



UEM - Security Training Guide

NOTE: The document covers details of what will be covered in individual security products

List of security products

- ◆ Application Control Plus
- ◆ Browser Security Plus
- ◆ Device Control Plus
- ◆ Vulnerability Manager Plus

1.0.0 Installation & Setup

**Server architecture is common for all security products*

**Individual components will be handled contextually while training for each security product*

1.0.1 Server Architecture

- What is the Client-server model approach?
- How to manage LAN and WAN clients ?
- What is a secure gateway server?
- How to configure secure gateway server?
- What is a distribution server?
- How to manage a domain and a workgroup setup ?
- What is agent refresh policy?

<https://www.manageengine.com/application-control/help/wan-architecture.html>

<https://www.manageengine.com/products/desktop-central/secure-communication-of-mobile-users-using-forwarding-server.html>

<https://www.manageengine.com/browser-security/help/system-requirements.html>

<https://www.manageengine.com/device-control/help/architecture.html>

1.0.2 Installing Central Server

- Understanding the system requirements
 - ✓ Agents

- ✓ ACP
- ✓ Secure gateway server
- ✓ Distribution server
- How to Install the central Server

(<https://www.manageengine.com/application-control/system-requirements.html>)

<https://www.manageengine.com/browser-security/help/system-requirements.html>

1.0.3 Configuring Pre-requisites for Central Server

- How to Configure the MSSQL Database (optional)?
- How to Configure the Firewall/End point Protection/Anti-Virus?
 - ✓ Ports required for DesktopCentral
 - ✓ Adding windows firewall rules to allow required ports
 - ✓ Adding exclusion to Antivirus program
- What are the ports required?
- How to configure Mail Server for email notifications?
 - ✓ Configure O635
 - ✓ Configure SMTP
- How to Change Server Ports, Communication mode, etc?
- How to create custom groups?
 - ✓ Static
 - ✓ Static unique
 - ✓ Dynamic

(<https://www.manageengine.com/application-control/help/general-settings.html>)

<https://www.manageengine.com/application-control/help/creating-custom-groups.html>

1.0.4 Securing the Central server

- How to Secure the server with a self signed or Third Party certificate?
- How to enabling secure communication for Agent (LAN & WAN)?
- How to restrict users from uninstalling agent?
- How to restrict users from opening console from WAN?
- How to manage security for Legacy Operating systems?

<https://www.manageengine.com/application-control/help/using-3rd-party-certificates.html>

- How to configure NAT settings?
 - ✓ Assigning FQDN
- How to configure User login and role based administration for Central server?
 - ✓ Two Factor authentication creation
 - ✓ Password policy

<https://www.manageengine.com/application-control/help/user-administration.html>

<https://www.manageengine.com/browser-security/help/lan-architecture.html>

1.0.5 Managing Domains/Workgroups

- How to add multiple domains/workgroup?

- How to Discover machines that are part of the Domain/Work group?
- How to manage credentials for domains/workgroup?

1.0.6 Adding Computers to manage

- How to add existing machines from domain?

<https://www.manageengine.com/application-control/help/scope-of-management.html>

1.0.7 Installing the Agent in Client Computers

- How to install agent from the central Console?
- How to install Using Windows GPO?
- How to install using Script?
- How to install agent Manually?
- How to install using computer names in Remote offices?
- How to install the agent automatically for future machines that are added to the domain?
- How to Identify different error messages in agent installation

<https://www.manageengine.com/application-control/help/managing-computers-in-lan.html>

<https://www.manageengine.com/application-control/help/managing-computers-in-wan.html>

<https://www.manageengine.com/browser-security/help/agent-installation.html>

1.0.8 Configuring Agent Settings

- How to configure Mac and Linux settings
- How to Customize Agent tray icon options
- How to enable Automatic Configuration
- How to Configure firewall Manually
- What are the ports to be opened in the Firewall (Agent)

1.0.9 Creating Remote Offices (RO)

- How to configure FQDN (Fully Qualified Domain Name) for RO?
- Understanding Direct and Through Distribution server connections
- How to Install Distribution Servers?
- How to customize connection bandwidth (Replication policy?)
- How to configure proxy for RO?
- How to configure IP Scopes?

<https://www.manageengine.com/application-control/help/managing-computers-in-wan.html>

APPLICATION CONTROL PLUS (ACP)

2.0.0 Application control & Privilege Management

- How to create application groups?
- How are application control policies deployed?
- How to resolve grey listed applications?
- What is the Endpoint Privilege Management?
- How does Endpoint Privilege Management work?
- How to modify or delete an existing application control policy?

<https://www.manageengine.com/application-control/how-to/best-practices.html#som-how-to1>

BROWSER SECURITY PLUS (BSP)

3.0.0 Secure & Manage browsers

3.0.1 Secure Browsers

- How to create and deploy policies to computers?
- How to create browser customization policies?
- How to create data Leakage Prevention Policies?
- How to create threat Prevention Policies?
- What is the compliance criteria?
- How does browser isolation work?
- How does browser lockdown work?

<https://www.manageengine.com/browser-security/help/policy-deployment.html>

<https://www.manageengine.com/browser-security/help/compliance.html>

3.0.2 Manage Browsers

- How to Remove extensions in Chrome and other browsers?
- How to Work with Browser Router?
- How to over-ride the default Java version for specific web-applications?

<https://www.manageengine.com/browser-security/help/manage-java.html>

<https://www.manageengine.com/browser-security/help/remove-chrome-extensions.html>

DEVICE CONTROL PLUS (DCP)

4.0.0 Device Control

- How to control devices with Device Control Plus's device policies?
- How to create a trusted device list?
- How to grant temporary access to devices within the network?
- How to grant temporary access to access requesting devices?
- How to configure Audit Settings?

<https://www.manageengine.com/device-control/how-to/creating-trusted-device-list.html>

<https://www.manageengine.com/device-control/how-to/how-to-grant-temporary-access.html>

<https://www.manageengine.com/device-control/help/general-settings.html>

<https://www.manageengine.com/device-control/help/architecture.html>

VULNERABILITY MANAGER PLUS (VMP)

This document is for common for on-prem, and cloud. It will be handled contextually during training

5.0.0 Vulnerability Management

- How to prioritize and remediate vulnerabilities based on severity and exploit status?
- How to prioritize and remediate vulnerabilities based on Vulnerability age and severity?
- How to remediate specific vulnerabilities?
- How to mitigate zero-day vulnerabilities?
- How to manage Vulnerability for closed network?

<https://www.manageengine.com/vulnerability-management/help/scope-of-management.html>

<https://www.manageengine.com/vulnerability-management/help/vulnerability-database-settings.html>

5.0.1 Patch Management Workflow

- Understanding detection logic from ManageEngine
- Understanding patch testing from ManageEngine patch team
- How to Identify missing patches

<https://www.manageengine.com/vulnerability-management/help/supported-networks.html>

https://www.manageengine.com/products/desktop-central/help/patch_management/patch_management_life_cycle.html#Patch-Management-Life-Cycle

5.0.2 Patch Management Architecture

- How to Manage OS & Third party patches
- How to manage a patching process for a DMZ

<https://www.manageengine.com/vulnerability-management/help/scope-of-management.html>

<https://www.manageengine.com/vulnerability-management/help/vulnerability-database-settings.html>

5.0.3 Supported platforms

- Understanding the types of supported patches
- Overview of Linux patch management

<https://www.manageengine.com/patch-management/supported-applications.html?vmp>

5.0.4 Connectivity settings

- How to Configure Proxy settings
- Configure direct connection or Via proxy

https://www.manageengine.com/products/desktop-central/help/configuring_desktop_central/patch_management_setup.html

5.0.5 Patch DatabaseUpdate

- How to configure patch database update manually
- How to synchronize patch database update Automatically

5.0.6 Patch Scan

- How to initiate a patch Scan manually
- Automatic Patch scan

(NOTE: The Patch scan is automatic everyday when the patch database gets updated)

<https://www.manageengine.com/vulnerability-management/help/patch-settings.html>

https://www.manageengine.com/products/desktop-central/help/patch_management/scan_systems_missing_patches.html#Patch-Management-Software-Scan-Systems-for-Vulnerability

5.0.7 System Health Policy

- How to configure system health policy?

5.0.8 Different GUI Patch views

- Understanding Computer view
- Understanding Patch view

5.0.9 Identify Missing Patches

- How to Export the views into reports?
- How to Create filters with different view?

5.1.0 Deployment Policy

- How to schedule deployment?
- How to choose Wake On LAN option?
- How to customize the user notification?
- How to customize reboot policy?

<https://www.manageengine.com/vulnerability-management/help/patch-settings.html>

https://www.manageengine.com/products/desktop-central/help/configuring_desktop_central/configuring_deployment_templates.html

5.1.1 Manual patch deployment from the server

- How to install a patch to all the required systems?
- How to install all the missing patches on the computer?
- How to link the Deployment policy?
- How to get notification for installed/failed patches?
- Understanding the execution status GUI view

<https://www.manageengine.com/vulnerability-management/help/patch-settings.html>

<https://www.manageengine.com/vulnerability-management/help/deploy-patches-manually.html>

https://www.manageengine.com/products/desktop-central/help/patch_management/installing_missing_patches.html

5.1.2 Test and approve for patches

- How to create test groups?
- How to customize auto approval settings?

5.1.3 Define automatic patch deployment

- How to create an automatic patch task?
- How to schedule a patch Deployment?
- How to link deployment policy?
- How to get notification for installed/failed patches?
- Understanding the execution status GUI view

<https://www.manageengine.com/vulnerability-management/help/automated-patch-deployment.html>

https://www.manageengine.com/products/desktop-central/help/patch_management/patch_management_configurations.html#Patch-Management-Module-Setting-Up

5.1.4 Exclude patch from being reported as missing

- How to decline a patch for a group?
- How to customize declined patches based on criteria?

2.1.5 Verify the status of Patch Deployment

2.1.6 Patch Management Reports

- Understanding Vulnerable Systems report
- Understanding Vulnerable Patches Report
- Understanding Latest Patches report
- Understanding Patch summary based on Remote office
- Understanding supported patches view

5.1.7 Patch clean up settings

- How to configure patch clean up automatically?

https://www.manageengine.com/products/desktop-central/help/patch_management/viewing_downloaded_patches.html#Configuring_Patch_Clean_Up_Settings

5.1.8 Patch Management Alerts

- How to configure Notification when a task is complete?

6.0.0 Miscellaneous Configurations / Settings

6.0.1 How to create Creating Custom Users and Computer Groups?

6.0.2 How to Personalize Web Console?

- Rebranding

6.0.3 How to Schedule Database Backup?

6.0.4 How to Schedule Database optimization?

- **How to use DesktopCentral mobile application?**
- **How to configure Remote DB access?**

7.0.0 Privacy Settings

7.0.1 How to Mask Personal data (PII)?

7.0.2 Understanding DPO Dashboard

7.0.3 Understanding System Hardening dashboard

<https://www.manageengine.com/products/desktop-central/dpo-dashboard.html>