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Background

- The antivirus section of a profile lets you control how the virus scanner operates on managed Windows endpoints.
- There are three sub-sections you can configure:
 - [Realtime scan](#) – Settings that apply to the ‘always-on’ virus monitor which runs in the background.
 - [Scans](#) – Settings that apply to ‘on-demand’ scans and scheduled scans. You can use a pre-defined scan profile, or create a custom profile with specific settings.
 - [Exclusions](#) - Files and folders that should be skipped on devices to which the profile is applied. Items you add here are excluded from all types of scan.
- It is essential to add an antivirus section to a profile if you want virus scanning on your endpoints.

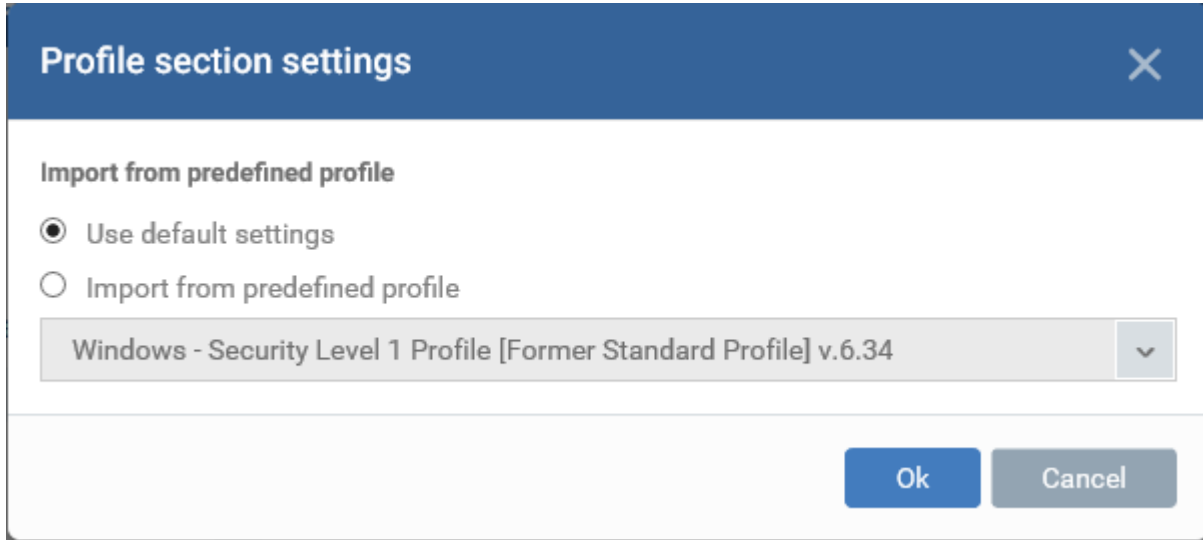
Add an AV section to a profile

- Login to ITarian
- Click 'Applications' > 'Endpoint Manager'
- Click 'Configuration Templates' > 'Profiles'
- Click the 'Profiles' tab
- Open the Windows profile applied to your target devices
- Click 'Add Profile Section' > 'Antivirus'
 - Open the 'Antivirus' tab if it has already been added to the profile
- OR
- Click 'Add Profile Section' > 'Antivirus' if it hasn't yet been added:



- The antivirus section requires that target endpoints are restarted on application.
- Click 'Confirm' to continue.

You can use the default AV settings or import them from a predefined profile:



- The default settings differ slightly from those in the various profiles. For example, 'Show antivirus alerts' is disabled in the security level 1 profile but is enabled in the default settings.
- In either case, you can always modify the AV settings later as required.
- Make your selection then click 'OK'.

The AV settings screen opens.

- Click the following links for help to configure each tab:
 - [Realtime Scan](#)
 - [Scans](#)
 - [Exclusions](#)
- Click 'Save' to apply the section to your profile.

Realtime Scan

- The real-time scanner runs in the background on managed endpoints, constantly protecting the user against known threats.
- This area lets you configure the behaviour of the real-time scanner. For example, you can choose whether alerts are shown on the endpoint, the default action when malware is found, the maximum file size to scan, and more.

Enable Realtime Scan (recommended)

This option enables virus scanning when your computer is used and prevents threats before they enter your system.

 Enable scanning optimizations (recommended)

Use this option to activate the performance improving technologies for Realtime Scanning.

 Do not show auto-scan alerts **CCS 10.7+**

Use this option to scan removable media such as USB sticks, CDs, DVDs, external HDDs, etc.

Ignore

 Run cache builder when computer is idle **up to CCS 8.3** Scan computer memory after the computer starts Show Antivirus alerts

Quarantine threats

 Decompress and scan archive files of extension(s):

Extensions: *.exe *.rar *.zip

 Set new on-screen alert timeout to (sec.):

120

 Set new maximum file size limit to (MB):

40

 Set new maximum script size limit to (MB):

4

 Use heuristic scanning

Low

Enable Realtime Scan	<p>Activate the 'always-on' virus monitor on endpoints.</p> <p>The realtime scanner constantly protects your devices from malware. It checks every running process and inspects files whenever they are created, opened or copied.</p> <p>(Default = Enabled)</p>
Enable Scanning Optimizations	<p>Various techniques to improve antivirus scan performance and reduce resource use.</p> <p>(Default = Enabled)</p>
Do not show auto-scan alerts	<p>CCS can automatically scan external devices as soon as they get connected to an endpoint. Example devices include USB sticks, external hard-drives, etc.</p> <p>This setting lets you choose whether to show a notification to end-users when such a device is connected.</p> <ul style="list-style-type: none"> - Disabled – CCS shows a notification when a device connects. Users can decide whether or not to scan the device from the alert. - Enabled – No notification is shown when a device connects. <p>You need to choose the default action that CCS should take:</p> <ul style="list-style-type: none"> - Ignore – Do not scan the device - Scan – Scan the devices for viruses <p>(Default = Enabled with 'Ignore' option)</p>
Run cache builder when the computer is idle	<p>The cache builder runs whenever the computer is idle to boost the speed of real-time scans.</p> <p>(Default = Disabled)</p> <p>Applies only to CCS versions 8.3 or lower.</p>
Scan computer memory after the computer starts	<p>If enabled, CCS runs a virus scan of system memory at computer startup.</p> <p>(Default = Disabled)</p>
Show antivirus alerts	<p>Choose whether threat alerts should be shown on the endpoint when malware is found.</p> <ul style="list-style-type: none"> - Disabled – Alerts are not shown, and CCS will automatically deal with the threat. You need to choose the action that CCS should take: <ul style="list-style-type: none"> - Quarantine threats – Move all detected threats to quarantine. You can review quarantined files at 'Security sub-systems' > 'Antivirus' > 'Quarantined Threats'. - Block threats - Deletes the threat. - Enabled – A pop-up alert is shown when malware is detected. The alert asks the user whether they want to quarantine or allow the threat. <p>Default = 'Enabled' (show alerts)</p>
Decompress and scan archive files of extensions	<p>The antivirus will open and scan archive files such as .jar, RAR, ZIP, ARJ, WinARJ and CAB.</p> <p>If enabled, you can choose which types of archive should be decompressed and scanned. Click the 'Extensions' link to view existing extensions and add new extensions.</p> <p>(Default = Disabled)</p>
Set new on-screen alert timeout to (secs)	<p>Specify how long an alert should stay on the screen at an endpoint.</p> <p>(Default = 120 seconds)</p>
Set new maximum file size to (MB)	<p>Specify the maximum file size that the antivirus should attempt to scan. CCS will not scan files larger than the size specified here. (Default = 40 MB)</p>
Set new maximum script size limit to (MB)	<p>Specify the maximum size of a script that the antivirus should attempt to scan. CCS will not scan scripts larger than the size specified here (Default = 4 MB)</p>

Use heuristic scanning	<p>The heuristic scan level determines how likely the scanner is to classify an unknown file as a threat.</p> <ul style="list-style-type: none"> - Low - Lowest sensitivity to detecting unknown threats / generates fewest false positives. This setting balances a very strong ability to detect new viruses with a low rate of false positives. Comodo recommends this setting for most users. (Default) - Medium - Detects unknown threats with greater sensitivity than the 'Low' setting, but with a corresponding rise in possible false positives. - High - Highest sensitivity to detecting unknown threats / increased possibility of false positives. (Default = Enabled with 'Low ' option) <p>What is heuristics?</p> <p>Heuristics is an antivirus technology designed to identify new, previously unknown threats. The technology identifies code typical of a virus, rather than looking for a signature that matches a signature on the blacklist. This allows the engine to discover brand new viruses, even if they are not in the current virus database.</p>
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On-demand / Scheduled Scans

The scans area lets you configure profiles for on-demand and scheduled scans, and to create your own custom scans.

Each scan profile is a collection of settings that tell CCS:

- **Where to scan** (which files, folders or drives should be covered by the scan)
- **When to scan** (you have the option to specify a schedule)
- **How to scan** (specify the behaviour of the scan engine when running this profile)

Once you have created a scan profile, you can apply it to scheduled scans and on-demand scans.

Endpoint Manager ships with three pre-configured scan profiles:

- **Full Scan** - Scans every drive, folder, and file on the target device. External devices like USB drives and hard disk drives are also scanned.
- **Quick Scan** - Scans critical areas which are most prone to attack from malware. Scanned areas include system memory, auto-run entries, hidden services, boot sectors and other significant areas.
- **Quarantined Files Scan** - Only scans files which are currently quarantined. CCS will obtain the file's latest trust rating from our master online database.
- **Unrecognized Files Scan** - Only scans files that have an 'Unknown' trust rating. CCS will obtain the file's latest trust rating from our master online database.

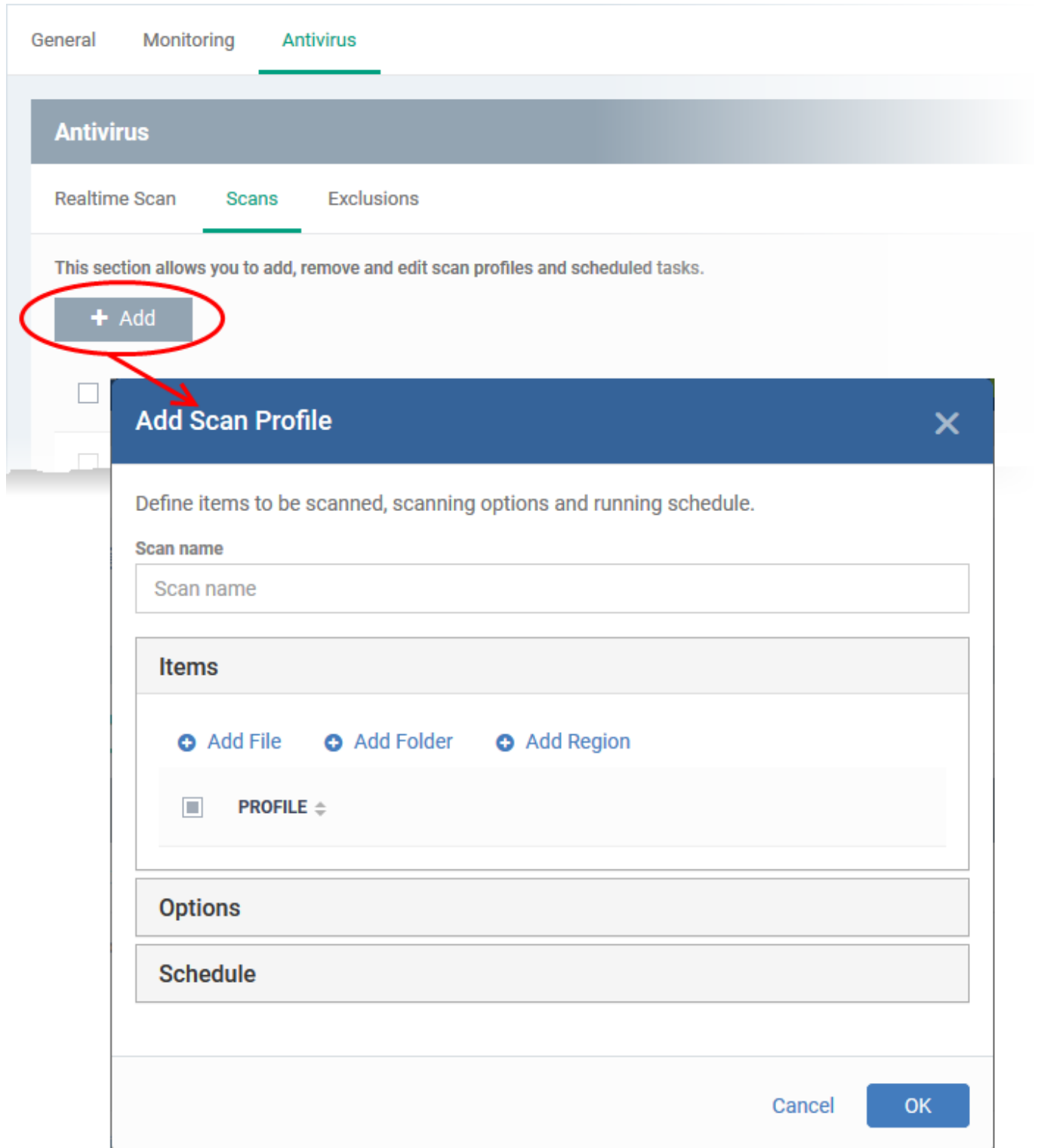
Background - A file can have a rating of 'Trusted', 'Untrusted', or 'Unrecognized'.

- Quarantined files usually have an 'Untrusted' rating, indicating that they are malware.
- 'Unrecognized' means that the file has neither a 'Trusted' nor 'Untrusted' rating. Unrecognized files are automatically run in the container until they acquire a definitive 'trusted' or 'untrusted' rating.

If a scan finds that a file's rating has changed, then it is moved appropriately.

Create a custom scan

- Open the 'Antivirus' section of your profile
- Click the 'Scans' tab
- Click 'Add'
- Create a name for the custom scan profile, and choose the files, folder or regions you want to scan:



The screenshot shows the 'Antivirus' section of a user interface, with the 'Scans' tab selected. A red circle highlights the '+ Add' button, and a red arrow points from it to the 'Add Scan Profile' dialog box. The dialog box contains the following elements:

- Header:** 'Add Scan Profile' with a close button (X).
- Text:** 'Define items to be scanned, scanning options and running schedule.'
- Form Fields:**
 - Scan name:** A text input field with the placeholder 'Scan name'.
 - Items:** A section containing three buttons: '+ Add File', '+ Add Folder', and '+ Add Region'. Below these is a dropdown menu with a square icon and the text 'PROFILE'.
 - Options:** A section with a light gray background.
 - Schedule:** A section with a light gray background.
- Buttons:** 'Cancel' and 'OK' buttons at the bottom right.

Next, choose your scan options:

- Click 'Options'

Add Scan Profile



Define items to be scanned, scanning options and running schedule.

Scan name

Items

Options

Enable scanning optimizations up to CCS 8.3

This option increases the scanning speed significantly.

Decompress and scan compressed files

This option allows scanner to decompress archive files e.g. .zip, .rar, etc. during scanning.

Use cloud while scanning

This option allows scanner to connect to cloud to query file ratings.

Automatically clean threats

When the threats are identified, perform the selected action automatically.

Show scan results window

Show results of scheduled scans and scans launched from a remote management portal.

Use heuristics scanning

Use the selected level of sensitivity while scanning heuristically.

Apply this action to suspicious autorun entries CCS 10.7+

The selected action will be automatically applied if unrecognized Windows services, autostart entries or scheduled tasks are detected.

Limit maximum file size to (MB):

While scanning, if a file size is larger than specified, it is not scanned.

Run this scan with

Priority of scanner determines how much of the computer resources are used among other tasks.

Update virus database before running

This option makes sure the database is updated before running the scan.

Detect potentially unwanted applications

Potentially unwanted applications are programs that are unwanted despite the possibility that users consented to download it.

Schedule

Cancel

OK

Enable scan optimizations	The antivirus will employ various optimization techniques to speed- up the scan process (Default = Enabled). - Applies only to CCS versions 8.3 or lower.
Decompress and scan compressed files	The antivirus will open and scan archive files. Supported formats include RAR, WinRAR, ZIP, WinZIP ARJ, WinARJ and CAB archives (Default = Enabled).
Use cloud while scanning	Augments the local scan with a real-time look-up of Comodo's online signature database. This makes virus scans more accurate because the cloud database is the most up-to-date. With cloud scans enabled, CCS can detect new malware even if the local database is old. (Default = Enabled).
Automatically clean threats	CCS will automatically deal with detected threats. This is instead of showing the results screen with a list of threats. You can choose the action to be taken from the drop-down. The available options are: - Disinfect - Quarantine (Default = Enabled with Disinfect option)
Show scan results window	Displays a results screen at the end of a virus scan. The screen shows all threats identified by the scan. (Default = Disabled)
Use heuristic scanning	The heuristic scan level determines how likely the scanner is to classify an unknown file as a threat. - Low - Lowest sensitivity to detecting unknown threats / generates fewest false positives. This setting balances a very strong ability to detect new viruses with a low rate of false positives. Comodo recommends this setting for most users. (Default) - Medium - Detects unknown threats with greater sensitivity than the 'Low' setting, but with a corresponding rise in possible false positives. - High - Highest sensitivity to detecting unknown threats / increased possibility of false positives. (Default = Enabled with 'Low ' option) What is heuristics? Heuristics is an antivirus technology designed to identify new, previously unknown threats. The technology identifies code typical of a virus, rather than looking for a signature that matches a signature on the blacklist. This allows the engine to discover brand new viruses, even if they are not in the current virus database.

Apply this action to suspicious autorun entries	<p>CCS will inspect auto-run entries, Windows services, startup items and scheduled tasks during each scan.</p> <p>You can apply one of the following actions to services started by unrecognized or malicious processes:</p> <ul style="list-style-type: none"> - Quarantine and Disable: The service will be stopped and permanently disabled. The file that started the service will be quarantined on the device. - Terminate and Disable - The service will be stopped and permanently disabled. If required, the service can be enabled manually. (Default) - Terminate - The service will be stopped for the current session. - Ignore -The detection will be logged but the service allowed to run normally. <p>Applies only to CCS versions 10.7 or higher.</p>
Limit maximum file size to	Specify the maximum file size that the antivirus should attempt to scan.(Default = 40 MB).
Run this scan with	Set the Windows priority for the scan. Choices are high, medium, low and, run in the background. (Default = Enabled with Background option)
Update virus database before running	Makes CCS check for database updates before each scan. Available updates will be downloaded prior to the scan. (Default = Enabled).
Detect potentially unwanted applications	<p>CCS also scans for software that</p> <ul style="list-style-type: none"> (i) A user may be unaware of is installed on their computer. <p>or</p> <ul style="list-style-type: none"> (ii) May contain functionality that wasn't made clear to the user. <p>Example PUA's include adware and browser toolbars.</p> <p>PUA's are often installed as an additional extra when the user is installing a different piece of software. Unlike malware, PUA's are 'legitimate' software with their own EULA agreements. However, the true functionality of the software might not have been made clear at the time of installation.</p> <p>For example, a browser toolbar that tells you the weather may also contain code that tracks your online activity.</p> <p>(Default = Enabled).</p>

The next step is to schedule when the custom scan should run.

- Click 'Schedule'

Options

Schedule

Frequency:

Do not schedule this task
 Every hour(s) **CCS 10.8+**
 Every day
 Every week
 Every month
 Selected days of month **CCS 12.0+**

02 : 00 AM

Sun Mon **Tue** Wed Thu Fri Sat

First **Second** Third Fourth Last

Run only when computer is not running on battery
 Run only when computer is idle
 Turn off computer if no threats are found at the end of the scan

Cancel OK

Frequency

- **Do not schedule this task** - The scan is not run automatically at a set time. The scan is saved after you click 'Ok' and is available for manual, on-demand scans.
- **Every hour(s)** - Run the scan once every n hours. For example, once every 3 hours.
- **Every Day** - Runs the scan every day at the time specified.
- **Every Week** - Runs the scan weekly on the days and time you specify
- **Every Month** - Runs the scan monthly on the days and time you specify.
- **Selected days of month** - Runs the scan on specific days in selected weeks of every month, at the time you specify. Select the weeks and days from the menus and set the time.

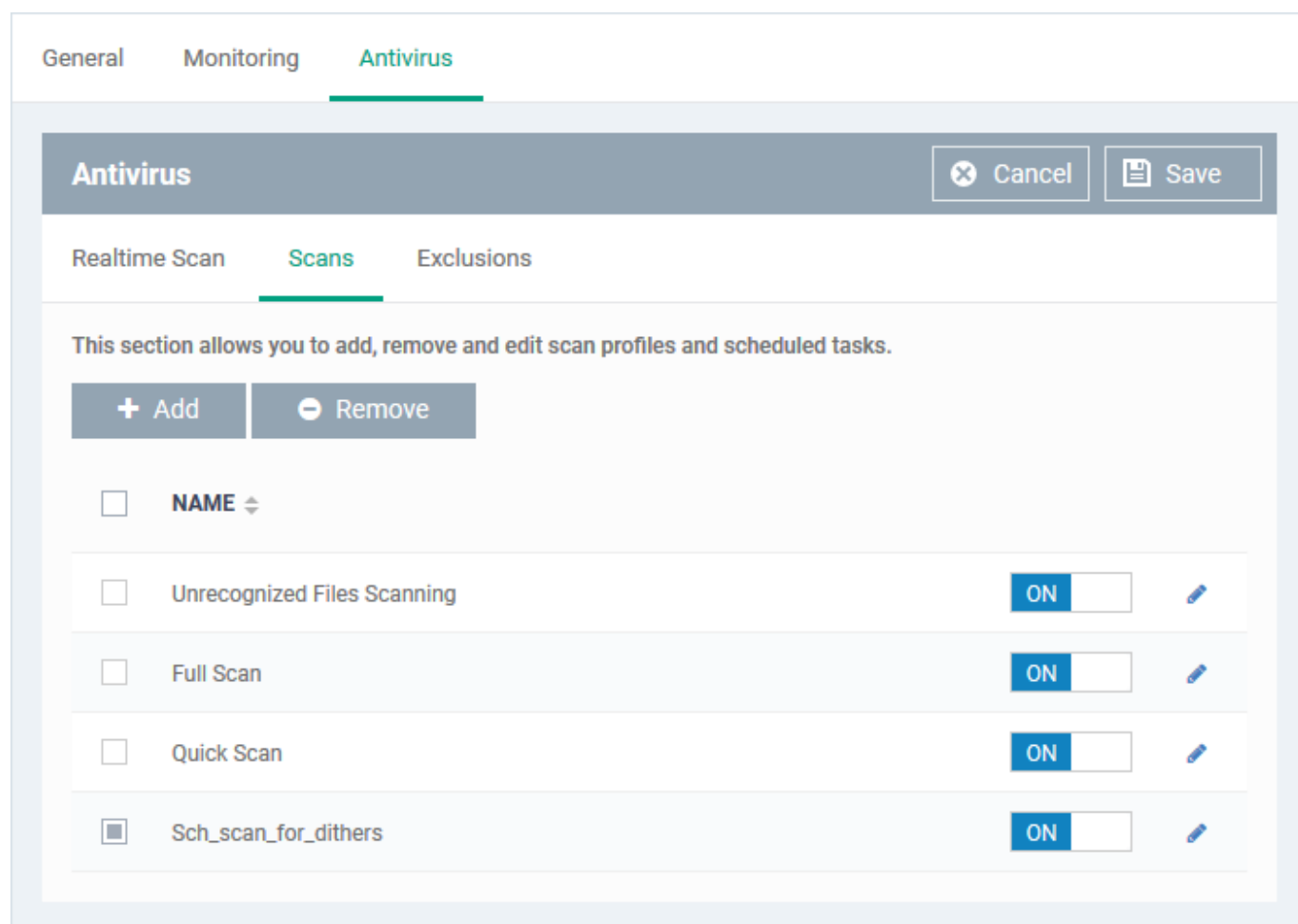
Run only when computer is not running on battery - Runs the scan only if the computer is connected to the mains supply. This is useful if you are using a laptop or any other battery-driven device.

Run only when computer is idle - Scans only run when there is little-to-no activity on the computer. Select this if you do not want to be disturbed, or if you are running resource-intensive programs and do not want the scan to take processing power.

Turn off computer if no threats are found at the end of the scan - Powers down the endpoint if the scan

finds no threats. This is useful, for example, if you have scans scheduled to run at night.

- Click 'OK' to save the profile. It will be listed along with the other scan profiles:



- The scan profiles will be applied to your target devices when you save the full configuration profile.

Exclusions

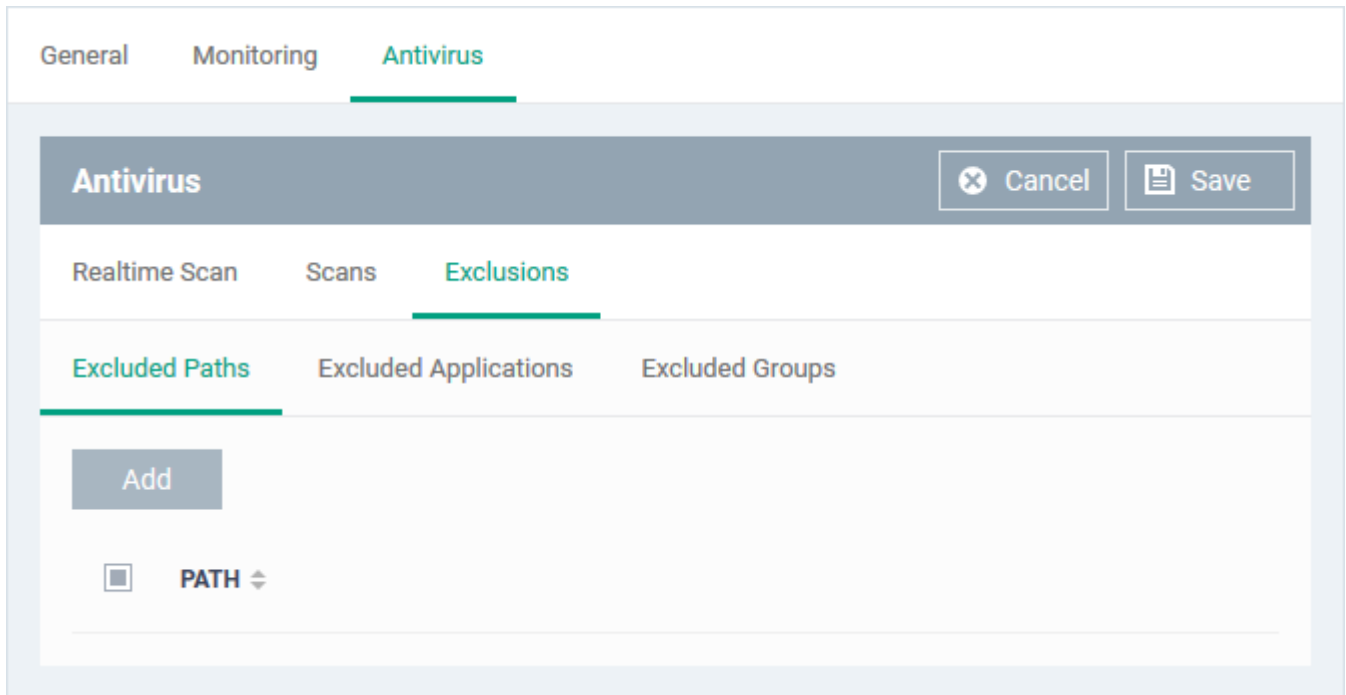
- The 'Exclusions' tab lets you specify files and folders that should be ignored by the **antivirus scanner**.
- Items you add here are skipped by all types of the virus scan.

Add exclusions

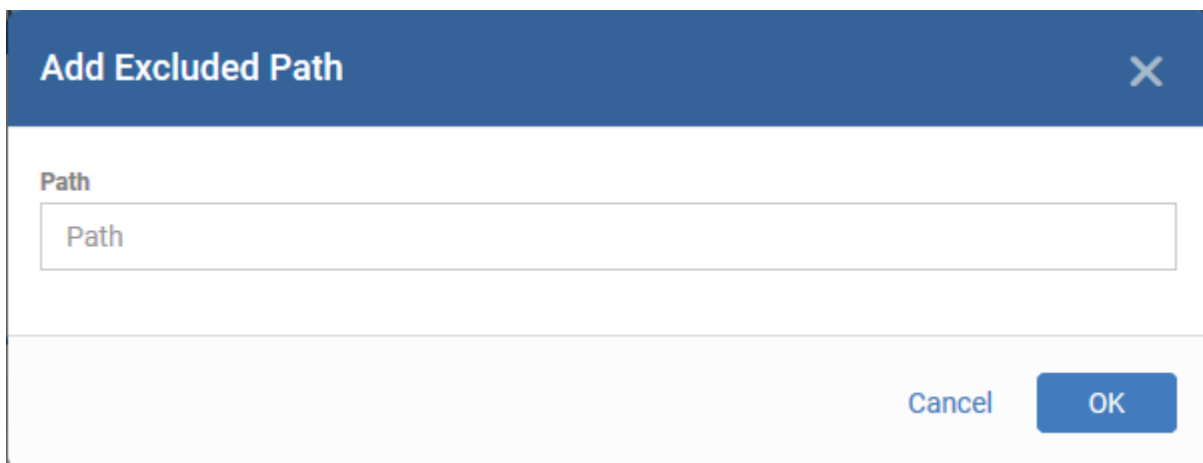
- Click 'Exclusions'
- The 'Exclusions' screen has three subsections that allow you to add a list of file locations, list of applications/files and 'File Groups' which should be excluded from the antivirus scan.

Add a location to be excluded

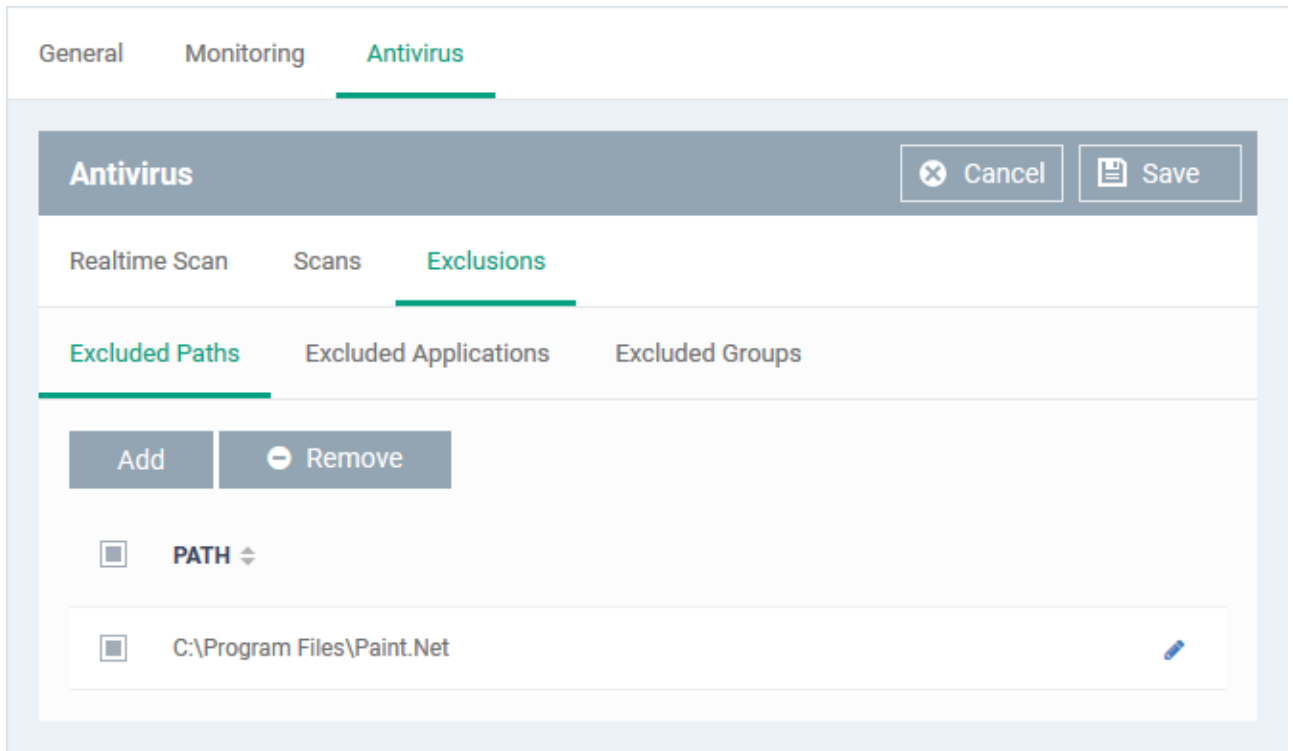
- Click Excluded Paths




- Click 'Add'



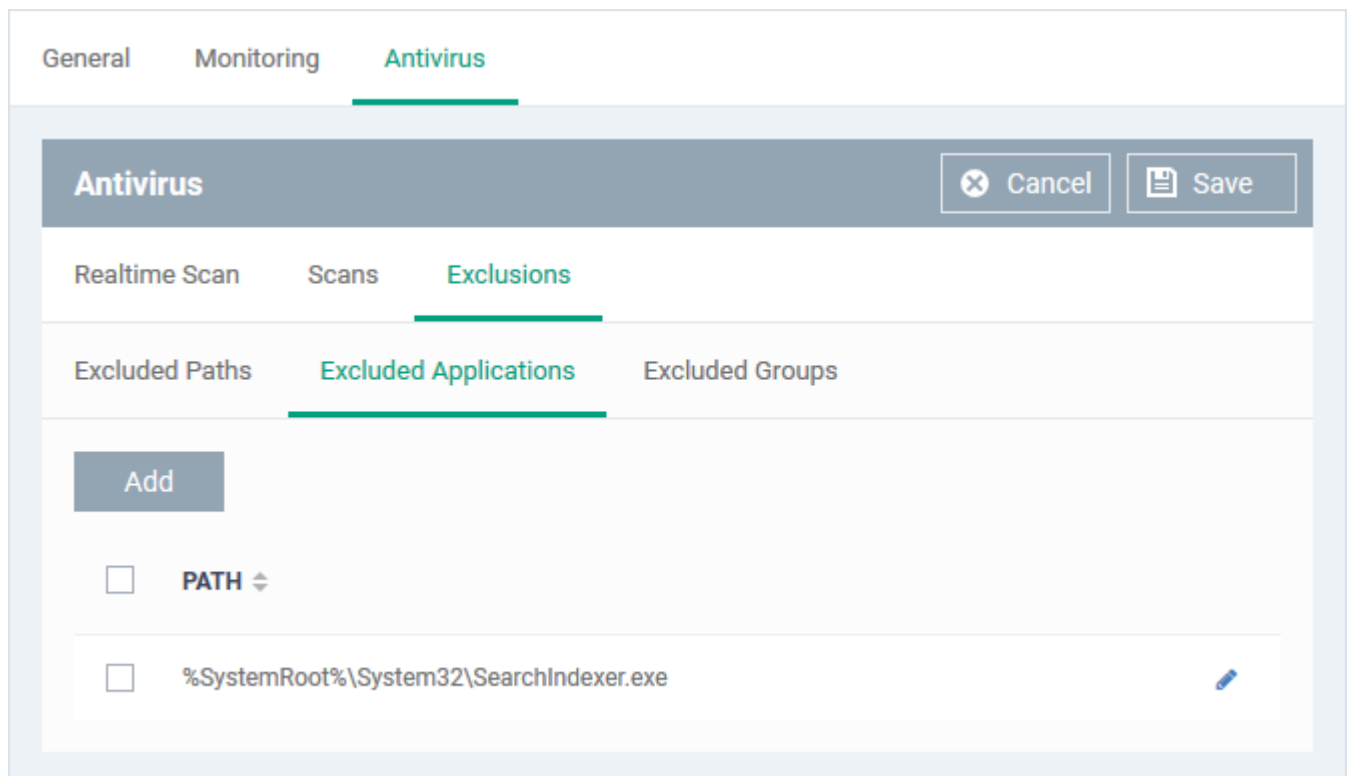
- Enter the full path that should be excluded from scanning and click 'OK'.



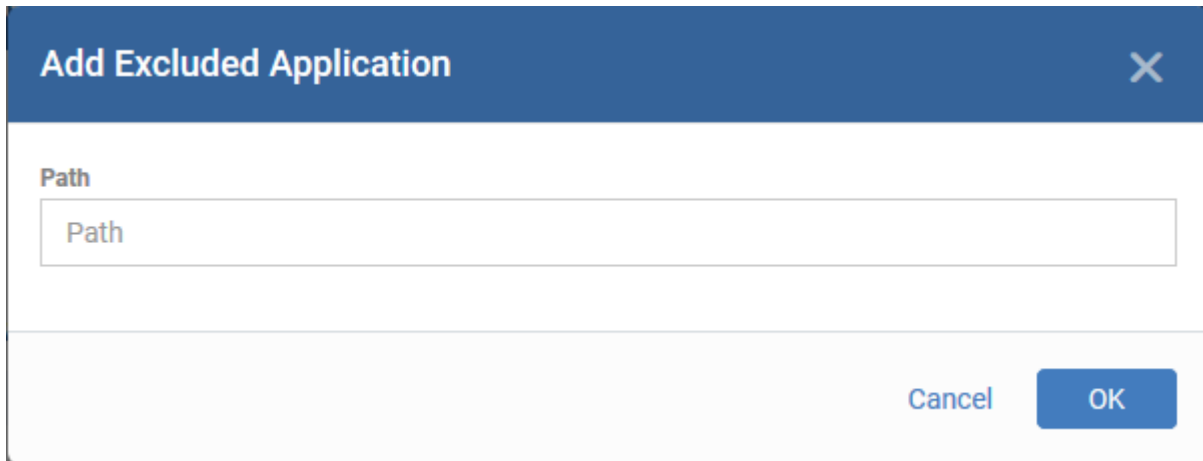
- Repeat the process to include more paths
- To change the path, click the edit button  , edit the parameters and click 'OK'
- To remove a path from the list, select it and click 'Remove'

Add excluded applications

- Click 'Excluded Applications'



- Click 'Add'



- Enter the full path including the application that should be excluded from scanning and click 'OK'??
 - You can use wildcard characters ('*' and '?') in the path to specify several items in a folder

The allowed characters are:

- .* - asterix symbol – Replaces several characters before or after the given text

Examples:

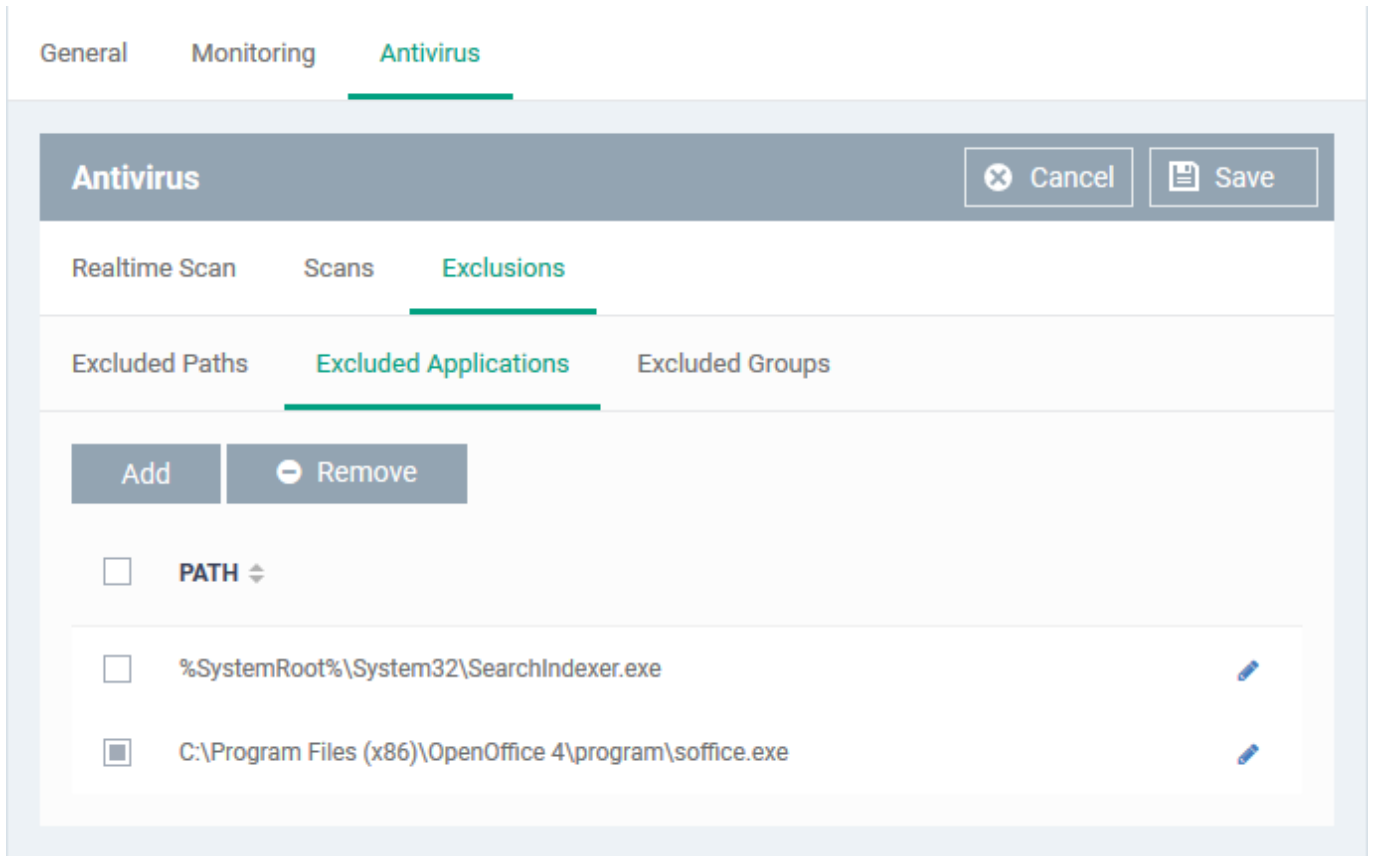
- C:\Users* - Includes all files and subfolders in the folder C:\Users
- C:\Users\test* - Includes all files whose names start with 'test' in the folder
- C:\Users*test.exe – Includes all files whose filenames end with 'test.exe' in the folder


- ? - question mark – Replaces one character.

Examples:

- C:\Users\test?.exe - Includes all files that have anyone character after 'text' in the file name
- C:\Users\test1.exe
- C:\Users\test2.exe
- C:\Users\test3.exe

- Repeat the process to include more applications

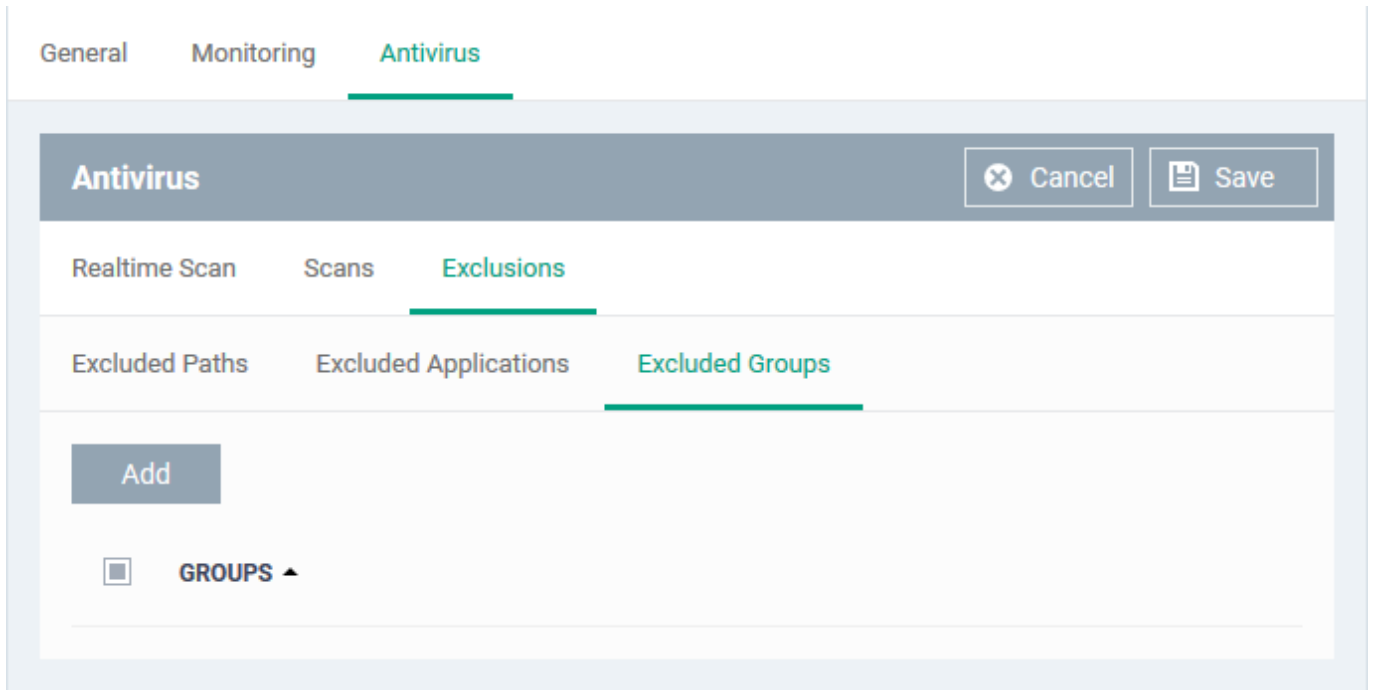


- To change the application path, click the edit button  , edit the parameters and click 'OK'
- To remove an application from the list, select it and click 'Remove'

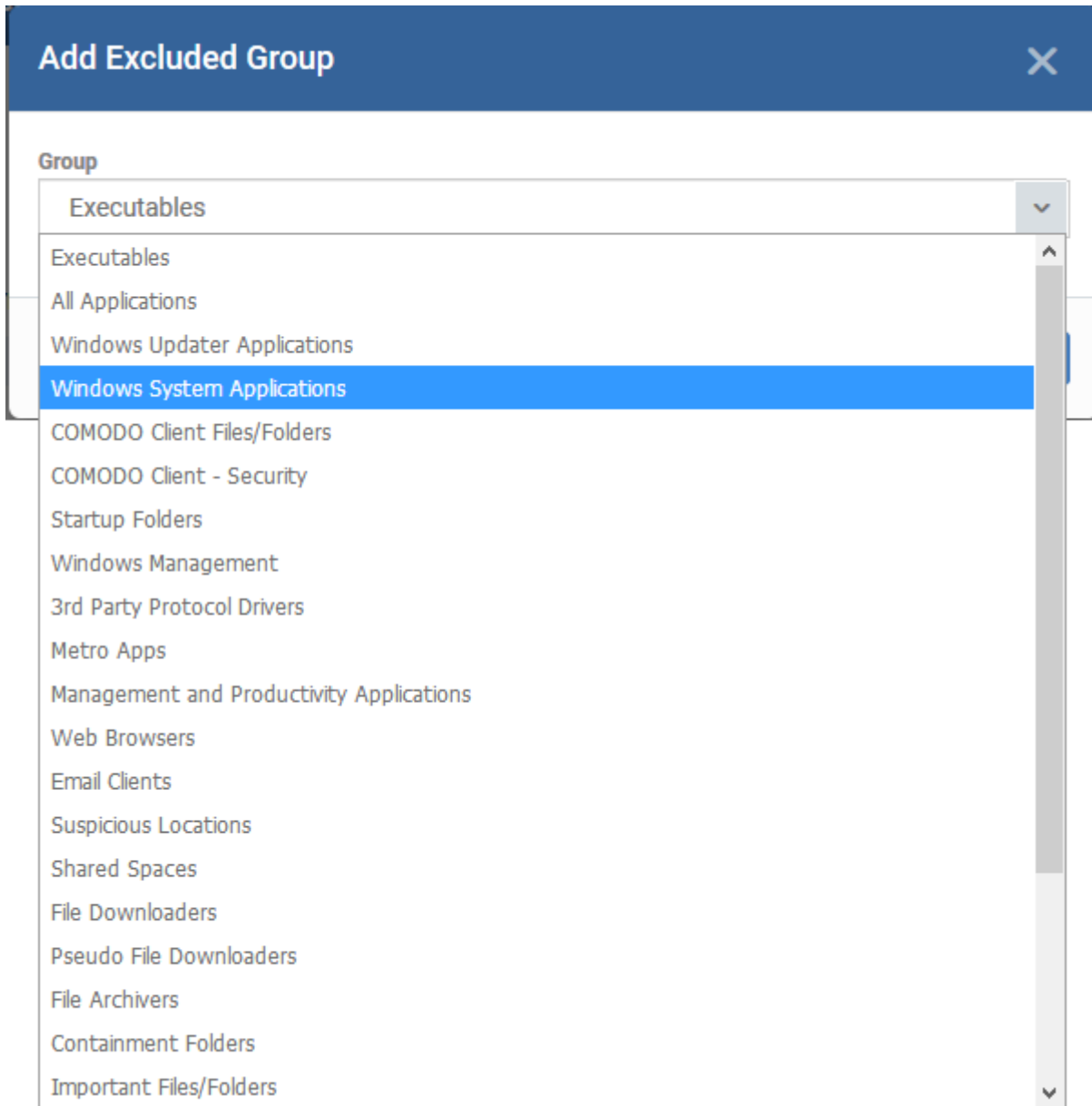
Add Excluded Groups

Filegroups make it easy to exclude an entire class of file types. EM ships with a set of predefined groups, and you can create new groups and edit groups as required. See 'File Groups' under 'Settings' > 'System Templates' > 'File Groups Variables'.

- Click 'Excluded Groups'

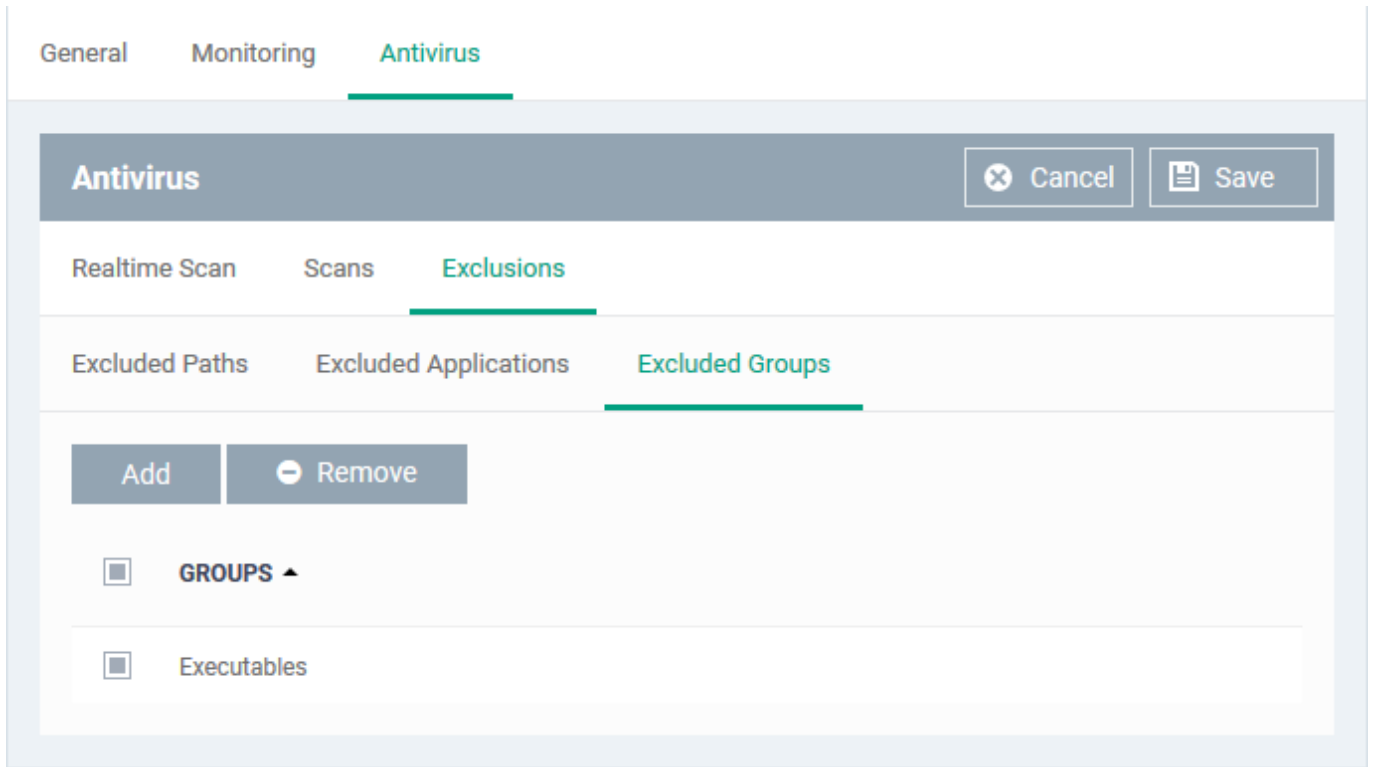


- Click 'Add'.



- Choose the group from the 'Group' drop-down and click 'OK'.

The group will be added to the exclusions.



- Repeat the process to add more filegroups
- Click the 'Save' button for the antivirus settings to take effect on the devices applied with the profile.