**Updated procedure for Admin rights request**

User would request for admin rights under below circumstances

1. **New Software Installation**
2. **To RUN specific applications, task, script, make changes in registry, Environment variables, Services, IIS etc.**
3. **When user travels onsite or user is at client site**

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**If the ticket is raised for admin rights for new software installation:**

Inform the user to raise a new software request through ITSM or ITaaS and cancel the ticket raised for admin rights stating that the user needs to raise a new ticket for the same as we are no longer providing admin rights for software installation.

While cancelling any ticket for admin rights ticket for software installation, Use the below template.

This is with reference to a ticket raised for Admin rights for software installation. We are no longer providing admin rights for software installation as a part of IT Security process.

•For Licensed software’s please raise a ticket in ITaaS (https://capgeminiiticsprod.service-now.com/itics\_ess/)

•For freewares use http://appstore.in.capgemini.com

•If you don’t find the software’s in ITaaS & Apps store please raise a ticket in ITSM (http://help.capgemini.com) by choosing Personal Computing > Software Request > Software Installation

**If the ticket is raised for admin rights to run specific applications, script, changes in registry,**

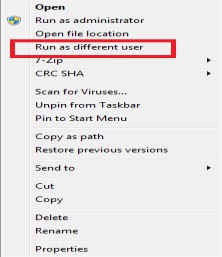
**Environment variables, Services, Frequent patch updated or frequent installation of software**

Check if Avecto defend point client is installed or not. If it is not installed; Install it on user’s system and add the hostname of the system to the avecto access group ( [**GP IN AVECTO APAC**](https://corporatedirectory.capgemini.com/MyDirectory/forms/accessGroup/entry/read.jsp?resource=accessGroupAdmin&view=WhitePage&application=MyDirectory&dn=CN%3Dgpinavectoapac%2cOU%3DDDA+-+India%2cOU%3DAccess+groups%2cOU%3DGroups%2cOU%3DResources%2cDC%3Dcorp%2cDC%3Dcapgemini%2cDC%3Dcom) **Or GP IN AVECTO SDK)** in Corporate Directory.

Ask user to restart the system after 3 hours to get it in effect.

**How to check if the application requires Admin rights?**

* Press shift key on keyboard and right click on the application.
* Select option “RUN AS DIFFERENT USER “as shown below



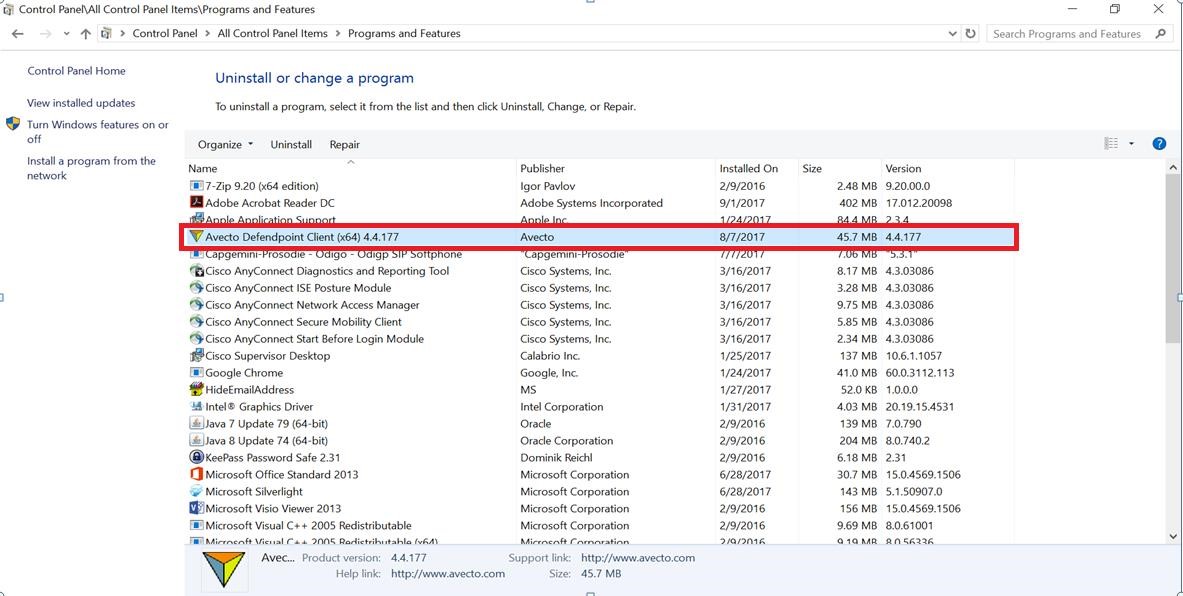
 Enter Administrator / Agent’s credential in the field



* Check if application is RUN successfully without error reported by user.
* If yes, then the application needs admin rights.

**How to check if Avecto client is installed in the system?**

1. Go to **“ START “** menu
2. Click on **“ CONTROL PANEL “**
3. Click on **“PROGRAMS AND FEATURES “**(You can see the Avecto client installed in system in below image in Red color box).



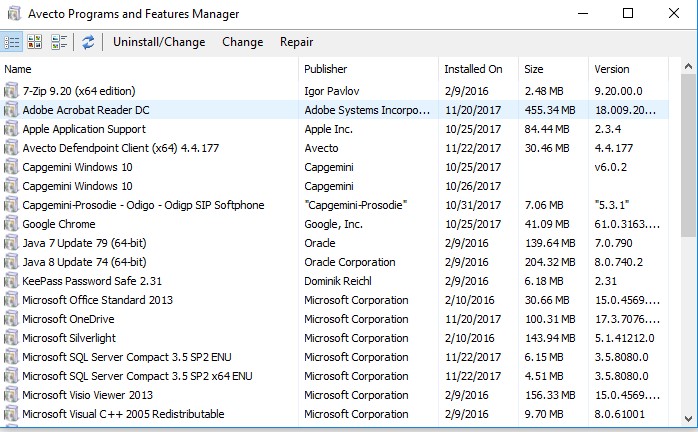
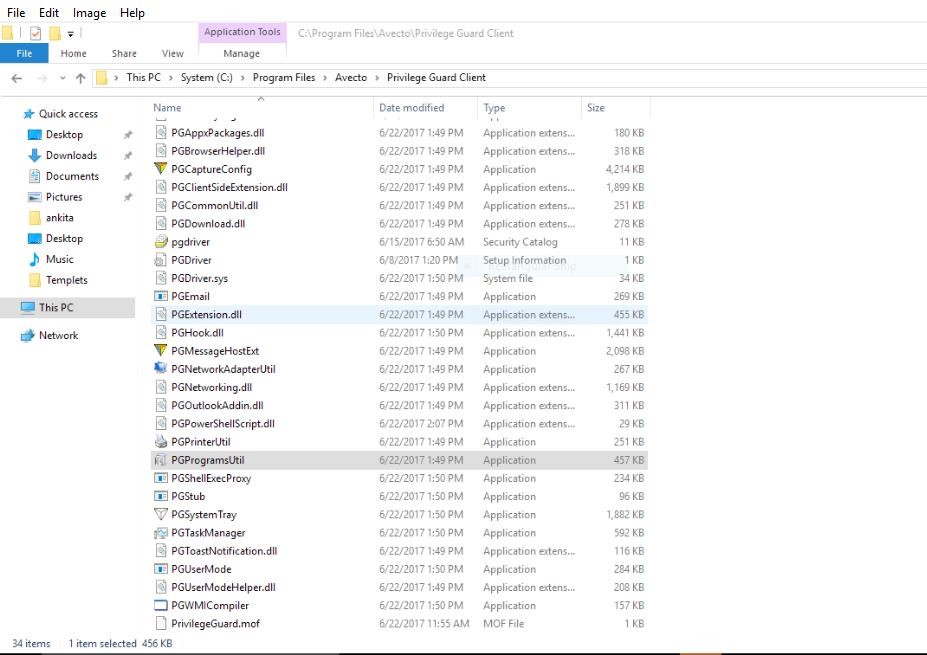
**3. User travelling to Onsite:**

1. If Avecto client is installed, educate the user and resolve the ticket.
2. If Avecto client is not installed, install Avecto client, add the machine to the access group ( [**GP IN AVECTO APAC**](https://corporatedirectory.capgemini.com/MyDirectory/forms/accessGroup/entry/read.jsp?resource=accessGroupAdmin&view=WhitePage&application=MyDirectory&dn=CN%3Dgpinavectoapac%2cOU%3DDDA+-+India%2cOU%3DAccess+groups%2cOU%3DGroups%2cOU%3DResources%2cDC%3Dcorp%2cDC%3Dcapgemini%2cDC%3Dcom) **Or GP IN AVECTO SDK )** in Corporate Directory, Ask user to restart the system after 3 hours to get in effect.

**Note: Avecto can also be used for Uninstalling Software.**

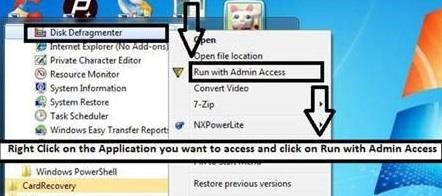
How to uninstall any software using Avecto?

* 1. Go to **C:\Program Files\Avecto\Privilege Guard Client** from windows explorer 2. Open “**PGProgramsUtil**”



**Usage and troubleshooting for Avecto.**

1.For running any application with Avecto, Right click on the application you want to access and select “**Run with Admin Access”** or “**Run with High Access”**

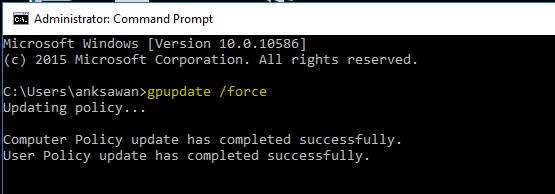


While performing above step, below window may pop-up where user need to select one of the relevant reasons and press OK.



* 1. If avecto is already installed and the system is a part of group policy still user is not getting the option to run any application with avecto (Run with Admin Access or Run with High Access)

1. Check if the user is having local administrator privileges, if yes, remove it and restart the system.
2. Go to command prompt and run gpupdate /force



If the issue still persists, ask user to connect with the Avecto Defendpoint team or **4040** or mark a mail to **defendpointsupport.in@capgemini.com** **(IN, Defendpoint Support**)

3.To use avecto for systems configuration changes **through Command prompt, Computer management, Services** etc.

Click on **windows**, type the name of required application in search box, right click and open it with **high access or admin access**

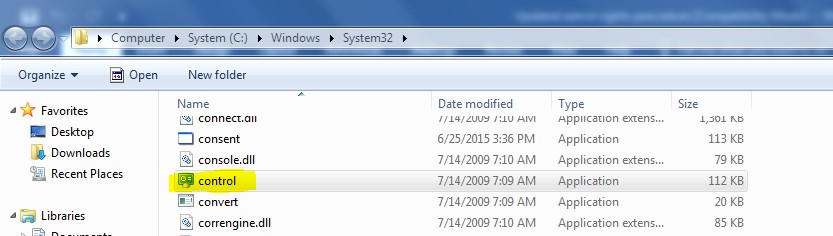
4.To use avecto for systems configuration changes **through Control Panel**.

Open the root location of control panel

E.g. **Start >** **RUN > System32** search for **Control Panel**

Else go to windows explorer and enter the mentioned path,

**C:\Windows\System32** and search **Control Panel**



**You can download the setup file from the below ftp link** <ftp://10.195.6.11/>

Username: **sdsetup**

Password: **google$098**

Please open the above ftp link in Windows explorer. Do not share the ftp credentials with user.