

Monitoring Third Party A/V with the A/V Status Service



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Introduction

MSP N-central provides built-in, marketing leading A/V support based on the Bitdefender engine, and that integration includes monitoring the overall state of the A/V solution. For other A/V products though, SolarWinds MSP recommends the use of the **AV Status** service.

This document outlines how to configure N-central to monitor 3rd party A/V products, using the AV Status service and the AV Status script, and is meant for a technical audience who is familiar with both N-central and managing Windows environments.

Overview

To monitor one of the supported third party antivirus solutions you will need to add the “AV Status” service to a device that has been licensed with a Professional node and execute the “AV Status” script found on the NRC as a Scheduled Task once a day. The AV Status script will edit a WMI value that the AV Status service will monitor; keeping you up to date on the third party AV details including the type installed, whether or not the AV product is running, and whether or not it is up to date.

For an up to date list of supported antivirus products, please refer to the FAQ section at the end of this document.

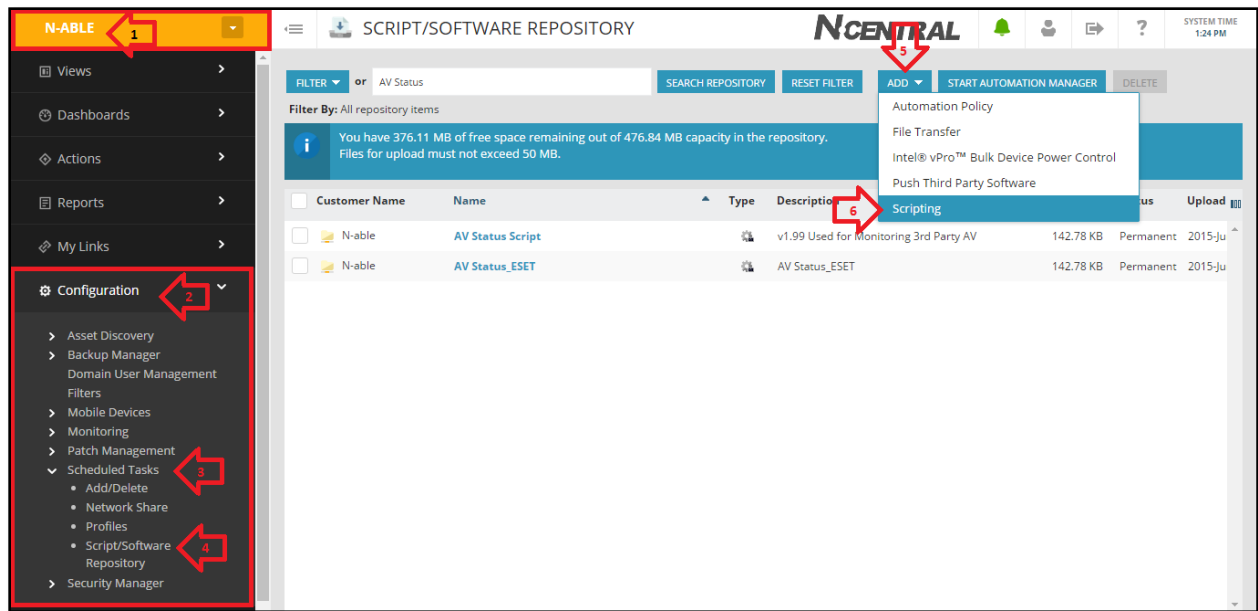
Testing

If you are unsure if the AV Status script will work with your AV, then you can test it on a few devices. This step is not necessary as the AV Status script more often than not can detect any AV. If you wish to skip this section, jump to [Deployment](#).

1. Navigate to the NRC and download the script:

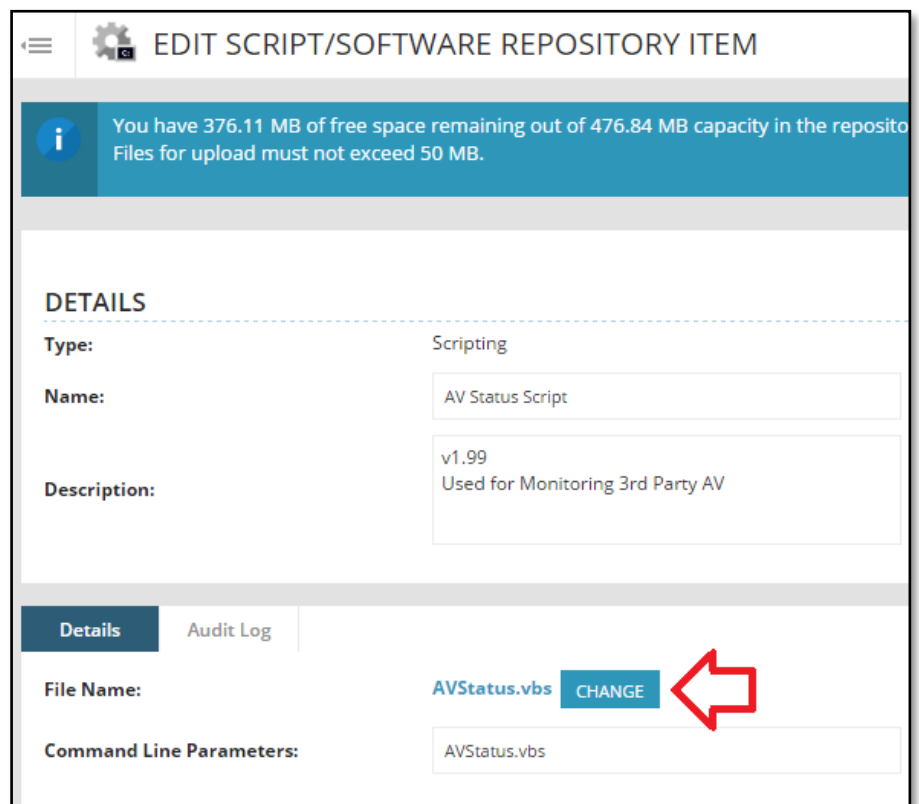
<https://nrc.n-able.com/Community/Scripts-Automation-Policies?fileid=418>

2. Extract the AVStatus.vbs file
3. Import the script into N-central
 - 1: Go to the SO level
 - 2: Navigate to **Configuration -> Scheduled Tasks -> Script/Software Repository**
 - 3: Click the **Add** button, and choose **Scripting** from the drop-down menu



Note: The AV Status script is updated regularly. It is highly recommended you update the script in your repository on a regular basis.

To update the script in future, simply open the Script Repository as detailed above, select the existing AV Status script and click on "CHANGE". You will be prompted to direct N-central to import the new version. Once uploaded, this new version will be used on all devices moving forward.



4. Run the script across a few devices that have third party AV:
 - 1: Navigate to the All Devices view (any level)

- 2: Select a few devices that have professional licenses. (remember them)
- 3: Click the **Add Task** button and choose **Run a Script** from the drop-down menu

The screenshot shows the N-CENTRAL interface with the 'ALL DEVICES' page. The left sidebar contains a 'Views' section with 'Active Issues', 'All Devices', and 'Job Status'. The 'All Devices' view is selected. The main area displays a table of devices with columns: Customer, Site, Remote Control, Tools, Name, and Network Address. A red arrow points to the 'All Devices' link in the sidebar. Another red arrow points to the 'ADD TASK' button in the top right. A third red arrow points to the 'Run a Script' option in the dropdown menu that appears after clicking 'ADD TASK'.

Customer	Site	Remote Control	Tools	Name	Network Address
<input checked="" type="checkbox"/> J & J Printing Ltd.	Essentials Customer			Carlos 2 - Laptop	gcaero.leadingcapital.com
<input checked="" type="checkbox"/> J & J Printing Ltd.	J & J Managed Services ...			jfiet-lt	jfiet-lt.tul.solarwinds.net
<input checked="" type="checkbox"/> East End Bakery	--			jputtick-lt2	jputtick-lt2.tul.solarwinds.net
<input checked="" type="checkbox"/> J & J Printing Ltd.	--			JROGER-LT	jroger-lt.tul.solarwinds.net
<input checked="" type="checkbox"/> East End Bakery	Riverside South Bakery			jsmith-lt2	jsmith-lt2.tul.solarwinds.net
<input type="checkbox"/> East End Bakery	Elgin Street Bakery			MADNAN-LT	madnan-lt.tul.solarwinds.net

5. Run the script with the following options:
 - 1: **Credentials:** Use LocalSystem credentials
 - 2: **Script:** From N-central's Script Repository
 - 3: **Repository Item:** AV Status Script
 - 4: No Command Line Parameters other than the default
 - 5: Leave everything else as default and **Save** to run

SCRIPTING TASK

DETAILS Scheduled Task Limitations

Task Name: AV Status Test

Enabled: ☒

CREDENTIALS

☒ Use LocalSystem credentials
☐ Use Device Credentials
☐ Custom Credentials

SCRIPT

Location: From N-central's Script Repository

Repository Item: AV Status Script

Description: v1.99 Used for Monitoring 3rd Party AV

File Name: AVStatus.vbs

Command Line Parameters: AVStatus.vbs

SAVE **CANCEL**

6. Add the AV Status service to the earlier targeted devices. Navigate to:
 - 1: All Devices view
 - 2: Select the same few devices as before
 - 3: Add Services

N-ABLE **ALL DEVICES** **N-CENTRAL**

Network Devices Mobile Devices SaaS Devices

ADD EDIT DELETE ADD SERVICES APPLY SERVICE TEMPLATES MOVE DEVICES UPDATE MONITORING SOFTWARE ADD NOTE ADD TASK ASSIGN PROBE

CUSTOM DEVICE PROPERTIES EXPORT

FILTER or Enter search criteria SEARCH RESET FILTER CREATE NEW FILTER

Filter by Workstations and Laptops - Windows in all Customers / Sites

Customer	Site	Remote Control	Tools	Name	Network Address	Device Class	Age Ver
<input checked="" type="checkbox"/> J & J Printing Ltd.	Essentials Customer			Carlos 2 - Laptop	gcaeirol.eadingcapital.com	Laptop - Windows	10.
<input checked="" type="checkbox"/> J & J Printing Ltd.	J & J Managed Services ...			jfiet-lt	jfiet-lt.tul.solarwinds.net	Laptop - Windows	10.
<input checked="" type="checkbox"/> East End Bakery	--			jputtick-lt2	jputtick-lt2.tul.solarwinds.net	Laptop - Windows	10.
<input checked="" type="checkbox"/> J & J Printing Ltd.	--			JROGER-LT	jroger-lt.tul.solarwinds.net	Laptop - Windows	10.
<input checked="" type="checkbox"/> East End Bakery	Riverside South Bakery			jsmith-lt2	jsmith-lt2.tul.solarwinds.net	Laptop - Windows	10.

- Change the number of instances for the AV Status service to 1. Ensure that the monitoring appliance is selected as the Local Agent. If that option does not exist, it means a device selected does not have an agent installed.

ADD SERVICES

SERVICE SETTINGS

Monitoring Appliance: Local Agent

Service Name	Instances	Local Agents	Remote Agents
AV Def. - Symantec	1	0	0
AV Def. - Trend Micro	1	0	0
AV Defender Behavioral Scan Events	1	0	0
AV Defender Security Event (Unmanaged)	1	0	0
AV Defender Status (Unmanaged)	1	0	0
AV Status	1	1	0
Backup	1	0	0
CA Replication Events	1	0	0

- Confirm the monitoring is working correctly by either checking the Manage – Antivirus dashboard (default) or navigating to a device:

MANAGE - ANTIVIRUS

Filtering on: (Dashboard filter applied.)

Customer	Site	Remote Control	Tools	Device Name	Agent Status	AV Defender Behavioral Scan Events	AV Defender Security Event	AV Defender Status	AV Status
East End Bake...	Elgin Street Ba...	okahiel-lt	okahiel-lt	okahiel-lt	✓	--	--	--	✓
J & J Printing L...	--	JROGER-LT	JROGER-LT	JROGER-LT	✓	--	--	--	✓
J & J Printing L...	--	rguzman-lt	rguzman-lt	rguzman-lt	✓	--	--	--	✓

OKAHIEL-LT: AV STATUS

REMOTE CONTROL

SERVICE STATUS

Current Status: ✓ Normal

Scan Time: 2016-Mar-18 12:09

Transition Time: 2016-Mar-03 09:33

STATUS DETAILS

Description	Value	State	Thresholds
Antivirus Product Name	Symantec Endpoint Protection 12.1.6608.6300	Normal	If True
Virus Scanning Enabled	True	Failed	If False
Antivirus Product Up-to-date	True	Normal	If True
Version Number	2016/03/18 r2 -	Failed	If False
When was the AV Status Script Last Ran?	3/18/2016 12:00:32 PM	--	--

Deployment

We will be building a collection of Filters, Templates, and Rules in N-central at the Service Organization Level. This will automate the application and removal of the AV Status script/service where needed.

1. Navigate to the NRC and download the script:

<https://nrc.n-able.com/Community/Scripts-Automation-Policies?fileid=418>

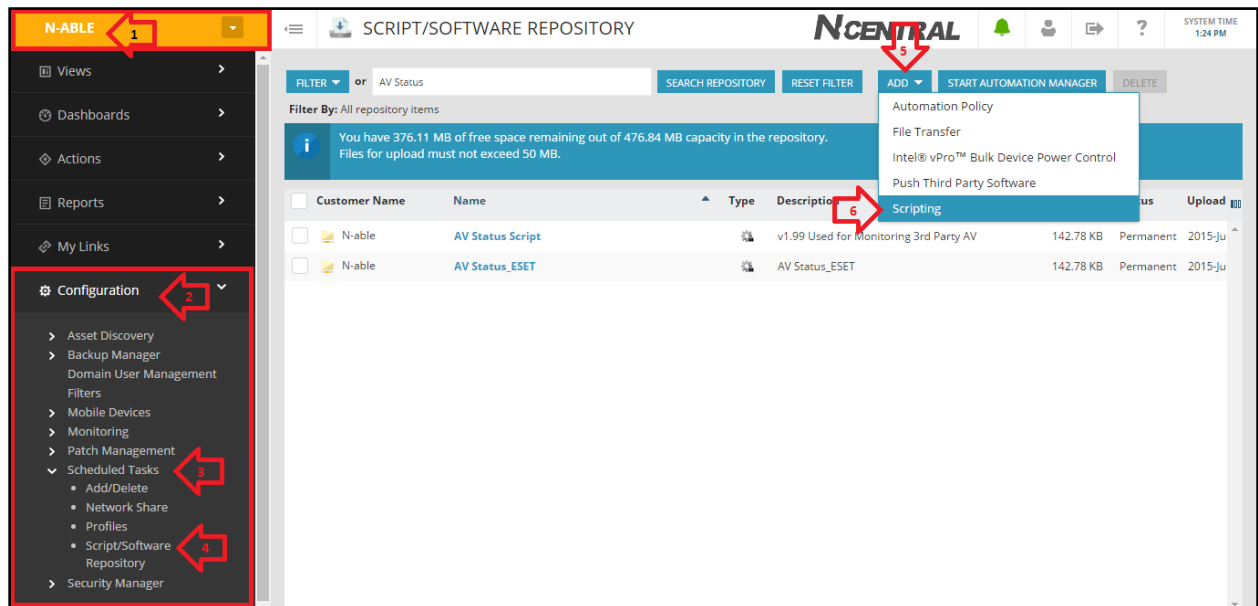
2. Extract the AVStatus.vbs file

3. Import the script into N-central

- 1: Go to the SO level

- 2: Navigate to **Configuration -> Scheduled Tasks -> Script/Software Repository**

- 3: Click the **Add** button, and choose **Scripting** from the drop-down menu



Note: The AV Status script is updated regularly. It is highly recommended you update the script in your repository on a regular basis.

To update the script in future, simply open the Script Repository as detailed above, select the existing AV Status script and click on "CHANGE". You will be prompted to direct N-central to import the new version. Once uploaded, this new version will be used on all devices moving forward.

EDIT SCRIPT/SOFTWARE REPOSITORY ITEM

You have 376.11 MB of free space remaining out of 476.84 MB capacity in the repository. Files for upload must not exceed 50 MB.

DETAILS

Type: Scripting

Name: AV Status Script

Description: v1.99
Used for Monitoring 3rd Party AV

Details | Audit Log

File Name: AVStatus.vbs **CHANGE**

Command Line Parameters: AVStatus.vbs

4. Create a new Filter to identify devices that do not have AV Defender Enabled, Navigate to:
 - 1: Configuration >
 - 2: Filters > Add
 - 3: Name the filter 'AV Defender Disabled Devices'
 - 4: Set the custom expression under 'Find devices where' to **A AND (B OR C OR D)**
 - 5: Copy the 4 filtering requirements below

N-CENTRAL

EDIT FILTER: AV DEFENDER DISABLED DEVICES

Filter Name: AV Defender Disabled Devices

Description:

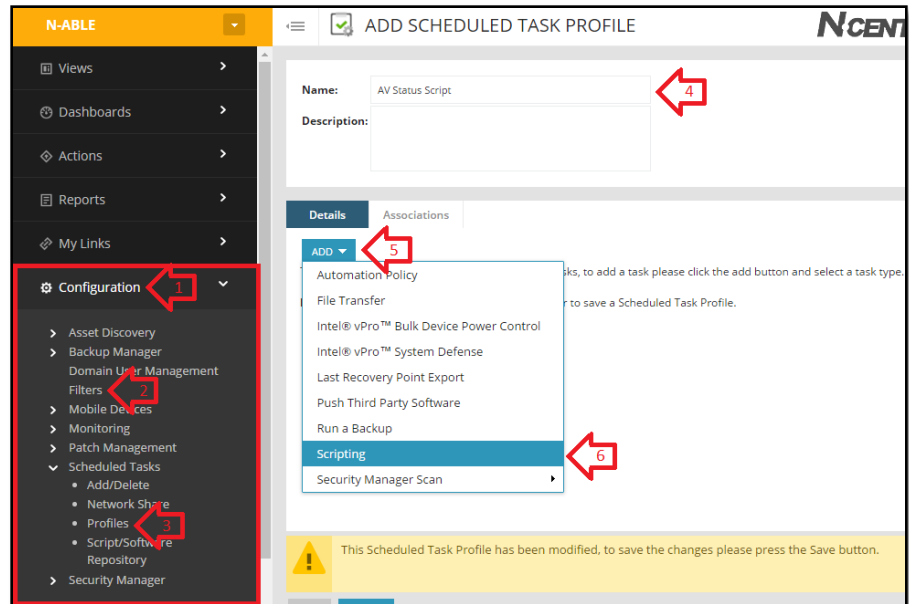
Show in my Drop-Down: ☒

Find devices where: Custom Expression A AND (B OR C OR D)

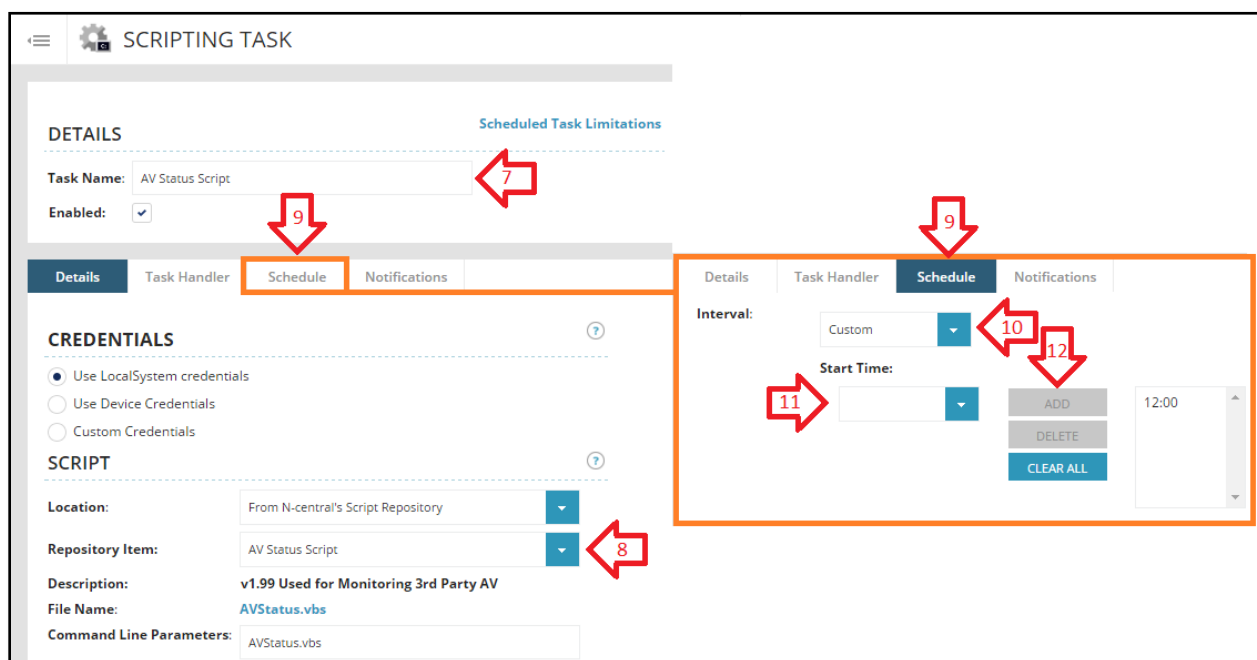
Condition	Device	Field	Operator	Value
A	Device	AV Defender Enabled	EQUAL TO	False
B	Device	Class	EQUAL TO	Workstations - Windows
C	Device	Class	EQUAL TO	Laptop - Windows
D	Device	Class	EQUAL TO	Servers - Windows

5. Create a Scheduled Task Profile to run the AV Status script:

- 1: Navigate to **Configuration -> Scheduled Tasks -> Profiles**
- 2: Click the **Add** button
- 3: Name the profile 'AV Status Script'
- 4: Click the **Add** button, and choose **Scripting** from the drop-down menu



- 5: Name the Task 'AV Status Script'
- 6: Find the AV Status Script from the Repository
- 7: Click on the **Schedule** tab
- 8: Choose "Custom" Interval
- 9: Select a start time where typically the machines are online
- 10: Click the **Add** button



11: Do not forget to hit **Save!** Twice!

ADD SCHEDULED TASK PROFILE

Name: AV Status Script

Description:

Details | Associations

ADD

SCRIPTING

Name

AV Status Script

CREDENTIALS

☒ Use LocalSystem credentials

☐ Use Device Credentials

☐ Custom Credentials

SCRIPT

Location: From N-central's Script Repository

Repository Item: AV Status Script

Description: v1.99 Used for Monitoring 3rd Party AV

File Name: AVStatus.vbs

Command Line Parameters: AVStatus.vb

SAVE CANCEL

! This Scheduled Task Profile has been modified, to save the changes please press the Save button.

SAVE CANCEL

6. Create three Service Templates from the Service Organization level (orange) that add the AV Status service. Navigate to:

- 1: Configuration >
- 2: Monitoring >
- 3: Service Templates > Add
- 4: Name the template 'AV Status Laptops'
- 5: Select the device class 'Laptop - Windows'
- 6: In the service dropdown find 'AV Status'
- 7: Add Service

N-CENTRAL

ADD SERVICE TEMPLATE

Name: AV Status Laptops

Description:

Details | Associated Devices | Associated Rules

Device Class: Laptop - Windows

SERVICE TEMPLATE SERVICES

Service: AV Status

ADD SERVICE DELETE

There are currently no services associated with this service template.

SAVE CANCEL

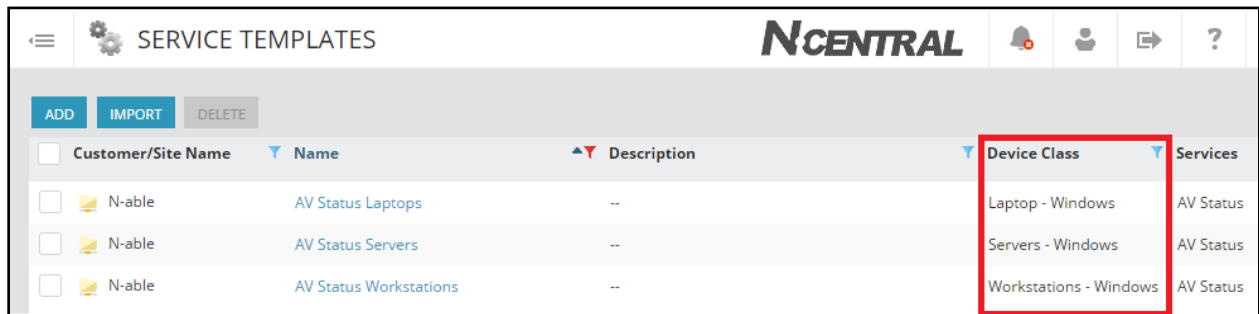
8: Nothing needs to be done to the service once added, hit **Save**

The screenshot shows the 'ADD SERVICE TEMPLATE' form for 'AV STATUS'. The form has three tabs: 'Details', 'Thresholds', and 'Self-Healing'. The 'Details' tab is active. It contains a 'Name' field with the value 'AV Status'. Below it, there is a 'DETAILS' section with a 'Scan Interval' set to 15. To the right of the 'Scan Interval' is a checkbox labeled 'Use Default Values' which is checked. At the bottom left, there is a red arrow pointing to the 'SAVE' button.

9: Do not forget to hit **Save** again!

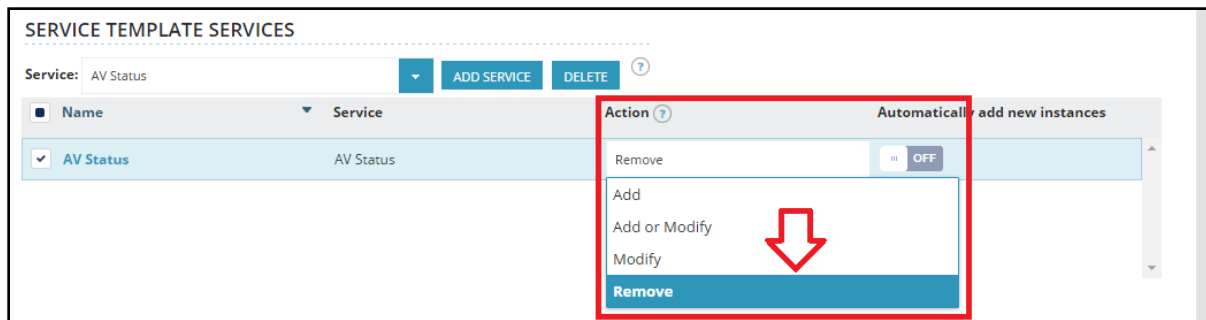
The screenshot shows the 'ADD SERVICE TEMPLATE' form with the 'Service' dropdown menu open. The 'Name' field is 'AV Status Laptops' and the 'Description' field is empty. The 'Device Class' is set to 'Laptop - Windows'. The 'SERVICE TEMPLATE SERVICES' section shows a dropdown menu with 'AV Status' selected. Below this, there is a table with columns 'Name', 'Service', and 'Action'. A message states: 'There are currently no services associated with this service template.' At the bottom left, there is a red arrow pointing to the 'SAVE' button.

7. Repeat this process for Workstations and Servers. Service templates are tied to device classes, which requires a separate template. The templates cannot be cloned. The goal is to have three templates as such (ensure the device classes are unique!):

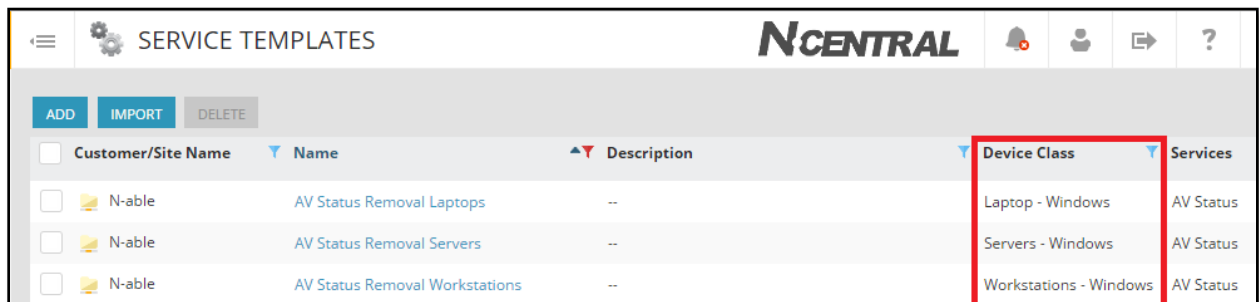


Customer/Site Name	Name	Description	Device Class	Services
N-able	AV Status Laptops	--	Laptop - Windows	AV Status
N-able	AV Status Servers	--	Servers - Windows	AV Status
N-able	AV Status Workstations	--	Workstations - Windows	AV Status

8. Create three more service templates, this time that remove the AV Status service. This template is used when applying AV Defender to devices that already have AV Status applied to them, cleaning up the monitored services. The templates created are largely identical (see step 6), except for this difference.



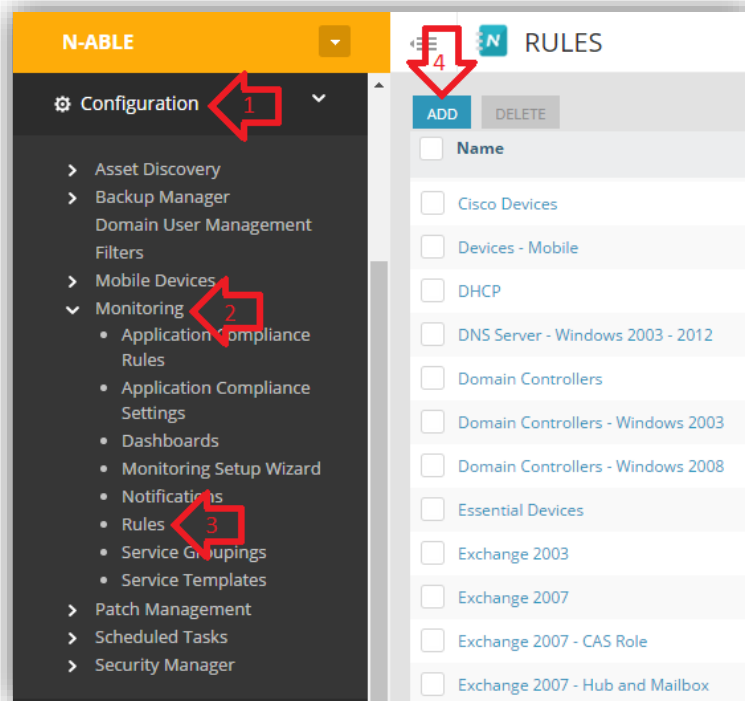
9. The goal is to have 3 more templates that remove AV Status, as such (ensure the device classes are unique again!):



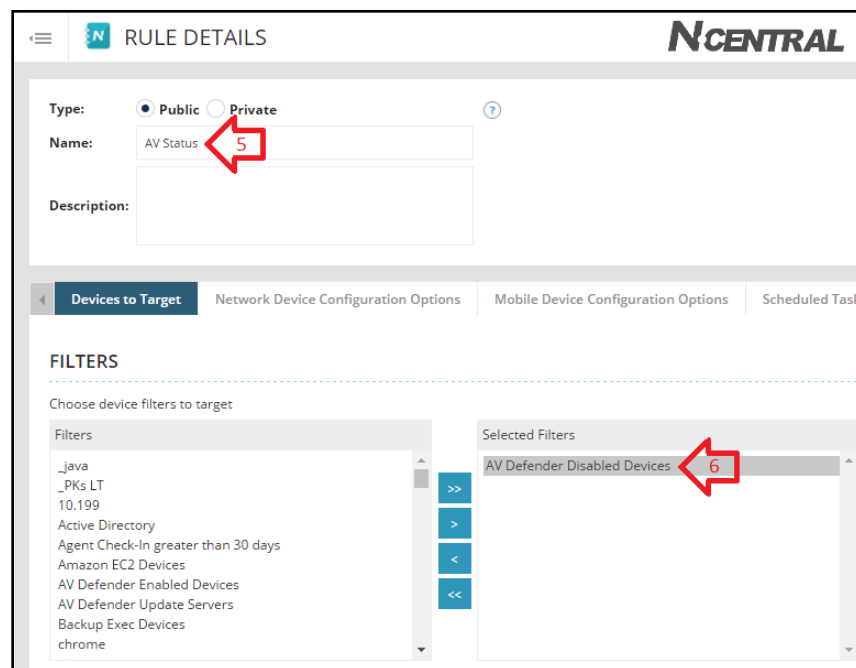
Customer/Site Name	Name	Description	Device Class	Services
N-able	AV Status Removal Laptops	--	Laptop - Windows	AV Status
N-able	AV Status Removal Servers	--	Servers - Windows	AV Status
N-able	AV Status Removal Workstations	--	Workstations - Windows	AV Status

10. Create a Rule to deploy the script and apply the service templates. This will tie together all that was created so far. At your service organization level navigate to:

- 1: Configuration >
- 2: Monitoring
- 3: Rules
- 4: Add



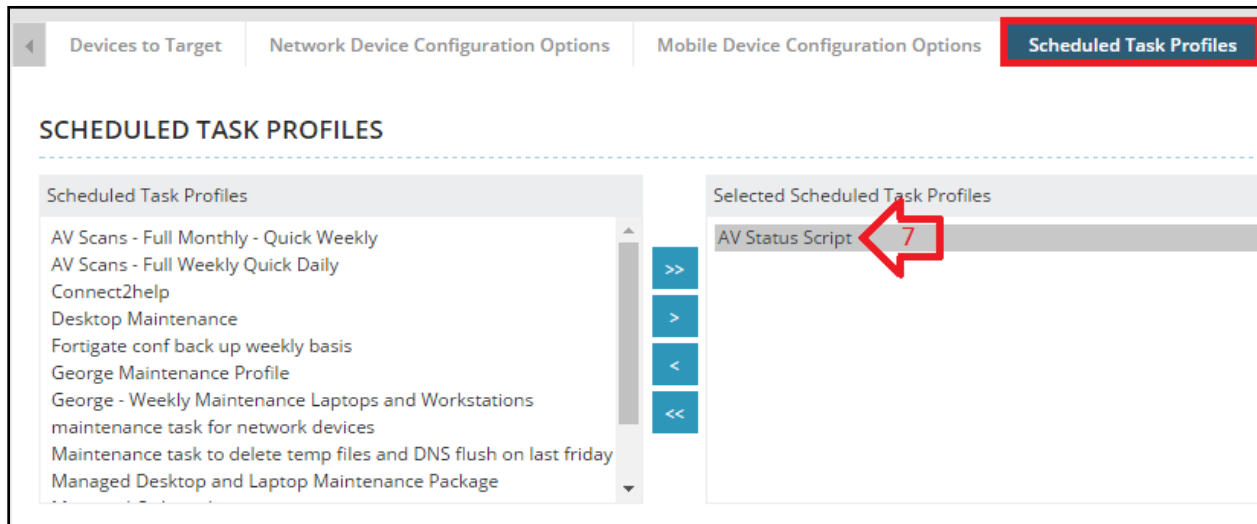
- 5: Name the rule 'AV Status'
- 6: **Devices to Target** tab – AV Defender Disabled Devices



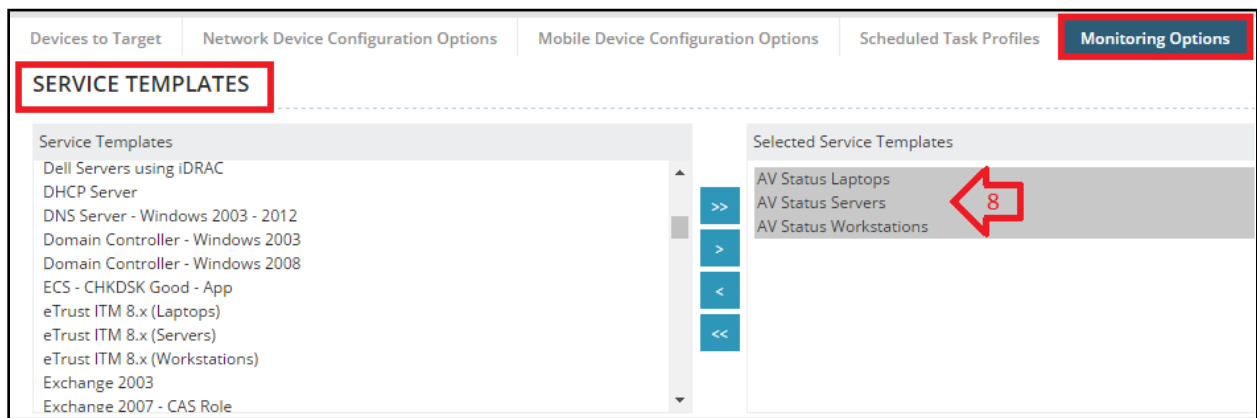
- i. If the filter is not there, ensure it is public from Configuration > Filters



7: Scheduled Task Profiles tab – AV Status Script



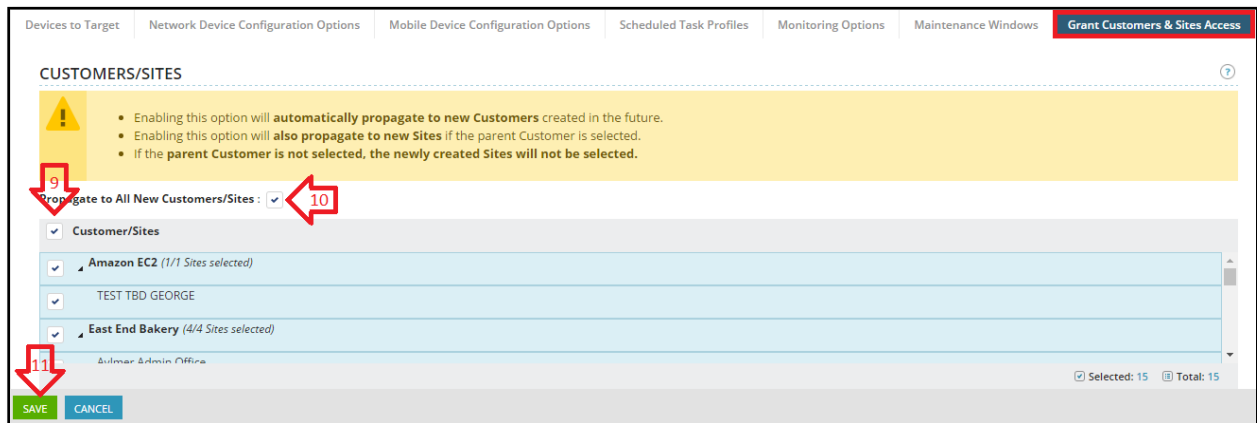
8: Monitoring Options tab – Service Templates – AV Status Laptops/Workstations/Servers



9: Grant Customers & Sites Access tab – All Customers All Sites

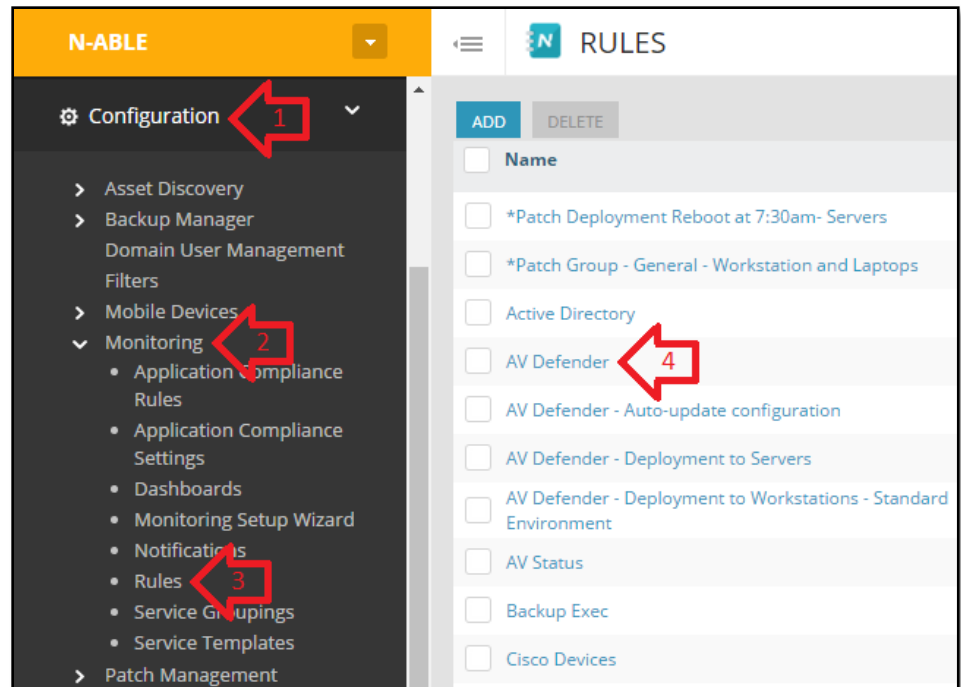
10: Propagate to All New Customers/Sites

11: Save!

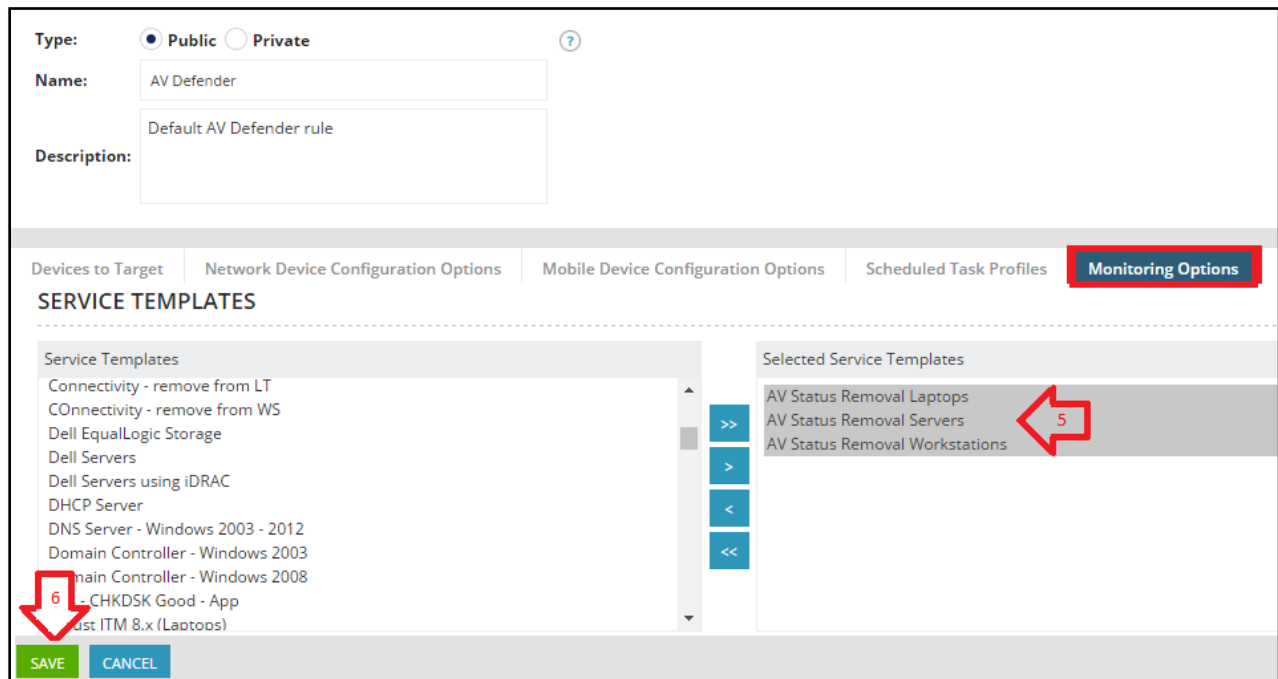


11. The removal templates can be added to a pre-existing Rule, at your Service Organization level
navigate to:

- 1: Configuration
- 2: Monitoring
- 3: Rules
- 4: AV Defender



- 5: **Monitoring Options tab** – Service Templates – AV Status Removal Laptops/Workstations/Servers
- 6: **Save!**



12. At this point, the configuration is complete, and the AV Status Script will run on the scheduled time back on step 5-11. If you would like to run the script now, Navigate to:

- 1: Actions >
- 2: Run a Script
- 3: AV Status Script
- 4: **Targets** > AV Defender Disabled Devices
- 5: **Schedule** > If the machine is offline, run this task as soon as possible...
- 6: **Save!**

The screenshot displays the N-ABLE Scripting Task configuration interface. The interface is divided into a left sidebar and a main content area. The sidebar contains a list of actions, with 'Run a Script' highlighted by a red arrow labeled '2'. The main content area is titled 'SCRIPTING TASK' and has a 'Task Name' field set to 'AV Status Script Now', with a red arrow labeled '4' pointing to it. The 'Enabled' checkbox is checked, with a red arrow labeled '5' pointing to it. Below the 'Task Name' field are four tabs: 'Details', 'Task Handler', 'Targets', and 'Schedule'. The 'Targets' tab is selected, and a red arrow labeled '3' points to the 'Repository Item' dropdown, which is set to 'AV Status Script'. The 'Command Line Parameters' field is set to 'AVStatus.vbs', with a red arrow labeled '6' pointing to it. Below the 'Targets' tab is the 'SCHEDULE' section, which is highlighted by an orange box. The 'Type' is set to 'Now', and the 'Execution Timeout' is set to '1' hour. The 'Execution Window' is set to 'If the machine is offline at the specified time, run this task as soon as possible, up to 1 days in the future', with a red arrow labeled '5' pointing to it. The 'Downtime' checkbox is unchecked. The 'Targets' section shows a list of filters, with 'AV Defender Disabled Devices' selected, indicated by a red arrow labeled '4'.

Confirmation

In order to confirm if the monitoring works correctly, there is already a dashboard you can leverage.

Navigate to Manage –Antivirus under dashboards:

Customer	Site	Remote Control	Tools	Device Name	Agent Status	AV Defender Behavioral Scan Events	AV Defender Security Event	AV Defender Status	AV Status
J & J Printing L...	--			lab-veeam8	✓	--	--	!	!
J & J Printing L...	--			nkim-test_1826	✗	--	--	!	!
J & J Printing L...	--			rguzman-It	✓	--	--	✓	✓
J & J Printing L...	--			se-man-nkim-04	✓	✓	✓	!	!

As for the Status Icons:

- **Normal**: Monitoring working correctly and a 3rd Party AV was found and is up to date
- **Failed**: Monitoring working correctly and a 3rd Party AV **was not found** or is out of date
- **Disconnected**: Workstation/Laptop offline
- **Misconfigured**: Script didn't run
- **No Data**: Still running first scan
- **Stale**: Agent is offline

The process is complete, to summarize:

- A filter was created to identify devices with and without AV Defender
- A service template was created to apply monitoring of AV Status
- Another template was created to remove AV Status
- A scheduled task profile was created to run the AV Status Script
- A rule was created to tie it all together and automatically deploy AV Status to current and new devices.

FAQ

What A/V Products does the AV Status script support?

- Avast 9.0
- AVG 2012 (for Windows Vista/7/8 only - Server-class OS' are not supported)
- AVG 2013 (for Windows Vista/7/8 only - Server-class OS' are not supported)
- AVG Antivirus Business Edition (2013) (for Windows Vista/7/8 only - Server-class OS' are not supported)
- AVG 2014 (desktop and server)
- AVG Business Security 18.8
- AVG Protection
- Avira AntiVirus 12.x
- Avira Antivirus 10.x (Server)
- Cylance Protect
- ESET Endpoint Antivirus
- ESET Endpoint Security
- ESET File Security
- ESET Mail Security
- ESET NOD32 Antivirus 4.x
- ESET NOD32 Antivirus 5.x
- ESET NOD32 Antivirus 6.x
- FortiClient AV 6.x
- F-Secure Client Security 8.x, 9.x
- F-Secure Protection Suite Business (PSB) 4.x
- Kaspersky 6.0
- Kaspersky 8.0
- Kaspersky 6.0 Enterprise
- Kaspersky 8.0 Enterprise
- Kaspersky Endpoint Security 10 for Windows
- Kaspersky Endpoint Security 10 SP1 for Windows
- Kaspersky Endpoint Security 10 SP2 for Windows
- Kaspersky Endpoint Security 11 for Windows
- Kaspersky Anti-Virus 2012
- Kaspersky Small Office Security 2
- Kaspersky Small Office Security 3
- McAfee Antivirus 8.7 thru 8.8
- McAfee Endpoint Security 10
- McAfee Endpoint Security 10.1
- McAfee Move AV Client 5.0
- McAfee Security-As-A-Service 5.x
- Microsoft Defender
- Microsoft Forefront
- Microsoft Security Essentials (MSE)

- Microsoft System Center Endpoint Protection (SCEP)
- Norman Anti Virus
- Panda Cloud Endpoint Protection 6.11
- SentinelOne Endpoint Security
- Sophos Antivirus 9.x
- Sophos Antivirus 10.6 and above
- Symantec Antivirus
- Symantec Endpoint Protection 11.x and 12.x
- Symantec Endpoint Security
- Symantec Endpoint.Cloud 20.x and above
- Symantec Endpoint Protection - SBE2013
- Total Defense r12
- Trend Micro Deep Security Agent
- Trend Micro Messaging Security Agent
- Trend Micro OfficeScan
- Trend Micro Worry-Free Business Security 16
- Trend Micro Worry-Free Business Security 6.x
- Trend Micro Worry-Free Business Security 7.x
- Trend Micro Worry-Free Business Security 8.x
- Trend Micro Worry-Free Business Security 9.x
- Trend Micro Worry-Free Business Security Services
- Trend Micro WFBSH Agent
- Vipre Antivirus 4.x
- Vipre Enterprise Agent 4.x
- Vipre Antivirus Business 5.x
- Vipre Antivirus 2012
- Vipre Business Agent (ThreatTrack Security, Inc)
- Vipre Business Online 6.x
- Webroot SecureAnywhere
- Windows Defender

What AV Products are not supported by the AV Status script?

AVG CloudCare is not supported by the AV Status script, as it does not publish the data that the script needs.