

# ViCTAA FAQs

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## ViCTAA FAQ Overview

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This guide addresses common questions about our product, from general information and pricing to installation, admin controls, and integration. Whether you're just getting started or managing a full-scale deployment, this resource is designed to help you get quick answers and make the most of ViCTAA.

If your question isn't addressed in this FAQ, feel free to contact us. We make every effort to keep our documentation up to date with the latest version of our products. If you come across any information that seems outdated, please reach out — we'll be happy to provide the most current and relevant details.

## General Product Information

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### Q1: What is ViCTAA?

A: ViCTAA is an intelligent, agentless endpoint security solution that provides comprehensive diagnostics and actionable insights across system performance, security posture, and compliance. It acts as your infrastructure's 24/7 health and compliance monitor, checking endpoints for vulnerabilities, misconfigurations, and security exposures without disrupting operations

### Q2: What does "agentless" mean?

A: Agentless means ViCTAA doesn't require installing persistent background software on each endpoint. While there is a one-time lightweight installation, the solution performs remote scanning and monitoring without running continuous processes that consume system resources or impact performance

### Q3: How does ViCTAA ensure "zero-disruption deployment"?

A: Our agentless architecture means no heavy installations, no system reboots, and no persistent background processes consuming resources. The lightweight scanner performs comprehensive assessments without interfering with user productivity or system performance.

#### **Q4: What industries does ViCTAA serve?**

A: ViCTAA is industry-agnostic and can be deployed across any sector where laptops and desktops are in use. It serves a wide range of industries, including BFSI (Banking, Financial Services, and Insurance), Pharma & Healthcare, Energy & Utilities, IT Services, Government, and other regulated enterprises.

If your organization relies on computing endpoints, ViCTAA can help secure and manage them effectively. Contact our sales team to learn how ViCTAA can address the specific needs of your industry.

#### **Q5: How does ViCTAA compare to traditional antivirus solutions?**

A: ViCTAA offers comprehensive endpoint protection that goes beyond traditional antivirus software, which mainly relies on signature-based detection for known threats. In contrast, ViCTAA uses real-time, cloud-based threat intelligence to detect advanced attacks like phishing, fileless malware, and zero-day threats. It protects all organisational devices—not just individual systems—and tracks usage of potentially risky applications, freeware, and USB devices.

More than just a scanning tool, ViCTAA actively safeguards sensitive data from being exfiltrated. It adopts a methodical and policy-driven approach to data protection, enabling IT and security teams to make informed, system-wide decisions about risk and security posture.

Through its unified admin dashboard, ViCTAA enables centralised control, letting IT teams monitor endpoints, manage patches, and flag suspicious activity across the organisation. It also provides detailed reports on software installations, USB access history, privilege escalations, and changes in security settings. These features help prevent insider threats, support compliance, and ensure proactive risk management at scale.

## **Licensing and Pricing**

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#### **Q6: What are ViCTAA's pricing tiers?**

A: ViCTAA offers four main tiers: Small Business (10-100 devices), SME (101-500 devices), Mid-Market (501-1,000 devices), and Enterprise (1,000+ devices). Visit our website or contact our sales team to know more details: <https://vardaands.com/ViCTAA>

### Q7: Are there discounts for annual subscriptions?

A: Yes, we offer various discounts based on the plan tier and subscription duration. In addition, we provide custom offers and a flat 30% discount during the first three months following our launch. For more details on pricing and current offers, please visit our website: <https://vardaands.com/ViCTAA>.

### Q8: What multi-year pricing options are available?

A: ViCTAA offers 2-year plans with 25% savings and 3-year plans with 35% savings, both with price-lock guarantees and annual billing throughout the contract term

### Q9: What is the Elastic Plan?

A: The Elastic Plan allows organizations to purchase base licenses (typically 80% of expected devices) with an automatic 10% buffer at no cost. Usage beyond the buffer is billed monthly at standard rates, ideal for businesses with unpredictable device counts.


## Installation and Setup

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### Q10: How do I install ViCTAA?


#### Step 1: Download and Install

- Click the installation link and download ViCTAA Lite or ViCTAA AI based on your requirement
- If you encounter a message indicating an incomplete download, or if the downloaded file appears with a name like "Unconfirmed 530989.crdownload" and fails to complete, please refer to the troubleshooting instructions provided in the next section to resolve the issue.
- If you encounter a "Virus detected" message during download, refer to the next section for troubleshooting steps.

 *Note: These exceptions are commonly encountered while installing software similar to ViCTAA*

- After the download is complete, go to your Downloads folder.
- Locate the ViCTAA.MSI file (or ViCTAA\_Lite.MSI)

- Double-click the file to begin installation
- If a "Windows protected your PC" dialog box appears, click More info, then select Run anyway to proceed
- If the dialog does not appear, proceed with the installation as usual

 *Note: For ViCTAA\_Lite, the installation proceeds as usual. For ViCTAA\_AI, an additional file will be downloaded as part of the process.*

## **Step 2: Launch with Administrator Privileges**

- After installation, go to your Desktop and locate the ViCTAA application
- Alternatively, press the Windows button and search for ViCTAA.
- Right-click on the application and select Run as Administrator. Click Yes when prompted

 *Tip: To enable the application to run with admin privileges automatically from next time:*

- Right-click the application, select Properties
- Go to the Compatibility tab
- Check Run this program as an administrator, click Apply, then OK
- From the next scan onwards, you can launch it by simply double-clicking the app

## **Troubleshooting**

### **Resolving Incomplete Download:**

If you see a message indicating an incomplete download, and the file appears with the name "Unconfirmed 530989.crdownload", it means the download did not complete successfully. Follow the steps below to resolve this.

1. In your browser, click the download icon located near the top-right corner, next to your profile icon.
2. Hover over the warning message - a set of three dots will appear on the right side
3. Click on the three dots next to the Delete button
4. You will get the option to delete, keep, Report this file as safe, learn more, download link. Click on Keep
5. A dialog box will open with the message: "Make sure you trust ViCTAA\_Lite (1).msi before you open it." Click on "Show more" to reveal additional options.
6. Select "Keep anyway" to confirm.
7. The download will now complete successfully, and you can proceed with installation and use as outlined at the beginning of this manual.

### **Resolving Virus detected message:**

- Search for "Windows Security Settings" using the Start Menu search bar and click on the result.
- In the Windows Security window, select "Virus & Threat Protection" from the left-side panel or main dashboard.
- Under Virus & Threat Protection settings, click on "Manage settings".
- Toggle "Real-time protection" to Off. You can turn this back on once the installation is complete.

### Q11: What's the difference between the admin and non-admin installation process?

A: The installation process is identical for both admin and non-admin users - they use the same installation link and file.

### Q12: Do I need to restart my computer after installation?

A: No, ViCTAA's agentless architecture doesn't require system reboots during installation, ensuring zero operational disruption

### Q13: Can I configure ViCTAA to start automatically at system startup?

A: Yes, the admin manual provides detailed instructions for configuring ViCTAA to launch automatically at system startup using Task Scheduler

## Admin Portal and Management

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### Q14: What can I see in the admin dashboard?

A: The ViCTAA Admin Dashboard provides a central view of all key security insights across users. Admins can see:

- **User Reports:** Scan summaries, AI-predicted threats, and detailed system-level information like CPU, memory, disk, network, battery health, USB activity, VPN usage, and more.
- **Graphical Insights:** A visual summary of the last 7 scans showing missing patches, vulnerabilities, installed software count, and USB port status.
- **User Login Status:** A breakdown of logged-in vs. logged-out users, with details on email IDs and login states.
- **USB & Site Control:** Manage USB permissions, track USB activity history, and block/unblock websites per user.
- **Audit Reports:** Access login time, location, device details, and export audit logs.

- **License Management:** Assign and manage user licenses with status visibility and email-based assignment.

### Q15: How do I assign licenses to users?

A: To assign licenses, go to the Licensing section in the admin dashboard. You'll see a list of all purchased licenses. Enter the required details for the user—email address, phone number, and a temporary password (which the user can reset later).

After filling in the information, click Assign. The user will receive an email with their login credentials linked to the provided email.

### Q16: How do I manage USB access for users?

A: Navigate to the USB Control tab, select users, set expiry dates for temporary access, or revoke USB access entirely. You can also view 10-day USB activity history

### Q17: How do I block websites for users?

A: In the Site Control section, enter the website URL, select specific users or all users, and click Block Website. You can also unblock websites and view blocked site lists

## Security and Compliance

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### Q18: How does ViCTAA support regulatory compliance?

A: ViCTAA provides custom compliance mapping for ISO 27001, HIPAA, PCI-DSS, NIST, and GDPR with configurable rules that automatically map scan results to regulatory requirements

### Q19: How does ViCTAA detect threats?

A: ViCTAA uses AI-predicted threat analysis, monitors service accounts, tracks patch updates, analyses network ports, and correlates multiple data points to identify security threats and vulnerabilities.

### Q20: How does ViCTAA handle data privacy?

A: ViCTAA collects device information, scan results, and usage analytics for license enforcement and security analysis. It won't sell data, use it for competitor marketing, or access personal files

### **Q21: What is the smart remediation engine?**

A: The smart remediation engine automatically suggests or applies fixes for detected security issues, providing step-by-step guidance for resolving vulnerabilities and compliance gaps

### **Q22: What is real-time health and threat correlation?**

A: This feature continuously monitors system health metrics and correlates them with threat intelligence feeds. It identifies patterns that might indicate emerging threats, performance degradation, or security issues, providing proactive alerts before problems escalate.

## **Technical Support and Troubleshooting**

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### **Q23: What should I do if I see "Windows protected your PC" during installation?**

A: This is a normal Windows security feature. Simply click "More info" and then select "Run anyway" to proceed with the installation. If this dialog doesn't appear, proceed with installation as usual. This security prompt doesn't indicate any issues with the software.

### **Q24: How do I configure ViCTAA to run with administrator privileges automatically?**

A: Right-click the application, select Properties, go to the Compatibility tab, check "Run this program as an administrator," then click Apply and OK. From the next scan onwards, you can launch it by simply double-clicking the app without manually selecting "Run as Administrator."

### **Q25: What if my email isn't recognized during registration?**

A: This means your email hasn't been added to your organization's license pool. Please contact your IT administrator to assign your email and trigger a new activation email. You may still be able to register and log in—once inside, go to the Settings section to check the assigned admin email. If no admin email is listed or it doesn't match your expected address, confirm with your IT administrator that they've used the correct email ID for your account.

### **Q26: How do I update my admin email address in the system?**

A: In the Settings page, enter the new admin's email address in the "Update Admin Email" field and click Reset. Once updated, your scan reports will be sent to the new admin's dashboard instead of the previous admin.

#### **Q27: Where can I find the ViCTAA.MSI file after download?**

A: After clicking the installation link, the ViCTAA.MSI file will be downloaded to your Downloads folder. Navigate to your Downloads folder and double-click the file to begin installation.

#### **Q28: What happens if my registration link expires?**

A: Contact your admin to regenerate activation emails. The download link doesn't expire, but the email-license association may expire if not activated within the timeframe.

## **Integration and Compatibility**

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#### **Q29: Can ViCTAA integrate with SIEM systems?**

A: Yes, ViCTAA is API and SIEM/GRC integration ready, allowing seamless connection with existing security information and event management platforms

#### **Q30: What APIs does ViCTAA provide?**

A: ViCTAA offers APIs for integration with SIEM, GRC, and ITSM platforms, enabling unified security operations and multi-format reporting capabilities

## **Data and Privacy**

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#### **Q31: What data does ViCTAA collect?**

A: ViCTAA collects device information (MAC address, OS, version), scan results, usage analytics, and system performance data for security analysis and license enforcement

#### **Q32: How is my organization's data protected?**

A: ViCTAA implements strong encryption, secure communication protocols, and follows industry-standard security practices. Data is processed only for security analysis and compliance purposes

#### **Q33: What types of restricted files does ViCTAA detect?**



A: ViCTAA detects restricted file types including .mp4, .mov, .mp3, and other media files to prevent unauthorized media transfer. This helps organizations maintain data loss prevention policies and monitor for potential security violations.

### **Q34: How does ViCTAA handle cookies and cache files?**

A: ViCTAA provides system cookies and cache management for privacy maintenance. It monitors and reports on cookie accumulation and cache file storage, helping organizations maintain privacy compliance and system performance optimization.

## **User Management**

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### **Q35: How do I add new users to ViCTAA?**

A: Admins can add users through bulk CSV upload (with fields like Employee Name, Email, Department, Phone) or individual addition through the admin interface

### **Q36: Can I remove users from ViCTAA?**

A: Contact your admin to revoke or reassign licenses. Each license can only be assigned to one user, and reassignment requires admin intervention

### **Q37: How do I check user login status?**

A: The admin dashboard shows real-time login status for all users, with visual breakdown of logged-in vs. logged-out users

### **Q38: What user information is tracked?**

A: ViCTAA tracks user email addresses, device binding status, login times, locations, device details, and security scan results

## **Deployment and Best Practices**

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### **Q39: Should ViCTAA be deployed on all devices?**

A: Yes, ViCTAA must be deployed on all laptops and desktops in the organization's network. Partial deployment compromises the product's effectiveness

### **Q40: What pre-deployment planning is required?**

A: Conduct network discovery, assess bandwidth capacity, evaluate existing security tools, identify high-risk endpoints, and document compliance requirements

#### **Q41: How do I handle rollback if deployment fails?**

A: Establish rollback procedures for each deployment phase with step-by-step reversal instructions. Test rollback procedures before deployment begins

#### **Q42: What are the key deployment best practices?**

A: Use staged rollout, configure security policies based on device roles, implement least privilege access, maintain real-time device inventory, and establish clear escalation procedures

#### **Q43: What ongoing maintenance is required?**

A: Monitor license utilization, review user access permissions, update security policies as needed, maintain audit logs, and ensure continuous governance of deployment

#### **Q44: What is ViCTAA Lite and ViCTAA AI?**

A: ViCTAA Lite is the lighter version of ViCTAA without AI capabilities. ViCTAA AI has advanced AI threat detection.

**Note:** If your question isn't addressed in this FAQ, feel free to contact us. We make every effort to keep our documentation up to date with the latest version of our products. If you come across any information that seems outdated, please reach out — we'll be happy to provide the most current and relevant details.

#### **Contact us:**

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