UNITRENDS
SECURITY MANAGER

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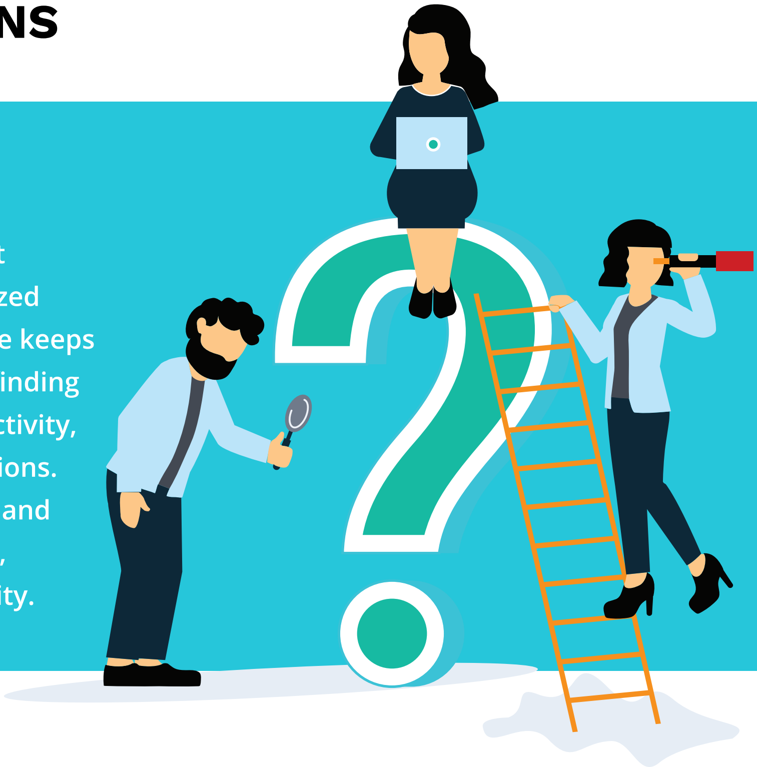
FREQUENTLY ASKED QUESTIONS

Protection Built for the Unexpected

Unitrends Security Manager is a cybersecurity guard that catches and alerts you to internal threats and unauthorized intrusions that get past your firewall. This smart software keeps your IT systems resilient against unexpected threats by finding problems that your antivirus can't, such as anomalous activity, suspicious changes and threats caused by misconfigurations. Unitrends Security Manager combines machine learning and intelligent tagging to detect keyloggers, trojans, spyware, unauthorized registry changes and other malicious activity.



1. How does Unitrends Security Manager work?

The Unitrends Security Manager process can be broken down into five steps:

- Install a single Unitrends Security Manager appliance on your network.
- Configure the appliance by activating a set of security policies using the security checklist. The policies turn off/on corresponding alerts. You can also take advantage of built-in templates or create your own for even easier configuration and standardization of service offerings.
- Unitrends Security Manager will run daily scans automatically and send an alert whenever it detects an unsanctioned change or threat to the network.
- For certain anomalous activity, Unitrends Security Manager will send an email to you asking whether the detected issue needs to be investigated further or can be ignored.
- Your user-friendly portal will offer step-by-step remediation suggestions for any security issue identified. Unitrends Security Manager also has integrations to all major PSA (Professional Services Automation) software solutions if remediation requires their involvement.

Unitrends Security Manager subscribers who use ConnectWise, Autotask or Tigerpaw as their ticketing system have the option of automatically or manually creating tickets based on alerts. Incidents showing up in the daily alert emails that require investigation can either be addressed through the creation of service tickets within the portal or by sending them directly to their PSA to automate the process.

2. What are Smart Tags?

Unitrends Security Manager uses Smart Tags, a feature that allows it to adapt to each unique environment. Smart Tags enrich the detection system by adding information about specific users, assets and settings. These tags help Unitrends Security Manager gain intelligence about what it detects. Over time, the tags increase the quality of the alerts by displaying more potential threats and fewer false positives.

Examples of how you can use Smart Tags to fine-tune Unitrends Security Manager alerts:

- Tag a computer as “Restricted IT Admin.” When any user who hasn’t been tagged as an “IT Admin” logs in, Unitrends Security Manager will send an alert.
- Tag a computer as “Locked Down,” disabling changes from being made to it. If someone manages to install an application on this machine, Unitrends Security Manager will sense it and send an alert. This is one example of how tagging removes false positives and increases the relevance of alerts.
- Tag a wireless network as a “Guest Wireless Network,” alerting Unitrends Security Manager that it doesn’t need to worry about new devices appearing on it. If a new device shows up on a network not tagged for guest access, Unitrends Security Manager will send an alert so you can determine the threat.

Smart Tags can be added or modified on the fly at any time, allowing you to first see the alerts Unitrends Security Manager sends and then “tweak” the tags as needed. If you choose to ignore an alert, the system will automatically generate a new Smart Tag to prevent similar “false positives” from being generated. The more you use Unitrends Security Manager, the more it works with you to streamline your security.

3. How do daily alerts and weekly notices keep you ahead of any internal threat?

Unitrends Security Manager keeps you posted on any potential internal security issues going on inside your network. Set the time for the daily scan and Unitrends Security Manager reports back with an email alert sent to any address you specify, including your own ticketing system. The daily alerts aggregate the issues that were detected during the past 24 hours and can be sorted either by priority/severity (high, medium and low) of the threat, or by the type of issue (threat, anomaly, change). There are dozens of alerts based on network changes, anomalous activity, vulnerabilities and misconfigurations.

4. How does Unitrends Security Manager licensing work?

A Unitrends Security Manager subscription gets you an unlimited-use license to deploy Unitrends Security Manager at all of your sites for one, low, fixed price per year (see license terms for details). Once deployed, Unitrends Security Manager scans a network, detects security threats and alerts various stakeholders.

ABOUT UNITRENDS

Unitrends makes efficient, reliable backup and recovery as effortless and hassle-free as possible. We combine deep expertise gained over thirty years of focusing on backup and recovery with next generation backup appliances and cloud purpose-built to make data protection simpler, more automated and more resilient than any other solution in the industry.

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