

Notification options in SMC 2.6

Support
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Notification options in SMC 2.6

The following notification options are available in SMC 2.6:

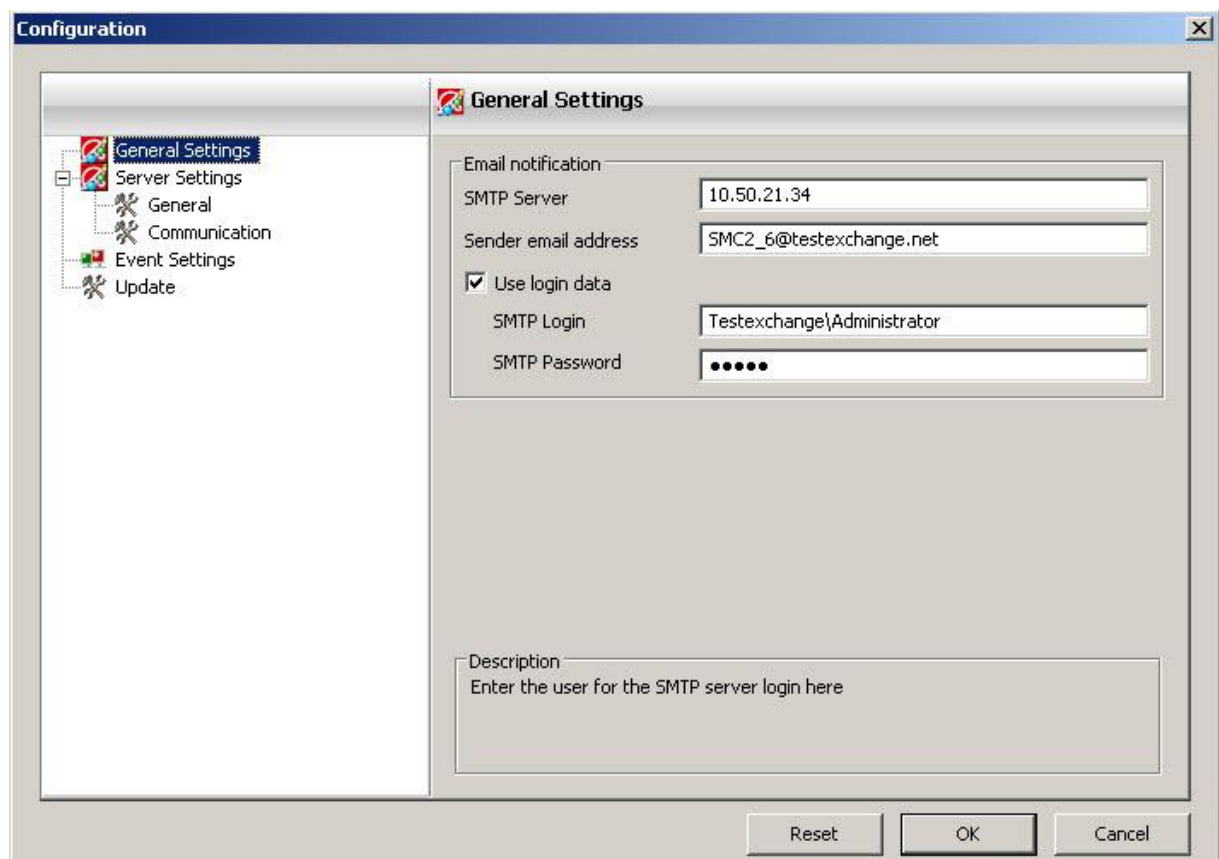
1. SMC server informs by email on the basis of product events
2. The managed product itself sends emails
3. Send product status by email
4. Internet Update Manager notification emails

1. SMC server informs by email on the basis of product events

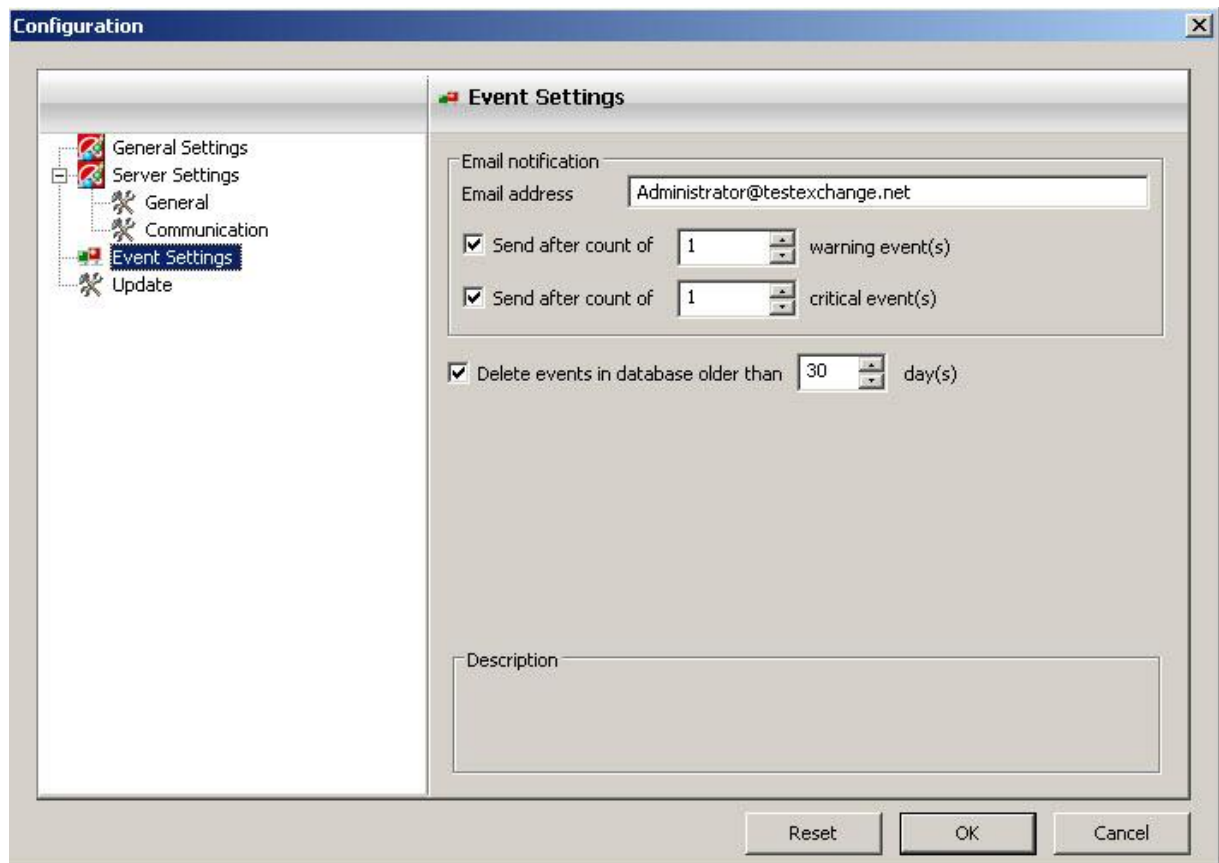
This function is there to ensure that the service of the Security Management Center Server itself informs the administrator about critical events or alerts via email.

This can be set in the SMC Frontend under "Configurations".

The SMTP server, sender address and the login credentials for the SMTP server can be entered under "General Settings".



"Event → Settings" may now be configured to define when an email should be sent to the administrator.



Also, there is the possibility to remove old events automatically from the database that are older than x days.

A warning event would be e.g. if a file could not be scanned, or an update has failed of a managed product.

A critical event would be when a virus has been found.

Here are a few sample emails how the SMC informs in case of such events:

Name	Level	Product	Actor	Message
 vmxpsp2en	Warning	Avira AntiVir Professional 10 (Windows), EN	Guard	Service has been deactivated.
 vmxpsp2en	Critical	Avira AntiVir Professional 10 (Windows), EN	Guard	Malware 'Eicar-Test-Signature' [virus] was found in file 'C...

Warning Event:

From: Avira Security Management Center [SMC2_6@testexchange.net] Sent: Mi 20.04.2011 08:35
To: Administrator
Cc:
Subject: SMC ALERT on VMXPSP2EN (10.50.21.204)[AntiVir checked]

Host Name: VMXPSP2EN (10.50.21.204)
Modul Name: Guard
Event Level: Warning
Issue Time: Wed Apr 20 08:33:45 2011
Message: Service has been deactivated.

Critical Event:

From: Avira Security Management Center [SMC2_6@testexchange.net] Sent: Mi 20.04.2011 08:29
To: Administrator
Cc:
Subject: SMC ALERT on VMXPSP2EN (10.50.21.204)[AntiVir checked]

Host Name: VMXPSP2EN (10.50.21.204)
Modul Name: Guard
Event Level: Critical
Issue Time: Wed Apr 20 08:28:39 2011
Message: Malware 'Eicar-Test-Signature' [virus] was found in file 'C:\Documents and Settings\Administrator\Desktop\eicar.com'. Action taken: Allow access.

2. The managed product itself sends emails

Additionally it can also be configured if it is desired that each managed product sends out an email or when a critical event or warning occurred.

However, it is recommended that only one option is configured, as otherwise the overview may get lost.

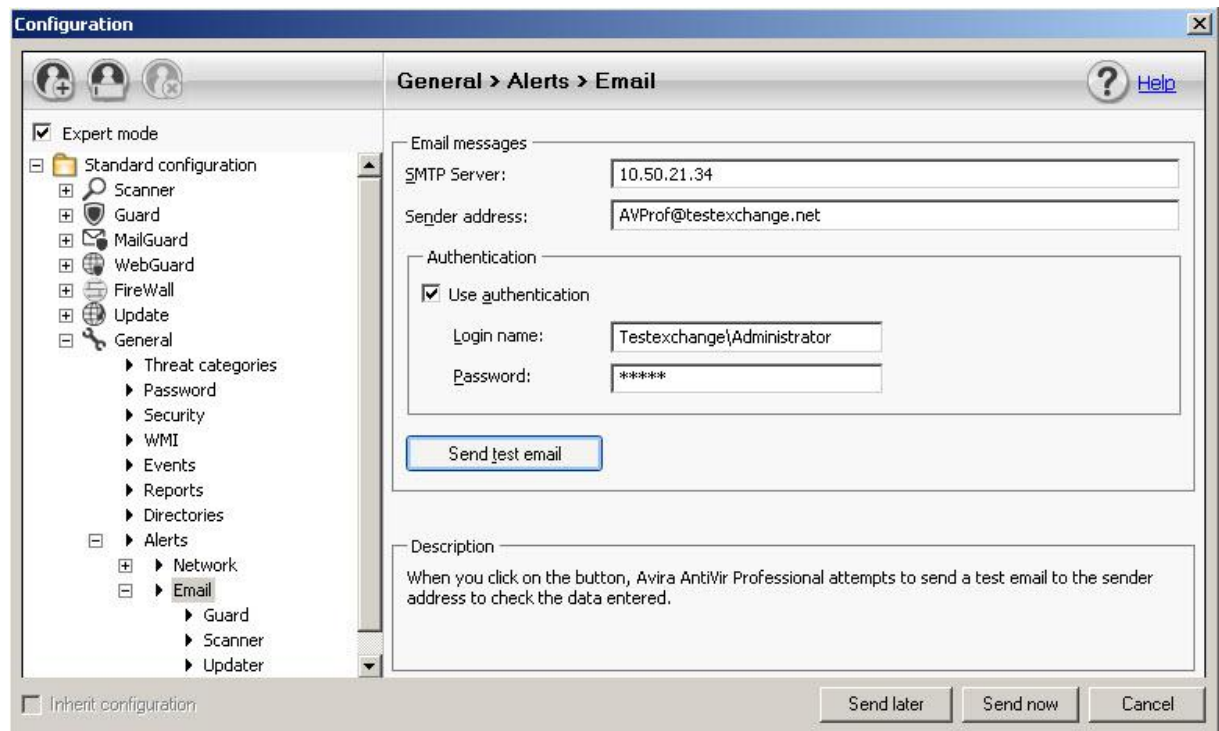
AV10 Professional:

Right-click on the product to be managed and then select *Configuration -> Configure*

In this dialogue there is the possibility to get information via email from the module (Guard, scanner, updater).

1. Step:

The SMTP server information must be provided. In case authentication is needed, it should be mentioned as well.



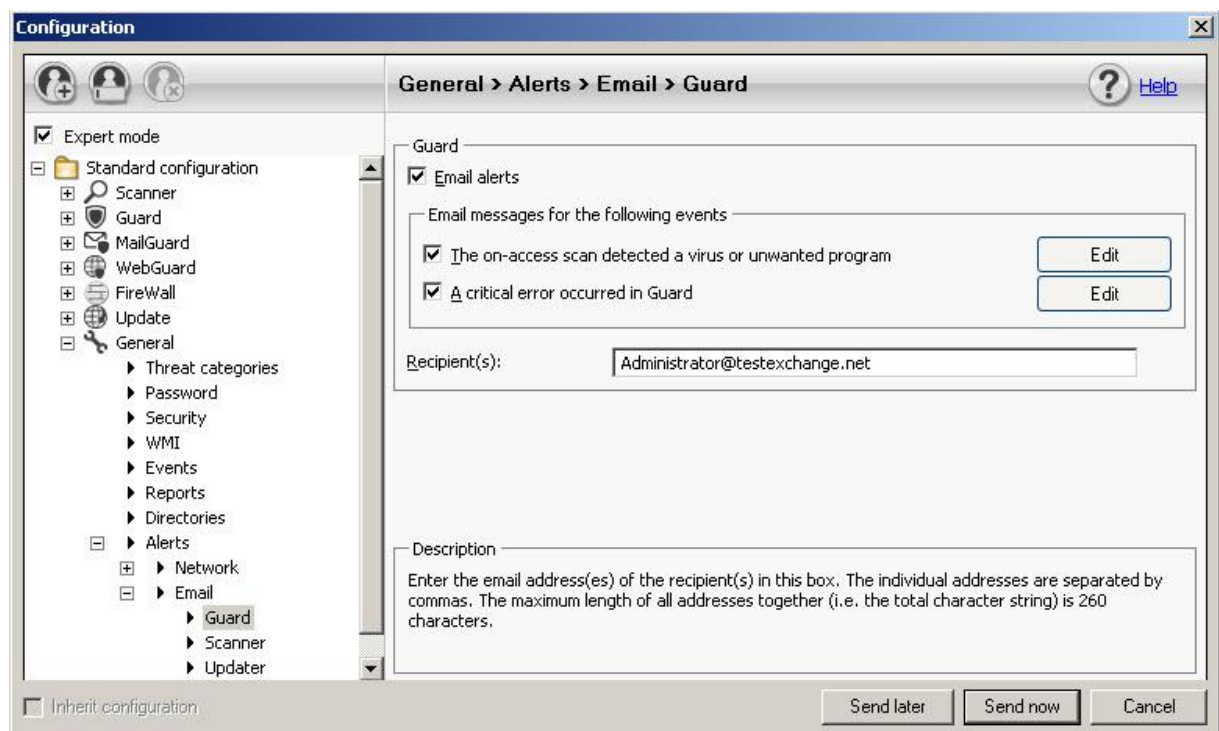
2. Step:

Which modules should inform by email in case an error or a positive event have been recorded.

Guard:

It is possible to get information by email if a find has been reported in real-time search and if a critical error has occurred within the guard.

The email templates can be adapted using the "Edit" option in case an extension is desired.

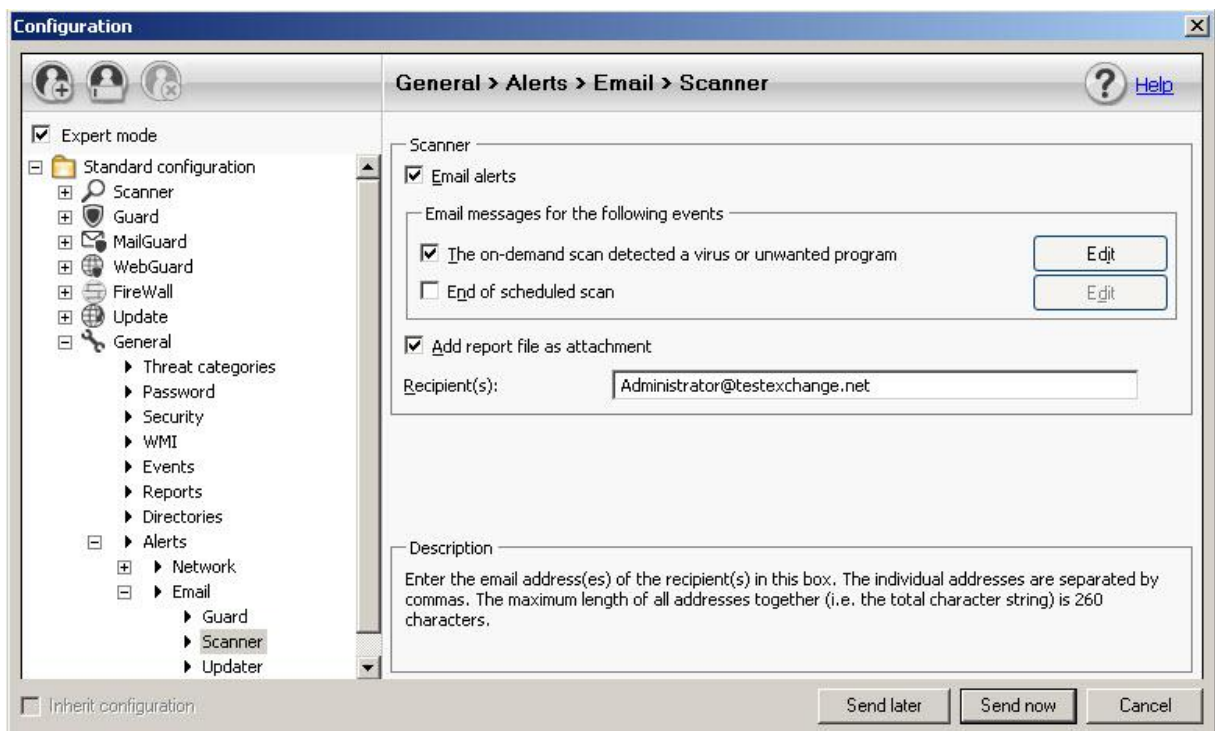


Scanner:

In this dialogue it is also possible to configure the scanner module in such a way that an email is sent out in case of a find during the scan search. Also, an email can be sent when the end of a planned search operation has been reached.

Advantage of this notification method:

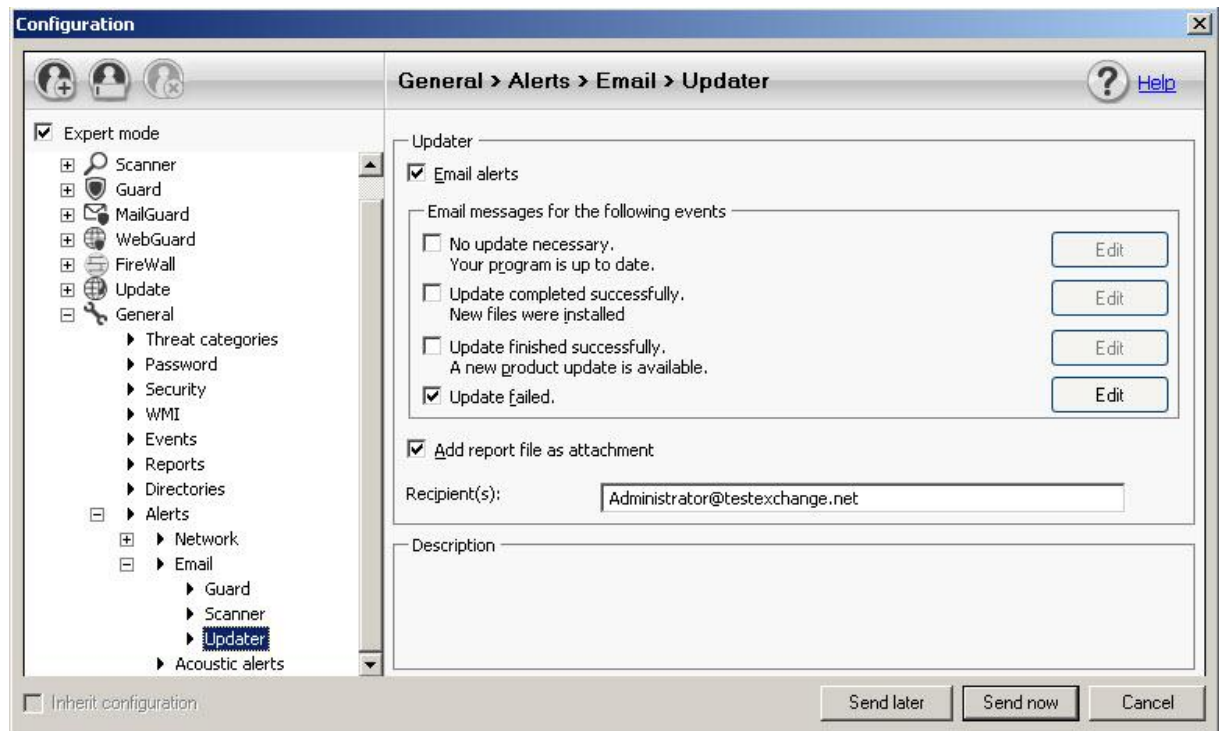
The files that have been reported as finds and the searched objects can be traced immediately with the help of the log file of the search operation.



Updater:

The email alert will also be activated in the dialogue "Updater". Here you have the option to trigger an email alert only in case of a negative result (update failed) or only in case of a positive result (no update required, update completed successfully, etc.)

Again you have the option to include the log file in case of an error.



3. Send product status by email

This feature can be activated if a valid email address has been stored within the user administration for the created user and the service of the SMC server has registered valid SMTP-data.

The user administration must be used to perform an adaptation of an existing user / admin account within the SMC Frontend.

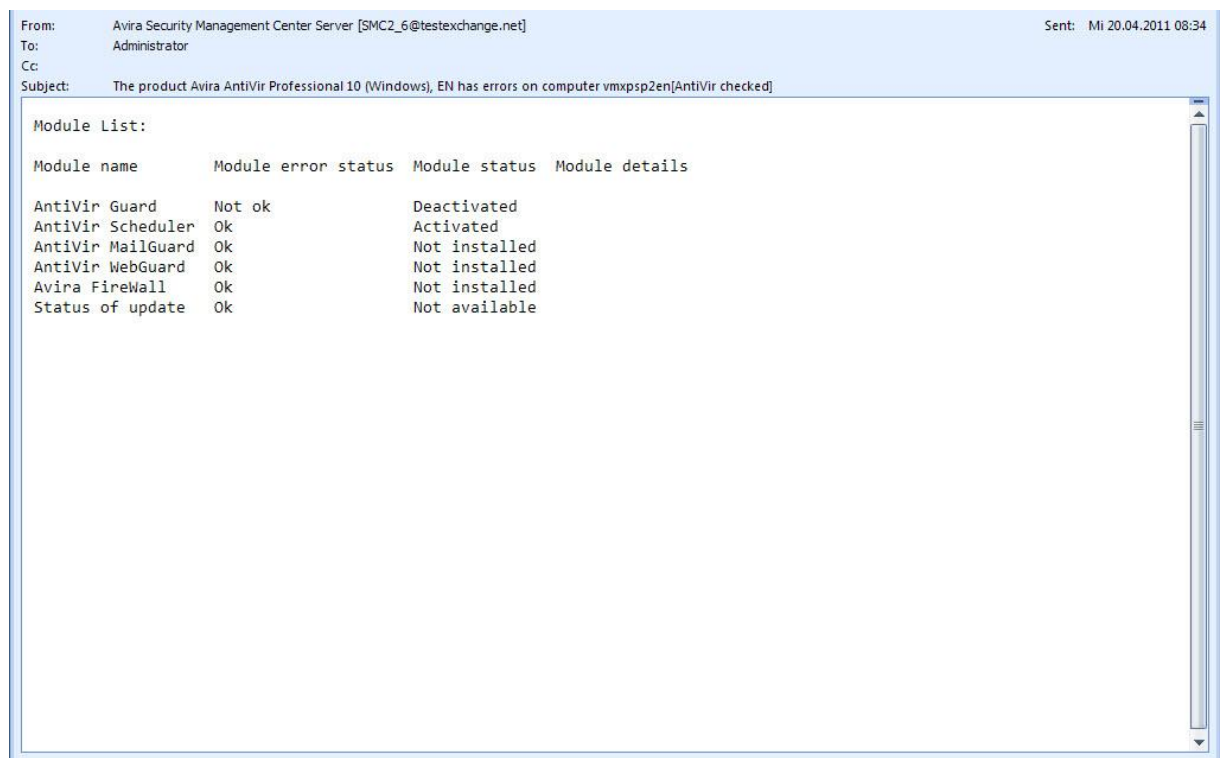
Using a right mouse-click on existing users, the option features can be selected.

Now a valid email address should be provided.

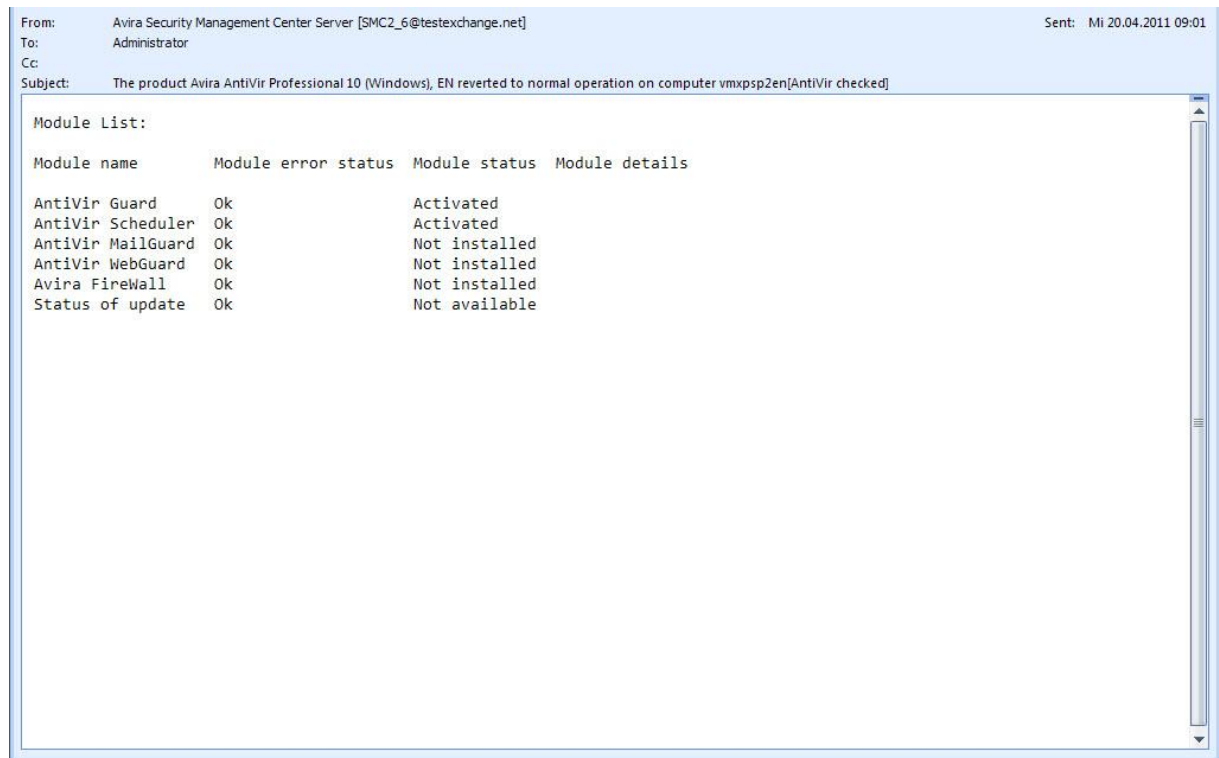
Once this is done, you will be informed immediately if the services have been deactivated at a client or server.

You will also be informed in case of a reactivation about the positive result.

Product status email in a negative case:



Product status email in a positive case:

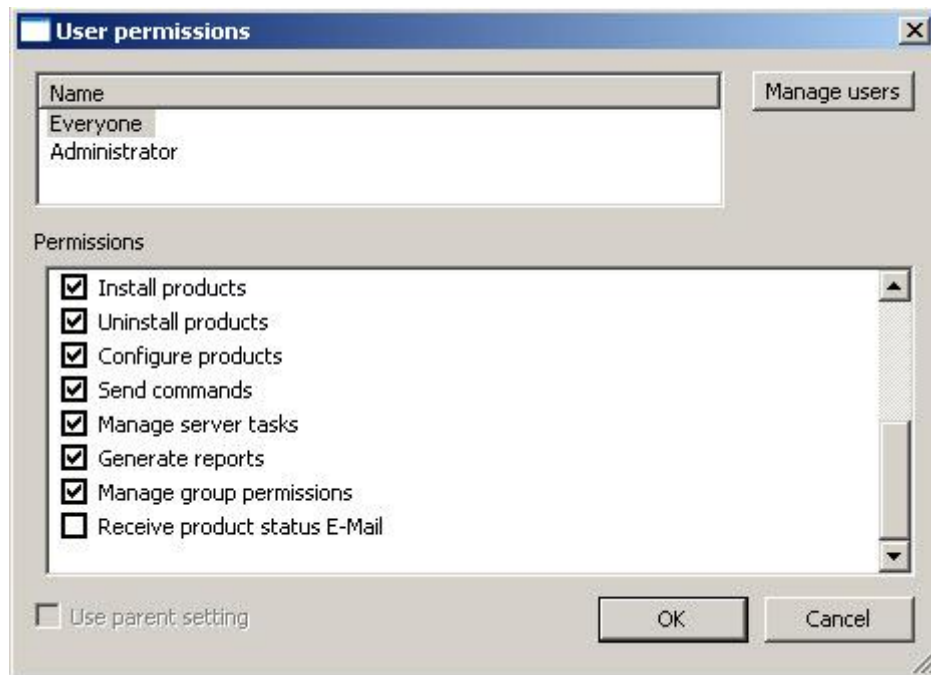


Note:

Only the SMC agent in push mode can retrieve the module status list.
This option is not supported in pull mode.

There are 2 different ways to switch off the email notifications of the product status.

1. You remove the email address from the SMC Account
2. You disable the user right "Product status email received" under user rights within the security environment.



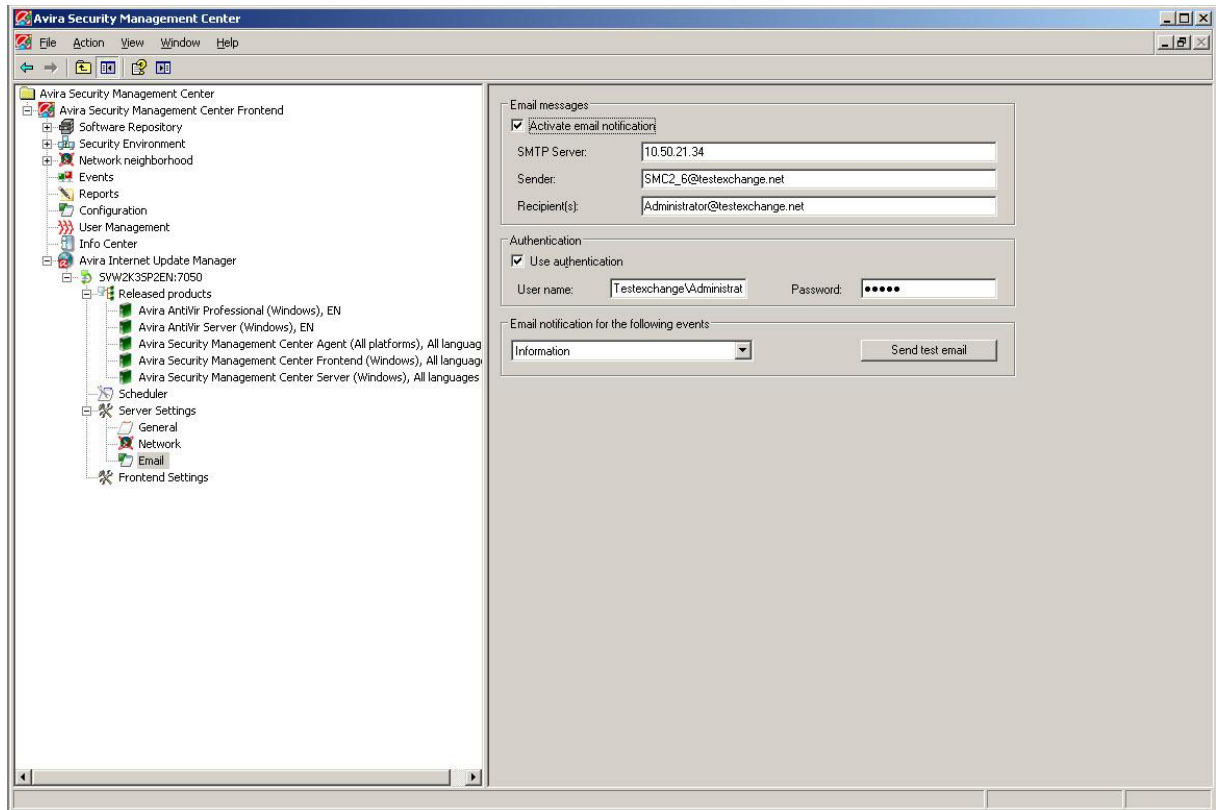
Note:

The product status email will be sent out in an interval of 2 minutes.

4. Internet Update Manager notification emails

The Internet Update Manager is responsible for the central management of updates and their distribution for the managed products within the Avira SMC environment.

Email alerts can be set here, too.



Email messages

Activate email notification

SMTP Server:

Sender:

Recipient(s):

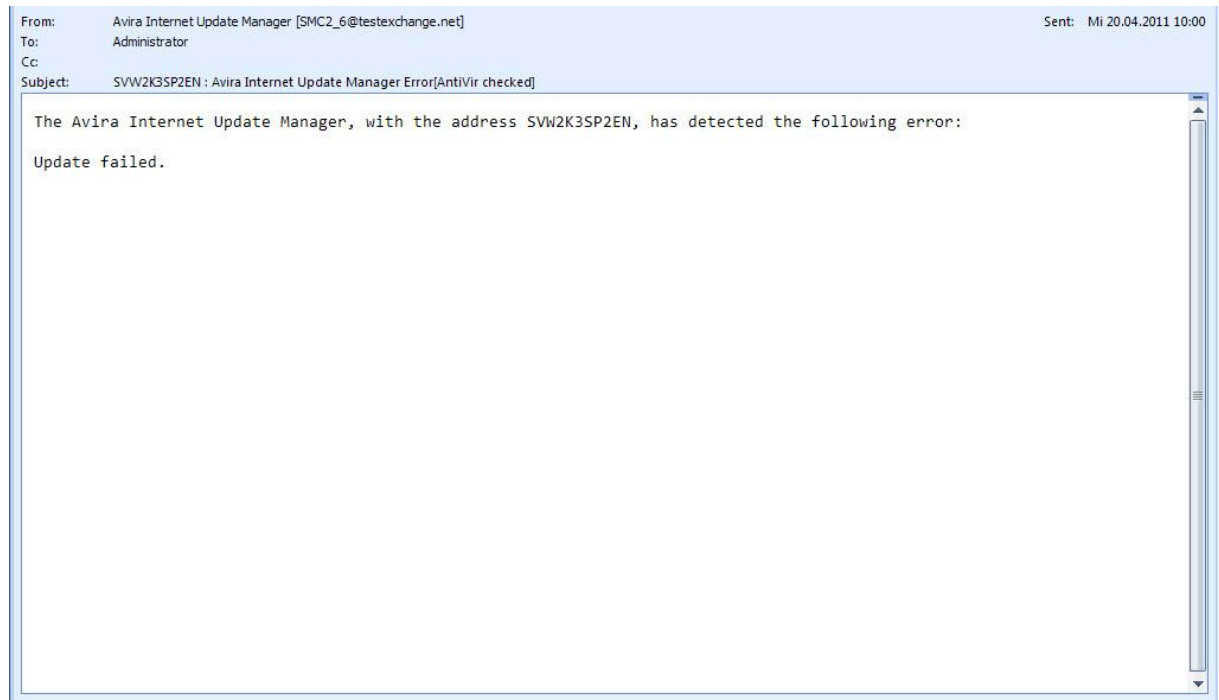
Authentication

Use authentication

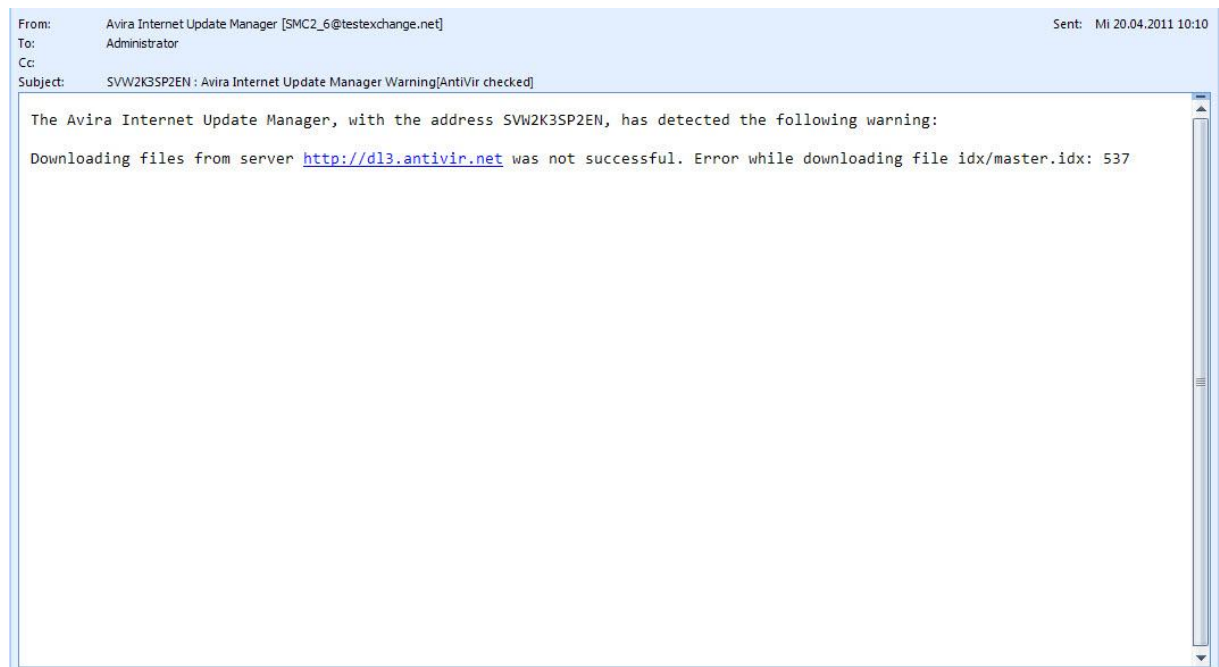
User name: Password:

Email notification for the following events:

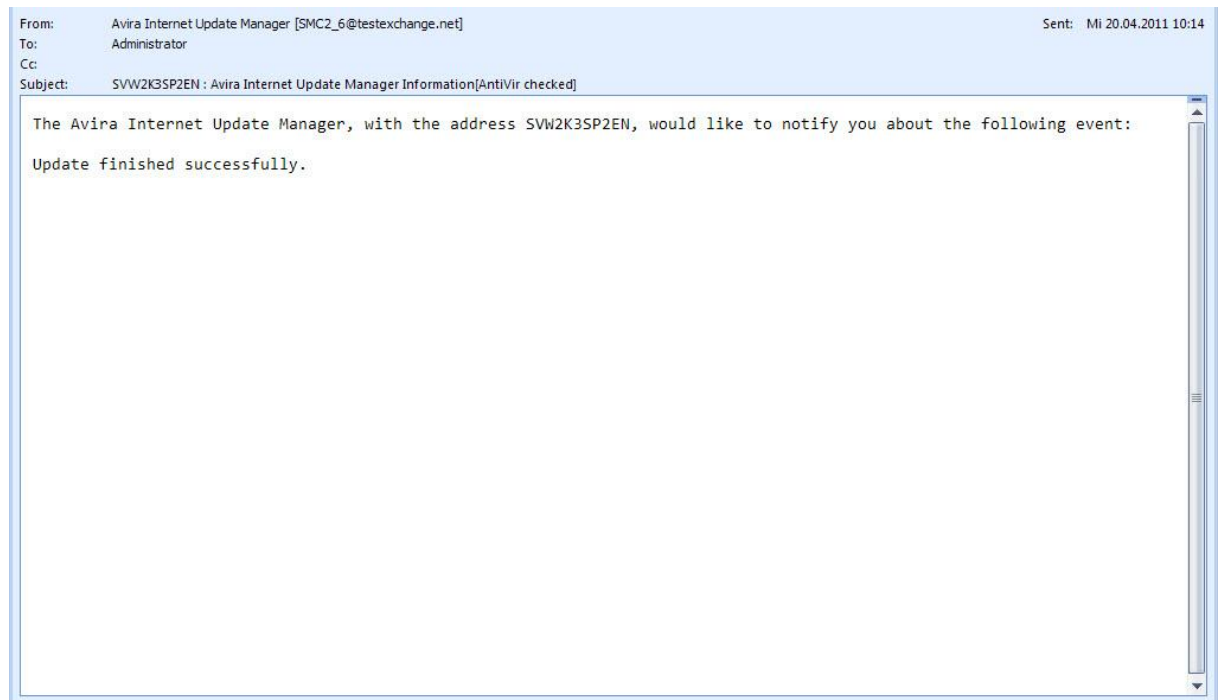
Example of an error:



Example of a warning:



Example for informations:



The restart of the Internet Update Manager will be done after the SMTP-data has been registered. This causes a temporary deactivation of the Avira Internet Update Manager. The connection will be restored automatically.