



Boost your ESET Smart Security[®] Performance

How to Stabilize and Improve the ESET Experience

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How to Stabilize and Improve the ESET Experience

Introduction

ESET Smart Security 4 is a popular endpoint security application proactively protecting over 100 million users worldwide according to ESET. Promisec complements ESET by managing the unmanaged endpoints, monitoring the endpoints and providing the ability to start and stop services.

Utilizing unique and proprietary agentless technology, Promisec helps organizations maximize their investment in ESET and achieve the full potential of the ESET platform by:

- ▶ Providing unmatched 100% accurate visibility of the endpoint landscape
- ▶ Discovering endpoints that are not being managed by the console, including rogue devices
- ▶ Discovering endpoint agents that have been disabled, tampered or failed to report into the ESET console
- ▶ Independent validation that policies for required services and processes are enforced
- ▶ Reducing cost of controlling AV endpoints
- ▶ Enabling powerful and simple remediation to resolve issues

Promisec Complements ESET Endpoint Protection

Like most endpoint management solutions, ESET's architecture relies on an agent installed on every managed endpoint in the organization. These agents must be configured accurately on each endpoint for the solution to be available and effective. Unfortunately, agent based technologies are susceptible to a common weakness: agents themselves can be disabled or missing, rendering the associated solution uselessly unavailable. The problem is common affecting 23% of endpoints in a typical organization, according to recent Promisec research.

Promisec complements ESET through an ability to monitor and report on services and processes, and remediation capabilities that include stopping or starting services as necessary to ensure system health -functionality not available within ESET.

While it is likely that most IT organizations have good compliance coverage of their ESET deployment, anything less than 100% coverage represents a magnitude of risk and inefficiency within the organization. The only way to reach 100% coverage is to have agentless validation.

Self-monitoring doesn't work. If ESET is missing a specific endpoint, that blind spot extends to their dashboard. Promisec provides an independent platform to ensure that if you have purchased and deployed ESET, the solution is distributed to 100% of your computers.

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Complete

Like all agent based solutions, ESET is subject to 3 types of weaknesses:

Weakness	Implication
Agents not deployed	<ul style="list-style-type: none">▪ In many organizations, there are branches or specific endpoints where the company is unaware that SEP11 is not deployed (outside the domain, workgroup, etc).▪ Frequently, the IT organization does not even know where the solution is not deployed because of false positives or missed computers.
Agents are disabled	<ul style="list-style-type: none">▪ Users unintentionally or intentionally turn off or disable the agents.
Agents are not updated	<ul style="list-style-type: none">▪ For a variety of reasons, agents may not be running the latest upgrade or service, meaning the endpoint is not fully protected.

Promisec resolves all of these weaknesses by identifying endpoints that are missed by the ESET console. In most cases, Promisec can deploy agents on endpoints that have been missed by the deployment engine. While Promisec does not replace a software deployment platform, for specific defined deployments of software, Promisec is often the most expedient solution.

Furthermore, Promisec also identifies, reconfigures and restarts or reconfigures agents that are deployed but disabled or not configured properly, and identifies and remediates missing updates or any other detected irregularity.

Accurate

Promisec inspections query a number of different APIs and objects on each endpoint, providing cross-check and 100% accuracy.

On-demand

IT organizations often need quick answers for specific tasks or problems. Promisec provides ad-hoc reporting capability using a simple interface, which can be deployed in less than one hour for most environments.

With Promisec, the report is defined within minutes and data can be collected immediately and accurately with absolutely no impact to the day-to-day operations. Within just a couple of hours, Promisec can report and remediate up to 10,000 endpoints.

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Promisec inspections take under 6 seconds per endpoint and require absolutely no agents on endpoints. This allows Promisec to run inspections 24/7 with no disturbance to employees' regular work. With Promisec, all reports are updated regularly, meaning that managers can see current status and trends.

Dynamic and Updated

Promisec was created to monitor and remediate each endpoint in a 24/7 manner for IT, security and compliance purposes. Promisec performs these functions in 4-6 seconds per machine, without overloading the network while being transparent to the endpoint. As a result, ALL Promisec functionality can be performed during working hours without interference, even in highly sensitive environments, such as financial trading, where every second is critical. Promisec provides all of its functionality from one console with no dedicated expertise on the side of the customer.

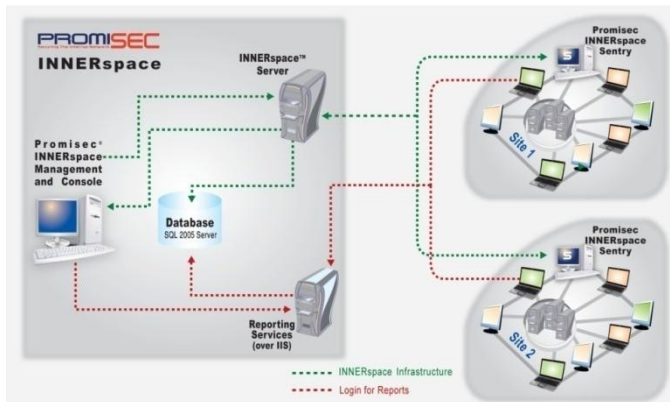
Promisec is specifically designed to have no tangible network impact and zero endpoint impact, such that it can be run at all times, providing timely and accurate updated reporting.

Promisec Solutions

Promisec provides software applications that utilize unique and proprietary agentless technology to deliver unmatched visibility into 100% of your systems' endpoints. Our unique agentless technology allows IT executives to drive out the cost of controlling your endpoints by optimizing your existing IT solutions and processes. By knowing what you have previously not known about your endpoints, we make it faster and easier to resolve known problems as well as fix unknown problems.

The immediate, continuous visibility and independent control offered by our products enable you to manage many kinds of corporate policies...including IT compliance, security, inventory, operations, licensing and power management.

Utilizing your existing management credentials, Promisec's agentless capabilities leverage published and unpublished APIs to inspect and remediate endpoints within your environment with negligible impact on your network. Promisec inspections allow independent, focused, and dynamic exception-based control and management of your endpoints without WMI, ActiveX or dissolvable agents.



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Custom ESET Configuration Settings

Promisec has pre-packaged a custom inspection baseline that covers critical processes and services required for successful ESET delivery. In addition to monitoring for states, Promisec can be configured to automatically enable and start services or reconfigure services based on your policy.

Registry Settings

There are nine registry objects associated with ESET Smart Security 4:

Object	Example Details	Description
ESET Kernel	Running	ESET On access scanner running
ESET Edition Name	BUSINESS EDITION	Name of ESET product Suite installed
ESET Product Name	ESET NOD32 Antivirus	Name of ESET product installed
ESET Product	eavbe	Name of ESET point product installed
ESET Product Version	4.0.467.0	ESET product version
ESET Scanner Build	7957	ESET scan engine build
ESET Scanner Version	5516 (20101008)	ESET scan engine version
ESET License Expiration	1295092800	ESET license set to expire
ESET Username	EAV-00688758	ESET registered license user

Processes

There is one process associated with ESET Smart Security 4:

Displayed Process	Defined Process	Description
ESET Kernal	ekrn.exe	ESET on access scanner

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Services

There is one service associated with ESET Smart Security 4:

Service Name / Display Name	Description
ESET Service	ESET Service

Conclusion

Promisec independently identifies the core stress points associated with optimized ESET Smart Security posture. Because the solution is agentless and independent, Promisec identifies problems in the foundation, and can resolve issues immediately or simply report on them.

Promisec provides an independent framework for the most accurate, comprehensive, and reliable solution for monitoring and reporting of corporate policy deviations. Through its unique, agentless approach, Promisec provides solutions that are unmatched in providing IT and security executives with the right information, at the right time, and with the least amount of effort.

No other solution can provide such a comprehensive approach without any configuration changes to the network or endpoint, having no impact on the network and taking only 4-6 seconds per endpoint for inspection and remediation. Only Promisec can provide this kind of holistic framework because of its agentless architecture. Most other solutions on the market are vendor-based or agent-based, meaning they have intrinsic limitations. Whether those limitations are in the amount of time they take to inspect, the bandwidth they require to allocate, their legacy technology that overload the CPU or in the scope of the inspections they perform, the results they offer do not address the fundamental infrastructure flaws of the operating system.

Promisec has proven to be a valuable and complementary component of many successful ESET Smart Security deployments. The solution allows our customers maximize their investment in ESET Smart Security, while significantly improving the effectiveness of this mission critical component of their security and management posture.

Contact us today to learn more about how we might help your organization stabilize and improve your ESET experience.

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About Promisec®

Promisec, Inc. delivers Agentless Endpoint Management software solutions that eliminate threats and optimize corporate internal networks with unprecedented visibility and control over the endpoints. Promisec's patented technology allows IT managers to identify and resolve security, compliance and policy issues in a matter of minutes, without making any changes to the network or endpoints.

Founded in 2004 by former military intelligence experts, Promisec's management team brings broad high-level executive experience in the network security industry.

Promisec is a privately held company with headquarters in Israel and offices in New York, Tokyo and Paris. Our customers include Forbes Global 2000 companies and other organizations in the manufacturing and service industries as well as government and health care institutions.

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For More Information

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2009 Red Herring 100 Award Winner honoring Promisec as "one of the top 100 most promising tech companies."



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