

ESET Tech Center

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Ivanti Workspace Manager - restart/shutdown inverted

Mitchell | ESET Nederland - 2021-09-27 - Reacties (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.

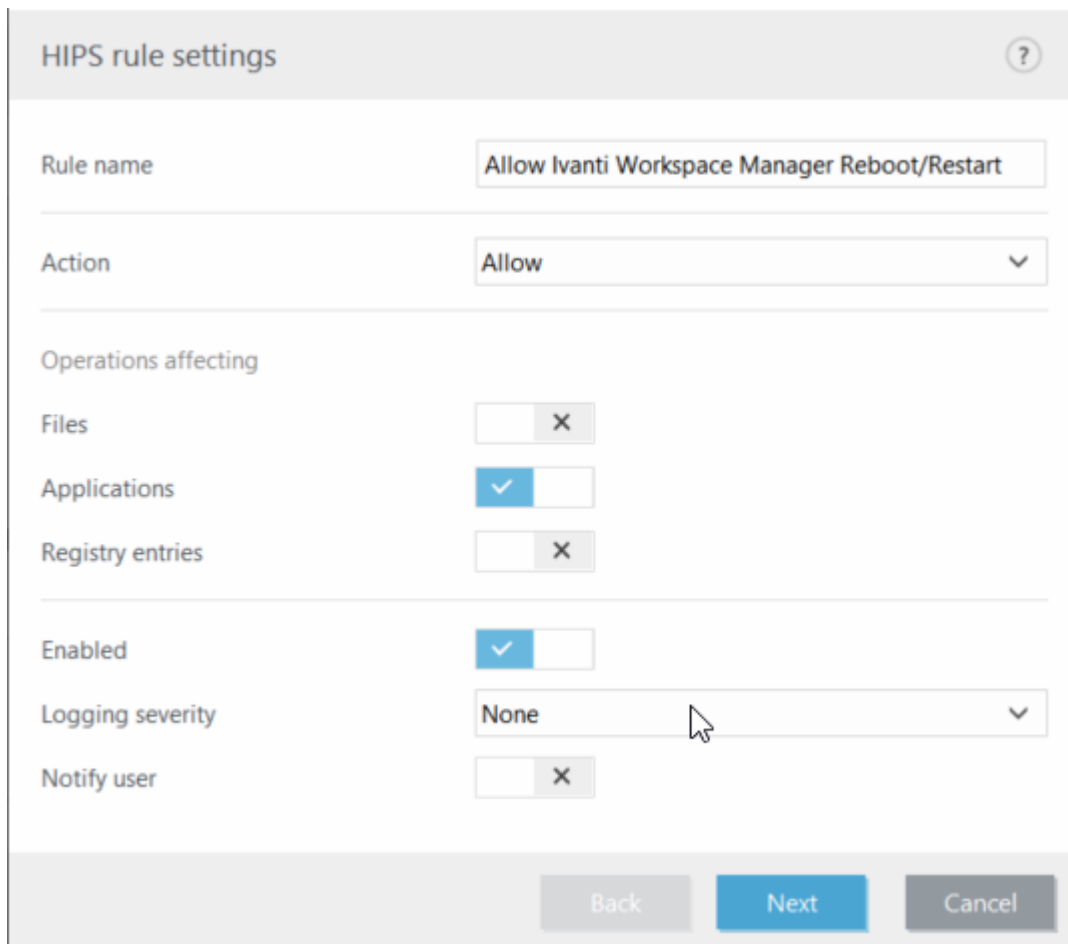
Restart = shutdown

Shutdown = restart

Solution:

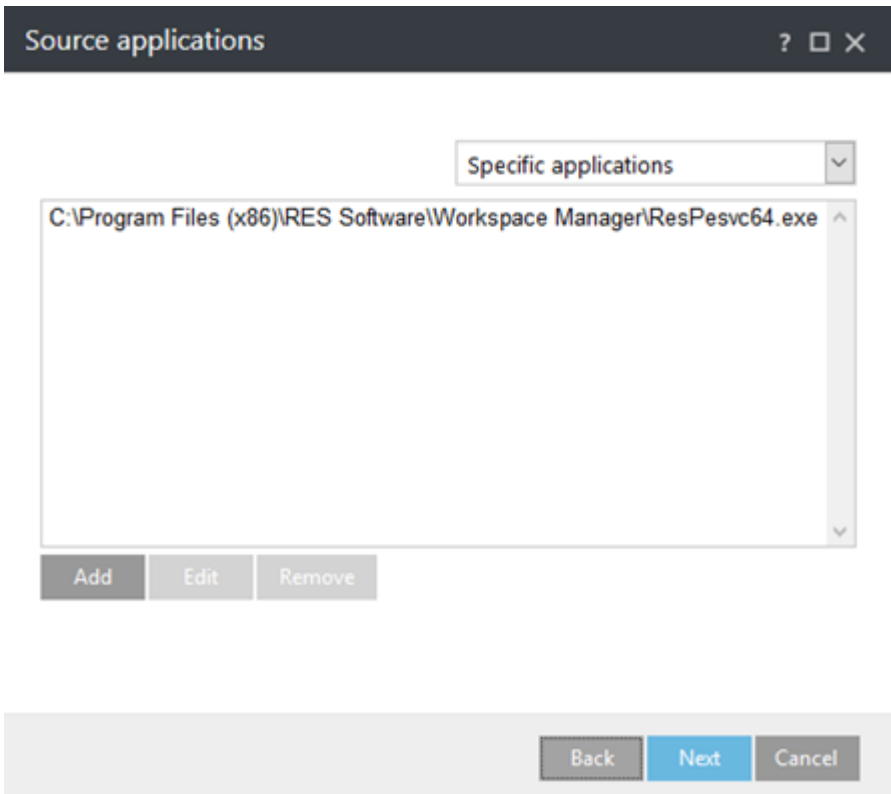
Create the following HIPS rule to correct this behavior:

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', and the logging severity is set to 'None'. The 'Notify user' checkbox is unchecked. At the bottom, there are 'Back', 'Next', and 'Cancel' buttons.

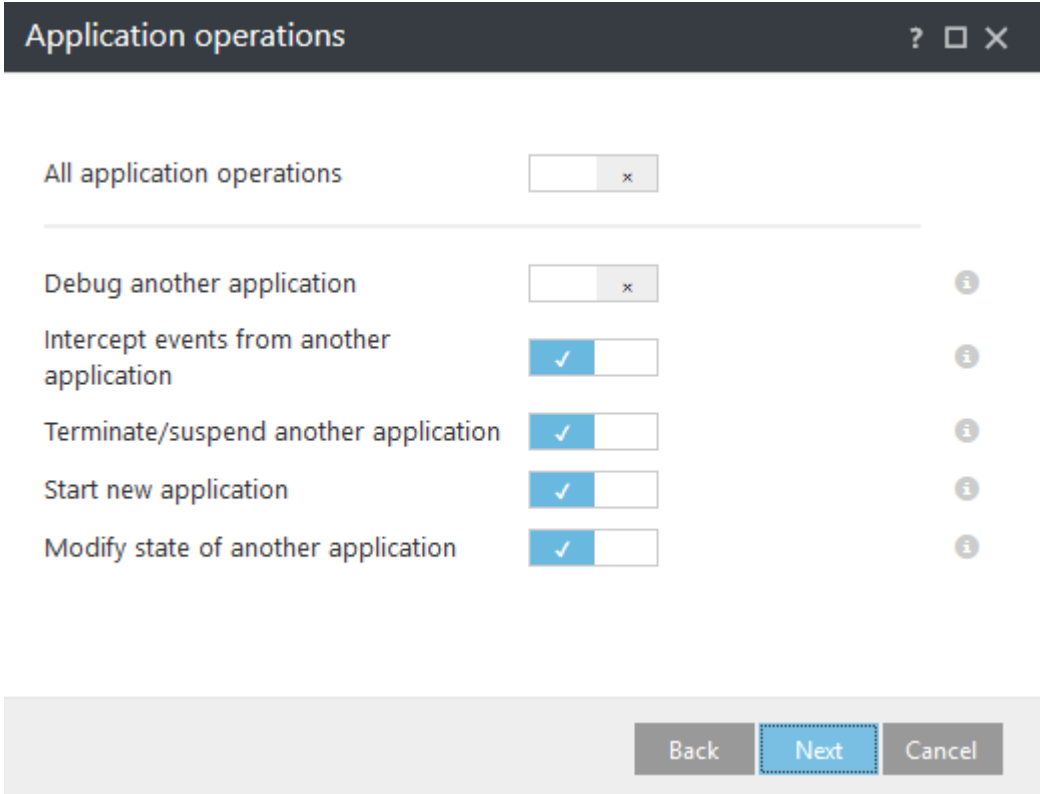
Setting	Value
Rule name	Allow Ivanti Workspace Manager Reboot/Restart
Action	Allow
Operations affecting	
Files	<input type="checkbox"/>
Applications	<input checked="" type="checkbox"/>
Registry entries	<input type="checkbox"/>
Enabled	<input checked="" type="checkbox"/>
Logging severity	None
Notify user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



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



Specific applications

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

Add Edit Remove

Back Finish Cancel