

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.

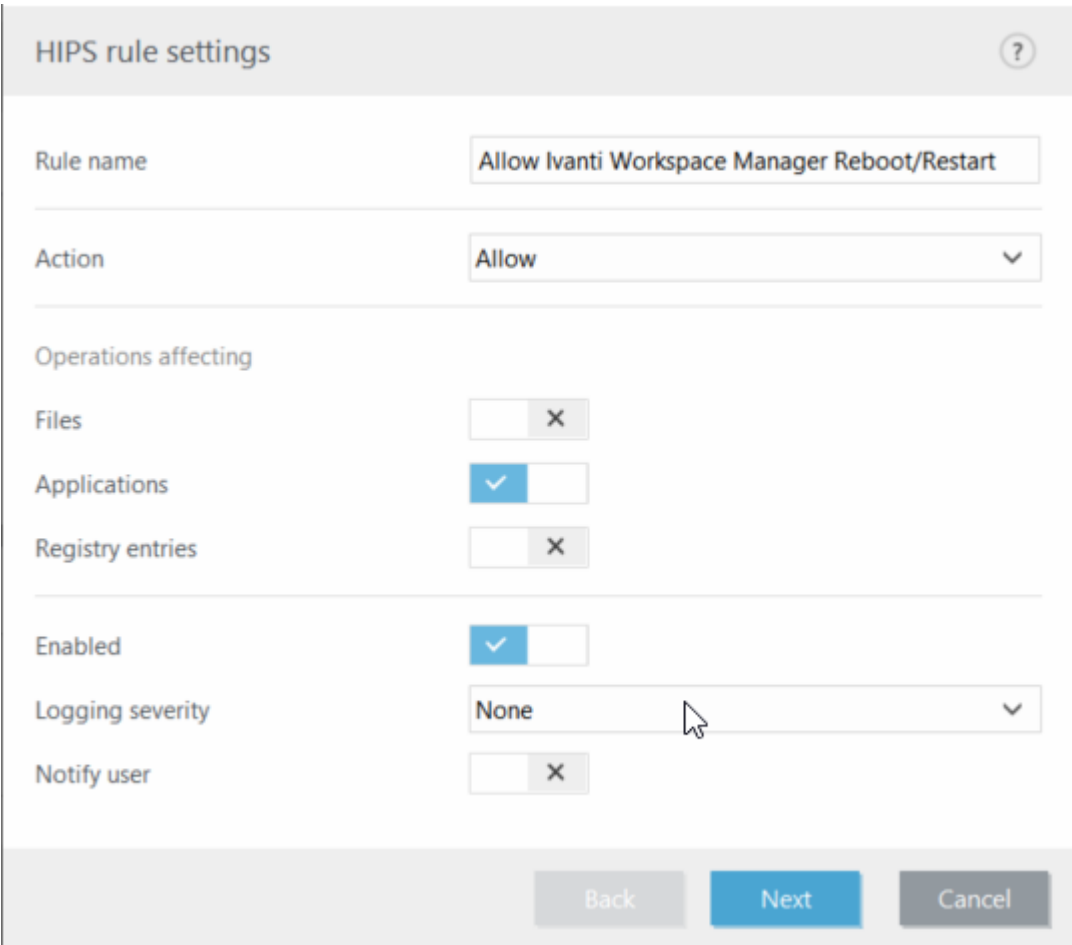
Restart = shutdown

Shutdown = restart

Solution:

Create the following HIPS rule to correct this behavior:

Detection Engine > HIPS > Rules > Edit > Add rule



The screenshot shows the 'HIPS rule settings' dialog box. The 'Rule name' is 'Allow Ivanti Workspace Manager Reboot/Restart'. The 'Action' is set to 'Allow'. Under 'Operations affecting', 'Files' and 'Registry entries' are disabled (indicated by a grey 'X' button), while 'Applications' is enabled (indicated by a blue checkmark button). The 'Enabled' checkbox is checked. The 'Logging severity' is set to 'None'. The 'Notify user' checkbox is disabled. At the bottom, there are 'Back', 'Next', and 'Cancel' buttons.

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

×

✓

✓

✓

✓

i

i

i

i

i

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