Symantec Endpoint Protection Cloud integration for ConnectWise Automate - README

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Symantec Endpoint Protection Cloud for ConnectWise Automate

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README for Symantec Partner Management Console

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README File

Please review this document in its entirety before you start configuration, or call for technical support.

ConnectWise Automate integration overview

Partner Management Console (PMC) allows Managed Service Providers (MSPs) in to download the Symantec Endpoint Protection Cloud ConnectWise package that gives them the ability to use SEP Cloud with their ConnectWise Automate environment.

The package supports all major versions of ConnectWise Automate.

Note: Always check PMC for the latest zip file updates.

Following tasks are supported through ConnectWise Automate currently:

- Deploy SEP Cloud across customers.
- View device inventory
- Run remote commands:
  - Run Fix Now.
  - Run Full Scan.
  - Run Quick Scan.
  - Run LiveUpdate.

Note: These tasks are supported only on Windows devices.

The package helps to streamline management tasks and improves MSP's efficiency so that they can focus on other important tasks. They don’t need to perform the same task in two different places – PMC and ConnectWise Automate.

See “Setting up ConnectWise Automate to use Symantec Endpoint Protection Cloud” on page 4.

See “Managing SEP Cloud devices from ConnectWise Automate” on page 5.

See "Video: Setting up ConnectWise Automate to use Symantec Endpoint Protection Cloud" on page 8.

Setting up ConnectWise Automate to use Symantec Endpoint Protection Cloud

need to do a one-time configuration of the ConnectWise Automate settings to deploy SEP Cloud to any endpoint, collect device inventory, and execute different security management .

One-time configuration of ConnectWise Automate to use SEP Cloud.

1. Download and extract ConnectWise integration package.

   See "To download the package" on page 4.

2. Import scripts.

   See "To import scripts" on page 5.

3. Run commands.

   See "To run commands" on page 5.

Note: Ensure all the ConnectWise Automate agents have access to ConnectWise Automate server share.

To download the package

1 Sign in to Partner Management Console.

2 On the **Home** page, in the **Quick Tasks** widget, click **ConnectWise Integration Package** to download the **ConnectWise.Integration.Package.zip**.

3 In the **ConnectWise** share, under **Transfer** folder, create a **SEPCloudDownloads** folder, and extract the downloaded **ConnectWise.Integration.Package.zip** file.

   The .zip file contains the following files:

   - ReadMe.pdf
   - SEPC_package_creator.exe
   - SEPCClientCLI.exe
   - SEPCClientCLI64.exe
   - /ConnectWise/SEPCloudConnectwiseIntegrationScripts.xml
   - /ConnectWise/SEPCloudConnectwiseConfigurations.sql

To import scripts

1. Open ConnectWise Automate, navigate to **Tools > Import > LT XML Expansion**, and import the **SEPCloudConnectwiseIntegrationScripts.xml** file from the **SEPCloudDownloads/ConnectWise** folder.

   A new folder **Symantec** is created under **Scripts** which lists all the scripts.

2. Next, navigate to **Tools > Import > SQL File**, and import the **SEPCloudConnectwiseConfigurations.sql** file from the **SEPCloudDownloads/ConnectWise** folder.

   When you import the script, the following updates are made in ConnectWise Automate:

   - In the **[Specific Client properties] > Info** tab, the **Enrollment Token** field is added. You the enrollment token in this field as part of the deploy SEP Cloud procedure. See "Managing SEP Cloud devices from ConnectWise Automate" on page 5.
   - In the **System Dashboard > Config > Configurations > Virus Scan** tab, an entry for SEP Cloud is added.
     entry is required to add the SEP Cloud client metadata to ConnectWise Automate server so that the ConnectWise Automate agent can collect information about SEP Cloud .

To run commands

◆ You must issue the following commands from **Commands > Inventory** to all the ConnectWise Automate clients:

- `Update Config`
- `Resend System info`
- `Resend Software Info LT`

See "Managing SEP Cloud devices from ConnectWise Automate" on page 5.

See "Add folder exclusion in SEP Cloud" on page 8.

Managing SEP Cloud devices from ConnectWise Automate

You can perform the following tasks after you have set up the ConnectWise Automate settings to use SEP Cloud:

- Deploy SEP Cloud on all devices across customers.
  See the section called "Deploy SEP Cloud on all devices across customers" on page 6.
- View device inventory.
  See the section called "View device inventory" on page 7.

- Execute security management commands.
  See the section called “Execute security management commands” on page 7.

Deploy SEP Cloud on all devices across customers

To deploy SEP Cloud across customers without having to think about which devices are associated to which customer, you need to generate an enrollment token from PMC.

You need to do a one-time setup in ConnectWise Automate for every new and every existing customer. You only have to generate the token once per customer.

To generate enrollment token in PMC

1. In PMC, on the customer's profile page, in the **Redistributable Package Management** widget, click **Get Token** to generate an enrollment token for that customer.

   The **Push SEP Cloud Client** script uses this token.

2. In the ConnectWise Automate console, double-click on the **Clients > [Specific Client]** to open the client properties.

   In the **Info > SEP Cloud** tab, enter the enrollment token that you have generated from the PMC console.

3. Repeat 1 and 2 for each customer.

To deploy SEP Cloud

◆ In the ConnectWise Automate console, right-click the group, select **Scripts > Symantec > Push SEP Cloud Client**.

You can view the deployment progress from the client's **History** > **Commands** tab. You can see **DOWNLOAD** and **SHELL** commands executing the installation on the device.

If SEP Cloud is not installed on a device, the **Push SEP Cloud Client** script pushes the SEP Cloud generic client package, and installs and enrolls the device.

If SEP Cloud is already installed on a device, but the device is not enrolled:

- No action is taken if the installed security client version is later compared to the version in the package.
- The script enrolls the device if the installed security client version is same as the version in the package.
- The script installs the latest client and enrolls the device if the installed security client version is outdated compared to the version in the package.

Once the installation is complete, the device is listed in the SEP Cloud portal's **Groups, Users, Devices** page > **Managed Devices** tab.

Note: If enrollment token is not provided for the customer, installation fails and SEP Cloud is not installed on the device.

View device inventory

You can view the basic device security details of all your devices from the ConnectWise Automate inventory view.

To view device inventory

- In the ConnectWise Automate console, navigate to any device listing.

  You can view asset details like the virus definition date and virus auto protection status.

Execute security management commands

The commands you execute are in verbose mode and invoke the client on the device.

You can run the following security commands from ConnectWise Automate:

- Run Fix Now.
  Fix Now enables all the protection settings that the user has disabled on the device, forces a Quick Scan, and runs LiveUpdate.
  About running Fix Now
- Run Full Scan.
  Full scan runs without interruption and evaluates all areas of the device thoroughly.
  About scanning Windows devices remotely
- Run Quick Scan.
  Quick Scan only scans the important locations of your device that the viruses and other security threats most often target. A Quick Scan takes less time to run than a full system scan because it does not scan your entire device.
  About scanning Windows devices remotely
- Run LiveUpdate.
  LiveUpdate sends virus definitions and product updates to clients on enrolled devices.
  About running LiveUpdate

To run the security commands

- In the ConnectWise Automate console, right-click the group or client, select **Scripts > Symantec > Run <command>**.

To view the command status

- In the ConnectWise Automate console, open the client's **History** > **Commands** tab.

  You can view the progress and status of the commands executed.

See "Setting up ConnectWise Automate to use Symantec Endpoint Protection Cloud" on page 4.

See "Video: Setting up ConnectWise Automate to use Symantec Endpoint Protection Cloud" on page 8.

Partner Management Console Help

Add folder exclusion in SEP Cloud

The endpoint security policy that is applied to the default group has an exclusion for `C:\Windows\LTSVC` folder.

This exclusion is required so that the ConnectWise Automate agent can collect information about SEP Cloud clients.

To add a ConnectWise Automate folder exclusion

1. In the SEP Cloud portal, on the **Policies > Security Policy** tab:
   - If the default endpoint security policy is applied to the default group, you can make a duplicate of an existing policy. Default endpoint security policy cannot be edited.
   - Otherwise, edit the policy that is applied to the default group.
2. Assign the proper protection settings.
3. Under **Scan Exclusions**, add the `C:\Windows\LTSVC` folder exclusion.
4. Press **Create Policy** or **Save Policy**.
5. If you created a new policy, apply the new policy to the default group.

Video: Setting up ConnectWise Automate to use Symantec Endpoint Protection Cloud

You'll learn how to set up ConnectWise Automate to deploy SEP Cloud to any endpoint, view device inventory, and execute different security management commands.

https://embed.ustudio.com/embed/DXPQbyHsEtqf/UHePFBCTS9Zq

See "ConnectWise Automate integration overview" on page 3.