

ESET Tech Center

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Ivanti Workspace Manager - restart/shutdown inverted

Mitchell | ESET Nederland - 2019-10-11 - 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.

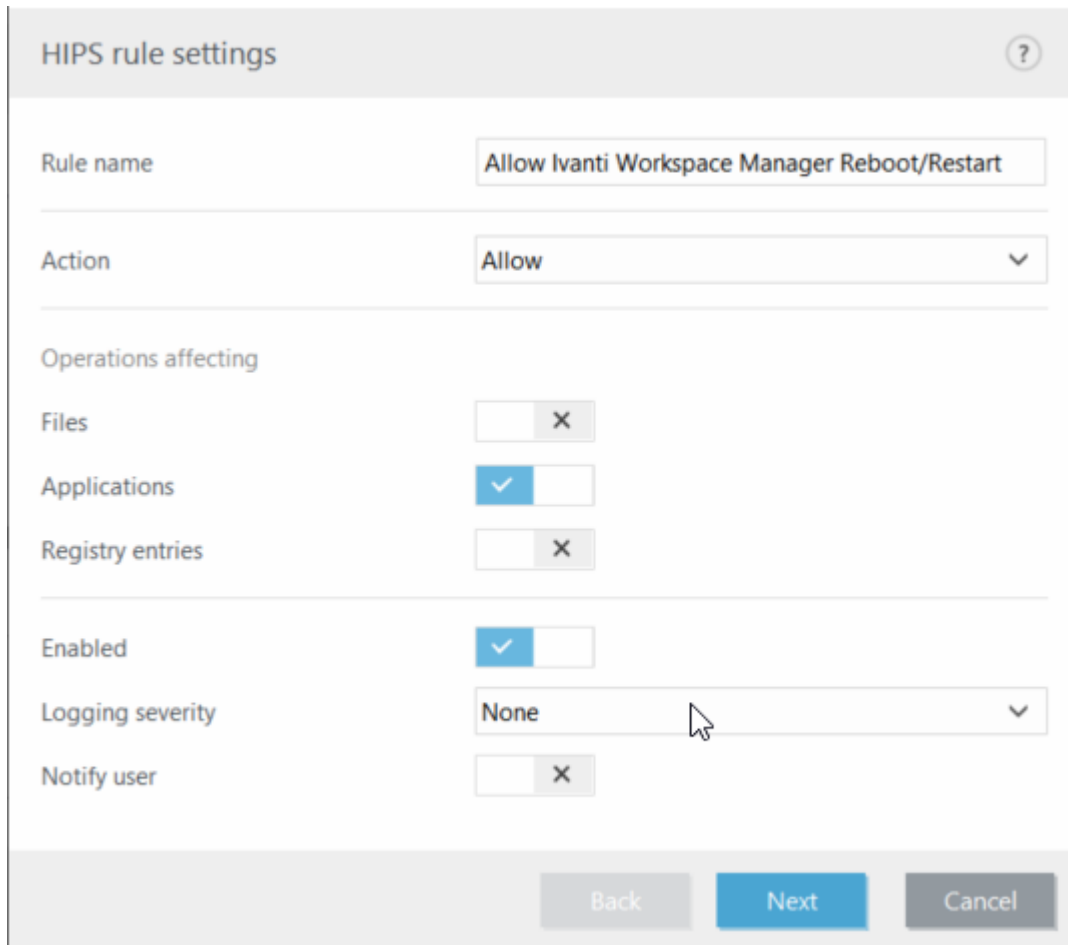
Restart = shutdown

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 rule name is 'Allow Ivanti Workspace Manager Reboot/Restart'. The action is set to 'Allow'. Under 'Operations affecting', 'Applications' is checked, while 'Files' and 'Registry entries' are unchecked. The rule is 'Enabled'. 'Logging severity' is set to 'None'. 'Notify user' is unchecked. At the bottom, there are 'Back', 'Next', and 'Cancel' buttons.

| Setting | Value |
|----------------------|---|
| Rule name | Allow Ivanti Workspace Manager Reboot/Restart |
| Action | Allow |
| Operations affecting | |
| Files | <input type="checkbox"/> |
| Applications | <input checked="" type="checkbox"/> |
| Registry entries | <input type="checkbox"/> |
| Enabled | <input checked="" type="checkbox"/> |
| Logging severity | None |
| Notify user | <input type="checkbox"/> |

Source applications ? □ ×

Specific applications ▼

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

Add Edit Remove

Back Next Cancel

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

Specific applications

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

Add Edit Remove

Back Finish Cancel