



**Bitdefender**<sup>®</sup>

**GravityZone**

**SECURITY ANALYST'S GUIDE**

## Bitdefender GravityZone Security Analyst's Guide

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## 1. ABOUT GRAVITYZONE

GravityZone is a business security solution built from ground-up for virtualization and cloud to deliver security services to physical endpoints, virtual machines in private, public cloud and Exchange mail servers.

GravityZone is one product with a unified management console available in the cloud, hosted by Bitdefender, or as one virtual appliance to be installed on company's premises, and it provides a single point for deploying, enforcing and managing security policies for any number of endpoints and of any type, in any location.

GravityZone delivers multiple layers of security for endpoints and for Microsoft Exchange mail servers: antimalware with behavioral monitoring, zero day threat protection, application blacklisting and sandboxing, firewall, device control, content control, anti-phishing and antispam.

## 2. GRAVITYZONE PROTECTION LAYERS

GravityZone provides the following protection layers:

- Antimalware
- Advanced Threat Control
- Advanced Anti-Exploit
- Firewall
- Content Control
- Patch Management
- Device Control
- Full Disk Encryption
- Security for Exchange
- Endpoint Risk Analytics (ERA)
- Email Security

### 2.1. Antimalware

The antimalware protection layer is based on signature scanning and heuristic analysis (B-HAVE, ATC) against: viruses, worms, Trojans, spyware, adware, keyloggers, rootkits and other types of malicious software.

Bitdefender's antimalware scanning technology relies on the following technologies:

- First, a traditional scanning method is employed where scanned content is matched against the signature database. The signature database contains byte patterns specific to known threats and is regularly updated by Bitdefender. This scanning method is effective against confirmed threats that have been researched and documented. However, no matter how promptly the signature database is updated, there is always a vulnerability window between the time when a new threat is discovered and when a fix is released.
- Against brand-new, undocumented threats, a second layer of protection is provided by **B-HAVE**, Bitdefender's heuristic engine. Heuristic algorithms detect malware based on behavioral characteristics. B-HAVE runs suspicious files in a virtual environment to test their impact on the system and ensure they pose no threat. If a threat is detected, the program is prevented from running.

### Scanning Engines

Bitdefender GravityZone is able to automatically set the scanning engines when creating security agent packages, according to the endpoint's configuration.

The administrator can also customize the scan engines, being able to choose between several scanning technologies:

1. **Local Scan**, when the scanning is performed on the local endpoint. The local scanning mode is suited for powerful machines, having security content stored locally.
2. **Hybrid Scan with Light Engines (Public Cloud)**, with a medium footprint, using in-the-cloud scanning and, partially, the local security content. This scanning mode brings the benefit of better resources consumption, while involving off-premise scanning.
3. **Central Scan in Public or Private Cloud**, with a small footprint requiring a Security Server for scanning. In this case, no security content set is stored locally, and the scanning is offloaded on the Security Server.



#### Note

There is a minimum set of engines stored locally, needed to unpack the compressed files.

4. **Central Scan (Public or Private Cloud scanning with Security Server) with fallback\* on Local Scan (Full Engines)**
5. **Central Scan (Public or Private Cloud scanning with Security Server) with fallback\* on Hybrid Scan (Public Cloud with Light Engines)**

## 2.2. Advanced Threat Control

For threats that elude even the heuristic engine, another layer of protection is present in the form of Advanced Threat Control (ATC).

Advanced Threat Control continuously monitors running processes and grades suspicious behaviors such as attempts to: disguise the type of process, execute code in another process's space (hijack process memory for privilege escalation), replicate, drop files, hide from process enumeration applications, etc. Each suspicious behavior raises the process rating. When a threshold is reached, an alarm is triggered.

## 2.3. Advanced Anti-Exploit

Powered by machine learning, Advanced Anti-Exploit is a proactive technology that stops zero-day attacks carried out through evasive exploits. Advanced anti-exploit

catches the latest exploits in real-time and mitigates memory corruption vulnerabilities that can evade other security solutions. It protects the most commonly used applications, such as browsers, Microsoft Office or Adobe Reader, as well as others that you may think of. It watches over system processes and protects against security breaches and hijacking existing processes.

## 2.4. Firewall

The Firewall controls applications' access to the network and to the Internet. Access is automatically allowed for a comprehensive database of known, legitimate applications. Furthermore, the firewall can protect the system against port scans, restrict ICS and warn when new nodes join a Wi-Fi connection.

## 2.5. Content Control

The Content Control module helps enforce company policies for allowed traffic, web access, data protection and applications control. Administrators can define traffic scan options and exclusions, schedule web access while blocking or allowing certain web categories or URLs, configure data protection rules and define permissions for the use of specific applications.

## 2.6. Network Attack Defense

The Network Attack Defense module relies on a Bitdefender technology focused on detecting network attacks designed to gain access on endpoints through specific techniques, such as: brute-force attacks, network exploits, password stealers, drive-by-download infection vectors, bots, and Trojans.

## 2.7. Patch Management

Fully integrated in GravityZone, Patch Management keeps operating systems and software applications up to date and provides a comprehensive view on the patch status for your managed Windows endpoints.

The GravityZone Patch Management module includes several features, such as on-demand / scheduled patch scanning, automatic / manual patching or missing patch reporting.

You can learn more about GravityZone Patch Management supported vendors and products from this [KB article](#).



**Note**

Patch Management is an add-on available with a separate license key for all available GravityZone packages.

## 2.8. Device Control

The Device Control module allows preventing the sensitive data leakage and malware infections via external devices attached to endpoints by applying blocking rules and exceptions via policy to a vast range of device types (such as USB flash drives, Bluetooth devices, CD/DVD players, storage devices, etc.).

## 2.9. Full Disk Encryption

This protection layer allows you to provide full disk encryption on endpoints, by managing BitLocker on Windows, and FileVault and diskutil on macOS. You can encrypt and decrypt boot and non-boot volumes, with just a few clicks, while GravityZone handles the entire process, with minimal intervention from the users. Additionally, GravityZone stores the recovery keys needed to unlock volumes when the users forget their passwords.

**Note**

Full Disk Encryption is an add-on available with a separate license key for all available GravityZone packages.

## 2.10. Security for Exchange

Bitdefender Security for Exchange provides antimalware, antispam, antiphishing, attachment and content filtering seamlessly integrated with the Microsoft Exchange Server, to ensure a secure messaging and collaboration environment and increase productivity. Using award-winning antimalware and antispam technologies, it protects the Exchange users against the latest, most sophisticated malware, and against attempts to steal users' confidential and valuable data.

**Important**

Security for Exchange is designed to protect the entire Exchange organization to which the protected Exchange Server belongs. This means it protects all active mailboxes, including user/room/equipment/shared mailboxes.

In addition to Microsoft Exchange protection, the license also covers the endpoint protection modules installed on the server.

The Security for Exchange license capacity equals to 150% of the total number of Security for Endpoints license seats. In case the number of active mailboxes in your

organization exceeds the number of mailboxes covered by the license, you will receive a notification to extend your license.

## 2.11. Endpoint Risk Analytics (ERA)

Endpoint Risk Analytics (ERA) identifies, assesses and remediates Windows endpoints weaknesses via security risk scans (on-demand or scheduled via policy), taking into account a vast number of indicators of risk. Once you have scanned your network with certain indicators of risk, you will obtain an overview of your network risk status via **Risk Management** dashboard, available from the main menu. You will be able to resolve certain security risks automatically from GravityZone Control Center, and view recommendations for endpoint exposure mitigation.

## 2.12. Email Security

Through Email Security you can control email delivery, filter messages, and apply company-wide policies, to stop targeted and sophisticated email threats, including Business Email Compromise (BEC) and CEO fraud. Email Security requires account provisioning to access the console. For more information, refer to the [Bitdefender Email Security User Guide](#).

## 2.13. Security for Storage

GravityZone Security for Storage delivers real-time protection for leading file-sharing and network-storage systems. System and threat-detection algorithm upgrades happen automatically - without requiring any efforts from you or creating disruptions for end-users.

Two or more GravityZone Security Servers Multi-Platform perform the role of ICAP server providing antimalware services to Network-Attached Storage (NAS) devices and file-sharing systems compliant with the Internet Content Adaptation Protocol (ICAP, as defined in RFC 3507).

When a user requests to open, read, write, or close a file from a laptop, workstation, mobile, or other device, the ICAP client (a NAS or file-sharing system) sends a scan request to Security Server and receives a verdict regarding the file. Depending on the result, Security Server allows access, denies access or deletes the file.



### Note

This module is an add-on available with a separate license key.

## 2.14. GravityZone Protection Layers Availability

The GravityZone protection layers availability differs according to the endpoint's operating system. To learn more, refer to the [GravityZone Protection Layers Availability](#) KB article.

## 3. GRAVITYZONE ARCHITECTURE

The GravityZone solution includes the following components:

- [Web Console \(Control Center\)](#)
- [Security Server](#)
- [Security Agents](#)

### 3.1. Security Server

The Security Server is a dedicated virtual machine that deduplicates and centralizes most of the antimalware functionality of antimalware agents, acting as a scan server.

### 3.2. Security Agents

To protect your network with Bitdefender, you must install the appropriate GravityZone security agents on network endpoints.

- [Bitdefender Endpoint Security Tools](#)
- [Endpoint Security for Mac](#)

#### 3.2.1. Bitdefender Endpoint Security Tools

GravityZone ensures Windows and Linux physical and virtual machines protection with Bitdefender Endpoint Security Tools, an intelligent environment-aware security agent which adapts to the endpoint type. Bitdefender Endpoint Security Tools can be deployed on any machine, either virtual or physical, providing a flexible scanning system, being an ideal choice for mixed environments (physical, virtual and cloud).

#### Protection Layers

The following protection layers are available with Bitdefender Endpoint Security Tools:

- [Antimalware](#)
- [Advanced Threat Control](#)
- [Firewall](#)
- [Content Control](#)
- [Network Attack Defense](#)
- [Patch Management](#)
- [Device Control](#)

- Full Disk Encryption
- Security for Exchange
- Endpoint Risk Analytics (ERA)

## Endpoint Roles

- Power User
- Relay
- Patch Caching Server
- Exchange Protection

### Power User

Control Center administrators can grant Power User rights to endpoint users via policy settings. The Power User module enables administration rights at user level, allowing the endpoint user to access and modify security settings via a local console. Control Center is being notified when an endpoint is in Power User mode and the Control Center administrator can always overwrite local security settings.



### Important

This module is available only for supported Windows desktop and server operating systems. For more information, refer to the GravityZone Installation Guide.

### Relay

Endpoint agents with Bitdefender Endpoint Security Tools Relay role serve as communication proxy and update servers for other endpoints in the network. Endpoint agents with relay role are especially required in organizations with isolated networks, where all traffic is made through a single access point.

In companies with large distributed networks, relay agents help lowering the bandwidth usage, by preventing protected endpoints and security servers to connect directly to the GravityZone appliance.

Once a Bitdefender Endpoint Security Tools Relay agent is installed in the network, other endpoints can be configured via policy to communicate with Control Center through the relay agent.

Bitdefender Endpoint Security Tools Relay agents serve for the following purposes:

- Discovering all unprotected endpoints in the network.
- Deploying the endpoint agent inside the local network.
- Updating protected endpoints in the network.

- Ensuring the communication between Control Center and connected endpoints.
- Acting as proxy server for protected endpoints.
- Optimizing the network traffic during updates, deployments, scanning and other resource-consuming tasks.

### Patch Caching Server

Endpoints with Relay role may also act as a Patch Caching Server. With this role enabled, Relays serve for storing software patches downloaded from vendor's websites, and distributing them to target endpoints in your network. Whenever a connected endpoint has software with missing patches, it takes them from the server and not from the vendor's website, thus optimizing the traffic generated and the network bandwidth load.



#### Important

This additional role is available with a registered Patch Management add-on.

### Exchange Protection

Bitdefender Endpoint Security Tools with Exchange role can be installed on Microsoft Exchange Servers with the purpose of protecting the Exchange users from email-borne threats.

Bitdefender Endpoint Security Tools with Exchange role protects both the server machine and the Microsoft Exchange solution.

## 3.2.2. Endpoint Security for Mac

Endpoint Security for Mac is a security agent designed to protect Intel-based Macintosh workstations and laptops. The scanning technology available is **Local Scan**, with security content stored locally.

### Protection Layers

The following protection layers are available with Endpoint Security for Mac:

- Antimalware
- Advanced Threat Control
- Content Control
- Device Control
- Full Disk Encryption

## 4. GETTING STARTED

Bitdefender GravityZone solutions can be configured and managed via a centralized management platform named Control Center. Control Center has a web-based interface, which you can access by means of username and password.

### 4.1. Connecting to Control Center

Access to Control Center is done via user accounts. You will receive your login information by email once your account has been created.

Prerequisites:

- Internet Explorer 9+, Mozilla Firefox 14+, Google Chrome 15+, Safari 5+, Microsoft Edge 20+, Opera 16+
- Recommended screen resolution: 1280 x 800 or higher



#### Warning

Control Center will not work / display properly in Internet Explorer 9+ with the Compatibility View feature enabled, which is equivalent with using an unsupported browser version.

To connect to Control Center:

1. Open your web browser.
2. Go to the following address: <https://gravityzone.bitdefender.com>
3. If you use **GravityZone credentials**:
  - a. Enter the email address of your account and click **Next**.
  - b. Enter the password of your account and click **Next**.
  - c. Enter the six-digit code from Google Authenticator as part of the two-factor authentication.
  - d. Click **Continue** to log in.

If you use **single sign-on**:

- a. When first logging in, enter the email address of your account and click **Next**. GravityZone will redirect you to the authentication page of your identity provider.
- b. Authenticate with the identity provider.

- c. The identity provider will redirect you back to GravityZone and you will automatically log in to Control Center.

Next time, you will log in to Control Center with just your email address.

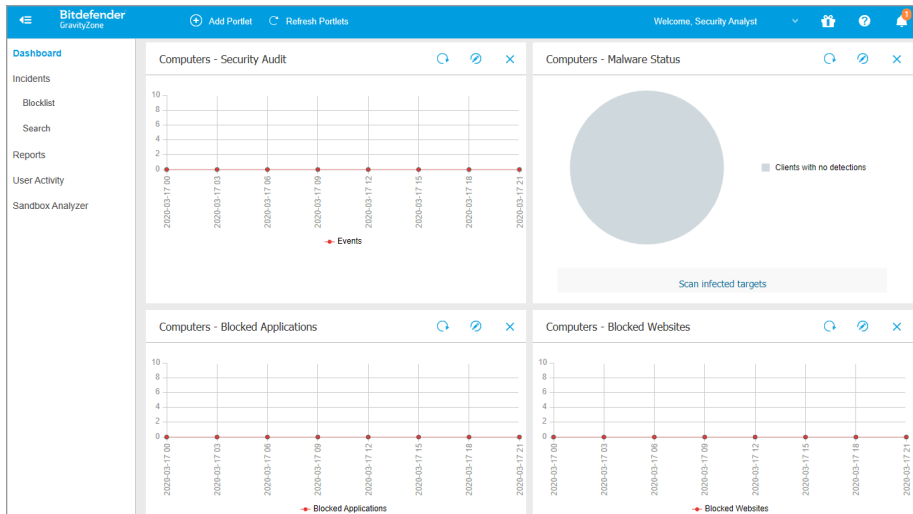
At the first login, you have to agree to Bitdefender Terms of Service. Click **Continue** to start using GravityZone.

**Note**

- If you have forgotten your password, use the password recovery link to receive a new password. You must provide the email address of your account.
- If your account uses single sign-on, but GravityZone asks you for a password, contact your administrator for assistance. In the meantime, log in with your previous password or use the password recovery link to receive a new password.

## 4.2. Control Center at a Glance

Control Center is organized so as to allow easy access to all the features. Use the menu bar in the upper area to navigate through the console.



The Dashboard

Security Analysts can access the following sections from the menu bar:



## Dashboard

View easy-to-read charts providing key security information concerning your network.

## Reports

Get security reports concerning the managed clients.



## User Activity

Check the user activity log.

By pointing to the username in the upper-right corner of the console, the following options are available:

- **My Account.** Click this option to manage your user account details and preferences.
- **Help & Support.** Click this option to find help and support information.
- **Feedback.** Click this option to display a form allowing you to edit and send your feedback messages regarding your experience with GravityZone.
- **Logout.** Click this option to log out of your account.

Additionally, in the upper-right corner of the console, you can find:

- The  **Help Mode** icon, which enables a help feature providing expandable tooltip boxes placed on Control Center items. You will easily find out useful information regarding the Control Center features.
- The  **Notifications** icon, which provides easy access to notification messages and also to the **Notifications** page.

### 4.2.1. Table Data

Tables are frequently used throughout the console to organize data into an easy-to-use format.

<a href="#">+</a> Add <a href="#">+</a> Download <a href="#">-</a> Delete <a href="#">🔄</a> Refresh				
<input type="checkbox"/>	Report name	Type	Recurrence	View report
<input type="checkbox"/>	Malware Activity Report	Malware Activity	Weekly	No report has been generated yet

First Page   ← Page 1 of 1 → Last Page 20   1 items

The Reports page

## Navigating through Pages

Tables with more than 20 entries span on several pages. By default, only 20 entries are displayed per page. To move through the pages, use the navigation buttons at the bottom of the table. You can change the number of entries displayed on a page by selecting a different option from the menu next to the navigation buttons.

## Searching for Specific Entries

To easily find specific entries, use the search boxes available below the column headers.

Enter the search term in the corresponding field. Matching items are displayed in the table as you type. To reset the table contents, clear the search fields.

## Sorting Data

To sort data by a specific column, click the column header. Click the column header again to revert the sorting order.

## Refreshing Table Data

To make sure the console displays the latest information, click the [🔄 Refresh](#) button at the upper side of the table.

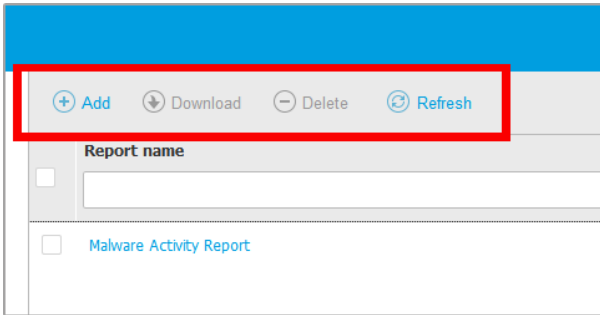
This may be needed when you spend more time on the page.

## 4.2.2. Action Toolbars

In Control Center, action toolbars allow you to perform specific operations pertaining to the section you are in. Each toolbar consists of a set of icons that is usually

placed at the upper side of the table. For example, the action toolbar in the **Reports** section allows you to perform the following actions:

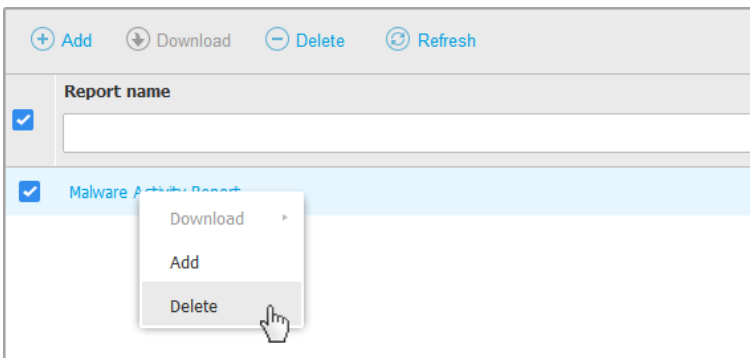
- Create a new report.
- Download a scheduled report.
- Delete a scheduled report.



The Reports page - Action Toolbar

### 4.2.3. Contextual Menu

The action toolbar commands are also accessible from the contextual menu. Right-click the Control Center section you are currently using and select the command that you need from the available list.



The Reports page - Contextual menu

## 4.3. Changing Login Password

After your account has been created, you will receive an email with the login credentials.

It is recommended to do the following:

- Change the default login password first time you visit Control Center.
- Change your login password periodically.

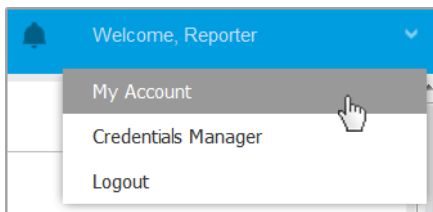
To change the login password:

1. Click your username in the upper-right corner of the console and choose **My Account**.
2. Under **Account Details**, click **Change password**.
3. Enter your current password and the new password in the corresponding fields.
4. Click **Save** to apply the changes.

## 4.4. Managing Your Account

To check or change your account details and settings:

1. Click your username in the upper-right corner of the console and choose **My Account**.



The User Account menu

2. Under **Account Details**, correct or update your account details.
  - **Full name**. Enter your full name.
  - **Email**. This is your login and contact email address. Reports and important security notifications are sent to this address. Email notifications are sent automatically whenever important risk conditions are detected in the network.
  - A **Change password** link allows you to change your login password.

3. Under **Settings**, configure the account settings according to your preferences.
  - **Timezone**. Choose from the menu the timezone of your account. The console will display time information according to the selected timezone.
  - **Language**. Choose from the menu the console display language.
  - **Session Timeout**. Select the inactivity time interval before your user session will expire.

#### 4. Two-factor authentication

The two-factor authentication adds an extra layer of security to your GravityZone account, by requiring an authentication code in addition to your Control Center credentials.

When first logging in to your GravityZone account you will be prompted to download and install the Google Authenticator app on a mobile device, link it to your GravityZone account, then use it with each Control Center login. Google Authenticator generates a six-digit code each 30 seconds. To complete the Control Center login, after entering the password, you will need to provide the Google Authenticator six-digit code.



#### Note

You may skip this process three times, after which you will not be able to log in without two-factor authentication.

To enable the two-factor authentication:

- a. Go to **My account > Two-factor authentication** and click **Enable**.
- b. A dialog box opens. Click the appropriate link to download and install Google Authenticator on your mobile device.
- c. On your mobile device, open Google Authenticator.
- d. In the **Add an account** screen, scan the QR code to link the app to your GravityZone account. You can also enter the secret key manually.

This action is required only once, to enable the feature in GravityZone.



#### Important

Make sure to copy and save the secret key in a safe location. Click **Print a backup** to create a PDF file with the QR code and secret key. If the mobile device used for activating two-factor authentication is lost or replaced, you will need to install Google Authenticator on a new device and provide the secret key to link it to your GravityZone account.

- e. Enter the six-digit code in the **Google Authenticator code** field.
- f. Click **Enable** to complete the feature activation.

**Note**

Your Company Administrator may turn two-factor authentication mandatory for all GravityZone accounts. In this case, you will be asked at login to configure your 2FA. At the same time, you will not be able to deactivate 2FA for your account as long as this feature is enforced by your Company Administrator.

Be aware that, if the currently configured 2FA is disabled for your account, this secret key will no longer be valid.

5. Click **Save** to apply the changes.

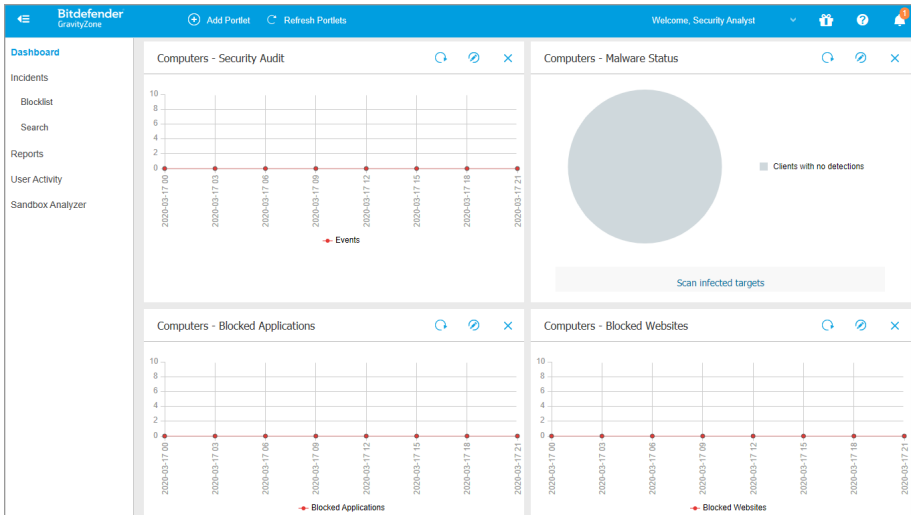
**Note**

You cannot delete your own account.

## 5. MONITORING DASHBOARD

The Control Center dashboard is a customizable visual display providing a quick security overview of all protected endpoints and network status.

Dashboard portlets display various real-time security information using easy-to-read charts, thus allowing you to quickly identify any issues that might require your attention.



The Dashboard

This is what you need to know about dashboard portlets:

- Control Center comes with several predefined dashboard portlets.
- Each dashboard portlet includes a detailed report in the background, accessible with just one click on the chart.
- There are several types of portlets that include various information about your endpoint protection, such as update status, malware status, firewall activity.




**Note**

By default, the portlets retrieve data for the current day and, unlike reports, cannot be set for longer intervals than one month.

- The information displayed via portlets refers to endpoints under your account only. You can customize each portlet's target and preferences using the **Edit Portlet** command.
- Click the chart legend entries, when available, to hide or display the corresponding variable on the graph.
- The portlets are displayed in groups of four. Use the vertical scroll bar or the up and down arrow keys to navigate between portlet groups.
- For several report types, you have the option to instantly run specific tasks on target endpoints, without having to go to the **Network** page to run the task (for example, scan infected endpoints or update endpoints). Use the button at the lower side of the portlet to **take the available action**.


The dashboard is easy to configure, based on individual preferences. You can **edit** portlet settings, **add** additional portlets, **remove** or **rearrange** existing portlets.

## 5.1. Refreshing Portlet Data

To make sure the portlet displays the latest information, click the  **Refresh** button on its title bar.

To update the information for all the portlets at once, click the  **Refresh Portlets** button at the top of the dashboard.


## 5.2. Editing Portlet Settings

Some portlets offer status information, while other report on security events in the last period. You can check and configure the reporting period of a portlet by clicking the  **Edit Portlet** icon on its title bar.

## 5.3. Adding a New Portlet

You can add other portlets to obtain the information you need.


To add a new portlet:

1. Go to the **Dashboard** page.
2. Click the  **Add Portlet** button at the upper side of the console. The configuration window is displayed.
3. Under the **Details** tab, configure the portlet details:
  - Type of background report
  - Suggestive portlet name
  - The time interval for the events to be reported



- For more information on available report types, refer to “[Report Types](#)” (p. 28).
4. Under the **Targets** tab, select the network objects and groups to include.
  5. Click **Save**.

## 5.4. Removing a Portlet

You can easily remove any portlet by clicking the  **Remove** icon on its title bar. Once you remove a portlet, you can no longer recover it. However, you can create another portlet with the exact same settings.

## 5.5. Rearranging Portlets

You can rearrange dashboard portlets to better suit your needs. To rearrange portlets:

1. Go to the **Dashboard** page.
2. Drag and drop each portlet to the desired position. All other portlets between the new and old positions are moved to preserve their order.

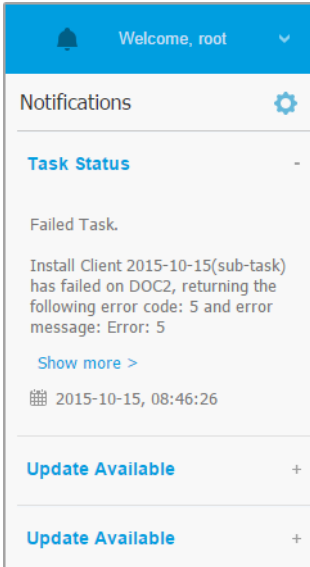


### Note

You can move portlets only within the positions already taken.

## 6. NOTIFICATIONS

Depending on the events that might occur throughout your network, Control Center will show various notifications to inform you of the security status of your environment. The notifications will be displayed in the **Notification Area**, located in the right side of the Control Center.



Notification Area

When new events are detected in the network, the icon in the upper right corner of Control Center will display the number of newly detected events. Clicking the icon displays the Notification Area containing the list of detected events.

### 6.1. Notification Types

This is the list of available notifications types:

#### Malware Outbreak

This notification is sent to the users that have at least 5% of all their managed network objects infected by the same malware.

You can configure the malware outbreak threshold according to your needs in the **Notifications Settings** window. For more information, refer to “[Configuring Notification Settings](#)” (p. 25).

### **Advanced Anti-Exploit**

This notification informs you when Advanced Anti-Exploit has detected exploit attempts in your network.

### **Login from New Device**

This notification informs you that your GravityZone account was used to log in to Control Center from a device you have not used for this purpose before. The notification is automatically configured to be visible both in Control Center and on email and you can only view it.

### **Network Incidents event**

This notification is sent each time the Network Attack Defense module detects an attack attempt on your network. This notification also informs you if the attack attempt was conducted either from outside the network or from a compromised endpoint inside the network. Other details include data about the endpoint, attack technique, attacker’s IP, and the action taken by Network Attack Defense.


### **Missing Patch Issue**

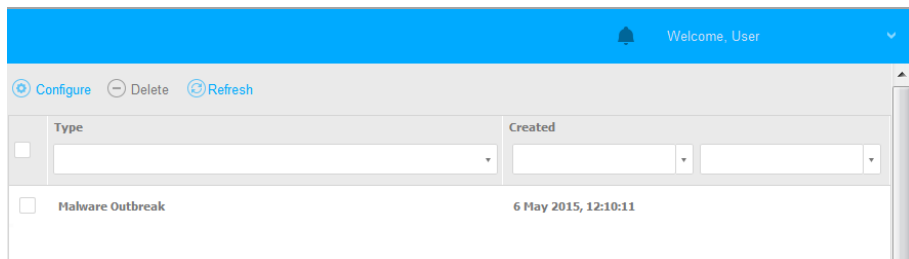
This notification occurs when endpoints in your network are missing one or more available patches.

You can view which endpoints are in this situation by clicking the **View report** button in notification details.

By default, the notification refers to security patches, but you may configure it to inform you of non-security patches as well.

## **6.2. Viewing Notifications**

To view the notifications, click the  **Notifications** button and then click **See All Notifications**. A table containing all the notifications is displayed.



The Notifications page

Depending on the number of notifications, the table can span several pages (only 20 entries are displayed per page by default).

To move through the pages, use the navigation buttons at the bottom of the table.



To change the number of entries displayed on a page, select an option from the menu next to the navigation buttons.

If there are too many entries, you can use the search boxes under the column headers or the filter menu at the top of the table to filter displayed data.

- To filter notifications, select the notification type you want to see from the **Type** menu. Optionally, you can select the time interval during which the notification was generated, to reduce the number of entries in the table, especially if a high number of notifications has been generated.
- To view the notification details, click the notification name in the table. A **Details** section is displayed below the table, where you can see the event that generated the notification.

## 6.3. Deleting Notifications

To delete notifications:

1. Click the  **Notification** button at the right side of the menu bar, then click **See All Notifications**. A table containing all the notifications is displayed.
2. Select the notifications you want to delete.
3. Click the  **Delete** button at the upper side of the table.

You can also configure notifications to be automatically deleted after a specified number of days. For more information, refer to [“Configuring Notification Settings”](#) (p. 25).

## 6.4. Configuring Notification Settings

The type of notifications to be sent and the email addresses they are sent to can be configured for each user.

To configure the notification settings:

1. Click the **Notification** button at the right side of the menu bar and then click **See All Notifications**. A table containing all the notifications is displayed.
2. Click the **Configure** button at the upper side of the table. The **Notification Settings** window is displayed.

**Notifications Settings** ✕

---

**Configuration**

Delete notifications after (days):

Send notifications to the following email addresses:

---

**Enable notifications**

Notification	Visibility
<input checked="" type="checkbox"/> Malware Outbreak	<input checked="" type="checkbox"/> Show in Control Center <input type="checkbox"/> Send per email

---

**Configuration**

Use custom threshold

Notifications Settings



### Note


You may also access the **Notification Settings** window directly using the **Configure** icon from upper-right corner of the **Notification area** window.

3. Under **Configuration** section you can define the following settings:

-

- Additionally, you may send the notifications by email to specific recipients. Type the email addresses in the dedicated field, pressing `Enter` key after each address.
4. Under **Enable Notification** section you can choose the type of notifications you want to receive from GravityZone. You can also configure the visibility and sending options individually for each notification type.
- Select the notification type that you want from the list. For more information, refer to “[Notification Types](#)” (p. 22). While a notification type is selected, you can configure its specific options (when available) in the right-side area:

## Visibility

- **Show in Control Center** specifies that this type of event is displayed in Control Center, with the help of  **Notifications** button.
- **Send per email** specifies that this type of event is also sent to certain email addresses. In this case, you are required to enter the email addresses in the dedicated field, pressing `Enter` after each address.

## Configuration

- **Use custom threshold** - allows defining a threshold for the occurred events, from which the selected notification is being sent.  
For example, the Malware Outbreak notification is sent by default to users that have at least 5% of all their managed network objects infected by the same malware. To change the malware outbreak threshold value, enable the option **Use Custom Threshold**, then enter the value that you want in the **Malware Outbreak Threshold** field.
- For **Security Server Status event**, you can select the Security Server events that will trigger this type of notification:
  - **Out of date** - notifies each time a Security Server in your network is outdated.
  - **Reboot required** - notifies each time a Security Server in your network requires a reboot.
- For **Task Status**, you can select the status type that will trigger this type of notification:



- **Any status** - notifies each time a task sent from Control Center is done with any status.
- **Failed only** - notifies each time a task sent from Control Center has failed.

5. Click **Save**.

## 7. USING REPORTS

Control Center allows you to create and view centralized reports on the security status of the managed network objects. The reports can be used for multiple purposes, such as:

- Monitoring and ensuring compliance with the organization's security policies.
- Checking and assessing the network security status.
- Identifying network security issues, threats and vulnerabilities.
- Monitoring security incidents.
- Providing upper management with easy-to-interpret data on network security.

Several different report types are available so that you can easily get the information you need. The information is presented as easy-to-read interactive charts and tables, allowing you to quickly check the network security status and identify security issues.

Reports can consolidate data from the entire network of managed network objects or from specific groups only. In this way, from a single report, you can find out:

- Statistical data regarding all or groups of managed network objects.
- Detailed information for each managed network object.
- The list of computers that meet specific criteria (for example, those that have antimalware protection disabled).

Some reports also allow you to quickly fix the issues found in your network. For example, you can effortlessly update all target network objects right from the report, without having to go and run an update task from the **Network** page.

All scheduled reports are available in Control Center but you can save them to your computer or email them.

Available formats include Portable Document Format (PDF) and comma-separated values (CSV).

### 7.1. Report Types

Different report types are available for each endpoint type:

- [Computer and Virtual Machine Reports](#)
- [Exchange Reports](#)



## 7.1.1. Computer and Virtual Machine Reports

These are the available report types for physical and virtual machines:

### Antiphishing Activity

Informs you about the activity of the Antiphishing module of Bitdefender Endpoint Security Tools. You can view the number of blocked phishing websites on the selected endpoints and the user that was logged in at the time of the last detection. By clicking the links from the **Blocked Websites** column, you can also view the website URLs, how many times they were blocked and when was the last block event.

### Blocked Applications

Informs you about the activity of the following modules: Antimalware, Firewall, Content Control, Advanced Anti-Exploit and ATC/IDS. You can see the number of blocked applications on the selected endpoints and the user that was logged in at the time of the last detection.

Click the number associated to a target to view additional information on the blocked applications, the number of events occurred, and the date and time of the last block event.

### Blocked Websites

Informs you about the activity of the Web Control module of Bitdefender Endpoint Security Tools. For each target, you can view the number of blocked websites. By clicking this number, you can view additional information, such as:

- Website URL and category
- Number of access attempts per website
- Date and time of the last attempt, as well as the user that was logged in at the time of the detection.
- Reason for blocking, which includes scheduled access, malware detection, category filtering and blacklisting.

### Data Protection

Informs you about the activity of the Data Protection module of Bitdefender Endpoint Security Tools. You can see the number of blocked emails and websites on the selected endpoints, as well as the user that was logged in at the time of the last detection.

## Device Control Activity

Informs you about the events occurred when accessing the endpoints through the monitored devices. For each target endpoint, you can view the number of allowed / blocked access and read-only events. If events occurred, additional information is available by clicking the corresponding numbers. Details refer to:

- User logged on the machine
- Device type and ID
- Device vendor and product ID
- Date and time of the event.

## Endpoint Modules Status

Provides an overview of the protection modules coverage over the selected targets. In the report details, for each target endpoint you can view which modules are active, disabled or not installed, and also the scanning engine in use. Clicking the endpoint name will show up the **Information** window with details about the endpoint and installed protection layers.

## Endpoint Protection Status

Provides you with various status information concerning selected endpoints from your network.

- Antimalware protection status
- Bitdefender Endpoint Security Tools update status
- Network activity status (online/offline)
- Management status

You can apply filters by security aspect and status to find the information you are looking for.

## Firewall Activity

Informs you about the activity of the Firewall module of Bitdefender Endpoint Security Tools. You can see the number of blocked traffic attempts and blocked port scans on the selected endpoints, as well as the user that was logged in at the time of the last detection.

## Malware Status

Helps you find out how many and which of the selected endpoints have been affected by malware over a specific time period and how the threats have been

dealt with. You can also see the user that was logged in at the time of the last detection.

Endpoints are grouped based on these criteria:

- Endpoints with no detections (no malware threat has been detected over the specified time period)
- Endpoints with resolved malware (all detected files have been successfully disinfected or moved to quarantine)
- Endpoints with unresolved malware (some of the detected files have been denied access to)

For each endpoint, by clicking the links available in the disinfection result columns, you can view the list of threats and paths to the affected files.

In this report, you can quickly run a Full Scan task on the unresolved targets, by clicking the **Scan infected targets** button from the Action Toolbar above the data table.

### Network Incidents

Informs you about the activity of the Network Attack Defense module. A graph displays the number of the attack attempts detected over a specified interval. The report details include:

- Endpoint name, IP and FQDN
- Username
- Detection name
- Attack technique
- Number of attempts
- Attacker's IP
- Targeted IP and port
- When the attack was blocked most recently

Clicking the **Add exceptions** button for a selected detection automatically creates an entry in **Global Exclusions** from the **Network Protection** section.

### Network Patch Status

Check the update status of the software that is installed in your network. The report reveals the following details:

- Target machine (endpoint name, IP and operating system).
- Security patches (installed patches, failed patches, missing security and non-security patches).

- Status and last modified time for checked-out endpoints.

### Network Protection Status

Provides detailed information on the overall security status of the target endpoints. For example, you can view information about:

- Available protection layers
- Managed and unmanaged endpoints
- License type and status (additional license related columns are hidden by default)
- Infection status
- Update status of the product and security content
- Software security patch status (missing security or non-security patches)

For unmanaged endpoints, you will view the **Unmanaged** status under other columns.

### On-demand Scanning

Provides information regarding on-demand scans performed on the selected targets. A pie chart displays the statistics of successful and failed scans. The table below the chart provides details regarding the scan type, occurrence and last successful scan for each endpoint.

### Policy Compliance

Provides information regarding the security policies applied on the selected targets. A pie chart displays the status of the policy. In the table below the chart, you can see the assigned policy on each endpoint and the policy type, as well as the date and the user that assigned it.

### Security Audit

Provides information about the security events that occurred on a selected target. The information refers to the following events:

- Malware detection
- Blocked application
- Blocked scan port
- Blocked traffic
- Blocked website
- Blocked device
- Blocked email
- Blocked process

- Advanced Anti-Exploit events
- Network Attack Defense events

### Security Server Status

Helps you evaluate the status of the target Security Servers. You can identify the issues each Security Server might have, with the help of various status indicators, such as:

- **Status:** shows the overall Security Server status.
- **Machine status:** informs which Security Server appliances are stopped.
- **AV status:** points out whether the Antimalware module is enabled or disabled.
- **Update status:** shows if the Security Server appliances are updated or whether the updates have been disabled.
- **Load status:** indicates the scan load level of a Security Server as described herein:
  - **Underloaded**, when less than 5% of its scanning capacity is used.
  - **Normal**, when the scan load is balanced.
  - **Overloaded**, when the scan load exceeds 90% of its capacity. In such case, check the security policies. If all Security Servers allocated within a policy are overloaded, you need to add another Security Server to the list. Otherwise, check the network connection between the clients and Security Servers without load issues.

You can also view how many agents are connected to the Security Server. Further on, clicking the number of connected clients will display the list of endpoints. These endpoints may be vulnerable if the Security Server has issues.

### Top 10 Detected Malware

Shows you the top 10 malware threats detected over a specific time period on selected endpoints.



#### Note

The details table displays all endpoints which were infected by the top 10 detected malware.

## Top 10 Infected Endpoints

Shows you the top 10 most infected endpoints by the number of total detections over a specific time period out of the selected endpoints.



### Note

The details table displays all malware detected on the top 10 infected endpoints.

## Update Status

Shows you the update status of the security agent or Security Server installed on selected targets. The update status refers to product and security content versions.

Using the available filters, you can easily find out which clients have updated and which have not in the last 24 hours.

In this report, you can quickly bring the agents to the latest version. To do this, click the **Update** button from the Action Toolbar above the data table.

## Upgrade Status

Shows you the security agents installed on the selected targets and whether a more recent solution is available.

For endpoints with old security agents installed, you can quickly install the latest supported security agent by clicking the **Upgrade** button.



### Note

This report is available only when a GravityZone solution upgrade has been made.

## 7.1.2. Exchange Server Reports

These are the available report types for Exchange Servers:

### Exchange - Blocked Content and Attachments

Provides you with information about emails or attachments that Content Control deleted from the selected servers over a specific time interval. The information includes:

- Email addresses of the sender and of the recipients.

When the email has more recipients, instead of the email addresses, the report displays the recipients number with a link to a window containing the list of email addresses.

- Email subject.

- Detection type, indicating which Content Control filter detected the threat.
- The action taken on the detection.
- The server where the threat was detected.

### Exchange - Blocked Unscannable Attachments

Provides you with information about emails containing unscannable attachments (over-compressed, password-protected, etc.), blocked on the selected Exchange mail servers over a specific time period. The information refers to:

- Email addresses of the sender and of the recipients.  
When the email is sent to more recipients, instead of the email addresses, the report displays the recipients number with a link to a window containing the list of email addresses.
- Email subject.
- The actions taken to remove the unscannable attachments:
  - **Deleted Email**, indicating that the entire email has been removed.
  - **Deleted Attachments**, a generic name for all actions that remove attachments from the email message, such as deleting the attachment, moving to quarantine or replacing it with a notice.

By clicking the link in the **Action** column, you can view details about each blocked attachment and the corresponding action taken.

- Detection date and time.
- The server where the email was detected.

### Exchange - Email Scan Activity

Shows statistics on the actions taken by the Exchange Protection module over a specific time interval.

The actions are grouped by detection type (malware, spam, forbidden attachment and forbidden content) and by server.

The statistics refer to the following email statuses:

- **Quarantined**. These emails were moved to the Quarantine folder.
- **Deleted/Rejected**. These emails were deleted or rejected by the server.

- **Redirected.** These emails were redirected to the email address supplied in the policy.
- **Cleaned and delivered.** These emails had the threats removed and passed through the filters.  
An email is considered cleaned when all detected attachments have been disinfected, quarantined, deleted or replaced with text.
- **Modified and delivered.** Scan information was added to the emails headers and the emails passed through the filters.
- **Delivered without any other action.** These emails were ignored by Exchange Protection and passed through the filters.

### Exchange - Malware Activity

Provides you with information about emails with malware threats, detected on the selected Exchange mail servers over a specific time period. The information refers to:

- Email addresses of the sender and of the recipients.  
When the email is sent to more recipients, instead of the email addresses, the report displays the recipients number with a link to a window containing the list of email addresses.
- Email subject.
- Email status after antimalware scan.  
By clicking the status link, you can view details about the detected malware and the action taken.
- Detection date and time.
- The server where the threat was detected.

### Exchange - Top 10 Detected Malware

Informs you about the top 10 most detected malware threats in email attachments. You can generate two views containing different statistics. One view shows the number of detections by affected recipients and one by senders. For example, GravityZone has detected one email with an infected attachment sent to five recipients.

- In the recipients view:
  - The report shows five detections.



- The report details shows only the recipients, not the senders.
- In the senders view:
  - The report shows one detection.
  - The report details shows only the sender, not the recipients.

Besides the sender/recipients and the malware name, the report provides you with the following details:

- The malware type (virus, spyware, PUA, etc.)
- The server where the threat was detected.
- Measures that the antimalware module has taken.
- Date and time of the last detection.

#### Exchange - Top 10 Malware Recipients

Shows you the top 10 email recipients most targeted by malware over a specific time interval.

The report details provide you with the entire malware list that affected these recipients, together with the actions taken.

#### Exchange - Top 10 Spam Recipients

Shows you the top 10 email recipients by the number of spam or phishing emails detected over a specific time interval. The report provides information also on the actions applied to the respective emails.

## 7.2. Creating Reports

You can create two categories of reports:

- **Instant reports.** Instant reports are automatically displayed after you generate them.
- **Scheduled reports.** Scheduled reports can be configured to run periodically, at a specified time and date. A list of all the scheduled reports is displayed in the **Reports** page.



#### Important

Instant reports are automatically deleted when you close the report page. Scheduled reports are saved and displayed in the **Reports** page.

To create a report:

1. Go to the **Reports** page.
2. Click the **+ Add** button at the upper side of the table. A configuration window is displayed.

**Create Report**

**Details**

Type: Antiphishing Activity

Name: \* Antiphishing Activity Report

**Settings**

Now

Scheduled

Reporting Interval: Today

Show:  All endpoints

Only endpoints with blocked websites

Delivery:  Send by email at

**Select Target**

CM

Selected Groups: [ ]

Company: [ ]

**Generate** **Cancel**

#### Report Options

3. Select the desired report type from the menu. For more information, refer to [“Report Types”](#) (p. 28)
4. Enter a suggestive name for the report. When choosing a name, consider the report type and target, and possibly the report options.
5. Configure the report recurrence:
  - Select **Now** to create an instant report.
  - Select **Scheduled** to configure the report to be automatically generated at the time interval that you want:

- Hourly, at the specified interval between hours.
  - Daily. In this case, you can also set the start time (hour and minutes).
  - Weekly, in the specified days of the week and at the selected start time (hour and minutes).
  - Monthly, at each specified day on the month and at the selected start time (hour and minutes).
6. For most report types you must specify the time interval to which the contained data is referring. The report will only display data from the selected time period.
  7. Several report types provide filtering options to help you easily find the information you are interested in. Use the filtering options under **Show** section to obtain only the desired information.

For example, for an **Update Status** report you can choose to view only the list of network objects that have not updated, or the ones that need to be restarted to complete the update.

8. **Delivery.** To receive a scheduled report by email, select the corresponding check box. Enter the email addresses that you want in the field below. By default, the email contains an archive with both report files (PDF and CSV). Use the check boxes in the **Attach files** section to customize what files and how to send them by email.
9. **Select Target.** Scroll down to configure the report target. Select one or several groups of endpoints you want to include in the report.
10. Depending on the selected recurrence, click **Generate** to create an instant report or **Save** to create a scheduled report.
  - The instant report will be displayed immediately after clicking **Generate**. The time required for reports to be created may vary depending on the number of managed network objects. Please wait for the requested report to be created.
  - The scheduled report will be displayed in the list on the **Reports** page. Once a report instance has been generated, you can view the report by clicking the corresponding link in the **View report** column on the **Reports** page.

## 7.3. Viewing and Managing Scheduled Reports

To view and manage scheduled reports, go to the **Reports** page.

Report name	Type	Recurrence	View report
<input type="checkbox"/> Malware Activity Report	Malware Activity	Daily	No report has been generated yet

The Reports page

All scheduled reports are displayed in a table together with useful information about them:

- Report name and type
- Report recurrence
- Last generated instance.



### Note

Scheduled reports are available only for the user who has created them.

To sort reports by a specific column, simply click the header of that column. Click the column header again to change the sorting order.

To easily find what you are looking for, use the search boxes or the filtering options below the column headers.

To clear a search box, place the cursor over it and click the **×** **Delete** icon.

To make sure the latest information is being displayed, click the **🔄 Refresh** button at the upper side of the table.

## 7.3.1. Viewing Reports

To view a report:

1. Go to the **Reports** page.
2. Sort reports by name, type or recurrence to easily find the report you are looking for.
3. Click the corresponding link in the **View report** column to display the report. The most recent report instance will be displayed.

To view all instances of a report, refer to [“Saving Reports” \(p. 43\)](#)

All reports consist of a summary section (the upper half of the report page) and a details section (the lower half of the report page).

- The summary section provides you with statistical data (pie charts and graphics) for all target network objects, as well as general information about the report, such as the reporting period (if applicable), report target etc.
- The details section provides you with information on each target network object.

### Note

- To configure the information displayed by the chart, click the legend entries to show or hide the selected data.
- Click the graphic area (pie section, bar) you are interested in to view related details in the table.

## 7.3.2. Editing Scheduled Reports

### Note

When editing a scheduled report, any updates will be applied starting with the report's next recurrence. Previously generated reports will not be impacted by the editing.

To change the settings of a scheduled report:


1. Go to the **Reports** page.
2. Click the report name.
3. Change report settings as needed. You can change the following:
  - **Report name.** Choose a suggestive name for the report to help easily identify what it is about. When choosing a name, consider the report type and target, and possibly the report options. Reports generated by a scheduled report are named after it.
  - **Report recurrence (schedule).** You can schedule the report to be automatically generated hourly (by a certain hour interval), daily (at a certain start time), weekly (on a specific day of the week and start time) or monthly (on a specific day of the month and start time). Depending on the selected schedule, the report will only include data from the last day, week or month, respectively.
  - **Settings.**

- You can schedule the report to be automatically generated hourly (by a certain hour interval), daily (at a certain start time), weekly (on a specific day of the week and start time) or monthly (on a specific day of the month and start time). Depending on the selected schedule, the report will only include data from the last day, week or month, respectively.
  - The report will only include data from the selected time interval. You can change the interval starting with the next recurrence.
  - Most reports provide filtering options to help you easily find the information you are interested in. When you view the report in the console, all information will be available, regardless of the selected options. If you download or email the report however, only the report summary and the selected information will be included in the PDF file. Report details will only be available in CSV format.
  - You can choose to receive the report by email.
- **Select target.** The selected option indicates the type of the current report target (either groups or individual network objects). Click the corresponding link to view the current report target. To change it, select the groups or network objects to be included in the report.
4. Click **Save** to apply changes.

### 7.3.3. Deleting Scheduled Reports

When a scheduled report is no longer needed, it is best to delete it. Deleting a scheduled report will delete all the instances it has generated automatically to that point.

To delete a scheduled report:

1. Go to the **Reports** page.
2. Select the report you want to delete.
3. Click the  **Delete** button at the upper side of the table.

## 7.4. Taking Report-Based Actions

While most reports only highlight the issues in your network, some of them also offer you several options to fix the issues found with just one click of a button.

To fix the issues displayed in the report, click the appropriate button from the Action Toolbar above the data table.



### Note

You need **Manage Network** rights to perform these actions.

These are the available options for each report:

#### Malware Status

- **Scan infected targets.** Runs a preconfigured Full Scan task on the targets showing as still infected.

#### Update Status

- **Update.** Updates the target clients to their latest available versions.

#### Upgrade Status

- **Upgrade.** Replaces old endpoint clients with the latest generation of products available.

## 7.5. Saving Reports

By default, scheduled reports are automatically saved in Control Center.

If you need reports to be available for longer time periods, you can save them to your computer. The report summary will be available in PDF format, whereas report details will be available just in CSV format.

You have two ways of saving reports:

- [Export](#)
- [Download](#)

### 7.5.1. Exporting Reports


To export the report to your computer:

1. Choose a format and click either **Export CSV** or **Export PDF**.
2. Depending on your browser settings, the file may be downloaded automatically to a default download location, or a download window will appear, where you must specify the destination folder.

## 7.5.2. Downloading Reports

A report archive contains both the report summary and the report details.

To download a report archive:

1. Go to the **Reports** page.
2. Select the report you want to save.
3. Click the  **Download** button and select either **Last Instance** to download the last generated instance of the report or **Full Archive** to download an archive containing all the instances.

Depending on your browser settings, the file may be downloaded automatically to a default download location, or a download window will appear, where you must specify the destination folder.

## 7.6. Emailing Reports

You can send reports by email using the following options:

1. To email the report you are viewing, click the **Email** button. The report will be sent to the email address associated with your account.
2. To configure the desired scheduled reports delivery by email:
  - a. Go to the **Reports** page.
  - b. Click the desired report name.
  - c. Under **Settings > Delivery**, select **Send by email at**.
  - d. Provide the desired email address in the field below. You can add as many email addresses as you want.
  - e. Click **Save**.



### Note

Only the report summary and the chart will be included in the PDF file sent by email. Report details will be available in the CSV file.

The reports are sent by email as .zip archives.





## 7.7. Printing Reports

Control Center does not currently support print button functionality. To print a report, you must first save it to your computer.

## 8. USER ACTIVITY LOG

Control Center logs all the operations and actions performed by users. The user activity list includes the following events, according to your administrative permission level:

- Logging in and logging out
- Creating, editing, renaming and deleting reports
- Adding and removing dashboard portlets
- Starting, ending, canceling, and stopping troubleshooting processes on affected machines
- 

To examine the user activity records, go to the **User Activity** page.

Dashboard	User	Action	Target	Company	Search	
Reports	Role	Area	Created			
User Activity	User	Role	Action	Area	Target	Created

The User Activity Page

To display recorded events that you are interested in, you have to define a search. Fill in the available fields with the search criteria and click the **Search** button. All the records matching your criteria will be displayed in the table.

The table columns provide you with useful information about the listed events:

- The username of who performed the action.
- User role.
- Action that caused the event.
- Type of console object affected by the action.
- Specific console object affected by the action.
- Time when the event occurred.

To sort events by a specific column, simply click the header of that column. Click the column header again to reverse the sorting order.

To view detailed information about an event, select it and check the section under the table.

## 9. GETTING HELP

For any problems or questions concerning GravityZone, contact an administrator.

### 9.1. Bitdefender Support Center

**Bitdefender Support Center** is the place where you will find all the assistance you need with your Bitdefender product.

You can use several resources to quickly find a solution or an answer:

- Knowledge Base Articles
- Bitdefender Support Forum
- Product Documentation

You can also use your favorite search engine to find out more information about computer security, the Bitdefender products and the company.

#### Knowledge Base Articles

The Bitdefender Knowledge Base is an online repository of information about the Bitdefender products. It stores, in an easily accessible format, reports on the results of the ongoing technical support and bugfixing activities of the Bitdefender support and development teams, along with more general articles about virus prevention, the management of Bitdefender solutions with detailed explanations, and many other articles.

The Bitdefender Knowledge Base is open to the public and freely searchable. The extensive information it contains is yet another means of providing Bitdefender customers with the technical knowledge and insight they need. All valid requests for information or bug reports coming from Bitdefender clients eventually find their way into the Bitdefender Knowledge Base, as bugfix reports, workaround cheatsheets or informational articles to supplement product helpfiles.

The Bitdefender Knowledge Base for business products is available any time at <http://www.bitdefender.com/support/business.html>.

#### Bitdefender Support Forum

The Bitdefender Support Forum provides Bitdefender users with an easy way to get help and to help others. You can post any problem or question related to your Bitdefender product.



Bitdefender support technicians monitor the forum for new posts in order to assist you. You may also get an answer or a solution from a more experienced Bitdefender user.

Before posting your problem or question, please search the forum for a similar or related topic.

The Bitdefender Support Forum is available at <http://forum.bitdefender.com>, in 5 different languages: English, German, French, Spanish and Romanian. Click the **Business Protection** link to access the section dedicated to business products.

## Product Documentation

Product documentation is the most complete source of information about your product.

The easiest way to reach the documentation is from the **Help & Support** page of Control Center. Click your username in the upper-right corner of the console, choose **Help & Support** and then the link of the guide you are interested in. The guide will open in a new tab of your browser.

You can also check and download the documentation at [Support Center](#), in the **Documentation** section available on each product support page.



## A. Appendices

## Glossary

### **Adware**

Adware is often combined with a host application that is provided at no charge as long as the user agrees to accept the adware. Because adware applications are usually installed after the user has agreed to a licensing agreement that states the purpose of the application, no offense is committed.

However, pop-up advertisements can become an annoyance, and in some cases degrade system performance. Also, the information that some of these applications collect may cause privacy concerns for users who were not fully aware of the terms in the license agreement.

### **Antimalware Scanning Storm**

An intensive use of system resources that occurs when antivirus software simultaneously scans multiple virtual machines on a single physical host.

### **Archive**

A disk, tape, or directory that contains files that have been backed up.

A file that contains one or more files in a compressed format.

### **Backdoor**

A hole in the security of a system deliberately left in place by designers or maintainers. The motivation for such holes is not always sinister; some operating systems, for example, come out of the box with privileged accounts intended for use by field service technicians or the vendor's maintenance programmers.

### **Boot sector**

A sector at the beginning of each disk that identifies the disk's architecture (sector size, cluster size, and so on). For startup disks, the boot sector also contains a program that loads the operating system.

### **Boot virus**

A virus that infects the boot sector of a fixed or floppy disk. An attempt to boot from a diskette infected with a boot sector virus will cause the virus to become active in memory. Every time you boot your system from that point on, you will have the virus active in memory.

**Bootkit**

A bootkit is a malicious program having the ability of infecting the master boot record (MBR), volume boot record (VBR) or boot sector. The bootkit remains active even after a system reboot.

**Browser**

Short for Web browser, a software application used to locate and display Web pages.

**Command line**

In a command line interface, the user types commands in the space provided directly on the screen using command language.

**Cookie**

Within the Internet industry, cookies are described as small files containing information about individual computers that can be analyzed and used by advertisers to track your online interests and tastes. In this realm, cookie technology is still being developed and the intention is to target ads directly to what you've said your interests are. It's a double-edge sword for many people because on one hand, it's efficient and pertinent as you only see ads about what you're interested in. On the other hand, it involves actually "tracking" and "following" where you go and what you click. Understandably so, there is a debate over privacy and many people feel offended by the notion that they are viewed as a "SKU number" (you know, the bar code on the back of packages that gets scanned at the grocery check-out line). While this viewpoint may be extreme, in some cases it is accurate.

**Downloader**

It is a generic name for a program having a primary functionality of downloading content for unwanted or malicious purposes.

**Events**

An action or occurrence detected by a program. Events can be user actions, such as clicking a mouse button or pressing a key, or system occurrences, such as running out of memory.

## Exploit

An exploit generally refers to any method used to gain unauthorized access to computers or a vulnerability in a system's security that opens a system to an attack.

## False positive

Occurs when a scanner identifies a file as infected when in fact it is not.

## Filename extension

The portion of a filename, following the final point, which indicates the kind of data stored in the file.

Many operating systems use filename extensions, e.g. Unix, VMS, and MS-DOS. They are usually from one to three letters (some sad old OSes support no more than three). Examples include "c" for C source code, "ps" for PostScript, "txt" for arbitrary text.

## Grayware

A class of software applications between legitimate software and malware. Though they are not as harmful as malware which affects the system's integrity, their behavior is still disturbing, driving to unwanted situations such as data theft and unauthorized usage, unwanted advertising. Most common grayware applications are [spyware](#) and [adware](#).

## Heuristic

A rule-based method of identifying new viruses. This method of scanning does not rely on specific virus signatures. The advantage of the heuristic scan is that it is not fooled by a new variant of an existing virus. However, it might occasionally report suspicious code in normal programs, generating the so-called "false positive".

## IP

Internet Protocol - A routable protocol in the TCP/IP protocol suite that is responsible for IP addressing, routing, and the fragmentation and reassembly of IP packets.

## Keylogger

A keylogger is an application that logs anything you type.

Keyloggers are not malicious in nature. They can be used for legitimate purposes, such as monitoring employees or children activity. However, they



are increasingly being used by cyber-criminals for malicious purposes (for example, to collect private data, such as login credentials and social security numbers).

### **Macro virus**

A type of computer virus that is encoded as a macro embedded in a document. Many applications, such as Microsoft Word and Excel, support powerful macro languages.

These applications allow you to embed a macro in a document, and have the macro execute each time the document is opened.

### **Malware**

Malware is the generic term for software that is designed to do harm - a contraction of 'malicious software'. It is not yet in universal usage, but its popularity as a general term for viruses, Trojan Horses, worms, and malicious mobile code is growing.

### **Malware signature**

Malware signatures are snippets of code extracted from actual malware samples. They are used by antivirus programs to perform pattern-matching and detect malware. Signatures are also used to remove the malware code from infected files.

The Bitdefender Malware Signature Database is a collection of malware signatures updated hourly by the Bitdefender malware researchers.

### **Non-heuristic**

This method of scanning relies on specific virus signatures. The advantage of the non-heuristic scan is that it is not fooled by what might seem to be a virus, and does not generate false alarms.

### **Password stealer**

A password stealer collects pieces of data that can be account names and associated passwords. These stolen credentials are then used for malicious purposes, like account takeovers.

### **Phishing**

The act of sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft. The email directs the user to

visit a Web site where they are asked to update personal information, such as passwords and credit card, social security, and bank account numbers, that the legitimate organization already has. The Web site, however, is bogus and set up only to steal the user's information.

### **Polymorphic virus**

A virus that changes its form with each file it infects. Since they have no consistent binary pattern, such viruses are hard to identify.

### **Port**

An interface on a computer to which you can connect a device. Personal computers have various types of ports. Internally, there are several ports for connecting disk drives, display screens, and keyboards. Externally, personal computers have ports for connecting modems, printers, mice, and other peripheral devices.

In TCP/IP and UDP networks, an endpoint to a logical connection. The port number identifies what type of port it is. For example, port 80 is used for HTTP traffic.

### **Ransomware**

A malware that locks you out of your computer or blocks access to your files and applications. Ransomware will demand that you pay a certain fee (ransom payment) in return for a decryption key that allows you to regain access to your computer or files.

### **Report file**

A file that lists actions that have occurred. Bitdefender maintains a report file listing the path scanned, the folders, the number of archives and files scanned, how many infected and suspicious files were found.

### **Rootkit**

A rootkit is a set of software tools which offer administrator-level access to a system. The term was first used for the UNIX operating systems and it referred to recompiled tools which provided intruders administrative rights, allowing them to conceal their presence so as not to be seen by the system administrators.

The main role of rootkits is to hide processes, files, logins and logs. They may also intercept data from terminals, network connections or peripherals, if they incorporate the appropriate software.

Rootkits are not malicious in nature. For example, systems and even some applications hide critical files using rootkits. However, they are mostly used to hide malware or to conceal the presence of an intruder into the system. When combined with malware, rootkits pose a great threat to the integrity and the security of a system. They can monitor traffic, create backdoors into the system, alter files and logs and avoid detection.

**Script**

Another term for macro or batch file, a script is a list of commands that can be executed without user interaction.

**Spam**

Electronic junk mail or junk newsgroup postings. Generally known as any unsolicited email.

**Spyware**

Any software that covertly gathers user information through the user's Internet connection without his or her knowledge, usually for advertising purposes. Spyware applications are typically bundled as a hidden component of freeware or shareware programs that can be downloaded from the Internet; however, it should be noted that the majority of shareware and freeware applications do not come with spyware. Once installed, the spyware monitors user activity on the Internet and transmits that information in the background to someone else. Spyware can also gather information about email addresses and even passwords and credit card numbers.

Spyware's similarity to a Trojan horse is the fact that users unwittingly install the product when they install something else. A common way to become a victim of spyware is to download certain peer-to-peer file swapping products that are available today.

Aside from the questions of ethics and privacy, spyware steals from the user by using the computer's memory resources and also by eating bandwidth as it sends information back to the spyware's home base via the user's Internet connection. Because spyware is using memory and system resources, the applications running in the background can lead to system crashes or general system instability.

### **Suspicious files and network traffic**

Suspicious files are those with a doubtful reputation. This ranking is given by many factors, among which to name: existence of the digital signature, number of occurrences in computer networks, packer used, etc. Network traffic is considered suspicious when it deviates from the pattern. For example, unreliable source, connection requests to unusual ports, increased bandwidth usage, random connection times, etc.

### **System tray**

Introduced with Windows 95, the system tray is located in the Windows taskbar (usually at the bottom next to the clock) and contains miniature icons for easy access to system functions such as fax, printer, modem, volume, and more. Double click or right-click an icon to view and access the details and controls.

### **Targeted attacks**

Cyber-attacks that mainly aim financial advantages or denigration of reputation. The target can be an individual, a company, a software or a system, well studied before the attack takes place. These attacks are rolled out over a long period of time and in stages, using one or more infiltration points. They are hardly noticed, most times when the damage has already been done.

### **TCP/IP**

Transmission Control Protocol/Internet Protocol - A set of networking protocols widely used on the Internet that provides communications across interconnected networks of computers with diverse hardware architectures and various operating systems. TCP/IP includes standards for how computers communicate and conventions for connecting networks and routing traffic.

### **Trojan**

A destructive program that masquerades as a benign application. Unlike viruses, Trojan horses do not replicate themselves but they can be just as destructive. One of the most insidious types of Trojan horse is a program that claims to rid your computer of viruses but instead introduces viruses onto your computer.

The term comes from a story in Homer's Iliad, in which the Greeks give a giant wooden horse to their foes, the Trojans, ostensibly as a peace offering. But after the Trojans drag the horse inside their city walls, Greek soldiers sneak out of the horse's hollow belly and open the city gates, allowing their compatriots to pour in and capture Troy.

**Update**

A new version of a software or hardware product designed to replace an older version of the same product. In addition, the installation routines for updates often check to make sure that an older version is already installed on your computer; if not, you cannot install the update.

Bitdefender has its own update module that allows you to manually check for updates, or let it automatically update the product.

**Virus**

A program or piece of code that is loaded onto your computer without your knowledge and runs against your will. Most viruses can also replicate themselves. All computer viruses are manmade. A simple virus that can copy itself over and over again is relatively easy to produce. Even such a simple virus is dangerous because it will quickly use all available memory and bring the system to a halt. An even more dangerous type of virus is one capable of transmitting itself across networks and bypassing security systems.

**Worm**

A program that propagates itself over a network, reproducing itself as it goes. It cannot attach itself to other programs.