

# ESET Tech Center

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## Ivanti Workspace Manager - restart/shutdown inverted

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### 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

### HIPS rule settings

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

Back

Next

Cancel

Source applications?□×

Specific applications

C:\Program Files (x86)\RES Software\Workspace Manager\ResPesvc64.exe

Add

Edit

Remove

Back

Next

Cancel

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

Application operations?□×

All application operations

Debug another application

Intercept events from another application

✓

Terminate/suspend another application

✓

Start new application

✓

Modify state of another application

✓

Back

Next

Cancel

## Applications



Specific applications

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

Add

Edit

Remove

Back

Finish

Cancel