

Check of antivirus status through CM makes the administration of antivirus programs easier. This solution is not meant to replace administrator consoles of individual manufacturers, but serves to give you a quick information about erroneous state, in many cases also about the configuration of antivirus programs from various producers at one place. By using the CM function [Remote installations and scripts](#) [1], it's possible to update some of them as well.

**Note** : If you have an antivirus program, which CM doesn't recognize or is detected insufficiently, and you have serious interest in its implementation to CM, contact us at [support@customermonitor.eu](mailto:support@customermonitor.eu)

### **How does check of antivirus status through the solution CUSTOMER MONITOR® work?**

- CM Server transparently gathers information about the installed antivirus software using C-Deskript. Information obtained by C-Deskript is sent by C-Monitor to CM Server once a day, if the default execution interval of C-Deskript has not been changed.
- C-Deskript reads information about selected antivirus software versions, versions of virus databases, launch of antiviruses, update paths, authentications for the update, creation of mirror, license expiration, and other useful information. The displayed data vary according to type of the antivirus program
- It warns about problems with non-installed antivirus, antivirus update, or a not running antivirus
- CM Server provides full information about antivirus softwares AVG, Eset NOD, Eset Smart Security. Reading of the most important parameters is supported for some versions of McAfee, Symantec Norton Antivirus, MS Security essentials, MS Forefront Antivirus, Vipre, Trend Micro.

Since Customer Monitor version 2.6 we've added the following functionalities

- support of NOD 6
- support of a GFI Vipre antiviruses
- "Health status" from Security Center was added for all antivirus programs on OS WIN 7,8
- added information about connection to ESET Remote Administrator console for NOD 5

Request extension of CM by your antivirus version at [support@customermonitor.eu](mailto:support@customermonitor.eu)

## Options to check antivirus status through CM portal

- Information about the current antivirus status are gathered on Customer Monitor portal. You can access the data through "Presentation and Evaluation" > "Zones" and selecting filter "Antiviruses"

**Zóny**

Spoločnosť: [ ] Počet & Umiestnenie: [ ] Používateľ: [ ]

Operátor: [ ] OS: [ ] Zoradiť podľa: CM-D Zoradiť ako: Vzostupne Hľadať

☒ Zahnúť ručne zadane počítače ☒ Len online počítače

**Zóna Antivirusy [ zobrazené 4 položky ]**

Parameter	1. SEANB050	2. SEANB08	3. SEANB36	4. QTSNB53
History	Show history	Show history	Show history	Show history
Network Name	TOMAS-IB	JURAJ-IP	SEANB036	SEANB056
User	Tomas	Juraj	Miro	Sonka - test
Current Login	tomas-ib/tomas	Juraj-HP/Juraj	SEANB036/miro	SEANB056/sonka
Location	Tomas	Topolova	Bratislava	div

Security Center	1. SEANB050	2. SEANB08	3. SEANB36	4. QTSNB53
Product	Windows Defender	ESET Endpoint Antivirus 5.0	Microsoft Security Essentials	ESET NOD32 Antivirus 4.2
Antivirus health	Good	Good	Good	Good
Product	Windows Defender	ESET Endpoint Antivirus 5.0	Microsoft Security Essentials	ESET NOD32 Antivirus 4.2
Antivirus health	Good	Good	Good	Good
Product		Nod Antivir 5.0		Nod Antivir 4.0
Version		8014 (20130215)		8011 (20130214)
Product version		5.0.2126.4		4.2.71.2
Product type		ESET Endpoint Antivirus		Home Edition
Expiration date		01.10.2013		01.10.2013
User name		EAV-59353800		EAV-59353800
Modules		perseus, systemstatus, hips, amon, translator, protoscan, db		perseus, systemstatus, selfdefense, amon
Program status		Running		Running
Mirror configured		No		No
Update user		EAV-59353800		EAV-59353800

NIS Essentials	1. SEANB050	2. SEANB08	3. SEANB36	4. QTSNB53
Product			Microsoft Security Essentials 2	
Version			4.1.0522.0	
Engine version			1.1.9103.0	
Virus db version			1.143.2233.0	
Virus db date			13.02.2013	
Install date			01.05.2012	
Program status			Running	
Realtime monitoring			Running	

Dátum vydania poslednej aktualizácie databázy antivirův:  
Nod: 14.2.2013

Image: Príklad informácií v CM portáli o antivírusovom softvéri ESET NOD 32 a Microsoft Security Essentials

Information about antivirus errors can be found at *Presentation and Evaluation -> Errors*

**Poruchy**

Spoločnosť: [ ] Počet & Umiestnenie: [ ] Používateľ: [ ] Operátor: [ ] Typ: [ ]

☒ Kritický alarm ☒ Alarm ☒ Varovanie ☐ Bez chyby ☐ Nedefinované ☐ Blokovanie ☐ Čakajúca na uzavretie

Hľadať

**MEDTOP4 - MEDTOP-SQL2005 - : Zoznam poruchových stavov [ zobrazené 1 položka ]**

Potvrdiť označené poruchy

X	Id	Úroveň	Trvanie poruchy	Popis poruchy	Dátum poslednej správnej zálohy	Meno úlohy zálohovania z rozvrhu	CM ID počítača	Meno počítača v sieti	Používateľ	Spoločnosť
<input type="checkbox"/>	13608094	0	18h 21m 38s	Získovanie s inke - NT Backup	14.08.2012	SystemState	MEDTOP4	SQL2005	-	MED, s.r.o.

Image: Príklad zaznamenaných porúch antivírusov na CM portáli

CM Server generates a notification email about occurrence of an antivirus error.

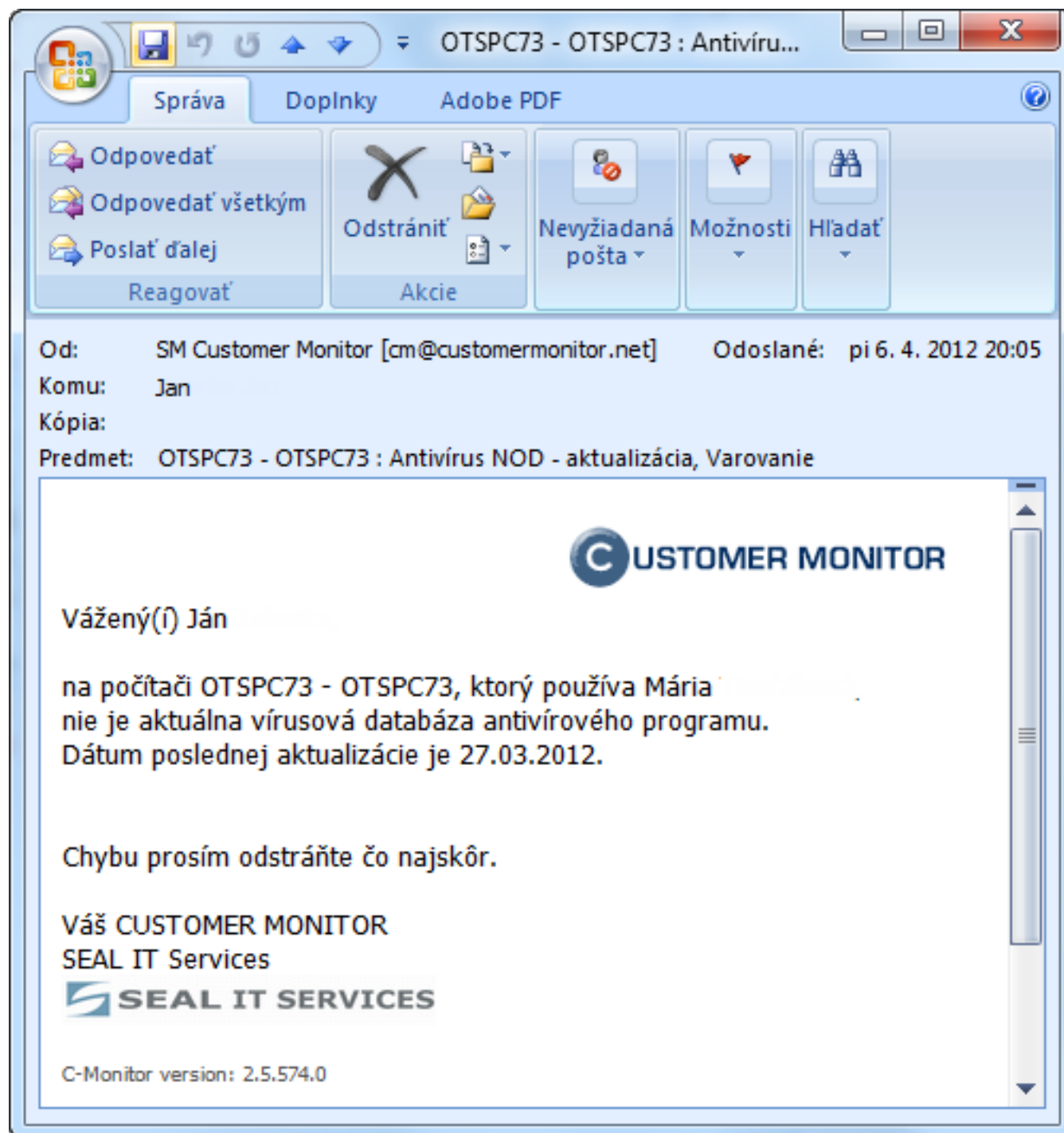


Image: Príklad E-mailovej notifikácie o antivírusovej poruche

## Removing errors

An error disappears immediately when C-Deskript from C-Monitor is received,

in which the zone is already evaluated with faultless state. This was preceded by a technician's intervention into antivirus settings directly on the computer.

Errors can be confirmed at "Presentation and Evaluation" -> "Errors" by opening a specific error and clicking on **"Confirm error"**.

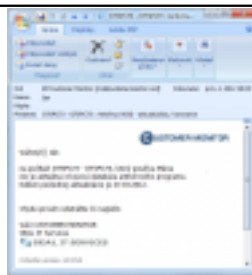
To **block evaluation or notification of antivirus errors**, go through "Admin zone" > "Computers", where after clicking on the required computer and clicking on the tab "Evaluation of errors", you can either completely block evaluation of the zone, or just block notification about the error's occurrence.

The screenshot shows the Customer Monitor web interface. The top navigation bar includes 'Admin zóna', 'Prehľadanie a Vyhodnotenie', and 'Customer Desk'. The left sidebar contains a menu with 'Zákazníci' (Customers) and 'Počítače' (Computers) highlighted. The main content area is titled 'Počítač SEANB33 (JANO\_W7)'. It features a search bar and a tabbed interface with 'Všeobecné nastavenia', 'Online spojenie', 'Vyhodnocovanie zón', 'Vzdialený prístup', 'SMS kontakty pre Watches', and 'Nastavenia C-Monitora'. The 'Vyhodnocovanie zón' tab is active, showing a section 'Blokovanie spúšťania vyhodnocovania zón' (Blocking zone evaluation triggering). This section contains a list of checkboxes for blocking evaluation for various services and components, including Antivirus, C-Monitor, and Disk. A red box highlights the 'Antivirus' section. Below this, there is a section 'Blokovanie emailovej notifikácie jednotlivých zón' (Blocking email notification of individual zones), which also contains a list of checkboxes for blocking notifications for various services and components, including Antivirus, C-Monitor, and Disk. A red box highlights the 'Antivirus' section in this section as well.

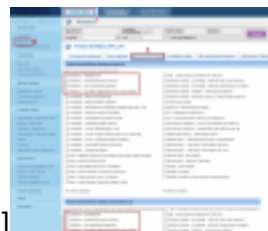
Image: Príklad nastavenia blokovania vyhodnocovania a notifikácie antivírusovej zóny

Date:

02/11/2012



[4]



[5]

## Links

[1] <https://www.customermonitor.co/how-cm-works-0/remote-installations-and-scripts>

[2] <https://www.customermonitor.co/sites/default/files/antivirus.png>

[3] <https://www.customermonitor.co/sites/default/files/Poruchy.png>

[4] <https://www.customermonitor.co/sites/default/files/notifikacny%20mail.png>

[5] <https://www.customermonitor.co/sites/default/files/blokovanie%20poruch.png>