



# Integration for ConnectWise Automate User Guide

**For ConnectWise Automate Version 2021 & above**

**Plugin Version 4.0.0.387 and above**

Doc Version 4.0.5



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## What's new with version 4.0

Release 4.0 comes with new advanced features with the goal of providing the best experience for users. Here is a summary of what to expect:

### New features:

- **DNS Protection:** The plugin comes integrated with Webroot DNS Protection product, for customers that have an active Webroot DNSP subscription. This allows our customers to visualize their DNS data from within the plugin. The DNSP data can be viewed on:
  - Overview page – graphical representation of overall DNS status per Client or all Clients
  - Clients page – status of DNS Protection availability per Client
  - Computers page – detailed DNS agent status in multiple columns
- **Health check:** To indicate the health of Webroot agent, a new column has been added on **Computers page**. This enables our clients to monitor the agent status and be aware of any issues.
- **User security:** To be compliant with Automate user groups and their permission sets, the 4.0 Webroot plugin has introduced a new checkbox on the **Settings page**. This user security setting ensures that ConnectWise Automate security model is followed and there is no exposure outside of access rules.
- **Deactivation:** The 4.0 version also comes with the ability to deactivate a Webroot agent from within the plugin. A new action item is added on the **Computers** page for users to deactivate a computer directly from the plugin.

Along with the above cutting-edge features, version 4.0 also comes with a **new database structure**. The new DB tables are created keeping in mind the efficiency and robustness of the Webroot plugin. Please note that after an update to the 4.0 version, all user data will be migrated to the new tables and the old tables will no longer be used. There will be absolutely no loss of any user data.

## Previous Versions

### What's new with version 3.2.1.244

This maintenance release resolves an issue with MySQL 8.0

### What's new with version 3.2.1.242

This interim maintenance release is designed to improve the underlying MySQL DB access speed and addresses some bugs where Computers Page may not load correctly. For a summary of features and enhancements see list below.

#### Enhancements

- Computers page: Change related SQL view to work more efficiently with MySQL 5.7
- Computer plugin tile: Change so the Automate Computer management screen loads quicker

#### Bug fixes

- Computers page: Not displaying any computers data in the grid
- When the data reconciliation is happening, it is causing SQL Deadlock errors

## What's new with version 3.2.0.236

This important feature release allows our largest customers to use the plugin in a much more efficient manner and adds other important security and usability enhancements. For a summary of features and enhancements see list below. For more details, see [SECTION 3 - Plugin Reference & Walkthrough](#).

### New Features

- Global Client filter to enable vastly faster access to plugin pages by larger customers
- Added Location as a new column within the Computers page to help usability
- Added Active Threats value to Computers page
- Added the ability to turn on ARPNOREMOVE via plugin global settings for additional security

### Enhancements

- Removed Client & Location tabs and -Clone Unique Identifier option to reduce legacy technical debt
- Fixed SQL injection vulnerability as well small bugs
- Changed the API endpoints used with the computer data synch process to be more efficient
- Restricted Threat History to 3 months to reduce strain on DBs with large numbers of detections

## How to use this manual


This manual is in three main sections.

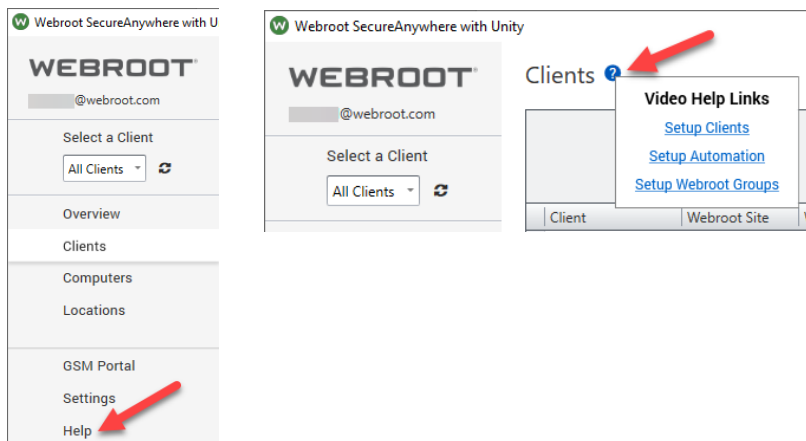
**Section 1 - New Webroot users** start here. If you are new to Webroot or have not used a Webroot plugin before please follow the step by step [Installation instructions for new Webroot users](#) below. This manual assumes you have already purchased Webroot and have signed into the Webroot console. If you have not purchased Webroot, please contact your ConnectWise representative.

**Section 2** - users **upgrading from legacy Webroot plugins, prior to version 3.x** start here. Please allow yourself enough time for the upgrade and actions afterwards. Read and follow the step by step [Upgrade instructions](#) before commencing. If you are upgrading from Version 3.x go to Section 3.

**Section 3 - Plugin Reference & Walkthrough.** We recommend you start in the most appropriate section first and then read through Section 3 – [Plugin Reference & Walkthrough](#)

## Help & ?

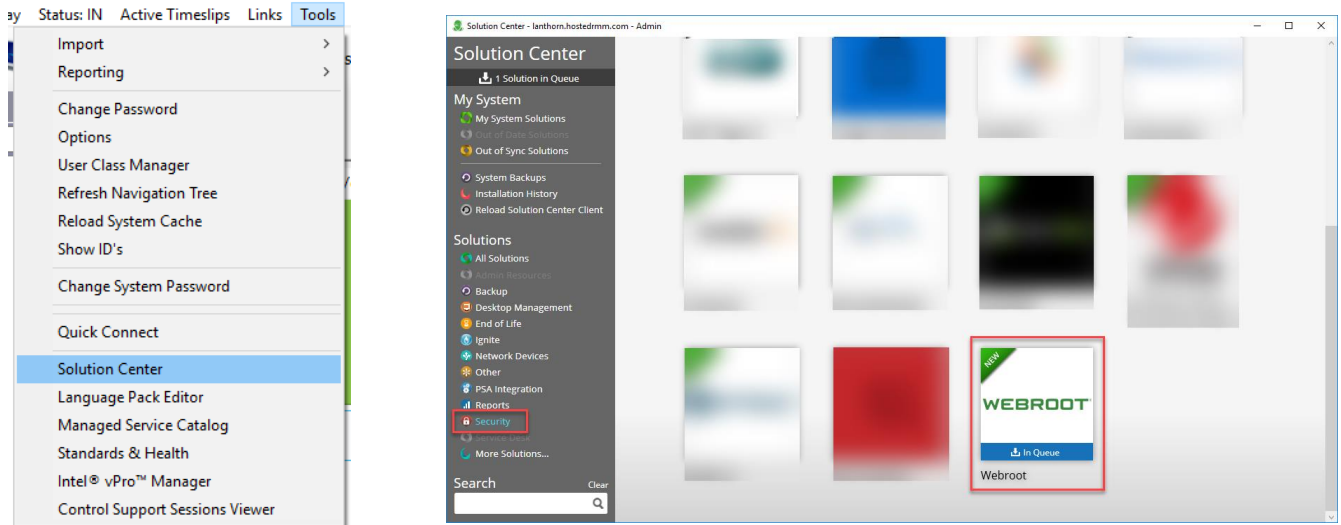
Please make use of the **Help** tab located on the bottom left of the plugin and the video tutorials  found within the **Client**, **Computers** and **Locations** tabs throughout the plugin.



## SECTION 1 - Installation instructions for new users

### Step 1 – Obtaining the plugin

If you are new to Webroot the latest Webroot plugin can be installed from CW Solution Center. Please select Security and Webroot and follow the standard Solution Center installation instructions.

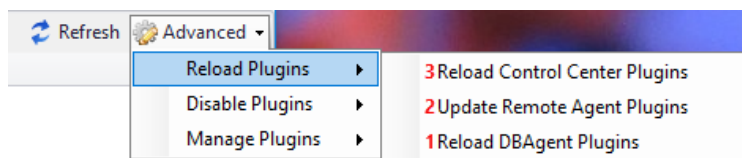


**Note:** Please navigate to the **Plugin Manager** within the Control Center and **Enable** “Webroot SecureAnywhere with Unity” and “Webroot SecureAnywhere with Unity RA” and restart your Control Center, before proceeding to next step.

|   |                                      |            |              |                                      |   |   |   |               |
|---|--------------------------------------|------------|--------------|--------------------------------------|---|---|---|---------------|
| ✓ | Webroot SecureAnywhere with Unity    | 3.0.1622.8 | Webroot Inc. | Webroot SecureAnywhere with Unity    | ✓ | ✓ | ✗ | webroot.dll   |
| ✓ | Webroot SecureAnywhere with Unity RA | 3.0.1622.8 | Webroot Inc. | Webroot SecureAnywhere with Unity RA | ✓ | ✓ | ✓ | WebrootRA.dll |

Enable  
Disable  
Refresh  
About

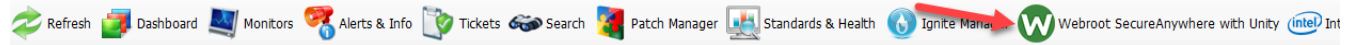
**Best Practice:** After installation, we recommend re-loading the **Reload DBAgent Plugins**, **Update Remote Agent Plugins** & **Reload Control Center Plugins** in the order shown below.



## Step 2 – Plugin settings

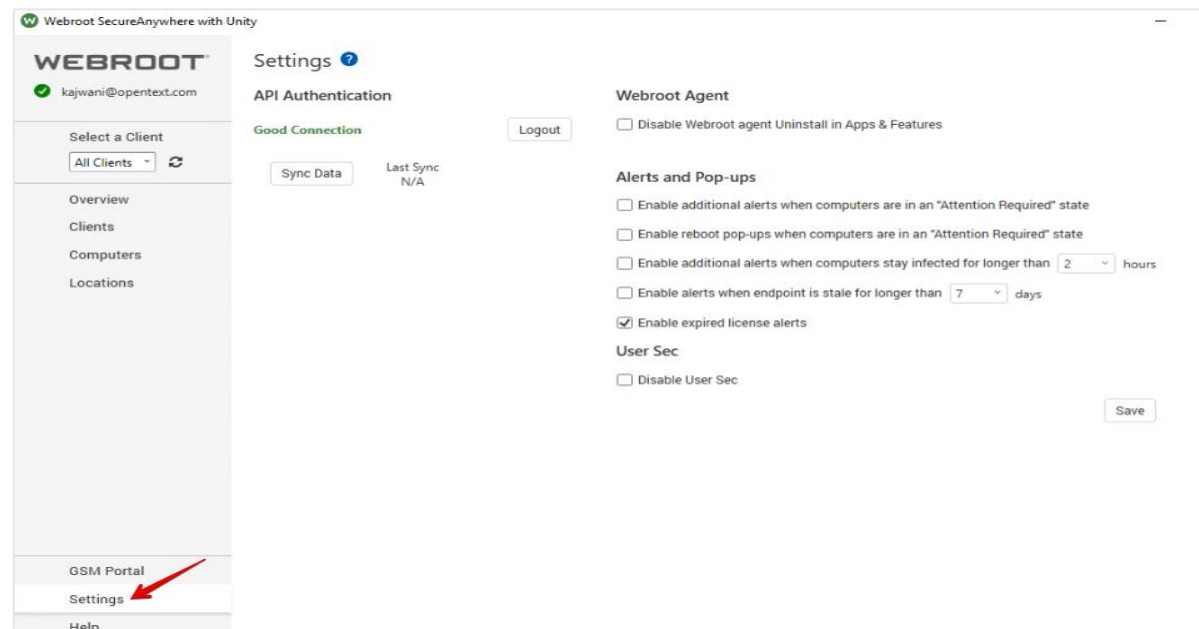
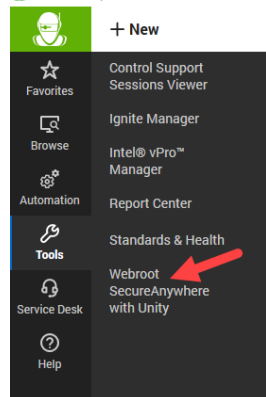
After you have restarted the Automate Control Center, click on **Tools -> Webroot SecureAnywhere with Unity** to open the plugin dashboard and select **Settings**.

### ConnectWise Automate V11.x



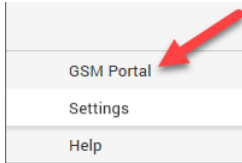
### ConnectWise Automate V12.x

Webroot - https://[redacted].hostedmm.com - U



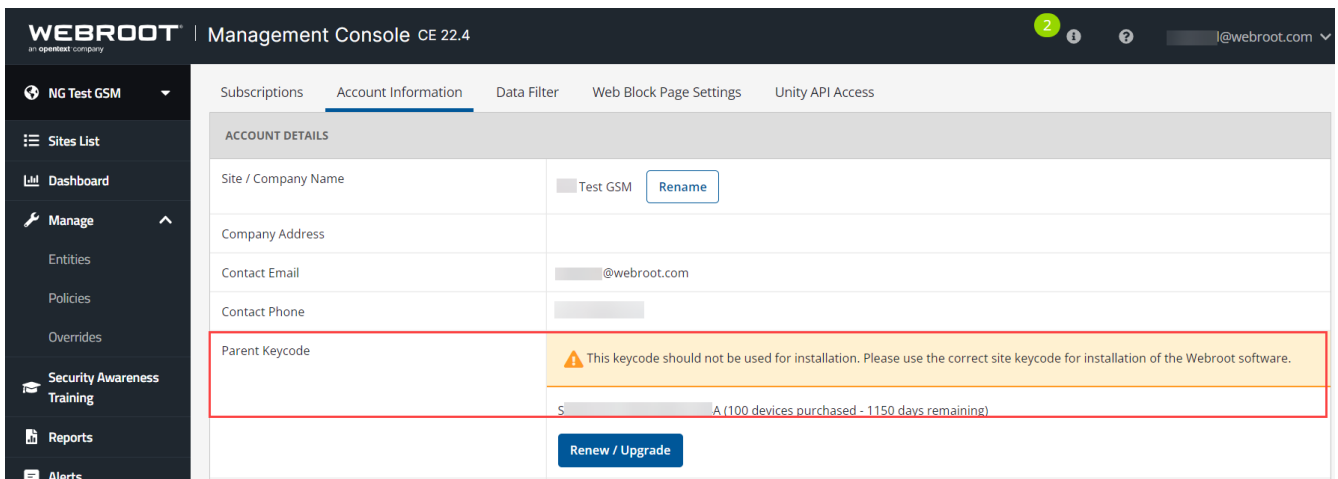
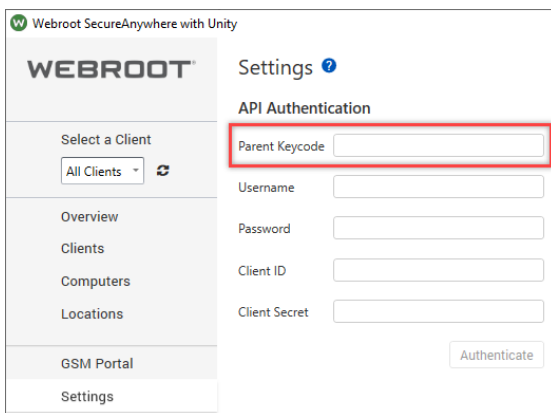


Click on **GSM Portal** to access the **Webroot Console** and enter your authentication information to access the GSM.

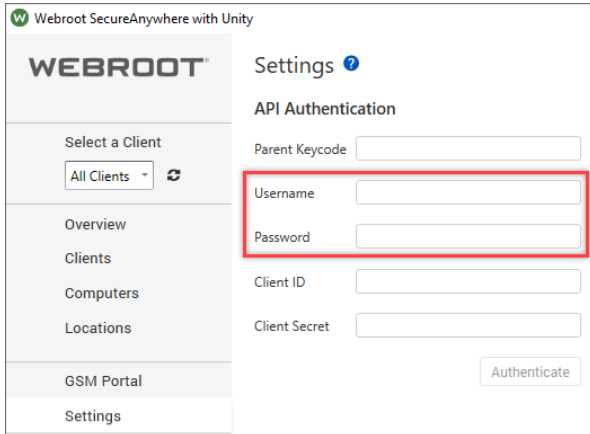


**BEST PRACTICE:** We strongly recommend you create a **NEW USER** with ADMIN rights across **ALL** existing Webroot Sites in the GSM and use the NEW USER Account for Webroot Unity Access for CW Automate. This will then avoid data discrepancies if Unity users do not have Admin rights across some Webroot Sites. Once complete follow instructions below.

Navigate to **Settings > Account Information** in the GSM and copy and paste the Parent Keycode from the GSM to the Parent Keycode in the plugin. Please ensure no spaces are entered at the end.



Use the **New Plugin Specific User Credentials** (see Best Practice above). Enter Console **Username** and **Password** in the Authentication Settings for the ConnectWise Automate Plugin.



Webroot SecureAnywhere with Unity

**WEBROOT®**

Select a Client  
All Clients

Overview  
Clients  
Computers  
Locations  
GSM Portal  
Settings

**Settings ?**

**API Authentication**

Parent Keycode

Username

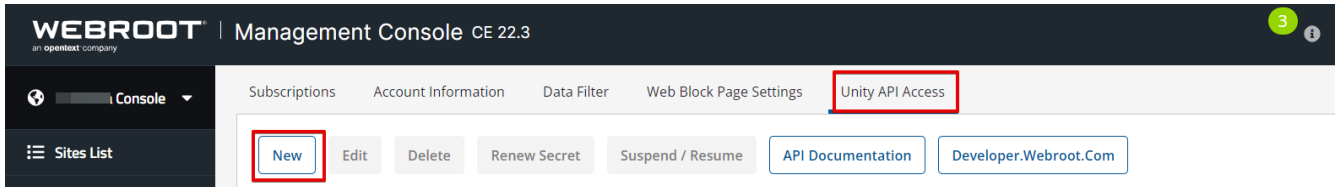
Password

Client ID

Client Secret

Authenticate

Navigate to the console. Click on **Unity API Access** Tab and click **New** to create new API credentials.

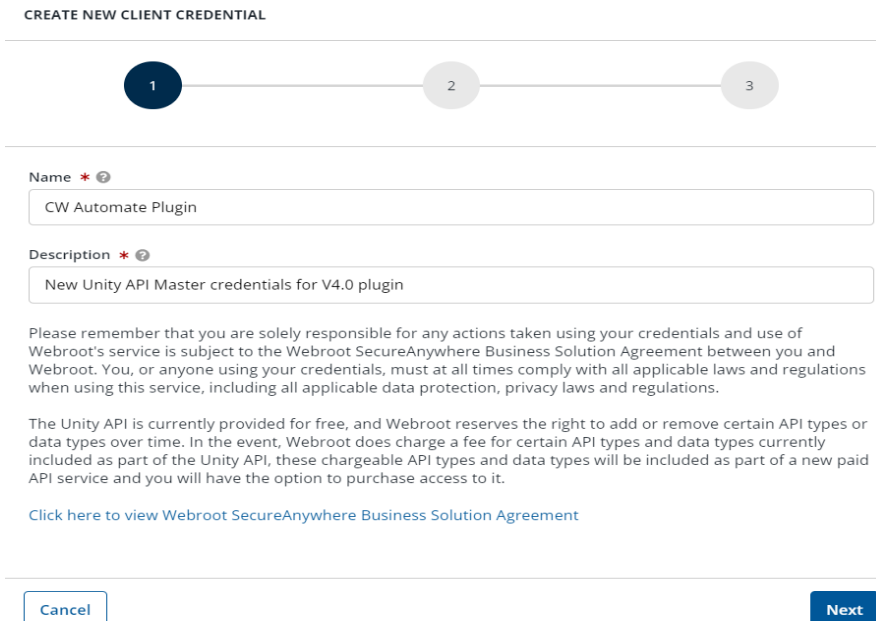


**WEBROOT®** | Management Console CE 22.3

Subscriptions Account Information Data Filter Web Block Page Settings **Unity API Access**

**New** Edit Delete Renew Secret Suspend / Resume API Documentation Developer.Webroot.Com

Enter a Unique Name and Description and Click **Next**



CREATE NEW CLIENT CREDENTIAL

1 2 3

Name \* ?  
CW Automate Plugin

Description \* ?  
New Unity API Master credentials for V4.0 plugin

Please remember that you are solely responsible for any actions taken using your credentials and use of Webroot's service is subject to the Webroot SecureAnywhere Business Solution Agreement between you and Webroot. You, or anyone using your credentials, must at all times comply with all applicable laws and regulations when using this service, including all applicable data protection, privacy laws and regulations.

The Unity API is currently provided for free, and Webroot reserves the right to add or remove certain API types or data types over time. In the event, Webroot does charge a fee for certain API types and data types currently included as part of the Unity API, these chargeable API types and data types will be included as part of a new paid API service and you will have the option to purchase access to it.

[Click here to view Webroot SecureAnywhere Business Solution Agreement](#)

Cancel Next

On the next page, you may choose to subscribe to **Event Notification API**. Event Notifications allow you to subscribe to a set of events on different domain levels, and to receive the associated notifications in near real-time. We highly recommend leveraging this new feature. Here's the link to the detailed documentation to this feature Documentation - [Documentation - Notifications \(webrootcloudav.com\)](https://webrootcloudav.com/documentation/notifications).

Enter the plugin name as ConnectWise Automate Plugin. Click on next.

CREATE NEW CLIENT CREDENTIAL

---

✓

2

3

---

Do you plan to use the event notification API?  
Notification API allows you to subscribe to a set of events on different domain levels, and receive related notifications in near real-time (for example WebThreatShield.UrlAction or Endpoint.FileDetection).

☒ Yes  
☐ No

How do you plan to use Unity API?

RMM plugin, for example, ConnectWise Automate Plugin

Please provide the plugin name \*

Connectwise Automate Plugin

---

Cancel

Previous

Next

Enter any feedback you may have for Unity API in the following page, and then click on Save.

CREATE NEW CLIENT CREDENTIAL

---

✓

✓

3

---

If you have any suggestions regarding the Unity API, please enter them here.

---

Cancel

Previous

Save

Copy and paste **Client Id** and **Client Secret** to the CW Automate Plugin

W Webroot SecureAnywhere with Unity

**WEBROOT**

Settings ?

API Authentication

Select a Client

All Clients

Overview

Clients

Computers

Locations

GSM Portal

Settings

Parent Keycode

Username

Password

Client ID

Client Secret

Authenticate

Client Credential Record

Important! This is the client identifier and the client secret for the client credential record listed below. The client secret is not persisted and it is your responsibility to remember the client secret and treat it as sensitive information. If you lose the client secret you need to generate a new secret in order to continue using the affected client identifier in your application.

Name

CW Automate Plugin

Description

New Unity API Master Credentials for v3.x Plugin

Client ID

client\_...Y@webroot.com

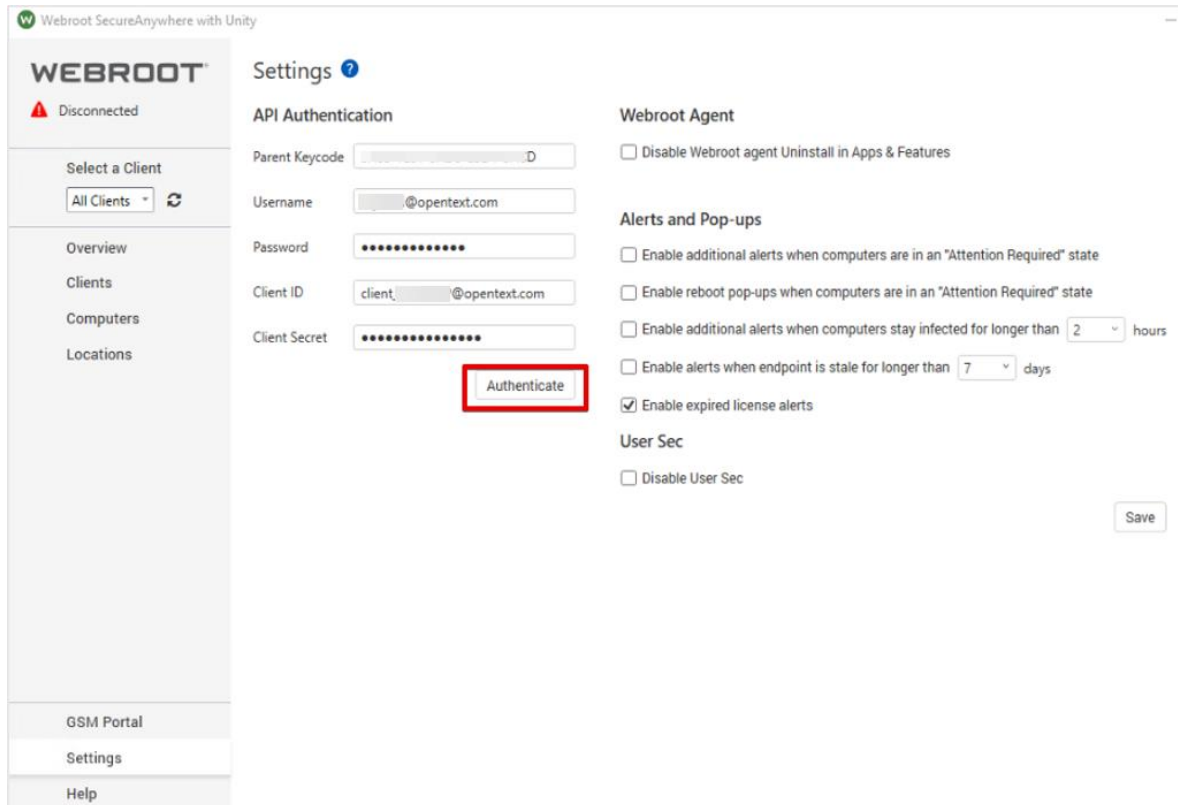
Client Secret

Xj...=

Please make note of your client secret

I have made note of the client secret

Once all credentials are entered, click on **Authenticate**.



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**WEBROOT®**

Disconnected

Select a Client

All Clients

Overview

Clients

Computers

Locations

GSM Portal

Settings

Help

**Settings**

**API Authentication**

Parent Keycode

Username

Password

Client ID

Client Secret

**Authenticate**

**Webroot Agent**

☐ Disable Webroot agent Uninstall in Apps & Features

**Alerts and Pop-ups**

☐ Enable additional alerts when computers are in an "Attention Required" state

☐ Enable reboot pop-ups when computers are in an "Attention Required" state

☐ Enable additional alerts when computers stay infected for longer than 2 hours

☐ Enable alerts when endpoint is stale for longer than 7 days

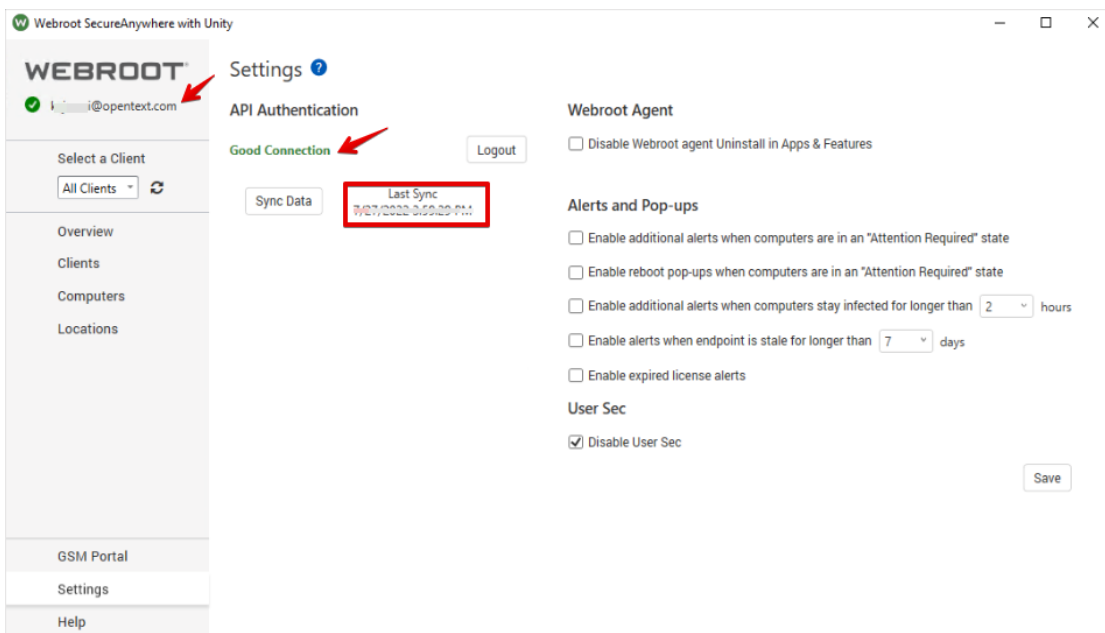
☒ Enable expired license alerts

**User Sec**

☐ Disable User Sec

Save

When the credentials are successfully authenticated, **Good Connection** and authenticated username will be displayed. Also note that you will see the last date and timestamp of data sync that happened between the plugin and the Webroot console using these credentials.



Webroot SecureAnywhere with Unity

**WEBROOT®**

Good Connection

Select a Client

All Clients

Overview

Clients

Computers

Locations

GSM Portal

Settings

Help

**Settings**

**API Authentication**

Good Connection

Sync Data

Last Sync

7/27/2022 3:50:00 PM

Logout

**Webroot Agent**

☐ Disable Webroot agent Uninstall in Apps & Features

**Alerts and Pop-ups**

☐ Enable additional alerts when computers are in an "Attention Required" state

☐ Enable reboot pop-ups when computers are in an "Attention Required" state

☐ Enable additional alerts when computers stay infected for longer than 2 hours

☐ Enable alerts when endpoint is stale for longer than 7 days

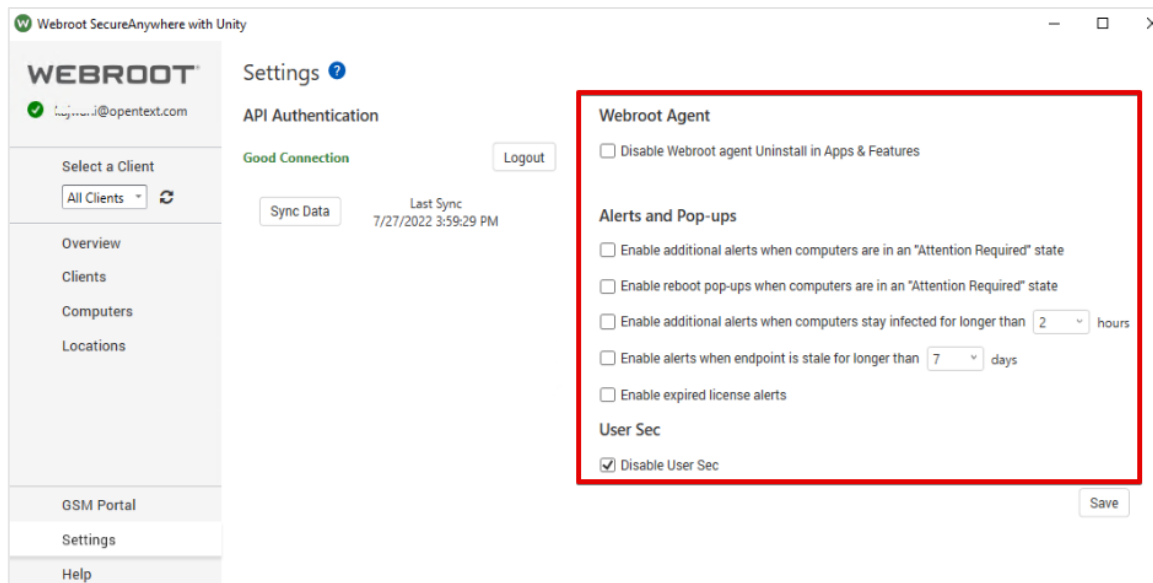
☐ Enable expired license alerts

**User Sec**

☒ Disable User Sec

Save

If required, please set the desired settings, and click **Save**. We recommend these settings are left at their default values at this stage. When you are more familiar with the plugin and have had a chance to go through the Plugin Walkthrough, you can set these at any time.



## Step 3 – Assigning Clients to existing Webroot Sites

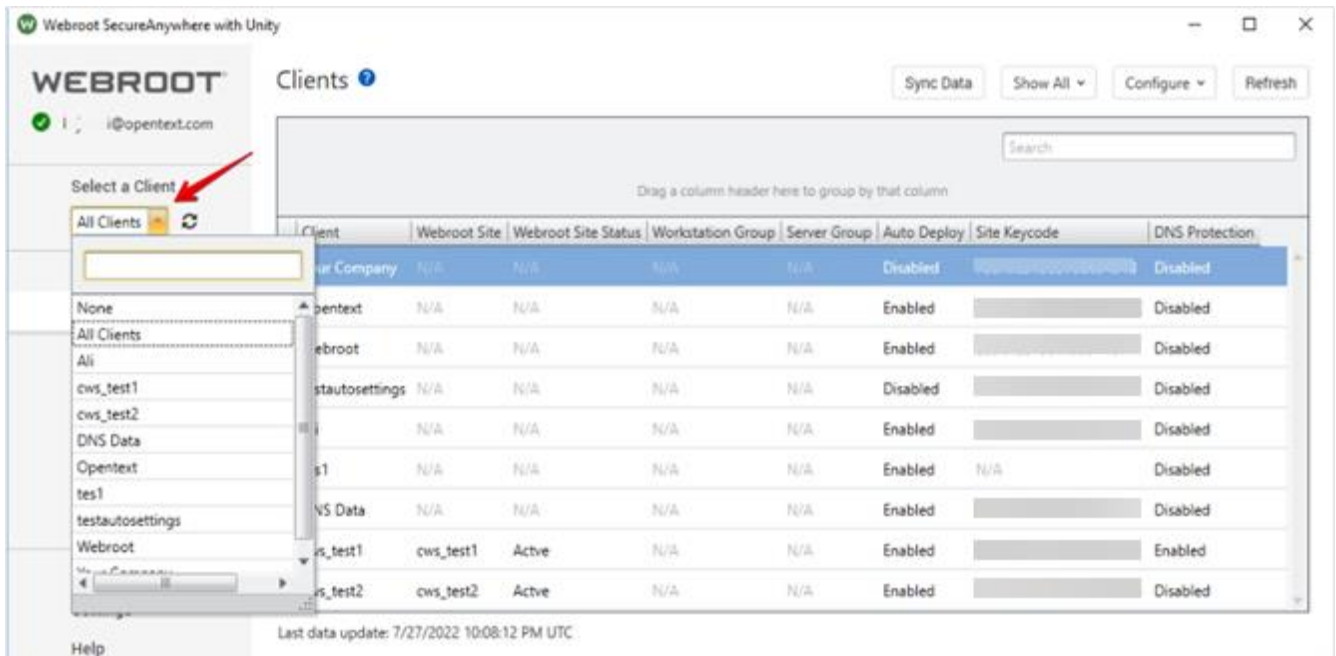
If you have already created Sites in the Webroot Global Site Manager that match your Clients and there is a 1 to 1 relationship between **CW Automate Clients & Webroot Sites**, you must Assign Webroot Sites to Clients within the plugin. This will establish an API connection into the GSM for each Site, pulling in correct data and enabling advanced functionality. Please take your time when assigning Clients to Sites, ensure the correct Clients are assigned to correct Sites.

If you have not yet created Webroot Sites, please go to the next step.

Click on **Clients** tab

Click on **Select a Client**. You can select an individual client or All clients at once.

Note that **All Clients** (recommended for up to 60 Clients) will be selected for you by default.



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**WEBROOT®**  
i@opentext.com

**Clients** ?

Sync Data Show All Configure Refresh

Select a Client

Drag a column header here to group by that column

| Client           | Webroot Site | Webroot Site Status | Workstation Group | Server Group | Auto Deploy | Site Keycode | DNS Protection |
|------------------|--------------|---------------------|-------------------|--------------|-------------|--------------|----------------|
| All Clients      | N/A          | N/A                 | N/A               | N/A          | Disabled    |              | Disabled       |
| Opentext         | N/A          | N/A                 | N/A               | N/A          | Enabled     |              | Disabled       |
| Webroot          | N/A          | N/A                 | N/A               | N/A          | Enabled     |              | Disabled       |
| testautosettings | N/A          | N/A                 | N/A               | N/A          | Disabled    |              | Disabled       |
| DNS Data         | N/A          | N/A                 | N/A               | N/A          | Enabled     |              | Disabled       |
| test1            | N/A          | N/A                 | N/A               | N/A          | Enabled     | N/A          | Disabled       |
| testautosettings | N/A          | N/A                 | N/A               | N/A          | Enabled     |              | Disabled       |
| Webroot          | cws_test1    | Active              | N/A               | N/A          | Enabled     |              | Enabled        |
| Webroot          | cws_test2    | Active              | N/A               | N/A          | Enabled     |              | Disabled       |

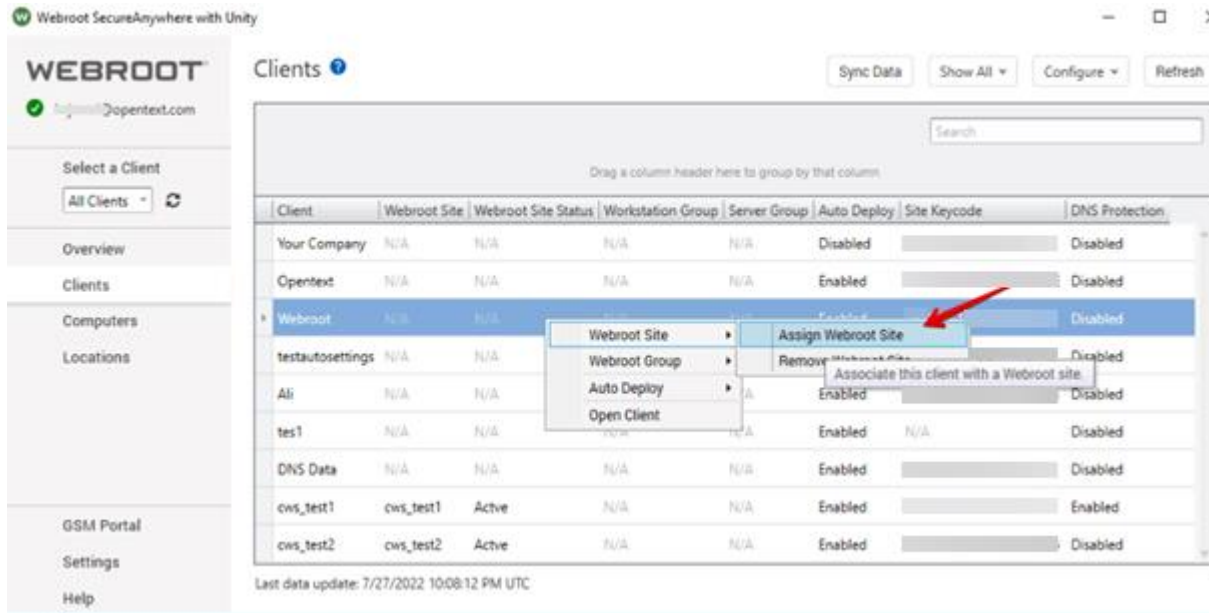
Help Last data update: 7/27/2022 10:08:12 PM UTC

Right click on a specific Client

Select **Webroot site**

Select **Assign Webroot site**

Use the drop-down menu to assign the correct site (assuming you have already created matching sites)



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opentext.com

Select a Client

All Clients

Overview

Clients

Computers

Locations

GSM Portal

Settings

Help

Clients

Sync Data Show All Configure Refresh

Search

Drag a column header here to group by that column

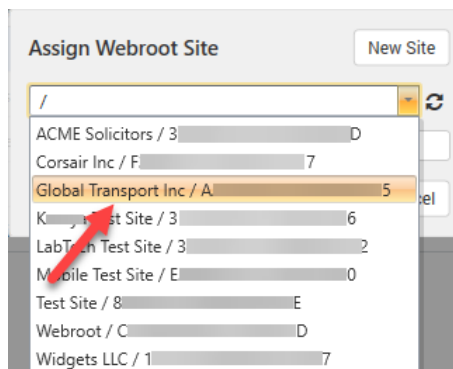
| Client           | Webroot Site | Webroot Site Status | Workstation Group | Server Group | Auto Deploy | Site Keycode | DNS Protection |
|------------------|--------------|---------------------|-------------------|--------------|-------------|--------------|----------------|
| Your Company     | N/A          | N/A                 | N/A               | N/A          | Disabled    |              | Disabled       |
| Opentext         | N/A          | N/A                 | N/A               | N/A          | Enabled     |              | Disabled       |
| Webroot          | N/A          | N/A                 |                   |              | Enabled     |              | Disabled       |
| testautosettings | N/A          | N/A                 |                   |              | Enabled     |              | Disabled       |
| Ali              | N/A          | N/A                 |                   |              | Enabled     |              | Disabled       |
| test1            | N/A          | N/A                 |                   |              | Enabled     | N/A          | Disabled       |
| DNS Data         | N/A          | N/A                 |                   |              | Enabled     |              | Disabled       |
| cws_test1        | cws_test1    | Active              | N/A               | N/A          | Enabled     |              | Enabled        |
| cws_test2        | cws_test2    | Active              | N/A               | N/A          | Enabled     |              | Disabled       |

Last data update: 7/27/2022 10:08:12 PM UTC

Context Menu for Webroot Client:

- Webroot Site
- Webroot Group
- Auto Deploy
- Open Client
- Assign Webroot Site
- Remove

Associate this client with a Webroot site



Assign Webroot Site

New Site

/

- ACME Solicitors / 3 D
- Corsair Inc / F 7
- Global Transport Inc / A 5
- K... Test Site / 3 6
- LabTech Test Site / 3 2
- Mobile Test Site / E 0
- Test Site / 8 E
- Webroot / C D
- Widgets LLC / 1 7



## Step 4 – Creating new Webroot sites

If you are a new Webroot user and have not created any matching Sites for your Clients, then you should create New Webroot Sites either directly within the plugin or within the Global Site Manager (GSM).

If you do NOT have a Global Site Manager but only have a Webroot Business Console, please contact your Webroot representative or Webroot support.

To create Sites directly within the plugin for each of your Clients, follow the instructions below:

Click on **Clients** tab

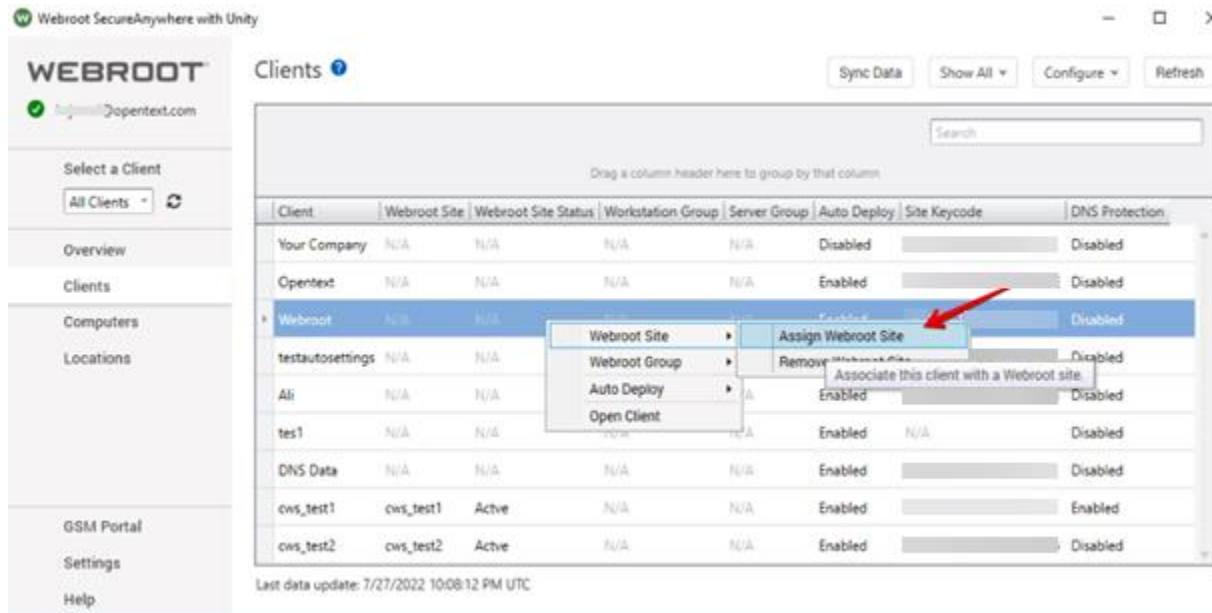
Right click on a specific Client

Select **Webroot site**

Select **Assign Webroot site**

Select **New**

Fill in the required fields and click **Create**



Webroot SecureAnywhere with Unity

WEBROOT  
an opentext company

Select a Client  
All Clients

Overview  
Clients  
Computers  
Locations

GSM Portal  
Settings  
Help

Clients

Sync Data Show All Configure Refresh


Search

Drag a column header here to group by that column

| Client           | Webroot Site | Webroot Site Status | Workstation Group | Server Group | Auto Deploy | Site Keycode | DNS Protection |
|------------------|--------------|---------------------|-------------------|--------------|-------------|--------------|----------------|
| Your Company     | N/A          | N/A                 | N/A               | N/A          | Disabled    |              | Disabled       |
| Opentext         | N/A          | N/A                 | N/A               | N/A          | Enabled     |              | Disabled       |
| Webroot          | N/A          | N/A                 | N/A               | N/A          | Enabled     |              | Disabled       |
| testautosettings | N/A          | N/A                 | N/A               | N/A          | Enabled     |              | Disabled       |
| Ali              | N/A          | N/A                 | N/A               | N/A          | Enabled     |              | Disabled       |
| tes1             | N/A          | N/A                 | N/A               | N/A          | Enabled     | N/A          | Disabled       |
| DNS Data         | N/A          | N/A                 | N/A               | N/A          | Enabled     |              | Disabled       |
| cws_test1        | cws_test1    | Active              | N/A               | N/A          | Enabled     |              | Enabled        |
| cws_test2        | cws_test2    | Active              | N/A               | N/A          | Enabled     |              | Disabled       |

Last data update: 7/27/2022 10:08:12 PM UTC

**Assign Webroot Site**

 **New Site**

Manual Site Keycode

**Save** **Cancel**

**Create Webroot Site**

Site Name

Keycode Type  
☒ Full ☐ 30 day trial

Seats **\*Required**

Billing Cycle

Billing Date

Comments

☐ Include Global Policies  
☐ Include Global Overrides

Default Policy

Report Email Distribution List **\*Required**

**Create** **Cancel**

## Step 5 – Activating Auto Deploy

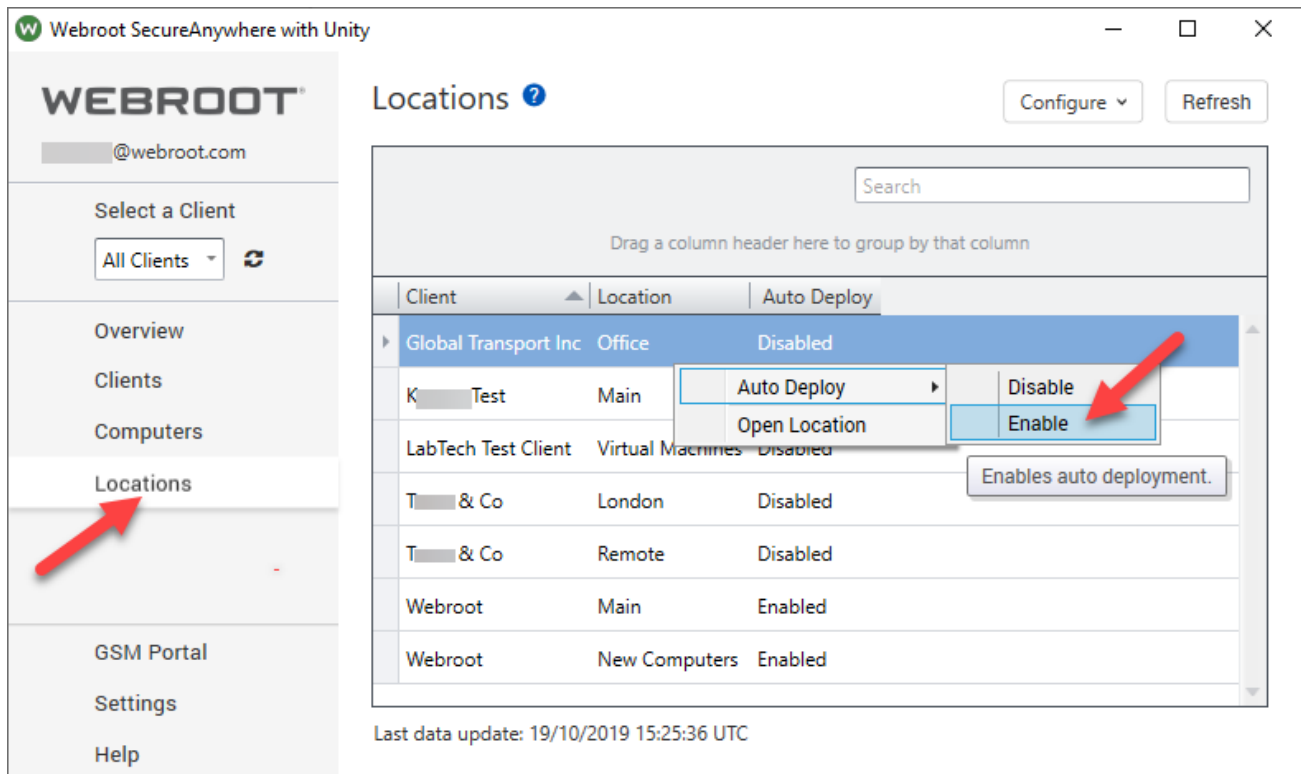
To allow the plugin to install Webroot agents, Auto Deploy setting must be enabled at the CW Automate Location level. The **default** auto deploy setting at **Location level** is **Auto Deploy = Disabled**. When set to Enabled Webroot agents will start to deploy to all Computers under that Location, unless specific Computers have their Auto Deploy setting set to Disabled.

To enable Auto Deploy at Location Level, click on **Locations**

Right click on the relevant Location **OR** select multiple locations and use the **Configure** drop down menu

Select **Auto Deploy**

Select **Enable** to Auto Deploy



Webroot SecureAnywhere with Unity

**WEBROOT®**

@webroot.com

Select a Client

All Clients

Overview

Clients

Computers

**Locations**

GSM Portal

Settings

Help

Locations ?

Configure

Refresh

Search

Drag a column header here to group by that column

| Client               | Location         | Auto Deploy |
|----------------------|------------------|-------------|
| Global Transport Inc | Office           | Disabled    |
| K Test               | Main             | Auto Deploy |
| LabTech Test Client  | Virtual Machines | Disabled    |
| T & Co               | London           | Disabled    |
| T & Co               | Remote           | Disabled    |
| Webroot              | Main             | Enabled     |
| Webroot              | New Computers    | Enabled     |

Last data update: 19/10/2019 15:25:36 UTC

**Note:** By default, auto deploy is set to:

- Enabled at Client/Site level
- **Disabled** at Location level
- Enabled at Computer level

## Step 6 – Plugin reference & walkthrough

Walk through the rest of the manual and enjoy the powerful new features available in the version 4.x plugin. Jump to the [Plugin Reference & Walkthrough](#) section and go through the rest of the manual.

## SECTION 2 - Upgrade instructions from legacy plugins

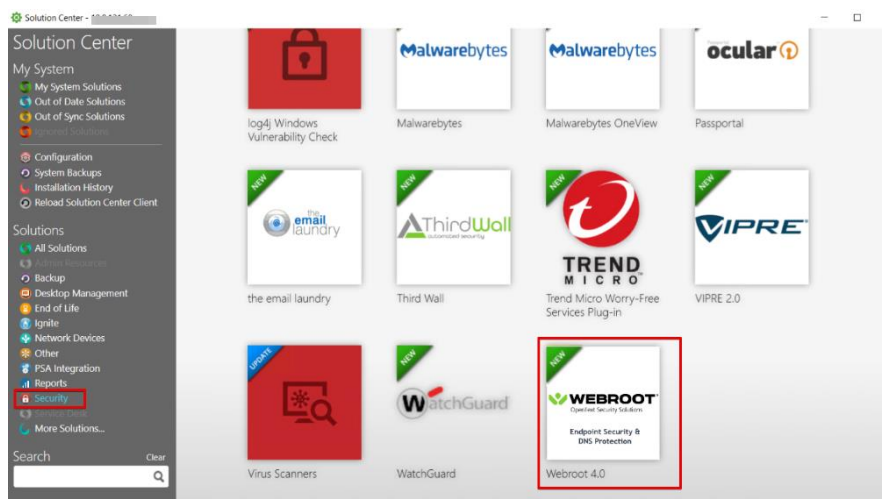
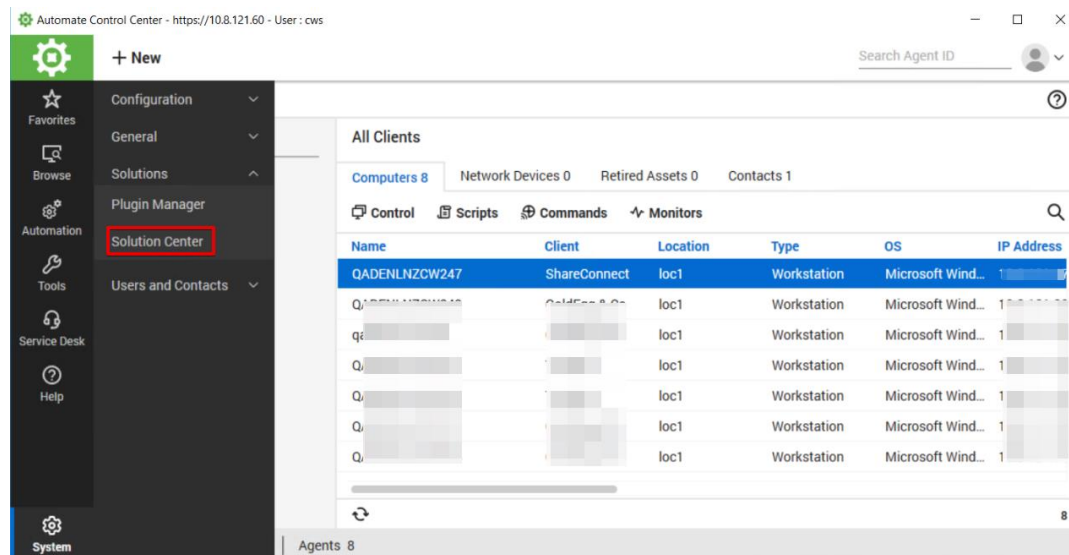
### Step 1 – Upgrading from plugin version 2.5 or older

Important: When upgrading from any previous version of the Webroot plugin to Version 3.x you **MUST** first upgrade your existing plugin to **version 2.5.13** before attempting to upgrade to Version 3.x. Version 2.5.13 can be downloaded from the link below:

Version 2.5.x [http://download.webroot.com/RMM/LabTech/Webroot-Deploy-Solution\\_v2-5.zip](http://download.webroot.com/RMM/LabTech/Webroot-Deploy-Solution_v2-5.zip)

### Step 2 – Obtaining the plugin

If you are upgrading from a previous version the latest of the Webroot plugin can be installed from CW Solution Center. Please select Security and Webroot and follow the standard Solution Center installation instructions.



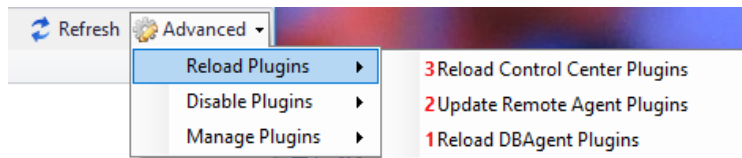
**IMPORTANT NOTE:** After an Upgrade Webroot SecureAnywhere with Unity RA **WebrootRA.dll** is added to the CW Automate plugin manager. Please navigate to **Help > Plugin Manager** within the Control Center and

**Enable “Webroot SecureAnywhere with Unity RA”** and restart your Control Center, before proceeding to next step.

|   |                                      |            |              |                                      |  |   |   |   |               |
|---|--------------------------------------|------------|--------------|--------------------------------------|--|---|---|---|---------------|
| ✓ | Webroot SecureAnywhere with Unity    | 3.0.1622.8 | Webroot Inc. | Webroot SecureAnywhere with Unity    |  | ✓ | ✓ | ✗ | webroot.dll   |
| ✓ | Webroot SecureAnywhere with Unity RA | 3.0.1622.8 | Webroot Inc. | Webroot SecureAnywhere with Unity RA |  | ✓ | ✓ | ✓ | WebrootRA.dll |

Enable  
 Disable  
 Refresh  
 About

**Best Practice:** After the upgrade process above, we recommend re-loading the **Reload DBAgent Plugins**, **Update Remote Agent Plugins** & **Reload Control Center Plugins** in the order shown below.



## Step 3 – What happens after an upgrade from plugin version 3.2

After an upgrade from plugin **version 3.2.1.242 or 3.2.1.244** of the Webroot ConnectWise Automate (CWA) plugin you should expect the following:

- 1- Settings below are automatically transferred across
  - a. The Unique Identifier Setting is set to off
  - b. Alerts and pop-up settings
  - c. Auto-deploy and exceptions settings
  - d. Site keycodes without assignment

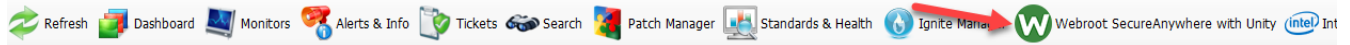
Note: Automate Clients will require to be assigned to Webroot Sites for full Unity API functionality

- 2- The plugin core functionality such as auto-deployment of Webroot agents will operate but some portions will not show data and will be replaced by **N/A** and **non-GSM** until Automate Clients are assigned to Webroot Sites.

## Step 4 – Plugin settings

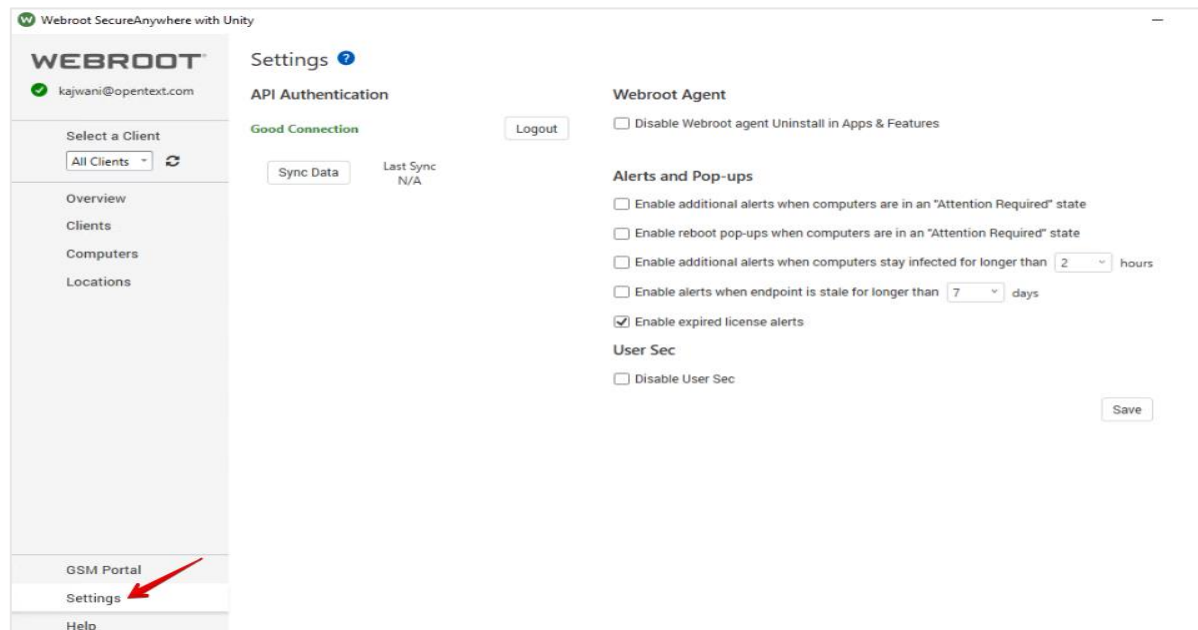
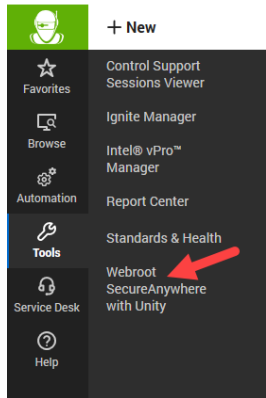
After you have restarted the Automate Control Center, click on **Webroot SecureAnywhere with Unity** to open the plugin dashboard, and select **Settings**.

### ConnectWise Automate V11.x

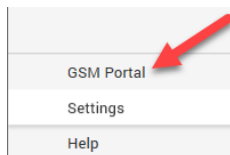


### ConnectWise Automate V12.x

Webroot - https://[redacted].hostedmm.com - U

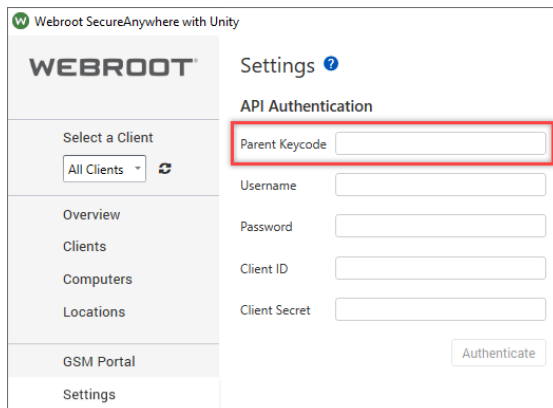


Click on **GSM Portal** to access the Webroot Console and enter your authentication information to access the GSM.



**BEST PRACTICE:** We strongly recommend you create a **NEW USER** with ADMIN rights across **ALL** existing Webroot Sites in the GSM and use the NEW USER Account for Webroot Unity Access for CW Automate. This will then avoid data discrepancies if Unity users do not have Admin rights across some Webroot Sites. Once complete follow instructions below.

Navigate to **Settings > Account Information** and copy and paste the Parent Keycode from the GSM to the Parent Keycode in the plugin. Please ensure no spaces are entered at the end.



Webroot SecureAnywhere with Unity

**WEBROOT®** Settings ?

API Authentication

Parent Keycode

Username

Password

Client ID

Client Secret

Authenticate

Select a Client

All Clients

Overview

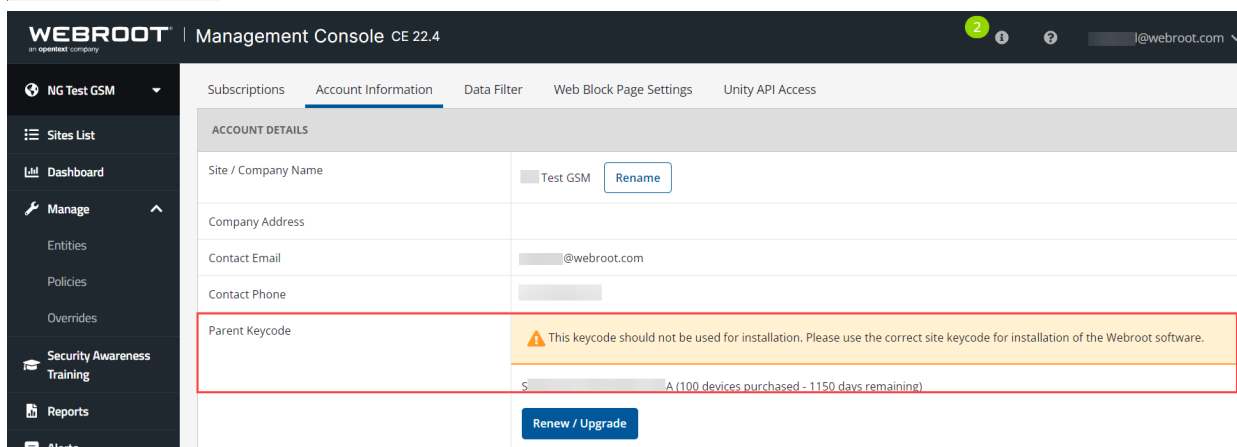
Clients

Computers

Locations

GSM Portal

Settings



**WEBROOT®** | Management Console CE 22.4

Subscriptions Account Information Data Filter Web Block Page Settings Unity API Access

ACCOUNT DETAILS

Site / Company Name Test GSM Rename

Company Address

Contact Email @webroot.com

Contact Phone

Parent Keycode

This keycode should not be used for installation. Please use the correct site keycode for installation of the Webroot software.

S A (100 devices purchased - 1150 days remaining)

Renew / Upgrade

NG Test GSM

Sites List

Dashboard

Manage

Entities

Policies

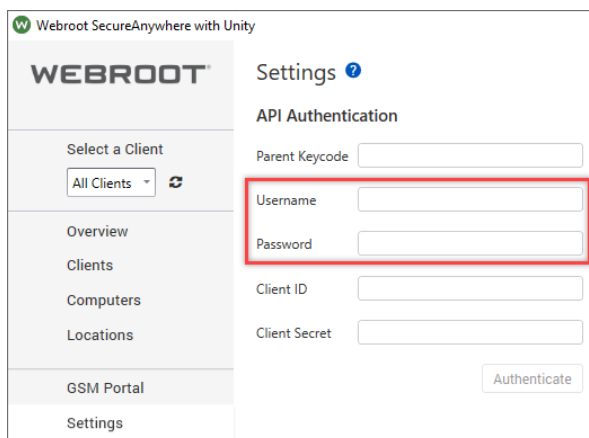
Overrides

Security Awareness Training

Reports

Alerts

Use the **New Plugin Specific User Credentials** (see Best Practice above). Enter Console **Username** and **Password** in the Authentication Settings for the ConnectWise Automate Plugin.



Webroot SecureAnywhere with Unity

**WEBROOT®** Settings ?

API Authentication

Parent Keycode

Username

Password

Client ID

Client Secret

Authenticate

Select a Client

All Clients

Overview

Clients

Computers

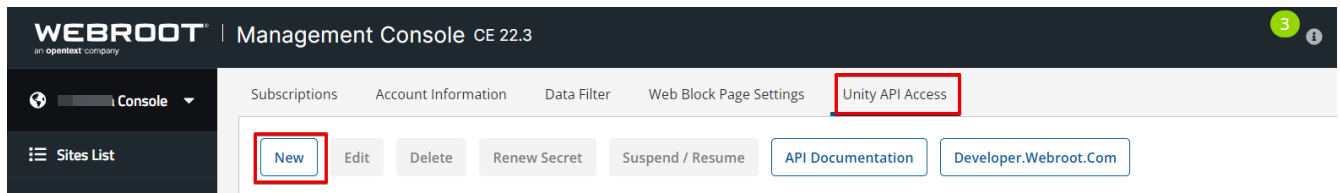
Locations

GSM Portal

Settings



Navigate to **Settings > API Access** Tab and click **New** to create new API credentials.



Enter a Unique Name and Description and Click **Next**

CREATE NEW CLIENT CREDENTIAL

1 — 2 — 3

Name \* ⓘ

CW Automate Plugin

Description \* ⓘ

New Unity API Master credentials for V4.0 plugin

Please remember that you are solely responsible for any actions taken using your credentials and use of Webroot's service is subject to the Webroot SecureAnywhere Business Solution Agreement between you and Webroot. You, or anyone using your credentials, must at all times comply with all applicable laws and regulations when using this service, including all applicable data protection, privacy laws and regulations.

The Unity API is currently provided for free, and Webroot reserves the right to add or remove certain API types or data types over time. In the event, Webroot does charge a fee for certain API types and data types currently included as part of the Unity API, these chargeable API types and data types will be included as part of a new paid API service and you will have the option to purchase access to it.

[Click here to view Webroot SecureAnywhere Business Solution Agreement](#)

Cancel Next

On the next page, you may choose to subscribe to **Event Notification API**. Event Notifications allow you to subscribe to a set of events on different domain levels, and to receive the associated notifications in near real-time. We highly recommend leveraging this new feature. Here's the link to the detailed documentation to this feature Documentation - [Documentation - Notifications \(webrootcloudav.com\)](https://webrootcloudav.com/documentation/notifications).

Enter the plugin name as ConnectWise Automate Plugin. Click on next.

CREATE NEW CLIENT CREDENTIAL

---

✓

2

3

---

Do you plan to use the event notification API?  
 Notification API allows you to subscribe to a set of events on different domain levels, and receive related notifications in near real-time (for example WebThreatShield.UrlAction or Endpoint.FileDetection).

☒ Yes  
☐ No

How do you plan to use Unity API?

RMM plugin, for example, ConnectWise Automate Plugin

Please provide the plugin name \*

Connectwise Automate Plugin

---

Cancel

Previous

Next

Enter any feedback you may have for Unity API in the following page, and then click on Save.

CREATE NEW CLIENT CREDENTIAL

---

✓

✓

3

---

If you have any suggestions regarding the Unity API, please enter them here.


---

Cancel

Previous

Save

Copy and paste **Client Id** and **Client Secret** to the CW Automate Plugin


**WEBROOT®**

Webroot SecureAnywhere with Unity

Settings

API Authentication

Parent Keycode

Username

Password

Client ID

Client Secret

Authenticate

Client Credential Record

Important! This is the client identifier and the client secret for the client credential record listed below. The client secret is not persisted and it is your responsibility to remember the client secret and treat it as sensitive information. If you lose the client secret you need to generate a new secret in order to continue using the affected client identifier in your application.

Name

CW Automate Plugin

Description

New Unity API Master Credentials for v3.x Plugin

Client ID

client\_@webroot.com


Client Secret

Xj=

Please make note of your client secret

I have made note of the client secret

Once all credentials are entered, click on **Authenticate**.


**WEBROOT®**

Disconnected

Settings

API Authentication

Parent Keycode

Username

Password

Client ID

Client Secret

Authenticate

Webroot Agent

Disable Webroot agent Uninstall in Apps & Features

Alerts and Pop-ups

Enable additional alerts when computers are in an "Attention Required" state

Enable reboot pop-ups when computers are in an "Attention Required" state

Enable additional alerts when computers stay infected for longer than 2 hours

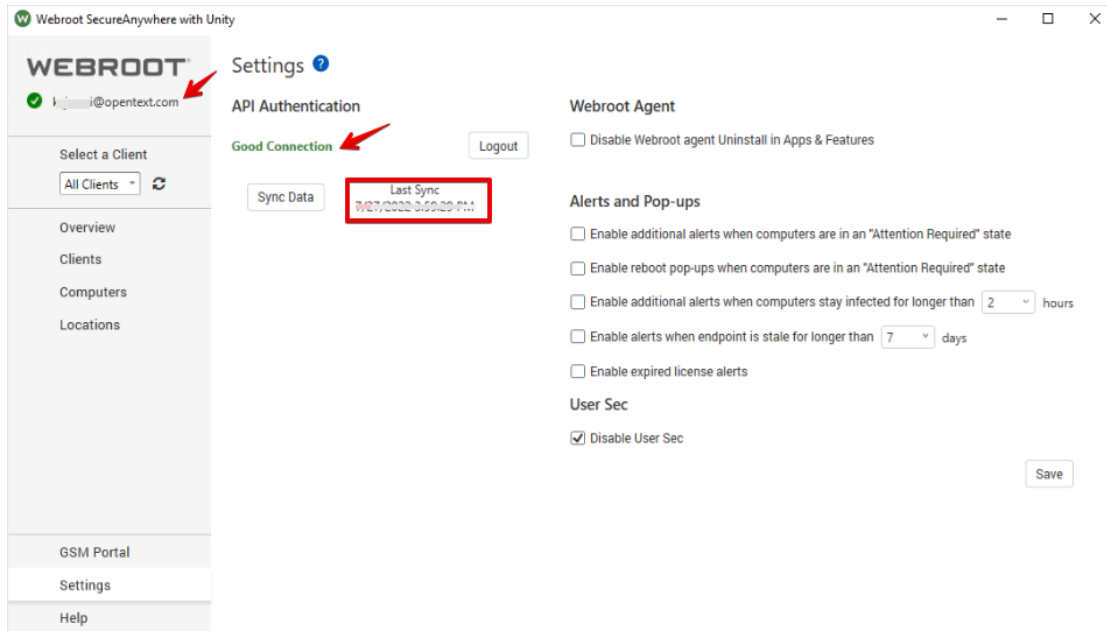
Enable alerts when endpoint is stale for longer than 7 days

Enable expired license alerts

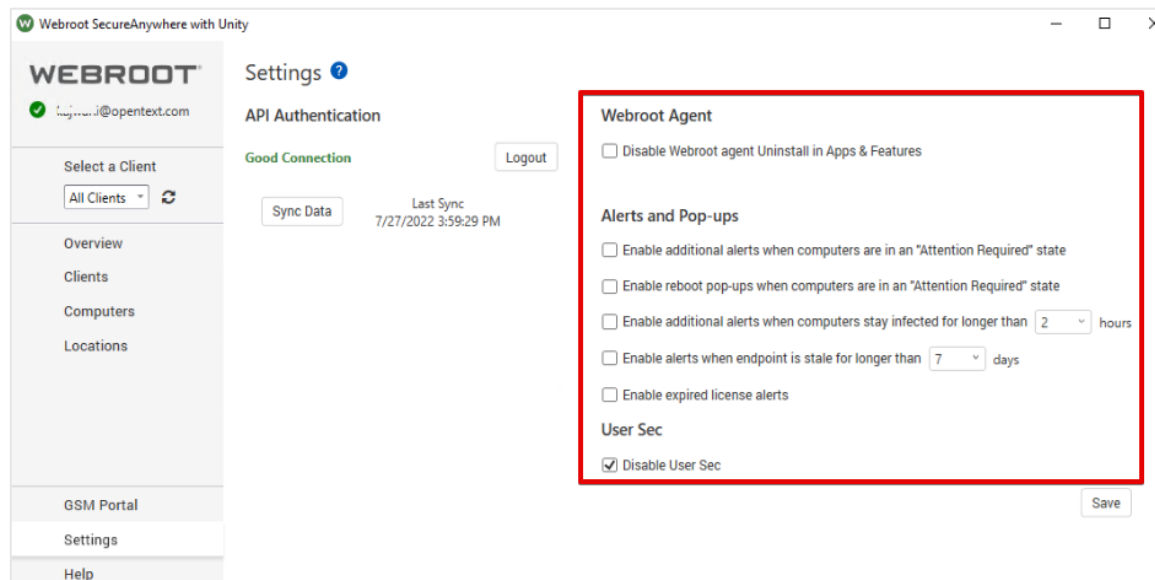
User Sec

Disable User Sec

When the credentials are successfully authenticated, **Good Connection** and authenticated username will be displayed. Also note that you will see the last date and timestamp of data sync that happened between the plugin and the Webroot console using these credentials.



If required, please set the desired settings, and click **Save**. We recommend these settings are left at their default values at this stage. When you are more familiar with the plugin and have had a chance to go through the Plugin Walkthrough, you can set these at any time.



## Step 5 – Assigning Clients to existing Webroot Sites

If you have already created Sites in the Webroot Global Site Manager that match your Clients and there is a 1 to 1 relationship between **CW Automate Clients & Webroot Sites**, you must Assign Webroot Sites to Clients within the plugin. This will establish an API connection into GSM for each Site, pulling in correct data and enabling advanced functionality. Please take your time when assigning Clients to Sites, ensure the correct Clients are assigned to correct Sites.

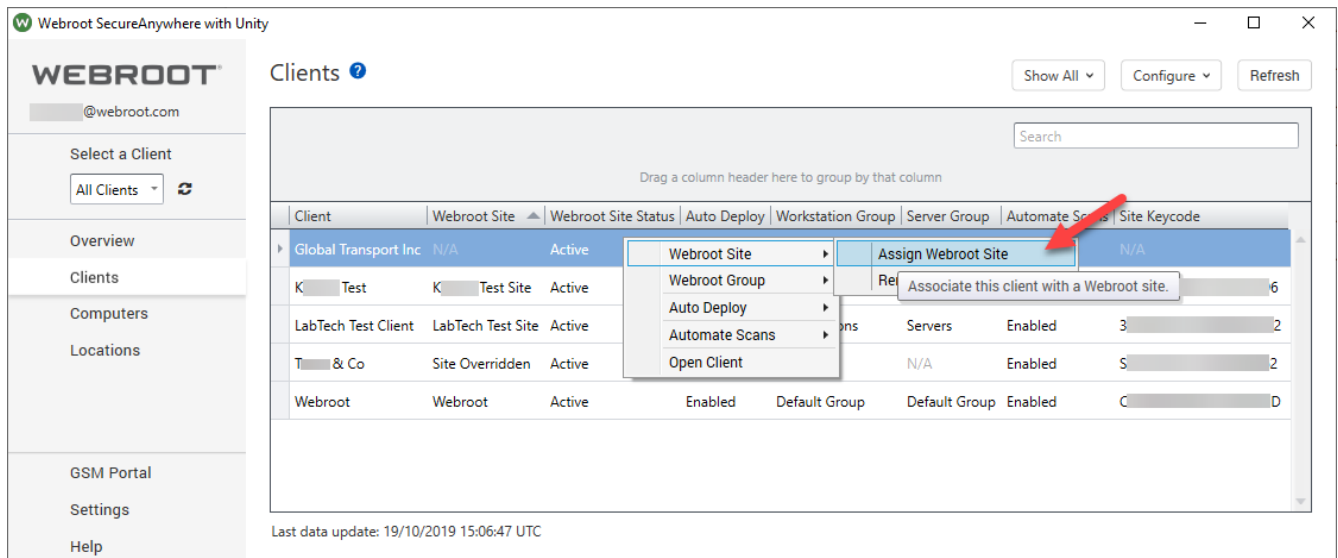
Click on **Clients** tab

Right click on a specific Client

Select **Webroot site**

Select **Assign Webroot site**

Use the drop down menu to assign the correct site (ensure keycode matches the imported key from previous version)



Webroot SecureAnywhere with Unity

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Select a Client  
All Clients

Overview  
Clients  
Computers  
Locations

GSM Portal  
Settings  
Help

**Clients**

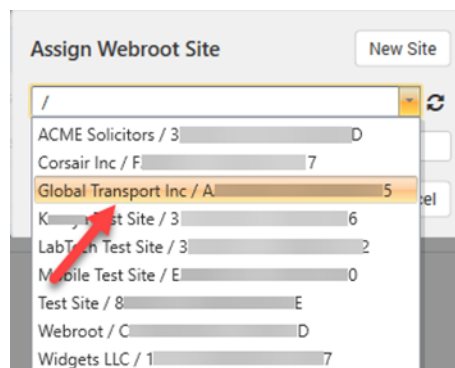
Show All Configure Refresh

Search

Drag a column header here to group by that column

| Client               | Webroot Site      | Webroot Site Status | Auto Deploy | Workstation Group | Server Group  | Automate Scans | Site Keycode |
|----------------------|-------------------|---------------------|-------------|-------------------|---------------|----------------|--------------|
| Global Transport Inc | N/A               | Active              |             |                   |               |                | N/A          |
| K... Test            | K... Test Site    | Active              |             |                   |               |                | 6            |
| LabTech Test Client  | LabTech Test Site | Active              |             |                   |               |                | 2            |
| T... & Co            | Site Overridden   | Active              |             |                   |               |                | 2            |
| Webroot              | Webroot           | Active              | Enabled     | Default Group     | Default Group | Enabled        | D            |

Last data update: 19/10/2019 15:06:47 UTC



**Assign Webroot Site** New Site

/

- ACME Solicitors / 3 D
- Corsair Inc / F 7
- Global Transport Inc / A 5
- K... Test Site / 3 6
- LabTech Test Site / 3 2
- Mobile Test Site / E 0
- Test Site / 8 E
- Webroot / C D
- Widgets LLC / 1 7

## Step 6 – Creating new Webroot sites

If you are currently mapping **Webroot Groups to Automate Clients** then you must create **New Webroot Sites** either directly within the plugin or within the Global Site Manager (GSM) and move the endpoints to the new Webroot Sites via Change Keycode command in the Webroot console.

If you do NOT have a Global Site Manager but only have a Webroot Business Console, please contact your Webroot representative or support.

To create Sites directly within the plugin, follow the instructions below:

Click on **Clients** tab

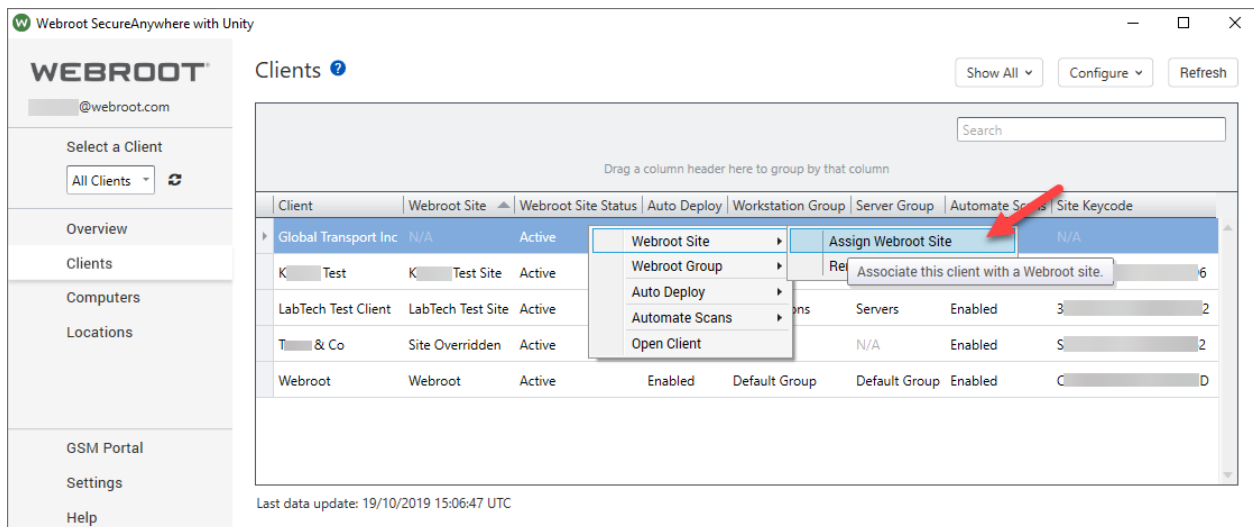
Right click on a specific Client

Select **Webroot site**

Select **Assign Webroot site**

Select **New**

Fill in required fields and click **Create**



Webroot SecureAnywhere with Unity

**WEBROOT®**  
@webroot.com

Select a Client  
All Clients

Overview  
Clients  
Computers  
Locations

GSM Portal  
Settings  
Help

**Clients**

Show All Configure Refresh

Search

Drag a column header here to group by that column

| Client               | Webroot Site      | Webroot Site Status | Auto Deploy | Workstation Group | Server Group  | Automate Scans | Site Keycode |
|----------------------|-------------------|---------------------|-------------|-------------------|---------------|----------------|--------------|
| Global Transport Inc | N/A               | Active              |             |                   |               |                | N/A          |
| K Test               | K Test Site       | Active              |             |                   |               |                | 6            |
| LabTech Test Client  | LabTech Test Site | Active              |             |                   |               |                |              |
| T & Co               | Site Overridden   | Active              |             |                   |               |                | 2            |
| Webroot              | Webroot           | Active              | Enabled     | Default Group     | Default Group | Enabled        | D            |

Last data update: 19/10/2019 15:06:47 UTC

**Assign Webroot Site**

New Site

/

Manual Site Keycode

Save Cancel

**Create Webroot Site**

Site Name  
Global Transport Inc

Keycode Type  
☒ Full ☐ 30 day trial  
 Seats \*Required

Billing Cycle  
Annually

Billing Date  
Jan 1

Comments  
Created by CW Automate

☐ Include Global Policies  
☐ Include Global Overrides

Default Policy  
High Security Policy

Report Email Distribution List \*Required

Create Cancel

## Step 7 – Activating auto deploy

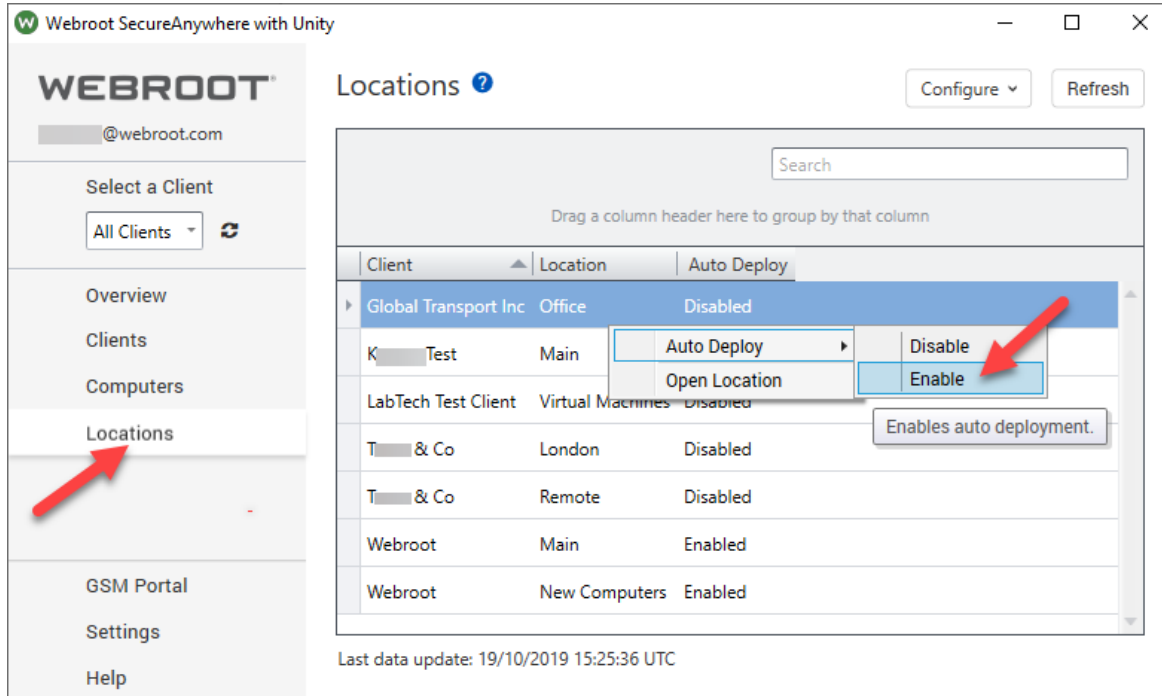
To allow the plugin to install Webroot agents, Auto Deploy setting must be enabled at the CW Automate Location level. The **default auto deploy setting at Location level is Auto Deploy = Disabled**. When set to Enabled Webroot agents will start to deploy to all Computers under that Location, unless specific Computers have their Auto Deploy setting set to Disabled.

To enable Auto Deploy at Location Level, click on **Locations** tab

Right click on the relevant Location **OR** select multiple locations and use the **Configure** drop down menu

Select **Auto Deploy**

Select **Enable** to Auto Deploy



Webroot SecureAnywhere with Unity

Locations ?

Configure ▾ Refresh

Search

Drag a column header here to group by that column

| Client               | Location         | Auto Deploy   |
|----------------------|------------------|---------------|
| Global Transport Inc | Office           | Disabled      |
| K Test               | Main             | Auto Deploy ▾ |
| LabTech Test Client  | Virtual Machines | Disabled      |
| T & Co               | London           | Disabled      |
| T & Co               | Remote           | Disabled      |
| Webroot              | Main             | Enabled       |
| Webroot              | New Computers    | Enabled       |

Last data update: 19/10/2019 15:25:36 UTC

**Note:** By default, auto deploy is set to:

- Enabled at Client/Site level
- **Disabled** at Location level
- Enabled at Computer level

## Step 8 – Plugin walkthrough

Walk through the rest of the manual and enjoy the powerful new features available in the version 4.0 plugin. Jump to the [Plugin Reference & Walkthrough](#) section and go through the rest of the manual.

## SECTION 3 - Plugin Reference & Walkthrough

Webroot plugin version 4.0 is our most advanced plugin to date. The plugin not only makes use of the Webroot Unity API, but also integrates with Webroot DNSP unleashing more features than previously possible. These features include monitoring Health Check of Webroot agent, deactivating a computer, and many more. The plugin walkthrough will take you through the features available.

**Note:** This plugin is compatible with CW Automate v10.5 and above.

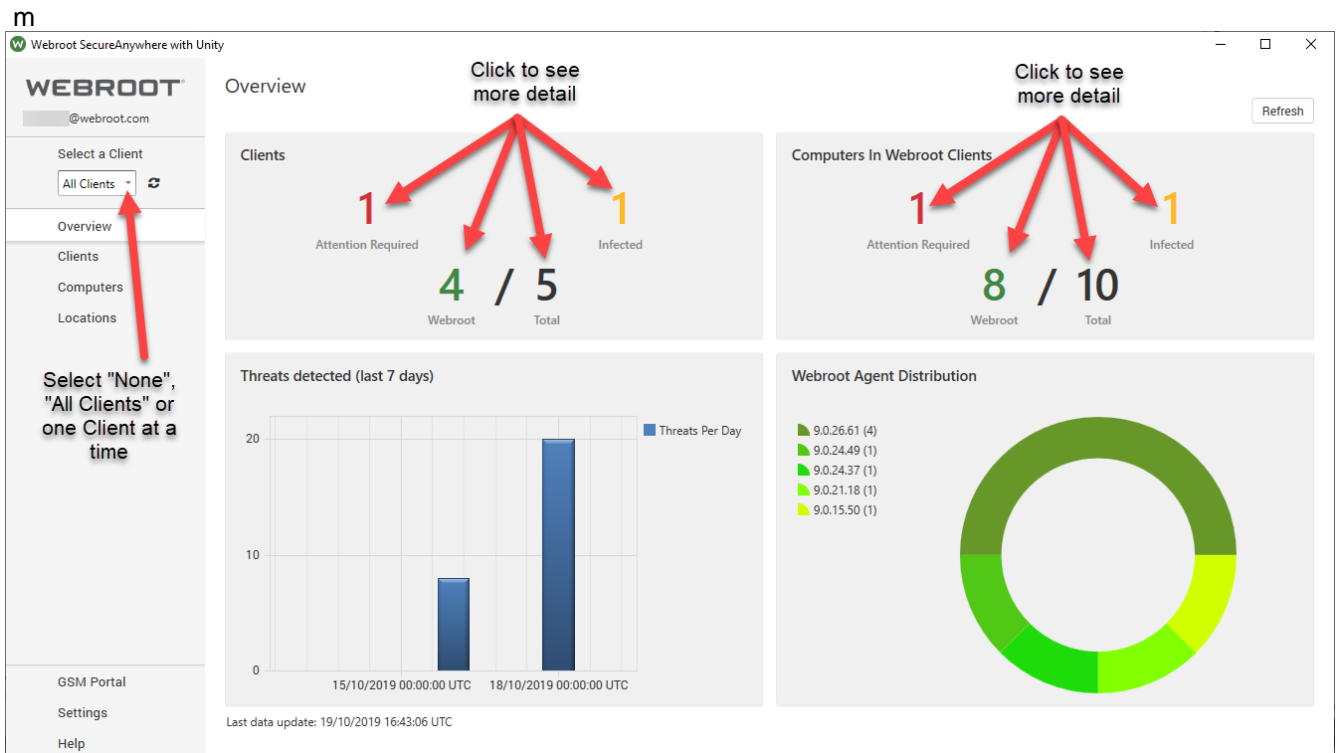
**Note:** This plugin includes a separate Remote Agent plugin dll and should be noted when adding the plugin via the Plugin Manager.

## Dashboard

The dashboard contains everything needed to configure and use the plugin including all options for clients, computers, locations, plugin settings and help links. The client, computer and location pages all contain right click options which are also available in the upper right as Configure and Action options. There are also various filters in the upper right-hand corner to help quickly view only the data desired.

### Overview tab

The Overview tab displays a summary of the overall installation. This dashboard is divided into multiple sections for ease of use. The user, for example can easily identify if a Client is without Webroot protection and can navigate to the necessary tab for quick configuration, with just a single click. If certain infections have been active for longer than 24 hours, the user is alerted visually with the Attention Required indicator; a single click will navigate the user to the infected computer for further action. Quick navigation is possible from any of the numbers displayed within the “Clients” and “Computers in Webroot Clients” tiles.



Select “None”, “All Clients” (recommended for MSPs with up to 60 Clients) or one Client at a time, recommended for larger MSPs for more efficient working. The selection is persistent if plugin is Closed and re-opened.



## Clients

- **Infected** – This displays the count of clients that contain a computer in the "Infected" state. When the Webroot agent detects a threat, it will block the threat. Most threats, such as real-time or inactive threats are removed in under 1 minute. Some threats require a clean scan before the endpoint is declared malware free. Sometimes, threats are too deeply embedded in the system to be removed immediately without causing system instability and Webroot agent may require a reboot to fully remove the infection. After the usual daily scan and reboot, most infections are automatically and safely removed without any intervention.
- **Attention Required** – Displays the count of clients that contain a computer in the "Attention Required" state. To keep the malware reporting noise down to a minimum, we have created a new "Attention Required" flag specifically designed for MSP environments. This flag is raised if an endpoint remains infected after 2 contiguous 12-hour checks. If the endpoint is rebooted or performs a scan at the point during any of the checks, the counter will be reset for another 12 hours. **In practice, the "Attention Required" flag will be true (1) if the endpoint remains infected after about 36 hours (without being rebooted or shut down).** This ensures the endpoint has gone through at least 1 reboot/scan cycle before raising the "Attention Required" flag. You can choose to take either manual or automatic action if you wish, such as initiating another scan or to inform the end user to reboot. Some actions such as running a reboot request for the user may be automated. See Settings Section.  
**Important Note:** The "Attention Required" flag is distinctly different than the "Needs Attention" state in the Webroot Console, which is set as soon as an infection is detected. Each indicator works independently.
- **Webroot** – This displays the count of clients that are assigned to a Webroot site (has a Webroot site key).
- **Total** – This displays the total count of Automate clients.

## Computers in Webroot Clients

- **Attention Required** – This displays the count of computers in the "Attention Required" state. See "Attention Required" in Clients above for full explanation.
- **Infected** – This displays the count of computers in the "Infected" state. See "Infected" in Clients above for full explanation.
- **Webroot** – This displays the count of computers with Webroot installed that are contained in a CWA client assigned to a Webroot site.
- **Total** – This displays the total count of computers that are contained in a CWA client assigned to a Webroot site.

Note: Only computers that have a Webroot Site key assigned via the Clients tab will be added to the total.

## Threats Detected (last 7 days)

This will display a bar chart with a count of threats detected over the last seven days.

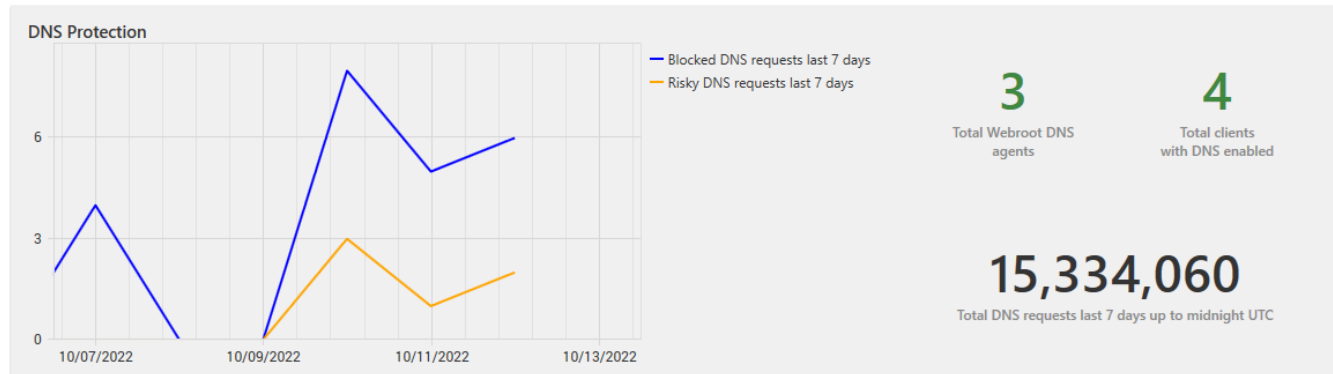
## Webroot Agent Distribution

This will display a pie chart with different Webroot software version being identified.

## DNS Protection (NEW!!)

A brand-new section displaying DNS Protection data for the all clients or particular clients selected. This section will be visible on the Overview tab only when DNSP is purchased at the Console Level and DNS is Enabled for at least one client.

Please note that DNS protection can be enabled through the Webroot console, after purchasing an active subscription.



The line graph on the left side of the section displays the average number of *Blocked* and *Risky* DNS requests in the last 7 days, based on either one Client or All Clients.

Please note that this does not include the current day. Hovering over the line will show you more details like the date and exact number of Blocked/risky requests made. It is normal to see decimals in the tooltip on the graph as we are taking an average of last 7 days of data.

Additional DNS information:

- **Total Webroot DNS Agents** – This displays the count of computers with active DNS agent installed on them. This means that all DNS requests made on these computers will be filtered based on the applied Webroot DNS filter.
- **Total clients with DNS enabled** – This displays the count of clients with DNS protection enabled. Note that the DNSP can be enabled through the Webroot console.
- **Total DNS requests last 7 days** – This shows the count of all DNS requests made on all computers for the selected client(s). This number does not count the current day.

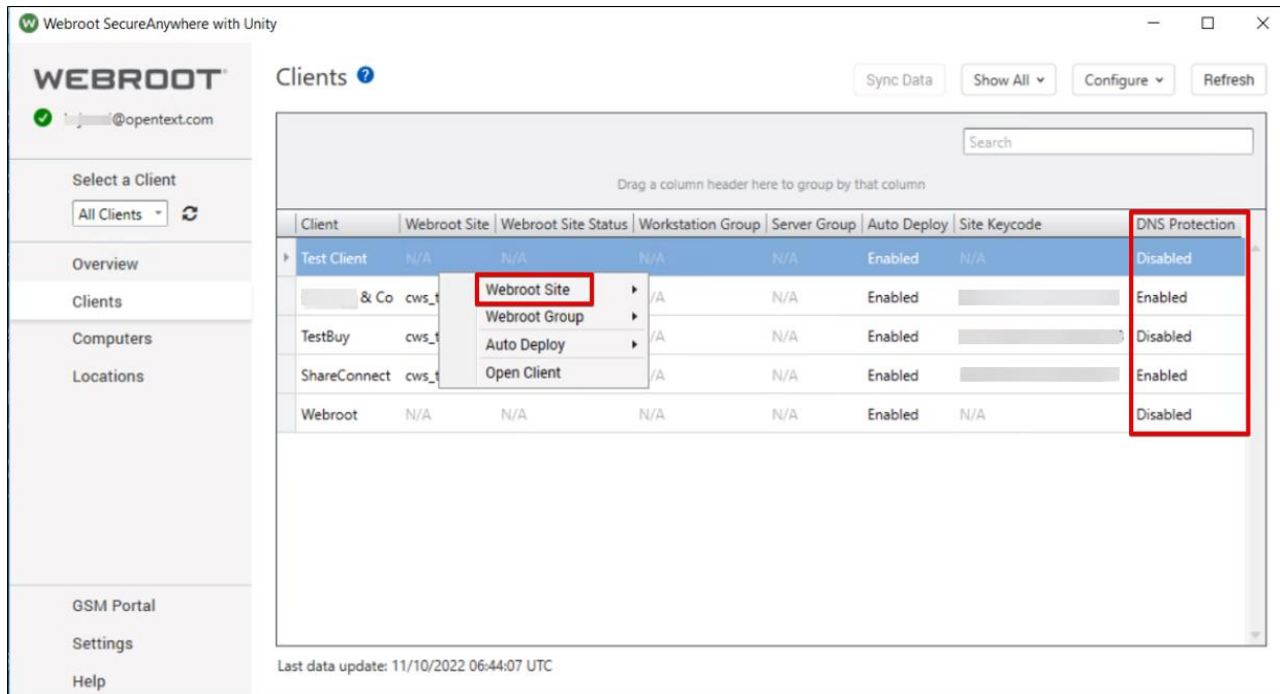
As a point to remember, the DNS information is synced with the Webroot console once every 24 hours.

## Clients tab

The Clients tab lists all clients available in ConnectWise Automate and allows easy configuration of Webroot sites. This tab also contains a new column to display the DNS protection status of every client. The following options are available within the Clients tab:

- Assigning/Removing a Webroot site
  - Assigning an Existing site to a Client
  - Creating a new site and assigning to a Client
  - Using a non-GSM manually entered site key (for temporary use only)
  - Removing a site
- Auto-Installation of new endpoints to
  - Workstation Group
  - Server Group
- Auto-Deploy Enable/Disable at Client Level

## Webroot Site



Webroot SecureAnywhere with Unity

**WEBROOT®**  
an opentext company

Select a Client  
All Clients

Overview  
Clients  
Computers  
Locations

GSM Portal  
Settings  
Help

**Clients**

Sync Data Show All Configure Refresh

Search

Drag a column header here to group by that column

| Client       | Webroot Site | Webroot Site Status | Workstation Group | Server Group | Auto Deploy | Site Keycode | DNS Protection |
|--------------|--------------|---------------------|-------------------|--------------|-------------|--------------|----------------|
| Test Client  | N/A          | N/A                 | N/A               | N/A          | Enabled     | N/A          | Disabled       |
| & Co         | cws_t        | Webroot Site        | /A                | N/A          | Enabled     |              | Enabled        |
| TestBuy      | cws_t        | Webroot Group       | /A                | N/A          | Enabled     |              | Disabled       |
| ShareConnect | cws_t        | Auto Deploy         | /A                | N/A          | Enabled     |              | Enabled        |
| Webroot      | N/A          | Open Client         | N/A               | N/A          | Enabled     | N/A          | Disabled       |

Last data update: 11/10/2022 06:44:07 UTC

## Webroot site > Assign an Existing Webroot Site to a Client

If you have already created Sites in the Webroot Global Site Manager (GSM) that match your Automate Clients and there is a 1 to 1 relationship between **CW Automate Clients & Webroot Sites**, you can Assign Webroot Sites to Clients within the plugin. This process is deliberately manual to ensure absolute accuracy. When all Clients are Assigned to Sites, an API connection to the GSM will be established, pulling in correct data and enabling advanced functionality. Please take your time when assigning Clients to Sites, ensure the correct Clients are assigned to correct Sites.

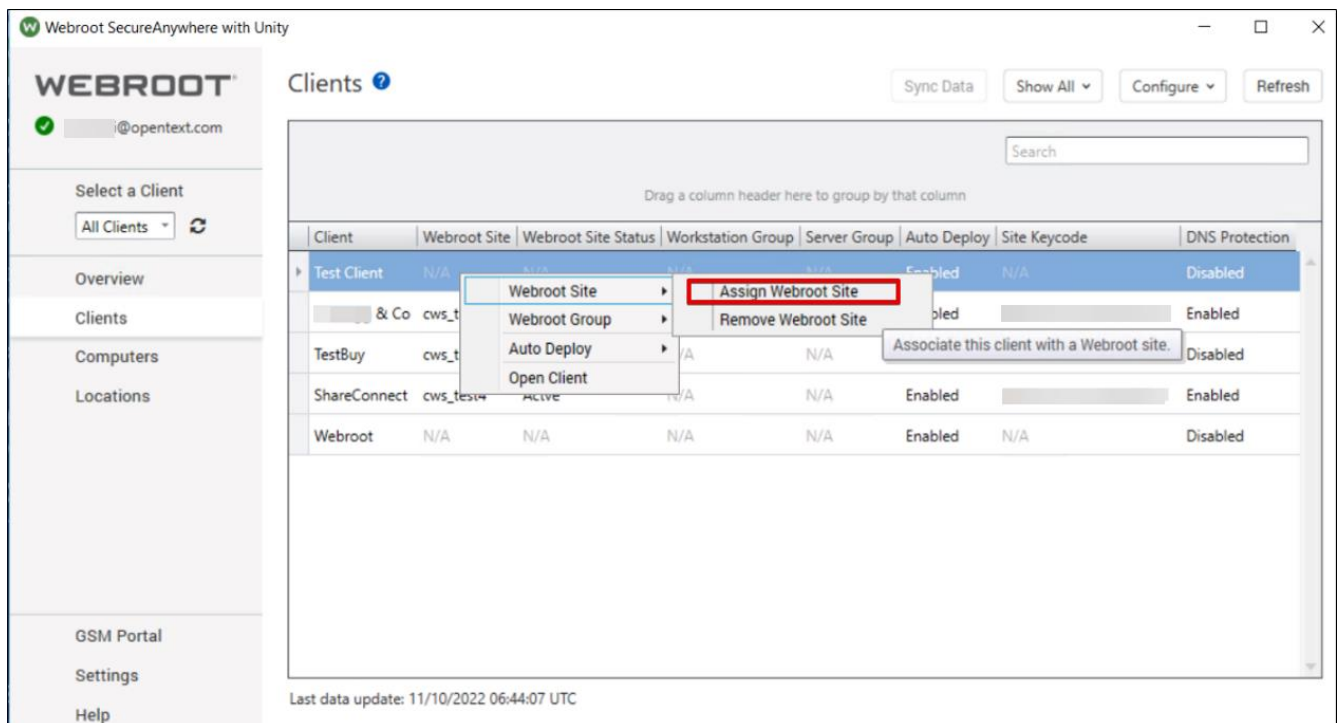
Click on **Clients** tab

Right click on a specific Client

Select **Webroot site**

Select **Assign Webroot site**

Use the drop down menu to assign the correct site (ensure keycode matches the imported key from previous version)



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Select a Client

All Clients

Overview

Clients

Computers

Locations

GSM Portal

Settings

Help

Clients

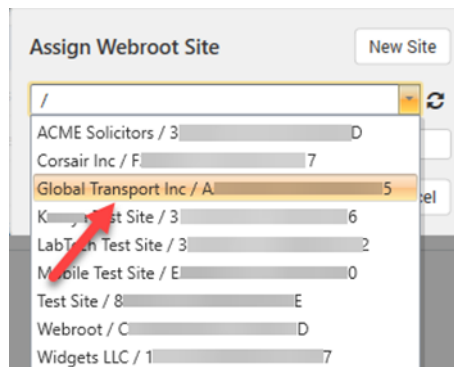
Sync Data Show All Configure Refresh

Search

Drag a column header here to group by that column

| Client       | Webroot Site | Webroot Site Status | Workstation Group | Server Group | Auto Deploy | Site Keycode | DNS Protection |
|--------------|--------------|---------------------|-------------------|--------------|-------------|--------------|----------------|
| Test Client  | N/A          | N/A                 | N/A               | N/A          | Enabled     | N/A          | Disabled       |
| & Co         | cws_t        | N/A                 | N/A               | N/A          | Enabled     | N/A          | Enabled        |
| TestBuy      | cws_t        | N/A                 | N/A               | N/A          | Enabled     | N/A          | Disabled       |
| ShareConnect | cws_test     | ACTIVE              | N/A               | N/A          | Enabled     | N/A          | Enabled        |
| Webroot      | N/A          | N/A                 | N/A               | N/A          | Enabled     | N/A          | Disabled       |

Last data update: 11/10/2022 06:44:07 UTC



Assign Webroot Site

New Site

/

- ACME Solicitors / 3 D
- Corsair Inc / F 7
- Global Transport Inc / A 5
- K... Test Site / 3 6
- LabTech Test Site / 3 2
- Mobile Test Site / E 0
- Test Site / 8 E
- Webroot / C D
- Widgets LLC / 1 7

## Webroot Site > Creating a New Webroot Site and assigning it to a Client

To create Sites directly within the plugin:

Click on **Clients** tab

Right click on a specific Client

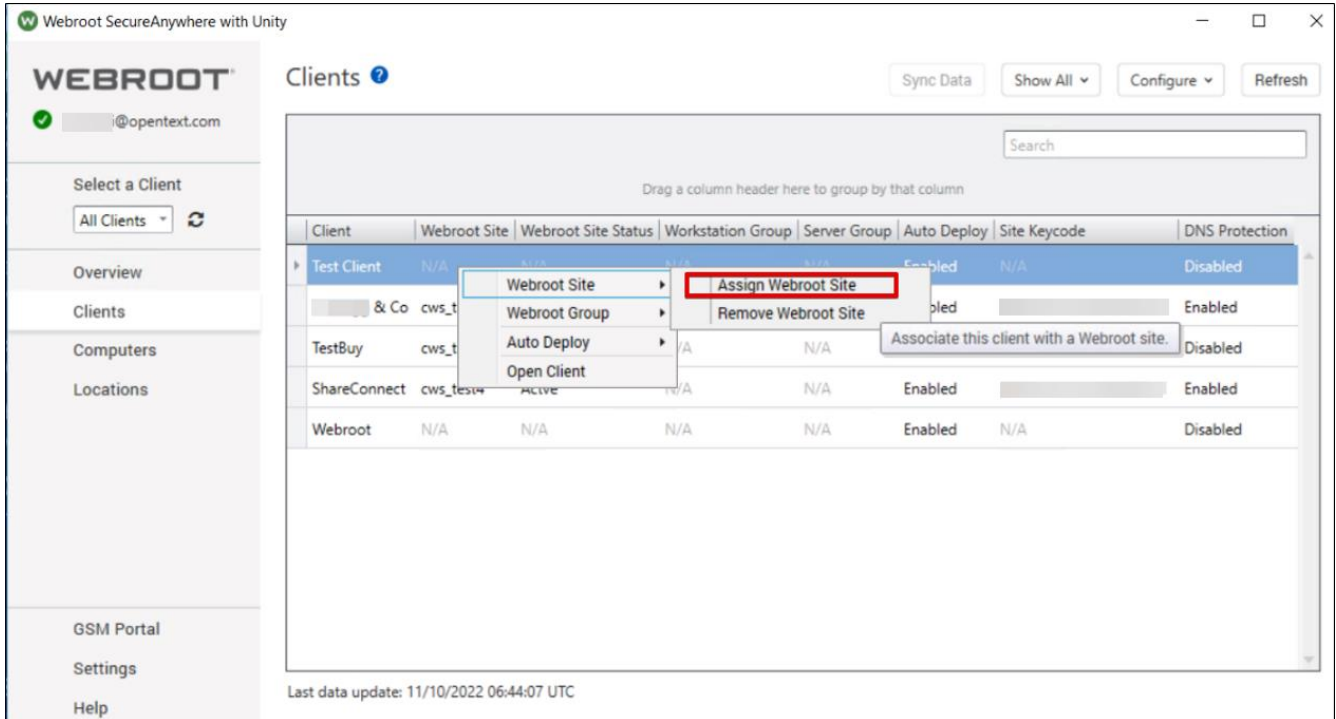
Select **Webroot site**

Select **Assign Webroot site**

Select **New**

Fill in required fields and click **Create**

This process ensures the correct Client name is pulled in automatically from CW Automate reducing errors



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Select a Client

All Clients ↻

Overview

Clients

Computers

Locations

GSM Portal

Settings

Help

Clients ?

Sync Data Show All ▾ Configure ▾ Refresh

Search

Drag a column header here to group by that column

| Client       | Webroot Site | Webroot Site Status | Workstation Group | Server Group | Auto Deploy | Site Keycode | DNS Protection |
|--------------|--------------|---------------------|-------------------|--------------|-------------|--------------|----------------|
| Test Client  | N/A          | N/A                 | N/A               | N/A          | Enabled     | N/A          | Disabled       |
| & Co         | cws_t        |                     |                   |              | Enabled     |              | Enabled        |
| TestBuy      | cws_t        |                     | N/A               | N/A          |             |              | Disabled       |
| ShareConnect | cws_test     | ACTIVE              | N/A               | N/A          | Enabled     |              | Enabled        |
| Webroot      | N/A          | N/A                 | N/A               | N/A          | Enabled     | N/A          | Disabled       |

Webroot Site

Assign Webroot Site

Webroot Group

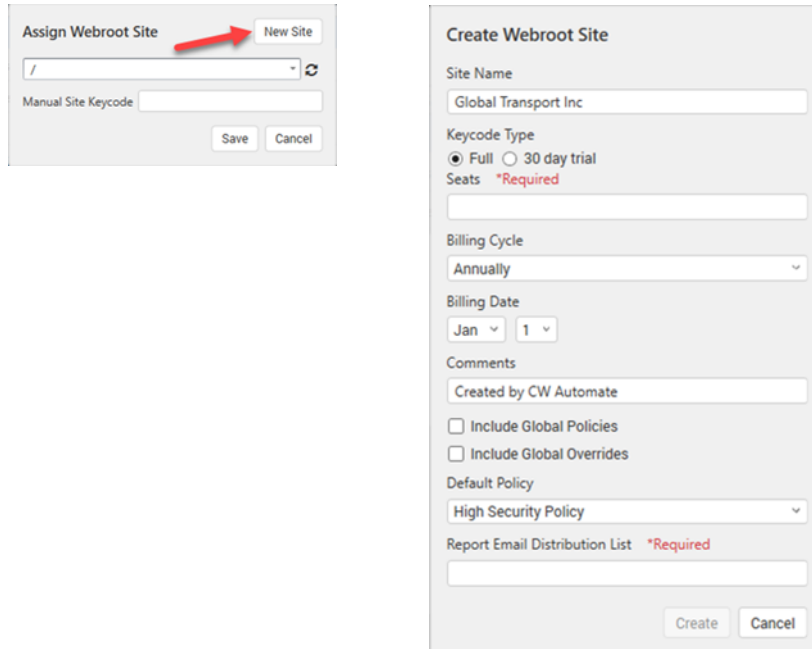
Remove Webroot Site

Auto Deploy

Open Client

Associate this client with a Webroot site.

Last data update: 11/10/2022 06:44:07 UTC



**Assign Webroot Site**

Manual Site Keycode

**Create Webroot Site**

Site Name

Keycode Type  
☒ Full ☐ 30 day trial

Seats **\*Required**

Billing Cycle

Billing Date

Comments

☐ Include Global Policies  
☐ Include Global Overrides

Default Policy

Report Email Distribution List **\*Required**

**Note:** When a new site is created via the plugin, it may not show up in the site dropdown list immediately. The refresh button may need to be clicked a couple times to reload the updated site list.

## Webroot Site > Use a non-GSM manually entered site key

The plugin allows users to enter a manual keycode for temporary use under exceptional circumstances, such as when a Site is not part of the same Webroot GSM Console as the Unity API or during an upgrade from an older version of the plugin. Users can then deploy endpoints to these sites via the plugin, maintaining backward compatibility with older versions of the plugin.

**NOTE:** Manually entered keys cannot be tied to a GSM Unity API is tied to, advanced functionality using the Unity API will not be possible with manually entered keys whether they are part of a GSM or not and all manually entered keys will be shown as non-GSM within the computers tab.

To use a manually entered site key

Click on **Clients** tab

Right click on a specific Client

Select **Webroot site**

Select **Assign Webroot site**

Click within Manual Site Keycode and enter **Manual Keycode**

Click **Save**

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Select a Client  
All Clients

Overview  
Clients  
Computers  
Locations

GSM Portal  
Settings  
Help

**Clients**

Sync Data Show All Configure Refresh

Search

Drag a column header here to group by that column

| Client       | Webroot Site | Webroot Site Status | Workstation Group | Server Group | Auto Deploy | Site Keycode | DNS Protection |
|--------------|--------------|---------------------|-------------------|--------------|-------------|--------------|----------------|
| Test Client  | N/A          | N/A                 | N/A               | N/A          | Enabled     | N/A          | Disabled       |
| [User] & Co  | cws_t        | ACTIVE              | N/A               | N/A          | Enabled     | [Keycode]    | Enabled        |
| TestBuy      | cws_t        | N/A                 | N/A               | N/A          | Enabled     | [Keycode]    | Disabled       |
| ShareConnect | cws_tes      | ACTIVE              | N/A               | N/A          | Enabled     | [Keycode]    | Enabled        |
| Webroot      | N/A          | N/A                 | N/A               | N/A          | Enabled     | N/A          | Disabled       |

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Select a Client  
All Clients

Overview  
Clients  
Computers  
Locations

GSM Portal  
Settings  
Help

**Clients**

Sync Data Show All Configure Refresh

Search

Drag a column header here to group by that column

| Client       | Webroot Site | Webroot Site Status | Workstation Group | Server Group | Auto Deploy | Site Keycode | DNS Protection |
|--------------|--------------|---------------------|-------------------|--------------|-------------|--------------|----------------|
| Test Client  | N/A          | N/A                 | N/A               | N/A          | Enabled     | N/A          | Disabled       |
| [User] & Co  | cws_t        | ACTIVE              | N/A               | N/A          | Enabled     | [Keycode]    | Enabled        |
| TestBuy      | cws_tes      | N/A                 | N/A               | N/A          | Enabled     | [Keycode]    | Disabled       |
| ShareConnect | cws_tes      | ACTIVE              | N/A               | N/A          | Enabled     | [Keycode]    | Enabled        |
| Webroot      | Site Ov      | N/A                 | N/A               | N/A          | Enabled     | [Keycode]    | Disabled       |

Last data update: 11/10/2022 06:34:20 UTC

**Assign Webroot Site**

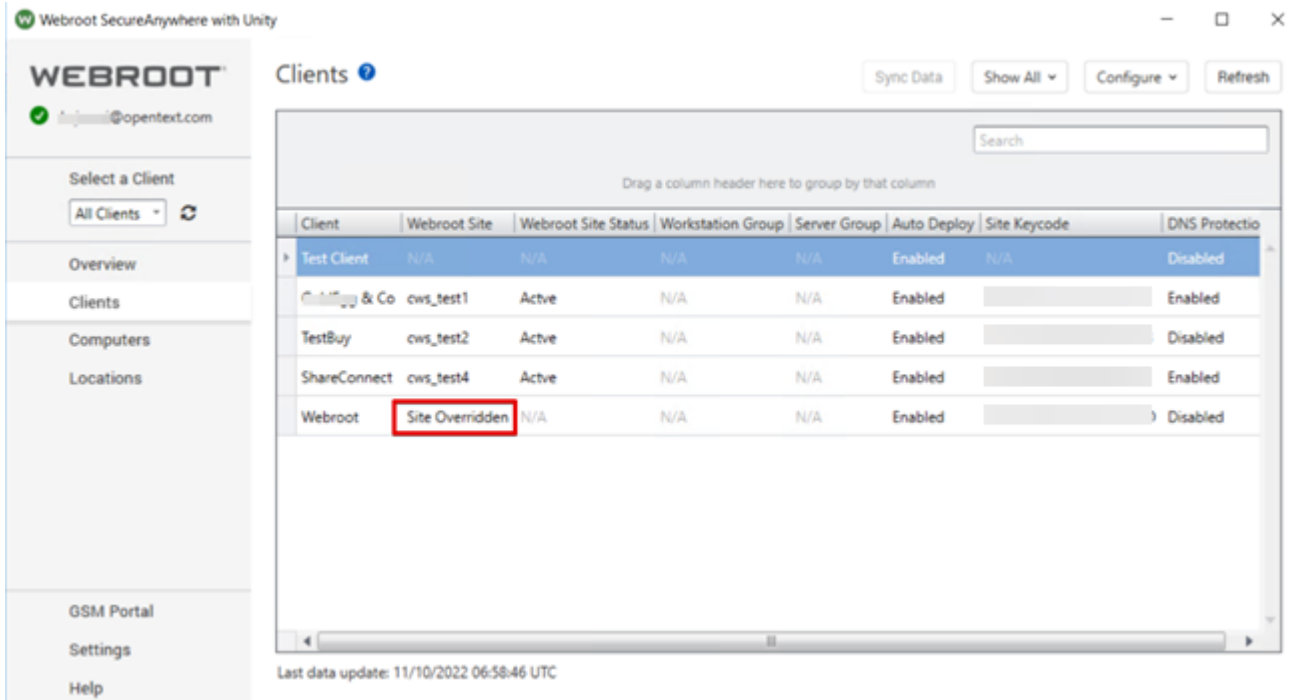
New Site

/

Manual Site Keycode: [Keycode]

Save Cancel

Once a manual key is assigned, the **Webroot Site** will show as **Site Overridden**.



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Select a Client  
All Clients

Overview  
Clients  
Computers  
Locations

GSM Portal  
Settings  
Help

Clients

Sync Data Show All Configure Refresh

Search

Drag a column header here to group by that column

| Client        | Webroot Site    | Webroot Site Status | Workstation Group | Server Group | Auto Deploy | Site Keycode | DNS Protection |
|---------------|-----------------|---------------------|-------------------|--------------|-------------|--------------|----------------|
| Test Client   | N/A             | N/A                 | N/A               | N/A          | Enabled     | N/A          | Disabled       |
| Goldberg & Co | cws_test1       | Active              | N/A               | N/A          | Enabled     |              | Enabled        |
| TestBuy       | cws_test2       | Active              | N/A               | N/A          | Enabled     |              | Disabled       |
| ShareConnect  | cws_test4       | Active              | N/A               | N/A          | Enabled     |              | Enabled        |
| Webroot       | Site Overridden | N/A                 | N/A               | N/A          | Enabled     |              | Disabled       |

Last data update: 11/10/2022 06:58:46 UTC



## Webroot Site > Remove Webroot Site

To disassociate a Client from the Webroot Site, follow the process below.

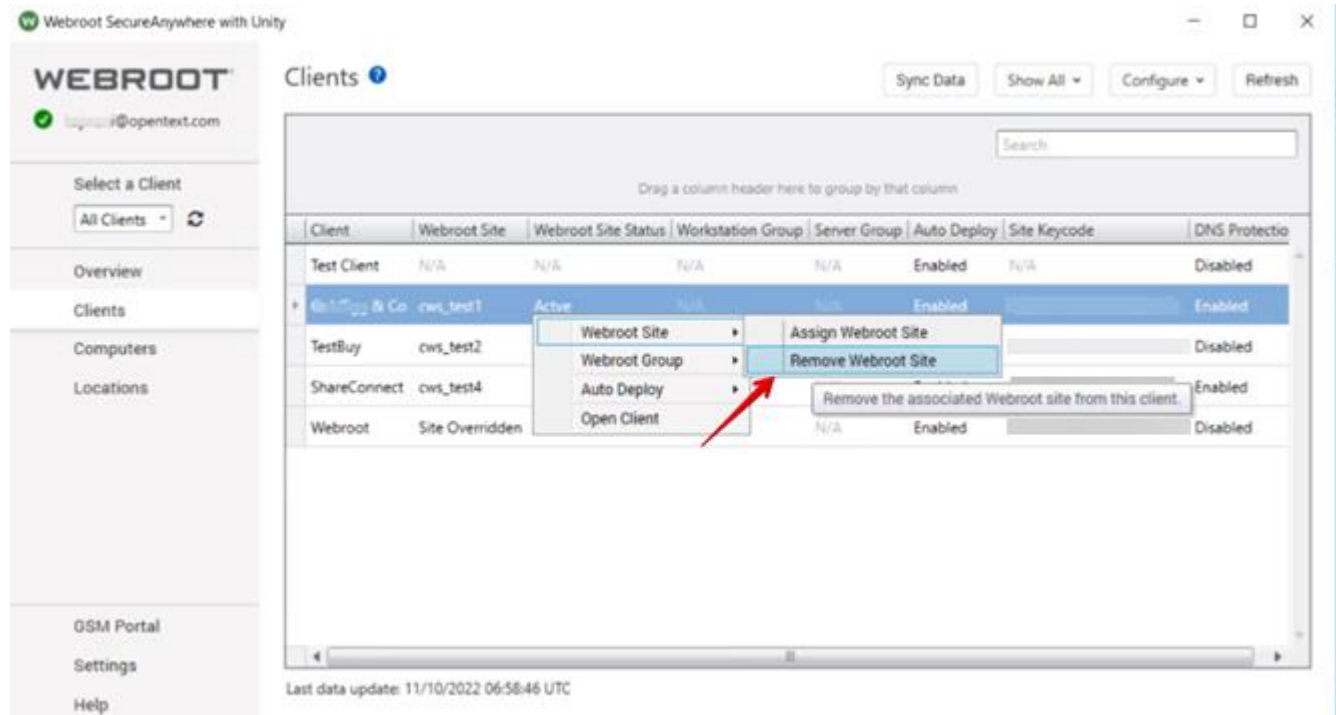
Click on **Clients** tab

Right click on a specific Client

Select **Webroot site**

Select **Remove**

Site will be removed immediately from the plugin



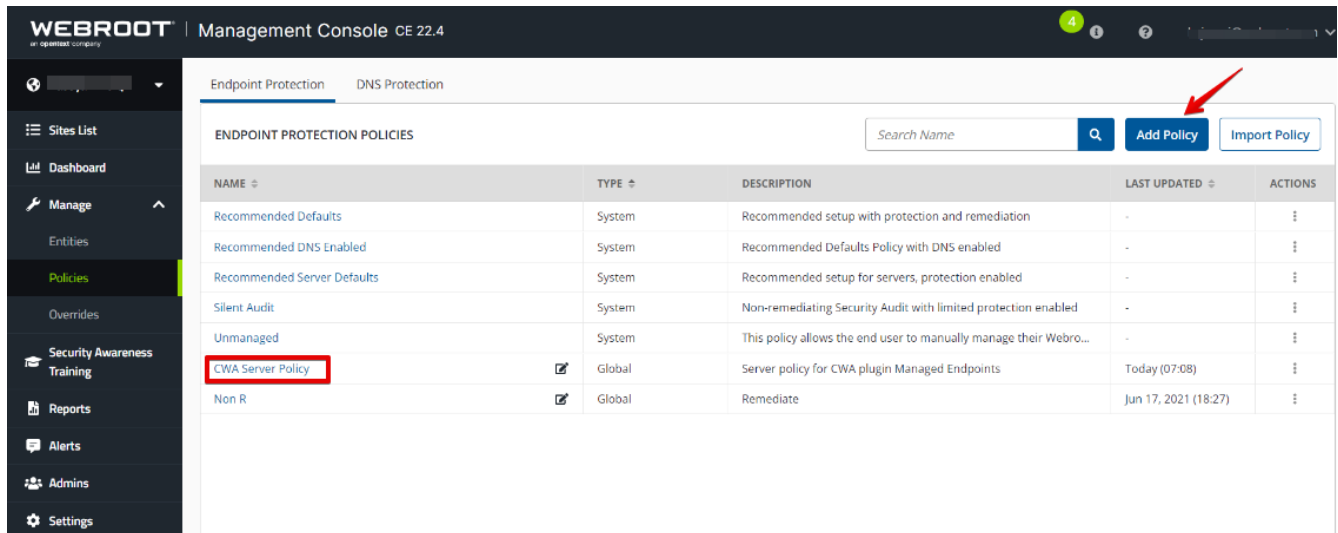
NOTE: The Site Removal action does NOT deactivate the site in the GSM and if needed the same site or another site can be associated to a Client again.

## Webroot group – Auto Deploy to Group Policy

To assign different Webroot policies to Servers and/or Workstations in addition to the Default Webroot Site Policy, specific Webroot Groups can be created in the Webroot Console on a per site basis and those groups can be assigned within the plugin.

Follow the following process to automatically assign Server and Workstation policies when **new computers** are added via the ConnectWise Automate plugin. Note: Existing computers that have registered with the Webroot Console will NOT pick up the group policy, and they will need to have their policy manually changed either in the plugin or in the Webroot Console.

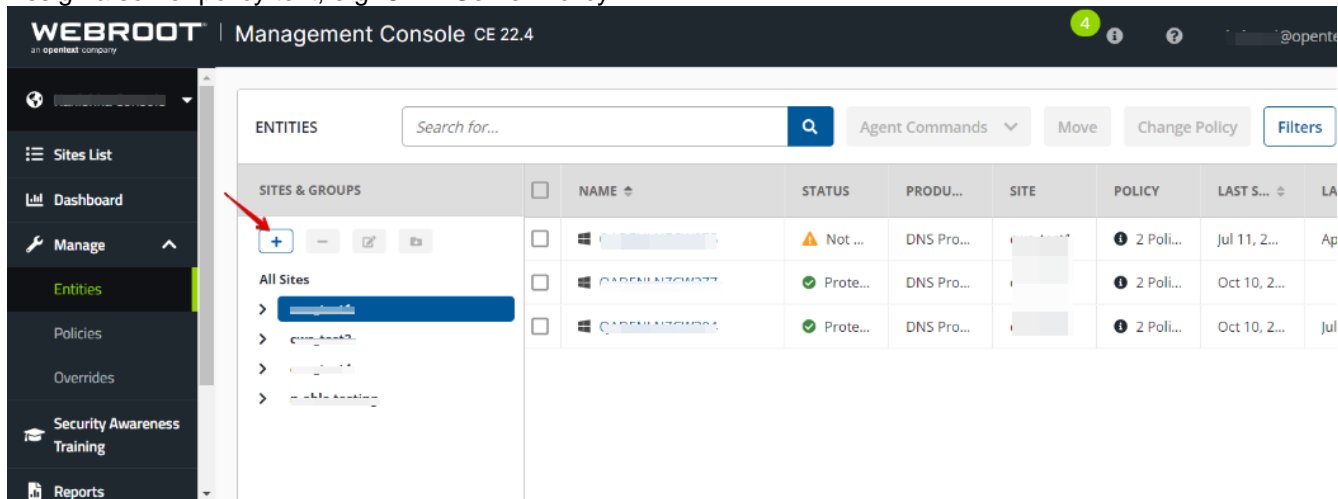
**Step 1** - Create either a new Global Server Policy in the GSM or use the existing Default Server Policy. In the example below, we have created a new Global Server Policy called **CWA Server Policy** within the GSM.



The screenshot shows the Webroot Management Console (CE 22.4) with the 'Endpoint Protection' tab selected. A list of 'ENDPOINT PROTECTION POLICIES' is displayed. The 'CWA Server Policy' is highlighted with a red box. A red arrow points to the 'Add Policy' button in the top right corner of the policy list.

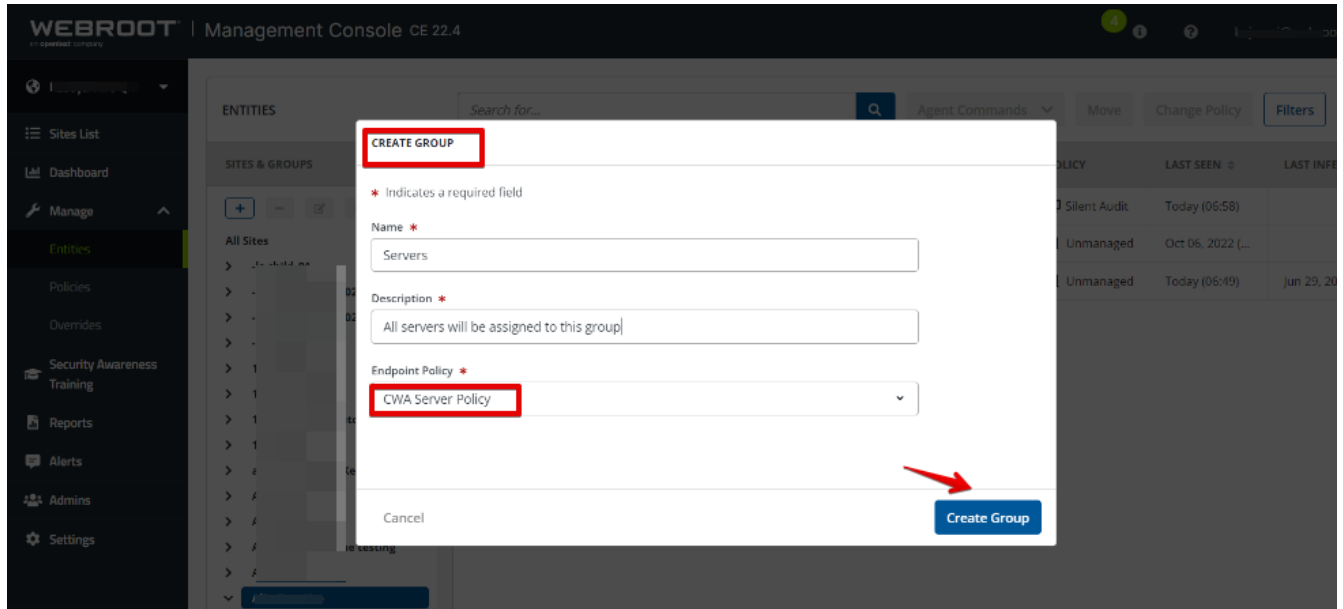
| NAME                        | TYPE   | DESCRIPTION   | LAST UPDATED         | ACTIONS |
|-----------------------------|--------|---|----------------------|---------|
| Recommended Defaults        | System | Recommended setup with protection and remediation                 | -                    |         |
| Recommended DNS Enabled     | System | Recommended Defaults Policy with DNS enabled                      | -                    |         |
| Recommended Server Defaults | System | Recommended setup for servers, protection enabled                 | -                    |         |
| Silent Audit                | System | Non-remediating Security Audit with limited protection enabled    | -                    |         |
| Unmanaged                   | System | This policy allows the end user to manually manage their Webro... | -                    |         |
| <b>CWA Server Policy</b>    | Global | Server policy for CWA plugin Managed Endpoints                    | Today (07:08)        |         |
| Non R                       | Global | Remediate   | Jun 17, 2021 (18:27) |         |

**Step 2** – Navigate to the Entities tab in Site Console and click on the + sign to create a new server group. Assign a server policy to it, e.g. CWA Server Policy.



The screenshot shows the Webroot Management Console (CE 22.4) with the 'Entities' tab selected. A list of 'ENTITIES' is displayed. A red arrow points to the '+' button in the 'SITES & GROUPS' section, indicating the action to create a new server group.

| SITES & GROUPS | NAME | STATUS | PRODU... | SITE | POLICY | LAST S... | LA |
|----------------|------|--------|----------|------|--------|-----------|----|
| <b>+</b>       |      |        |          |      |        |           |    |
| All Sites      |      |        |          |      |        |           |    |
| > [Group Name] |      |        |          |      |        |           |    |
| > [Group Name] |      |        |          |      |        |           |    |
| > [Group Name] |      |        |          |      |        |           |    |
| > [Group Name] |      |        |          |      |        |           |    |



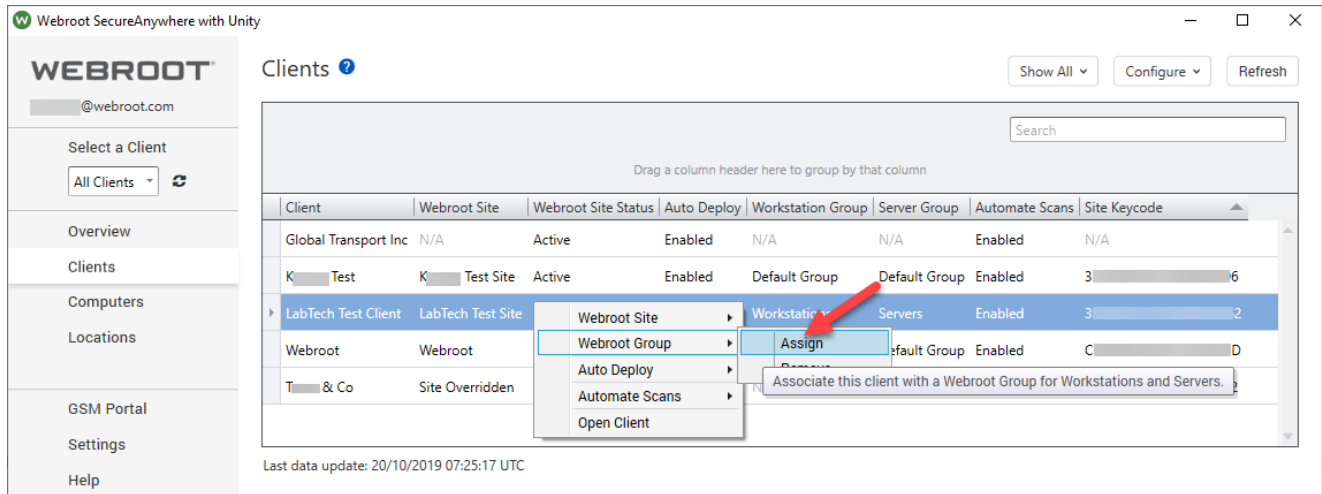
**Step 3** – Assign the new Server Group created in the Webroot Console to the Plugin Server Group.

Click on **Clients** tab

Right click on a specific Client

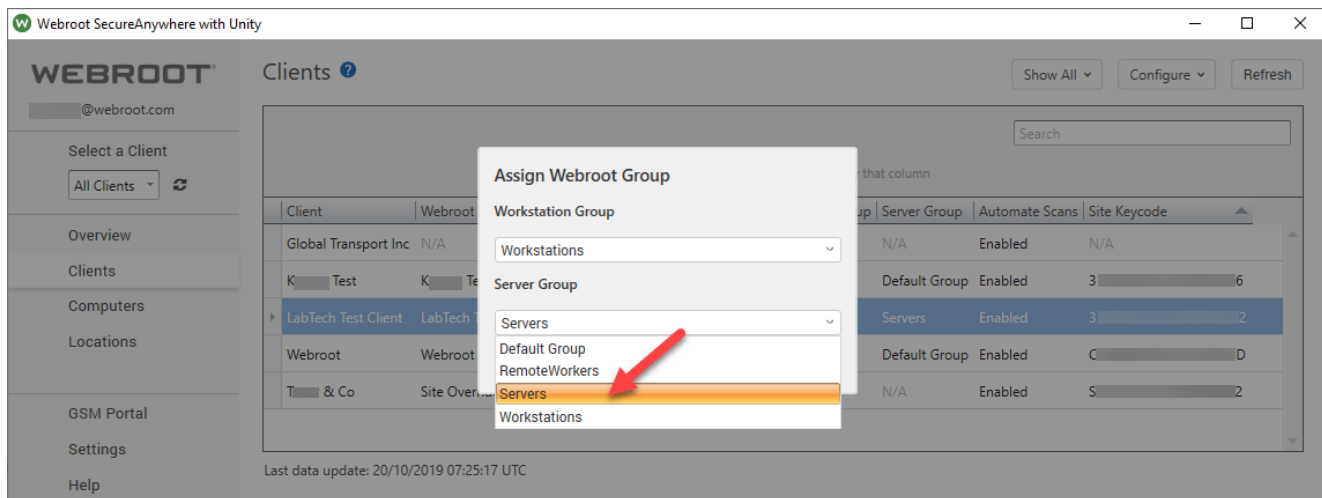
Select **Webroot Group**

Select **Assign**



Click on **Server Group** drop down menu

Select the newly created group (e.g. **Servers**)



Any new Servers will now pick up the CWA Server Policy automatically when Webroot Clients are deployed automatically.

Workstation policies can be assigned in a similar manner or the Workstation policy can be assigned to the Default Site Policy.

## Auto Deploy

The Webroot Automate plugin is designed to automatically install Webroot endpoint security software on endpoints that have the Automate agent software installed. **Auto deploy is Disabled by default at the Location level.** Enabling Auto deploy at Location level will turn on auto deploy for ALL endpoint in that Location. If you wish to restrict the deployment of Webroot security software the specific endpoints, then this must be done at the Computer level by Disabling auto deploy to specific endpoints such as Servers, BEFORE enabling Auto deploy at the Location level.

Auto deploy can be enabled or disabled at three different levels:

Client – Enabled by default  
 Location – **Disabled** by default  
 Computer – Enabled by default

The above arrangement provides complete flexibility in Enabling/Disabling Auto Deploy at any level depending on specific requirements. For example, if you want to accidentally avoid Webroot deployment to a Client, then Disable at Client level as illustrated below.

**NOTE:** Auto deploy will ONLY work if ALL levels are set to Enable.

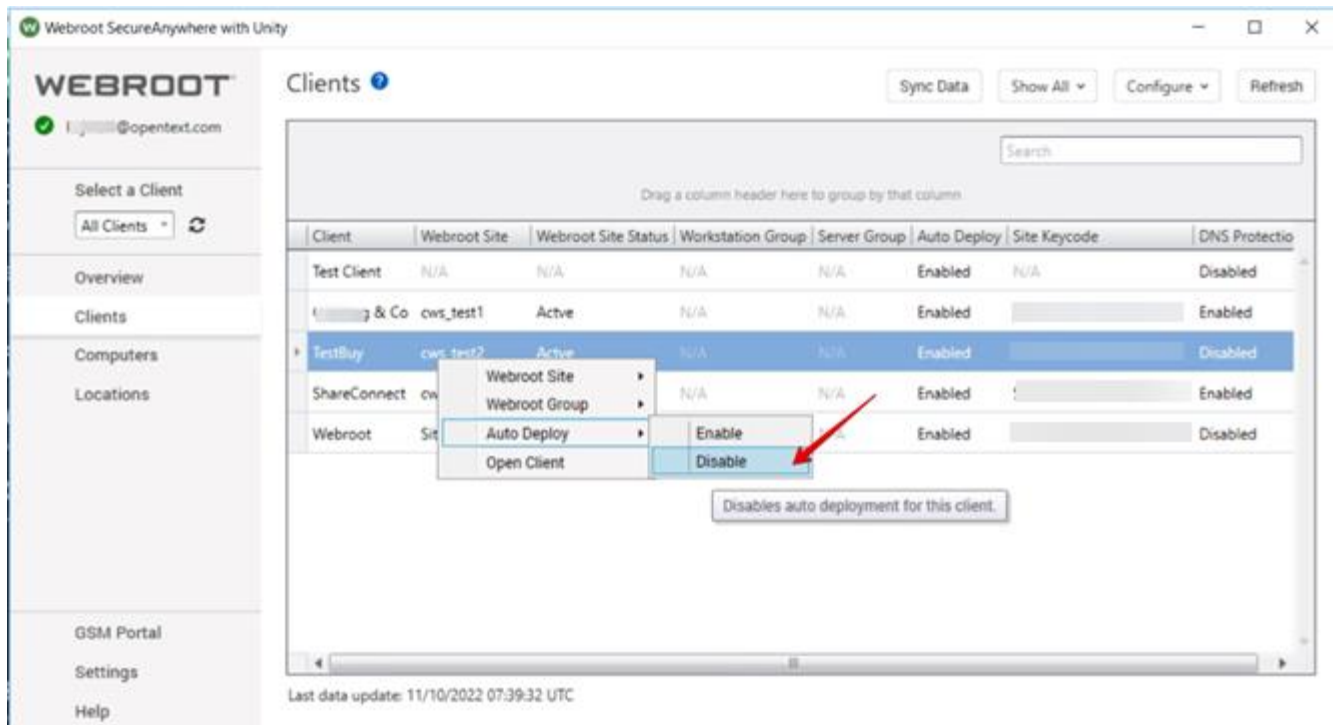
To Enable or Disable Auto Deploy follow the steps below:

Click on **Clients** tab

Right click on a specific Client or highlight a number of Clients as illustrated below

Select **Auto Deploy**

Select **Enable** or **Disable**

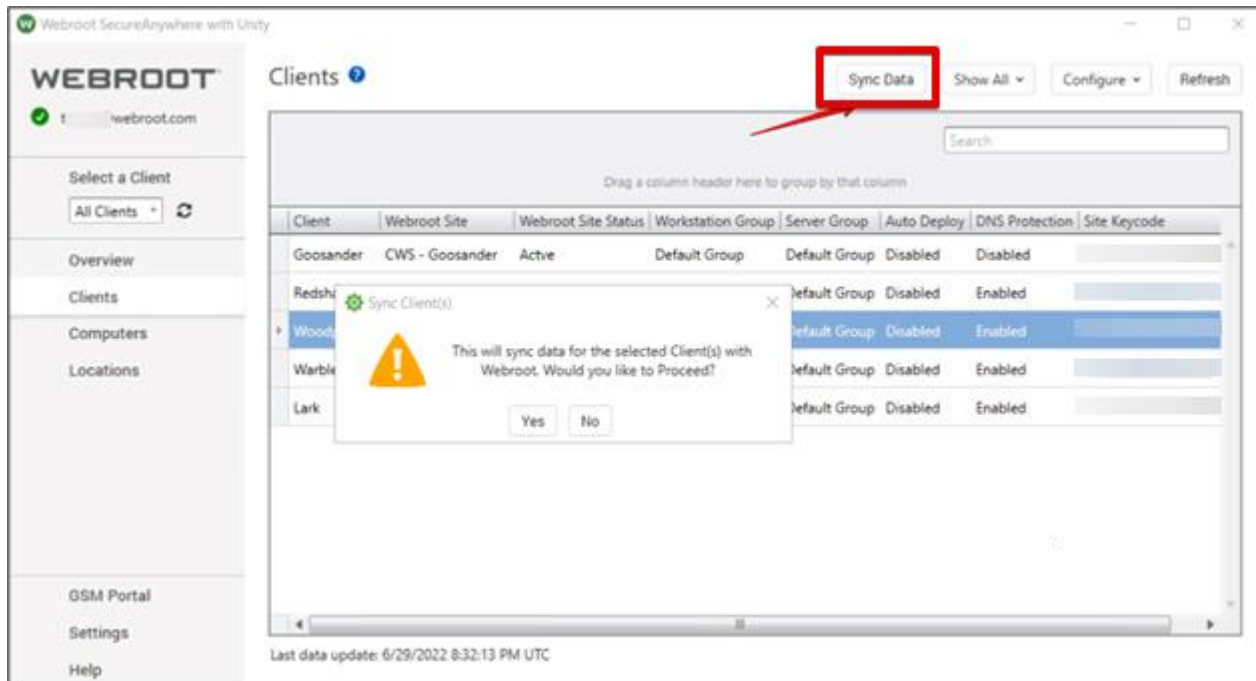


| Client       | Webroot Site | Webroot Site Status | Workstation Group | Server Group | Auto Deploy | Site Keycode | DNS Protection |
|--------------|--------------|---------------------|-------------------|--------------|-------------|--------------|----------------|
| Test Client  | N/A          | N/A                 | N/A               | N/A          | Enabled     | N/A          | Disabled       |
| TestBuy      | cws_test1    | Active              | N/A               | N/A          | Enabled     |              | Enabled        |
| TestBuy      | cws_test2    | Active              | N/A               | N/A          | Enabled     |              | Disabled       |
| ShareConnect | cws_test3    | Active              | N/A               | N/A          | Enabled     |              | Enabled        |
| Webroot      | Site         | Active              | N/A               | N/A          | Enabled     |              | Disabled       |

**Note:** If Auto Deploy is disabled at Location or at Computer level, Auto Deploy will not work by just Enabling at Client level.

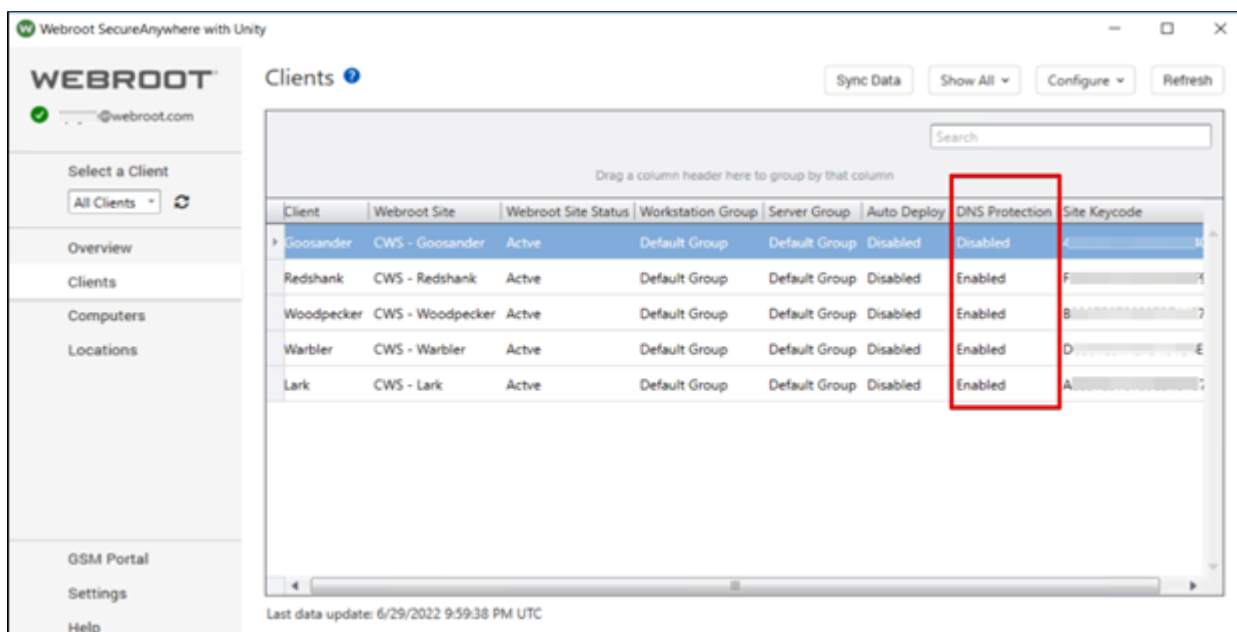
## Sync Data

The new 4.0 provides the user with the ability to synchronize data with Unity API for individual clients. The data sync automatically happens every 6 minutes, but you have the option of initiating the sync by clicking on the **Sync Data** button on the top right of clients tab.

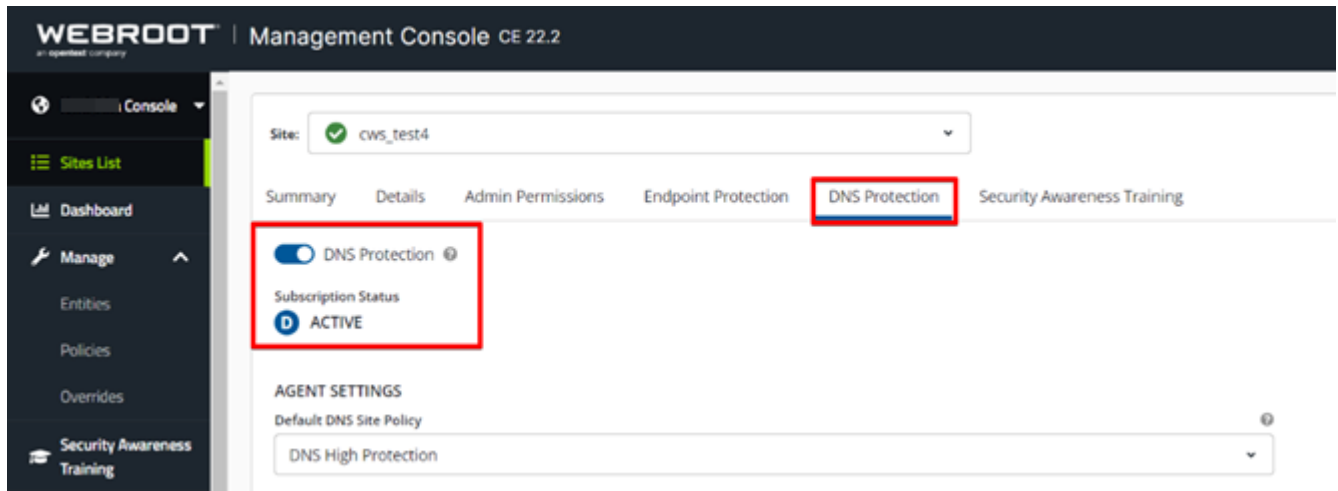


## DNS Protection

Version 4.0 introduces a new column on the Clients tab – DNS Protection. This column displays the DNSP status for all clients or individual clients selected.



The DNSP status is pulled from the Webroot console and depends on whether the client has an active DNSP subscription. Below is an example of how active DNSP looks like on the console:



Here are some helpful links to learn more about Webroot DNSP:

<https://www.youtube.com/watch?v=rVPOPhEnkmg>

DNSP Admin Guide:

[https://download.webroot.com/WSA\\_DNSProtection\\_AdminGuide.pdf](https://download.webroot.com/WSA_DNSProtection_AdminGuide.pdf)

## Computers tab

The computers tab displays all selected computers that have a ConnectWise Automate Client installed and allows you to see a range of Webroot status information. The version 4.0 of the plugin introduces new columns to display DNSP data for all computers. Additionally, it allows the user to initiate a range of actions and configurations, as seen below:

- Webroot agent commands
- Webroot agent policy setting
- Auto deploy
- Automate scans
- Deactivate
- Open computer

## Send Agent Command

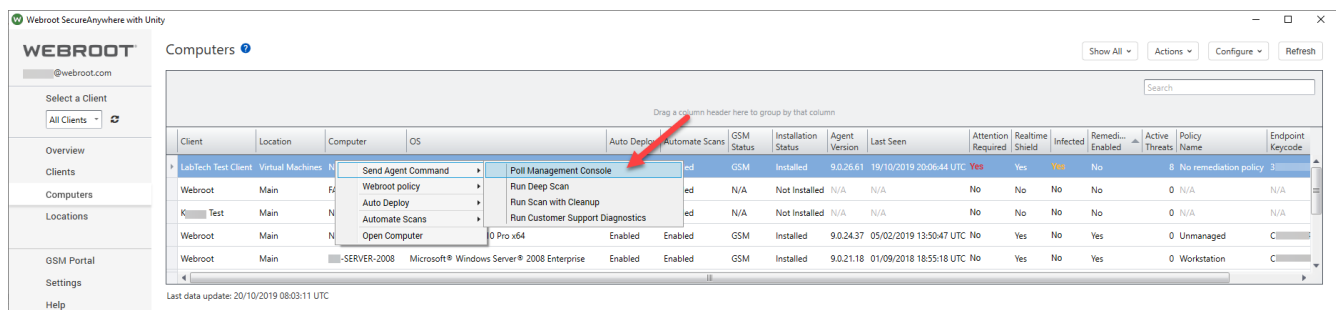
To send an agent command

Click on **Computer** tab

Right click on a specific Computer or highlight a number of Computers

Select **Send Agent Command**

Select one of four commands e.g. **Poll Management Console**



- **Poll Management Console** – This will send a direct Automate command to set the registry key HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\WRData\Actions:UpdateNow value to 1.
- **Run Deep Scan** – This queues the Webroot 4.x - Trigger Deep Scan script to run immediately.  
 Note: Automate scans must be Enabled at both Client and Computer level for this action to work.
- **Run Scan with Cleanup** – This queues the Webroot 4.x - Trigger Scan with Cleanup script to run immediately.  
 Note: Automate scans must be Enabled at both Client and Computer level for this action to work.
- **Run Customer Support Diagnostics** – This will prompt for an e-mail address, auto filling with the logged in user's saved e-mail address, then queue the Webroot 4.x - Customer Support Diagnostics script to run immediately.



## Webroot Policy

You can set or change a Webroot policy permanently or temporarily from the ConnectWise Automate plugin, on one or more endpoints at the same time. The policy will be applied to the computer almost immediately.

To set a new policy

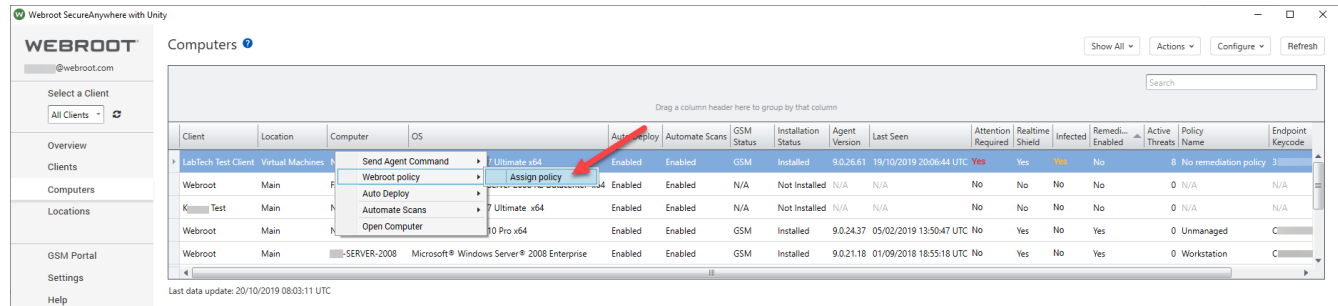
Click on **Computer** tab

Right click on a specific Computer or highlight a number of Computers

Select **Webroot Policy**

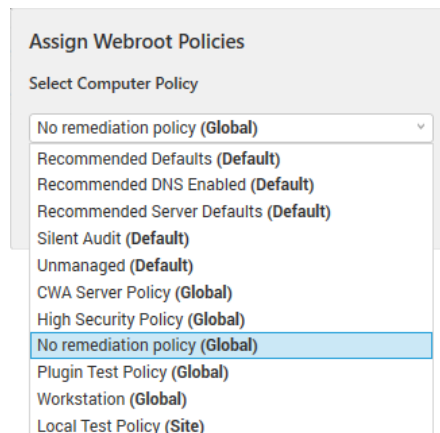
Select **Assign Policy**

Select the policy **Poll Management Console**



Click the drop down menu

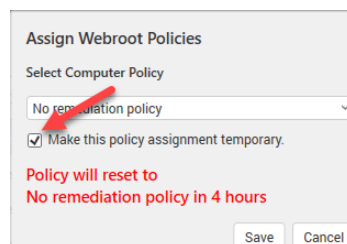
Click on the policy to be assigned e.g. **No remediation policy**



**NOTE:** There are different policy types such as Local, Default & Global. If multiple Computers are selected, only the policies that are common across ALL computers will be shown.

If you wish to set a policy **temporarily**, then

Check the box **Make this policy assignment temporary**



The policy assignment will go back to the original setting indicated in red within 4 hours.

## Auto Deploy

The Automate plugin is designed to automatically install Webroot endpoint security software whenever an Automate client is installed. Auto deploy is **Enabled** by default at the **Computer** level. Enabling Auto deploy at Location level will turn on auto deploy for ALL endpoints at that Location. If you wish to restrict the deployment of Webroot security software on specific endpoints, then this must be done at the Computer level by Disabling auto deploy to specific endpoints such as Servers, BEFORE enabling Auto deploy at the Location level.

Auto deploy can be enabled or disabled at three different levels:

Client – Enabled by default  
Location – **Disabled** by default  
Computer – Enabled by default

The above arrangement provides complete flexibility in Enabling/Disabling Auto Deploy at any level depending on specific requirements.

**NOTE:** Auto deploy will ONLY work if ALL levels are set to **Enable**.

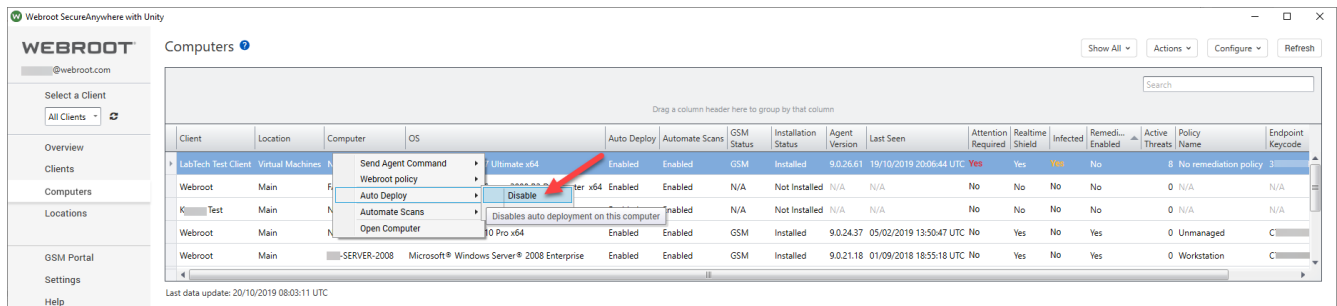
To Enable or Disable Auto Deploy follow the steps below:

Click on **Computers** tab

Right click on a specific Computer or highlight a number of Computers

Select **Auto Deploy**

Select **Enable** or **Disable**



The screenshot shows the Webroot SecureAnywhere with Unity interface. The 'Computers' tab is active. A table lists various computers with columns for Client, Location, Computer, OS, Auto Deploy, Automate Scans, GSM Status, Installation Status, Agent Version, Last Seen, Attention Required, Realtime Shield, Infected, Remediation, Active Threats, Policy Name, and Endpoint Keycode. A right-click context menu is open over a computer entry, showing options like 'Send Agent Command', 'Webroot policy', 'Auto Deploy', 'Automate Scans', and 'Open Computer'. The 'Auto Deploy' option is selected, and a sub-menu is open showing 'Enable' and 'Disable' options. A red arrow points to the 'Disable' option.

- **Disable** – This will exclude the selected computer/s from automatic installation of the Webroot software.
- **Enable** – This will enable automatic installation of the Webroot software on the selected computer/s.

## Automate scans

You can run Webroot security scans directly within the plugin. If you want the ability to scan any Webroot endpoint from the plugin, then Automate scans must be Enabled.

**Note:** Automate scans are totally independent from Webroot Policy or Webroot Console initiated scans.

Automate scans can be Enabled or Disabled at two different levels:

**Client** – Enabled by default

**Computer** – Enabled by default

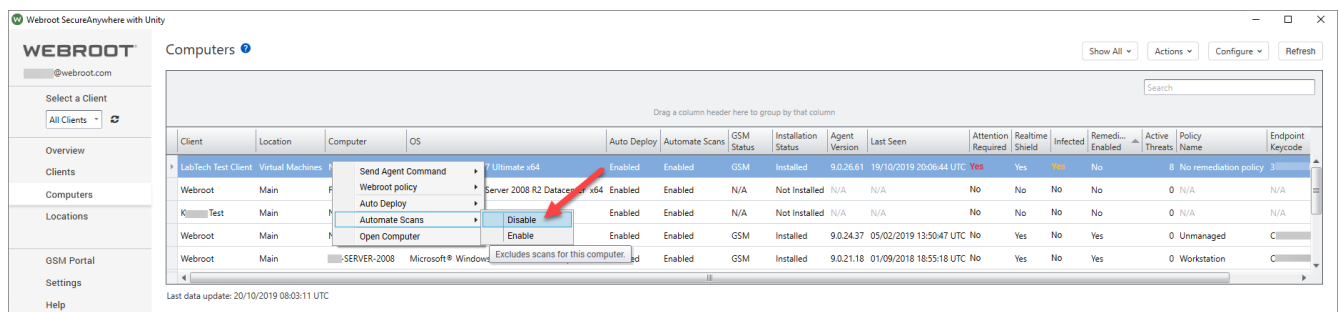
To Enable or Disable ConnectWise Automate plugin initiated scans follow the steps below:

Click on **Computer** tab

Right click on a specific Computer or highlight a number of Computers

Select **Automate Scans**

Select **Enable** or **Disable**



- **Enable** – This will Enable scans from any of the trigger scan ConnectWise Automate scripts or plugin based Webroot agent commands.
- **Disable** – This will Disable scans from any of the trigger scan ConnectWise Automate scripts or plugin based Webroot agent commands.

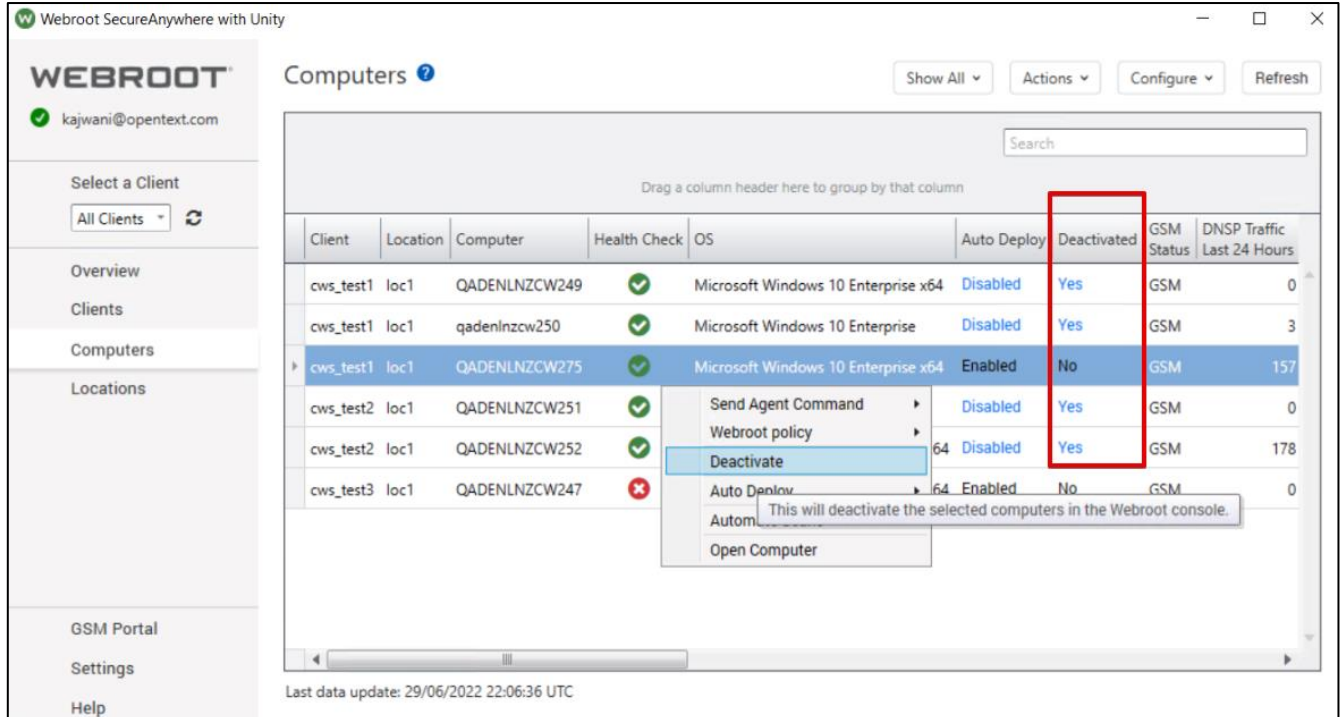
**Note:** If scans are Disabled on Computer level, it will override the Client level being Enabled or vice versa.

## Deactivate

With an update to version 4.0 of the plugin, you can now deactivate a computer(s) from the Computers page. This means that the Webroot agent will attempt to remove the Webroot software from the selected devices.

To deactivate a computer:

Right click on the computer row. Alternatively, you can use the **Configure** button on the top right on the page. Select **Deactivate**



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Select a Client  
 All Clients

Overview  
 Clients  
**Computers**  
 Locations

GSM Portal  
 Settings  
 Help

**Computers**

Show All Actions Configure Refresh

Search

Drag a column header here to group by that column

| Client    | Location | Computer      | Health Check | OS                                  | Auto Deploy | Deactivated | GSM Status | DNSP Traffic Last 24 Hours |
|-----------|----------|---------------|--------------|-------------------------------------|-------------|-------------|------------|----------------------------|
| cws_test1 | loc1     | QADENLNZCW249 | ✓            | Microsoft Windows 10 Enterprise x64 | Disabled    | Yes         | GSM        | 0                          |
| cws_test1 | loc1     | qadenlnzcw250 | ✓            | Microsoft Windows 10 Enterprise     | Disabled    | Yes         | GSM        | 3                          |
| cws_test1 | loc1     | QADENLNZCW275 | ✓            | Microsoft Windows 10 Enterprise x64 | Enabled     | No          | GSM        | 157                        |
| cws_test2 | loc1     | QADENLNZCW251 | ✓            | Microsoft Windows 10 Enterprise     | Disabled    | Yes         | GSM        | 0                          |
| cws_test2 | loc1     | QADENLNZCW252 | ✓            | Microsoft Windows 10 Enterprise     | Disabled    | Yes         | GSM        | 178                        |
| cws_test3 | loc1     | QADENLNZCW247 | ✗            | Microsoft Windows 10 Enterprise     | Enabled     | No          | GSM        | 0                          |

Send Agent Command  
 Webroot policy  
**Deactivate**  
 Auto Denlow  
 Autom.  
 Open Computer

This will deactivate the selected computers in the Webroot console.

Last data update: 29/06/2022 22:06:36 UTC

Points to remember about this feature:

- You can select one or multiple computers to deactivate at once.
- A new column “Deactivated” with a value “Yes” indicates a deactivated computer
- Once a computer is deactivated, the computer will not be updated anymore and Auto Deploy will be set to disabled.
- On a deactivated computer, the user will not be able to run any commands on change policy for this computer. The right click context menu, the Actions and the Configure button will be disabled.
- Webroot provides an option to reactivate a device that has been deactivated. If there arises a need to reactivate the device, the user is required to do so through the Webroot console.

## Locations

The locations dashboard allows you to set Auto Deployment options, as well as directly open the location from the dashboard.

## Auto Deploy

The Automate plugin is designed to automatically install Webroot endpoint security software whenever an Automate client is installed. Auto deploy is **Enabled** by default at **Computer** level. Enabling Auto deploy at Location level will turn on auto deploy for ALL endpoints in that Location. If you wish to restrict the deployment of Webroot security software the specific endpoints, then this must be done at the Computer level by Disabling auto deploy to specific endpoints such as Servers, BEFORE enabling Auto deploy at the Location level.

Auto deploy can be enabled or disabled at three different levels:

Client – Enabled by default

Location – **Disabled** by default

Computer – Enabled by default

The above arrangement provides complete flexibility in Enabling/Disabling Auto Deploy at any level depending on specific requirements.

NOTE: Auto deploy will ONLY work if ALL levels are set to **Enable**.

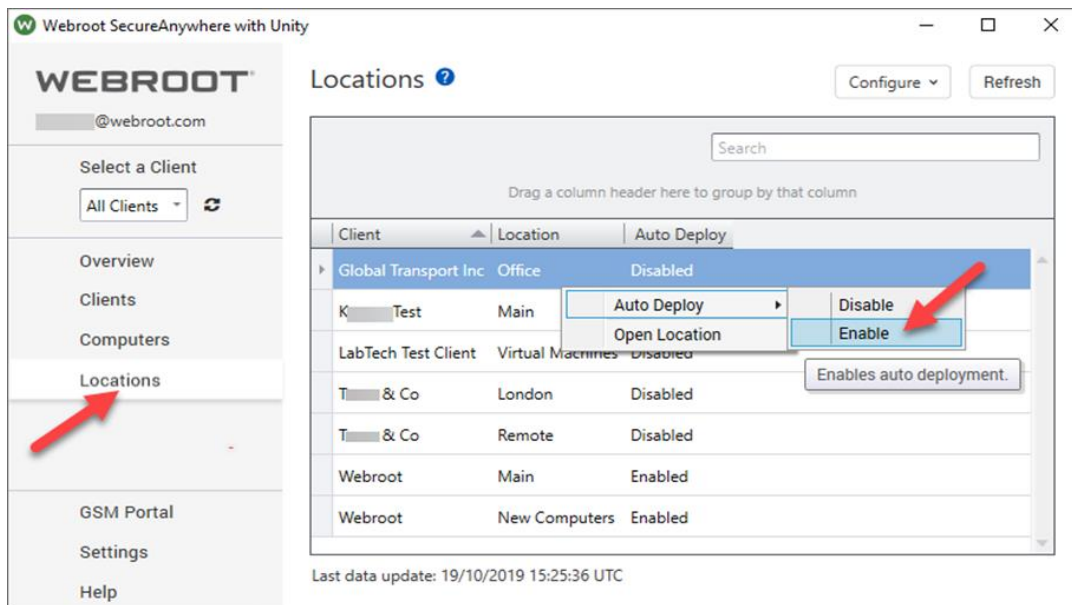
To Enable or Disable Auto Deploy follow the steps below:

Click on **Location** tab

Right click on a specific Location or highlight a number of Locations

Select **Auto Deploy**

Select **Enable** or **Disable**



- **Disable** – This will exclude the selected Location/s from automatic installation of the Webroot software.
- **Enable** – This will enable automatic installation of the Webroot software on the selected Location/s.

## GSM Portal

This feature launches the default system browser to the URL <https://my.webrootanywhere.com/> to allow additional admin tasks from the GSM console.

The screenshot displays the Webroot SecureAnywhere with Unity management console. On the left sidebar, the 'GSM Portal' link is highlighted with a red arrow. The main content area shows a 'Computers' view with a list of devices and a 'Webroot Identity Portal' login window overlaid. The login window includes fields for 'Email / Phone' and 'Password', a 'Continue' button, and a 'Forgotten Password?' link. The bottom of the console shows a footer with links for 'Consumer Release Notes', 'Business Release Notes', 'Webroot Community', 'Website Terms Of Service', 'Privacy Statement', and 'License Agreement'. A 'Last data update: 10/11/2022 2:57:35 PM UTC' timestamp is visible at the bottom left.

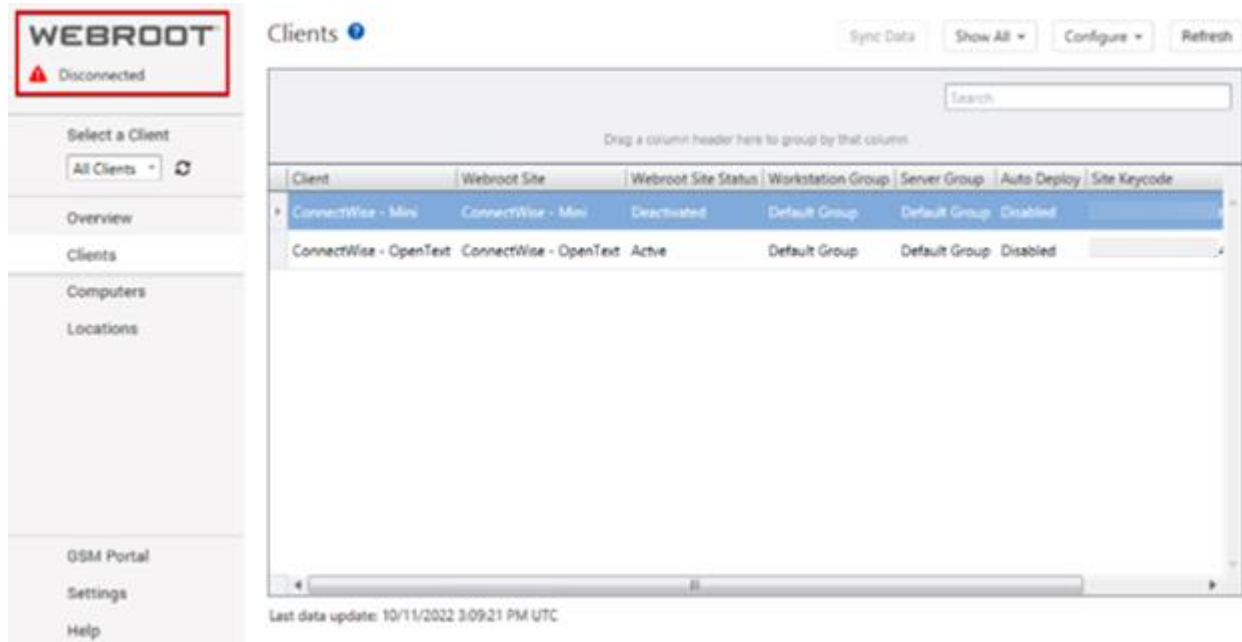
## Settings

The settings tab allows you to enter the Webroot Unity API credentials as well as set a number of additional alerts and actions.

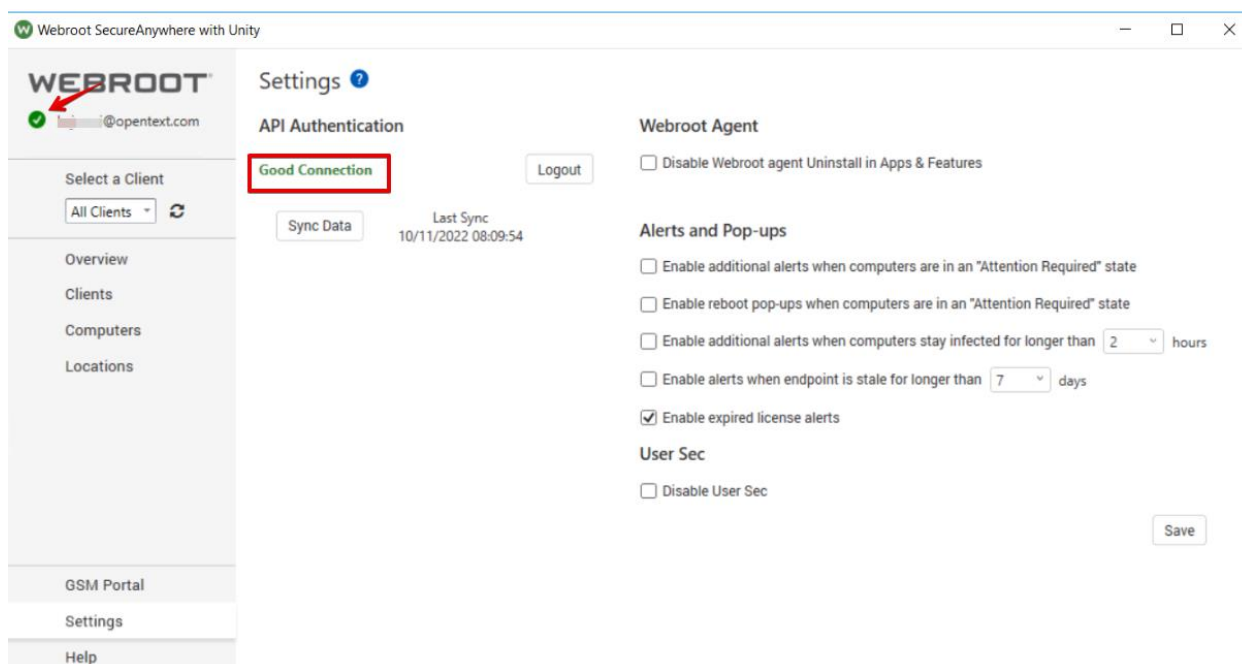
### API Authentication

Allows the ability to enter and save Webroot Unity API credentials.

The connection status is shown on the top left corner of all the tabs in the plugin, this allows the user to be aware of any connection issues. Below is what a disconnected plugin looks like:

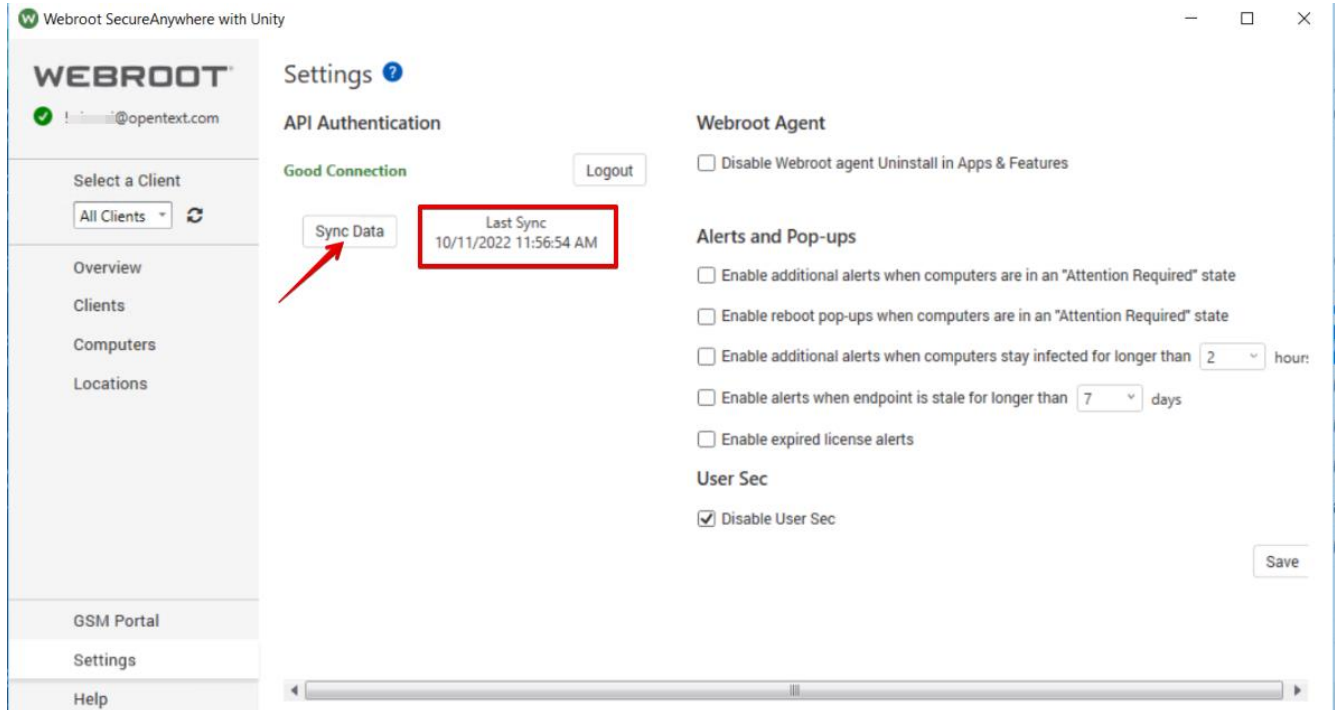


A successful connection is shown with a green tick on the left top corner of all tabs in the plugin.



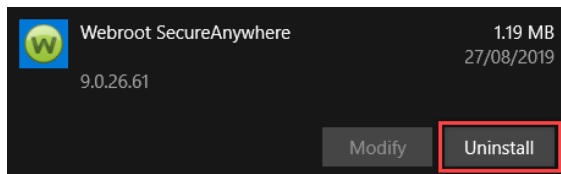
## Sync Data

The Sync Data button allows the user to sync plugin data with Webroot Unity API. The synchronization automatically happens every 6 mins, but this button provides a manual option to sync data. Additionally, the timestamp of the last successful sync is displayed here on the Settings page.



## Webroot Agent

The **Disable Webroot agent Uninstall in Apps & Features** setting, when checked removes the Uninstall feature within Windows.

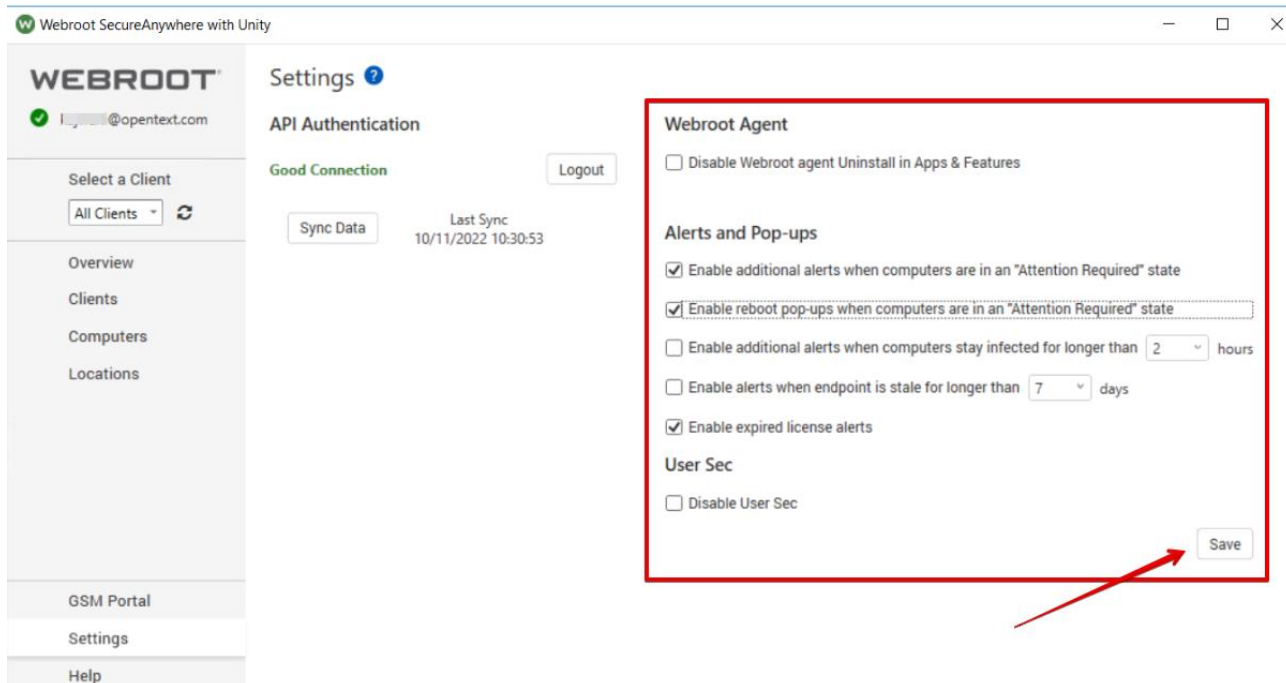


**NOTE:** This feature is OFF by default and is only applied **during installation of the Webroot agent**.

## Alerts and Pop-ups

Alerts and Pop-ups will allow you to enable/disable alerts from monitors.





- **Enable additional alerts when computers are in an “Attention Required” state**

Tied to the “Webroot 3 – Attention Required” monitor that will create an actionable ticket for techs.

To keep the malware reporting noise down to a minimum, we have created a new “Attention Required” alert specifically designed for MSP environments. This alert is raised if an endpoint remains infected after 2 contiguous 12-hour checks from the point of infection detection. If the endpoint is switched off during one of the 12-hour checks or in the process of performing a scan at the end of a 12 check, the counter will be reset for another 12 hours. In practice, the “Attention Required” alert will be true if the endpoint remains infected after about 36 hours. This ensures the endpoint has gone through at least 1 reboot/scan cycle before raising the Attention Required flag.

**Important Note:** The “Attention Required” flag in the plugin is distinctly different than the “Needs Attention or Devices Requiring Attention” state in the Webroot Console, which is set as soon as an infection is detected. Each indicator works independently.

- **Enable reboot pop-ups when computers are in an “Attention Required” state**

Tied to the “Webroot 3 – Attention Required” monitor that will create an actionable ticket for techs.

Sometimes, for the Webroot agent to fully remediate a persistent threat, or to declare an endpoint free of malware, one or more reboot cycles may be needed. If users do not shutdown their PCs overnight then it could remain infected. Enabling the “reboot pop-up alert” after the “Attention Required” flag is set will ensure a pop-up alert is sent to the end users’ device at midday, informing the user to reboot.

- **Enable additional alerts when computers stay infected for longer than x hours**

Tied to the “Webroot 3 – Active Infection” monitor that will create an actionable ticket for techs.

When a Webroot agent stays infected for longer than the amount of hours defined (2, 8, 12, 24) an additional alert will be triggered via the “Webroot - Active Infection” Internal Monitor. This alert is useful for customers who need to be informed of persistent infections as quickly as possible.

- **Enable alerts when endpoint is stale for longer than x days**

Tied to the “Webroot 3 – Stale Agents” monitor that will create an actionable ticket for techs.

If a Webroot agent fails to successfully check-in to the Webroot cloud for longer than the days defined (7, 15, 30, 60, 90) an alert will be triggered via the “Webroot - Stale Agents” Internal Monitor.

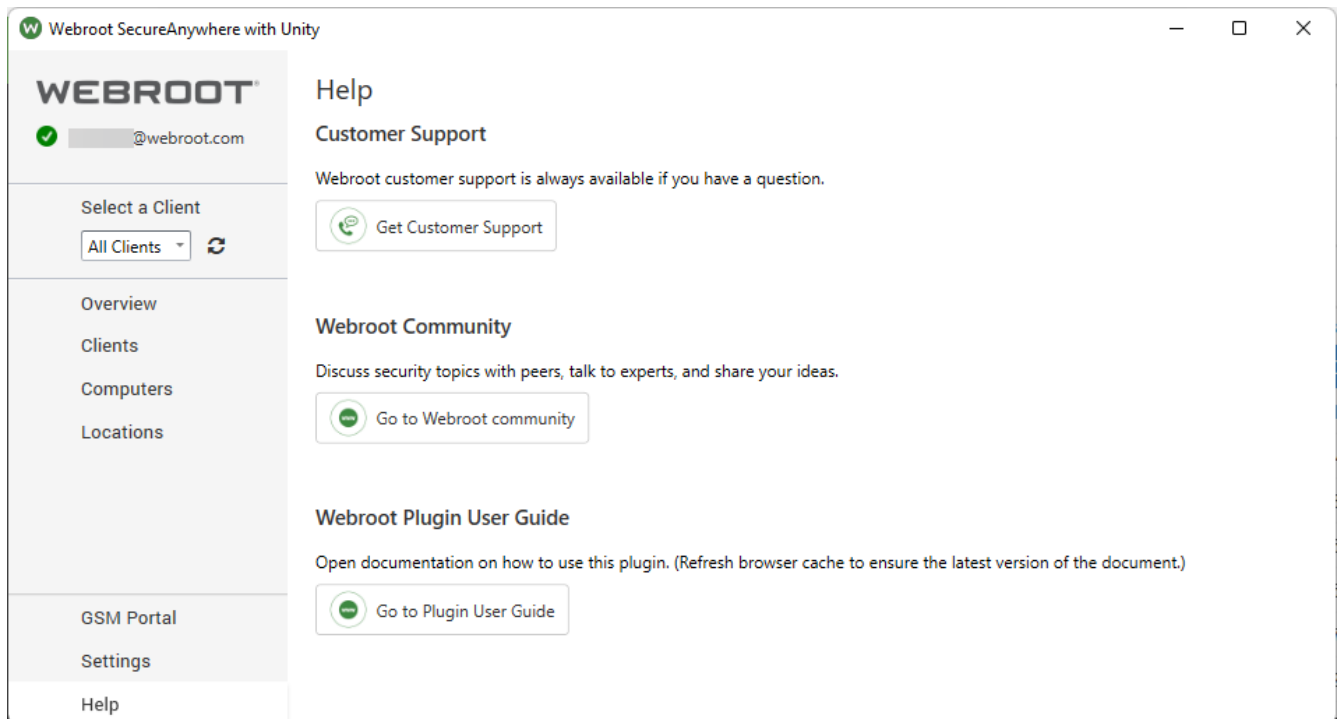
- **Enable expired license alerts**

Tied to the “Webroot 3 – License Expired” monitor that will create an actionable ticket for techs.

When a Webroot agent’s license expires it will trigger an alert via the “Webroot - License Expired” Internal Monitor. Under normal circumstances all licenses are tied to the GSM Parent Key and should not expire, however, if you notice this alert, then it could indicate an issue with the endpoint.

## Help

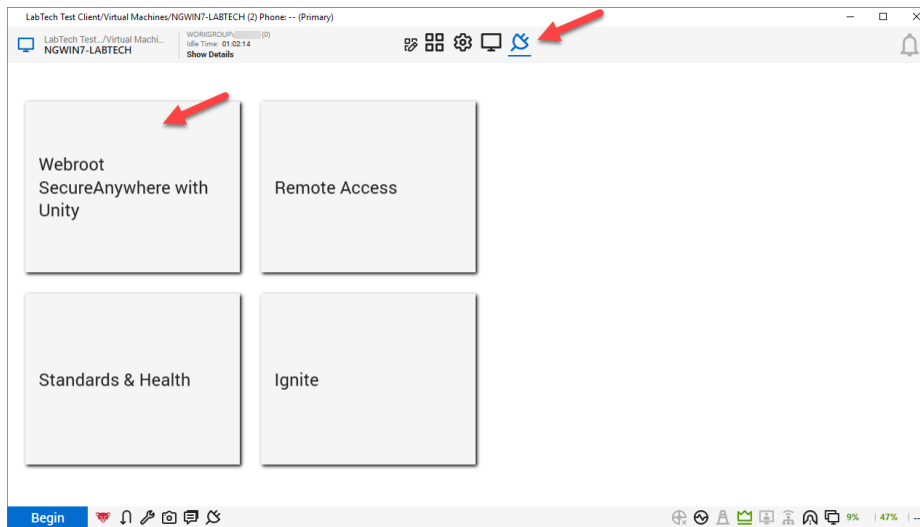
- **Customer Support** – The Get Customer Support button opens the systems default browser to:  
<http://www.webrootanywhere.com/howcanwehelpbusiness.asp>
- **Webroot Community** – The Go to Webroot Community button opens the systems default browser to:  
<https://community.webroot.com/t5/Business/ct-p/ent0>
- **Webroot Manual** – The Go to Webroot Manual button opens the PDF manual page in the default reader:  
[https://download.webroot.com/RMM/Automate/Webroot\\_Integration\\_for\\_ConnectWise\\_Automate\\_User\\_Guide.p  
df](https://download.webroot.com/RMM/Automate/Webroot_Integration_for_ConnectWise_Automate_User_Guide.pdf)



## Computer Plugin Page

The computer plugin page provides additional details about the endpoint state such as shield status, scan statistics and agent status. Endpoint specific settings such as auto deploy, automate scans and endpoint policy can also be set.

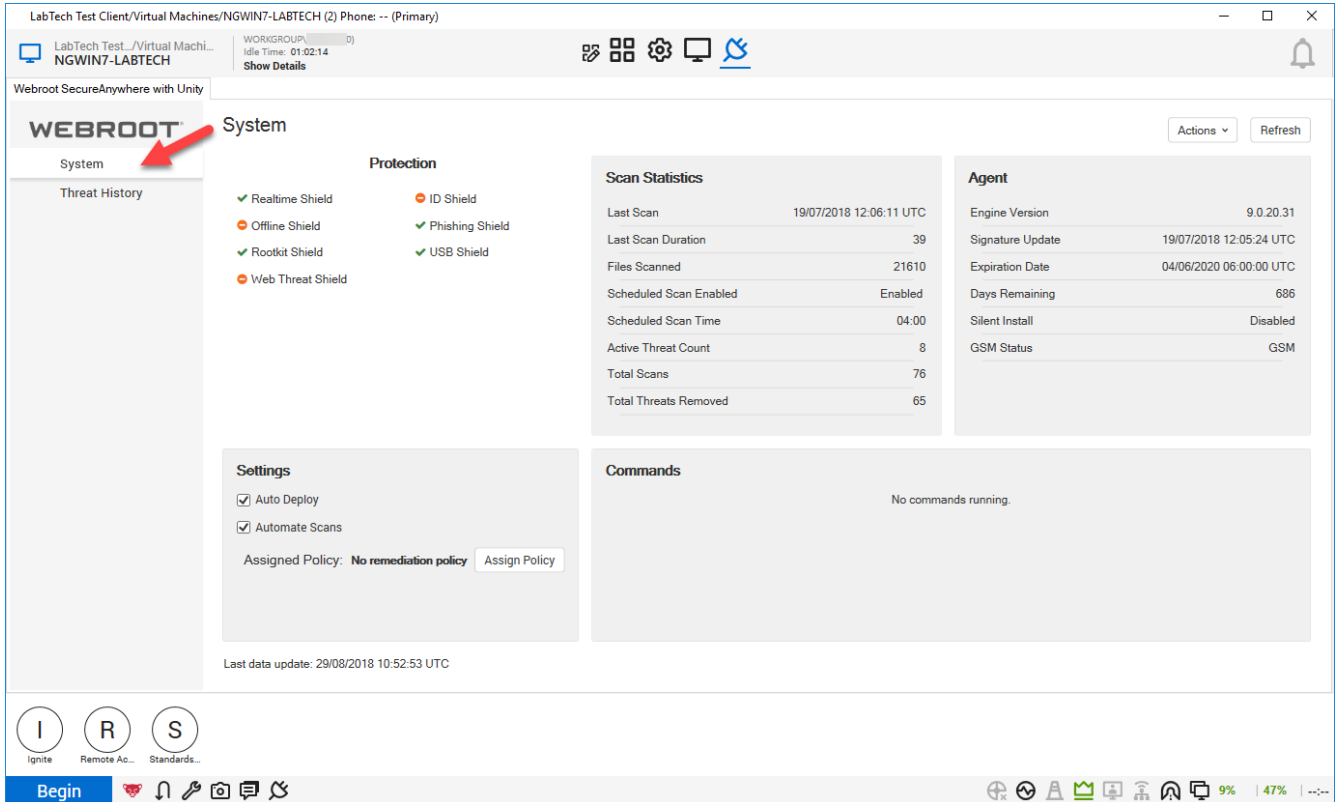
To access the Computer plugin page, open a specific computer either within the Webroot plugin, for example, by double clicking on a computer and then click on the plugin icon and select Webroot SecureAnywhere with Unity



The computer plugin page is broken into two parts, System and Threat History.

## System

This page contains details about the Webroot agent, gives the ability to Enable Auto Deploy and Automate Scans, set a permanent or temporary Webroot Policy, as well as issue all Webroot agent commands available in the plugin via the Action drop down menu.



LabTech Test Client/Virtual Machines/NGWIN7-LABTECH (2) Phone: -- (Primary)

LabTech Test Client/Virtual Machines/NGWIN7-LABTECH

WORKGROUP\... Idle Time: 01:02:14 Show Details

Webroot SecureAnywhere with Unity

**WEBROOT®** System

System Threat History

**Protection**

- Realtime Shield
- Offline Shield
- Rootkit Shield
- Web Threat Shield
- ID Shield
- Phishing Shield
- USB Shield

**Scan Statistics**

|                        |                         |
|------------------------|-------------------------|
| Last Scan              | 19/07/2018 12:06:11 UTC |
| Last Scan Duration     | 39                      |
| Files Scanned          | 21610                   |
| Scheduled Scan Enabled | Enabled                 |
| Scheduled Scan Time    | 04:00                   |
| Active Threat Count    | 8                       |
| Total Scans            | 76                      |
| Total Threats Removed  | 65                      |

**Agent**

|                  |                         |
|------------------|-------------------------|
| Engine Version   | 9.0.20.31               |
| Signature Update | 19/07/2018 12:05:24 UTC |
| Expiration Date  | 04/06/2020 06:00:00 UTC |
| Days Remaining   | 686                     |
| Silent Install   | Disabled                |
| GSM Status       | GSM                     |

**Settings**

- ☒ Auto Deploy
- ☒ Automate Scans

Assigned Policy: **No remediation policy** Assign Policy

Last data update: 29/08/2018 10:52:53 UTC

**Commands**

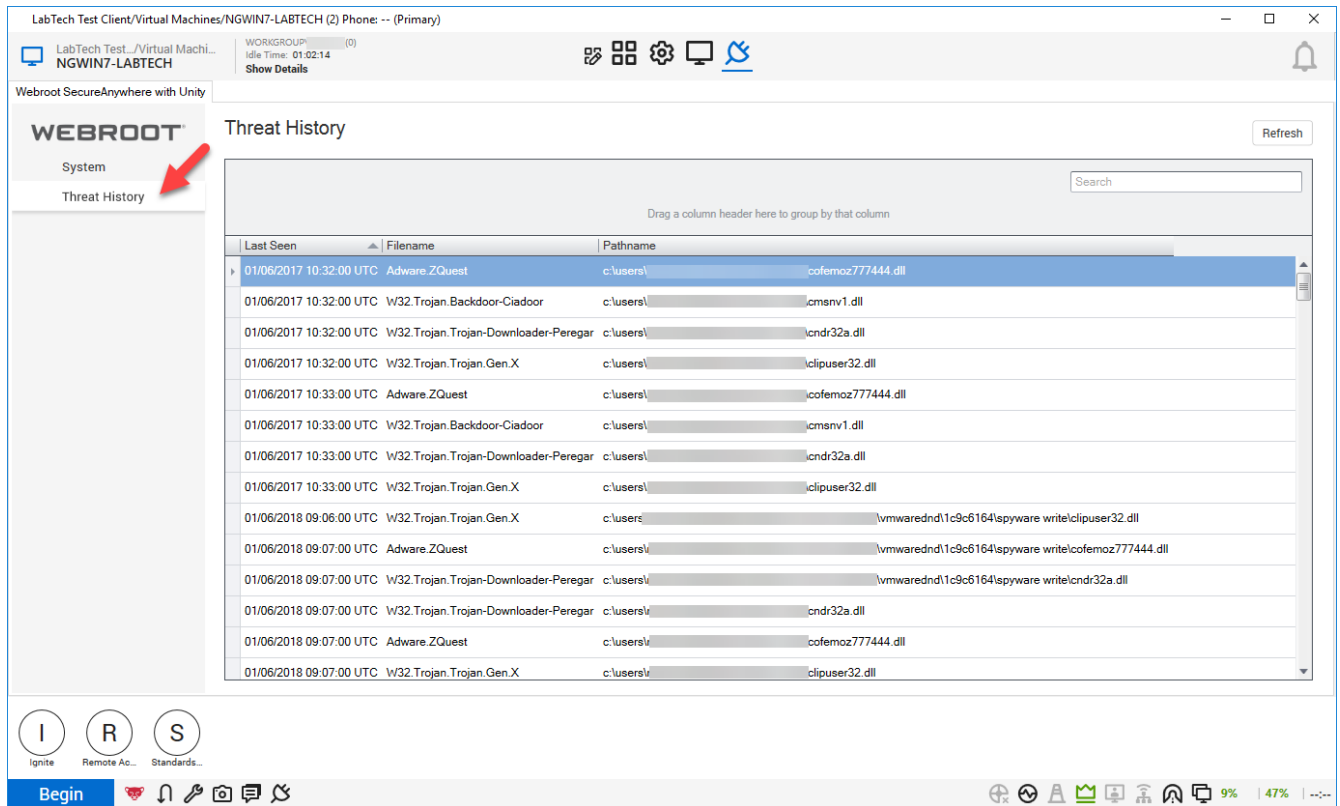
No commands running.

Ignite Remote Ac... Standards...

Begin

## Threat History

This contains all threat information and details on that Webroot agent.



LabTech Test Client/Virtual Machines/NGWIN7-LABTECH (2) Phone: -- (Primary)

WORKGROUP: (0)  
Idle Time: 01:02:14  
Show Details

Webroot SecureAnywhere with Unity

**WEBROOT**

System  
Threat History

Threat History

Refresh

Search

Drag a column header here to group by that column

| Last Seen               | Filename                             | Pathname  |
|-------------------------|--------------------------------------|---|
| 01/06/2017 10:32:00 UTC | Adware.ZQuest                        | c:\users\...\cofemoz777444.dll                                |
| 01/06/2017 10:32:00 UTC | W32.Trojan.Backdoor-Ciador           | c:\users\...\cmenv1.dll                                       |
| 01/06/2017 10:32:00 UTC | W32.Trojan.Trojan-Downloader-Peregar | c:\users\...\cndr32a.dll                                      |
| 01/06/2017 10:32:00 UTC | W32.Trojan.Trojan.Gen.X              | c:\users\...\clipuser32.dll                                   |
| 01/06/2017 10:33:00 UTC | Adware.ZQuest                        | c:\users\...\cofemoz777444.dll                                |
| 01/06/2017 10:33:00 UTC | W32.Trojan.Backdoor-Ciador           | c:\users\...\cmenv1.dll                                       |
| 01/06/2017 10:33:00 UTC | W32.Trojan.Trojan-Downloader-Peregar | c:\users\...\cndr32a.dll                                      |
| 01/06/2017 10:33:00 UTC | W32.Trojan.Trojan.Gen.X              | c:\users\...\clipuser32.dll                                   |
| 01/06/2018 09:06:00 UTC | W32.Trojan.Trojan.Gen.X              | c:\users\...\vmwarend1c9c6164\spyware\write\clipuser32.dll    |
| 01/06/2018 09:07:00 UTC | Adware.ZQuest                        | c:\users\...\vmwarend1c9c6164\spyware\write\cofemoz777444.dll |
| 01/06/2018 09:07:00 UTC | W32.Trojan.Trojan-Downloader-Peregar | c:\users\...\vmwarend1c9c6164\spyware\write\cndr32a.dll       |
| 01/06/2018 09:07:00 UTC | W32.Trojan.Trojan-Downloader-Peregar | c:\users\...\cndr32a.dll                                      |
| 01/06/2018 09:07:00 UTC | Adware.ZQuest                        | c:\users\...\cofemoz777444.dll                                |
| 01/06/2018 09:07:00 UTC | W32.Trojan.Trojan.Gen.X              | c:\users\...\clipuser32.dll                                   |

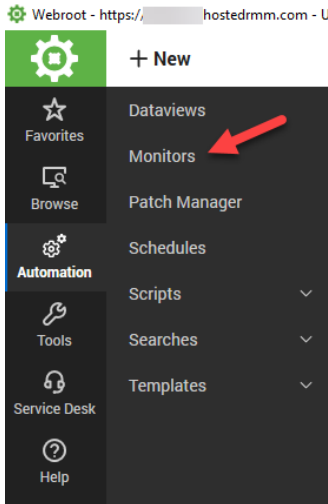
I R S  
Ignite Remote Ac... Standards...

Begin

9% 47%

## Monitors

1. With the plugin installed, from the Main Toolbar of the Automate Control Center, click the **Monitors** button.



This will display all the Automate monitors.

2. Click the **Internal Monitors** tab.
3. Filter on webroot.

You should see six monitors:

- Webroot - Stale Agents
- Webroot - Reboot Needed
- Webroot - Not Installed
- Webroot - License Expired
- Webroot - Attention Required
- Webroot - Active Infection

| Monitor Name                 | Monitor Status | Monitor Duration | Monitor Scan Date   | Monitor Next Scan   | Alert Template Name              |
|------------------------------|----------------|------------------|---------------------|---------------------|----------------------------------|
| Webroot - License Expired    | Detected       | Every Hour       | 11/10/2022 16:03:58 | 11/10/2022 17:03:58 | Default - Create Automate Ticket |
| Webroot - Active Infection   | No Problems    | Every Hour       | 11/10/2022 16:03:58 | 11/10/2022 17:03:58 | Webroot - Active Threat          |
| Webroot - Attention Required | No Problems    | Every Hour       | 11/10/2022 16:03:58 | 11/10/2022 17:03:58 | Default - Create Automate Ticket |
| Webroot - Not Installed      | No Problems    | Every 5 Minutes  | 11/10/2022 16:48:14 | 11/10/2022 16:53:14 | Webroot - Install Agent          |
| Webroot - Reboot Needed      | No Problems    | Every Hour       | 11/10/2022 16:03:58 | 11/10/2022 17:03:58 | Webroot - Reboot                 |
| Webroot - Stale Agents       | No Problems    | Every Hour       | 11/10/2022 16:03:58 | 11/10/2022 17:03:58 | Default - Create Automate Ticket |

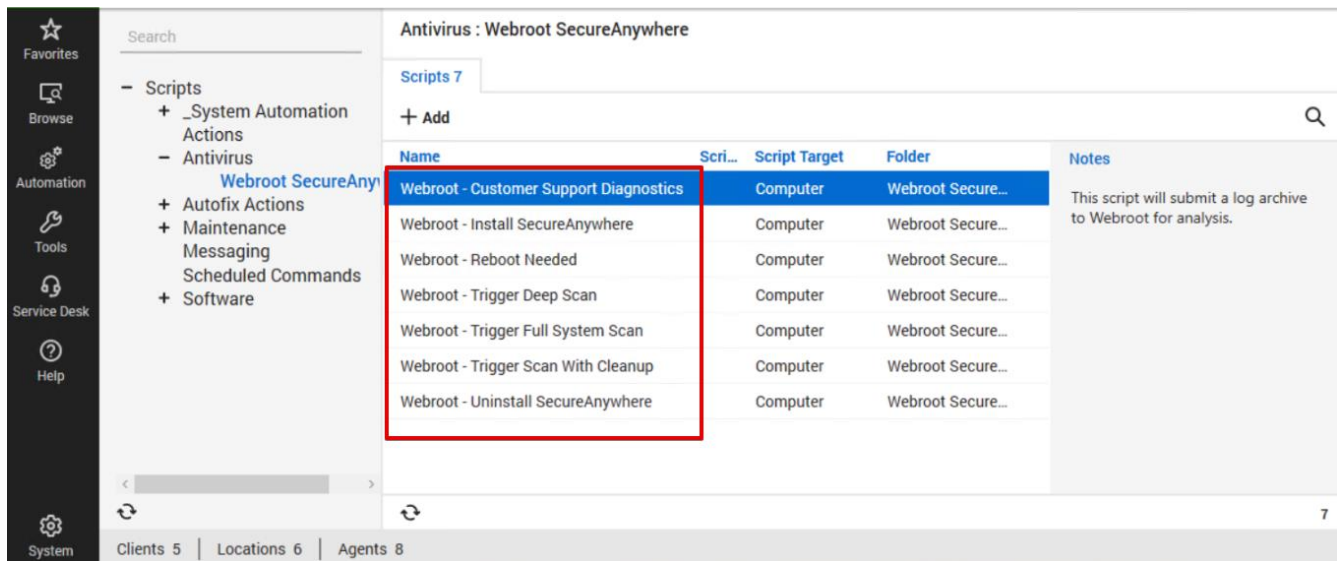
## CW Automate Group

The ConnectWise Automate group created is Webroot SecureAnywhere and will contain all computers from the Automate system that have Webroot installed on them. It's a sub-group of Antivirus Management group.

## Scripts

The CWA scripts created are:

- Webroot - Customer Support Diagnostics
- Webroot - Install SecureAnywhere
- Webroot - Reboot Needed
- Webroot - Trigger Deep Scan
- Webroot - Trigger Full System Scan
- Webroot - Trigger Scan with Cleanup
- Webroot - Uninstall SecureAnywhere



Antivirus : Webroot SecureAnywhere

Scripts 7

+ Add

| Name                                   | Scri... | Script Target | Folder            | Notes  |
|--|---------|---------------|-------------------|--|
| Webroot - Customer Support Diagnostics |         | Computer      | Webroot Secure... | This script will submit a log archive to Webroot for analysis. |
| Webroot - Install SecureAnywhere       |         | Computer      | Webroot Secure... |  |
| Webroot - Reboot Needed                |         | Computer      | Webroot Secure... |  |
| Webroot - Trigger Deep Scan            |         | Computer      | Webroot Secure... |  |
| Webroot - Trigger Full System Scan     |         | Computer      | Webroot Secure... |  |
| Webroot - Trigger Scan With Cleanup    |         | Computer      | Webroot Secure... |  |
| Webroot - Uninstall SecureAnywhere     |         | Computer      | Webroot Secure... |  |

7

System Clients 5 | Locations 6 | Agents 8



## Database Tables

The new 4.0 comes with a fresh and improved database structure. The migration of all user data happens at the time of upgrade from a lower version to Webroot 4.0. If you have direct access to your database, you can verify the needed tables were created.

The following new database tables should have been created for **Computer data**:

- plugin\_webroot\_sa\_cd\_consolegsm
- plugin\_webroot\_sa\_cd\_skystatusgsm
- plugin\_webroot\_sa\_cd\_skystatussite
- plugin\_webroot\_sa\_cd\_threats
- plugin\_webroot\_sa\_cd\_dnsstatus

The following new database tables should have been created for **Clients data**:

- plugin\_webroot\_sa\_cld\_sites
- plugin\_webroot\_sa\_cld\_dnssummary

The following new database tables should have been created for **Computer settings**:

- plugin\_webroot\_sa\_cs\_basic
- plugin\_webroot\_sa\_cs\_policies

The following new database tables should have been created for **Plugin settings**:

- plugin\_webroot\_sa\_pls\_auth
- plugin\_webroot\_sa\_pls\_basic

The following new database tables should have been created for **Location and Clients settings**:

- plugin\_webroot\_sa\_ls\_basic
- plugin\_webroot\_sa\_cls\_basic

The user data from the following (old) database tables will be migrated to the new DB structure:

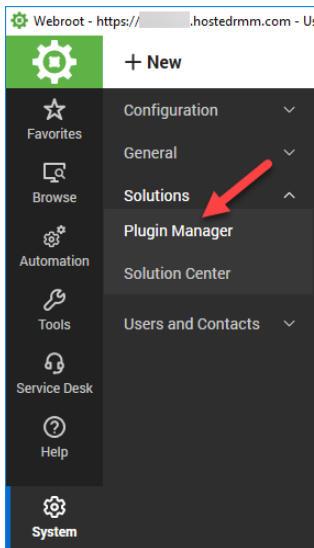
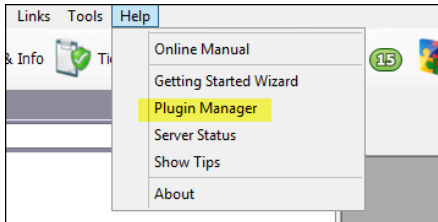
- plugin\_webroot3\_api
- plugin\_webroot3\_clients
- plugin\_webroot3\_computers
- plugin\_webroot3\_locations
- plugin\_webroot3\_settings
- plugin\_webroot3\_threathistory

## Adding/Updating Plugin via Plugin Manager

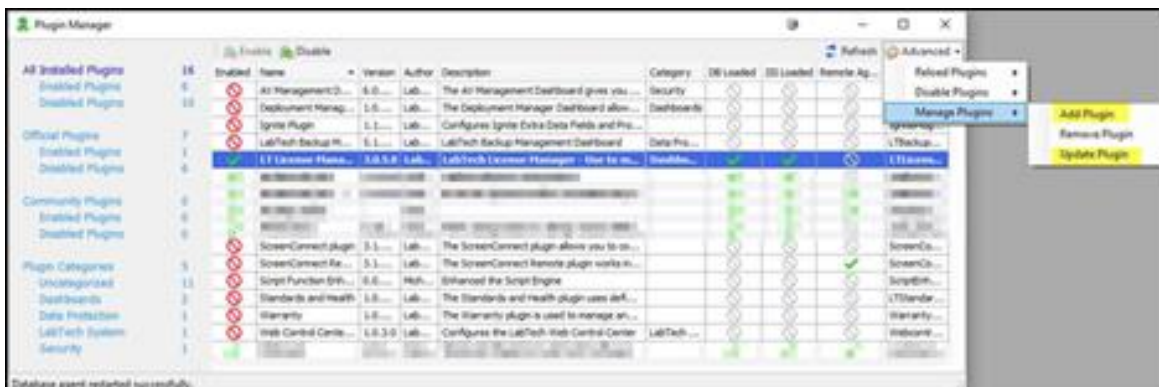
To add or update a plugin via the LabTech Plugin Manager follow these steps in the LabTech Control Center.

**To add or update the plugin:**

1. Log in to the LabTech Control Center.
2. From the Help menu, select **Plugin Manager**.



3. Select **Advanced -> Manage Plugins -> Add Plugin or Update Plugin**.



- When adding a new plugin — If it has Remote agent functionality, you must select the Remote Agent checkbox before clicking the Save and Close button.

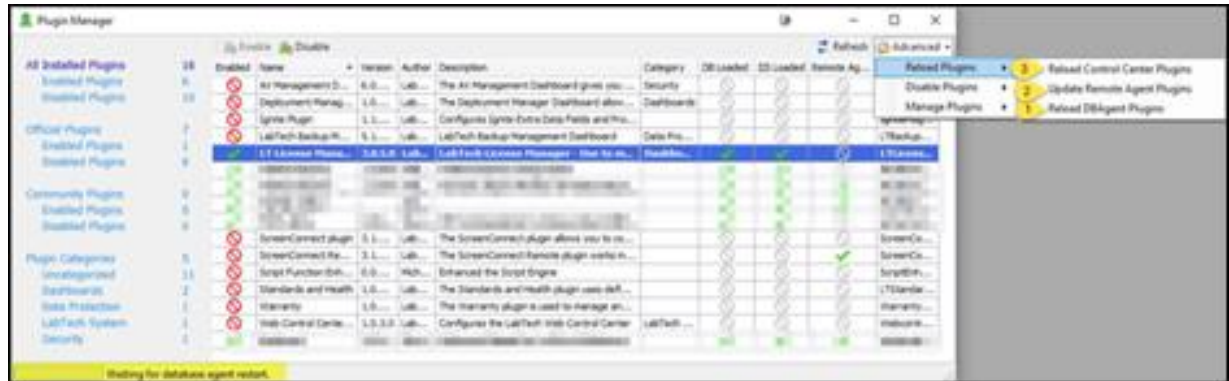
- When adding a new plugin — After the plugin is added and displays in the Plugin Manager, select the plugin, then click the Enable icon.

| Enabled | Name                 | Ve...   | Author | Description                     |
|---------|----------------------|---------|--------|---------------------------------|
|         | ScreenConnect Re...  | 3.1.... | Lab... | The ScreenConnect Remote plug   |
|         | ScreenConnect plugin | 3.1.... | Lab... | The ScreenConnect plugin allows |
|         | LT License Mana...   | 3.0.5.0 | Lab... | LabTech License Manager -       |

- When updating a plugin, you must select the desired plugin in the table.
- Reload the Plugins. This will ensure the plugin has fully loaded on the server and remote systems.

5. Select **Advanced -> Reload Plugins -> Reload DBAgent Plugins**, then select **Update Remote Agent Plugins**, then select **Reload Control Center Plugins**.

- The order in which the reloads happen should be as described.
- When the Remote Agent and DBAgent are updated/reloaded it will restart the database agent, wait for that to finish restarting before moving on to the next update/reload.



## Known issues

Below are the known issues with this release:

1. *Issue description:* The uninstallation and health check of Webroot agent from Mac endpoints running OSX 10.15 or newer may not always work.

Issue Status: Will be resolved in the next release.

2. *Issue description:* Initial upgrade to 4.0 version, or a new Webroot agent installation on a computer may see slight delay in the Automate Scans. s

Issue Status: Will be resolved in the next release.