



ADMINISTRATOR'S GUIDE

QUICK HEAL ADMIN CONSOLE REMOTE MANAGEMENT

Quick Heal Technologies (P) Ltd.

<http://www.quickheal.com>

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About this Document

This administrator's guide contains all the information you need to install and use Quick Heal Admin Console Remote Management. Once familiar you can also use it for reference. Full care has been taken to incorporate all details with the latest developments in the shipping.

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Introduction to Remote Management

Quick Heal Admin Console Remote Management is a tool that manages multiple Quick Heal Admin Consoles from a centralized or remote location.

Quick Heal Admin Console can be accessed using a URL, Username and a password. Managing multiple consoles would become a cumbersome task because you need to remember the URL, Username and Password of each Admin Console. The Remote Management tool provides a simple and efficient solution where you can assign the URL, Username and Password of each Admin Consoles to corresponding location names. The administrator just has to access a location name and he will be connected to the corresponding Quick Heal Admin Console.

Installing Remote Management

To install Quick Heal Admin Console Remote Management on your system, please perform the following steps:

1. Insert the Quick Heal Admin Console CD in the CD-ROM/DVD-ROM. The CD will automatically run and the following screen will be displayed. Click **Install Remote Console Manager**.



Figure 2-1: Autorun Screen

2. The **Welcome** screen appears. Click **Next** to continue the installation.

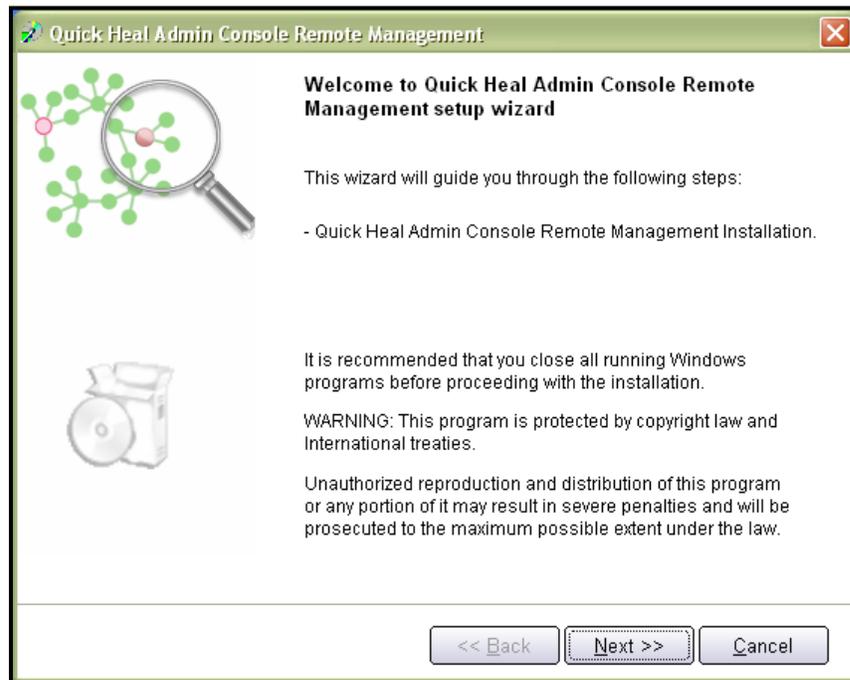


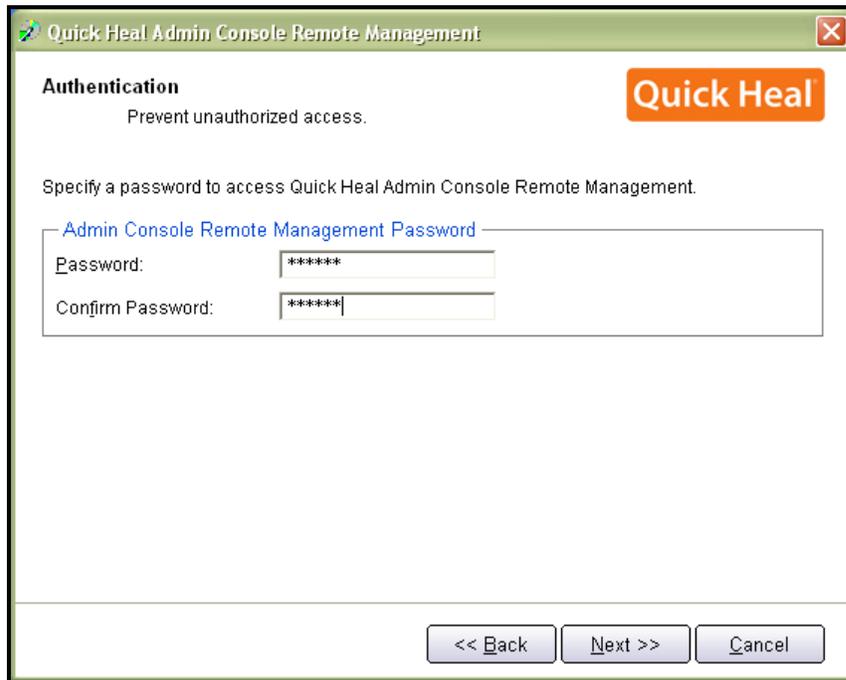
Figure 2-2: Welcome Screen

3. The **Software License Agreement** screen appears. Read the License Agreement carefully. If you disagree with the terms of the license agreement then click **Cancel** to exit the installation process; else select **I Agree** in the **Do you agree to all the terms of this license agreement?** drop-down box and click **Next** to continue the installation process.



Figure 2-3: Software License Agreement

- The **Authentication** screen appears. Type the password in the **Password** textbox and re-type it in the **Confirm Password** textbox. You need to remember the password; else you will not be able to access Quick Heal Admin Console Remote Management. Click **Next** to continue installation.



The screenshot shows a window titled "Quick Heal Admin Console Remote Management" with a "Quick Heal" logo in the top right corner. The main heading is "Authentication" with the subtext "Prevent unauthorized access." Below this, it says "Specify a password to access Quick Heal Admin Console Remote Management." There is a blue link "Admin Console Remote Management Password" above two password input fields. The first field is labeled "Password:" and the second is labeled "Confirm Password:". Both fields contain six asterisks. At the bottom of the window, there are three buttons: "<< Back", "Next >>", and "Cancel".

Figure 2-4: Authentication

5. The **Installation Folder** screen appears. The default installation path for Remote Management will be displayed. You can click **Browse** and select a different path for installation if required. Click **Next** to continue installation.

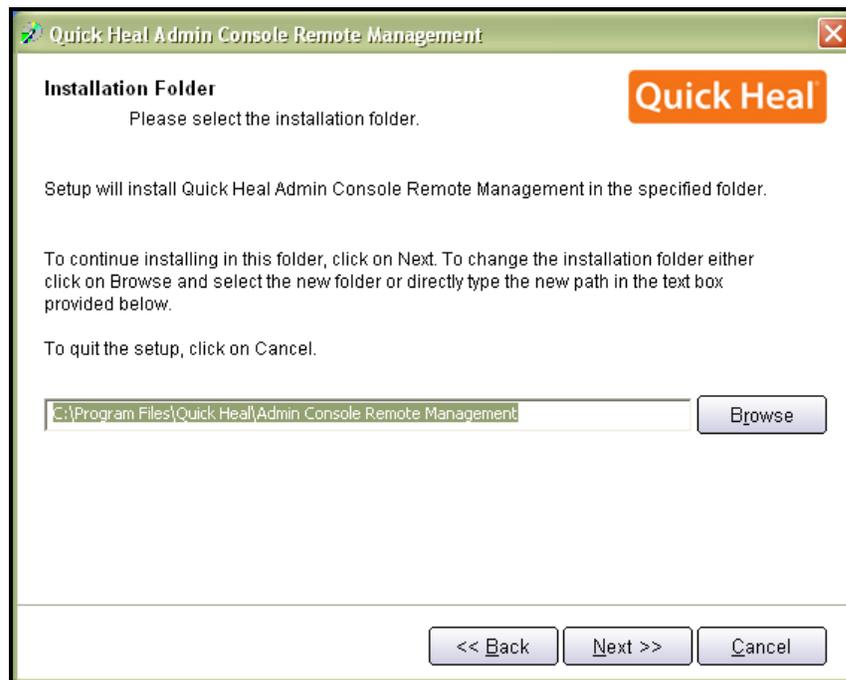


Figure 2-5: Installation Folder

- The installation begins and upon completion a screen appears that says **Quick Heal Admin Console Remote Management installation succeeded**. Click **Finish** to complete the installation process.

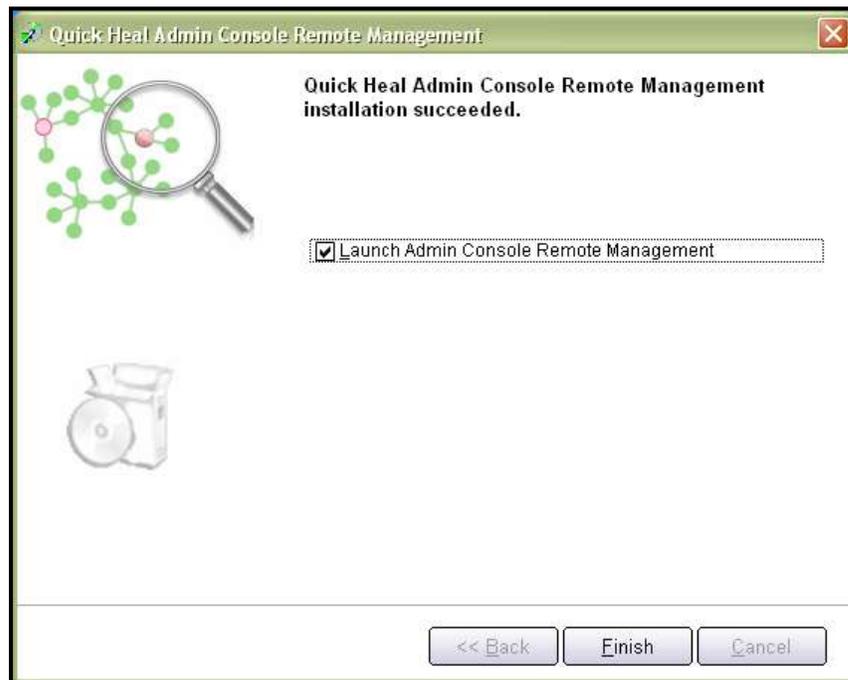


Figure 2-6: Installation Successful

Uninstalling Remote Management

To uninstall Quick Heal Admin Console Remote Management from your system, please perform the following steps:

1. Click **Start** -> **Programs** -> **Quick Heal Admin Console Remote Management** -> **Uninstall**.

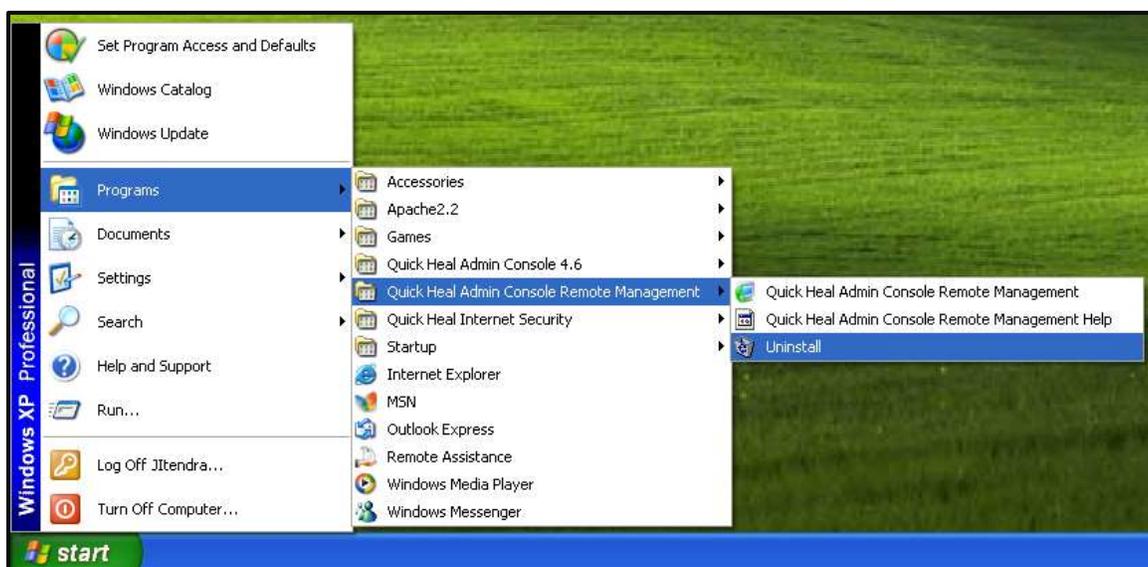


Figure 3-1: Uninstalling Remote Management

2. It prompts you for a password. Enter the **Administrator** password and click **OK**.



Figure 3-2: Password Prompt

3. The Welcome screen for uninstall appears. Click **Next** to continue the uninstall procedure.



Figure 3-3: Uninstaller Welcome Screen

4. A screen appears that shows that the uninstallation was successful.

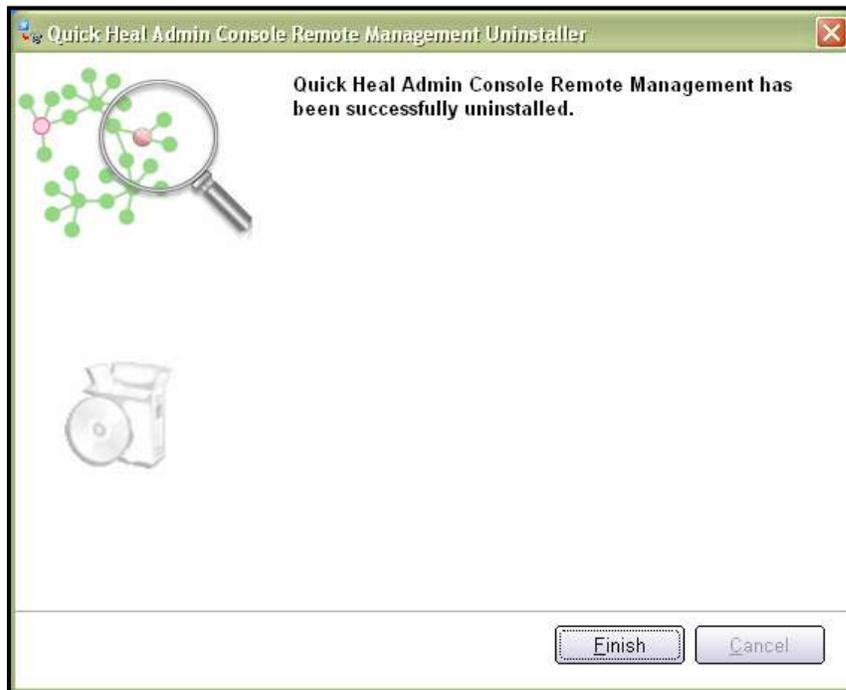


Figure 3-4: Uninstallation Successful

5. Click **Finish** to complete the uninstallation process.



How to use Remote Management

To open Quick Heal Admin Console Remote Management, please perform the following steps:

1. Click **Start** -> **Programs** -> **Quick Heal Admin Console Remote Management** -> **Quick Heal Admin Console Remote Management**.
2. Enter the **Administrator Password** and click **Login** to open the application; else click **Cancel** to exit without opening the application.

The features of Quick Heal Admin Console Remote Management are as follows:

1. [Manage Locations](#)
2. [Settings](#)
3. [Search](#)
4. [Connect](#)
5. [Close](#)

Manage Locations

This feature is only accessible if you login with Administrator privileges. Clicking on Manage Locations button lets you to create, edit and delete locations having the following privileges:

1. Read only user
2. Report Viewer
3. Administrator (Both Read only & Report Viewer)

Add

To create/add a new location, click **Manage Locations** -> **Add**. It opens a window called **Add Location**. You need to provide the following details:

Location	Enter a name for the new location you want to create.
Admin Console URL	Enter the URL of the Quick Heal Admin Console that needs to be accessed.
User name	Enter the user name with which the corresponding Quick Heal Admin Console URL needs to be accessed.
Password	Enter the respective password of the user name accessing the Quick Heal Admin Console URL. The password should have a minimum of 6 characters and maximum of 19 characters.
Select the user who will have access to the above URL	Assign the type of user who can access the URL <ol style="list-style-type: none">1. Check only Read only option to create a location with read only privileges.2. Check only Report Viewer option to create a location with report viewing privileges.3. Check both Read only and Report Viewer options to create a location with Administrator privileges.

 The maximum location names that can be created are 500.

After providing the details, you can perform either of the following actions:

- Click **Save**. A pop-up appears saying **Remote location added successfully**. Click **Ok**.
- Click **Close** if you do not wish to create the new location.

Edit

To modify/edit an existing location click **Manage Locations**. Highlight the location whose settings you want to modify, and click **Edit**. It opens a window called **Edit Location**. You can modify the following details:

Location	This field contains the name for the location created.
Admin Console URL	This field contains the URL of the Quick Heal Admin Console that needs to be accessed.
User name	This field contains the user name with which the corresponding Quick Heal Admin Console URL needs to be accessed.
Password	This field contains the respective password of the user name accessing the Quick Heal Admin Console URL. The password should have a minimum of 6 characters and maximum of 19 characters.
Select the user who will have access to the above URL	The type of user who needs access to the URL <ol style="list-style-type: none">1. Check only Read only option to create a location with read only privileges.2. Check only Report Viewer option to create a location with report viewing privileges.3. Check both Read only and Report Viewer options to create a location with Administrator privileges.

After providing the details, you can perform either of the following actions:

- Click **Save**. A pop-up appears saying **Remote location modified successfully**. Click **Ok**.
- Click **Close** if you do not wish to modify the location.

Delete

To delete an existing location, please perform the following steps:

1. Click **Manage Locations**.
2. Highlight the location that needs to be deleted.
3. Click **Delete**. A message box appears saying **Are you sure, you want to delete the selected location?**
4. Click **Yes** if you wish to delete the location or click **No** if you do not wish to delete the location.

Delete All

To delete all existing locations, please perform the following steps:

1. Click **Manage Locations**.
2. Click **Delete All**.
3. A message box appears saying **Are you sure, you want to delete all locations?**
4. Click **Yes** if you wish to delete all the locations or click **No** if you do not wish to delete all the locations.

Close

Click **Close** to exit from the Manage Location window.

Settings

This feature is only accessible if you login with Administrator privileges. The Settings feature lets you remotely manage the users. You can either enable or disable Read only and Report Viewer users.

Administrator User

Enter Password	By default, this field will contain the password provided during installation. You can modify this password. Enter the new password which has a minimum of 6 characters and a maximum of 19 characters.
Confirm Password	By default, this field will contain the password provided during installation. If a change is made in Enter Password field then you need to re-type that same password in this field.

Read only user

Enable User	Check this feature to enable user with Read only privileges. Once the feature is enabled, you can assign password for this user. If disabled you cannot assign password for this user.
Enter Password	Enter the password that is to be assigned for the Read only user. The password should have a minimum of 6 characters and a maximum of 19 characters.
Confirm Password	Re-type the same password that is entered in the Enter Password field.

Report viewer

Enable User	Check this feature to enable user with Report viewer privileges. Once the feature is enabled, you can assign password for this user. If disabled you cannot assign password for this user.
Enter Password	Enter the password that is to be assigned for the Report viewer user. The password should have a minimum of 6 characters and a maximum of 19 characters.
Confirm Password	Re-type the same password that is entered in the Enter Password field.

Search

Type the location you are looking out for and click **Search** button. If the typed location exists in the list, then it highlights the location. If the typed location does not exist in the list, it displays a message **Provided location does not exist**. This feature is accessible for all types of users.

Connect

Highlight the location you wish to access and click **Connect**. This feature is accessible for all types of users.

Close

Click **Close** to exit Quick Heal Admin Console Remote Management. This feature is accessible for all types of users.

Technical Support

If you call Technical Support and have the necessary information on hand we will be able to help you more efficiently.

Where should I call?

You can call to our toll free support number **18002333733**.

When is the best time to call?

Quick Heal Technologies (P) Ltd. provides technical support between 10:00 AM to 6:00 PM (Indian Standard time).

What should I be ready with, before calling?

- Your Serial Number which is included in the boxed version of the products. If you have purchased our products on-line then you will find the serial number in the mail confirming your order.
- Information about your computer: brand, processor type, RAM capacity, the size of your hard drive and free space on it, as well as information about other peripherals.
- Your operating system: name, version number, language.
- What is the version of installed anti-virus and what is the virus database.
- What software is installed on your computer?
- Is your computer connected to a network? If yes - contact your system administrators first. If they can't solve your problem they should contact technical support themselves.
- Details: when did the problem first appear? What had you been doing before the problem appeared?



Very often this information allows us to resolve your problem quickly.

What should I say to the technical support personnel?

Please be as specific as possible and provide maximum details. Remember that the specialist is basing on the information that you provide.

Contact Us

Head Office	Global Support Center
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