SEQRITE

Seqrite Cloud

User Guide

Copyright Information

End-User License Agreement

SEQRITE CLOUD END-USER LICENSE AGREEMENT

IMPORTANT

PLEASE READ THIS SEQRITE CLOUD PORTAL END-USER LICENSE AGREEMENT (HEREINAFTER REFERRED TO AS THE "AGREEMENT") CAREFULLY BEFORE USING OR TRYING TO ATTEMPT TO USE THIS SEQRITE CLOUD PORTAL SOFTWARE (HEREINAFTER REFERRED TO AS THE "SOFTWARE").

BY USING THIS SOFTWARE OR BY ACCEPTING OUR SOFTWARE USAGE AGREEMENT POLICY OR ATTEMPTING TO LOAD THE SOFTWARE IN ANY WAY, (SUCH ACTION WILL CONSTITUTE A SYMBOL OF YOUR CONSENT AND SIGNATURE), YOU ACKNOWLEDGE AND ADMIT THAT YOU HAVE READ, UNDERSTOOD AND AGREED TO ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT. THIS AGREEMENT ONCE ACCEPTED BY "YOU"[AS AN INDIVIDUAL (ASSUMING YOU ARE ABOVE 18 YEARS AND/OR HAVING LEGAL CAPACITY TO ENTER INTO AN AGREEMENT), OR THE COMPANY OR ANY LEGAL ENTITY THAT WILL BE USING THE SOFTWARE (HEREINAFTER REFERRED TO AS 'YOU' OR 'YOUR' FOR THE SAKE OF BREVITY)] SHALL BE A LEGALLY ENFORCEABLE AGREEMENT BETWEEN YOU AND QUICK HEAL TECHNOLOGIES PRIVATE LIMITED, PUNE, INDIA (HEREINAFTER REFERRED TO AS "SEQRITE") AND YOU SHALL HAVE THE RIGHTS TO USE THE SOFTWARE SUBJECT TO THE TERMS AND CONDITIONS MENTIONED IN THIS AGREEMENT OR AS AMENDED BY QUICK HEAL FROM TIME TO TIME. IF YOU DO NOT AGREE TO ALL THE TERMS AND CONDITIONS BELOW, DO NOT USE THIS SOFTWARE IN ANY WAY AND PROMPTLY RETURN IT OR DELETE ALL THE COPIES OF THIS SOFTWARE IN YOUR POSSESSION.

Seqrite grants You, the Licensee, a non-exclusive and non-transferable right to use the software during the License Period in order to assist described in the User Manual, according to the technical requirements described in the User Manual and which is subject to the terms and conditions of this Agreement.

Seqrite reserves all rights not expressly granted, and retains title and ownership of the software, including all subsequent copies in any media. This software and the accompanying written materials are the property of Seqrite and are copyrighted.

1. DEFINITIONS

    A. "**Distributors**" means the authorized distributors, agents, sub-distributors of Seqrite, selling Seqrite range of products, including sales through Internet.

    B. "**License period**" means the period which is more specifically described in Clause 4 of this Agreement.

    C. "**Cloud Portal**" means an online web portal that allows the administrators to view status of the endpoints (computers) and manage them in the network remotely.

D. "**Normal working hours**" shall mean 09:30 a.m. to 6:30 p.m. India Standard Time (IST) on Working Days and "Working Days" means Mondays to Fridays inclusive, but excluding bank and public holidays in India.

E. "**Support**" means the Technical Assistance in order to use the software, provided by Seqrite, which may or may not be chargeable to you. Please refer to www.seqrite.com for more details.

F. "**Upgrades**" means any correction, improvement, modification or enhancements in the form of the new version of the software, which Seqrite generally releases as and when required.

G. "**User Manual**" means the user guide, Help guide, documentation provided with the software, updated agreements provided on the website of Seqrite (www.seqrite.com), explanatory or other materials as provided from time to time by Seqrite.

H. "**You**" means the "**End User**" which means:
   i. An individual (such an individual) who installs/uses/legally acquires the software on his/her own behalf and every other person (whether authorized or not by such an individual) who uses/has the possession the software or
   ii. An organization (including but not limited to a partnership, joint venture, Limited Liability partnership, Limited Liability Company, Company of any nature, Trust, Governmental Authority, Unincorporated Organization, Association of Persons) or any person (such person) who has been authorized by such an Organization to use the software and accepts the Agreement on behalf of the Organization and every other person (whether authorized or not by such person) who uses the software.

2. DO'S & DON'TS

You can:

A. Make copy of the email received from Seqrite for activation of Cloud Portal (and such backup copy must be destroyed when you lose the right to use the software or is terminated for any other reason according to the legislation in force in the country of your principal residence or in the country where You are using the software) and replace lost, destroyed, or becomes unusable.

You cannot:

A. Emulate or adapt any portion of the software.

B. Debug, decompile, disassemble, modify, translate, reverse engineer the software.

C. Try making an attempt to reveal/discover the source code of the software.

D. Create derivative works based on the software or any portion thereof with sole exception of a non-waivable right granted to You by any applicable legislation.

E. Remove or alter any copyright notices or other proprietary notices on any copies of the software.

F. Reduce any part of the software to human readable form.

G. Use the software in the creation of data or software used for detection, blocking or treating threats described in the User Manual.

H. Use for unlicensed and illegal purpose.

3. YOUR ACCOUNT

A. You need to fill up form and give requisite details in order to use Cloud Portal. Seqrite will on receipt of form, verify the details and will create your account. Seqrite will inform you on creation of your account through an email or any other electronic communication mediums. The communication can be for the purpose of product verification for your convenience. If you are using Cloud Portal assigned to you by an administrator, your administrator may be able to access or disable your account.

B. To protect your Cloud Portal account, keep your password confidential. You are responsible for the activity that happens on or through your Cloud Portal. Try not to reuse your Cloud Portal password on third-party applications.

C. We believe that you own your data and preserving your access to such data is important.

D. This is an essence term for the Agreement.

4. LICENSE PERIOD

A. You are entitled to use this Cloud Portal platform until your security software license is valid.

B. You understand, agree and accept that you are entitled for Upgrades and your Cloud Portal software would be updated via the Internet. Any use of the software for any other purposes is strictly forbidden and prohibited and Seqrite reserves to take any action against such unauthorized usage.

C. You agree and understand that any unauthorized usage of the software or breach of any/all terms and conditions stated herein the Agreement shall result in automatic and immediate termination of this Agreement and the License granted hereunder and which may result in criminal and/or civil action by Seqrite and/ or its agents against you including but not limited to right to block the key file/License key/product key and without any refund to You and without any prior intimation/notice to you in this regard.

D. If you have acquired the software in a specific localized language, you must activate the software by applying the activation code of that language only.

5. FEATURES OF SOFTWARE

A. During the License Period of the software, You have the right to use features of the software and to receive free upgrades of the software of Seqrite via Internet as and

when Seqrite publishes. All upgrades you receive from Seqrite shall be governed by this Agreement, or as amended from time to time by Seqrite.

B. You agree, accept, and acknowledge:
   i. That You are solely responsible for the configuration of the software settings and the results, actions, inactions initiated due to the same. Seqrite assumes no liability/responsibility in any case and the Indemnification shall be applicable.
   ii. That Seqrite assumes no liability/responsibility for any deletion of information, including but not limited to any deletion/loss of personal, and/or confidential data; and/or uninstallation of third party apps; and/or change in settings; and / or change in contacts and / or Deletion/loss of contacts, and / or SMS logs & call logs, specifically authorized by You or occurs due to the actions, inactions (whether intentional or not) by You or any third party whom You have authorized to use the features of the software.
   iii. That to avail/use certain features of the software, you may be required to incur some cost and that Seqrite does not warrant that the usage of certain features of the software are free of cost and that Seqrite shall not entertain and expressly disclaims, any claim for reimbursement of any expenses including but not limited to any direct or incidental expenses arising out of Your usage of such features of the software.
   iv. That you are solely responsible and shall comply all applicable laws, regulations of India and any foreign laws including without limitation, privacy, obscenity, confidentiality, copyright laws for using any report, data, information derived as a result of using the software.

6. SUPPORT

Seqrite offers support features during usage of this software i.e., Live Chat with technical support team and/ or the technical support team may, at your discretion, take remote access. The availing of this support will be solely at your discretion and you are solely responsible to take backup of the existing data/software/programs before availing such a support. Seqrite will not be held responsible for any loss of data, any kind of direct/ indirect/ consequential loss or damage to data/ property arising during this entire process. If at any point of time the Technical Support team is of the opinion that it is beyond their scope, it will be the sole discretion of Seqrite to suspend, cease, terminate or refuse such support as Seqrite does not claim any warranty and/or guarantee of any kind in providing the support feature.

7. COLLECTION OF INFORMATION

Seqrite software may collect the following information which may / may not contain any personally identifiable information either with or without your discretion/permission for statistical purpose or enhancing and evaluating the ability, effectiveness and performance of Seqrite's product in identifying and/or detecting the malicious behavioral pattern, inherently fraudulent websites and other Internet security threats/ risks. Password entered by the end users during registration is not stored at Seqrite server. This information will not be correlated with

any personally identifiable information except as herein stated and shall include, but not limited to:

A. Any type of executable files which the software may identify having a potentially malware behavioral pattern.

B. Any type of information relating to the status of the software that whether there occurred any error while installing the software or the installation was successful.

C. Any type of URLs of websites visited that the software deems inherently and potentially fraudulent.

D. Any type of information that software deems potentially fraudulent, posing security risks/ threats.

E. Any type of information for identifying the Internet Protocol (IP) Address and information required for effective license administration and enhancing product functionality and usability.

F. You admit that the information/data as collected above can be used for analyzing, preventing and detecting the potential internet security risks, publishing any type of data/ reports/ presentations on the trends collected, sharing the data to create awareness with any organizations, vendors.

8. INDEMNIFICATION

A. You expressly understand, admit and warrant that in no event shall Seqrite and/or any of its directors, employees, agents, partners, distributors be liable from any and against all claims, expenses, suits, costs, demands, judgments whatsoever made by you and/ or any third party for any direct, indirect, incidental, special, punitive, consequential and/or exemplary damages including, but not limited to damages for loss of business/profits, damages for loss of confidential/other information, failure to meet any statutory duty/duty of reasonable care/duty in good faith, economic/notional loss, loss for business interruption, goodwill, damage and loss of data or programs, or other intangible losses (even if Seqrite has been advised of the possibility of such damages), to the fullest extent permissible by law:
   i. Arising due to your usage of software;
   ii. Your negligence or inability of using the software or support;
   iii. Any dispute between you and third party with respect to availing the software ;
   iv. Your violation of any rights of any other individual and/or entity;
   v. Your breach of the Agreement;
   vi. Your violation of any provisions under any acts in India or abroad;
   vii. The failure of Seqrite to provide Support Service or any other service/information.

B. This limitation will apply to all causes of action whether arise in equity or tort, including but not limited to breach of contract, breach of warranty, negligence, strict liability, misrepresentations and hereby release Seqrite and/or its directors, employees, agents, distributors from any and all obligations, liabilities in excess of the limitation stated herein.

C. In the event, Seqrite and/or its directors, agents, employees, distributors are found liable, You Understand and accept that there is no liability of Seqrite and/or its directors, agents, employees, distributors. This Clause shall survive the termination of this Agreement.

9. LIMITED WARRANTY AND DISCLAIMERS

A. The software provided by Seqrite is "AS IS" and "AS AVAILABLE" without warranty of any kind, expressed or implied, including but not limited to the implied warranties of merchantability, fitness, usage, performance, satisfactory quality, integration, applicability for a particular use and any other warranties are disclaimed to the fullest extent permissible pursuant to the applicable law.

B. Seqrite does not warrant, make any representations that the software will work uninterrupted, timely, secure or error-free or shall meet any or all your requirements whether disclosed to Seqrite or any of its directors, agents, distributors and employees. The entire risks, faults as to performance of the software, the responsibility for selecting the software to achieve your intended results, the results obtained from the software shall be assumed by You.

C. You understand and accept that the software will substantially perform according to the specifications, descriptions stated in the User Manual, as updated from time to time, subject to the following and Seqrite expressly disclaims any and all liabilities arising from the following circumstances:
    i.   Incompatibility caused by any software and/or hardware components installed on your Device;
    ii. Any actions initiated by You or by third parties which were beyond the reasonable control of Seqrite;
    iii. Any failures, malfunctions, defects resulting from abuse, improper installation, theft, misuse, accident, operation or maintenance, acts of God, alteration, power failures, casualty, repairs made by any other party than Seqrite, alterations, neglect, non-permitted modifications, acts of terrorism, vandalism;
    iv. The deficiencies, defects in Your Device and related infringements;
    v.   Your violations of the terms and conditions described in the User manual or in this Agreement

10. INTELLECTUAL PROPERTY

The software, source code, activation code, license keys, documentation, systems, ideas, information, content, design and other matters related to the software, , trademarks are the sole proprietary and Intellectual Property rights of Seqrite protected under the Intellectual property Laws and belongs to Seqrite. Nothing contained in this Agreement grant to You any rights, title, interest to intellectual property, including without limitation any error corrections, enhancements, upgrades or modifications to the software and whether made by Seqrite or any third party. You understand and acknowledge that you are provided with a License to use the software subject to the terms and conditions of this Agreement.

11. GENERAL

A. **Force Majeure**. Seqrite will not be liable for any delay or failure to fulfill its obligations hereunder that results from an act of God, war, civil disturbance, government policies, or other cause/s beyond its control. Provided that Seqrite shall endeavour to complete the task within a reasonable period after happening of any event as covered under such force majeure.

B. **Legal Jurisdiction**. This agreement and any matter relating thereto shall be subject only to jurisdiction of Courts at Pune, India and shall be interpreted as per the terms of the law/s for the time being in force in India. Any dispute which may arise out of this Agreement, breach of terms and conditions under this Agreement, shall be settled by direct negotiations between You and Seqrite. In the case of failure to resolve the dispute in the manner set out above within 30 days from the date when the dispute arose, the dispute shall be referred to a arbitrators appointed by Seqrite. The venue of arbitration shall be Pune. The arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996 and Indian Laws and shall be conducted in the English language. The arbitrators shall also decide on the costs of the arbitration proceedings. To the extent possible, after the commencement of any arbitral proceedings the Parties shall continue to perform their respective obligations under this Agreement. The provisions of this Clause shall survive termination of this Agreement. Subject to the provisions of this Clause, the Courts in Pune, India shall have exclusive jurisdiction and the parties may pursue any remedy available to them at law or equity.

C. **Complete Agreement**. This Agreement comprises the entire agreement between the parties regarding the subject matter, and supersedes any proposals, communications or advertising, oral or written, with respect to the software or subject matter of this Agreement. You shall be bound by any and all clauses of the Agreement updated and displayed on the website of Seqrite www.seqrite.com from time to time and the Agreement displayed on the website (from time to time) will be the finally concluded and binding Agreement between You and Seqrite for all legal purposes. In case of any dispute/queries arising out of any translated versions of this Agreement, Seqrite hereby expressly specifies and confirms that the English version as displayed on the website will be final for interpretation and the terms used, meaning conveyed in the English version will be authoritative and binding. Any waiver by either party of any violation of any provision of this agreement by the other party will not be deemed to waive any other violation of the same or any other provision.

D. **Severability**. If any of the provisions contained in this Agreement is found by a court of competent jurisdiction to be invalid, illegal or unenforceable in any respect, the validity, legality or enforceability of the remaining provisions contained herein shall not be in any way affected or impaired thereby and the balance of the Agreement will continue in full force and effect to the maximum extent permitted by law or equity while preserving, to the fullest extent possible, its original intent.

E. **Survival**. The Clauses in this Agreement including not limited to rights to "Indemnification", "Limited Warranties & Disclaimers" and "Intellectual Property" shall survive expiration or termination of this Agreement.

F. You cannot assign your rights or delegate duties or obligations under this Agreement. The failure to exercise or delay in exercising a right or remedy by Seqrite under this Agreement shall not constitute a waiver of the right or remedy or a waiver of any prior, concurrent or subsequent right or remedy.

G. The Section numbers and headings are included merely for the convenience of the parties and are not to be construed in interpreting this Agreement.

H. Seqrite reserves right to amend this End User License Agreement from time to time and will keep updated on its website www.seqrite.com and it would be binding on end user. This is an essence of use of software.

I. Seqrite reserves the right to co-operate with any legal process and may provide documents, information related to your usage of the software and your general usage of the Device.

ALL MATTERS ARE SUBJECT TO PUNE (INDIA) JURISDICTION

About This Document

Document History

Version	Change date	By Whom	Action
1.0	--		Released

Document Convention

This user guide covers all the information required to install and use Seqrite Cloud on Windows operating systems. The following table lists the conventions that we have followed to prepare this guide.

Convention	Meaning
Bold Font	Anything highlighted in bold indicates that it is a menu title, window title, check box, drop-down menu, dialog, button names, hyperlinks, and so on.
i	This is a symbol used for a note. Note supplements important points or highlights information related to the topic being discussed.

Contents

Introducing Seqrite Cloud

Seqrite Cloud Console is a Web-based portal that serves Platform as a Service (PaaS). It is a multi-tenant platform that facilitates centralized management of Seqrite enterprise products (Seqrite Endpoint Security and Seqrite Terminator) of an organization. The objective of developing the platform is to provide single management console and constant access to Seqrite enterprise products of an organization from anywhere at any time.

With Seqrite Cloud, you can implement a multilevel administration for organization security. As it is accessible 24X7 from any geographic location, you can eliminate additional infrastructure cost for administrators situated at different locations. You can receive important notifications related to your enterprise products, license information, and your Seqrite Cloud account. You can schedule or have an on-demand backup on the product and save it in Seqrite Cloud, and restore the backup from Seqrite Cloud as and when required. You can access reports and export these reports in PDF or CSV formats. The Activity Log feature helps to keep track of different activities carried out on Seqrite Cloud Console.

To purchase Seqrite Cloud, you must register as a Tenant with Seqrite. The registration process is easy and simple. On successful registration, your Seqrite Cloud account gets created and your Seqrite enterprise products are added to your Seqrite Cloud account. You as a Tenant, can associate your existing enterprise products with Seqrite Cloud.

Benefits of Seqrite Cloud

- Seqrite Cloud provides a single console to manage and monitor all Seqrite enterprise products within the organization.
- Seqrite Cloud Console can be accessed from anywhere at any time.
- Provides multilevel hierarchical administration.
- Provides a unique Dashboard displaying organizational tree structure with different nodes. The node color distinguishes between groups and associated products along with their status.
- Seqrite Cloud generates notifications that are displayed on Dashboard for Cloud license activation, renewal, reactivation or expiry, notification for policies, important

announcements, Cloud maintenance, etc. You can receive these notifications through emails also.

- Seqrite Cloud lets you schedule a cleanup for your activity logs, different reports, notifications, and backups stored in Seqrite Cloud.

- Seqrite Cloud provides consolidated report of selected products through email.

- The generated reports can be exported in PDF or CSV format and with Export Reports feature, the reports can be exported to PDF format.

- Provides access to products' Web console 24X7.

- With Seqrite Cloud, you can promote product policies as global policies and those can be applied across other EPS within Tenant.

- With Seqrite Cloud, you can view activity logs of all users.

How does Seqrite Cloud work?

Seqrite Cloud serves Platform as a Service. It helps to manage Seqrite enterprise products; Seqrite Endpoint Security (EPS) and Seqrite Terminator. After successful registration, a welcome email is sent to the new Tenant. The Tenant has to perform a product-side activation process to connect to Seqrite Cloud. Then an OTP (One Time Password) process has to be done, after which the product gets connected and it starts communicating with Seqrite Cloud.

When the product is connected to Seqrite Cloud, you can schedule backup or have an on-demand backup for groups, users, and EPS policies to be stored in Seqrite Cloud. The backup proves beneficial and can be restored if the product is reinstalled or if it crashes. You can schedule a backup for the product and view its history on Seqrite Cloud. The product users for enterprise products can be enabled or disabled, or their passwords can be set from Seqrite Cloud Console and the changes are reflected on the product side. Seqrite EPS policies can be received and promoted through Seqrite Cloud Console as global policies in an organization.

All the changes from Seqrite Cloud Console to the product and vice-versa have some stipulated time limit to be reflected on each side.

Getting Started

Most of the time, the administrators from one location cannot access the Web console for the products that are situated at another location. Administrators are not up to date of branch offices' IT network status. Seqrite Cloud helps administrators to overcome these limitations.

Seqrite Cloud is a Web-based service, which helps administrators of an organization to manage and monitor the configuration of all Seqrite enterprise products within the organization from anywhere in the world. They can monitor the virus attacks, policy breaches, product settings, reports, individual product status etc. for all enterprise products through a single Web console.

Prerequisites

- Browser to access Seqrite Cloud Console.
- Seqrite enterprise products (EPS, Terminator)

Supported EPS Versions

- EPS 6.2 and later versions are supported by Seqrite Cloud.

Supported Terminator Versions

- Terminator 1.6.2 and later versions are supported by Seqrite Cloud.

Supported Browsers

- Internet Explorer 9 and later
- Mozilla Firefox 28 and later
- Google Chrome 26 and later
- Opera 18 and later
- Safari for Mac 6 and later
- Safari for Windows 5.1.7 and later

Registration, License Addition, & License Renewal

Registration

The registration process for Seqrite Cloud is simple and easy. The organizations registering themselves with Seqrite Cloud are referred as "Tenants". As a Tenant you can register with Seqrite by associating at least one product to your Seqrite Cloud license. After registration, you can request to associate additional products to your Seqrite Cloud license.

Registering New Tenant

When you register your organization with Seqrite Cloud for the first time as a Tenant, it is considered as a New Sale. While registering, the products' keys are associated with the Cloud license. At the time of registration, all or a single enterprise product owned by the Tenant is associated with Cloud license account.

To register as a new Tenant, following information is required:

- Tenant Name: Name of your organization.
- Reference: Reference of person or place.
- Company Contact Number: Your organization's contact details.
- Administrator Name: The person who can serve as Root Admin and manage complete Cloud account.
- Administrator Email ID: Email address of administrator.
- Administrator Mobile No.: Contact number of administrator.
- Subscription Period: The duration of Cloud subscription.
- No. of Products to Manage: Number of products that can be added to your Cloud account.

After receiving information from the Tenant, a Root Admin is created and a welcome email is sent with Seqrite Cloud account details such as; Cloud license key, user name, password, and URL to access Seqrite Cloud Console.

License Addition

License addition is a process of adding additional products to your Seqrite Cloud account. As a Tenant you can send license addition request to Seqrite. Depending on your request the number of additional products are added to your Tenant account. Later your administrator can associate these products with Seqrite Cloud.

To add additional licenses to your Seqrite Cloud account contact: eps.renewal@seqrite.com.

You need to provide following information to request additional licenses:

- Seqrite Cloud license key.
- Number of products to be added to your existing Seqrite Cloud license.

> - The total number of products managed by Cloud and number of products associated with Cloud can be different.
> - For example: If total number of products managed are 5 and additional license are purchased for 5 products; then the total number of products being managed becomes 10, but products associated with Cloud remains 5, till the administrator associates the additional products with Cloud.

License Renewal

License renewal is a process of renewing your Seqrite Cloud license for specific number of products and extending your Seqrite Cloud subscription period. In renewal process you can increase or decrease total number of products to be managed by Seqrite Cloud. The renewal subscription limit is up to 60 months.

To proceed with the renewal request contact: eps.renewal@seqrite.com.

You need to provide following information:

- Seqrite Cloud license key.
- Number of products to be managed (you can add or remove the existing products to be managed). After renewal, it will be calculated as total number of products managed by your Seqrite Cloud account.

Connecting Enterprise Products with Seqrite Cloud

After Tenant creation, the Root Admin receives welcome email with Seqrite Cloud Console URL and login credentials.

The precondition to connect to Seqrite Cloud:

- The Root Admin can log on to Seqrite Cloud Console; go to **Main menu** > **Administration** > **License Information**. Check if all the registered products are displayed on Seqrite Cloud Console.

- Install and activate your enterprise products if they are not installed or activated yet.

Connecting Seqrite EPS with Seqrite Cloud

To connect Seqrite EPS with Seqrite Cloud, follow these steps;

1. Log on to Seqrite EPS.

2. Go to **Admin Settings > Cloud Platform**.

3. Click **Connect to Seqrite Cloud**.

> - The Send OTP link is generated on the License Information page of Seqrite Cloud Console.
> - The RA, Admin, GA, and CISO can send or resend the OTP. PA and Auditor cannot initiate the OTP process.

4. Log on to Seqrite Cloud Console and go to **Main menu** > **Administration** > **License Information**.

5. Click the **Send OTP** link besides the activated product.

6. On Send OTP screen, enter one or more email IDs to receive the OTP.

7. Click **Send OTP**.

8. In Seqrite EPS, go to **Admin Settings** > **Cloud Platform**.

9. Enter the OTP.

10. Click **Next**.

    A message is displayed; **Connection Process Complete**.

    Upon successful completion of this process, the product starts communicating with Seqrite Cloud. If OTP is not used for 48 hours, the OTP expires. If the Tenant hovers on the product node on tree structure, it shows **OTP Timeout**. To get more information on license and OTP status, please see, [Viewing Cloud License Information](#) section.

    > **ℹ** • After the OTP is sent through email, the OTP status on License Information page changes to **OTP in progress**.
    >
    > • After invalid attempts of adding OTP on the product side, **OTP mismatch** message is displayed.
    >
    > • After 3rd invalid attempt of OTP, the OTP will expire. It will display **Resend OTP** link on Seqrite Cloud Console.

Connecting Seqrite Terminator with Seqrite Cloud

To connect Seqrite Terminator with Seqrite Cloud, follow these steps;

1. Log on to Seqrite Terminator as Super Administrator.

2. Go to **Help > License Details**.

3. Click the **Connect** button.

    > **ℹ** • The Send OTP link is generated on the License Information page of Seqrite Cloud Console.
    >
    > • The RA, Admin, GA, and CISO can send or resend the OTP. PA and Auditor cannot initiate the OTP process.

4. Log on to Seqrite Cloud Console and go to **Main menu** > **Administration** > **License Information**.

5. Click the **Send OTP** link besides the activated product.

6. On the Send OTP screen, enter one or more email IDs to receive the OTP.

7. Click **Send OTP**.

8. In Seqrite Terminator, go to **Help** > **License Details** > click the **Connect** button.

9. Enter the OTP.

10. Click **OK**.

    Upon successful completion of this process, the product starts communicating with Seqrite Cloud. If OTP is not used for 48 hours, the OTP expires. If the Tenant hovers on the product node on tree structure, it shows **OTP Timeout**. To get more information on license and OTP status, please see, [Viewing Cloud License Information](#) section.

- After the OTP is sent through email, the OTP status on License Information page changes to OTP in progress.
- After invalid attempts of adding OTP on the product side, OTP mismatch message is displayed.
- After 3rd invalid attempt of OTP, the OTP will expire. It will display Resend OTP link on Seqrite Cloud Console.

Overview

Login Page

After five unsuccessful login attempts, your Seqrite Cloud account is blocked for 6 hours. Your account is automatically unblocked after 6 hours. For instant access, you can use the Forgot Password? link on the login page to reset your password and access your Seqrite Cloud account.

If you are associated with more than one Tenant accounts, after logging in, you will have more than one Tenant to choose. You can proceed further by selecting any one Tenant at a time.

After logging in, you can switch to another Tenant by using Switch Tenant option.

On Dashboard, in the upper right corner, click the profile name > click Switch Tenant.

Dashboard

Seqrite Cloud Dashboard is unique and helps to navigate easily to all the components of the Console. The tree structure on Dashboard represents different geographic locations of an organization in the form of groups and subgroups. All the associated products are displayed in the node format and their status is shown in different color codes.

Dashboard Components

Cloud Dashboard is visible according to the user role and scope of the user. If PA/GA is associated with only one product/group then they can view only that group/product after logging in. While some users can view all the pages of the portal.

Seqrite Cloud Dashboard includes the following components:

Table 1: Dashboard Components

Dashboard Components	Description
Tenant name	Name of the Tenant is displayed on the Title bar.
Organizational tree structure	Shows geographic location of an organization and associated products in the form of groups and subgroups. The product status is displayed in different color codes.
Main Menu	Features the following: **Cloud-based Main menu** • **Administration:** To view global policies and license information, add and manage users, configure notification settings, and configure Cloud clean-up. • **Reports:** To view or email or export or delete the reports. Also to view the Cloud activity log. **Product-based Main menu** After clicking a product node, you are directed to a product specific Dashboard. At this point, if you click the Main menu, a product-based Main menu is visible. • **Management** To access product's Web console, backup history, policies, and Dashboard. • **Administration** To access product's license information and manage product users.
Home icon	To navigate to Cloud Dashboard from any page.
Notifications icon	Notification icon displays the number of notifications received. Click the Notification icon to view a list of notifications with the latest notification at the top. You can also receive notifications through emails. The various types of notifications that you can receive are; information about Cloud license, license activation, renewal, or expiry. Communication notifications are shared for product policies, new version releases, important announcements, Cloud maintenance etc.
Picture icon	Displays the profile picture.
Profile name	On the extreme upper right corner, your profile name is displayed. The drop down arrow next to the profile name provides **Profile**, **Switch Tenant**, and **Logout** options.

Tree Structure

Dashboard displays the organizational structure in a tree format for the registered Seqrite enterprise products. The tree structure shows different groups and subgroups situated at different geographic locations in the form of country, state, and city. The groups and subgroups are associated with products and are displayed with different color codes.

Table 2: Tree Structure

Tree Structure	Description
Home, Groups and subgroups	These nodes are automatically created when the Tenant is registered. The groups represent geographic locations of an organization such as; Country, State, and City.
Products	These are leaf nodes with the symbol of that specific product (EPS or UTM). • If product status is normal, the product node will be green colored. • If product have some problem, the product node will be orange/red colored as per the severity of the situation.
Default Group	When Tenant is created, the Default group is created by default. The first three levels (Country, State, and City) on the tree are created as auto-creation. If the hierarchy, that is, any change is done manually to Country, State, or City, then the new products being added are added to Default Group.

Auto-creation of Tree Nodes

At the time of registration, when the Tenant is registered, the information is automatically received from the activated products. Accordingly the country, state, and city elements are created. If the Tenant user changes the hierarchy manually, then the auto-creation for tree element is disrupted and it stops. Further the Tenant has to perform all the actions manually.

Manual Creation of Tree Nodes

To create your own hierarchy, you can carry out the following actions on the tree structure manually:

Adding groups and subgroups

To create new group or add subgroup:

1. Log on to Seqrite Cloud.

2. On Dashboard, from tree structure, hover on that group to which new group is to be added.

   A tooltip with plus sign is displayed.

3. Click the plus sign.

4. In Add Group screen, add group name.

5. Click **Add**.

   A new group is added.

	• The groups cannot be added beyond the set limit of 9.
🛈	• RA, Admin, and CISO can add groups or subgroups.
	• The GA can add groups within scope.
	• PA and Auditor cannot add group or subgroup.

Expanding/Collapsing Groups

If you click Home or any group or any subgroup, all the associated groups, subgroups, and products will be hidden from view. To view them, once again click on the Home or the group or the subgroup node.

- You can expand/collapse groups and subgroups from the view with the click action.
- You can view product's Dashboard by clicking the product node.

Deleting groups

The group that does not have any subgroup or product under it can be deleted. You cannot delete any group that has subgroups and products under it. To delete that group, all subgroups must be deleted initially or products should be moved to different group.

	• RA, Admin, and CISO can delete the groups.
🛈	• GA can delete groups within scope. The GA cannot delete his/her group.
	• PA and auditor cannot delete the group.
	• Group having GA associated with it cannot be deleted.
	• The Default group cannot be deleted.

To delete the group;

1. Log on to Seqrite Cloud.

2. On Dashboard, from tree structure, hover on the group that do not have any subgroup or a product under it.

   A tooltip with a cross sign is displayed.

3. Click the cross sign.

4. In Delete Node screen, click **Yes**.

   The group is deleted.

Moving groups

The group can be moved to another group that does not have any subgroup or product under it.

To move a group:

1. Log on to Seqrite Cloud.

2. On Dashboard, from tree structure, click the group to be moved.

3. Move the group and drop it on that group to which it is to be linked.

> - RA, Admin, and CISO can move the group.
> - GA can move the group within scope. The Group Admin cannot move his/her group.
> - PA and Auditor cannot move the group.
> - The Default group cannot be moved.

Renaming groups

Seqrite Cloud provides option to rename the groups.

To rename a group or subgroups:

1. Log on to Seqrite Cloud.

2. On Dashboard, from tree structure, click the group name to be changed.

3. In Edit Name screen, add new name.

   The OK button is enabled.

4. Click **OK**.

   The group name is changed.

> - RA, Admin, and CISO can rename the group.
> - GA can rename the group within scope. The GA cannot rename his/her group.
> - PA and Auditor cannot rename the group.

Moving product node

Product nodes can be moved from a one group to another group, which is not connected to any other group, but can have a product node connected to it.

To move a product node:

1. Log on to Seqrite Cloud.

2. On Dashboard, from tree structure, click the product node to be moved.

3. Move the product node and drop it on that group to which it is to be linked.

> *i* • RA, Admin, and CISO can move the product node.
>
> • GA can move product node within scope.
>
> • PA and Auditor cannot move product node.

Renaming product nodes

Seqrite Cloud provides option to rename the product nodes.

To rename a product node:

1. Log on to Seqrite Cloud.

2. On Dashboard, from tree structure, click the product name to be edited.

3. In Edit Name screen, add new name.

    The OK button is enabled.

4. Click **OK**.

    The product name is changed.

> *i* • RA, Admin, and CISO can rename the product node.
>
> • GA can rename products within scope.
>
> • PA can rename products within scope.
>
> • Auditor cannot rename products.

To get more information about the user and their actions on the tree, refer the table below.

Table 3: Role-based actions on the tree structure

User Action	Root Admin (RA)	Admin	Chief Information Security Officer (CISO)	Group Admin (GA)	Product Admin (PA)	Auditor
Add Group	Yes	Yes	Yes	Yes (within scope)	No	No
Delete Group	Yes	Yes	Yes	Yes (within scope)	No	No
Move Group	Yes	Yes	Yes	Yes (within scope)	No	No

Rename Group	Yes	Yes	Yes	Yes (within scope)	No	No
Move product	Yes	Yes	Yes	Yes (within scope)	No	No
Rename product	Yes	Yes	Yes	Yes (within scope)	Yes (within scope)	No

Product Critical Situations on the Tree Structure

Seqrite Cloud displays products in different color like Red, Orange, Green and Yellow as per their status. This helps Cloud administrator to know the current status of the products under different conditions.

The various product statuses on the tree structure are explained in the following table:

Table 4: Product critical situation on the tree structure

Settings	Green	Orange	Red
EPS			
Endpoint Protection	100% Endpoints protected	1% to 5% Endpoints Unprotected	>5% Endpoints Unprotected
Virus Definition Updated Endpoints	All clients are up-to-date (0 – 3 days updated)	Not Applicable	If 1 & more than 1 client which is connected but not updated for last 7 days. *The client should be connected in last 24 hrs.
Virus incidents occurred on Endpoints	< 12% endpoints had incident	12% - 24% endpoints had incident	> 24% endpoints had incident
Critical Endpoints (virus infected, memory virus running)	0%	1% - 5%	> 5%
Update Manager – virus definition updated	Up-to-date	Not Applicable	2 days older
Critical vulnerability on Endpoints (High vulnerability)	< 2% Endpoints affected	2% - 10% Endpoints affected	> 10% Endpoints affected

Security Protection on Endpoints (Virus protection, phishing protection, browsing protection	100% Endpoints has security protection ON	1% - 5% Endpoints has security protection OFF	> 5% Endpoints has security protection OFF
License	Up-to-date	Not Applicable.	7 days to expire & Expired
Terminator			
Intruder attempts	CP: ON/OFF Product will inform severity	Not Applicable	Not Applicable
Imp feature ON (antivirus, content filtering, Intrusion prevention)	(Discarded for EPS) (Discarded for Terminator)	Not Applicable	Not Applicable
Virus definition updated? (AV Update)	(As per EPS)Up-to-date	Not Applicable	2 days older
License	Up-to-date	Not Applicable.	7 days to expire & Expired

Editing User Profile

With Edit Profile option, you can change the time zone, add your picture, and change your password or mobile number.

To edit user profile:

1. Log on to Seqrite Cloud Console.

2. On Dashboard, in the right upper corner, click the user profile name.

   The list is displayed with Profile, Switch Tenant, and Logout options.

3. From the list, select **Profile.**

4. In User Profile screen, click the **Edit** button.

   The following fields are displayed.

   - User Name: To change user name.
   - Email: Registered email ID is displayed, which cannot be changed.
   - Phone: To change phone number.
   - Time Zone: To set time zone preferences for the Tenant user.
   - Change Password section: To change the password.
   - Add button: To add or change the profile picture.

5. To add or delete the profile picture, click the **Add** button under user profile picture.

    On successful addition, a message is displayed; **Profile picture has been updated**.

    Edit and **Remove** buttons are displayed.

6. To edit the profile picture, click **Edit**.

7. To remove the profile picture, click **Remove**.

    A message is displayed; **Do you wish to remove your profile picture?**

8. Click **Delete**.

    Deletion is confirmed by a message; **Profile picture has been removed**.

Notification History

Notification icon on Dashboard helps to view notifications and mark the notifications as read. You can view all the notifications under notification history. You can export the notification history in PDF or CSV format.

To view notification history:

1. Log on to Seqrite Cloud Console.

2. On Dashboard, in the right upper corner, click the **Notification** icon.

    Recent notifications are displayed.

3. To mark notifications as read, click the **Mark As Read** icon.

    $\boxed{i}$ If the notification is marked as read, it will move to notification history.

4. To view notifications history, click **All Notifications**.

    Date-wise notification history is displayed.

5. To export notification history in PDF or CSV format, either click the **Export to PDF** or **Export to CSV** button as required.

Main Menu

Main menu helps you navigate to different pages of Seqrite Cloud Console. The Main menu differs for Cloud and for the products and therefore they are referred as Cloud-based Main menu and product-based Main menu as follows;

Cloud-based Main Menu

When you logon to Seqrite Cloud, you view the Cloud-based Main menu. It basically shows all the component related to Seqrite Cloud as follows;

- [Administration](#)
- [Reports](#)

In Cloud-based Main menu, under Administration, you can:

- View global policies
- View license information for Cloud as well as products
- Manage Cloud users
- Configure notifications' settings
- Configure cleanup

In Cloud-based Main menu, from Reports section, you can:

- Generate reports
- Receive consolidate report through email
- Export consolidated reports to PDF or CSV format
- Delete reports
- View activity logs

Product-based Main Menu

When you logon to Seqrite Cloud and click any product node on the tree, you are directed to the product's Dashboard. It basically shows all the components related to the product as follows;

- [Management](#)
- [Administration](#)

In product-based Main menu, under Management, you can:

- Access product's Web console
- View backup history
- View product policy and promote them to global policies
- View product's Dashboard

In product-based Main menu, under Administration, you can:

- View product license information
- Manage product users

[i] Policies do not exist for Seqrite Terminator. Thus if any Terminator is selected on the tree structure, the product-based Main menu for Terminator will not show the Product Policies option, but if EPS is selected, it will show the option.

Cloud-based Main Menu

When a user logs into Seqrite Cloud, the Cloud-based Main menu is displayed. The Main menu shows Cloud related components: Administration and Reports.

Figure 1: Cloud-based Main Menu

Features	Description
Administration	
Global Policies	Global policies can be applied to any EPS product throughout the organization. Policies do not exist for Seqrite Terminator.
License Information	Provides license information of your enterprise products and Cloud license.
Manage Users	You can manage users associated with Cloud account. These users are also referred as "Tenant Users".
Notification settings	To configure notification settings.
Clean-up	To configure periodic clean-up of Activity Logs, Backup, Notifications and Reports.
Reports	
Generate Reports	To generate reports for specific date range for particular products or groups.
Email Reports	To generate consolidated report for the particular products and receive it through email.
Export Reports	To export report in PDF or CSV format.
Delete Reports	To delete report.
Activity Log	To view activities of all the Cloud users.

Administration

Administration section helps you to view overall global policies applied to EPS products in an organization. You can view detailed Cloud license information. It also helps to manage Cloud users, configure notifications, and perform clean-up process for Seqrite Cloud Console.

Global Policies

Global policies are applied only to EPS products for overall security of the organization. Product policies of EPS are received and promoted as global policies. All users except the Auditor can apply these policies to the products in their scope. These policies are designed as per organizational requirements of security and other protocols. To view how product policies are promoted as global policies, see [Promoting Product Policy as Global Policy](#) section.

> ℹ️ Policies do not exist for Seqrite Terminator.

Viewing Global Policies

To view global policies, follow these steps:

1. Log on to Seqrite Cloud Console.

2. Go to **Main menu** > **Administration** > **Global Policies**.

   A list of global policies published on Seqrite Cloud Console is displayed.

3. To view a policy, click that particular policy.

   The following policy details are displayed:

   - Product Type: Details the product type; EPS.
   - Version: Shows product version.
   - Promoted On: Informs when the policy was published on the Cloud.
   - Applied Count: Shows the number of products which inherits this policy.
   - Last Applied: Shows when the policy was last applied to any product.
   - Description field: You can add a comment or a note for the policy.
   - Update button: By default this button is disabled. When a description is changed, it is enabled.
     - You can change a description and click the **Update** button. A confirmation message is received; Are you sure you want to update the policy? To confirm, click **Update**.

   Other buttons and sections on this page:

   - Policy History section: Shows who has added, updated, or recommended the policy and on which date.
   - Policy can be applied to section: Informs about the product to which the policy can be applied. Different node colors indicate the policy status as follows:

- ▪ Green node: Policy applied.

- ▪ Blue node: Policy applicable.

- ▪ Orange node: Policy recommended.

- ▪ Gray node: Policy is not applicable for that product or group.

> $\boxed{i}$ You must click the **Policy History** and **Policy can be applied to** sections, to view the details.

- • View Policy Details button: To view details of a particular policy settings.
- • Remove Policy button: To delete global policy.

$\boxed{i}$ If global policy is applied to the product and later on it is removed from Cloud; the policy is still present with the product.

Applying Global Policy

To apply global policy, follow these steps:

1. Log on to Seqrite Cloud Console.

2. Go to **Main menu** > **Administration** > **Global Policies**.

   A list of global policies present on the Cloud is displayed.

3. To apply a policy, click that particular policy.

4. Click the **Policy can be applied to** section.

   A tree structure is displayed.

5. From the tree structure, click the product node to which policy is to be applied.

   $\boxed{i}$ **Apply Policy** button appears.

6. Click the **Apply Policy** button.

7. In the Apply Policy confirmation screen, click **Apply**.

   You get a confirmation message; **Policy applied/recommended**.

$\boxed{i}$ • If the product does not have a Product Admin (PA) associated with it then the Global Policy is applied directly to the product.

• If the product has a PA associated with it then Global Policy cannot be applied directly, it gets recommended to the PA and PA can accept or reject the request. A notification is sent to the PA to apply the recommended global policy.

Recommending Global Policy to the Product

If a Product Admin (PA) is associated with the product, you cannot apply global policy directly. You should recommend a global policy to the product. The PA receives a notification on Dashboard to apply/reject global policy to the product.

To recommend global policy to the product:

1. Log on to Seqrite Cloud Console.

2. Go to **Main menu** > **Administration** > **Global Policies**.

   A list of global policies present on the Cloud is displayed.

3. To apply a policy, click that particular policy.

4. Click the **Policy can be applied to** section.

   A tree structure is displayed.

5. From the tree structure, click the product node to which policy is to be applied.

   [i] **Apply Policy** button appears.

6. Click the **Apply Policy** button.

7. In the confirmation screen click **Apply**.

   You get a confirmation message; **Policy applied/recommended**.

   [i] The product node color is changed to Orange. It indicates that the policy has been recommended. This is because the PA is associated with the product. Now the PA receives a notification.

8. The PA should visit the Dashboard and click the **Notifications** icon.

9. The request notification is shown in the list;
   - To apply the policy, the PA should click the **Accept** icon.
   - To reject the policy, the PA should click the **Reject** icon.

Removing Global Policy

1. Log on to Seqrite Cloud Console.

2. Go to **Main menu** > **Administration**> **Global Policies**.

   A list of global policies published on the Cloud is displayed.

3. Click a particular policy which is to be deleted.

4. In the policy details screen, click the **Remove Policy** button.

5. Confirm your deletion by clicking **Delete**.

To get more information on policy with respect to policies and user role specification, refer the table below.

Table 5: User and Policy

User Action	Root Admin (RA)	Admin	Chief Information Security Officer (CISO)	Group Admin (GA)	Product Admin (PA)	Auditor
Promote product policy to global policy	Yes	Yes	Yes	Yes	No	No
View global policy	Yes	Yes	Yes	Yes	Yes	Yes
Apply global policy	Yes	Yes	Yes	Yes (within scope)	Yes (within scope)	No
Apply product policy	Yes	Yes	Yes	Yes (within scope)	Yes (within scope)	No
Delete global policy	Yes	Yes	Yes	No	No	No
Edit global policy description	Yes	Yes	Yes	No	No	No
Edit product policy description	No	No	No	No	No	No
View product policy	Yes	Yes	Yes	Yes (within scope)	Yes (within scope)	Yes

License Information

You can view the license information such as; Cloud license details and status of all the associated products with Cloud account. The user can get the information about all the license statuses by clicking the Help icon next to the License Information heading. User can also initiate different operations from this page in order to connect the product with the Cloud.

Viewing Cloud License Information

In this section you can view your license information.

To view your Cloud license information:

1. Log on to Seqrite Cloud Console.

2. Go to **Main menu** > **Administration** > **License Information**.

   A page showing your Cloud license information is displayed as follows

   - Cloud License Information
     - Cloud License Key: Shows Tenant Cloud license key.
     - Expiry Date: Shows expiry date of the Tenant Cloud license.
     - Cloud License for: Displays total number of enterprise products (EPS and Terminator) registered with Seqrite Cloud.
     - License History button: Shows Cloud license history.
       - Date & Time: Shows the date and time of license transaction.
       - Transaction Type: Shows the type of license transaction.
       - Details: Gives details about the license transaction.
   - Activation Status section: Shows the activation status for the products associated with the Tenant Cloud license.
     - Cloud connected: Shows the number of associated products which are Cloud connected.
     - Activated/Reactivated: Product is installed or product is reinstalled and activated with same key.
     - Not Activated/Not Installed: In case, if two products get activated with same key, two entries will appear on License Information page. When one of the product gets Cloud connected, other entry will disappear. Also, if any of the product is marked as discard or reported as fraudulent then other entry will disappear. The product key is associated with Cloud account, but the product is not yet installed/activated.
     - OTP in progress: The duration from receiving the OTP through email, but not entered on the product side, is termed as OTP in progress.
   - Product Status section
     - Product Name: Shows product name.
     - Product Type: Shows the product type: EPS or Terminator.
     - License Key: Shows product key.
     - Expiry Date: Shows expiry date of the product license.
     - License Type: Shows the type of product license: Total or Business.

- License State:
  - First bubble: Green color - Active license. Red color - Product not installed/not activated.
  - Second bubble: Yellow color - License about to expire (15 days grace period).
  - Third bubble: Red color - Expired license.
  - Registered: The product is successfully registered with Seqrite Cloud, but the product is not activated.
  - Notify Install: Instructs administrator to install the product through email.
  - Cloud Connected: The product is Cloud connected.
  - Reactivate: Instructs to reactivate the product.
  - Send OTP: When **Connect to Seqrite Cloud** button is clicked from the product, a Send OTP link is displayed on Seqrite Cloud Console.
    - OTP in progress: When OTP is sent, but not entered on the product, the OTP status will be OTP in progress.
    - OTP mismatch: When invalid OTP is entered on the product side, an OTP mismatch message is displayed.
    - Resend OTP: After 3rd invalid attempt of OTP, the OTP will expire. It displays Resend OTP link on Seqrite Cloud Console.

      > After three invalid OTP attempts or if the OTP is not used for 48 hours, the OTP expires. When hovered on the product node on the tree structure from Cloud Dashboard, it shows **OTP Timeout**.
  - Report Fraudulent: User can report the product as fraudulent if fraudulent product activation/reactivation is found.
  - Discard: In case of product reactivation with similar product key, the user gets a Discard link. The product can also be discarded if the user does not want that product to be connected to the Cloud.
  - License expired or will expire: Informs if the license has expired or is about to expire.

Taking action on license statuses

The Cloud account license statuses may vary right from license activation to license expiry. To guide the users, few links are generated to take appropriate actions as follows:

Notify Install

If you are registered with Seqrite Cloud, but have not activated or installed the products, an email is sent to the administrator to install or activate the product with Notify Install link.

1. Log on to Seqrite Cloud Console.

2. Go to **Main menu** > **Administration** > **License Information**.

   Under License State column, Notify Install link is generated for the product.

3. Click the **Notify Install** link.

4. On the Notify Install screen, enter one or more email IDs to send the notification.

5. Click **Notify**.

   A message is displayed; **Notification is sent successfully**.

   An email is sent to the email IDs to install/activate the product. The email details the product license key and email ID of the Support team.

Send OTP

Registered product requires an OTP in order to connect to the cloud. This request is raised by clicking **Connect to Seqrite Cloud** button from Seqrite EPS under Admin Settings> Server> Seqrite Cloud. For Terminator, it is raised by clicking **Connect** button from Help > License Details. A Send OTP link appears on the Seqrite Cloud Console. The Send OTP link helps to email the OTP to different users.

Precondition: Activate the EPS/UTM product using the license key which is registered with the Cloud platform.

To send OTP:

1. Log on to Seqrite Cloud Console.

2. Go to **Main menu** > **Administration** > **License Information**.

   Under License State column, **Send OTP** link is generated for the specific product.

3. Click the **Send OTP** link.

4. On the Send OTP screen, enter one or more email IDs to send the OTP.

5. Click **Send OTP**.

   An email message is sent to the email IDs with One Time Password.

Report Fraudulent

User can report the product as fraudulent if fraudulent activation/reactivation is found. Report Fraudulent link is generated by default when the user clicks Connect to Seqrite Cloud button from EPS and when user clicks Connect button from Terminator and will have initial state of the product. But if the link is generated second time when the actual fraudulent activation is found, then the product will be removed from the list. In both the cases, the RA, Admin, CISO, and GA (if associated) will receive Dashboard as well as email notification.

To report the product as fraudulent:

1. Log on to Seqrite Cloud Console.

2. Go to **Main menu** > **Administration** > **License Information**.

   Under License State column, **Report Fraudulent** link is generated for the specific product.

3. Click the **Report Fraudulent** link.

A message is displayed; Are you sure you want to report product as fraudulent?

4. On the Report Fraudulent screen, click **Yes**.

To get more information with respect to users and what actions can be taken on license page, refer the table below.

Table 6: User and Action on License Page

User Action	Root Admin (RA)	Admin	Chief Information Security Officer (CISO)	Group Admin (GA)	Product Admin (PA)	Auditor
View license information page	Yes	Yes	Yes	Yes (within scope)	Yes (within scope)	Yes
Initiate "Notify Install"	Yes	Yes	Yes	No	No	No
Initiate "Send/Resend OTP"	Yes	Yes	Yes	Yes (within scope)	No	No
Initiate "Report as fraudulent"	Yes	Yes	Yes	Yes (within scope)	No	No
Initiate "Discard"	Yes	Yes	Yes	Yes (within scope)	No	No

Managing Users

In this section, you can view all the users who can manage the Cloud account. Users associated with Seqrite Cloud are enrolled with different roles, permissions for each role, and business rules for user management.

When a Tenant is registered with Cloud account, a Root Admin is associated with the account. The Root Admin may create an Admin if required. Group Admin and Product Admin can be created according to the task allocation in an organization.

Cloud User Roles

The registered organization (Tenant) has six different types of roles to play for Tenant management.

Root Admin

Root Admin (RA) is a built-in Tenant user and is responsible for overall management of the Seqrite Cloud Tenant account. RA is created when an organization opts for Cloud license.

The RA can:

- View, create, and delete RA, Admin, GA, CISO, PA, and Auditor.
- Can edit GA and PA.
- Create, modify, delete one or more groups and subgroups.
- Associate the GA with respective group and further GA can manage that group.
- Associate products with groups or subgroups.
- Configure notifications.
- Initiate Notify Install, send or resend the OTP, report product as fraudulent, or discard a product within scope.
- Access product's Web console.
- Enable or disable or reset password for product users.
- Generate, export, or delete the reports.

To get more information about the user and user roles, see the table; User and Role Specification.

Admin

The Root Admin creates an Admin. The Admin can manage overall Seqrite Cloud account of an organization.

The Admin can:

- Admin can view RA, Admin, GA, CISO, PA, and Auditor except himself/herself.
- Can edit GA and PA.
- Delete all the Tenant users except RA.
- View all the product's information.
- Configure notifications.
- Initiate Notify Install, send or resend the OTP, report product as fraudulent, or discard a product within scope.
- Access product's Web console.
- Generate, export, or delete the reports.

To get more information about the user and user roles, see the table; User and Role Specification.

Group Admin

Group Admin (GA) can be created by RA, Admin, CISO, or other GA. Group Admin is responsible for overall Tenant account management. The GA can be associated with one or more groups. In such scenario, the visibility and permissions of GA is restricted to manage only those groups.

The GA can:

- Create, modify, and delete one or more groups and subgroups within GA's scope.
- Associate other GA with respective groups or subgroups, within GA's scope.
- Create one or more Product Admins within GA's scope, and associate the products with Product Admins.
- Modify or delete Product Admins within scope.
- Send or resend the OTP, report product as fraudulent, or discard a product within scope.

The GA cannot:

- Delete any Tenant user.
- Delete other GAs or PAs.

To get more information about the user and user roles, see the table; User and Role Specification.

Chief Information Security Officer

The Chief information security officer's (CISO) role in Seqrite Cloud is designed to view security of the organization. CISO's Dashboards and reports are helpful to view security information quickly and effectively.

The CISO can:

- Add GA, CISO, PA, and Auditor.
- View RA, Admin, GA, CISO, PA, and Auditor except himself/herself.
- Edit GA and PA.
- Delete all Tenant users except RA.
- View all the products.
- Move or rename groups or products from the tree.
- View and configure notification and clean-up settings.
- Access product's Web console and enable, disable, and rest password for product users.
- Perform all report functions.

The CISO cannot:

- Edit RA, Admin, or Auditor
- Delete RA.

To get more information about the user and user roles, see the table; User and Role Specification.

Product Admin

The RA, GA, Admin, and CISO can create Product Admins (PA). The PA is responsible for managing one or more products.

The PA can:

- Manage multiple products across multiple groups.
- View products within scope.

- Rename products within scope.
- Apply policy to the products within scope.
- Generate reports.
- View activity logs within scope.
- Access product's Web console within scope.
- Enable, disable, or reset password of product users within scope.

The PA cannot:

- Manage users, as the **Manage Users** link is not visible for PA.
- Initiate Notify Install, send or resend OTP, and cannot report any product as fraudulent.
- Delete reports.

To get more information about the user and user roles, see the table; User and Role Specification.

Auditor

Auditor only has a Read Only access for Seqrite Cloud Console. The Auditor cannot delete or add anything to Seqrite Cloud Console.

The Auditor can:

- View all Tenant users.
- View all the products.
- View configuration settings.
- View and export reports.
- Configure Email Report settings.
- View product Dashboard, license information page, global policies, product policies etc.

The Auditor cannot:

- Add, edit, or delete any user.
- Manage Users as the link is Read-only.
- Delete reports.

To get more information about the user and user roles, see the table; User and Role Specification.

Viewing a User

To view a user:

1. Log on to Seqrite Cloud Console.

2. Go to **Main menu** > **Administration** > **Manage Users**.

   A list of users associated with the Seqrite Cloud account is displayed with the following details;

   - User name: Shows name of the user with email ID.

- Role: Shows the role assigned to the user.
- Group/Product(s): Shows the group or subgroup or the product to which, the user is associated with.
- Add User button: Helps you add a new user to Seqrite Cloud.

3. To view a user, click the particular user.

   The View User page is displayed with the following details;

   - User name, role, and email ID of the user.
   - Having Access to section: Shows a tree structure. It displays the assigned groups, subgroups, and products associated with the selected users.
   - Edit button: To edit the user. RA, Admin, CISO, and Auditor are not editable. Only PA and GA are editable. Also, you can edit the allocation of products/groups to the PA and GA.
   - Delete button: To delete the user.

To get more information about adding, editing, and deleting users, see the table; User and Role Specification.

Adding a User

You can add a new user by using the Add User option. After adding the user, you can define user roles and access according to the organizational requirement. You can assign the user to a specific group, subgroup, and product.

The Root Admin (RA) cannot be added because RA is created at the time of registration. The RA can add all the other users to Seqrite Cloud Console. Even the Admin can assign all the users roles while adding a user. Group Admin (GA) can add GA within scope, but cannot assign GA to its group. GA can add Product Admin within scope. CISO can add GA, CISO, PA, and Auditor. PA cannot manage users as Manage Users link is not accessible for this role. The Auditor cannot add users, as Manage Users link is in Read-only format.

To add a new user to Seqrite Cloud:

1. Log on to Seqrite Cloud Console.

2. Go to **Main menu** > **Administration** > **Manage User**.

3. On Manage Users page, click the **Add User** button.

   User roles and organizational tree structure is displayed.

4. On **Add User** page, add user name and email address.

5. Select a role to be applied to the user from the Assign a Role section.

   - If Admin is selected; the Home node on the tree is selected by default.
   - If Chief information security officer is selected; the Home node on the tree is selected by default.

- If Group Admin is selected; all groups that can be assigned to the GA are highlighted on the tree. Multiple groups and subgroups can be assigned to Group Admin. But, groups or subgroups at same level cannot be assigned to a Group Admin.

- If Product Admin is selected; all the products that can be assigned to PA are highlighted on the tree. Multiple products can be assigned to a Product Admin.

- If Auditor is selected; the Home node on the tree is selected by default.

6. When roles, groups, and products are assigned to a user, click **OK**.

Editing a User

With Edit option you can edit Tenant users' access to groups or products.

$\boxed{i}$	• User role cannot be edited for any user. To edit user role, you should delete the existing user, create a new user and assign the user role.
	• Admin, CISO, and Auditor cannot be edited as they are always associated with Home Group. Only GA and PA can be edited.

To edit the user:

1. Log on to Seqrite Cloud Console.

2. Go to **Main menu** > **Administration** > **Manage User**.

   List of users is displayed.

3. Click on the user to be edited.

4. On View User page, on upper-right corner, click the **Edit** button.

5. On Edit User page, assign groups or subgroups or products as required.

6. After editing the user, click **OK**.

Deleting a User

The user added to the Seqrite Cloud can be deleted permanently.

To delete a user:

1. Log on to Seqrite Cloud Console.

2. Go to **Main menu > Administration > Manage User**.

   A list of users is displayed.

3. Click the user name which you want to delete.

4. On **View User** page, in the upper-right corner, click the **Delete** button.

5. Confirm the deletion by clicking the **Delete** button.

To get a more clarification about user and user roles, see the table below;

Table 7: User and Role Specification

User Action	Root Admin (RA)	Admin	Chief Information Security Officer (CISO)	Group Admin (GA)	Product Admin (PA)	Auditor
View user	Can view all Tenant users except himself	Can view all Tenant users except himself	Can view all Tenant users except himself	Can view all GA's and PA's(even out of scope) except himself	Manage user link is not present	Can view all Tenant users except himself
Edit user	Can edit GA and PA Note: A/CISO/Auditor is not editable	Can edit GA and PA Note: RA/CISO/Auditor is not editable	Can edit GA and PA Note: RA/A/Auditor is not editable	Can only edit GA's and PA's within scope	Manage user link is not present	No Note: Manage user link is present (Read-only)
Delete user	Can delete all Tenant users	Can delete all Tenant users Note: RA cannot be deleted	Can delete all Tenant users Note: RA cannot be deleted	Cannot delete any Tenant user	Manage user link is not present	No Note: Manage user link is present (Read-only)
Add RA	No	No	No	No	Manage user link is not present	No Note: Manage user link is present (Read-only)
Delete RA	No	No	No	No	Manage user link is not present	No Note: Manage user link is present (Read-only)

Add GA	Yes	Yes	Yes	Yes (within scope)	Manage user link is not present	No Note: Manage user link is present (Read-only)
Delete GA	Yes	Yes	Yes	No	Manage user link is not present	No Note: Manage user link is present (Read-only)
Add CISO	Yes	Yes	Yes	No	Manage user link is not present	No Note: Manage user link is present (Read-only)
Delete CISO	Yes	Yes	Yes	No	Manage user link is not present	No Note: Manage user link is present (Read-only)
Add PA	Yes	Yes	Yes	Yes (within scope)	Manage user link is not present	No Note: Manage user link is present (Read-only)
Delete PA	Yes	Yes	Yes	No	Manage user link is not present	No Note: Manage user link is present(Read-only)

Add Auditor	Yes	Yes	Yes	No	Manage user link is not present	No Note: Manage user link is present (Read-only)
Delete Auditor	Yes	Yes	Yes	No	Manage user link is not present	No Note: Manage user link is present (Read-only)

Notification Settings

Seqrite Cloud facilitates configuration of different types of notifications, which can be sent to the users through email or displayed on Dashboard. You can send notifications for Cloud license such as; license activation, renewal, reactivation, product is about to expiry, or expiry. Various communication notifications can be received for policy, new version releases, important announcements, Cloud maintenance etc. This configuration proves beneficial in critical situations where you need to inform the user that the product is unable to connect to the Cloud or to send backup failure message.

Configuring Notification Settings

To configure notifications:

1. Log on to Seqrite Cloud Console.

2. Go to **Main menu** > **Administration** > **Notifications Configuration**.

    Notification Configuration page is displayed.

3. The screen shows following options:

    *   Backup is not configured: Notifies if the backup schedule for any product is not configured.
    *   Product is not connecting to the Cloud: Notifies if the product is not connecting to the Cloud.

4. To receive notifications for above two events, select the specific notification check box.

5. Click **Save**.

Clean-up

Clean-up is a process of automatically deleting activity logs, reports, notifications, or backup in the Cloud after certain time span. To set a frequency, you can configure the deletion time for individual activity.

To set the Cloud clean-up process:

1. Log on to Seqrite Cloud Console.

2. Go to **Main menu > Administration > Clean-up**.

3. Clean-up page is displayed with the following options:

   - Activity Log: To automatically delete activity logs older than specified days.
   - Reports: To automatically delete reports older than specified days.
   - Notifications: To automatically delete notifications older than specified days
   - Backup: To delete backup after certain number of instances.

4. To delete activity logs or reports or notifications; select the check box and provide the number of days after which they should be deleted.

   $\boxed{i}$ • The Backup check box is selected by default. The default number of instances after which backup is to be deleted is 10. But user has an option to select either 5 or 10 number of instances to delete the backup.

   - Cleanup settings is applicable for all products under tenant. You cannot configure separate Cleanup for individual product.

To get more information about user relationship with clean-up and notification settings, refer the table below:

Table 8: User with Clean-up and Notification Settings

User Action	Root Admin (RA)	Admin	Chief Information Security Officer (CISO)	Group Admin (GA)	Product Admin (PA)	Auditor
Clean-up settings	Can view and configure	Can view and configure	Can view and configure	Link is not present	Link is not present	Can only view Note: Read-only state

Notification configuration settings	Can view and configure	Can view and configure	Can view and configure	Can view and configure(for products within scope)	Can view and configure(for products in its scope)	Link is not present

Reports

You can view various product reports with the help of which the product status can be monitored. You can generate different types of reports for each product or groups using different date range and export them in PDF or CSV format. You can generate a consolidated report for selected enterprise products or schedule the reports to be received through email. You can schedule report generation at selected frequency to keep yourself updated about your products. Seqrite Cloud also provides information about changes or activities carried out on Cloud. You can generate log for all user activities and export them in PDF or CSV format.

The various options to view or generate reports are as follows:

Table 9: Reports

Options	Description
View Reports	Helps to generate reports and export them to PDF or CSV.
Email Reports	Helps to email the reports at given frequency.
Export Reports	Helps to export consolidated reports for specific date range in PDF or CSV format.
Delete Reports	Helps to manually delete the reports of the specific product for specific period of time.
Activity Log	Helps to view all the activities carried out on Seqrite Cloud Console.

Viewing Report

Viewing and generating reports with Seqrite Cloud is easy. You can generate reports for a particular product or group using a specific date range. Depending on the product type EPS and Terminator, you can generate different types of reports. Reports generated for EPS are as follows; Anti-Malwares, Application Control, DDoS Attack, Device Control, IPS/IDS, Port Scan, Virus Scan, Web Security, Data Loss Prevention. Reports generated for Terminator are as follows: Internet Usage, Intrusion Prevention, Mail Protection, Policy Breach Attempts, Web Access, and Web Protection.

i PA and GA can generate reports only for those products which are within their scope.

To generate a report:

1. Log on to Seqrite Cloud Console.

2. On the Dashboard click **Main menu** > **Reports** > **View Reports**.

3. Select the **Product Type** from the list.

4. In Generate Report for section, click the **Select Groups/Products** link.

    Groups and products are displayed in tree format for the selected product type.

5. Select the groups or products' nodes and Click **OK**.

6. Select one option from **Type** list.

7. Select the date range to view or generate a report.

    > • A summary of your selection is displayed; for how many products are selected, name of group or product.
    >
    > • Depending on the selected Product Type; Terminator or EPS, the options for Type list changes.

8. Click the **Generate Report** button.

    A report is generated for a specific product or group for a given date range. If records do not exist for the specified date range or products or groups, you will receive a message; **No data available**.

Emailing Reports

Seqrite Cloud facilitates receiving reports through email. You can configure Seqrite Cloud to receive a consolidated report of selected groups or products on your registered email ID. To receive reports through email, you need to set a frequency, time, day/date to receive the email. All the Tenant users can configure settings to send reports through email.

To email a report:

1. Log on to Seqrite Cloud Console.

2. On Dashboard click **Main menu** > **Reports** > **Email Reports**.

3. Select the options from **Frequency,** time, day/date list.

    > • If Frequency is set to Monthly; Date option appears.
    >
    > • If Frequency is set to Weekly; Day option appears.
    >
    > • If Frequency is set to Daily; Date or Day option disappears.

4. Select the product from the tree structure.

5. Click the **Save** button.

You receive a message; **Setting saved successfully.**

Exporting Reports

Reports can be exported for a specific date range for groups and products. The available report is generated in PDF format. You can export reports only for 180 days in one instance.

To export a report:

1. Log on to Seqrite Cloud Console.

2. On Dashboard click **Main menu** > **Reports** > **Export Reports**.

3. Select the date range.

4. Select the groups or products.

   Export button is enabled.

5. Click the **Export** button.

   The report is generated in PDF format.

Deleting Reports

You can manually delete reports older than 30, or 60, or 90, 180, or for All days. The RA, Admin, and CISO can delete the reports. The GA and PA cannot view the Delete Reports options. The Auditor cannot delete reports, but can view the settings.

To delete reports:

1. Log on to Seqrite Cloud Console.

2. On Dashboard click **Main menu** > **Reports** > **Delete Reports**.

3. Select the group or a product node to delete its reports.

4. Select the number of days to delete the reports older than the specified days.

5. Click the **Delete** icon.

   - If reports are deleted, you will receive a message; Reports deleted successfully.
   - If reports are not available for selected group or product, you will receive a message; No reports are available to delete.

To get more information on user and reports, see the User and Reports table.

Viewing Activity Log

Seqrite Cloud gives you an insight on all the Tenant user activities carried out on Seqrite Cloud Console. You can view activities log by using date range of last 7, 30, 60, 90 days, All days, or by selecting a specific date from the calendar. The generated activity log can be exported in PDF or CSV format.

To view activity log:

1. Log on to Seqrite Cloud Console.

2. On Dashboard click **Main menu** > **Reports** > **Activity Log**.

3. You can select any one date range from **Activity Log For** list; Last 7 Days, Last 30 Days, Last 60 Days, Last 90 Days, All, and Specific Period (date range).

4. Click the **Generate Log** button. The activity log page displays following information:

   - Date And Time: Displays date and time of the activity.

   - Action Performed: Details what activity was performed.

   - Action Originator: Displays the source of action; a product, or system, or a Tenant user.

   - Role: Displays role (applicable only for user activities).

   - Pagination: The page navigation at the bottom of the page helps you to go through different pages of the activity log.

5. To export the activity log in PDF or CSV format, click either the **Export to PDF** or **Export to CSV** button as required.

To get more information about users and reports, refer the table below:

Table 10: User and Reports

User Action	Root Admin (RA)	Admin	Chief Information Security Officer (CISO)	Group Admin (GA)	Product Admin (PA)	Auditor
Can generate reports	Yes	Yes	Yes	Yes (within scope)	Yes (within scope)	Yes
Manually delete reports	Yes	Yes	Yes	Link is not present	Link is not present	No Note: Can view settings
Can export reports	Yes	Yes	Yes	Yes	Yes	Yes

Can configure Email Reports settings	Yes	Yes	Yes	Yes	Yes	Yes
View activity log	Yes	Yes	Yes	Yes (within scope)	Yes (within scope)	Yes

Product-based Main Menu

When you log on to Seqrite Cloud Console, Dashboard shows a tree structure with different product nodes. If you select one of the product; the product's Dashboard is displayed. Click the Main menu, you will find the Main menu has changed and now it is product-based menu. The Main menu shows two options, Management and Administration. From the Management menu you can access Web console of the product, view backup history of the product, and view the policies applied to the product. From the Administration menu, you can view License Information of the product and manage product users.

> **[i]** If product is not Cloud connected then product color will be grey and if you click on it, you will be redirect to the License Information Page.

Table 11: Product-based Main Menu

Features	Description
Management	
Access Web Console	To access the Web console of the product.
Product Backup History	To view product's backup history.
Product Policies	To view product's policies.
Product Dashboard	To view product's Dashboard.
Administration	
Product License	To view product's license.
Manage product users	To manage product users of the product.

Management

Product-based management helps you to access your product's Web console, view your product's backup history, product's policies, and product's Dashboard.

Accessing Web Console

Seqrite Cloud facilitates access to the product's Web console from anywhere at any time. After accessing Product's web console you need to login as product user. After logging in you can

perform all the activities on product's web console in similar way as you did after logging from your organization's network.

To access the product's Web console:

1. Log on to Seqrite Cloud Console.

2. On Dashboard, from the tree structure, click the product node.

    The product specific Dashboard is displayed.

3. Go to product-based **Main menu** > **Management** > **Access Web Console**.

    The Web console of the product is displayed.

    [i]   Logon using your credentials as a product user.

Viewing Product's Backup History

You can view the backup history for the product from the product-based Management menu. The backup taken on the product can be stored in the Cloud and its history can be viewed whenever required. Also, you can view Backup Schedule Settings configured on the product and check whether the backup is configured. Backup history can be viewed if product has taken On demand or scheduled backup.

Scheduled: Backup is scheduled by attributes such as; frequency, day, and time, and as per set configuration backup is taken automatically.

On Demand: Backups are taken on as required basis.

To view product's backup history:

1. Log on to Seqrite Cloud Console.

2. On Dashboard, from the tree structure click the product node.

    The product specific Dashboard is displayed.

3. Go to product-based **Main menu** > **Management** > **Backup History**.

    The following details are displayed:

    - Backup Schedule section: It shows when the backup is scheduled with Frequency, Day, and Time options.
    - Available Backups: Shows the history of backups stored on Seqrite Cloud Console.
        - Date & Time: Shows when the backup was taken.
        - Size: Shows the size of the backup in MB.
        - Backup Type: Shows the type of backup; Scheduled or On Demand.

Product Policies

Policies present on Seqrite Endpoint Security are displayed under this section. Policies help to configure settings for scan, email, external drivers, firewall, web security, application and device control, and Internet. Various schedule settings can also be configured such as; Client settings, application control, tuneup, and vulnerability.

> ⓘ Policies are part of Seqrite Endpoint Security and they do not exist for Seqrite Terminator.

Viewing Product Policies

Seqrite Endpoint Security products have various policies created for management of the product.

To view product policies:

1. Log on to Seqrite Cloud Console.

2. On Dashboard, from the tree structure click the product node to view its policies.

   The Product specific Dashboard is displayed.

3. Go to product-based **Main menu** > **Management** > **Product Policies**.

   Policies for EPS are displayed.

4. Click a particular policy to view its details.

   The page details the following information;

   - Product type: Displays the product type as Endpoint Security.
   - Version: Displays product's version.
   - Promoted On: Informs when the policy was promoted as global policy.
   - Description: You can view a description about the policy.
   - Policy History section: Displays the date and information about the policy updates.
   - Policy can be applied to section: Informs about the product to which the policy is applied or can be applied or the policy is not applicable. The policy status is showed with different colored node as follows:
     - Green node: Policy applied.
     - Blue node: Policy applicable.
     - Orange node: Policy recommended.
     - Gray node: Policy is not applicable for that product or group.

   > ⓘ You must click the Policy History and Policy can be applied to sections, to view the details.

   - View Policy Details: To view policy detail of that particular product.

- Promote To Global Policies: To promote the product policy as global policy which can be further applied to other EPS products in an organization.

Viewing Product Policy Details

To view product policy details:

1. Log on to Seqrite Cloud Console.

2. On Dashboard, from the tree structure click the product node to view its policies.

   The product specific Dashboard is displayed.

3. Go to product-based **Main menu** > **Management** > **Product Policies**.

   Product policies are displayed.

4. Click a product policy to be viewed.

5. Click the **View Policy Details** button.

The product policy shows the following details:

Policy Detail	Description
Client Settings	
Scan Settings	Shows policy settings for scan mode, virus protection settings, block suspicious packed files, automatic Rogueware scan, and disconnect infected endpoints from the network.
Email Settings	Shows policy settings for email protection, trusted email clients protection, and spam protection level.
External Drivers Settings	Shows policy settings for external drives scan, autorun protection, and mobile scan.
IDS/IPS	Shows policy settings for IDS/IPS and port scan.
Firewall	Shows policy settings for firewall.
Web Security	Shows policy settings for browsing and phishing protection, and Web categories.
Application Control	Shows policy settings for allowing/blocking applications.

Device Control	Shows policy settings to allow/block authorized/unauthorized device on the basis of device category and device types.
File Activity Monitor	Shows policy settings for file activity monitor, removable drives, network drives, and local drives.
Update Settings	Shows policy settings for downloading updates and different modes of it
Internet Settings	Shows proxy settings through which EPS communicated with Seqrite Cloud or Roaming Service.
General Settings	Shows policy settings if clients have authorized access, self-protection is on or off, news alerts is on or off etc.
Schedule Settings	
Client Scan	Shows policy settings to initiate scanning the client automatically at convenient time.
Application Control	Shows policy settings to initiate scanning of the application installed on the clients automatically at a convenient time.
Tuneup	Shows policy settings to tune up the clients automatically at preferred time and interval.
Vulnerability Scan	Shows policy settings for vulnerability scan for the clients.

Promoting Product Policy as Global Policy

To promote product policy as global policy:

1. Log on to Seqrite Cloud Console.

2. On Dashboard, from the tree structure click the product node to view its policies.

    The product specific Dashboard is displayed.

3. Go to product-based **Main menu** > **Management** > **Product Policies**.

    Product policies are displayed.

4. Click the policy, which needs to be published as a global policy.

    Policy information page is displayed.

5. Click **Promote To Global Policies**.

    A message is displayed; **Are you sure you want to promote the policy?**

6. To confirm, click **Promote**.

    You receive a message; **Policy Promoted**.

> i If the product policy is already promoted as global policy, then you will receive a message; A global policy with this name already exists. If required the user can proceed further by renaming the policy.

Product Dashboard

This feature helps you directly visit the product's Dashboard. Dashboard displays current status of the product and highlights critical situations that need immediate attention. As the product Dashboard is accessible from any location using Seqrite Cloud, the administrator can act and resolve the critical issues quickly.

To view product Dashboard:

1. Log on to Seqrite Cloud Console.

2. On Dashboard, on the tree structure, click the product node.

   The product specific Dashboard is displayed.

   Alternatively, if you are working with another menu and want to view Dashboard, go to product-based **Main menu** > **Management** > **Product Dashboard**.

   Seqrite EPS Dashboard shows the following information;

   - Product version: Displays the product version.

   - Threat Level: Displays current threat level of your network.

   - Network Health: Graphical representation of the network health for the categories of Virus and Phishing.

   - Drop down list: Graphical representation of the network health for the selected time.

   - Top Attacks: Displays the critical attacks on systems.

   - Status tab:
     - Protection: Informs about the endpoints deployed, unprotected endpoints and if client deployment has failed.

     - Connection: Informs about the online, offline, roaming, and disconnected endpoints.

     - Update: Informs about the number of endpoints on which the virus definitions are up-to-date or not up-to-date.

   - Security tab:
     - Displays the protection for virus, browsing, and phishing.

     - Web Security: Informs about the blocked Websites.

     - Vulnerability: Displays the number of affected endpoints and a comparative list of the top vulnerabilities with graphical representation.

   - Compliance tab: Lists the top 5 users who attempted to breach the device control policy and used the restricted applications.

   - Assets tab: It displays the number of hardware and software changes. Shows total number of endpoints installed on the platform. Also, lists the total number of endpoints containing installed software.

Seqrite Terminator Dashboard shows the following information;

- Status: Displays current status of the various settings for Data and Content protection, Mails, Internet and Networks, and whether the protection is activated or not. It also shows status of various Ethernet ports of Terminator device, usage of CPU, disk, memory, and Virtual memory.

- Total Internet Usage and Internet Traffic Distribution: Shows total usage of Internet data for incoming and outgoing traffic and percentage-wise breakup for Internet access by content category.

- Top Virus Blocked and Top Intrusions Prevented: Displays the top viruses that were blocked, and top intrusion activities that were prevented from affecting the network.

- Top Websites Accesses and Top Policy Breaches: Displays the top Websites accessed and number of attempts made to breach the policy and access the blocked URLs.

- Mail Protection Statistics: Displays the scan statistics for incoming and outgoing mails.

Administration

Administration helps you view the product license information and manage product users associated with the Tenant account.

Viewing Product License

When the enterprise products are associated with the Cloud account, all the product related details are linked to the Cloud account. Therefore, product license details are available through Seqrite Cloud Console. This keeps you up-to-date on product license details such as; product key information, version, license type and status, endpoints managed by the product, and expiry date of the product license. You can also get details about different transaction types related to the product license and when these transactions were carried out.

To view product license:

1. Log on to Seqrite Cloud Console.

2. On Dashboard, from the tree structure, click the product node.

   The product specific Dashboard is displayed.

3. Go to product-based **Main menu** > **Administration** > **License Information**.

   License page is displayed.

   - Version: Shows product version.

   - Product Key: Shows product key.

   - Endpoints Managed: This section is visible only for Seqrite EPS and it is not applicable for Seqrite Terminator.

   - License Type: Displays the type of product license; Total or Business.

- Status: Notifies if the product is online or offline.

- Expiry Date: Shows the expiry date of the product license.

- Product License History:

    - Date & Time: Shows the date and time when the transaction of the product license occurred.

    - Transaction Type: Displays different types of product license transactions; New sale, renewal, license addition etc.

    - Details: This section details all the transaction related information, such as; license activated for number of months, number of endpoints managed, feature packs added etc.

> ℹ️ The only difference for EPS and Terminator in product license page is: EPS license page will show Endpoints Managed and Terminator license page will show Licensed Users.

Managing Product Users

Users or Administrators managing Seqrite EPS and Seqrite Terminator are termed as product users in Seqrite Cloud. Seqrite Cloud facilitates management of product users from any geographic location. The tasks related to the product users are; enable or disable the users or reset the password.

Tasks	Users
Enable	To enable the disabled user
Disable	To disable the enabled user
Reset Password	To reset a password for the product user

To manage product users:

1. Log on to Seqrite Cloud Console.

2. On Dashboard, from the tree structure click a product node.

    The product's Dashboard is displayed.

3. Go to product-based **Main menu** > **Administration** > **Manage product users**.

    Manage product users page is displayed. The page details the following:

    - User Name: Displays user name.

    - Email: Displays user's email ID.

    - Role: Displays user role.

    - Status: Displays user status; enabled or disabled.

    - Action: Depending on the Status, action is mentioned.

        - If the status is disabled, you can enable the user.

- If the status is enabled, you can disable the user.

- The Reset Password link helps to reset the password of product user from Seqrite Cloud Console.

Resetting password for product users

1. Log on to Seqrite Cloud Console.

2. On the Dashboard, from the tree structure click a product node.

   The product's Dashboard is displayed.

3. Go to product-based **Main menu** > **Administration** > **Manage product users**.

4. Click the **Reset Password** link in front of the user who has requested to reset the password.

5. In Reset Password screen, add a new password in **New Password** and **Confirm Password** fields.

6. Click **OK**.

   Password is changed for the product user.

> [i] After resetting password, product users should be informed offline, as Cloud does not send any email in this context.

The table below describes more about the user role and their action as a product user.

Table 12: User Action for Individual Product

User Action	Root Admin (RA)	Admin	Chief Information Security Officer (CISO)	Group Admin (GA)	Product Admin (PA)	Auditor
Access Web console	Yes	Yes	Yes	Yes (within scope)	Yes (within scope)	No
View back-up history	Yes	Yes	Yes	Yes (within scope)	Yes (within scope)	Yes

User who can Enable/disable / reset password of product user	Yes	Yes	Yes	Yes (within scope)	Yes (within scope)	Can only view Manage Product User's page

Technical Support

Seqrite provides extensive technical support for the registered users. It is recommended that you have all the necessary details with you during the call to receive efficient support from the support executives of Seqrite.

Support

The Support option includes FAQ where you can find answers to the most frequently asked questions, options to submit your queries, send emails about your queries, or call us directly.

Support options

Web Support

To view the frequently asked questions, visit FAQ to resolve your queries.

Email Support

Email your query to support@seqrite.com. Our support team will respond to your query at the earliest.

Live Chat Support

This feature allows you to chat with the technical executives to get your issues resolved. Online chat is available at http://www.seqrite.com/olsup.

Phone Support

With Phone Support, you can call us for instant support from the technical experts of Seqrite.

Contact number for the phone support: +91-927-22-12-121.

Support Tips

When is the best time to call?

Seqrite provides technical support between 8:00 AM to 11:00 PM IST (India Standard Time), Monday to Saturday.

Which number to call?

You can contact us at +91-927-22-12-121.

For support in other countries:

To submit online queries and to avail of the online chat facility, visit http://www.seqrite.com/contact_support (24/7).

To check for the phone numbers in specific countries, visit http://www.seqrite.com/int_techsupp.

To check for the dealers in your country, visit http://www.seqrite.com/seqrite-dealer.

The details that are necessary during the call are:

- Seqrite Cloud Key: Check your welcome email.
- Product Key: If there is product related issue, you should provide your product key.
- Details: When did the problem first appear? What were you doing when the problem appeared?

What should I say to the technical support personnel?

You need to be as specific as possible and provide maximum details as the support executive will provide solution based on your input.

Head Office Contact Details

Head Office

Quick Heal Technologies (P) Ltd.

603, Mayfair Towers II,

Wakdewadi, Shivajinagar,

Pune 411 005, Maharashtra

Email: support@seqrite.com.

For more details, please visit: www.seqrite.com.

Abbreviations and Synonyms

Abbreviations/Synonyms	Term
Tenant	Organization
CSA	Cloud Super Admin
RA	Root Admin
GA	Group Admin
PA	Product Admin
CISO	Chief information security officer
Product Users	Tenant users or users of a product
EPS	Endpoint Security
PDF	Portable Document Format
CSV	Comma-separated values

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