ESET Tech Center

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Secure Browser is non-functional

Steef | ESET Nederland - 2021-03-18 - Comments (0) - Endpoint Solutions

ISSUE

Affected Products: ESET Endpoint Products 8.x

After installing module updates ESET will show the alert "Secure Browser is nonfunctional"

ESET is aware of the "Secure Browser is Non-functional" notification displayed in ESET Endpoint Security and ESET PROTECT. The notification is triggered by the Antivirus and Antispyware scanner module update (version 1571) in version 8 of ESET Endpoint Security.



We identified the notification to be a result of an update of the eelam.sys driver. The product incorrectly checked the state of Secure Browser's driver. Secure Browser is by default disabled, which caused ESET Endpoint Security and ESET PROTECT to trigger the notification.

The notification will only appear for users with the following criteria:

- Running EP8 (e.g. if you are running EP7 while receiving this module the issue will not occur if you upgrade to EP8 afterwards)
- Secure Browser disabled (which is the case by default)
- Antivirus and Antispyware Module 1571 installed (at this point the alert will be triggered)

Possible solutions include:

- Reboot of the system (Perhaps Fast Startup caused problems for users that reported this didn't work?)
- Enable Secure Browser and disable it again after the error is gone. (either locally or via policy)

Partial work-around to prevent users that do not have the module yet to receive the alert:

1. Disable the "secure browser is non-functional" application status:

Name	Show	Send
Firewall is blocking all network traffic	✓ (e) ≥ 6.5)
Firewall is disabled	✓ e ≥ 6.5)
Firewall is non-functional	✓ (e) ≥ 6.5) √ (e ≥ 6.5
Firewall is paused	✓ (e) ≥ 6.5)
Network access blocked	✓ (e) ≥ 7.2)
Network attack protection (IDS) is non-functional	✓ (e) ≥ 6.5	
Network attack protection (IDS) is paused	✓ (e) ≥ 6.5)
SECURE BROWSER		
Secure Browser is non-functional		✓ (e) ≥ 6.5
Secure Browser is paused		✓ (e) ≥ 6.5
UPDATE		
Detection Engine out of date	✓ (e) ≥ 6.5)
Incorrect update configuration	✓ (e) ≥ 7.0	✓ (€ ≥ 7.0)
Module update is temporarily suspended	ା ଢ≥6.5	⊡ @≥6.5 ▼

This is not ideal and will still show a "red 1" at settings section of GUI:

(ESET) ENDPOINT SEC	URITY - 🗆	×
✓ PROTECTION STATUS	€ Web and email	?
Q COMPUTER SCAN	Secure Browser Non-functional: protects your sensitive data while you are browsing online.	¢~
	Web control Disabled permanently: blocking of dangerous and offensive web sites.	¢
SETUP 1	Web access protection Non-functional: detection and blocking of websites with malicious content. To use this functionality please enable: Protocol filtering	¢
O HELP AND SUPPORT	Email client protection Disabled permanently: scanning of emails received and sent through an email client. To use this functionality please enable: Protocol filtering	¢
	Antispam protection Disabled permanently: detection and removal of spam emails.	¢~
	Anti-Phishing protection Non-functional: detection and blocking of scam and phishing websites. This functionality is non-functional because other required modules are not active.	¢

2. Temporarily enable Secure Browser on systems that do not yet have the Antivirus and Antispyware Module 1571 to prevent the warning from triggering.

This issue will be resolved in the next product release. We apologize for any inconvenience.