Endpoint Security Solution Tool User Manual

Date: 19/06/2023
Publisher: Volkswagen Digital Solutions
Version 1.0

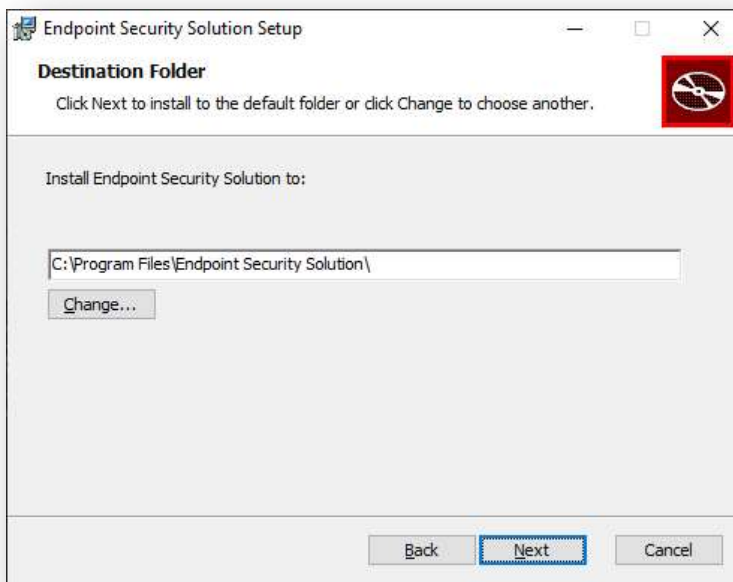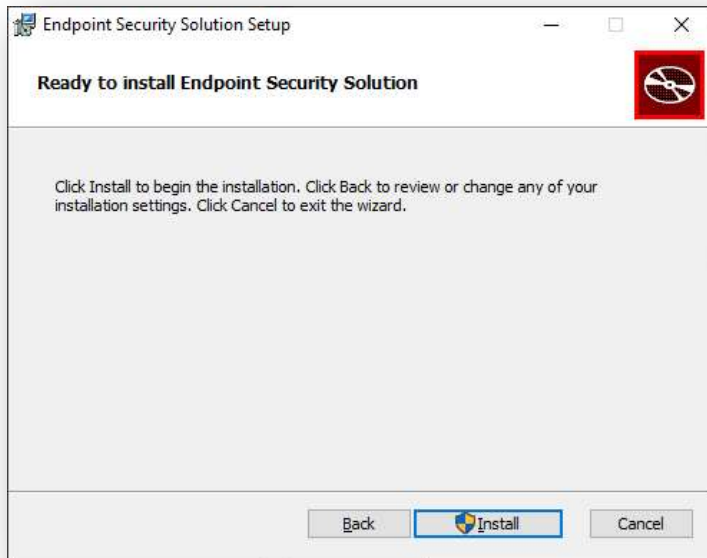# Table of Contents

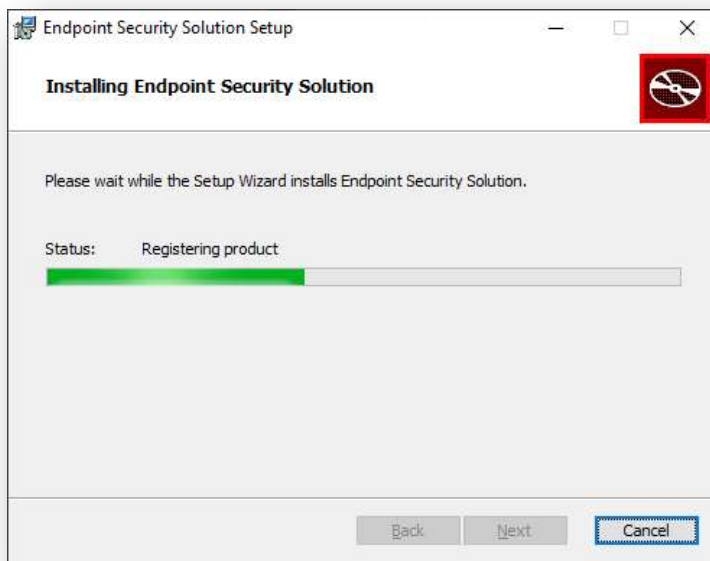# 1. Installation

1. Run the installer and press Next

2. Choose the installation directory and press Next
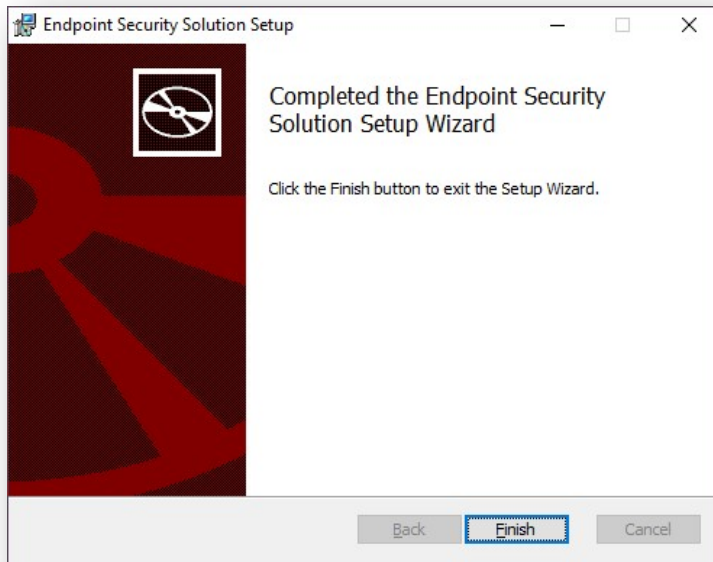
3. Press Install to start the installation
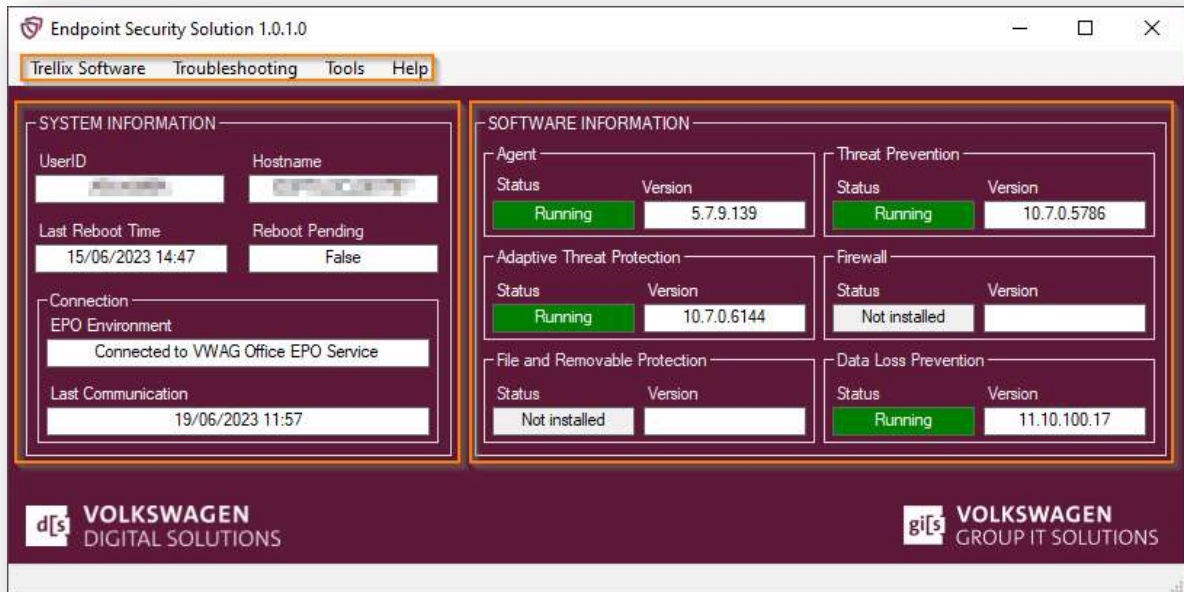

Wait for the installation to end

4. Press Finish

2.   Main Layout

The application is divided in 3 main areas:

Toolbar Menu

With 4 menu items:
- Trellix Software
- Troubleshooting
- Tools
- Help

System Information

In this group box you can find information related to the client system:

- <u>User ID:</u> Currently logged on user
- <u>Hostname:</u> Client system name
- <u>Last Reboot Time:</u> The last time the client rebooted
- <u>Reboot Pending:</u> If there's any reboot pending

Additionally, you can find information related to the EPO connection:

- <u>EPO Environment:</u> Shows what EPO environment you're connected to. If you're client is not managed by VWAG, you'll get that information
- <u>Last Communication:</u> The last time the client communicated with the EPO service

Software Information

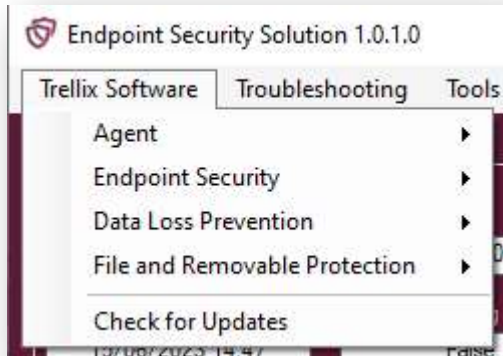Here you can find the software installed on the client system:

- Agent
- ENS Threat Prevention
- ENS Adaptive Threat Protection
- ENS Firewall
- Data Loss Prevention
- File and Removable Media Protection

For each software you get the service status:

  - Running
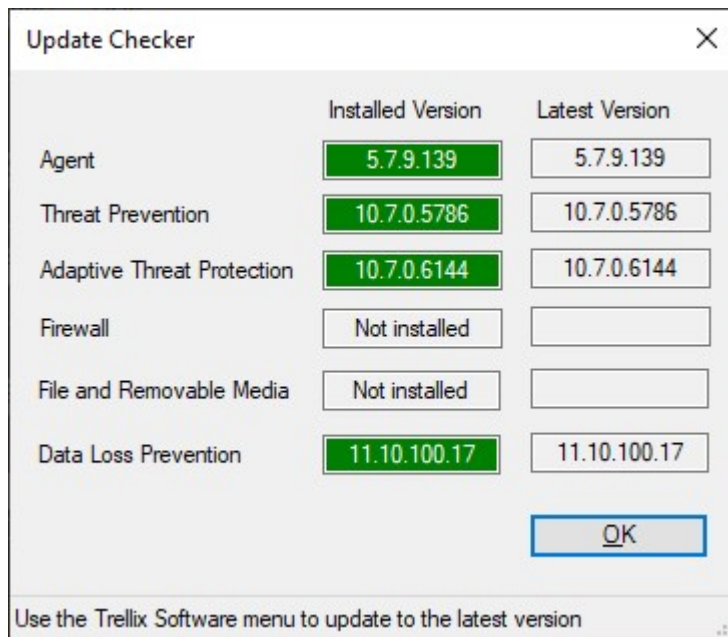 - Not running
  - Not installed

As well as the current installed version.

3. Trellix Software

Here you can install / reinstall all the Trellix Software like Agent, Endpoint Security Modules, Data Loss Prevention and File and Removable Protection modules.

You can still check for the latest versions on the **"Check for Updates"** option

If the **Installed Version** is GREEN you have the latest version installed
If the **Installed Version** is YELLOW there's a new version available.
You can check this on the "Latest Version" column.

If there's a new version available, you can use the **Trellix Software** menu to install the latest version.

4.   Troubleshooting
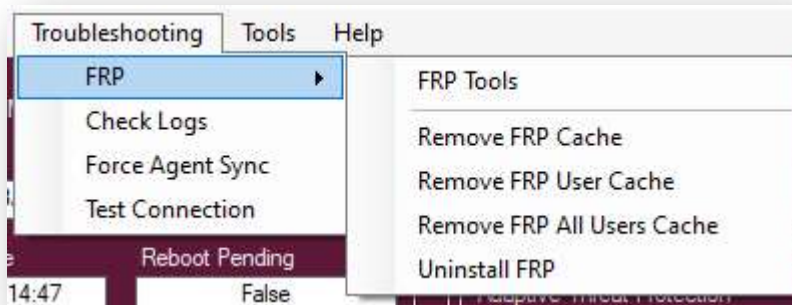
On the troubleshooting menu you have some actions to help troubleshooting issues regarding the installed software.

FRP:
- FRP Tools: Opens the FRP tools folder (if you have permission)
- Remove FRP Cache
- Uninstall FRP

Check Logs:
        Opens the Trellix logs folder in case you need to check or send the logs to support team
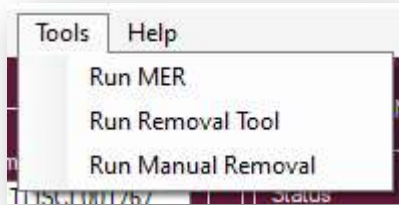
Force Agent Sync:
        Runs all the Agent commands to send information to the EPO server, as well as check for new policies

Test Connection:
        Tests the connection to the EPO service, to ensure the client is communicating properly
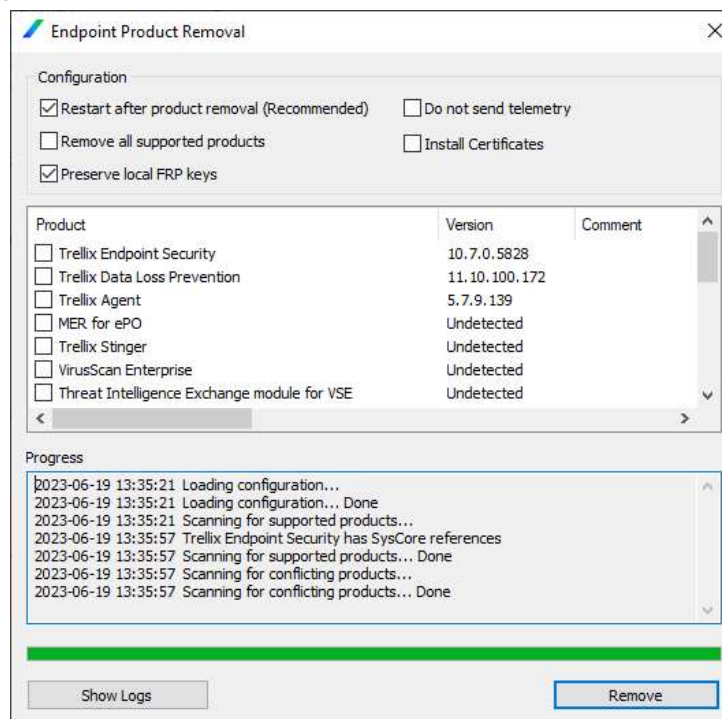
5. Tools

Available Tools to run:

MER (Minimum Escalation Requirements):

This Trellix utility is used to collect information from the system and is required to open a service request with Trellix Support to troubleshooting. By default, the file is saved on C:\temp\ and is named after the client system

Removal Tool:

This Trellix tool is required in case there's a need to uninstall any of the Trellix software, or install the root certificates needed to communicate with the EPO

Manual Removal:

This tool should only be run in case the Trellix Removal Tools fails to uninstall the software.

It needs to reboot into Safe Mode in order to delete all the remaining software, registry keys and files, so use it WITH CAUTION