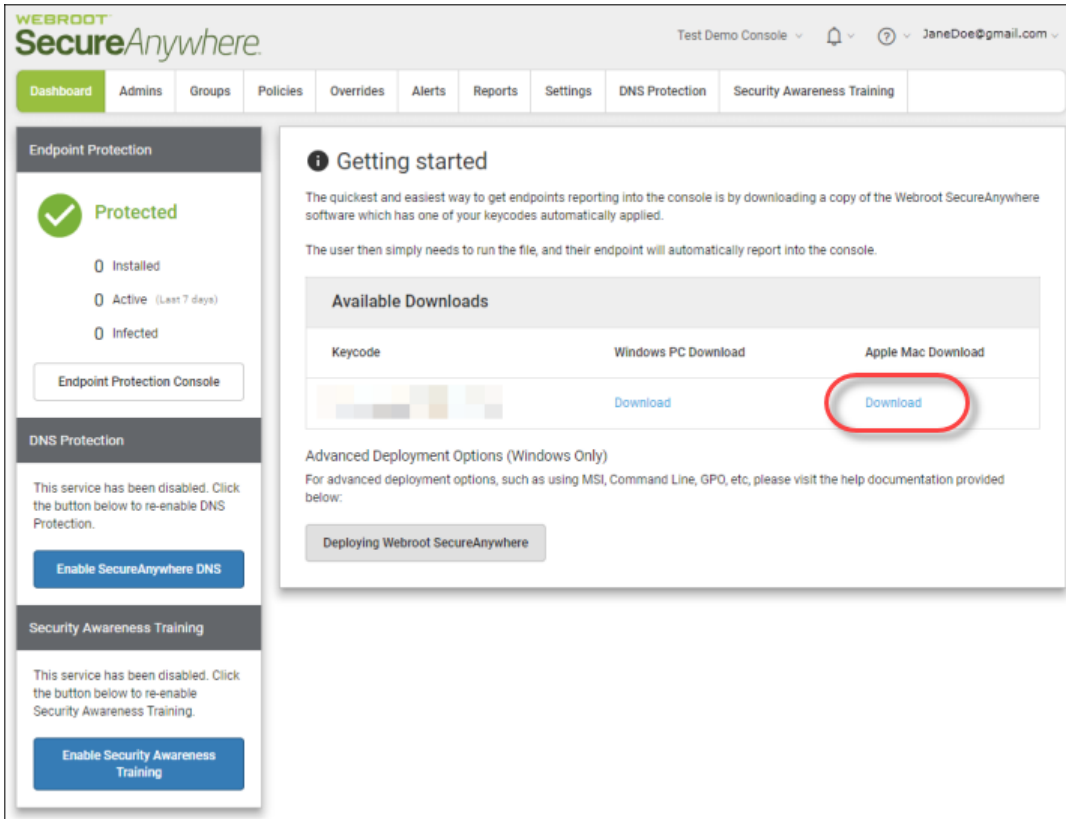
Mac Agent Installation

We'll walk you through the easiest way to install the Mac agent.

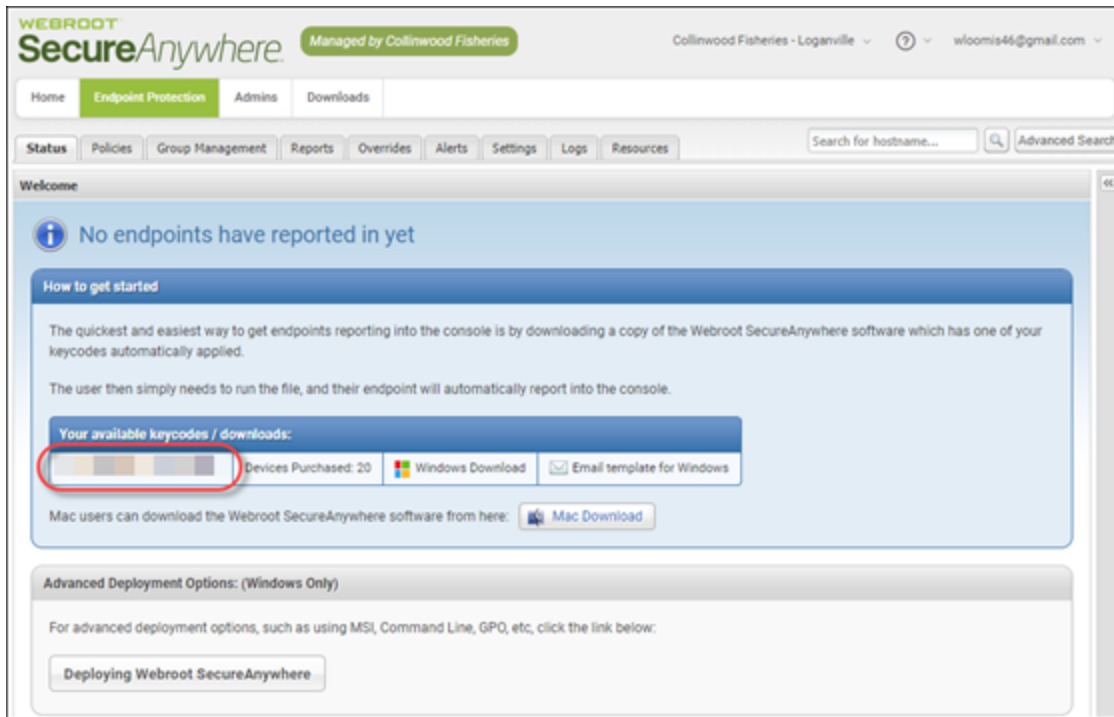
Note: For an easier installation across multiple Mac machines, copy these instructions and paste them, along with your keycode, into an email, which you then send to yourself and your employees.

To install a Mac agent:

1. In the Dashboard tab, in the Apple Mac Download column, click the **Download** link.



2. Click the **Mac Download** button to download the SecureAnywhere installer file (.dmg) to the Mac.



The installer file is also available from the Resources tab or by clicking this link and saving the file:

<http://anywhere.webrootcloudav.com/zerol/wsamac.dmg>

3. Locate and double-click the **wsamac.dmg** to open the installer.
4. Double-click the **Applications** folder to open it.
5. In the Applications folder, double-click the **Webroot SecureAnywhere** icon to begin activation.
6. In the first activation window, from the Language Selection drop-down menu, select a language and click the **Next** button.

Note: Make sure to select the correct language. You cannot change the language after you install the product.

7. In the next panel, click the **Activate** button.

8. Follow any remaining on-screen prompts to complete the installation.

Note: After your first agent installation, you can always find the deployment options under the Resources tab in your management console view.

9. Continue with [What's Next on page 19](#).
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What's Next

You've finished setting up your Endpoint Protection product.

- The agents should complete their first scans for threats in seconds or minutes and report back to your site.
- Webroot uses cloud-based threat detection, so you will won't have to download and install any definition files. Any new threats that are identified are updated in the cloud for immediate protection across all Webroot customers.
- You can run Endpoint Protection alongside any other security products without conflicts.
- Webroot's user guides for business products are online at: <https://docs.webroot.com/us/en/business>.
 - The documents for using a site when you click into a site are listed under Endpoint Protection.
 - The management console documentation is listed under Global Site Manager.
- The management console and each site also has a help and support area with helpful links, and more information can be found on our website at: <https://www.webroot.com>.
- We recommend that you review the following topics:
 - [Editing Site Details](#)
 - [Editing Site Settings](#)
 - [Adding Admins](#)
 - [Working With Admins](#)
- To find additional information, use the Search field in the online guides.



System Requirements

The system requirements can be found here: [System Requirements section of the Business Endpoint Protection webpage](#).

Chapter 2: Business Management Console Support

For information about support, see the following topic:

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Accessing Technical Support

Webroot offers a variety of support options. You can do any of the following:

- [Look for the answer in our knowledgebase.](#)
 - [Look for the answer in our online documentation.](#)
 - [Enter a help ticket.](#)
 - [Connect to the Webroot Online Business Forum.](#)
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