PC Matic PRO

User Guide v 4.3.4

November 2022

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Introduction

PC Matic Pro is for businesses looking to manage and protect their company's computers remotely from a central location. A single agent is deployed to each device, allowing for full control by IT from the cloud-based console. Access to your management portal is available at portal.pcmatic.com from any device with a web browser.

If this is your first time setting up your account, we encourage you to read the Best Practices documentation. This will give you insight into setting your account up correctly for optimal ease of use and effectiveness.

PC Matic Pro consists of several parts:

- Real-time whitelist based malware protection known as *SuperShield*.
    - ◊ SuperShield is active and protects the computer 24/7 from file and fileless based attacks.
- An on demand malware scanner that will clean, update, and optimize each endpoint.
    - ◊ You can schedule scans at several different intervals: one time, daily, weekly or monthly. Choose a start day and time and insert an email address to receive the clean reports after the scan completes.
- A set of remote management tools that allow for full control of any device on your account.
    - ◊ This includes a VNC Agent, CMD Prompt, File Manager, and remote Reboot and Shutdown commands.
- A suite of security features to protect and prevent unauthorized access through Remote Desktop Protocol (RDP).
    - ◊ Anti-tampering protection at the device ensures malicious actors can't remove your security, and RDP Authentication ensures unknown devices can't remote into your network.

Onboarding Support

Before deploying out to a large number of devices or to all of your machines, we highly recommend consulting with our Onboarding Team. The onboarding team automatically works with new accounts to help make sure that getting PC Matic Pro installed and running is as simple as possible.

During initial installs, you may see unique software that you use blocked as unknown by PC Matic Pro. This is normal, and evidence of our whitelist based approach not allowing unknowns to run. However, the onboarding team will assist you in expediting these unknowns to our malware research team for analysis to be globally categorized. If you have unknown files that are blocked and do not feel comfortable locally whitelisting them, please consult with the onboarding team.

PC Matic Pro's Onboarding Team - onboarding@pcmatic.com

Optimal System Requirements

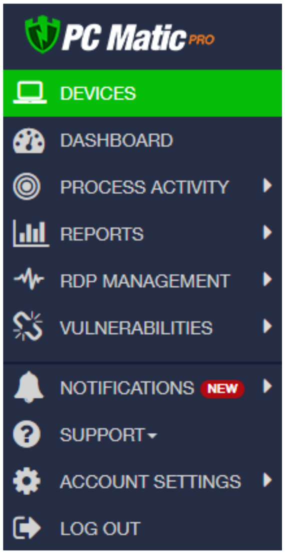
The operating systems below support the the best overall security posture for your devices and our products operatings. On Windows endpoints and servers this includes the ELAM (Early Launch Anti-Malware) Driver that lets SuperShield run as a protected process. This prevents endusers from disabling, uninstalling, or restarting the protection service.

- **Endpoint Operating System**: Windows 10 (1703) - Windows 11
- **Server Operating System**: Windows Server 2019 - Windows Server 2022
- **Mac Operating System:** macOS Monterey, Big Sur, Catalina
- **Processor**: 1 GHz or faster | **Memory**: 8 GB | **Hard Disk**: 50 GB of free space
- High Speed Internet Connection
- .net Framework 3.5 [Download]
- **Current SuperShield Version**: 3.0.45.0
- **Current Mac Version:** 1.0.24 (Build 196.96)

Minimum System Requirements

- **Endpoint Operating System**: Windows 7 - Windows 8.
- **Server Operating System**: Windows Server 2008 R2 - Windows Server 2016.
- **Mac Operating System:** macOS Mojave, High Sierra, Sierra
- **Processor**: 1 GHz or faster | **Memory**: 2 GB | **Hard Disk**: 5 GB of free space
- Active Internet Connection
- .net Framework 3.5 [Download]

Sidebar Navigation



The sidebar in PC Matic Pro is your home for navigating your account. No matter what page of your account you're currently viewing, the sidebar adapts to give you the links that are available, and will expand into a sub sidebar to present current actions for your view.

Devices

The first tab in your sidebar, Devices, presents you with all of the information about each machine you are currently protecting and managing with PC Matic Pro.

Process Activity

The process activity tab is your central location to see all processes monitored in your environment. Here you can quickly see blocked processes and add exceptions for them to your local allow list.

Notifications

This tab provides information about happenings inside your account, but these are not *Alerts* that need your present attention. PC Matic Pro automatically takes care of any item that needs immediate attention so you can relax and focus on other tasks.

Account Settings and Other

At the bottom of the sidebar you will find a new tab called Account Settings that will encompass all of your options that are available at the account level, along with any information about your account such as licensing or payment settings.

Sub Sidebar

When navigating your sidebar, a list of actions for that section will open into a sub sidebar so you can easily access anything you need without having to load different pages.

Payment Settings

Setting up Auto Pay for your PC Matic Pro account is the easiest way to manage your account and the charges for all of your endpoints. *This section can be skipped if you have prepaid your account, or purchased through a reseller partner.*

From the sidebar click on Account Settings. Now on the view that opens on the right side, select Update Invoice Autopay Settings.

Put a check in the box next to: Turn Auto Pay On. Fill out all of the pertinent information and click the Save button.

Missed Auto Payment

If you have overdue invoices that require payment, you must manually pay them before turning Auto Pay on. If Auto Pay is on it will not let you manually pay the invoices, but it will not automatically back pay them. Turn Auto Pay off, manually pay the overdue invoices, and then turn Auto Pay back on for future billing.

User Management

Click Account Settings from the sidebar, and then select User Management, here you can setup additional logins to your management console.

To set up a new user, click the Add User button and fill out the information for that user. Once you submit the information, a registration email will be sent to the email address so they can set a password. Now you can choose the role for the user and what levels of the account they should have access to.

User Activation/Deactivation

Next to each user there is a toggle that Activates them (when green) and deactivates them. When a user is deactivated they will automatically be logged out of any active sessions and will no longer be able to login. Users are also deactivated if:

- They have not logged in in the last 90 days.
- They attempt to log in with incorrect credentials 5 times in a 15 minute window.

User Management Notifications

User Management Notifications can be enabled for any user on the account. Turning this on will send that user email notifications about any changes that happen to users on the account. This includes creating, modifying, deleting, activating, and deactivating users.

Enforce Authentication

You can require all users on your account to use multifactor authentication when logging into the web portal by toggling this option on. Once this is toggled on, users will be prompted to enable authentication for their account on their next login. If you do not enforce the use of authentication for all users, each user will still be able to choose to use it for their own account.

Roles

- Account Admin - Full account access and the ability to create and manage additional users.
- Account Manager - Full access to the account without the ability to create and manage additional users.
- Group Admin - Recommended for admin users that should be limited to certain groups.
- Group Access - Recommended for limited access users to certain groups.
- Custom Roles - Create your own Roles and assign any combination of Rights for each one.

From the Manage Roles tab you can create, edit, and delete any of the existing roles. Your account will come with the four predefined roles above. Setting up Custom Roles will allow you to choose between all of the available rights and set up a unique Role to use for each situation you have. Set your Role name and description and then assign each right that you want to save for this Custom Role.

Rights

1. Account Settings - Notification Contacts
2. Account Settings - VDI Mode Management
3. Devices - Add Device Button
4. Devices - Remove Device Action
5. Notifications - Notification Setup
6. Notifications - Security & Performance

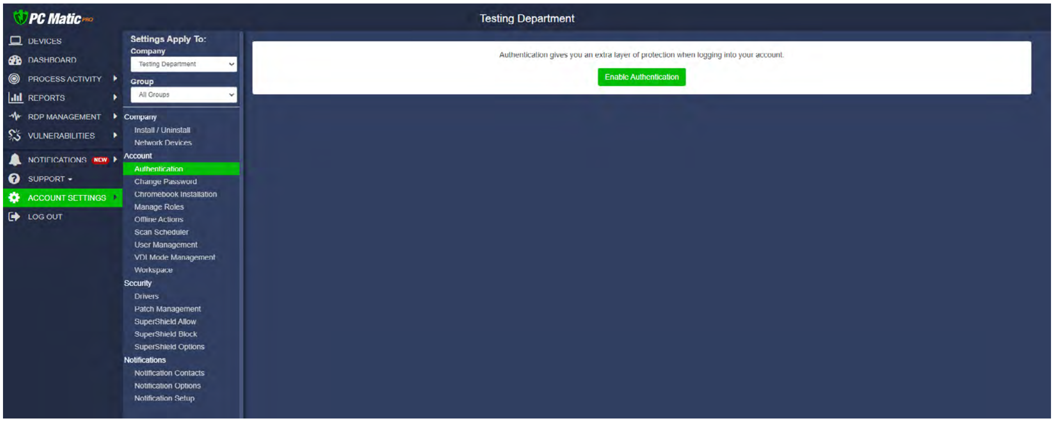
7. Notifications - PC Matic News
8. Notifications - Renewal Tracking
9. Realtime Actions - Ad Blocker
10. Realtime Actions - Move Devices
11. Realtime Actions - Quarantined Files
12. Realtime Actions - Reboot
13. Realtime Actions - Remote Desktop Protocol
14. Remote Tools - Command Prompt
15. Remote Tools - File Manager
16. Remote Tools - Remote Access
17. Scanning - Scan Now
18. Scanning - Scan Scheduler
19. Security - Lockout Settings
20. Security - Patch Management
21. Security - Uninstall/Install SuperShield
22. Security - SuperShield Allow & Block
23. Security - SuperShield Options
24. Sidebar - Account Settings
25. Sidebar - Vulnerabilities
26. Account Settings - User Management
27. Account Settings - Manage Roles

Authentication

Each user of your PC Matic web portal has the ability to enable multifactor authentication. Once enabled, authentication requires a 6 digit code generated by a mobile app (iOS or Android) to log in to the web portal. *Suggested authenticator apps: Google Authenticator, Microsoft Authenticator, Twilio Authy, LastPass, OneAuth, FreeOTP, andOTP, 2FAS*

Enabling Authentication

Each user can enable authentication from the Account Settings > Authentication page by clicking on the Enable Authentication button.

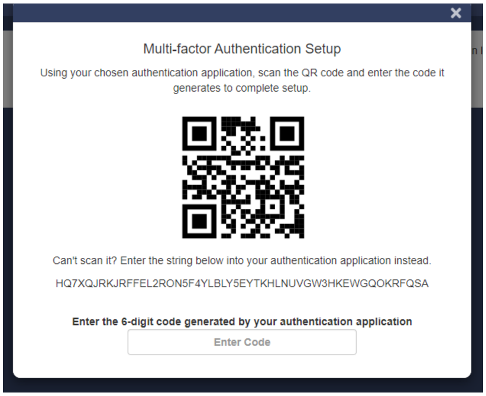


Testing Department

Settings Apply To:
Company: Testing Department
Group: All Groups

Authentication gives you an extra layer of protection when logging into your account.

The user will be prompted to scan a QR code using their chosen authenticator app. The app will generate a 6 digit code. Enter the 6 digit code in the field.



Multi-factor Authentication Setup

Using your chosen authentication application, scan the QR code and enter the code it generates to complete setup.

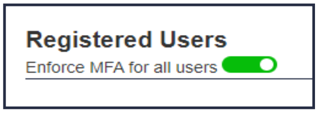
Can't scan it? Enter the string below into your authentication application instead.

HQ7XQJRKJRFFEL2RON5F4YLBLY5EYTKHLNUVGW3HKEWGQOKRFQSA

Enter the 6-digit code generated by your authentication application

Enforce Authentication

Administrators can require all users to setup and use multifactor authentication on their account by going to Account Settings > User Management and toggling the ***Enforce MFA for all users*** option on.



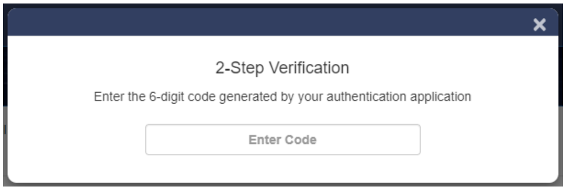
Registered Users

Enforce MFA for all users ●

The next time a user logs in they will be prompted to setup multifactor authentication if they don’t already have it enabled.

Using Authentication

Once enabled, after a user successfully enters their email address and password to login, they will be prompted to enter the 6 digit code generated by their authenticator application.



2-Step Verification

Enter the 6-digit code generated by your authentication application

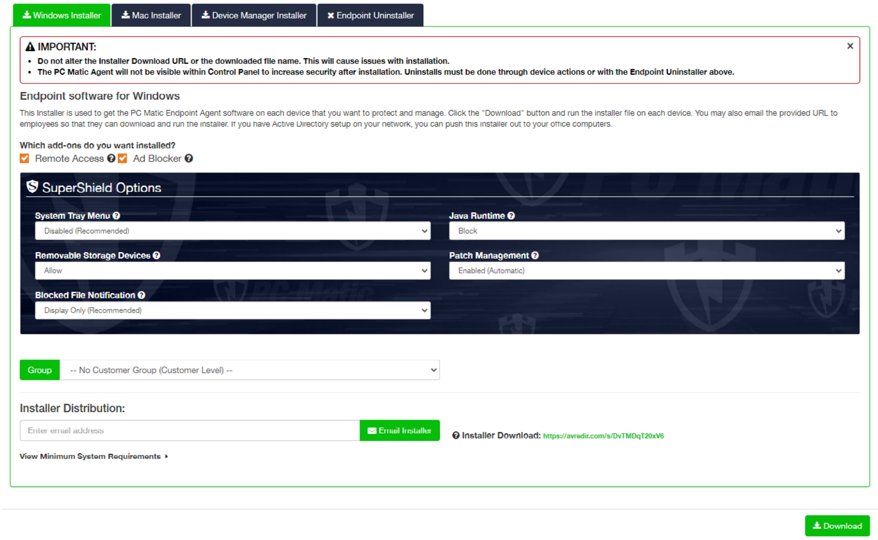
Installation

Before downloading the endpoint installers for your PC Matic Pro account, you have several options that can be customized to increase flexibility and ease of installation. For installing on Macs, see the Mac section.

There are two primary methods of installation. The first is to create and download a custom MSI file. From the devices tab, click **Add a Device**.

The first tab, Windows Installer, is where you can customize an MSI file and choose from several different methods for deployment.

SuperShield: Our real-time security component and will stop any program from running that is not on our whitelist. SuperShield will never allow an unknown application to execute on your computer without admin permission (SuperShield is always included in the installer).



⚠ IMPORTANT:

- Do not alter the Installer Download URL or the downloaded file name. This will cause issues with installation.
- The PC Matic Agent will not be visible within Control Panel to increase security after installation. Uninstalls must be done through device actions or with the Endpoint Uninstaller above.

Endpoint software for Windows

This Installer is used to get the PC Matic Endpoint Agent software on each device that you want to protect and manage. Click the "Download" button and run the installer file on each device. You may also email the provided URL to employees so that they can download and run the installer. If you have Active Directory setup on your network, you can push this installer out to your office computers.

Which add-ons do you want installed?
☑ Remote Access ☑ Ad Blocker

SuperShield Options

System Tray Menu: Disabled (Recommended)
Java Runtime: Block
Removable Storage Devices: Allow
Patch Management: Enabled (Automatic)
Blocked File Notification: Display Only (Recommended)

Group: -- No Customer Group (Customer Level) --

Installer Distribution:

Installer Download: https://avredir.com/s/DvTMDqT20xV6

Remote Desktop: This will install our VNC Agent allowing remote access to an endpoint or server through your cloud console.

Ad Blocker: Install PC Matic's ad blocker in Chrome, Firefox, Edge, and Internet Explorer

System Tray Menu: This removes the ability of a user at the endpoint to alter the configuration of SuperShield in the system tray.

Java Runtime: Allow or block all Java activity through SuperShield. Blocking all Java activity can increase your security posture.

Removable Storage Devices: Remove the ability to connect USB storage devices. When activated any USB storage device currently connected will eject. USB peripherals will remain functional.

Patch Management: Updates third party applications automatically through SuperShield according to your settings in Software Management.

Blocked File Notification: Control what's visible and accessible to the end user when an application is blocked by SuperShield.

Groups: You can select the group that you would like to associate this installer with. It will automatically add any computer using this installer to your chosen group. If you decide to leave this box blank, you can always associate an endpoint to a group at a later time.

There are several methods to deploy the installer that was just customized.

Email: You can enter an email address and the installer link will be sent there with instructions to carry out the installation.

URL: You may copy the actual URL link listed below the email box and manually email it out to a group, or save the link for use later.

Direct Download: Download the file to the computer you are on. This can be used on that computer, sent to a shared directory, or copied to a thumb drive and then taken to the different endpoints and installed from the thumb drive. This downloadable file is an .msi file with a unique string as the file name. *It is very important that you do not change the filename in any way. It will cause the install to not function correctly.*

Silent MSI Install: The PC Matic Pro installer MSI can also be pushed out silently using a command string. Below you'll find an example of the command string to use, filling in details like msipath with the path of the msi on the machine.

- **Command String:** `msiexec /i “msipath” /qn /norestart`

Device Manager Set Up

The device manager installer allows you to use Active Directory to install PC Matic Pro onto your endpoints. Using PowerShell along with a GPO on your server, this push install method allows us to install the client on each endpoint without needing to reboot.

Device Manager Demonstration Video: https://pcmatic.me/DeviceDemo

Prerequisites

- Server: Requires PowerShell 3.0 or higher
- Server: Requires .net Framework 4.5
- Server: Execution Policy Set: RemoteSigned
- Endpoint: Requires PowerShell 2.0 or higher

The best way to check for prerequisites on your server is to run the script below. It will automatically check each prereq and let you know if it has been satisfied.

- https://support.pcmatic.info/files/deviceManager/prereqs.zip

1. Download the zip above, and extract it to your downloads folder.
2. Open PowerShell as an administrator, and run the script by using a command similar to the one below.
   - `PS C:\users\Administrator\Downloads\prereqs> .\prereqs.ps1`
3. **Note**: There needs to be a '`.\`' in front of the file name when running it inside PowerShell. You also may get a security warning about running the script, it is safe to run from PC matic/PC Pitstop.
4. After the script finishes running, you should see an output similar to the one below.
   - ◊ VERBOSE: Checking the .Net Framework Requirement
   - ◊ VERBOSE: Result: Meets Minimum .Net Requirement - .Net Version 4.7.2 Found
   - ◊ VERBOSE: Checking version of PowerShell
   - ◊ VERBOSE: Result: Meets Minimum PowerShell Version - 4.0 Found
   - ◊ VERBOSE: Checking Execution Policy
   - ◊ VERBOSE: Result: Execution Policy is set to Unrestricted
   - ◊ VERBOSE: All the Minimum Requirements Have Been Met

Now if you did not meet all of the prerequisites, it's time to make sure they are all satisfied before we move on to installing the device manager. More details about each individual prerequisite are below.

PowerShell

We need to install at least PowerShell version 3.0 or higher to satisfy the requirements. Below you'll find the download link to install PowerShell 4.0 from Microsoft. Once complete, you can check the success by opening a command prompt as an administrator and running: `PowerShell -Command "$PSVersionTable.PSVersion"`

- https://www.microsoft.com/en-us/download/details.aspx?id=40855

.net Framework

The .net Framework requirement is a little different than PowerShell in that we need exactly version 4.5 to be installed. To download and install .net framework 4.5, visit the Microsoft site below.

- https://dotnet.microsoft.com/download/dotnet-framework-runtime/net472

RemoteExecution Policy

To set the RemoteExecution Policy to RemoteSigned on your server, follow the steps below.

1. Open a PowerShell prompt as an administrator.
2. Run the following command: `Set-ExecutionPolicy RemoteSigned -Force`
3. After the command is run, you can check the success of it by running: `Get-ExecutionPolicy`

Once all of your prerequisites have been met, you can continue to the Device Manager steps!

Active Directory Connection with Device Manager

1. Download the Device Manager from your PC Matic Pro management console. To access it, open your management console and enter the Options > Install/Uninstall tab.
2. Before you download, it's very important to enter your Active Directory Administrator credentials at the bottom of the installer window (image below). These credentials will be used to run the Device Manager service with the correct authority. Leave "Create Remote PowerShell GPO" checked as well.
3. Now, download the Device Manager onto your domain controller and run it.
4. Once complete, you can click Finish and close the installer screen. Nothing else will pop up on the server as the Device Manager works in the background for you.
5. You will however, see a new Network Devices tab arrive in your PC Matic Pro console. When you enter that area, you should begin to see the devices from your network populating into the Devices tab.

Verifications Before Install

Before you begin installations, it's important to verify that the GPO was created correctly and the Domain Controller's scheduling service is running with the proper authority.

1. Open Services on your server, and look for the PC Pitstop Scheduling service. On the right side, it should show the Log On As value as your Admin account that you entered into the console before download.
2. If it says Local instead, right click and go to Properties and the Log On tab. You can then select This Account and make sure your credentials are present.
3. Enter Group Policy Management to verify the new GPO "PCMatic Agent EnableRemotePS" has been created successfully.
4. Then enter Active Directory Users and Groups for a new user group called "PC Matic Agent Devices". The endpoints in this group should be the same as the endpoints that show within Network Devices > Devices tab in your management console.
5. To kickstart the sync process between your server and the management console, you can always run the script below. Syncs happen automatically every 30 minutes to look for installs or uninstalls but if you want it to happen faster this script will reset the clock.
   - https://files.pcpitstop.com/DeviceManager/sync.bat

The last piece to verify is that endpoints have received the new GPO that was created. This will happen automatically but it depends on what your settings are locally for each endpoints to pull in GPO updates.

To manually force a GPO update on all machines from the domain controller, run the code below in an administrator PowerShell prompt, hitting enter after each one:

1. `$computers = Get-ADComputer -Filter *`
2. `$computers | ForEach-Object -Process {Invoke-GPUpdate -Computer $_.name -RandomDelayInMinutes 0 -Force}`

To then check that the GPO was applied correctly, you can run the following command to generate a text file on the desktop with the results: `gpresult /Scope Computer /v > c:\gpresult.txt`

After the command runs the text file should contain the following:

```
Applied Group Policy Objects
    -----------------------------------
        PC Matic Agent EnableRemotePS
        Default Domain Controllers Policy
        Default Domain Policy
```

You can also verify the new GPO by going to the Windows Firewall, then advanced and then, Inbound Rules. There should be 2 new rules named `NameRes` and `WSMAn`

Pushing Installations

Now with all of the requirements satisfied and checked, we can begin pushing installations from within the management console. Navigate back to the Network Devices area and the Devices tab. From here, make sure each device has a credential assigned to it by selecting the devices and then clicking the blue key to choose your Admin credential.

Once ready, select the endpoints you'd like to deploy to and click the green install button. Choose your installation settings and click Install. This install process will not be immediate and will depend on the amount of devices selected and the speed of the domain controller. Again, to manually speed up the install process you can reset the sync clock using the script below.

- https://files.pcpitstop.com/DeviceManager/sync.bat

Each device will begin to appear in your management console after the install completes and will have the green SuperShield icon in it's system tray.

If you have questions during the Device Manager process or run into problems, please contact our dedicated onboarding team at the email below.

- onboarding@pcmatic.com

Network Devices Deployment

After the installation has completed on your server, or if you set credentials for the Device Manager before downloading, you can access the Network Devices tab. Click Account Settings and then choose Network Devices. This will give you access to all of the devices that are on your active directory network. From this view you're able to set credentials and remote install or uninstall.

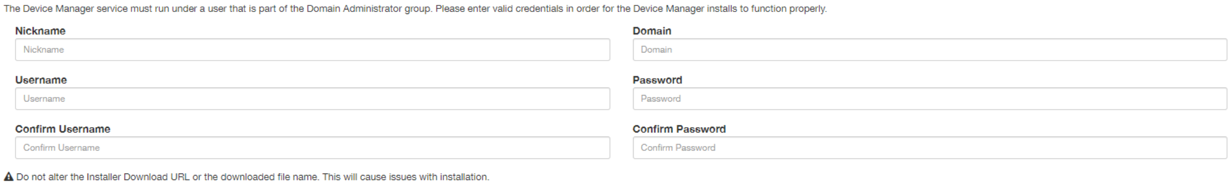
There are two tabs available from this view, the Devices tab that shows all of your computers and servers on the network, and Credentials which will allow you to store admin credentials for installation. From the Devices tab you can use the check boxes at the left for bulk selection. Each icon to the right of every endpoint gives different information on the device.

1. Bulk Options
   - Select individual devices or all devices to view bulk options for Install, Uninstall, Credential Set, and Removal.

2. Endpoint Status
    - Installed: PC Matic Pro is currently installed on the endpoint.
    - Uninstalled: PC Matic Pro is currently not installed on the endpoint.
    - Pending Install: PC Matic Pro will be installed on the endpoint when the scheduler service on the server runs (1 hour max).
    - Pending Uninstall: PC Matic Pro will be uninstalled on the endpoint when the scheduler service on the server runs (1 hour max).
3. Endpoint Details
    - Displays information about the endpoints AD network, as well as current PC Matic configurations after installation.
4. Install/Uninstall Endpoint Software
    - Green Icon: Push installation to the endpoint.
    - Red Icon: Pull (uninstall) client from the endpoint.
5. Remove From Account
    - Before installing, this will remove the device from the device manager screen so you will no longer be able to push install to it.

Manually Add a Device

If you have any endpoints that are not currently on your active directory network, but the server with the device manager installed is able to see them they can be added by IP address or computer name. From the Devices tab you can input that device name or IP address and add the machine so that push installs can be made to that endpoint.



The Device Manager service must run under a user that is part of the Domain Administrator group. Please enter valid credentials in order for the Device Manager installs to function properly.

Nickname Nickname	**Domain** Domain
Username Username	**Password** Password
Confirm Username Confirm Username	**Confirm Password** Confirm Password

⚠ Do not alter the Installer Download URL or the downloaded file name. This will cause issues with installation.

Credentials

The Credentials tab in the Network Devices window will allow you to save encrypted admin credentials for installation. The credentials can then be assigned to each endpoint in a bulk fashion or individually. This will allow you to push install to each endpoint even if the user doesn't have admin access on the computer.

While adding each encrypted credential, set a nickname that will help you remember each admin credential in the future. The nickname will be used to assign each credential to an endpoint before pushing out the installation. The credentials provided for each device must be domain administrator credentials for the install/uninstall to work correctly.

Use to Run Device Manager: When setting up a credential, if you haven't already chosen a credential to run the device manager under, check the box here if this credential is a Domain Administrator. It is critical that the Device Manager is run with Domain Administrator access or installs will most likely not function correctly.

If you change the password for a credential, the Device Manager will switch to running under the local user. Update your Credentials in this section or installs may stop working. After updating it may take 24 hours to update the service to no longer run as Local.

Push Installation Fallbacks

If the push installation attempt fails via Remote PowerShell, we have implemented two fallbacks to still attempt the install. These fallbacks will happen automatically without any need for action from you.

- PsExec
- RemoteWMI

Installing via Workgroup

You can also make use of the Device Manager to remotely deploy to your endpoints even if they're not on an active directory network. Instead of using AD we will be installing to all of the computers that are on your workgroup. This process takes a little more manual setup steps than using Active Directory but allows full push and pull control after setup.

To install via workgroup, you need to install the device manager onto a computer or server that is in the workgroup and has network access to the computers you would like to remote deploy to. This allows the device manager the access it needs to each endpoint to push or pull installations.

1. Beginning this process, make sure your workgroup is set up and all computers you would like to deploy to are in it.

2. From each endpoint, open a command prompt as an administrator and open a PowerShell prompt by typing PowerShell and pressing enter. Then type the command "Enable-PSRemoting" and answer yes to all prompts. Remember to only type what is inside the quotations.

3. Now begin the installation process by downloading the device manager and installing it on a computer or server that is in the workgroup. After installation completes, visit the Network Computers button on your group or company home page to view the list of computers on your workgroup.

4. Each endpoint is going to need it's own unique credential using this approach. You may want to nickname your credentials with the computer name so you remember which one to assign.

5. In the network devices window click the credentials tab to create or edit credentials.

6. Add in the computer's name as a Nickname so you remember which computer this is for, set the domain to the computer's name as well. Input the admin username and password and click save when complete. Repeat this for each endpoint.

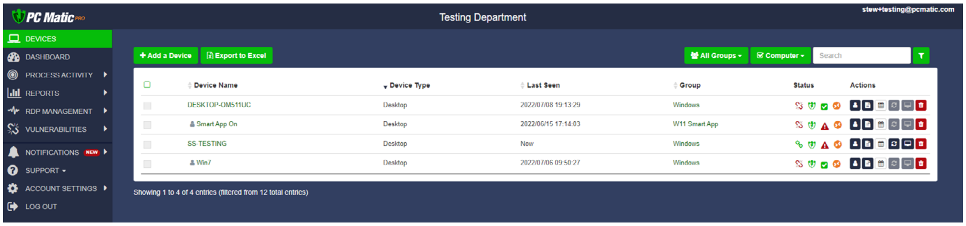
7. Now from the devices tab with all endpoints and unique credentials created, assign the credentials to each computer by selecting it from the dropdown.

8. You can now push installations out to your endpoints!

Troubleshooting Tools

The Device Manager syncs automatically with the web portal every 30 minutes to look for changes in settings or new installs/uninstalls to push out. However, if you want to manually force this sync to happen we have created a simple batch file you can run on the domain controller. You can download it below.

- https://files.pcpitstop.com/DeviceManager/sync.bat

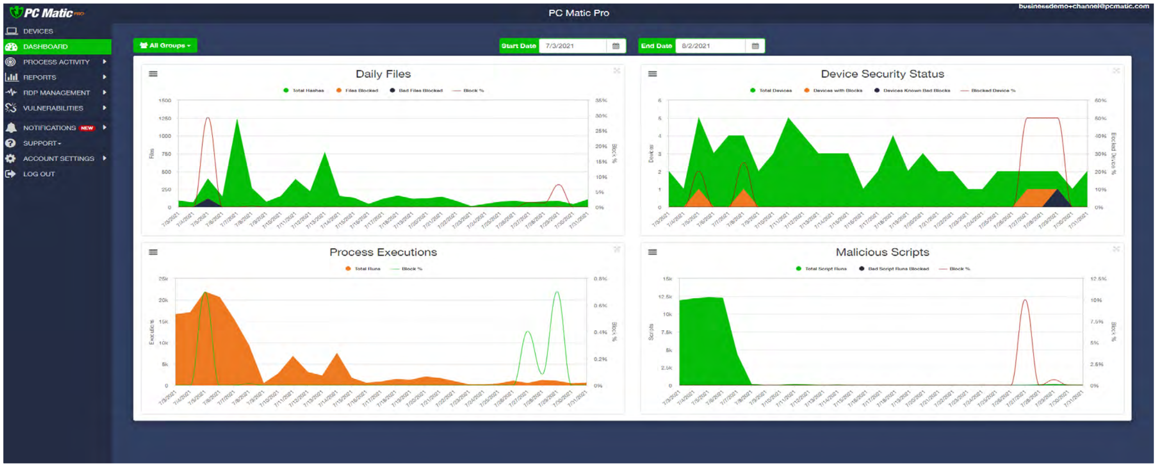


☐	Device Name	Device Type	Last Seen	Group	Status	Actions
☐	DESKTOP-OM511UC	Desktop	2022/07/08 19:13:29	Windows		
☐	Smart App On	Desktop	2022/06/15 17:14:03	W11 Smart App		
☐	SS TESTING	Desktop	Now	Windows		
☐	Win7	Desktop	2022/07/06 09:50:27	Windows		

Showing 1 to 4 of 4 entries (filtered from 12 total entries)

Company Home Page

The company home page is the primary landing page in the portal and provides the needed navigation links to access all options and reports within PC Matic Pro.



Start Date 7/3/2021

End Date 8/2/2021

Dashboard

The dashboard page can serve as the homepage for your company on each login. This page allows for customization of several account metrics and security reports so what you want to see is front and center on each login.

Notifications

The Notifications tab presents general information from your devices. These are not Alerts that need immediate action, but rather suggestions that you can take a look at and decide if you want to take any action. Anything that requires fast or immediate action is done automatically by PC Matic Pro.

Process Activity

The Process Activity report displays any and all processes that are in your network. You can view all processes, or filter by processes that were blocked or allowed and make decisions on locally allow listing from this report quickly.

Reports

There are several reports in this section containg details about your endpoints or activity inside your management console. Let's break them down below.

Security Summary - Displays security related events from SuperShield or the scan engine. Clicking either of the green headers will reveal more details about each item in that dataset.

Maintenance Summary - Displays events from manual or scheduled scans that relate to endpoint performance.

Activity - Displays account events, including deleted devices, SuperShield options changes, and more.

Hardware Inventory - Lists all devices currently your account and their details.

Software Inventory - Lists all software installed on your devices. *Note: The information in this report is generated by PC Matic scans. Software from devices with no scans will not be included. For the most up-to-date report, ensure that all devices have recently been scanned.*

Endpoint Vulnerabilities

The Endpoint Vulnerabilities tab is home to several possible security holes or gaps in your environment.

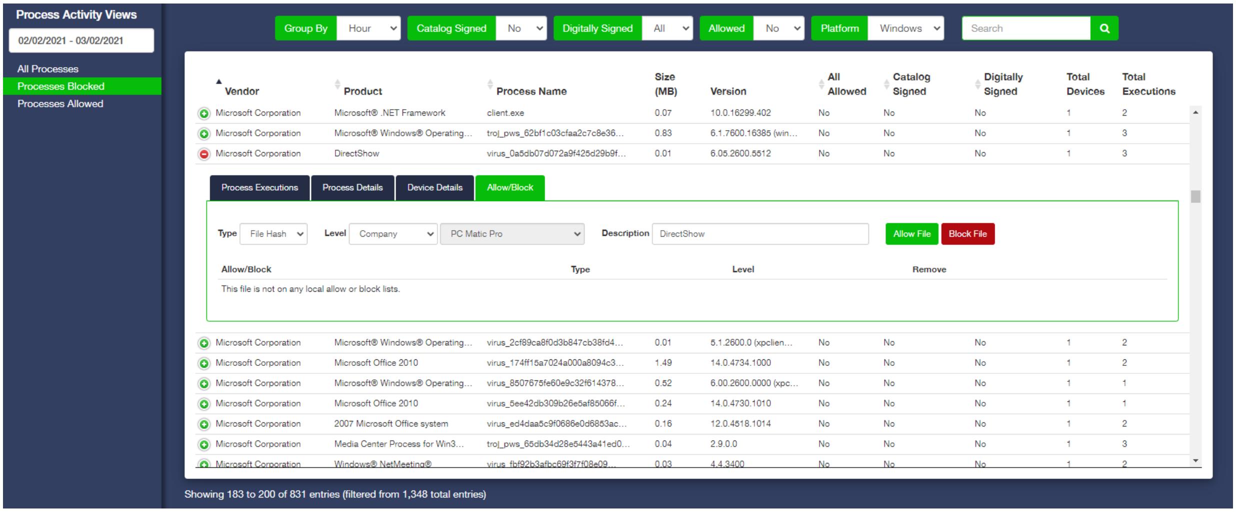
- **System Tray Menu** - When System Tray Menu is enabled at a device, the user can access admin controls through the system tray menu to turn off protection, enable override modes, and more.
- **Prompt for Override** - With prompt for override enabled, the user can choose to allow or always allow an application that PC Matic is going to block.
- **Remote Desktop Protocol** - Remote Desktop Protocol can open opportunities for brute force attackers to gain control of an endpoint. This report shows all devices with RDP enabled, what port it is enabled on and a toggle to turn it off. You can read more about RDP security here.
- **Account Lockout Settings** - PC Matic Pro automatically sets the Windows Account Lockout Threshold to stop brute force attacks. Our default settings/recommendations are 10 incorrect attempts (Threshold) within 5 minutes (Duration) to lock the account for 5 minutes (Observation). You can read more about this setting here.

Process Activity

The process activity report displays all available information about processes, blocked or allowed, across each machine on your account. You can filter this report in several different ways to review this activity, and allow applications that were blocked from running.

Using the sub sidebar on the left side, quickly navigate to sub sections of this report that you want to see. To whitelist a process that was blocked, select Recent Processes Blocked (today) or Past Processes Blocked (last 7 days) and expand the item you wish to whitelist. The fourth tab, Block/Allow will let you see what levels this process is already whitelisted for and add it or remove it from levels in your account.

At the top of the report you will find several filters you can use to adjust the results, these will correspond with the tabs on the left hand side as well.



Process Activity Views

02/02/2021 - 03/02/2021

All Processes
Processes Blocked
Processes Allowed

Group By: Hour
Catalog Signed: No
Digitally Signed: All
Allowed: No
Platform: Windows
Search

	Vendor	Product	Process Name	Size (MB)	Version	All Allowed	Catalog Signed	Digitally Signed	Total Devices	Total Executions
⊕	Microsoft Corporation	Microsoft® .NET Framework	client.exe	0.07	10.0.16299.402	No	No	No	1	2
⊕	Microsoft Corporation	Microsoft® Windows® Operating…	troj_pws_62bf1c03cfaa2c7c8e36…	0.83	6.1.7600.16385 (win…	No	No	No	1	3
⊖	Microsoft Corporation	DirectShow	virus_0a5db07d072a9f425d29b9f…	0.01	6.05.2600.5512	No	No	No	1	3

Process Executions | Process Details | Device Details | Allow/Block

Type: File Hash
Level: Company
PC Matic Pro
Description: DirectShow

Allow File | Block File

Allow/Block	Type	Level	Remove
This file is not on any local allow or block lists.			

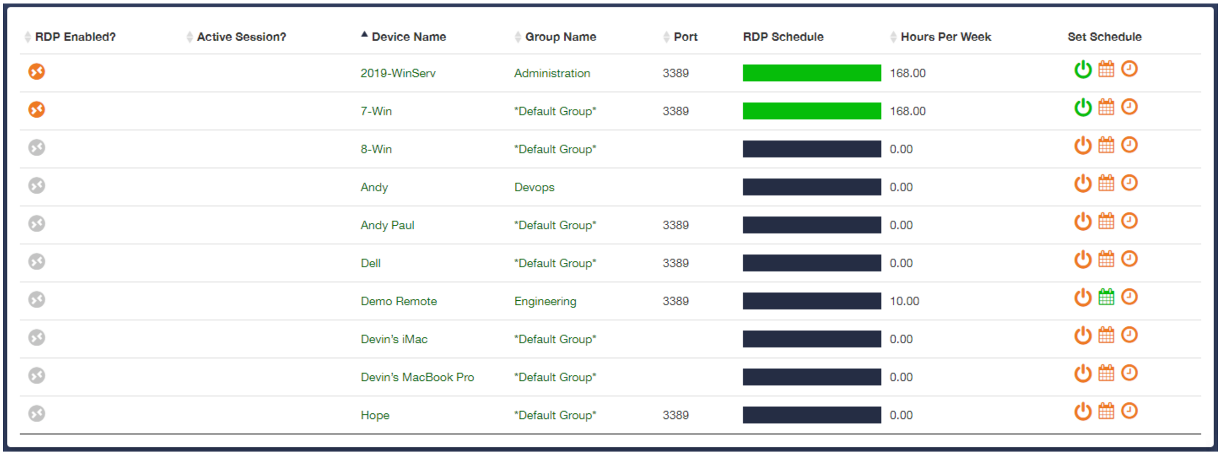
	Vendor	Product	Process Name	Size (MB)	Version	All Allowed	Catalog Signed	Digitally Signed	Total Devices	Total Executions
⊕	Microsoft Corporation	Microsoft® Windows® Operating…	virus_2cf89ca8f0d3b847cb38fd4…	0.01	5.1.2600.0 (xpclien…	No	No	No	1	2
⊕	Microsoft Corporation	Microsoft Office 2010	virus_174ff15a7024a000a8094c3…	1.49	14.0.4734.1000	No	No	No	1	2
⊕	Microsoft Corporation	Microsoft® Windows® Operating…	virus_8507675fe60e9c32f614378…	0.52	6.00.2600.0000 (xpc…	No	No	No	1	1
⊕	Microsoft Corporation	Microsoft Office 2010	virus_5ee42db309b26e5af85066f…	0.24	14.0.4730.1010	No	No	No	1	1
⊕	Microsoft Corporation	2007 Microsoft Office system	virus_ed4daa5c9f0686e0d6853ac…	0.16	12.0.4518.1014	No	No	No	1	2
⊕	Microsoft Corporation	Media Center Process for Win3…	troj_pws_65db34d28e5443a41ed0…	0.04	2.9.0.0	No	No	No	1	3
⊕	Microsoft Corporation	Windows® NetMeeting®	virus_fbf92b3afbc69f3f7f08e09…	0.03	4.4.3400	No	No	No	1	2

Showing 183 to 200 of 831 entries (filtered from 1,348 total entries)

- Catalog Signed - Catalog Signing is another method of digitally signing a large amount of files together.
- Digitally Signed - If a file is digitally signed by the publisher, it provides an extra layer of security and another way to identify the file itself. This also means that you could locally whitelist that publisher's digital signature and any software that they sign with that certificate would be allowed to run at the level you chose.
- Allowed - Set to Yes or No, this filter will only show you processes that were either allowed to execute on your machine, or were not allowed to execute.

RDP Management

RDP Management is a centralized location inside PC Matic Pro to manage and secure Remote Desktop Protocol across your environment. You can access RDP Management by clicking it in the sidebar on the left hand side of your management console. Inside, you'll find four main components, Control Center, Log Summary, Log Detail, and Device Whitelist. Throughout PC Matic Pro you will also notice other areas where RDP can be managed and monitored such as in the Device list or on each device's page.



RDP Enabled?	Active Session?	Device Name	Group Name	Port	RDP Schedule	Hours Per Week	Set Schedule
⊗		2019-WinServ	Administration	3389	🟩	168.00	⏻ 📅 🕒
⊗		7-Win	*Default Group*	3389	🟩	168.00	⏻ 📅 🕒
⊗		8-Win	*Default Group*		⬛	0.00	⏻ 📅 🕒
⊗		Andy	Devops		⬛	0.00	⏻ 📅 🕒
⊗		Andy Paul	*Default Group*	3389	⬛	0.00	⏻ 📅 🕒
⊗		Dell	*Default Group*	3389	⬛	0.00	⏻ 📅 🕒
⊗		Demo Remote	Engineering	3389	⬛	10.00	⏻ 📅 🕒
⊗		Devin's iMac	*Default Group*		⬛	0.00	⏻ 📅 🕒
⊗		Devin's MacBook Pro	*Default Group*		⬛	0.00	⏻ 📅 🕒
⊗		Hope	*Default Group*	3389	⬛	0.00	⏻ 📅 🕒

RDP Management - Control Center

The Control Center is where you will manage RDP on the machines in your environment. Control Center will display all of the devices that are currently on your account and information about the current RDP status and schedule for each device.

Working left to right in the image above, we'll breakdown what each different piece of this table does.

- RDP Enabled? - When an orange icon is displayed, RDP is currently set to enabled on this device.
- Active Session? - During an active session, a green eye will display where you can click to view information about and kill the current session.
- Device/Group Name - Device and Group name of that machine.
- Port - The current port that RDP is configured for, whether enabled or disabled.
- RDP Schedule - This graphically shows the current schedule for RDP on each device with green representing time that RDP is enabled.

- Hours Per Week - The total number of hours per week that RDP is set to be enabled.
- Actions - A set of three actions, a toggle to fully enabled or disable RDP, a calendar to set a reoccurring schedule, and a clock to set a temporary window in the future that RDP will be enabled.

Auditing - RDP Log

The second tab inside RDP Management provides a central place to audit your RDP history. The RDP Log maintains a permanent record of attempted and successful RDP sessions on any of your devices that are secured by PC Matic Pro. This includes IP Address, Device Name, Location, Session Duration, Login Username, Active Status, and more.

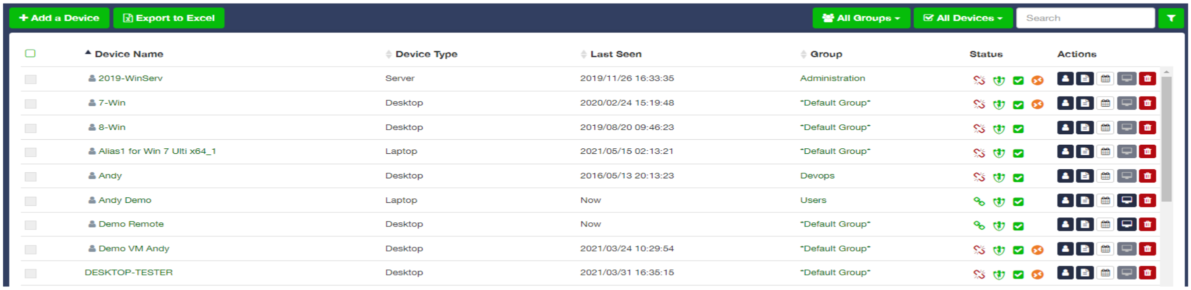
Security - RDP Whitelist Client Devices

PC Matic Pro uses whitelisting to protect your RDP ports on your network. The RDP Whitelist Client Devices tab allows you to enable our RDP Security and control your device whitelist. By having our software installed on each machine you can add that device to your RDP whitelist, allowing it to RDP into any device on your network. Using a default-deny approach, any device that is not on the whitelist and attempts to initiate an RDP session will be blocked. You can receive realtime alerts about these sessions as well that include quick actions to take and all information about the session attempt right inside the alert.

Computer Management

To manage all devices on the account, click the Devices tab from the sidebar. Along the top row you can filter by group, device type, or search among your list of devices.

Click the filter icon above your list of computers to access the Filter Devices window. From here you are able to choose a search field and query your endpoints by using and/or along with several criteria in conjunction: software installed, operating system, IP Address, software versions, and many more.



□	Device Name	Device Type	Last Seen	Group	Status	Actions
□	2019-WinServ	Server	2019/11/26 16:33:35	Administration		
□	7-Win	Desktop	2020/02/24 15:19:48	"Default Group"		
□	8-Win	Desktop	2019/08/20 09:46:23	"Default Group"		
□	Alias1 for Win 7 Ulti x64_1	Laptop	2021/05/15 02:13:21	"Default Group"		
□	Andy	Desktop	2016/05/13 20:13:23	Devops		
□	Andy Demo	Laptop	Now	Users		
□	Demo Remote	Desktop	Now	"Default Group"		
□	Demo VM Andy	Desktop	2021/03/24 10:29:54	"Default Group"		
□	DESKTOP-TESTER	Desktop	2021/03/31 16:35:15	"Default Group"		

After selecting one or more endpoints from the list, bulk actions will become available. This will allow you to bulk assign computers to groups, reboot computers, inherit parent SuperShield settings, customize account lockout settings, uninstall or delete computers. You can also select all endpoints currently in this view by clicking the box with the green checkmark in the leftmost column.

After choosing a computer's name, more detailed information is available including more control over the individual endpoint. The performance meters for CPU, RAM, and available Disk Space are updated roughly every 15 seconds only while the computer is powered on and you are viewing this page.

Device Actions

From an individual device page the available controls are drastically expanded. In the Actions menu you can make changes to a device no matter where it's physical location is. This process does require that the device is online and connected to our servers. You can verify it's connection by checking the status icons.

Ad Blocker

- Install or Uninstall the PC Matic Ad Blocker on this device. The Install action will add the Ad Blocker to Chrome, Firefox, Edge, and Internet Explorer.

Command Prompt

- Access an administrator command prompt from your management console to take action and query information from your endpoints without having to remote in or physically visit that machine.

File Manager

- The file manager allows you to easily copy files back and forth between your machine and any device on your account. *This ability is only recommended for skilled users, and PC Matic is not responsible for any issues resulting from modifications you make.*

Lockout Settings

- Account Lockout Settings lets you apply or override the PC Matic Pro defaults. We automatically set the threshold for each device but here or in the device tab, you can customize or turn off our defaults.

Move Device

- Individually assign this device to a group or move it to a new group.

Reboot

- Execute a remote reboot on this device. This reboot will cause a window to appear on the device that warns the user of a reboot in 30 seconds by PC Matic Pro.

Remote Access

- Initiate a remote desktop session using our modified VNC client. The PC Matic Pro client must be installed on both the target device and the host. The target computer must also be online and connected to our servers for the session to begin. This session does not require user approval but it will notify the user that someone is currently connected.

Remote Desktop Protocol

- Fully control RDP on this individual device. On/Off allows you to completely turn RDP on or off. Temporary provides a one time opening period for RDP on this device; while schedule allows you to set a reoccurring time period that RDP will be enabled. If a schedule is set and you fully enable or disable RDP using On/Off it will clear your schedule.

Scan

- Scan Now
  - ◊ Run a scan on this machine with the time set to 'Now'. This scan will run instantly with the default PC Matic Pro scan settings.
- Next Test
  - ◊ View the time and date for the next scheduled scan, or view and edit all scheduled scans for this device by clicking the date.
- Last Test
  - ◊ View the most recent scan report for this device by selecting the date and time.

Sleep Settings

- The sleep settings action allows you to override the current sleep settings and prevent an endpoint from becoming disconnected while sleeping. When enabled, the device will follow your current Windows sleep settings instead.

SuperShield

- Uninstall - Remove SuperShield from a device from the management console. This will remove our real time protection component, it can be re-installed through the console after uninstall.
- Restart - Send a remote command to restart the SuperShield realtime service. This can be used to troubleshoot any issues with a red shield displaying in the web portal or at the

users device.

- Bandwidth Control - Restrict the amount of network commincation SuperShield has on your devices. This feature **will** impair overall product functions but **will not** compromise security.
    - ◊ Level 1 - Ignoring activity uploads will not send information to your management console about all of the applications SuperShield is monitoring. This may affect your ability to locally whitelist or blacklist applications.
    - ◊ Level 2 - Ignoring sample uploads will stop our malware research team from being able to analyze your unknown files quickly. They could still receive the same sample from another user, but this may increase the time it takes for your false positives to be globally categorized.
    - ◊ Level 3 - Ignoring file information uploads will result in our malware research team not knowing information about the unknown files SuperShield is blocking on your machine. Unknown files cannot be globally categorized without this information.
    - ◊ Level 4 - Ignoring definition updates will prevent your machine from downloading updates to our global whitelist. You may see an increase in false positives.
    - ◊ Level 5 - Ignoring SuperShield updates will restrict you from receiving our software updates. These updates often add features, security, or stability fixes to our products.

Quarantined Files

- After a scan has quarantined a file you can restore it back to its original location or delete it forever. Be sure to whitelist this item locally as well to avoid future quarantines.

Remote Access

In order for the remote desktop application to function properly, the host as well as the client must have the PC Matic Pro VNC agent installed. The VNC agent that runs this feature is embedded in the installer under Remote Desktop and uses port 5500 & 5900.

1. Select the Devices tab from the sidebar, and select the device name that you wish to remote into. You can also click the Remote Access shortcut from the device list in the Actions row.
2. Click Remote Access from the sub sidebar and then choose the blue Remote Login button to initiate the session and approve the dialog boxes that ask if you wish to proceed.

The VNC client will open a new window, and within a few seconds give you access to the selected computer to control the desktop. This does not require user approval at the device but will notify the user of an active remote connection.

Command Prompt

The Command Prompt in PC Matic Pro is available from the Actions section for an online device. This is a 32bit command prompt operating out of the SysWow folder with administrator privileges. You can use the command prompt to carry out a wide variety of actions, but we have included some suggested commands below that may be beneficial.

Command	Description
ipconfig	Check IP information for this device.
dir	View the current directory.
cd	Change to another directory.
sc start	Start a service. (Ex: sc start “PCPitstop Realtime”)
sc stop	Stop a service. (Ex: sc stop “PCPitstop Realtime”)
ping	Ping another IP address.
ver	Check the current Windows Version.
tasklist.exe	Check running tasks.
Taskkill /IM <taskname.exe> /F	Kill a task.
schtasks /delete /tn “task name” /f	Delete a scheduled task.
powershell -Command “restart-service ‘PCPitstop Scheduling’ -force”	Force a full restart of the PC Pitstop Scheduling service with powershell.
%SystemRoot%\Sysnative\msg.exe * *Message goes here.*	Send a popup message to a 64 bit machine.
%SystemRoot%\System32\msg.exe * *Message goes here.*	Send a popup message to a 32 bit machine.

There are several commands you can use to help troubleshoot problems within PC Matic Pro, or to get more information about your PC Matic Pro installation.

Show SuperShield version number

```
wmic datafile where name=”C:\\Program Files (x86)\\PCPitstop\\SuperShield\\PCMaticRT.exe” get Version /value
```

Stop/Start PC Matic Pro’s Scheduling service

```
sc stop “PCPitstop Scheduling” && sc start “PCPitstop Scheduling”
```

or

```
wmic SERVICE WHERE Name=”PCPitstop Scheduling” call startservice
wmic SERVICE WHERE Name=”PCPitstop Scheduling” call stopservice
```

Ad Blockers

PC Matic Pro includes ad blockers for your favorite web browsers (Chrome, Firefox, Edge, and Internet Explorer). These extensions can help cut down on network traffic and annoying ads you see browsing the web. In Chrome, you'll also be protected from Tech Support Scams locking down your web browsing session.

You can install the PC Matic Ad Blocker on every browser we support on the device by selecting the Ad Blocker option within Install/Uninstall. However, the Edge extension will not automatically install like Chrome and Firefox. After installation and the machines first reboot, Edge will automatically open to a landing page with instructions for the user to finish installing the PC Matic Ad Blocker.

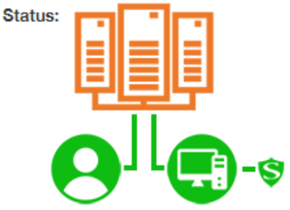
You can also manually install the Ad Blocker on any device by visiting the links below on that device for Chrome and Edge.

Chrome - https://chrome.google.com/webstore/detail/pc-matic/okmhneofinpilciglijihehjpaegledb

Edge - https://www.microsoft.com/en-us/p/pcmatic-for-edge/9pddhxb4×8p6

Icon Descriptions

🔗	Device Powered Off	🛡	SuperShield
🔗	Device Powered On	👁	Scan in Progress
🛡	“SuperShield is paused, please start it.” “SuperShield is unlicensed, contact your administrator immediately.” “SuperShield is not installed, please install it.” “SuperShield is turned off, please turn it on.”	🛡	“SuperShield is operational and detects applications that need updates”
🛡	“SuperShield is installed & running properly”	⚠	Notification
⚠	No Notifications	⇄	RDP Active



Status Details

With the use of WebSockets in PC Matic Pro, we are able to see live information about each endpoint from within the management console. To give you more information about this connection, and troubleshoot problems, you can consult the connection status row.

In the image right, you can see the details for your current connections. In this example the computer we have selected is connected to our servers. If it was disconnected, a red X will display between two entities that are currently disconnected. The icon will also turn gray if it is not currently connected. The only exception is our server icon, which will always display as orange.

Scan Components

- **Malware Scan** (Quick, Full, None): Choose to clean up malware and PUAs (Potentially Unwanted Applications).
- **Update Software Vulnerabilities**: We will automatically update 30 third party applications and make sure to keep each on the latest version and maintain the security of the program. (Java, Adobe, iTunes, Skype, etc.)
- **Update Drivers**: Update drivers to the latest version if necessary.
- **Improve Performance**: PC Matic Pro contains several components that will help improve the overall performance of your endpoints.

Scan System Restore
Scan and Clean Junk Files
Scan Internet Settings
Scan and Apply Performance Tweaks
Scan Services
Scan and Clean Sched Tasks
Scan Startup Programs
Scan Benchmarks
Scan Installed Software
Scan Running Processes
Scan Memory Utilization
Scan Bandwidth

Scheduling a Scan

Scans can be scheduled at multiple levels. The Scan Scheduler tab allows you to schedule or edit a scan for any level of your account. This allows you to easily maintain a large amount of endpoints by only configuring one scan or manage several different scans in one place. The Scan Scheduler is accessible from the Account Settings tab. Here you can also set up a group scheduled scan for a target group inside your account.

Lastly, from the devices tab under each device, click Scan in the Actions menu and then Next Test. This will allow a scheduled scan for the individual machine independent of all other endpoints.

Scheduling a Scan

1. Click Account Settings and choose Scan Scheduler.
1. Select Add Schedule in the upper right and choose your level and frequency options.
2. Adjust your scan settings to suit your needs and press the “Save” button when finished. After the scan finished, the results will be emailed to your registered email address shown. You may add another email address and delete the original if you wish.

Live Scan Status

From an individual device page you can now monitor the live status of a scan. This provides more information on what stage the scan is in and when it will be close to concluding. From this view you'll also see rotating messages with information about the scan process within PC Matic Pro. It's important to note that these messages don't coordinate with the running scan. The same sections will rotate through, and this doesn't mean that the section displayed is included in the scan currently running.

Patch Management

PC Matic Pro will maintain patches for 33 third party applications. Within the reporting section you can view recent updates that have happened on all endpoints. The full list of applications we update is below.

1. 7-Zip
2. Adobe Flash Player ActiveX
3. Adobe Flash Player PPAPI
4. Adobe Reader MUI
5. Adobe Shockwave
6. Foxit Reader
7. iTunes
8. Java 64
9. Mozilla SeaMonkey
10. OpenOffice
11. Microsoft Exchange Server 2013
12. Adobe AIR
13. Adobe Flash Player
14. Adobe Reader
15. Adobe Reader XI
16. FileZilla
17. Google Chrome
18. Java 32
19. Mozilla FireFox
20. Mozilla Thunderbird
21. Opera
22. Microsoft Exchange Server 2016
23. PDF Creator
24. QuickTime
25. Safari
26. Winamp
27. WinRAR5.x
28. PDFXChange Viewer
29. Real Player
30. Skype
31. WinRAR
32. WireShark
33. Microsoft Exchange Server 2019

When looking at previously updated applications, you will see a result code on the right hand side. If this code is 0 then the application installed correctly and was updated. A different code may display if the update did not complete and can appear for a variety of reasons.

If you're concerned about a result code that is not 0 please reach out to our support team. Contact information for our team can be found in the Support section of this user guide.

Adjusting Application Updates

Within Account Settings > Patch Management, you are able to toggle each piece of software off at the level you choose from the top of the window. For example, you can select a certain endpoint from the list, and toggle off Adobe Reader if you do not want PC Matic Pro to update Adobe Reader on that endpoint.

To implement version controls, you can enter the version for that piece of software across your desired level that you would like it to remain at. This means we will not update past that version number. Then when you decide you would like to push out updates you can increase that version number.

The Patch Management section places restrictions on the updates that happen during the scan process and through SuperShield. It's important that if you only want updates to happen during your scheduled scan time, you turn Patch Management off in SuperShield Options.

Microsoft Exchange Updates

PC Matic will update Microsoft Excahnge Server 2013, 2016, and 2019 if they are 2 revisions behind the latest version. PC Matic will only perform the update if we are able to with the correct permission on the machine. Once the update begins PC Matic will automatically reboot the machine each time required and display the progress on the screen depending on what step of the process we are in.

Allow Listing

With PC Matic Pro, you get full control over local allow and block lists for several different components of the program. This allows you to immediately handle a false positive from your management portal so business can continue as usual. This is most useful when dealing with your own proprietary software that PC Matic or SuperShield may not yet recognize.

In this section we will cover the variety of ways you can allow within PC Matic Pro, and all of the different components that can take advantage of a local allow list.

Process Activity

This report is the best place to locally allow list something if you need to. Right from your home page you can access the tab and get a complete list of any process that was blocked across your environment. Inside the Recent Process Blocked report you can review any process that was blocked inside your environment and locally allow it quickly. **Reports Tab**

The reports tab is the best place to locally allow items from your scheduled scans and cleans.

From the Reports tab you can view details for items that were stopped or removed by clicking on the green link for the column name. For example, if you had a service that was optimized in your environment and need to allow locally, click the Services Stopped header to view the Services Stopped Details. Once here, you can click the Add to Whitelist button for any service and choose the level that you would like to allow it for.

SuperShield Allow & Block

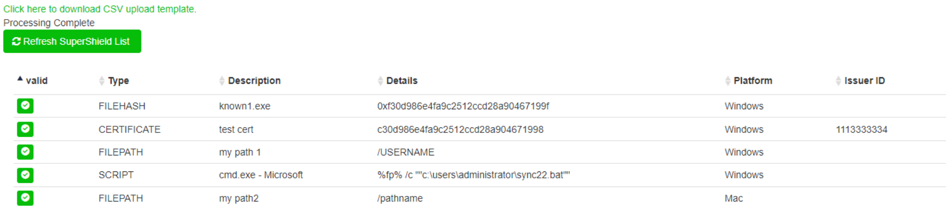
After selecting Account Settings or a single Device, you can now navigate to the SuperShield Allow or Block tab in the sub sidebar. We will use SuperShield Allow for this example. You can add an item to the local allow list by selecting either MD5, Digital Signature Thumbprint, or File Path from the dropdown menu.

- **MD5** - The MD5 is a unique hash for an individual file. Adding an item to the allow list by MD5 will ensure that one individual file will always run on the devices in the level you allow it for.
- **Digital Signature** - Allowing a Digital Signature will allow all files to run that are signed by that Signature. You can use this if you are developing your own software internally or have a publisher that is being blocked by PC Matic. Enter the Serial Number for the signature and the Issuer ID. Issuer ID is a unique value from PC Matic that can be obtained from the Blocked Status report by hovering over a blocked files Digital Signature icon.
- **Script** - If you are creating or using custom scripts that are blocked by PC Matic you can whitelist them by adding in the Command Line used and a description for the script.
- **File Path** - This feature should be used with caution. Allowing an entire folder path will let anything run from within that folder. This will decrease your overall security posture. Specific folders can be allowed if absolutely neccesary. Any folder or file below that path will be allowed to execute even if it is **unknown**.

Bulk Upload

You can upload a CSV file with multiple items to be allow or block listed. The CSV upload feature supports adding files by MD5, Digital Signature certificates, File Paths, and Scripts. You can download a sample CSV upload template to ensure correct formatting of the file for upload. To upload your CSV, click the Upload File button and select your file. After uploading, the file will be processed and the page will display the files to be added to your allow/block list.

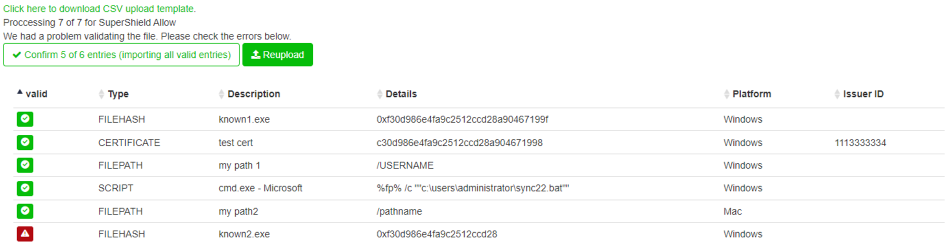
Properly formatted items will have a green checkmark and are automatically added to the allow/block list. You can click the Refresh SuperShield List button to see the updated list with your imported items.



Click here to download CSV upload template.
Processing Complete

valid	Type	Description	Details	Platform	Issuer ID
✓	FILEHASH	known1.exe	0xf30d986e4fa9c2512ccd28a90467199f	Windows	
✓	CERTIFICATE	test cert	c30d986e4fa9c2512ccd28a904671998	Windows	1113333334
✓	FILEPATH	my path 1	/USERNAME	Windows	
✓	SCRIPT	cmd.exe - Microsoft	%fp% /c ""c:\users\administrator\sync22.bat""	Windows	
✓	FILEPATH	my path2	/pathname	Mac	

Incorrectly formatted items will display a red alert icon. These items will not be imported. You can then click the Confirm button to import just the valid entries, or select the button to reupload a file with corrected data.



Click here to download CSV upload template.
Proccessing 7 of 7 for SuperShield Allow
We had a problem validating the file. Please check the errors below.

valid	Type	Description	Details	Platform	Issuer ID
✓	FILEHASH	known1.exe	0xf30d986e4fa9c2512ccd28a90467199f	Windows	
✓	CERTIFICATE	test cert	c30d986e4fa9c2512ccd28a904671998	Windows	1113333334
✓	FILEPATH	my path 1	/USERNAME	Windows	
✓	SCRIPT	cmd.exe - Microsoft	%fp% /c ""c:\users\administrator\sync22.bat""	Windows	
✓	FILEPATH	my path2	/pathname	Mac	
⚠	FILEHASH	known2.exe	0xf30d986e4fa9c2512ccd28	Windows	

SuperShield Report

If an application that you know is good was blocked on a users computer, it can quickly and easily be added to the local allow list at any level you choose. From your portal home page, choose the devices tab and navigate to the device that the application was blocked on by clicking the device name.

Now from that you have selected a device, choose the tab labeled “SuperShield Report”.

This report shows all blocked applications on the endpoint by default. If you need to look at only unknown or good applications you can use the filter tool.

The most beneficial filter to use is Current Status. For example, setting the Current Status to unknown will provide a filtered report of just unknown applications that either ran or were blocked depending on the protections mode.

Be sure to adjust your search type between “All Fields” and “Any Fields” depending on your search.

1. Process Name – Find your application using the name of the process.

2. Vendor – Find your application using the name of the software vendor.
3. Product Name – Find your application using the name of the application.
4. Current Status – Current status uses the current known good, bad, or unknown value according to PC Matic Pro.
5. Runtime Status – Runtime Status uses the known good, bad, or unknown value at the time of execution according to PC Matic Pro.
6. Allowed To Run – Filter by if the application was allowed to run on the endpoint or not.

After using the filter to locate your application, click the green icon on the right side of the SuperShield Report in the row for your application.

From the Add SuperShield Block Or Allow window, you can view information about the file including MD5, Process Name, Vendor, and Description. Using the level dropdown, select the company, group, or individual computer to add the application to your local allow list at that level. Now use the Allow button to add it to allow, or Block to add it to your local block list.

Scan Report

Allow listing can also be done from a scan report for the individual endpoint across all of the categories listed above. Navigate to the affected computer in the portal and pull up the relevant scan report. Depending on which category you need to allow for, navigate to that section of the scan report to dial in to the details.

Individual Endpoint

If you have not restricted the client options within SuperShield on your endpoints, you can locally allow things right from your endpoint. Navigate to the SuperShield icon in your system tray and click it to open the options menu. Then hover over Protection Level > Block Notification Method and select Prompt for Override. Now, try to run the software that was blocked by SuperShield again.

When you execute the application, you will receive a pop up window from SuperShield that allows you to make a decision on the file yourself. Keep in mind that this application is unknown to our program and you should only be allowing software you absolutely know is good. You can make several determinations on the file.

1. Block – Locally block the file on your endpoint temporarily.
2. Block Forever – Locally block the file on your endpoint forever.
3. Allow – Locally allow the file on your endpoint temporarily.
4. Allow Forever – Locally allow the file on your endpoint forever.

In order to edit these choices in the future, you will need to access your full local allow list from SuperShield Allow.

Groups

Setting up groups of devices will allow you to find, identify and coordinate when and how you wish to have these endpoints scanned and configured. To turn on the ability to use groups, click Account Settings > Edit Company Info and check the first box that says “Use Groups”. Open Edit Groups from Account Settings in the sidebar and start creating and mapping how you wish to organize your devices. You may add, delete or rename as many groups as needed to organize your devices.

Changing Groups

Each device can be assigned to a group initially when the installer is being created. If the installer does not have a group assigned to it, you can assign each device to a group after installation has completed, or reassign them to a new group.

Navigate to the devices tab and locate the device that you would like to change groups. Using the checkboxes on the left side of the device list, select the devices you want to move and choose Assign Devices from the Bulk Actions Dropdown.

Notifications

PC Matic Pro is monitoring a lot of information about all of your devices to keep you informed. All available Notifications can be configured as Email or SMS Notifications or viewed within your management console. Our goal with notifications is never to fatigue you and overwhelm you with information or require your intervention for security. PC Matic Pro automates all critical decisions to keep your devices secure and let you spend time elsewhere.

From the Notifications tab inside your console you’ll see three different sections - Security, Performance, and PC Matic News. These three sections contain all of the notifications about your account.

Security

The security section will contain all notifications that relate to the overall security of your devices. This includes notifications about the status of your realtime protection, malware removed, and processes blocked.

Performance

The performance section will contain notifications about device performance or status that have no impact on the security of your devices. This can include machines being offline for a duration of time, CPU spikes, etc.

PC Matic News

When our team launches new features or important updates we provide them to you inside the notifications section. Here you can get sneak peeks at what is coming soon, and learn more about a new feature or program.

The Notifications available in PC Matic Pro are detailed below:

- **High CPU Usage -** This will trigger after a scan runs and the CPU is above the set threshold.
- **Running Low on HDD Space -** This will trigger after a scan runs and the HDD space is above the set threshold.
- **High Memory Usage (RAM) -** This will trigger after a scan runs and the RAM used is above the set threshold.
- **Reboot Required -** This will trigger after a scan runs and a reboot is required.
- **Scheduled Scan Failure -** This will trigger if a scan fails while running.
- **Scheduled Scan Not Run -** This will trigger if a device missed a scheduled scan.
- **Virus found -** This will trigger when malware is quarantined during a scan.
- **Vulnerability Install Failed -** This will trigger if an application update fails to complete.
- **SuperShield Definitions Incomplete** - This will trigger if SuperShield fails to download the newest definitions.
- **Computer Missing From Network -** This will trigger if a computer is missing from the network longer than the set threshold.
- **New RDP Session** - This will trigger in realtime when a new RDP session is established.
- **Application Blocked by SuperShield** - This will trigger in summary every 24 hours if an application was blocked by SuperShield.
- **SuperShield Status Change** - This will trigger immediately if the status of SuperShield changes or becomes disabled.

Email & SMS Notifications

You can receive email or SMS notifications for any events on the account. To receive these, first add a notification contact. Open Notification Contacts from Account Settings in the sidebar. Then click Add New Contact.

Choose a contact type (email or SMS) and name for the recipient with the corresponding e-mail address or phone number. Select any “quiet times” that you do not wish to receive a notification and then click the save button. Quiet times will not lead to you missing out on alerts completely, at the end of the quiet time you'll still receive the alerts from that time period.

To complete the process, you will receive an email to the entered email address; please validate the email address by clicking the link in that email. Once approved, the verification status will turn green.

Now to set your Email or SMS notifcations select Account Settings > Notification Setup. Next to each contact or each notification ype you can expand with a plus sign and adjust notifications.

Notifications Options

Click the Account Settings tab from the sidebar and open Notification Options. From here, we are able to select which options we would like to see notifications for and tweak specific settings for several notifications. These options can be customized across all different levels including company, group, and individual endpoint.

SuperShield Options

SuperShield Options will allow you to set security settings for the company, group, or individual computer. Applying settings at the Company or Group level will immediately attempt to apply those settings to every device that is online and within that level. *This will overwrite any current settings at lower levels.* Saving settings at the device level will also take immediate effect.

Note: After saving SuperShield Options the icon on the device system tray may not redraw itself immediately. The protection is still running and the settings have been saved successfully.

Protection Mode - Setting your realtime malware protection level

- SuperShield Protection - Protection using our global allow list. (Default)

Patch Management - Patch vulnerable applications integrated in SuperShield

- Automatic - Update third party applications daily. (Default)
- Off - SuperShield will not update third party applications
- Prompt - Users need to approve updates at the endpoint.

System Tray Menu - Remove all control from the user at the endpoint level and manage all settings from the web portal.

Blocked File Notification - Notification settings for when unknown or bad software executes

- Display only - Small notification alerting the user that SuperShield blocked execution. (Default)
- No Block Notifications
- Prompt for Override - Gives the user the ability to whitelist unknown software at the endpoint level

Java Runtime - Our default setting is to block Java. This is in an attempt to further the security we provide for your devices and keep them safe from the newest strains of malware that capitalize on Java. If you still need access to Java, you can enable it here for any level of your account. We recommend only enabling it on devices where it is absolutely necessary.

Removable Storage Devices – Block the ability to connect removable storage devices. When this setting is activated any connected removable storage devices will automatically eject. Traditional USB peripherals will continue to function as normal. Turning Device Control off will automatically remount any removable storage devices that are still connected to the endpoint. This option will only disable those classified as removable storage devices:

- Thumb Drives/Flash Drives/Jump Drives
- SD Cards

After making your selections, choose save. In the future if you want to completely clear out previously selected options, choose the company, group, or endpoint level and then use the Remove Settings button. This will ONLY remove the SuperShield Options for the selected level.

SuperShield Options Structure

SuperShield options take priority by the lowest level set. This means that options changed at the individual device level take priority over group or company settings. To quickly change a setting at the computer level and then revert back to the group or company policies open the SuperShield options tab and click the red Reset to Defaults button.

Local Endpoint Options

With PC Matic Pro the IT administrator has total control over local options available to the users. There is no User Interface on the local endpoint as all interfacing is done from the management portal. However, a SuperShield icon will be located in the system tray of each endpoint. This allows the user to verify they are currently protected in an easy fashion.

From the SuperShield icon by default there are no options available to the user. System Tray

Menu will be DISABLED. This can be ENABLED, to open up more options within the tray menu. Explore those options further below, keeping in mind opening this menu up to the user decreases your overall security posture.

System Tray Menu: Enabled

With System Tray Menu enabled, each user can access the menu below by clicking on the SuperShield icon located in the system tray.

1. About SuperShield: Provides version information of the software installed.
2. Protection Level: View image below.
3. Security Report: View the files analyzed by SuperShield and their status.
4. Vulnerable Software Updates: Adjust local patch management settings.
5. White and Black lists: View and edit the local whitelist or blacklist.

1. Adjust SuperShield current status, turning real-time protection off or pausing it for a designated time period.
2. Tweak notification settings and allow overriding of unknown or bad applications.
3. Turn patch management off or require authorization from the local endpoint before installation can occur.

System Tray Menu: Disabled

With System Tray Menu disabled, you are able to remove all capabilities from the local endpoint in one setting adjustment. Instead of a menu of options being presented to the user, clicking on the SuperShield icon in the system tray only provides access to software version information.

Server Security

Server Security is specifically engineered for server protection and alerting. When you attempt to use the normal installer on a server it will automatically recognize the operating system and install the server protection.

Within PC Matic Pro Server Security there are several added features and protection that are geared towards critical servers.

Removable Storage Devices

We understand that your servers are often the vessel for your most valuable information, which needs to be kept secure from malware and physical theft. With control over Removable Storage Devices, you can easily disable removable storage capabilities to thwart potential malicious actors from stealing files right inside your building.

In order to turn Device Control on for a server or group of servers, access the SuperShield options in your management portal. Once activated, Device Control will automatically eject any connected removable storage devices and block them from accessing any data. If you elect to deactivate this feature, connected drives will remount automatically.

Server Uptime Alerts

Making sure your server is always online for you or your customers is vital to business. If your server goes offline for any reason we'll immediately notify you over SMS or Email. You can set uptime alerts just like any other alert in the management portal. Visit your group of servers or individual server and select the alerts notifications bell.

Here you can select the server uptime alert from the list and select the method you would like us to notify you about it by. Important: If you previously set a quiet time for a certain contact, all alerts will be silenced during that time period including server uptime alerts.

Maintenance Mode

Enabling Maintenance Mode will automatically silence any alerts for the servers it is applied to. This allows you to perform scheduled maintenance and updating on your servers without getting bombarded with alerts to work through or check on your phone.

You can enable this mode by visiting the server's page in the management portal and clicking on the alert options button to toggle maintenance mode on or off.

Priority Malware Analysis and Support

Servers can be the lifeblood of your business; with priority analysis any unknown applications stopped from running will receive categorization from our team within an hour. You don't need to take any action to use this feature, unknown files are automatically uploaded to our malware team and server applications are pushed right to the top of the priority list so categorizations come as soon as possible.

Refined Product Capabilities

Having a product that is capable of protecting a server is very important, but it can't also cause interruptions or harm to business operations. We have specifically engineered the server protection to keep servers secure and running properly. The scan engine now intelligently cleans your server to remove malware, browser add-ons, and junk files that get left behind clogging up your storage.

Quarantine

Items can be quarantined either during a scan and clean, or if a known bad executable tries to run, SuperShield will block it and immediately quarantine. Items can be removed from quarantine if necessary. To begin this process you'll want to add that application to the whitelist at your chosen level to avoid it being quarantined in the future.

Navigate to the individual computers page that had this file quarantined, or just one of them if there were several affected computers. Open the most recent scan, or the one that you believe quarantined the application and click on the High Security Threat Test section. Once here, look for that application that was quarantined in the list, and click the "Add to Whitelist" button on the right side of the list. Make sure to select the level that you want to whitelist it at, company, group, or individual computer.

If you believe the application was quarantined by SuperShield, whitelist it from the SuperShield Report by filtering for applications with a Bad status. Now, from the device page, Select Quarantine from the sub sidebar. This will give you the option to restore a file back to its original location or delete it forever. You will need to restore it for each machine it has been quarantined on.

Clones and Images

PC Matic Pro uses a combination of the Machine GUID, Motherboard Serial Number and Computer Name to equal a unique device. For environments using Clones or Images that are created and destroyed frequently PC Matic Pro can recognize that it is a new clone and not create a new device in the management portal by using VDI Mode. This will allow your clones to still appear as the one 'device' they are instead of creating an abundance of duplicates each time a new Clone is used. We accomplish this by only identifying a device by the name, and not including the machine GUID or Serial Number.

There are several important distinctions when working with clones/images:

- **It's recommended that you use VDI Mode within groups.**
- Create your Group first and enable VDI Mode from the settings cog in the Filter by Group Dropdown.
- The "Golden Image" that PC Matic is installed on should be in this group so that when new clones are made they will be in the group where VDI Mode is enabled.

Workspace Customizations

The management console workspace can now be customized for the preference of each user that logs in. From the sidebar, select Workspace at the bottom to access the customization settings.

Company Level Default - Default page when the Company page is accessed.

Devices
Dashboard
Alerts
Blocked Status
Reports
Vulnerabilities
EDR Status

Device Level Default - Default tab when a device page is accessed.

Alerts
Maintenance Stats
Super Shield Report
Performance Trends
Test History
Clean History

If you don't want to choose a default view, you can check the box to save the last active tab or page upon exit. This will keep your last view open when you return to the management console.

Beyond these customizations there are several other areas that will save your preferences while you use them. These will each save the last active state.

- **Options** - The options tab can also be saved to your preferred view on the company, group or device page. If you leave it open it will stay that way for your login until you close it.
- **Device Filters** - The show/hide devices filter for Computers, Servers, and Chromebooks will now remember your previous configuration.
- **Devices Tab** - On the Company or Group page the Devices tab will remember your preferred view of table or grid until you change it.
- **Device Gauges** - At the top of the device page when you either collapse or expand the device gauges, they will save to your user login. If you then visit another device it will load with your preferred view.
- **Device Actions** - The actions list on the device's page can be customized to maintain the order that you prefer. Use the handles on the left side of the list to drag and drop each action into the order that you prefer.

Color Schemes

You can also choose from custom color schemes for the accent colors in your management console. Select the color you would like to use and save it to have that remain your preference no matter where you login. We will be adding more color options in the future.

Uninstalling PC Matic Pro

PC Matic Pro cannot be uninstalled from the control panel on the device. We have restricted it to prevent mischievous users and cyber criminals that leverage remote access over RDP. There are three different ways you can uninstall PC Matic Pro on a device.

If the device is online and has a connection to your management console:

1. You can use the bulk uninstall option from the Devices tab by selecting devices on the left and choosing Remove Device from the bulk actions menu.
   - This does not require a reboot of the device to complete, uninstalls everything in the background without user interaction.
   - Any devices that are offline will prompt you to either queue them up for an uninstall which will happen automatically the next time they regain connection, or delete them without uninstalling.

If the devices were installed using the Device Manager through Active Directory:

1. Navigate to the Network Devices area and use the same process to uninstall that was used to install the client.
   - This does not require a reboot of the machine and will uninstall without user interaction.

If the device won't connect to the PC Matic Pro console:

1. From Add a Device > Install/Uninstall > Endpoint Uninstaller download the uninstaller .zip folder to the computer you wish to uninstall on.
2. Right click and extract the .zip folder that you downloaded.
3. Inside the folder you will find an uninstaller executable and a batch (.bat) file that contains unique details for your account.
4. Right-click the .bat file and select Run as Administrator.
5. The uninstall is now complete.

macOS Devices

To install, expand the Options area and enter Install/Uninstall or select Add a Device while in the Devices tab. Here you'll find a new tab labeled Mac Installer. At the bottom of the window, you can download the installer to run on each Mac device you wish to test on.

Note - Currently the Mac client does not restrict user interaction at the device. Each user will be able to change product settings within the status bar icon or uninstall the protection.

Installation

Begin the installation process just like any other install for PC Matic Pro - Select Add a Device from the Devices list. Now choose the Mac Installer tab.

1. Download the pkg file onto your mac.
2. Double click the pkg file to begin the install.
3. Click Continue.
4. Click Install.
5. Type in your administrator password and click Install Software. (The install process may take several minutes to complete.)
6. Before completion, your Mac may prompt you to allow our system extension. The system extension is critical for antivirus products and must be allowed for PC Matic to protect your device. Click Open Security Preferences in the prompt. (If you don't see this prompt, skip to step 12)
7. In the Security and Privacy window at the bottom you will see "System Software from Developer "PC Matic Tray" was blocked from loading". Click the allow button.
8. After you click allow the option will disappear and you can close the Security and Privacy window.
9. Once completed, click Close.
10. You should now see our PC Matic Mac icon appear in the Status Bar at the top of your desktop. It will display as green to show that you are protected and fully installed.
11. The console window will automatically open after install and can be closed.
12. Installation is complete!

System Extensions

Beginning with the 10.13.2 update of macOS HighSierra, Apple now restricts apps that require access to the kernal of your device which is a core part of the operating system. Almost all antivirus products, like PC Matic Mac, require access to the kernal to protect the device. This requires additional steps of allowing the system extension from PC Matic Tray for PC Matic Mac to function properly.

In macOS 10.13.2 - 10.14.6, the user alert and approval option for the system extension only display in Security and Privacy for 30 minutes after your installation attempt, so it is important that you allow it during the initial install.

If you did not allow the extension in time, follow the manual steps below to bring the Allow button back in Security and Privacy.

1. Navigate to your Applications Folder and find the Utilities Folder inside it.
2. Double click the program Terminal inside that folder.
3. Within Terminal, copy and paste the code below and press enter.
   - sudo kextload /Library/Extensions/PCMaticListener.kext
4. You may see an error appear on screen after this, that is normal.
5. Now return to System Preferences, and open Security and Privacy. You should see the option to 'Allow' the blocked system software from PC Matic Tray. Click Allow.
6. Reboot your machine.

Without allowing the System extension for PC Matic Mac either during initial install or with the manual process above, your device will not be protected.

Shield Status

PC Matic Mac has several different shield status that are designated by the color of our shield in your Status Bar. If you hover over the shield icon, it will provide details on why it is in the current status unless it is green.

- Green Shield - Your Mac is currently protected and your account status is good.
- Red Shield - Your protection is not active. Your account may be expired.

If you're unsure how to diagnose or fix a problem with a certain shield color, please check the Support section of this guide and contact our customer service team for assistance.

Local Device Options

After installing our macOS client, you'll notice a SuperShield icon in the Status bar of your Mac. Inside this SuperShield icon there may be several options you can take advantage of right from the device. These options can be restricted by changing the same setting as your windows machines in the management console (SuperShield Options > System Tray Menu > Disabled). When restricted, you will only see the 'About' option on the device to check your version number. When unrestricted you will see all of the options below.

- **Scan** - The scan option allows you to run an immediate manual scan on the device. This scan will automatically use the defaults for a PC Matic scan and when finished, the results will display inside your PC Matic Pro console.
- **Console** - The console of PC Matic Mac provides insight into what is attempting to run on your device. You can open and view the Console by selecting it in the menu. You should always see activity filling up the console, which means that SuperShield is monitoring everything and keeping you secure. If nothing is populating in the console, your account may be expired or you did not allow the system extension after install.
- **Web Portal** - The web portal option will open up a browser session to the PC Matic Pro management console. This is not automatically logged in, so normal users will not be able to access your console unless they know your login credentials or have their own.
- **Check for Updates** - PC Matic Pro for Mac automatically looks for updates for our software and applies them. However you can manually check for updates to ensure you are on the latest version.
- **Settings** - Inside settings you will have your main SuperShield Options. Here you can adjust the notification setting for PC Matic to show the user display messages about blocked applications or allow them to Prompt for Override and locally allow or block an unknown application.
    - **Display** - The default notification setting is to have Display turned on. Display will simply show a standard Mac notification when SuperShield blocks and application on your device. No action can be taken from this notification.
    - **Prompt** - With prompt turned on, a large window will pop up on your device when SuperShield is going to block an application. Inside this window, you can select to block or allow the application once or always. This will locally whitelist or blacklist the application on your device.
- Troubleshooting/Help - Quick links to our customer support team and product resources will reside here. This is also where the product can be uninstalled, however, you must login with your PC Matic Pro account credentials to confirm the uninstall.

Web Portal

All Mac devices will be located in the same management portal user interface you're familiar with for Windows devices and servers. You will see Mac device information integrated into several reports, Notifications, Device Lists, Scheduled Scans, Process Activity, SuperShield Allow, and more. When drilled down to and individual Mac device, there are several actions you can take and realtime information you will receive.

- **Performance Gauges** - At the top of the web portal you will see several performance gauges, these give you a real time idea of the current performance on your Mac. In all cases, the higher the percentage, the harder your Mac is currently working and thus may be running slower.

- **Connection Icons -** On the upper right hand side of the portal, you will find several connection icons. The person icon signfies if you are currently connected to the internet. The computer icon signifies if the device you are currently viewing is connected to the internet. The last icon, for SuperShield, will show if your device is currently secured.
- Remote Access - If your Mac is online, you can use the Remote Access feature to take remote control of that Mac. If you did not originally choose to install the Remote Access feature on that Mac, request to remote into it and within 10 minutes it will put the component in place and request that the user grant it the proper permissions. If the user does not grant it the proper permissions you will not be able to see actual windows on the screen or gain control.
- **Scans -** From the Actions list you can adjust Scan settings or review the most recent test. Scan Now allows you to set up and run an immediate manual scan on a device that's online. Next Test will allow you to schedule a scan for your Mac on a daily, weekly or monthly basis. Last Test will open the report for the most recent scan that ran on your Mac to review any findings.
- **Quarantine Files** - The Quarantine Files section will contain any KNOWN BAD files that PC Matic has removed from your Mac. These files are known to be malware and have been cleaned from your machine. If you suspect any file has been mistakenly removed, please contact our support team for assistance.
- **SuperShield Report** - The SuperShield report will mirror the Console that you can review on your device from the Status Bar icon. This report shows every application that SuperShield is monitoring on your device and will also show any that have been blocked. Here you can locally whitelist an application for your mac devices by clicking the green button on the right side.
- SuperShield Allow & Block - Here you can add items to the allow or block list for your Mac device specifically.
- SuperShield Options - Adjust any of the settings for SuperShield like protection mode or system tray menu. If the device is online the change will happen in real time.
- **Test History** - All scans and cleans that have been run on your Mac will display here to review the results and see any changes that were made.

Live Scan Status

While a scan is running on your mac, a scan status will appear in the middle of the device page. You will also see a a small 'eye' appear above the computer's connection icon on the device page. Once the scan completes the eye and the scan progress section will disappear and you can review the result in the Test History tab.

Uninstalling PC Matic Mac

You can uninstall PC Matic through the Status Bar icon or from the management console. In order to complete the uninstall process, you will need your Administrator password, and depending on your uninstall method, your PC Matic account credentials.

Option 1 - Uninstall from Status Bar

1. Note, this option will only work if you currently have the System Tray Menu setting for your Mac set to enabled.
2. Navigate to the SuperShield icon in your Mac's Status Bar.
3. Select the icon and hover over Troubleshooting/Help at the bottom.
4. Select Uninstall from the list.
5. In order to uninstall you must confirm your PC Matic account details.
6. Once you enter your PC Matic account information and click Uninstall, the process will begin in the background.
7. You may be prompted for your Mac Administrator password, once you're done typing the password press enter.
8. The uninstall process will complete in the background and once done you will no longer see the SuperShield icon in the Status Bar.
9. Reboot your Mac to finish the full uninstall.

Option 2 - Management Console

1. You can also uninstall from the web portal in the same fashion as a windows device. Simply click the trash can next to your mac device from your devices list and confirm the prompt.
2. This will begin the uninstall process and will require the user to enter their mac credentials to approve the uninstall.

Firewall Settings

PC Matic Pro does not include a firewall, but if you're using a third party firewall you may need to configure it to ensure that our program can connect properly to our servers. You will find several different configurations below depending on the type of firewall you are currently using.

Please set your firewall to allow the following:

- Port 80 (http) and 443 (https) must be open outbound
- Port 5900 must be open inbound/outbound (for remote access over VNC)
- Port 5500 must be open inbound/outbound (for remote access over VNC)

These are the primary communicative ports for the following domains:

- www.pcpitstop.com
- pcpitstop.com
- api.pcpitstop.com
- portal.pcpitstop.com
- defs.pcpitstop.com
- drivers.pcpitstop.com
- files.pcpitstop.com
- supershield-files.pcpitstop.com
- supershield.pcpitstop.com
- push.pcpitstop.com
- utilities.pcpitstop.com
- vncproxy.pcpitstop.com
- satellite1.pcpitstop.com
- satellite2.pcpitstop.com
- satellite3.pcpitstop.com
- satellite4.pcpitstop.com
- software.pcpitstop.com
- logfiles.pcpitstop.com

If you prefer to utilize IP addresses, then white listing the following subnets will allow our traffic to flow properly:

- 103.21.244.0/22
- 103.22.200.0/22
- 103.31.4.0/22
- 104.16.0.0/12
- 104.20.16.196
- 104.20.71.199
- 104.20.82.39
- 104.20.83.39
- 108.162.192.0/18
- 131.0.72.0/22
- 141.101.64.0/18
- 162.158.0.0/15
- 172.64.0.0/13
- 173.245.48.0/20
- 188.114.96.0/20
- 190.93.240.0/20
- 197.234.240.0/22
- 198.41.128.0/17

Unsupported Operating Systems

Windows XP and Windows Vista are operating systems that are no longewr fully supported by Microsoft and cannot be fully supported by PC Matic Pro. It is possible to install our realtime protection SuperShield on a device running Vista or XP, however there will be a large number of features missing. All remote control or realtime controls from the web console will not be functional. Any statuses you typically see from a machine in realtime will show in a yellow or unsure status indefinitely.

This means that you will lose abilities in the web console such as: Current Connection Status, Current Protection Status, Quarantine Restore, Command Prompt, File Manager, Immediate Scans, VNC Access, Remote Reboot/Shutdown, and more. If you have concerns about Vista and XP support, please contact our support team.

Troubleshooting

1. Red SuperShield icon inside management console but a Green SuperShield icon on device in the system tray.
   - In SuperShield version 3.0.10.1 we introduced a new change to delay showing a red shield at the users device for 30 minutes to allow time for correction by the admin. If you're seeing a red shield for a device in the management console, use the Actions menu for that device and choose Restart SuperShield in the SuperShield section.
2. Red SuperShield on device says "Contact Network Administrator"
   - Also in SuperShield version 3.0.10.1 we made a change to the verbiage of the tray icon to let the user know to contact their admin for assistance.
3. Terminal Server connections show no SuperShield icon in the system tray.
   - Currently if you have over 60 connections to the terminal server, they will no longer have a SuperShield icon in the system tray. The connections over 60 are still protected, but the tray app won't display.
4. Scheduled Scan Error 940
   - When a scheduled scan fails with a 940 error it means the fault occurred at the device. This could have been related to the internet connection or data transfer from the device out to our server.
5. Scheduled Scan Error 202
   - When a scheduled scan fails with a 202 error it means the fault occurred at our server. This is likely an issue accepting the data from the device during and/or post scan.
6. Device Manager Manual Sync

- The Device Manager syncs automatically with the web portal every 30 minutes to look for changes in settings or new installs/uninstalls to push out. However, if you want to manually force this sync to happen we have created a simple batch file you can run on the domain controller. https://files.pcpitstop.com/DeviceManager/sync.bat

7. Quarantine Tool Constantly Loading/Error
   - The quarantine tool, among a few other features in PC Matic Pro rely on .net Framework 3.5 being installed and enabled on the device. If the quarantine tool is not working correctly and just constantly loading or giving you an error that device most likely doesn't have .net 3.5 installed and enabled. You can download and install it from Microsoft here.
8. Endpoint Uninstaller Fails
   - If you have downloaded the endpoint uninstaller to remove PC Matic Pro from your device and it fails to uninstall you will have a brief period of time where the product can be uninstalled from the control panel manually. If it cannot be found in the control panel, turn off the PC Pitstop Scheduling Service and run the endpoint uninstaller again; then uninstall from the control panel.

Support

To get support from our team, you can open the help center, which will always be in the lower left hand corner of your portal. From here you have several methods to contact our team.

- Click the sales or technical icon: This will automatically fill out a form for you with your information and allow you to enter any questions and submit a ticket to our team for assistance.
- Email: business-support@pcmatic.com
- Phone: 1-844-235-3301
- Hours: 8:00AM - 9:00PM ET (M-F)

Frequently Asked Questions

1. What deployment methods are available?

There are a few ways to deploy PC Matic but the most common approach is with Active Directory and PowerShell. Our device manager is installed on a windows server with Active Directory and PowerShell scripts are then used to push an .msi file silently and install to the selected endpoints. Further details on this are available in the Remote Deployment document in the support section.

You can also deploy by downloading or emailing an .exe file and manually installing it on each computer. This installation method works best for small rollouts and you can find more information about it here.

2. Is PC Matic Pro compatible with servers?

Yes, Server Security can be installed on Windows Servers version 2008 R2 and up. The install process works exactly the same as an endpoint but will intelligently recognize a server and install the correct product.

3. Do you have a management console?

Yes, PC Matic Pro is managed through a web based portal that is responsive on any device. You'll have a single pane of glass to view all of the information about your computers and take any actions necessary.

4. How do you deal with false positives?

You have the ability to whitelist any application that is being blocked from the cloud console. This is a flexible local whitelist that can be configured at any level of your account. Additionally, when an unknown application is blocked it is uploaded to our servers where our malware research team will review the application. They identify if it is good, and if so, add it to the global whitelist which is pushed out to all customers. This removes the normal overhead associated with a whitelist solution.

5. What are your support hours?

Our support team is available 5 days per week from 8:00 AM – 9:00 PM ET with support for weekend emergencies. (Email: business-support@pcmatic.com | Phone: 1-844-235-3301)

6. What is the performance impact on my devices?

PC Matic Pro has very little performance impact on the endpoints it is protecting. Our real time protection uses light static checks to determine if a file is on the whitelist or not, and if necessary uploads the unknown file to our malware team for further analysis. This conserves endpoint resources for your use instead!

7. How often should I run a scan on my machines?

Our team normally recommends at least one weekly scan for your machines to make sure they are cleaned up and optimized. If you would like to run scans on a daily basis or monthly basis you can configure that in the scan options.

8. What are the recommended settings?

In almost all cases, the recommended settings within PC Matic Pro will be labeled as such or set as the default. By default there will be no scans set up on the account, you'll need to customize the first scan and your chosen level. To learn more, you can read our full guide on Best Practices.

9. Will your product automatically remove my previous antivirus?

PC Matic Pro will not automatically remove antivirus products before installing our protection.

10. I forgot my password, how can I reset it?

To reset your password, visit portal.pcmatic.com and click the "Forgot Password" button right next to "Log In". Then enter your email address and you'll receive an email shortly after with a link to reset your password.

11. Does my computer need to be turned on for a scan to run?

Yes, your computer must be powered on for the scan to run. If you put your computers to sleep instead of turning them off, our scan will wake up the computer and run. The computer may go back to sleep depending on your Windows sleep configurations.

12. Can I remote into my computers from any device?

No, you can only use the remote desktop feature from a Windows computer that has PC Matic Pro also installed on it. This feature requires the install on both ends so they can communicate securely between themselves.

13. Will my Images, Documents, PDFs, etc. be stopped by PC Matic because they're not on the whitelist?

No. PC Matic Pro's real time protection is focused on PE (Portable Executable) files that execute on your machine to run malware, or scripts that implement fileless malware or ransomware. You'll be able to access and create as many documents, pictures, movies, PDFs, etc. as you need!

14. How long do I wait after locally whitelisting an application before my computers will be able to run it?

Adding an item to your local whitelist will immediately sync it down to every device in the level you have whitelisted that application for. This often takes less than 10 seconds after you have clicked save inside your web portal.

15. How can I verify that a computer is being protected?

There are several ways to verify that a computer is currently being protected by SuperShield.

You can do this from the individual endpoint, or from the web console.

Web Console: Navigate to the computers tab and look for the computer's name that you want to verify protection on. Once you locate it you'll see three status icons at the bottom of the computer's information box. The middle icon will be green if SuperShield is installed and running properly. You can also see this status icon from the computer's page in your console.

Individual Endpoint: After installation, a small shield will appear in the system tray of each endpoint. If you don't see it right away, don't panic. You may need to click the small arrow and expand the system tray to see all icons. This shield will display as either green (running correctly), yellow (updating), or red (not running).

16. How can I add additional licenses?

As a business you're always going to be looking to expand and grow over time and we are ready to grow with you! You can always purchase additional license through your reseller or by contacting our sales team through the Support tab. These additional licenses will be prorated to expire at the same time as your previous purchase.

17. How is the billing handled for PC Matic Pro?

PC Matic Pro can be purchased in 1, 2, or 3 year options along with the count of licenses needed for endpoints and servers. Longer contracts will often result in lower prices, evident with the 3 year selection. Additional endpoints purchased in the future will be prorated with the same expiration date as the original purchase.

17. When do SuperShield Options changes take effect?

There are two different timeframes when SuperShield Options may take effect. If changing them from the devices page with an active connection they will apply immediately. You can also change them from the Endpoint Vulnerabilities report with an active connection for immediate effect. Any other level when changed the SuperShield options will take effect when our scheduler runs next, which at max will be one half hour.

Continuous Diagnostics and Mitigation (CDM) Capabilities

1. PC Matic Pro meets all the common requirements for the Continuous Diagnostics and Mitigation (CDM) capabilities.
2. PC Matic Pro addresses the Software Asset Management (SWAM) capability requirements as part of Continuous Diagnostics and Mitigation (CDM).
3. PC Matic Pro addresses and meets the System and Information Integrity capability requirements as part of Continuous Diagnostics and Mitigation (CDM).
4. For more specific details on these requirements and PC Matic Pro contact PC Matic Federal team at cdm@pcmatic.com