ESET Tech Center

Ivanti Workspace Manager - restart/shutdown inverted

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

Issue:

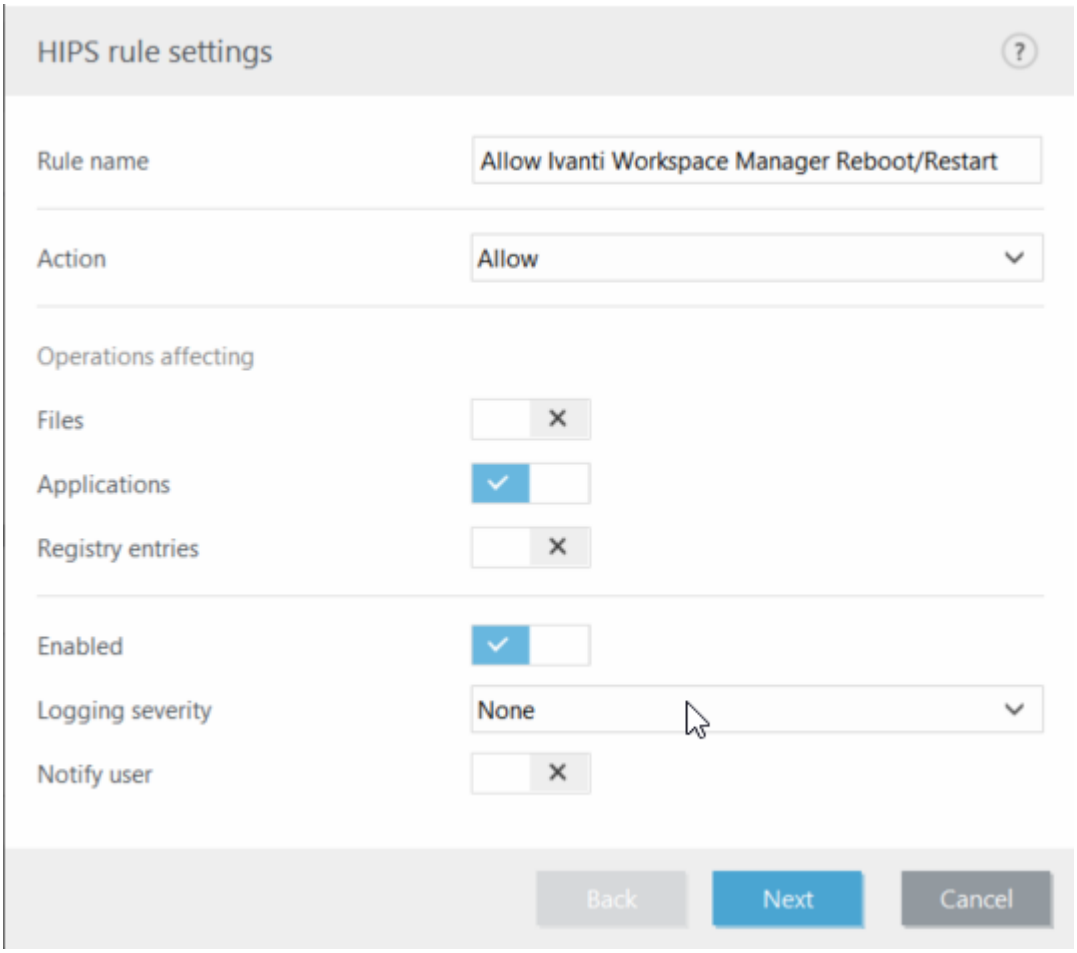
If both ESET Endpoint/File Security and Ivanti Workspace Manager are installed it can happen that the restart and shutdown actions are inverted.

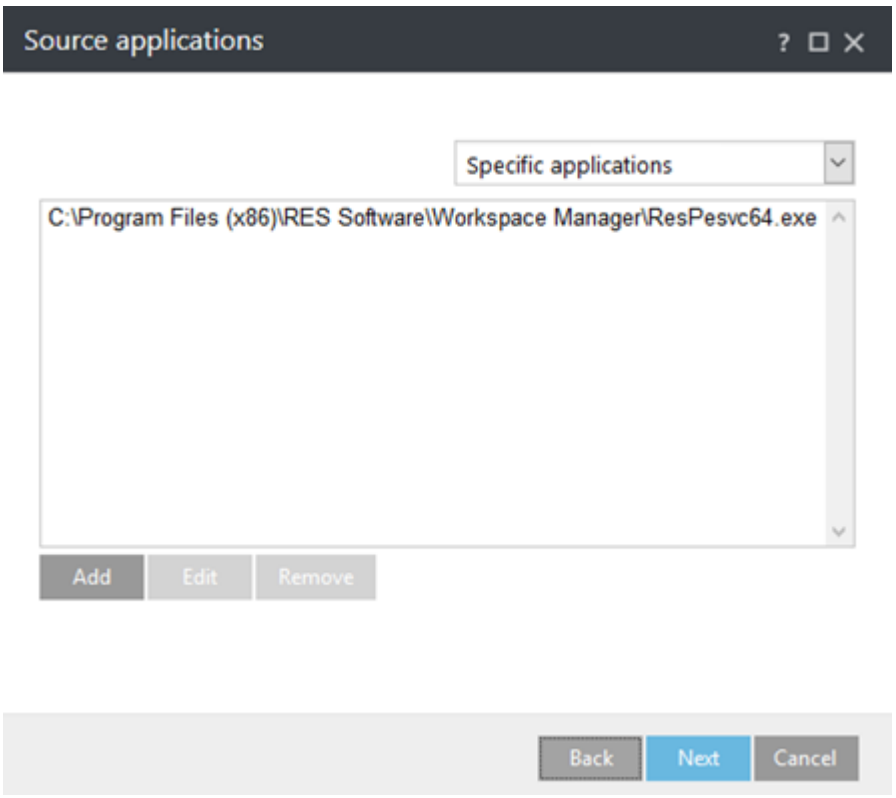
Restart = shutdown
Shutdown = restart

Solution:

Create the following HIPS rule to correct this behavior:

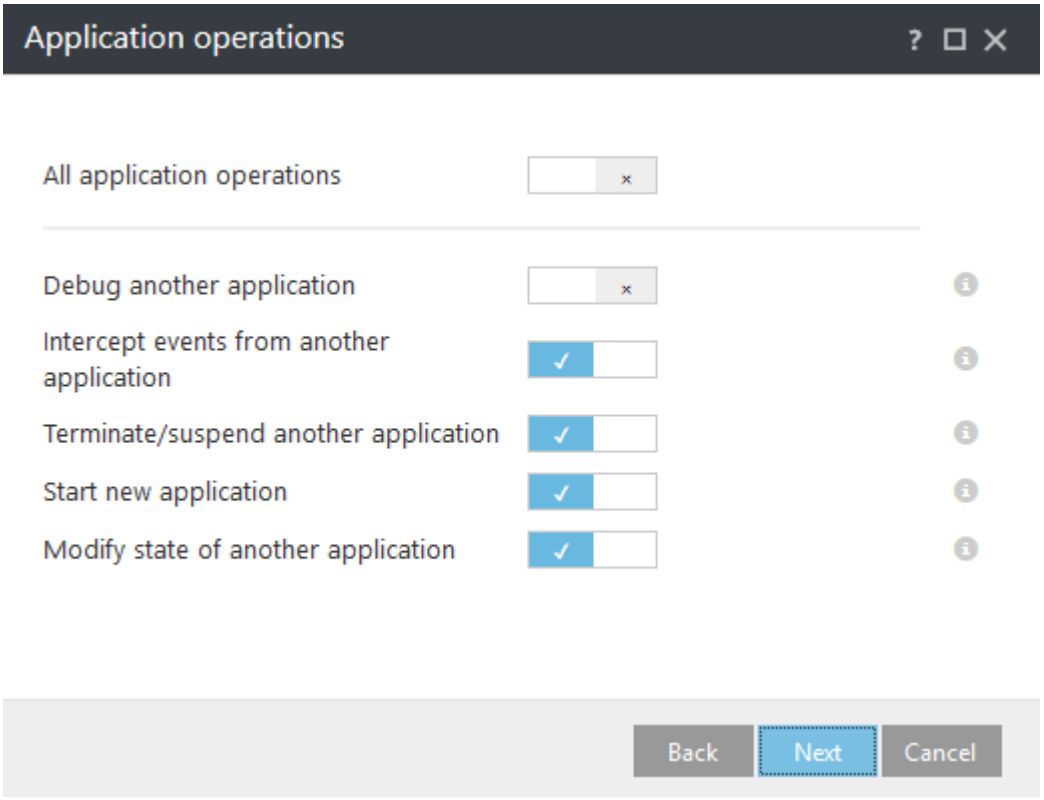
Detection Engine > HIPS > Rules > Edit > Add rule

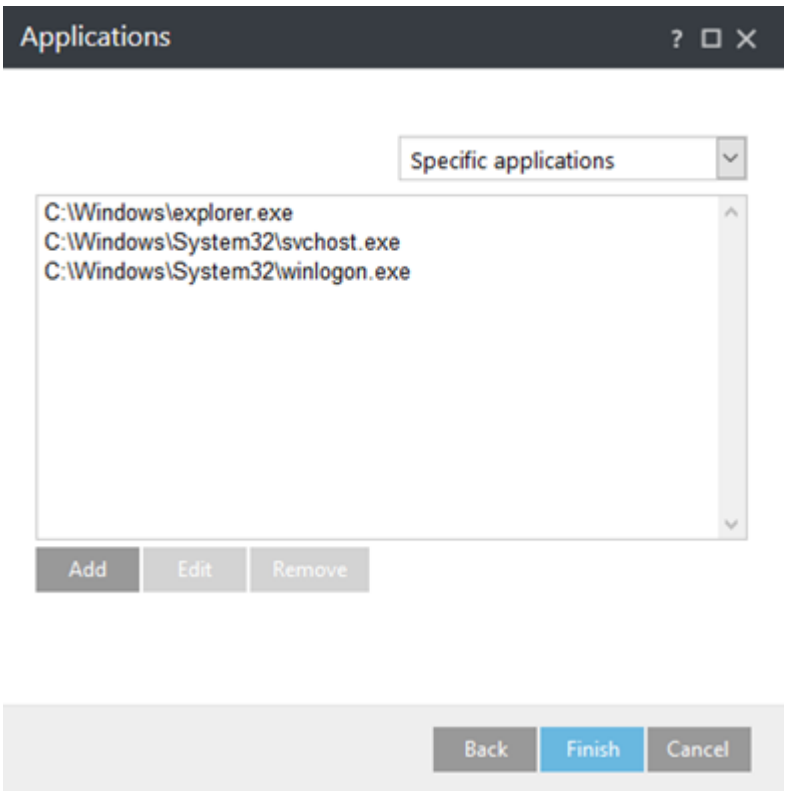




Please keep in mind that paths could be different, for example:

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




Applications
Specific applications
C:\Windows\explorer.exe
C:\Windows\System32\svchost.exe
C:\Windows\System32\winlogon.exe
Add
Edit
Remove
Back
Finish
Cancel