

WEBROOT®

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Management Console Best Practices Guide

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Management Console Best Practices Guide

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Chapter 1: Management Console Best Practices Guide

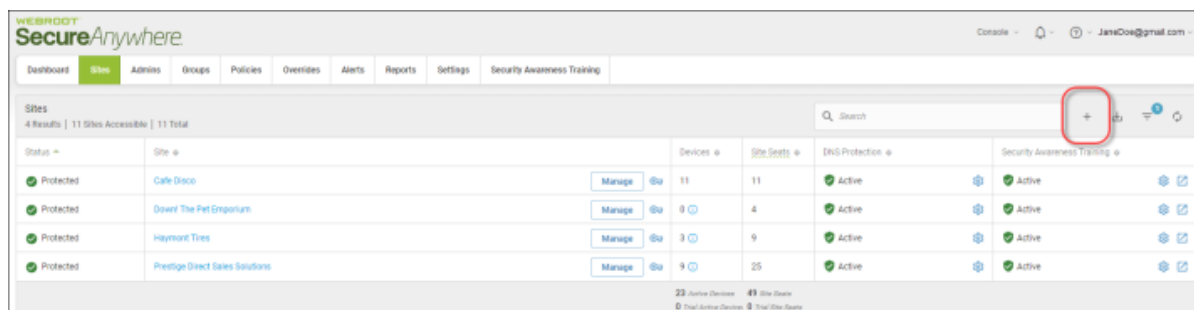
For information about best practices for the management console, see the following topics:

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Creating New Sites

Adding a New Site has a three step wizard for configuration. All settings can be modified after the site is created.

- [Step 1 – Site Setup](#)
- [Step 2 – Administration Access](#)
- [Step 3 – Site Details](#)



Step 1 – Site Setup

The screenshot displays the 'Add Site' configuration page in the Webroot SecureAnywhere Management Console. The interface includes a top navigation bar with tabs like Dashboard, Sites, Admins, Groups, Policies, Overrides, Alerts, Reports, Settings, and Security Awareness Training. Below this is a progress bar indicating the current step is 'Details'. The form fields are as follows:

- Site / Company Name**: A text input field.
- Site Type**: Radio buttons for 'External Company' (selected) and 'Internal Site'.
- Company Size**: A dropdown menu with the placeholder 'Please select one of the following...'.
- Company Industry**: A dropdown menu with the placeholder 'Please select one of the following...'.
- Billing Cycle**: A dropdown menu with 'Annually' selected.
- Billing Date**: A date selector showing 'Jan' and '1st'.
- Comments**: A large text area for additional notes.
- Tags**: A section with an 'Add Tag' button and a placeholder 'Add Tag...'.

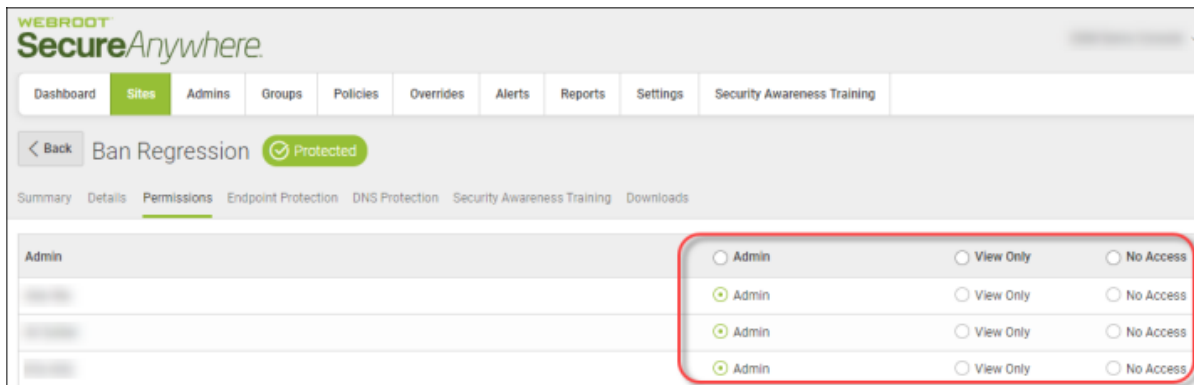
A green 'Next' button is located at the bottom left of the form. At the very bottom, there is a small copyright notice: '© 2019 Webroot Inc. Privacy Statement Website Terms of Service License Agreement'.

- **Site / Company Name** – Customer name.
- **Site Type** – Either External or Internal.
- **Company Industry** – For informational demographic purposes only.

Note: The rest of the fields, Billing Cycle, Billing Date and Comments, are for informational purposes, and do not affect licensing, billing or any other system, and are strictly for your internal information only. For more information, see [Adding Sites](#).

Step 2 – Administration Access

- **Global Administrators** – Grant admins access to various sites. Great for teams who manage different customer accounts:
 - **Admin** – Full access to the respective site.
 - **View Only** – Admins can see the site information and access the endpoints, but cannot make any changes.
 - **No Access** – Admins have no access to this site, and are not even aware it exists.



Note: You can assign site only admins for local customers separately. This site permission step in the initial creation is for admins only. For more information, see [Updating Site Admin Permissions](#).

Step 3 – Site Details

- **Include Global Policy** – We recommend that you allow Global Policies to be accessible at the site level, as this feature has little impact on endpoint and site management. It's good for setting up golden master policies and assigning them to endpoints and groups of endpoints.
- **Default Policy** – When an endpoint is installed, it will pick up the site default policy. We recommend that you use either your own workstation default policy copied from our default, or the built-in [Recommended Defaults](#).
- **Include Global Overrides** – Global Overrides are great for exceptions that need to be used across multiple customers with similar industry focus. However, in some cases, it might not make sense to have global overrides turned On for every site. For example, legal focused overrides may not make sense for a medical practice.
- **Report Distribution List** – Set default email to distribution list, as this can be changed later.
- **Data Filter** – Leave as default.

WEBROOT SecureAnywhere

Dashboard Sites Admins Groups Policies Overrides Alerts Reports Settings Security Awareness Training

< Back Add Site

1 Details 2 Permissions 3 Endpoint Protection 4 DNS Protection 5 Security Awareness Training

Endpoint Protection is required to trial or purchase any of Webroot's additional products and services - including DNS Protection and Security Awareness Training.

Keycode Type ⓘ
☒ Full ☐ 30 day trial

Site Seats ⓘ

Default Endpoint Policy ⓘ
Recommended Defaults

Report Distribution List ⓘ
gpi2@webroot.com

☐ Include Global Policies? ⓘ

☐ Include Global Overrides? ⓘ

Data Filter ⓘ
Inherit the GDM data filter setting

Previous Next

Note: Including Global Policy and Global Overrides cannot be undone. The best practice is to turn Global Policies On and leave Global Overrides turned Off, unless it's prudent to change later.

Policy Management

Default Policies and Recommendations

Default policies should be used as templates and should not be assigned to endpoints, as they cannot be edited. We recommend that you make a copy and modify the copy, according to your needs.

- **Recommended Default** – This policy covers the majority of endpoint requirements for general users working on workstations or laptops. User interface and PUAs are turned Off.
- **Recommended Server Default** – This policy covers the majority of server environments with the primary focus on resource utilization. Designed for server environments. Difference is around resource management for zero impact on a server.
- **Silent Audit** – This policy is a derivative of Recommended Defaults and purposefully has the remediation function suppressed so as to not effect production. This policy should be used for short duration during initial site/endpoint setup to capture potential production false positives. See section below on how to utilize the [Silent Audit policy, and review Unknown Applications](#).
- **Unmanaged** – Designed for troubleshooting and/or no policy management where necessary. This is not a manageable or editable policy, rather it turns the agent into a local, unmanaged application to be controlled directly by the endpoint user. Primary recommended use is for technical support, but it's highly recommended to not be used in production, as it moves the management responsibility to the endpoint user which could cause a network vulnerability.

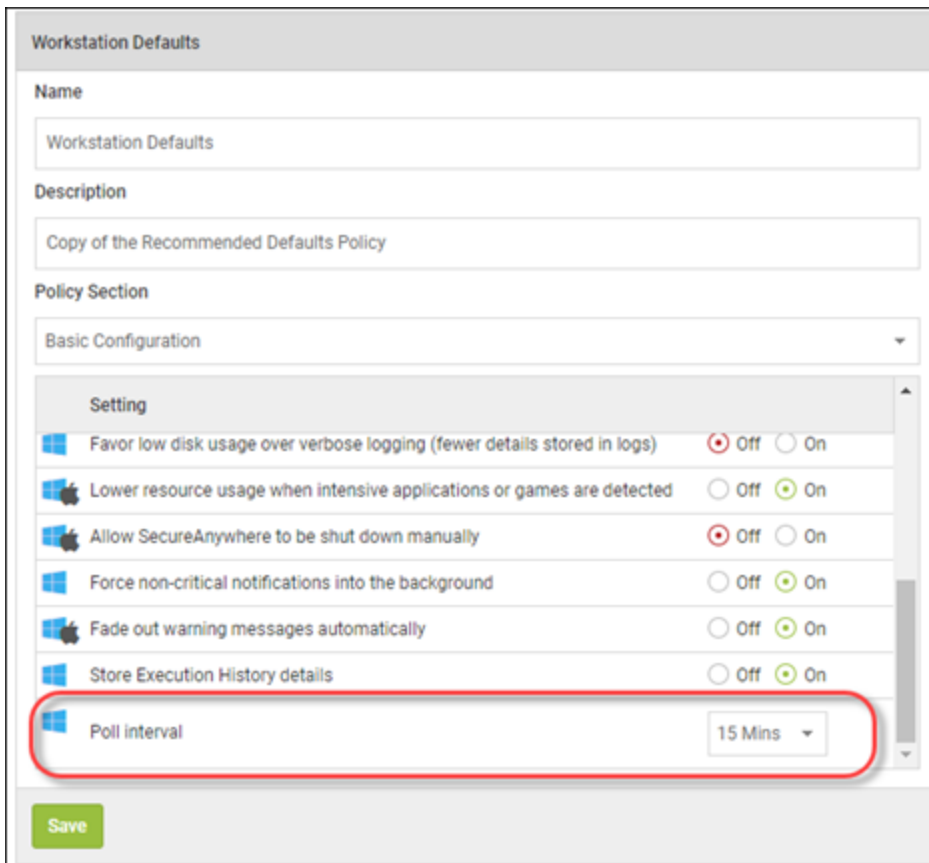
Note: For more information, see [Working With Policies](#).

Various policy settings are either not configured or should be reviewed before using all default settings. An in-depth explanation will focus on recommended changes to policies for user endpoints, not servers.

- [Polling Interval](#)
- [Potentially Unwanted Applications \(PUAs\)](#)
- [Scan Schedule](#)
- [Web Threat Shield](#)
- [Unblocking Sites](#)
- [Firewall](#)
- [User Interface](#)

Polling Interval

Our agent will check in with our console based upon this Poll Interval. The default is set to Daily (24 hours). We recommend that you change this to 15 minutes.



The screenshot shows the 'Workstation Defaults' configuration page. It includes fields for 'Name' (Workstation Defaults) and 'Description' (Copy of the Recommended Defaults Policy). A 'Policy Section' dropdown is set to 'Basic Configuration'. Below is a list of settings with radio buttons for 'Off' and 'On'. The 'Poll interval' setting is highlighted with a red circle and is set to '15 Mins'.

Setting	Off	On
Favor low disk usage over verbose logging (fewer details stored in logs)	<input checked="" type="radio"/>	<input type="radio"/>
Lower resource usage when intensive applications or games are detected	<input type="radio"/>	<input checked="" type="radio"/>
Allow SecureAnywhere to be shut down manually	<input checked="" type="radio"/>	<input type="radio"/>
Force non-critical notifications into the background	<input type="radio"/>	<input checked="" type="radio"/>
Fade out warning messages automatically	<input type="radio"/>	<input checked="" type="radio"/>
Store Execution History details	<input type="radio"/>	<input checked="" type="radio"/>
Poll interval		15 Mins

Save

Potentially Unwanted Applications (PUAs)

By default, Detect Possibly Unwanted Applications as malicious is turned Off. Given the number of attack vectors that come through Adware and other various utilities and browser add-ons, we recommend, in most environments, that you turn this On. The caveat is, it could catch more false positives and be chatty, but the agent will identify more malicious code with this turned On.

Server Defaults

Name

Server Defaults

Description

Copy of the Recommended Server Defaults Policy

Policy Section

Scan Settings

Setting

Automatically reboot during cleanup without prompting

☒ Off

☐ On

Never reboot during malware cleanup

☒ Off

☐ On

Automatically remove threats found during background scans

☐ Off

☒ On

Automatically remove threats found on the learning scan

☒ Off

☐ On

Enable Enhanced Support

☐ Off

☒ On

Show Infected Scan Results

☒ Off

☐ On

Detect Possibly Unwanted Applications (PUAs) as malicious

☐ Off

☒ On

Save

Scan Schedule

Daily scans can be set at an appropriate time based upon your environment and customer needs. By default, there is a Randomize setting, which will tell the agent to scan at various times close to the scheduled scan. If you want to have the machines scan at an exact time, turn this setting Off.

Server Defaults

Name

Server Defaults


Description

Copy of the Recommended Server Defaults Policy

Policy Section


Scan Schedule

Setting




Scan on bootup if the computer is off at the scheduled time

☐ Off ☒ On




Hide the scan progress window during scheduled scans

☐ Off ☒ On




Only notify me if an infection is found during a scheduled scan

☐ Off ☒ On




Do not perform scheduled scans when on battery power

☐ Off ☒ On




Do not perform scheduled scans when a full screen application or game is open

☒ Off ☐ On



Randomize the time of scheduled scans up to one hour for distributed scanning

☐ Off ☒ On



Perform a scheduled Quick Scan instead of a Deep Scan

☒ Off ☐ On

Save

Web Threat Shield

By default, the agent will install extensions for all browsers and a driver for Edge on Windows 10. It will also suppress the user's ability to override a blocked website. If you are interested in allowing users to bypass the block, which may be needed in some cases, turn this setting Off.

Server Defaults

Name

Server Defaults








Description

Copy of the Recommended Server Defaults Policy

Policy Section

Web Threat Shield

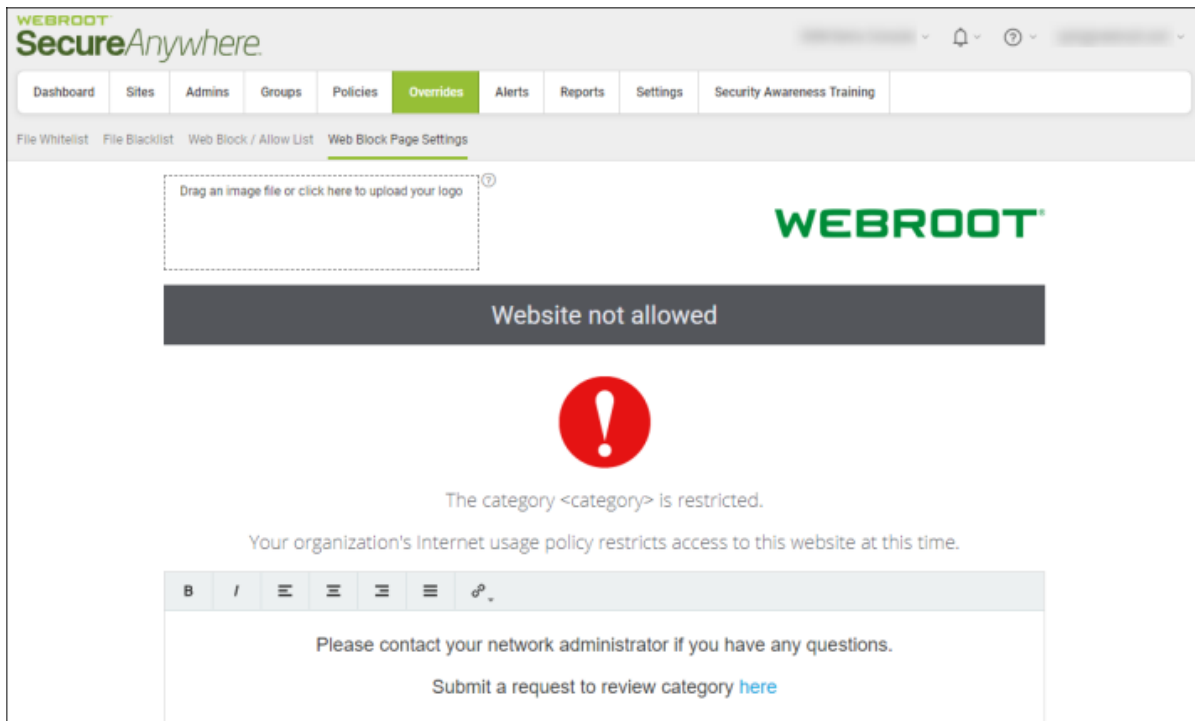
Setting

 Enable Web Shield	<input type="radio"/> Off <input checked="" type="radio"/> On
 Activate browser extensions	<input type="radio"/> Off <input checked="" type="radio"/> On
 Block malicious websites	<input type="radio"/> Off <input checked="" type="radio"/> On
 Enable realtime anti-phishing	<input type="radio"/> Off <input checked="" type="radio"/> On
 Show safety ratings when using search engines	<input type="radio"/> Off <input checked="" type="radio"/> On
 Enable web filtering driver	<input type="radio"/> Off <input checked="" type="radio"/> On
 Suppress the user's ability to bypass blocked websites	<input type="radio"/> Off <input checked="" type="radio"/> On

Save

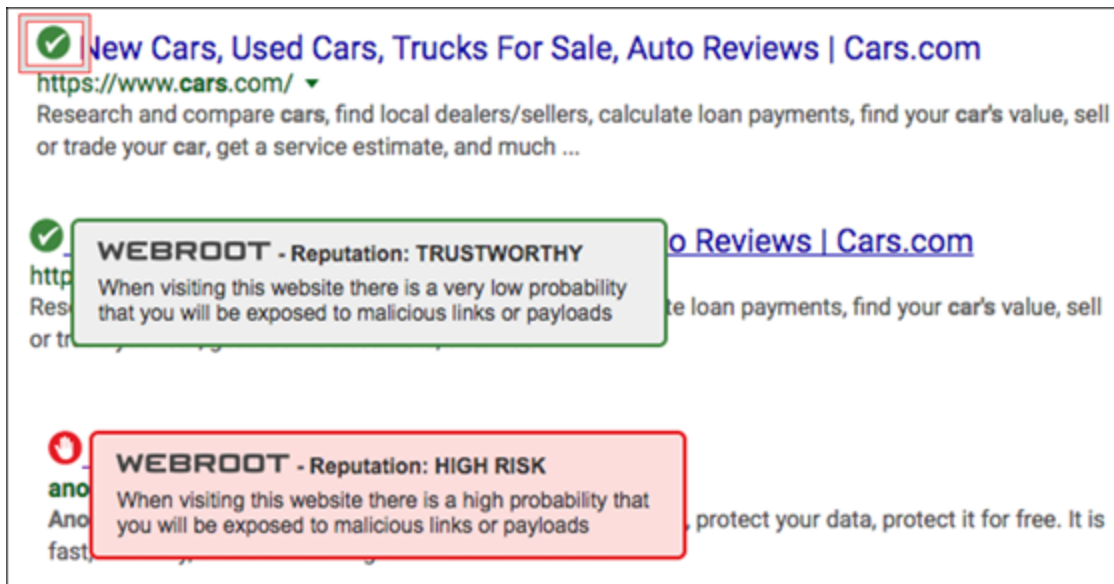
Unblocking Sites

With the Suppress Users ability to make local overrides setting turned Off, the user will get a blocked page, along with a message indicating that they should contact their network administrator with any questions.



Search Reputation

With the extensions enabled in the Web Threat Shield policy, users will see various reputation indicators when performing a web search. Mouse over the icon to get a review of what Webroot thinks about this sites reputation.



Firewall

This setting is actually an outbound port monitor, not an inbound/outbound port manager with rules, like a traditional firewall. It should be left On, as it's not manageable. It does, however, provide behavior information about an unknown process being monitored and is valuable to the agent in making a decision about the monitored process.

Server Defaults

Name
Server Defaults

Description
Copy of the Recommended Server Defaults Policy

Policy Section
Firewall

Setting	
Enabled	<input type="radio"/> Off <input checked="" type="radio"/> On
Firewall level	Warn unknown and infected
Show firewall management warnings	<input checked="" type="radio"/> Off <input type="radio"/> On
Show firewall process warnings	<input checked="" type="radio"/> Off <input type="radio"/> On

Save

User Interface

GUI

By default, the User Interface is hidden. If you'd like your users to be able to see the Webroot application, turn this to Show.

Users can only perform a scan, and cannot turn any other settings On/Off or manage the agent application in any way. To leave the GUI hidden and only show a system tray icon, set this at Hide. Best practice is to turn it to Show.

Server Defaults

Name

Server Defaults


Description

Copy of the Recommended Server Defaults Policy

Policy Section

User Interface

Setting

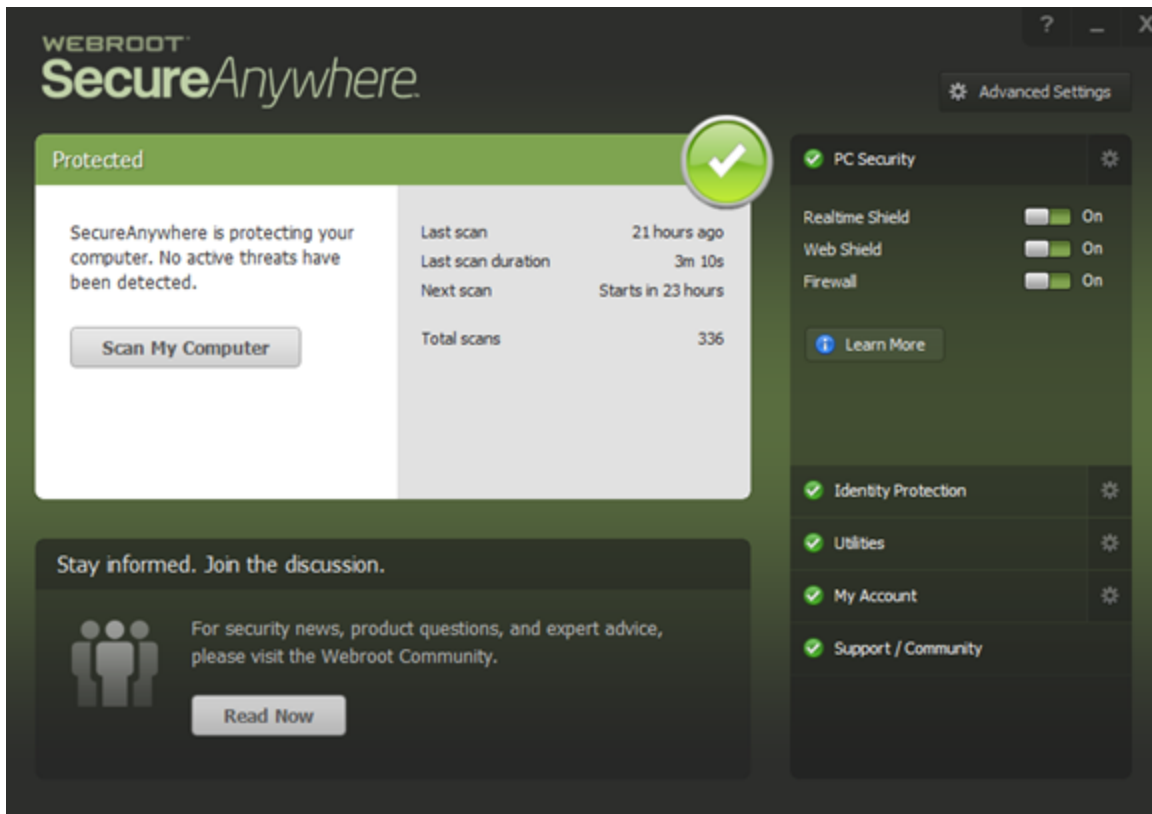
 GUI ☒ Show ☐ Hide

Save

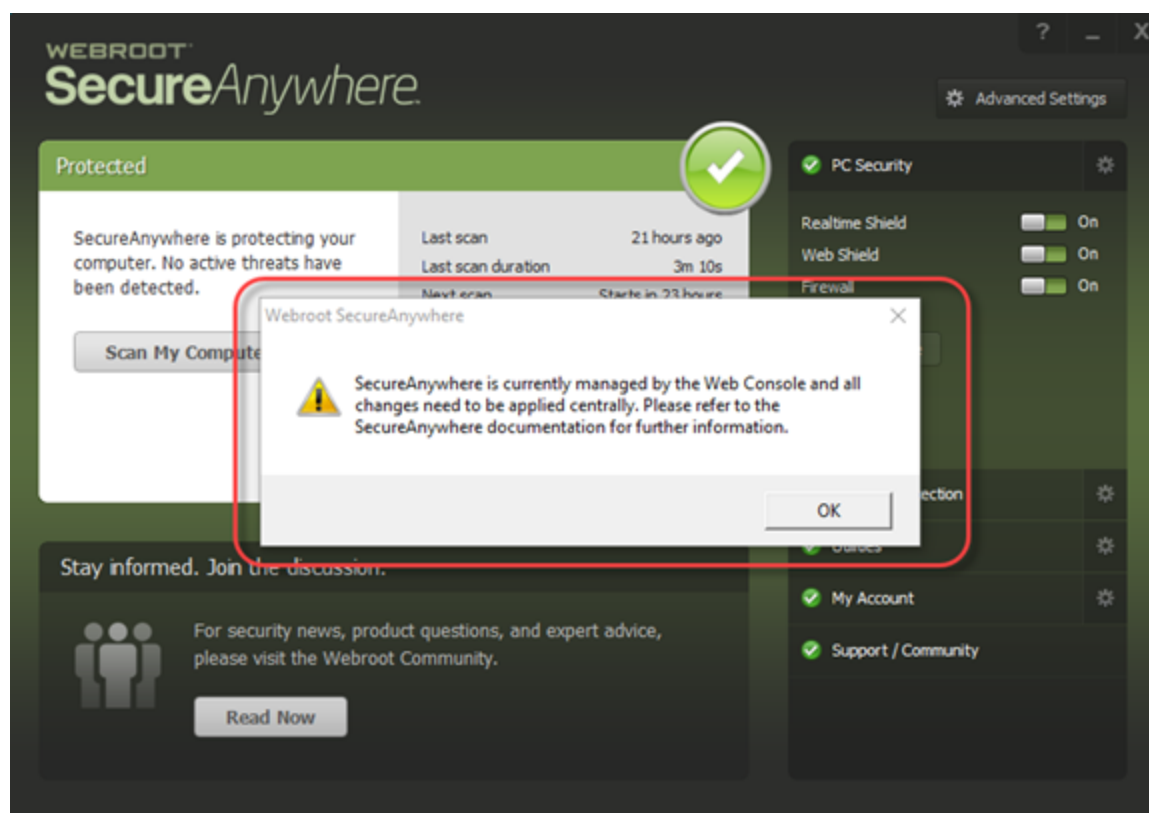
Agent GUI

The local GUI cannot be managed or changed by the user. However, they will see the settings and know protection is turned On and is working.

Normal View

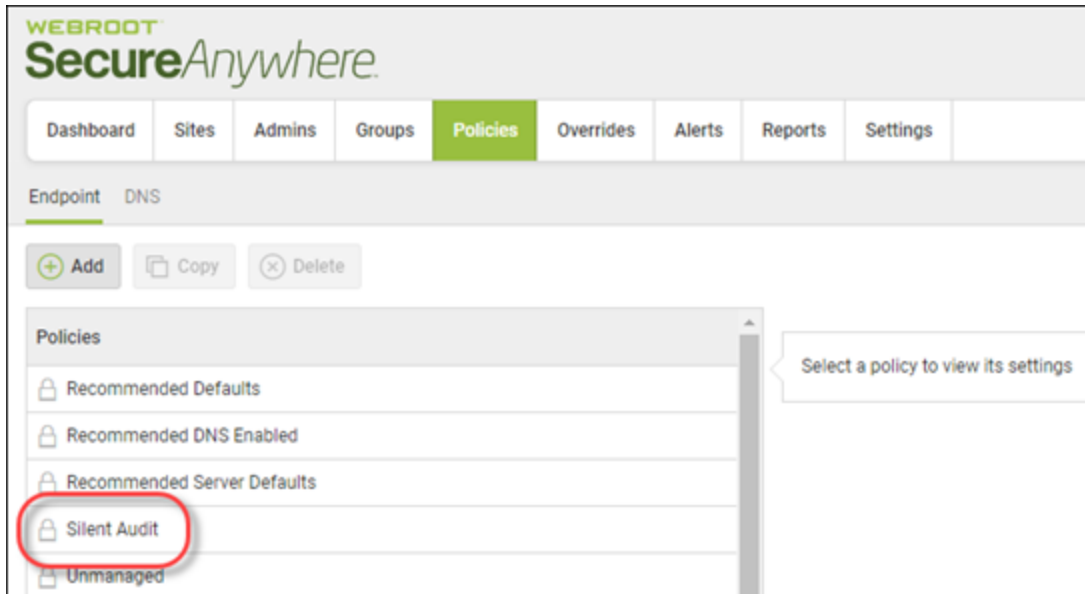


Alert on Change Attempt



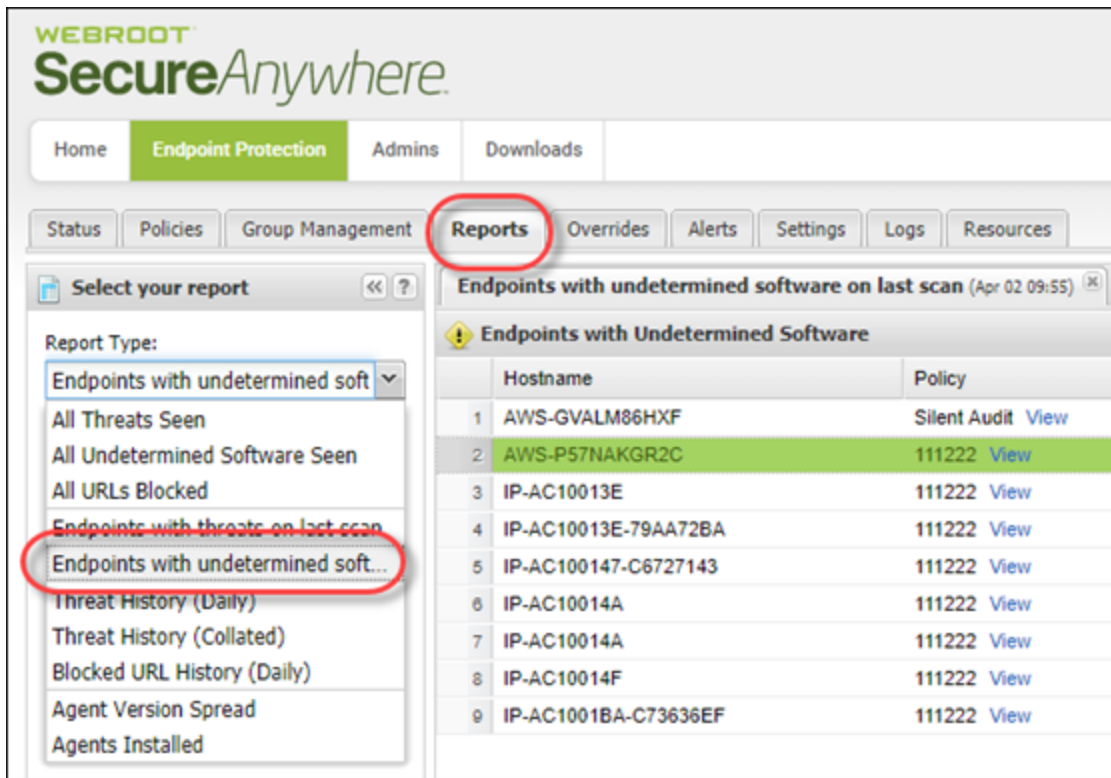
Using Silent Audits

Consider taking a conservative approach when rolling out to new environments and use the Silent Audit policy. This is a policy that will not remediate monitored undetermined applications, but will remediate known files. It will help you learn what is undetermined, so you can proactively configure whitelist overrides.

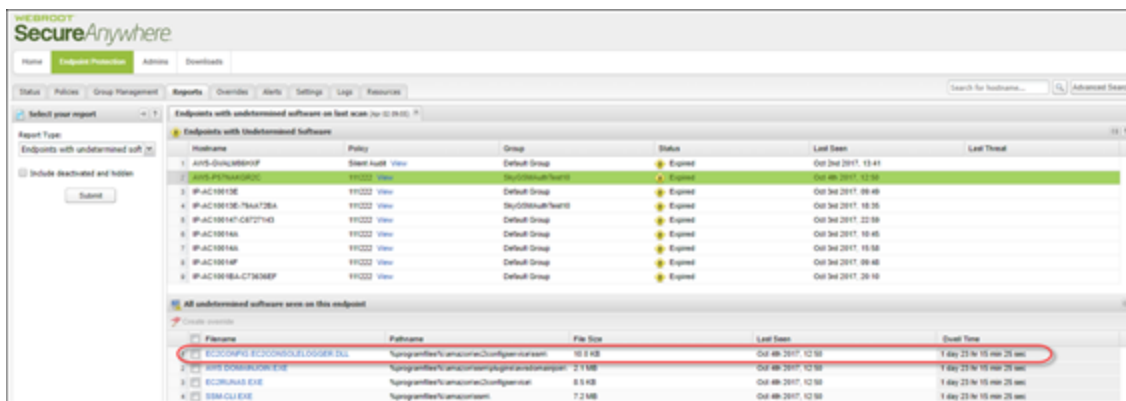


Undetermined Report

Once you've assigned the Silent Audit policy to a specific endpoint, test endpoints that represents a sample of users' environments or all endpoints on a site, let it run a few days, and then pull an Undetermined Report by going to the Site and selecting the Reports tab.



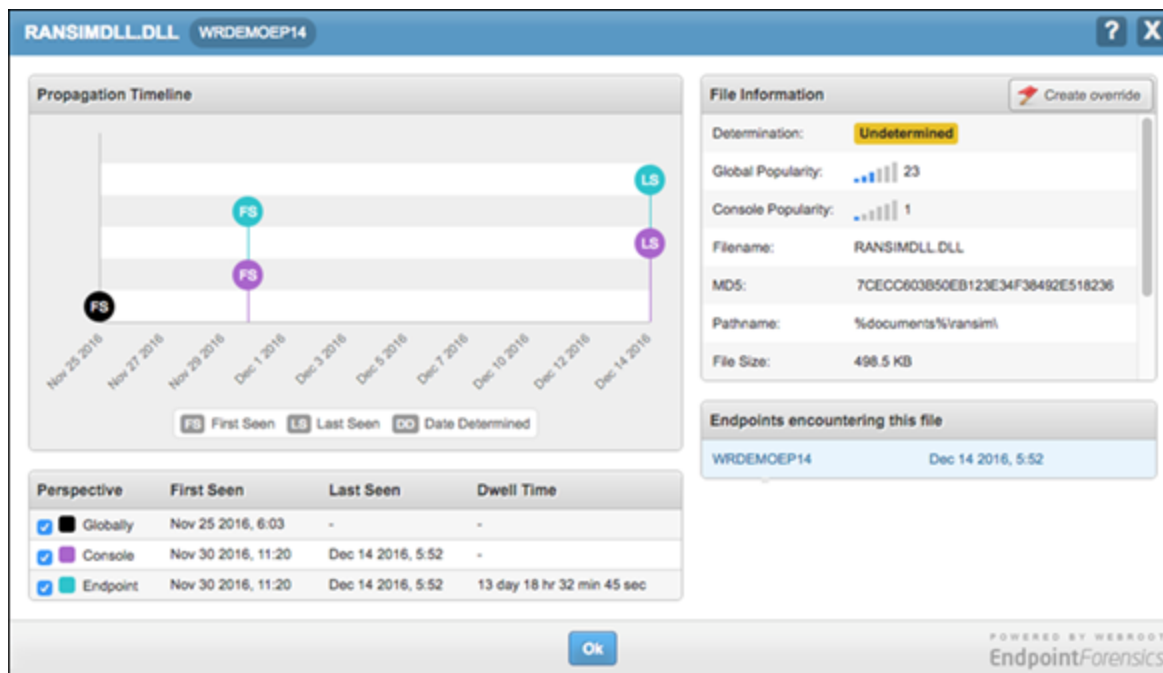
The report will list the endpoints with undetermined software being monitored, and list each application below when you select an endpoint host. You can export this list or review it, and use the information for whitelist override configurations.



Note: For more information, see [Generating Endpoints With Undetermined Software on Last Scan report](#).

Undetermined Application

For additional review, you can select the file in question and see detailed forensics related to what Webroot's Threat intelligence knows about this file.



Working With Overrides

File Overrides can be captured in various ways when presented:

- On the management console, you can take action and establish a file override.
- When viewing the endpoint at the Site and Group Management level.
- You can override a file manually.

Note: For more information, see [Working With Overrides](#).

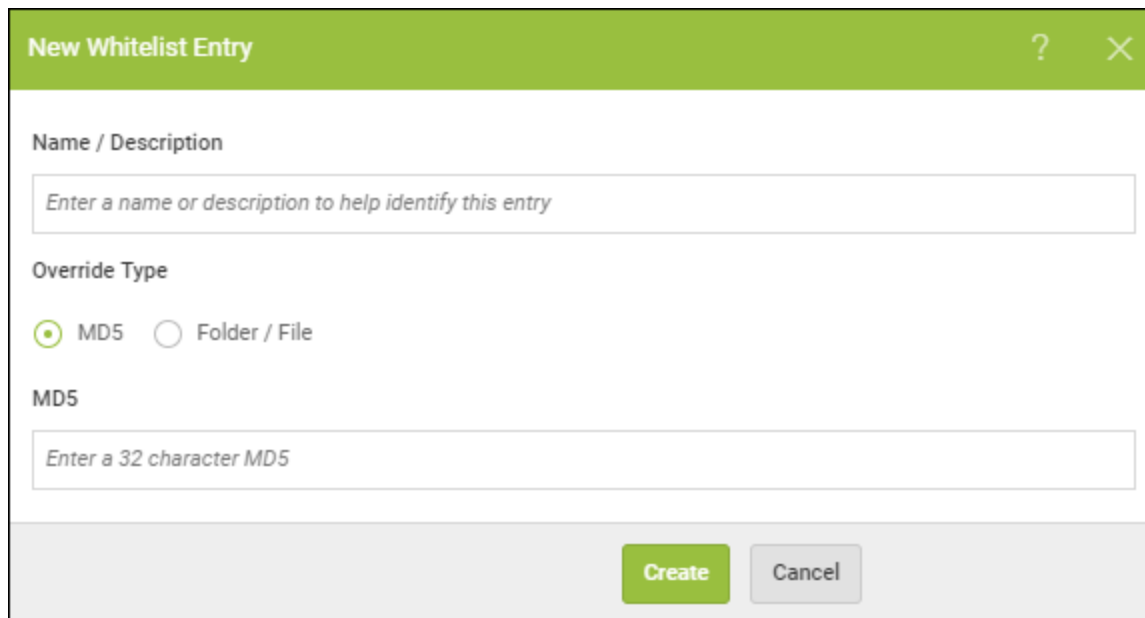
Path Overrides

- Locate path in Undetermined report
- Manual

File Overrides

A file based override can be generated manually and/or through several areas displayed in the management console and at a Site.

Manually - Overrides Tab



New Whitelist Entry ? X

Name / Description

Enter a name or description to help identify this entry

Override Type

☒ MD5 ☐ Folder / File

MD5

Enter a 32 character MD5

Create Cancel

GSM Sites – Generate Threats Seen and Review -> Select Endpoint -> Select Make Override Icon

Devices needing attention (Now) Apex Technology

Devices			File Information: APEX-PROCUREMENT				
Device Name	Last Infected	Cleanup	Filename	Pathname	Malware Group	Last Seen	Actions
APEX-WEBDESIGN	Apr 10th 2017, 15:04		WEBROOTTESTFILE.EXE	%desktop%\webrootestfile	W32.Webrootestfile	Apr 10th 2017, 11:42	
APEX-PROCUREMENT	Apr 10th 2017, 11:42		SETHASHBUSTED.EXE	%desktop%\	W32.Adware.Gen	Apr 10th 2017, 11:42	
APEX-WAREHOUSE	Apr 10th 2017, 03:07		SET.EXE	%desktop%\	W32.Adware.Gen	Apr 10th 2017, 11:42	

Site and Endpoint Level – View Blocked File -> Select Checkbox -> Create Override Button

All threats ever seen on this endpoint

Create override Show all PCS which have encountered this file Restore from Quarantine

<input checked="" type="checkbox"/>	Filename	Pathname	Malware Group	Last Seen	Dwell Time
<input checked="" type="checkbox"/>	LAUNCHER.EXE	%documents%\ransim\	W32.Ransomsimul...	Dec 14th 2016, 05:52	13 Days 18 hr 32 ...

Folder Overrides

Folder overrides can only be created or configured manually through the Override policy editor. Anywhere that an undetermined application is reported, you can copy the path location where it's launching and use that directory structure for creating the override.

Manually - Overrides Tab

Explicit or dynamic directories can be configured.

New Whitelist Entry?

Name / Description

Enter a name or description to help identify this entry

Override Type

☒ MD5

☐ Folder / File

MD5

Enter a 32 character MD5

Create

Cancel

Dynamic directories are listed within the registry and no driver letter is explicitly declared.

New Whitelist Entry

Please note: File / Folder overrides will only be supported by endpoints running version 9.0.1 and higher

Name / Description

Enter a name or description to help identify this entry

Override Type

☐ MD5

☒ Folder / File

File Mask (Optional)

e.g. notepad.exe

Path / Folder Mask

%\

%AllUsersProfile%\
%CommonProgramFiles%\
%CommonProgramFiles(x86)%\
%CommonProgramW6432%\
%ProgramData%\
%ProgramFiles%\
%ProgramFiles(x86)%\
%ProgramW6432%\
%Public%\
%SystemDrive%\
%SystemRoot%\
%WinDir%\

Create

Cancel

- 23 -

New Whitelist Entry?

Please note: File / Folder overrides will only be supported by endpoints running version 9.0.1 and higher

Name / Description

Enter a name or description to help identify this entry

Override Type

☐ MD5

☒ Folder / File

File Mask (Optional)

e.g. notepad.exe

Path / Folder Mask

%AllUsersProfile%\

Include Sub-folders

☐

Detect if Malicious

☐

Create

Cancel

User Interface Suggestions

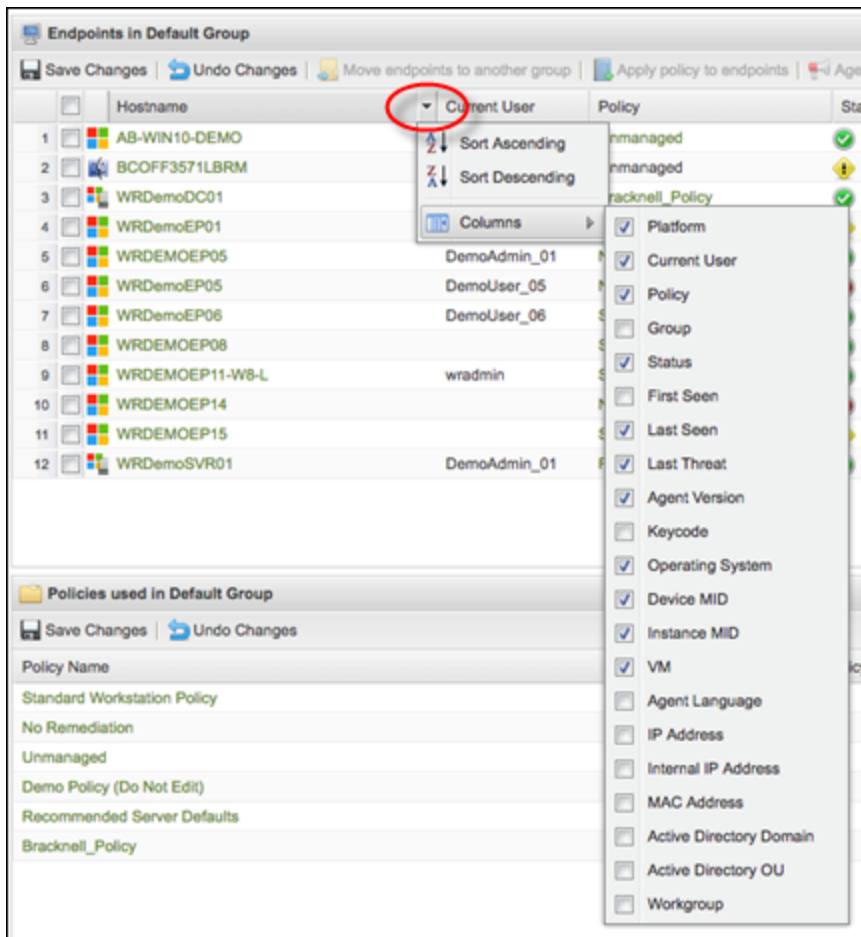
Columns

In various locations, we display information in columns. There are additional columns that are not turned On by default. We recommend that you display specific columns you're interested in by selecting the **Down** arrow next to the Current User column.

Group Management

In group management under a particular site, there are several useful columns that can be exposed by selecting the column checkbox when the list is shown.

In this example, Current User is not displayed by default. You can also turn on IP Address, Machine ID, and several other informational fields captured by the endpoint agent.



Note: Columns can be sorted and moved around based upon visual needs. Also, column settings are user based, so each user account can have different columns exposed and will persist across sessions. So, once they're turned On, they will be exposed during each management session until turned Off.

Cloud Determinations

When working with overrides, understanding what is in our central threat intelligence, or Cloud Determination, will be helpful when configuring file overrides. Turning this column On will help with initial configurations as well as on-going management of overrides.

If the determination status has the Green (Good) indicator, we recommend that you remove this local override in the GSM or Site console so as to minimize the agent's performance.

Status Policies Group Management Reports Overrides Alerts Settings Logs Resources										
Whitelist										
Whitelist										
Create Delete Import										
Filter by Policy										
	Override Name	MD5	Path Mask	File Mask	Common Filename	Common Pathname	Detect if Malicious	Determination	Last modified	Last modified by
1	Sample with File	796C21FC2954245A2B...	%ProgramFiles%\N...	mlpwns.exe	WEBROOTPLUGIN.DLL	T:\working\mg\wp\jst...	Yes	N/A	Nov 8th 2016, 14:58	webroot@webroot.com
2	Good file	796C21FC2954245A2B...			WEBROOTPLUGIN.DLL	T:\working\mg\wp\jst...	Yes	Undetermined	Nov 8th 2016, 11:24	webroot@webroot.com
3	Verified file with threat	75D60345C729E0D5FE...			(H)DEB82-8A4D-474C...	%system%\microsof...	Yes	Undetermined	Oct 27th 2016, 12:40	webroot@webroot.com
4	My test machine		%ProgramFiles%\Nig...	**			No	N/A	Aug 26th 2016, 08:11	scoper@webroot.com
5	Centimage		%programfiles%\cent...	**			No	N/A	Jul 28th 2016, 10:49	scoper@webroot.com
6	test opera	75C08BA3DA7FC5FA...			OPERA.EXE.NEW	%temp%\opera autopt...	Yes	Undetermined	May 27th 2016, 04:49	50rang@webroot.com
7	test opera	836657E8A87A8CBF...			OPERA.EXE.NEW	%temp%\opera autopt...	Yes	Undetermined	May 27th 2016, 04:49	50rang@webroot.com
8	Custom Software Abse...		C:\CustomSoftwareDir...	**			No	N/A	Jul 28th 2016, 10:57	thamson@webroot.com
9	Custom Software Sys...		%ProgramFiles%\Cust...	**			No	N/A	Jul 28th 2016, 10:56	thamson@webroot.com
10	Custom Software Sys...	7AC0308FEE417...					Yes	Undetermined	May 27th 2016, 10:47	thamson@webroot.com
11	Media Center	GABC3DA147A7088B...			MICROSOFT MEDIA CE...	%assembly%\...	Yes	Undetermined	May 27th 2016, 11:11	bruce@webroot.com
12		80C034E4882F0B7D...			OPERA.EXE	%temp%\opera autopt...	Yes	Undetermined	May 27th 2016, 11:26	thamson@webroot.com
13		FF92F4A81C8608E...			OPERA_1216_INT_SET...	%cache%\...	Yes	Undetermined	May 8th 2016, 16:49	blaw@webroot.com
14		1A2D185F43134798...			WSAIME.SFX.EXE	%temp%\...	Yes	Undetermined	Oct 18th 2015, 04:22	jroldugh@webroot.com
15		245F943E28714E78...			XLCONV20074308673...	%programfiles%\num...	Yes	Undetermined	Mar 7th 2013, 20:40	stewart@webroot.com
16		537C3DA33F5EAD9...			NDF205F243B72943...	%programfiles%\num...	Yes	Undetermined	Nov 15th 2012, 12:04	thamson@webroot.com
17		4D61873C2F4683C6...			NDF205F243B72943...	%programfiles%\num...	Yes	Undetermined	Nov 15th 2012, 12:04	thamson@webroot.com
18		796C21FC2954245A2B...			EXCEL20074308673...	%programfiles%\num...	Yes	Undetermined	Nov 15th 2012, 12:04	thamson@webroot.com
19		01C1AE4D888CA86F4...			EXCEL20074308673...	%programfiles%\num...	Yes	Undetermined	Nov 15th 2012, 12:04	thamson@webroot.com
20		843E78C05D05A77...			EXCEL20074308673...	%programfiles%\num...	Yes	Undetermined	Nov 15th 2012, 12:04	thamson@webroot.com
21		8AD74081D27AEF57...			XLCONV20074308673...	%programfiles%\num...	Yes	Undetermined	Nov 15th 2012, 12:04	thamson@webroot.com
22							Yes	Undetermined		

Chapter 2: Management Console Support

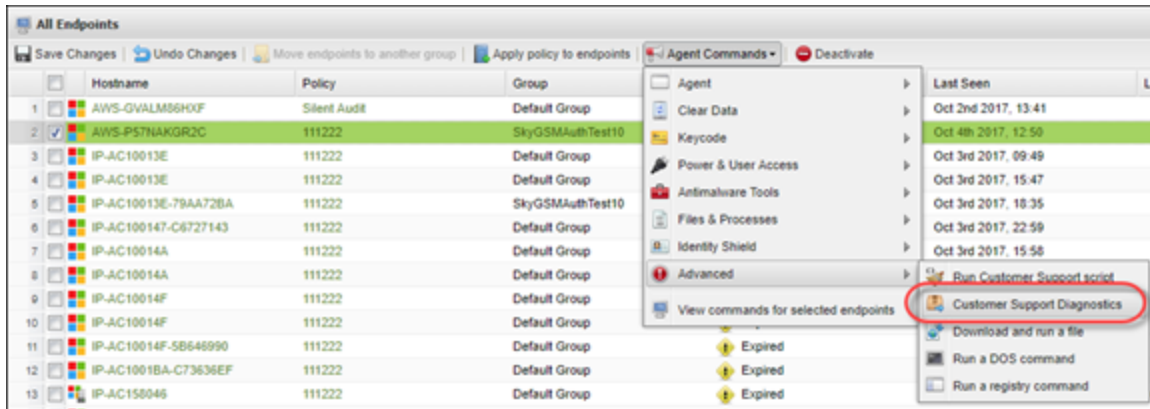
For information about support for the management console, see the following topics:

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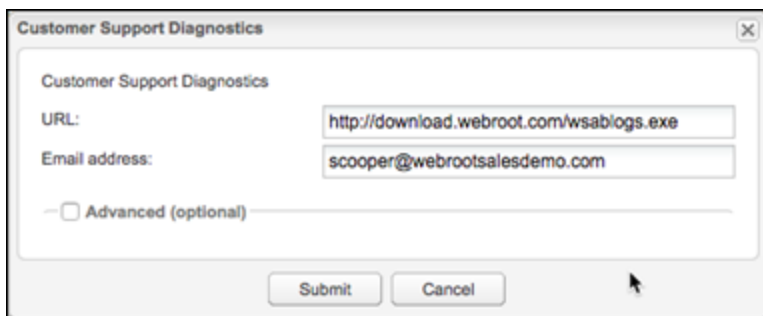
Capturing Logs

Rather than requiring a technician to remote access an endpoint having issues, the agent gathers a variety of logs, puts them into a zip file, and pushes them up through our backend infrastructure for a support agent's review.

Simply select the endpoint, and from the Agent Commands menu, select **Advanced > Customer Support Diagnostics**, and the agent will do the work.

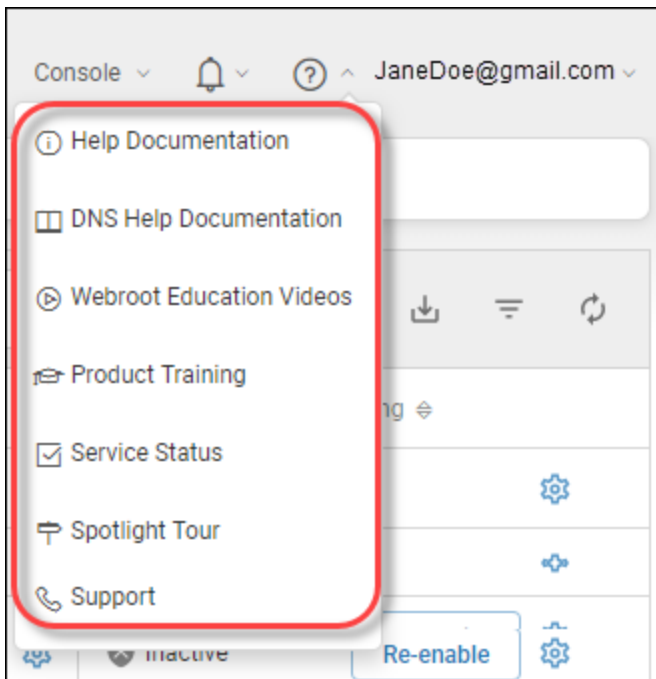


Note: The email address entered is for reference by the Webroot Support Technician. The agent or our console will not send an email when the logs are finished. This is a fairly silent activity.

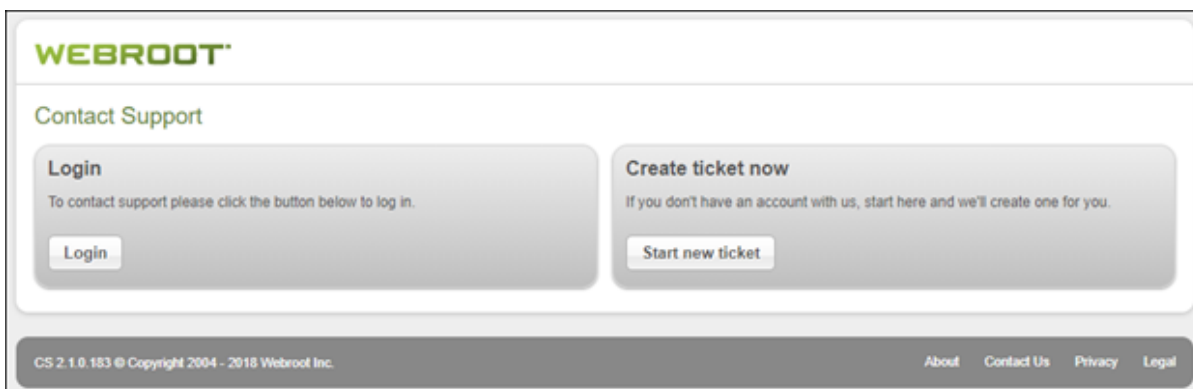


Tickets

At both the management console and Site level, there is always a Support button at the top right, where a technician or admin can open a support ticket. These tickets are instantly displayed to Webroot support technicians, and are not fed into another system. The ticket system is custom built as part of the backend support system all technicians' access, and is live and dynamic.



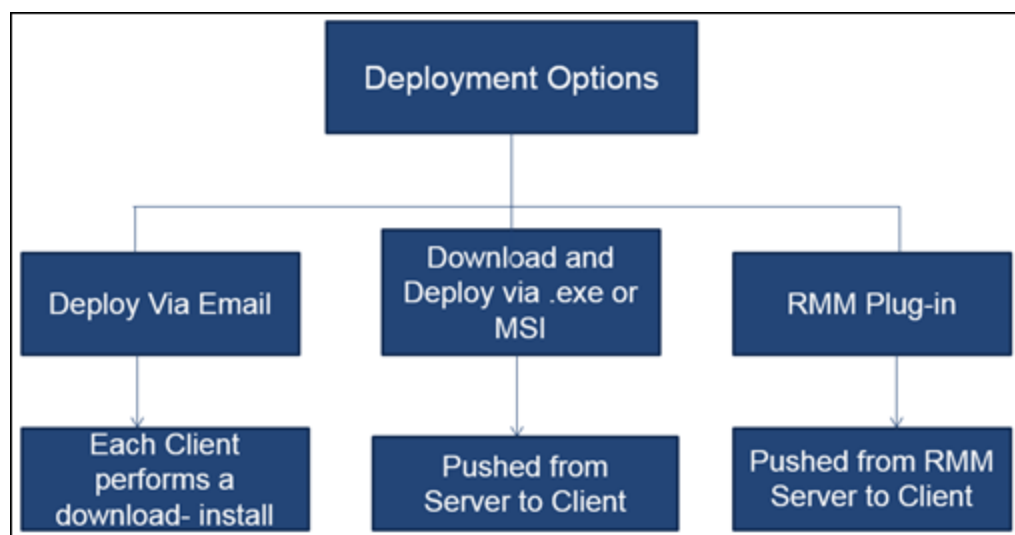
The fastest and best way to contact support is directly from within the management console. All tickets, both open and closed, are available to all administrators for review.



Deployment Options

Common deployment options for various scenarios include but not limited to the following:

- Custom Deployments via MSI and EXE:
 - RMM solutions deploy through their respective agent.:
 - GPO within Active Directory:
 - Login Scripts:
 - Third party deployment tools like: SCOM, PDQ Deploy, AutoMox
- Via Email



To support these types of installations, locate the Resource tab on the respective client site, and download the EXE or MSI, depending on installation requirements.

Management Console Best Practices Guide

The screenshot shows the 'Resources' tab in the Webroot Management Console. The top navigation bar includes links for Status, Policies, Group Management, Reports, Overrides, Alerts, Settings, Log, and Resources (which is highlighted with a red circle). A search bar for hostnames and an 'Advanced Search' link are also present.

Resources

Simple Deployment Options

The quickest and easiest way to get endpoints reporting into the console is by downloading a copy of the Webroot SecureAnywhere software which has one of your keycodes automatically applied. The user then simply needs to run the file, and their endpoint will automatically report into the console.

Your available keycodes / downloads:

XXXX-XXXX-XXXX-XXXX-XXXX Devices Purchased: 28 Windows Download Email template for Windows

Mac users can download the Webroot SecureAnywhere software from here: Mac Download

Advanced Deployment Options: (Windows Only)

Run the installer in the background from a command line

1. On the endpoint, download the Webroot SecureAnywhere installer. [Click here to download.](#)
2. Run the installer from a command line, using the commands listed in the deployment help. [Click here to view.](#)

Install using MSI

1. Download the Webroot SecureAnywhere MSI installer. [Click here to download.](#)
2. Run the installer from a command line, using the commands listed in the deployment help. [Click here to view.](#)

For further details about these deployment options, see the Deploying Webroot SecureAnywhere help guide. [Click here to view.](#)

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