

ESET Tech Center

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Ivanti Workspace Manager - restart/shutdown inverted

Mitchell | ESET Nederland - 2021-09-27 - Comments (0) - ESET Endpoint Security

Issue:

If both ESET Endpoint/File Security and Ivanti Workspace Manager are installed it can happen that the restart and shutdown actions are inverted.

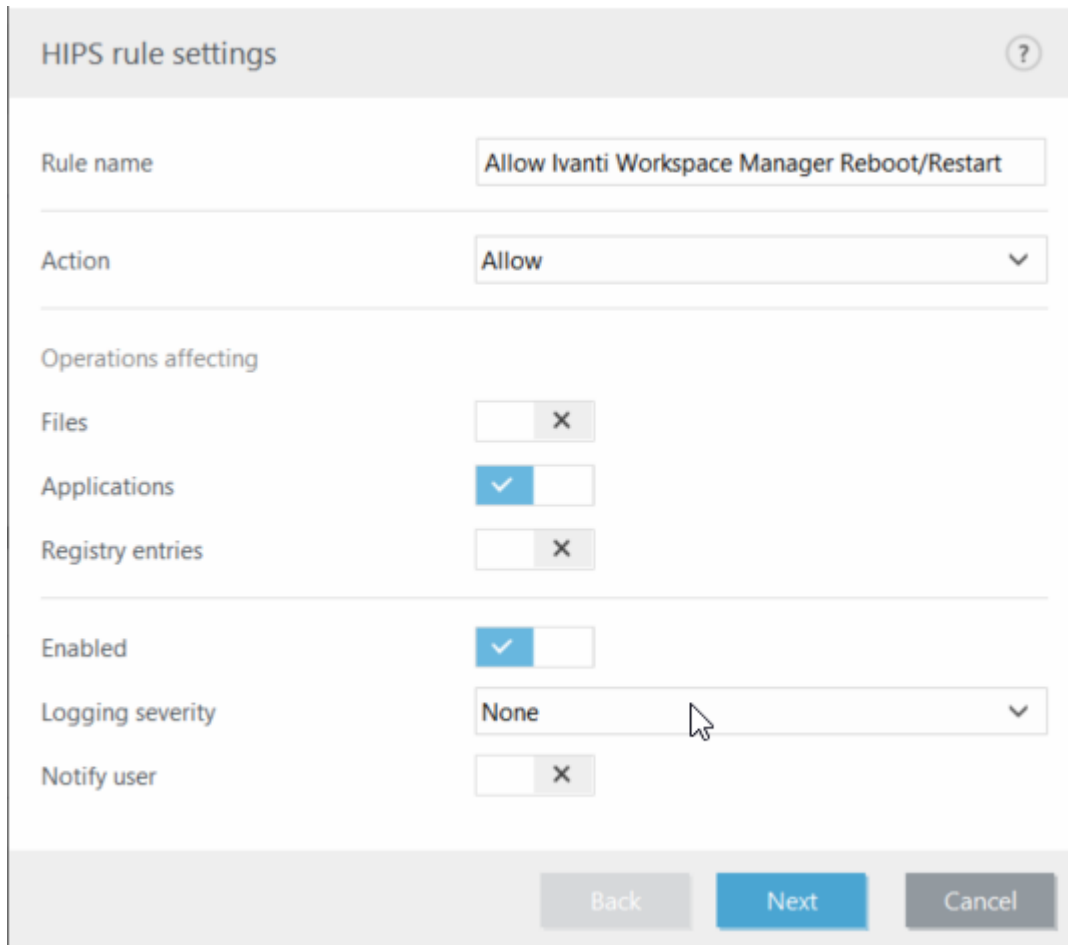
Restart = shutdown

Shutdown = restart

Solution:

Create the following HIPS rule to correct this behavior:

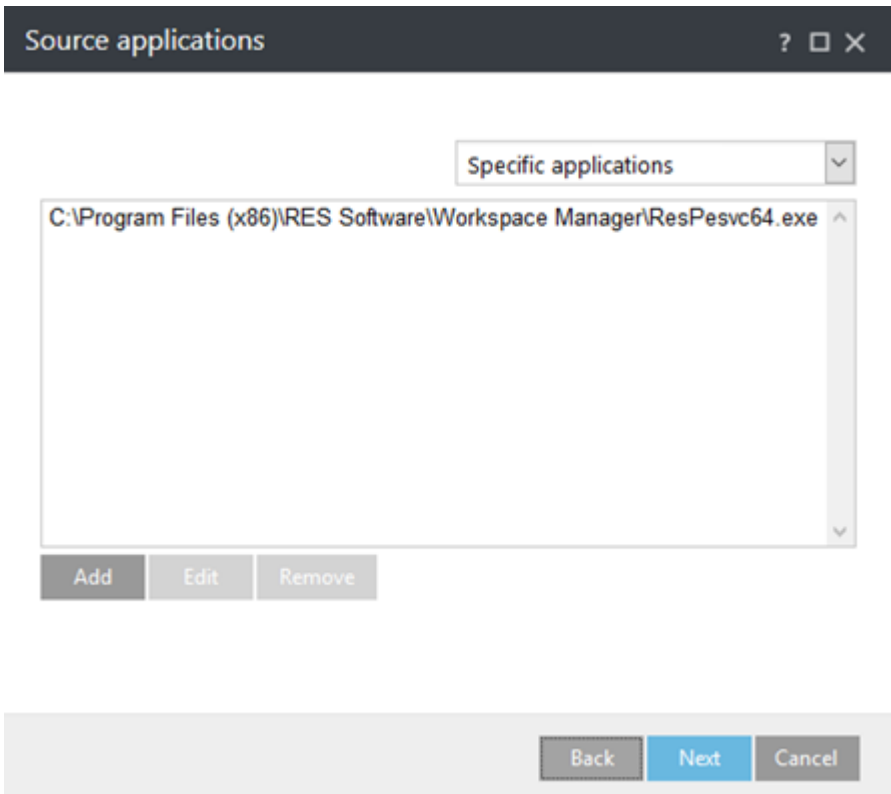
Detection Engine > HIPS > Rules > Edit > Add rule



The screenshot shows the 'HIPS rule settings' dialog box. The title bar reads 'HIPS rule settings' with a help icon on the right. The settings are as follows:

- Rule name:** Allow Ivanti Workspace Manager Reboot/Restart
- Action:** Allow
- Operations affecting:**
 - Files: X
 - Applications:
 - Registry entries: X
- Enabled:**
- Logging severity:** None
- Notify user:** X

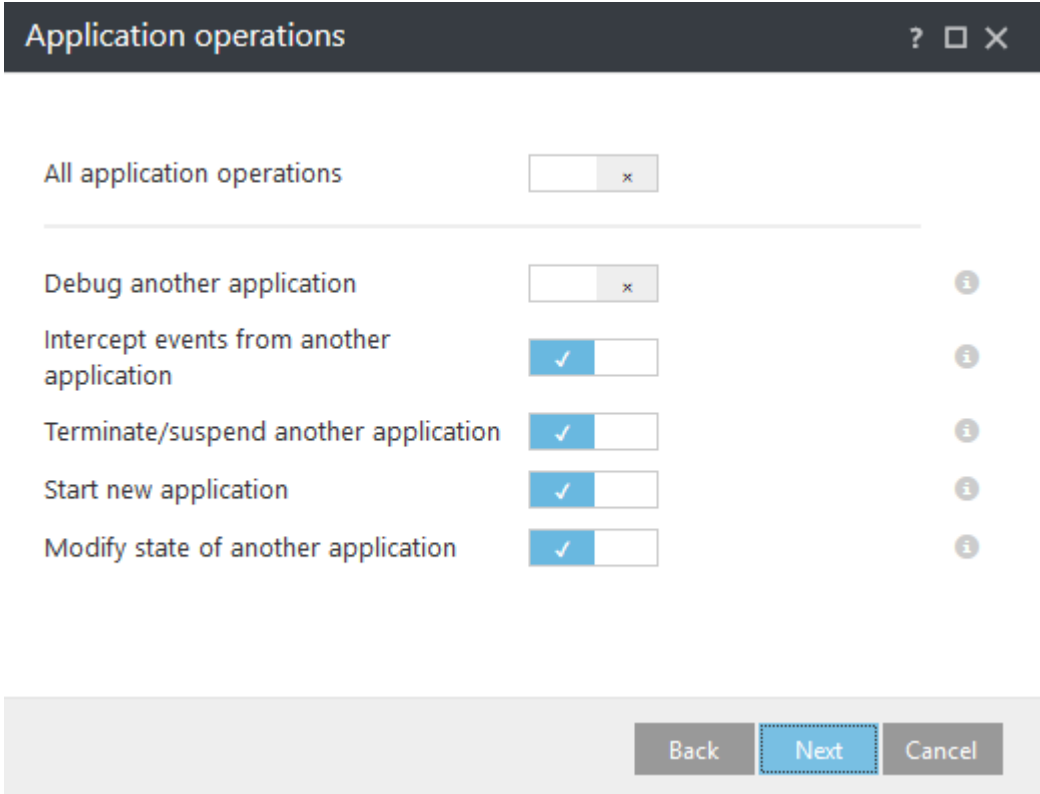
At the bottom, there are three buttons: 'Back', 'Next', and 'Cancel'. The 'Next' button is highlighted in blue.



Please keep in mind that paths could be different, for example:

C:\Program Files (x86)\Ivanti\Workspace Control\ResPesvc64.exe

C:\Program Files (x86)\Ivanti\Workspace Control\ResPesvc.exe



Specific applications

- C:\Windows\explorer.exe
- C:\Windows\System32\svchost.exe
- C:\Windows\System32\winlogon.exe

Add Edit Remove

Back Finish Cancel