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Requirements

The Bitdefender Plugin has been designed with the following assumptions and minimum requirements:

- The plugin is designed for, and will only install on LabTech 10 Systems. The installer will tell you if it is unable to proceed, based on these requirements.
- Bitdefender Endpoint Security version 5.xx or prior is required by this plugin.
- Bitdefender Endpoint Security installation is to be handled by the plugin as certain settings required by the log and scan history have to be collected correctly.
- .NET 4.5 is required on the remote agent.

Endpoint Security 5.xx Supported Operating Systems

Bitdefender Endpoint Security protects the following operating systems:

Workstation operating systems:

- Windows 8.1
- Windows 8
- Windows 7
- Windows Vista with Service Pack 1
- Windows XP with Service Pack 2 64 bit
- Windows XP with Service Pack 3

Tablet and embedded operating systems:

- Windows Embedded 8.1 Industry
- Windows Embedded 8 Standard
- Windows Embedded Standard 7
- Windows Embedded Compact 7
- Windows Embedded POSReady 7
- Windows Embedded Enterprise 7
- Windows Embedded POSReady 2009
- Windows Embedded Standard 2009
- Windows XP Embedded with Service Pack 2*
- Windows XP Tablet PC Edition*

*Specific operating system modules must be installed for Endpoint Security to work.

Server operating systems:

- Windows Server 2012 R2
• Windows Server 2012
• Windows Small Business Server (SBS) 2011
• Windows Small Business Server (SBS) 2008
• Windows Server 2008 R2
• Windows Server 2008
• Windows Small Business Server (SBS) 2003
• Windows Server 2003 R2
• Windows Server 2003 with Service Pack 1
• Windows Home Server

Endpoint Security 5.xx Hardware Requirements

• Intel® Pentium compatible processor:
  Workstation Operating Systems
    - 1 GHz or faster for Microsoft Windows XP SP3, Windows XP SP2 64 bit and Windows 7 Enterprise (32 and 64 bit)
    - 2 GHz or faster for Microsoft Windows Vista SP1 or higher (32 and 64 bit), Microsoft Windows 7 (32 and 64 bit), Microsoft Windows 7 SP1 (32 and 64bit), Windows 8
    - 800 MHZ or faster for Microsoft Windows Embedded Standard 7 SP1, Microsoft Windows POSReady 7, Microsoft Windows POSReady 2009, Microsoft Windows Embedded Standard 2009, Microsoft Windows XP Embedded with Service Pack 2, Microsoft Windows XP Tablet PC Edition

  Server Operating Systems
    - Minimum: 2.4 GHz single-core CPU
    - Recommended: 1.86 GHz or faster Intel Xeon multi-core CPU

  Free RAM memory:
    - For Windows: 512 MB minimum, 1 GB recommended
    - For Mac: 1 GB minimum

  HDD space:
    - 1.5 GB of free hard-disk space

Installation Scenarios

Here are a couple of installation scenarios:

Bitdefender not installed.

Need to deploy the Bitdefender software as well as the LabTech service? The LabTech script will detect Bitdefender. If not installed, it will install the required LTBitdefenderservice first and then it will install the software.

Bitdefender 5.xx is already installed.
Have version 5.xx installed already? The LabTech script will detect Endpoint Security by Bitdefender is already installed and just install the needed LTBitdefenderService to connect the current installation to LabTech.
Install / Update Bitdefender Plugin

**WARNING:** Installing or updating the Bitdefender Plugin will cause the LabTech Database Agent to immediately restart, which will terminate any scripts that are currently running. Before installing the plugin, ensure that all scripts have completed. For additional information, refer to View Running Scripts.

To install the Bitdefender Plugin:

1. Perform a System Backup.
2. Download the latest Bitdefender Plugin Installer.
3. Launch the Installer.
   - The Installer can be run from anywhere as long as it can connect to the LabTech Server over HTTP or HTTPS.
4. Enter your LabTech credentials.
   - **NOTE:**
     - Server Address must start with HTTP or HTTPS.
     - Username and Password are case sensitive.

5. Install the plugin.
   - **NOTE:** Installation prerequisites:
     - Enable HTTP Tunnel must be selected on the user account that you are using to login.
     - Super Admin permissions are required for plugin installation.
6. The LabTech Database Agent service will restart once the installation is complete.

![Message box showing update complete and database agent will restart in 30 seconds]

7. Exit the Installer.
8. Restart the LabTech Control Center.
Configuring Bitdefender Plugin

Ensure that you have restarted the LabTech Control Center after installing or updating the Bitdefender Plugin. The plugin does not require a license key as it will install a trial if no license is detected. A license can be added at any time but it is good practice to add the license before deployment.

1. Navigate to the Bitdefender Global Settings, which is located under **System Dashboard > Config > Integration > Bitdefender**.

![Bitdefender Global Settings](image)

- **Licensing**: Default License Key
- **Security**: Restrict Settings and Policy to power users
- **Alerting**: Malware Outbreak Threshold

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2. Enter the **Default License Key** for Bitdefender Endpoint Security into the appropriate section on the **Settings** tab.

**NOTE:** License Keys entered on this screen must be a **Monthly** key and will be used globally unless a Client License key is defined on the **Additional Licenses** tab. If you are unsure what a Monthly key is or if you do not have a monthly key, please contact us before proceeding with using the plugin.

### About the Screens

The Bitdefender Plugin will add some Tabs to your LabTech System screens. These tabs will allow you to configure settings, review collected information and interact directly with Bitdefender. Please find described hereinafter a brief overview of each tab.

#### System Dashboard

The Bitdefender **System Dashboard** tab is primarily used for configuring settings such as **Licensing** and **Alerting**.

#### Settings Tab

- **Licensing**
  - **Default License Key:**
  - The default License Key to be used for all installations. Client specific keys can be assigned on the Additional Licenses tab.
  - **Send License Limit Alerts at:**
  - **% of license capacity**
  - **Enable Monthly License Usage Reports**
    - Summary ticket delivered to %MSP% listing Clients and total used licenses.
    - Individual tickets created per Client listing total used licenses.

- **Security**
  - **Restrict Settings and Policy to power users**

- **Alerting**
  - **Agent out-of-date alert threshold (days):**
  - **Malware Outbreak Threshold:**
    - % of computers with malware in the last two days.

![Settings Tab](image)
<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default License Key</td>
<td><strong>DEFAULT</strong>: Blank</td>
</tr>
<tr>
<td></td>
<td>The license key entered on this screen must be a Monthly key and will be used globally unless a Client License key is defined on the <strong>Additional Licenses</strong> tab.</td>
</tr>
<tr>
<td>Send License Limit Alerts</td>
<td><strong>DEFAULT</strong>: Disabled</td>
</tr>
<tr>
<td></td>
<td>When enabled, will alert the MSP when their license limit is coming close to the threshold defined.</td>
</tr>
<tr>
<td>Enable Monthly License Usage Reports</td>
<td><strong>DEFAULT</strong>: Disabled</td>
</tr>
<tr>
<td></td>
<td>When enabled, will e-mail the MSP either a single ticket with all client information or individual tickets per client, depending on the selection made.</td>
</tr>
<tr>
<td>Restrict Settings and Policy to power users</td>
<td><strong>DEFAULT</strong>: Disabled</td>
</tr>
<tr>
<td></td>
<td>When enabled, only Power Users or with higher rights in LabTech can access the <strong>Settings</strong> or <strong>Policy</strong> screens of the plugin dashboard.</td>
</tr>
<tr>
<td>Bitdefender Update URL</td>
<td><strong>DEFAULT</strong>: upgrade.bitdefender.com</td>
</tr>
<tr>
<td>Feature</td>
<td>Default</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>Defines the URL used by the Bitdefender product to update. The default URL should be used.</td>
<td></td>
</tr>
<tr>
<td><strong>Agent out-of-date alert threshold</strong></td>
<td><strong>DEFAULT</strong>: Disabled</td>
</tr>
<tr>
<td><strong>Malware Outbreak Threshold</strong></td>
<td><strong>DEFAULT</strong>: Disabled</td>
</tr>
</tbody>
</table>
Additional Licenses Tab

The Additional Licenses tab allows you to specify yearly Bitdefender Endpoint Security license information for a client in LabTech. This license defined here will replace the globally defined license information.

**NOTE:** Licenses input here must be **yearly**, not **monthly**.

You can add or remove a license by clicking the row in the summary window and clicking the Add License and Remove License buttons.

![Additional Licenses Tab](image-url)
Plugin Dashboard

The Plugin Dashboard is the primary dashboard the engineer will use for daily maintenance or review. It contains items such as computer threat information, policy management and plugin usage audit.

Main Tab

The Main tab contains four sections.

- **Malware Status**, displays all computers with Bitdefender installed and the infection information for the related machines.

![Malware Status](image-url)
- **Malware Activity**, displays threat information but does not relate it to any specific computer.

- **Update Status**, displays the version information for the remote agents.
- **Behavioral Scan**, displays all information regarding the blocked applications for each endpoint.
Policies Tab

The Policies tab allows the engineer to create, edit, clone, delete and assign policies.

See the Policy Management section of this document for further policy information.

Quarantine Tab

This tab shows all items currently in quarantine and allows to restore or remove files from the related computer.
Audit Tab

This tab shows all user actions related to Bitdefender installation and policies.

Client Screen

The Bitdefender tab on the client screen is intended to show collected information as well as allow you to Enable Auto deployment and issue manual deployment commands such as Installs and Uninstalls as well as assign existing Bitdefender policies.

The tabs are the same as in the Plugin dashboard, except they are limited to the specific client and there is a deploy tab on the client side.
Main Tab

- Same as in the Plugin dashboard.

Policies Tab

- Same as in the Plugin dashboard.

Quarantine Tab

- Same as in the Plugin dashboard.

Deploy Tab

- The **Deploy** grid can be a filtered agent that has Bitdefender Installed, Not Installed or All.

  - **Auto-deployment**, is disabled by default but when enabled will auto deploy Bitdefender to the computers contained in that client unless there is an exclusion set on the location or computer level.
  - **Install**, will run the Bitdefender - Install Endpoint Security script against the computer(s) highlighted in the grid below.
  - **Uninstall**, will run the Bitdefender - Uninstall Endpoint Security script against the computer(s) highlighted in the grid below.

Computer Screen

The Bitdefender tab on the computer screen is used to show collected information as well as allowing you to Enable/Disable Auto deployment and issue manual deployment commands such as Installs and Uninstalls as well as assign existing Bitdefender policies. The tabs are the same as the client screen except they are limited to the related individual computer here.
Policy Management

The Bitdefender Plugin version 1 has limited policy management options. The plans for version 2 are to enhance policy management.

Creating Custom Policies

Please refer to the Bitdefender GravityZone Documentation as a reference point for the specific settings when creating a custom policy.

Default Policy

New installations of Bitdefender Endpoint Security come with a predefined Default policy assigned.

Some of the default policy options are presented herein:

- General
  - Display
    - End User Alerting
      - Enter Silent Mode DISABLED
      - Show icon in notification area ENABLED
      - Display notification pop-ups DISABLED
      - Display alert pop-ups DISABLED
    - Status Alerts
• Custom **ENABLED**
  - General **ENABLED**
    - Installation Restart Notifications: **Show as Warning**
  - Anti-Malware **ENABLED**
    - On Access Notifications: **Show as Critical**
    - On Demand Notifications: **Show as Warning**
    - Shower After (days): 7
    - Disinfection Restart Notification: **Show as Critical**
  - Advanced
    - Remove events older than (days): **30**
    - Submit crash reports to Bitdefender: **ENABLED**
  - Update
    - Signature Update **ENABLED**
      - Recurrence: **Hourly**
  - Anti-Malware
    - On Access
      - On Access Scanning **ENABLED, Normal**
      - Active Virus Control **ENABLED, Normal**
    - On Demand
      - Scan Tasks **BLANK**
      - Device Scanning **ENABLED**
        - CD/DVD Media **ENABLED**
        - Mapped network drives **DISABLED**
        - Do not scan devices with stored data more than (MB): **DISABLED, 1000**
  - Exclusions
    - Active Exclusions **ENABLED**
      - Exclusions list: **BLANK**
  - Quarantine
    - Delete files older than (days): **30**
    - Submit quarantined files to Bitdefender Labs every (hours): **ENABLED, 1**
    - Rescan quarantine after malware signatures update **ENABLED**
    - Copy files to quarantine before applying the disinfect action **ENABLED**
Missing and Planned Functionality

- In the quarantine sections there will be a **Custom Restore File Path** option.

Known Issues

- Delays on actions – Please remember that the LabTech agent will check in with the endpoint every six minutes by default. If you perform an action and do not notice results after the six minute interval, you may always look at the script log for possible errors.

Bugs and Feature Requests

This plugin has had extensive testing performed by Stack Advisors and Bitdefender, but may still contain some minor issues. If you find an issue during your testing and usage you may report this via email to bitdefenderbeta@stackadvisors.com.

When composing the email, please put a summary in the subject line and then as much details as possible in the body of the email. This should include the actions you performed, if you can recreate the problem and the effect of the issue on normal operations.

The system will not automatically reply to your email. We will aim to respond within 24 hours for clarification if necessary.

If you notice a feature or addition that would make the plugin even better, you can email it to the same address as above. Please just add **Feature Request** to the subject line.