



## Single Product Review



### ESET Endpoint Security 6

Language: English

November 2014

Last Revision: 19<sup>th</sup> December 2014

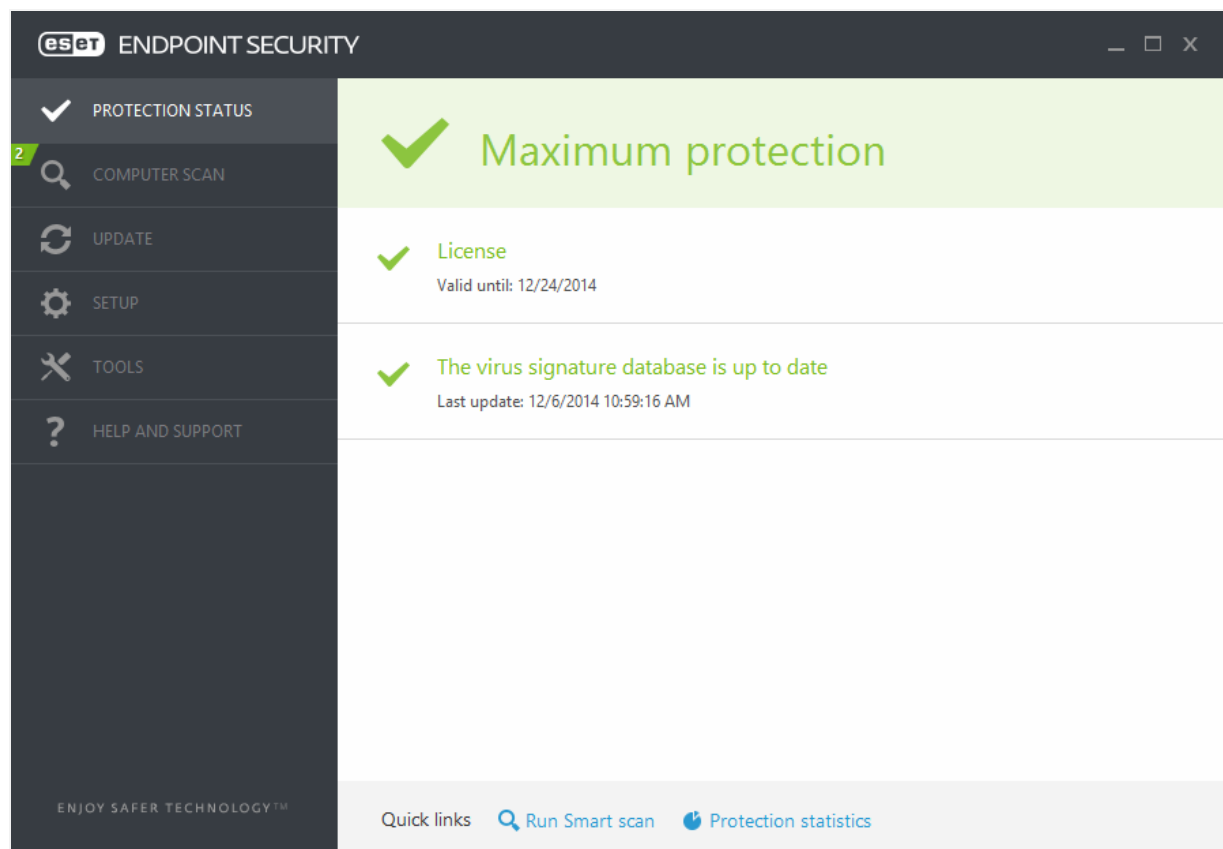
[www.av-comparatives.org](http://www.av-comparatives.org)

Test commissioned by the vendor of the product.

## Introduction

This review of ESET Endpoint Security 6.1.2102.0 has been commissioned by ESET.

## ESET Endpoint Security 6



## System requirements

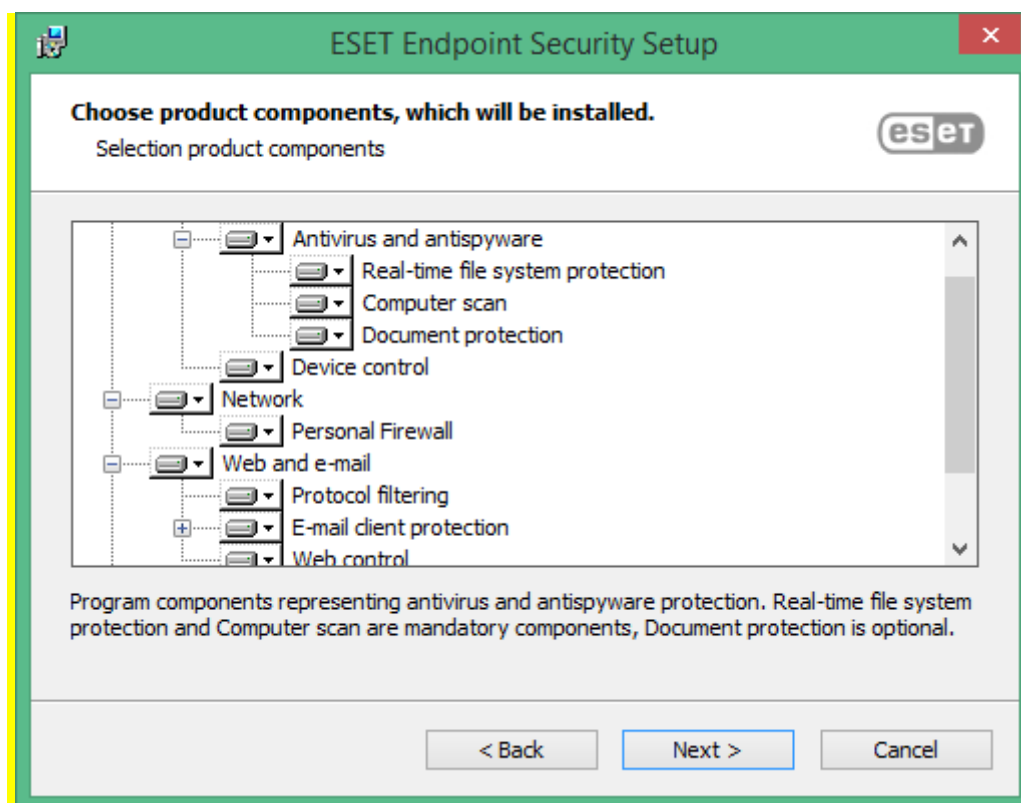
Windows 8/8.1, 7, Vista, XP, 32 and 64-bit versions in all cases

## Features

Anti-malware; anti-phishing; anti-spam; firewall; web-access control; device control

## Installation

ESET Endpoint Security 6 can be deployed remotely using the ESET Remote Administrator 6 console (please see the separate review of the console for details). Local installation using an MSI installer is also possible. The setup wizard includes options to join ESET Live Grid (data sharing) and detect potentially unwanted applications. A custom installation can be run, which provides the administrator with additional choices. These include proxy and update settings, firewall filtering mode, password-protecting the settings, post-installation scan, and the components to be installed:



After installation, an ESET dialog box prompts the admin to define the current network as private or public.

We found the local installation to be very straightforward, with some of the options, such as component choice and password-protection, very useful.

## Uninstalling the product

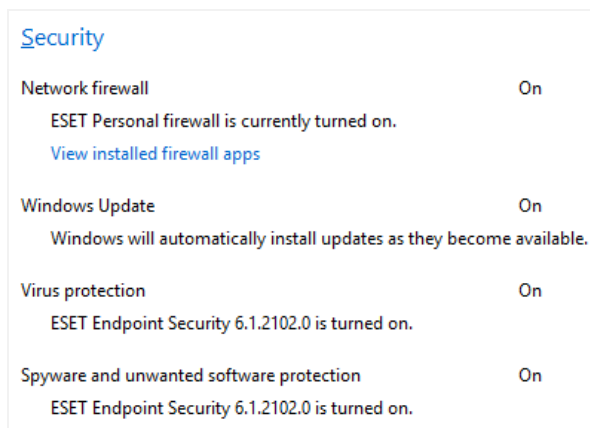
As with installation, uninstalling the product can be carried out remotely using the console. It is also possible to uninstall the program from Programs and Features in Windows Control Panel. This wizard has a repair option as well, which we consider a useful addition. Finally, a removal tool is also available from the ESET website<sup>1</sup>.

---

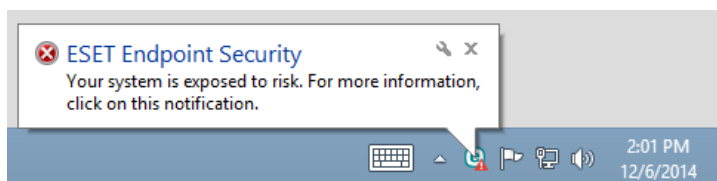
<sup>1</sup> <http://kb.eset.com/esetkb/index?page=content&id=SOLN2289>

## Windows Action Center

**Registration in Windows Action Center:** Endpoint Security 6 registers in Action Center as firewall, antivirus and antispyware. Windows Defender and Windows Firewall are disabled, as is appropriate:

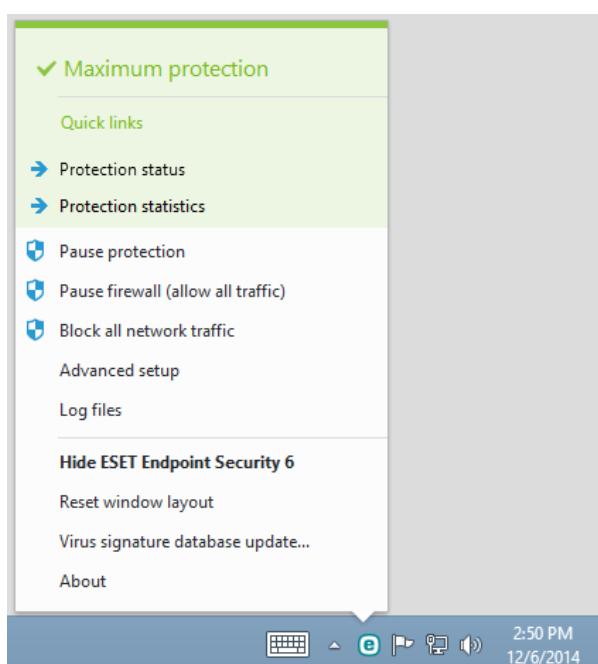


**Action Center alerts:** If real-time protection or the firewall is disabled, ESET displays its own System Tray alert, which is more or less identical to an Action Center warning:



## System Tray icon

Endpoint Security 6 has a System Tray icon, which can be used to access essential tasks:



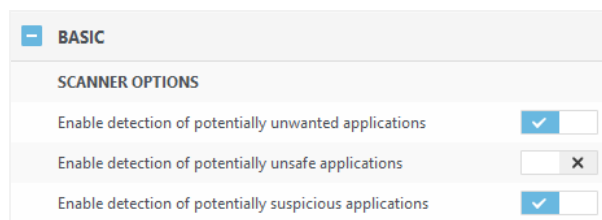
## Location of main program features

**System status** and **license information** can both be found on the *Protection Status* page (i.e. the home page) of the program window, while **scan**, **update** and **help** all have their own menus in the menu panel on the left-hand side of the window. **Logs** and **quarantine** are found on the *Tools* page.

As with previous versions, we feel that version 6 of ESET Endpoint Security does an outstanding job of making important features and information very easily accessible. This version makes finding features even easier, as all the controls are accessed from one single menu panel on the left.

## Suitability for touch control

The new user interface has evidently been optimised for use on touchscreens, with big, well-spaced buttons and links for the controls. We were comfortably able to navigate the interface, and run updates and scans, using a fairly big and clumsy finger. Even the settings pages have been redesigned, so that big, finger-friendly slider buttons are used to switch options on and off:

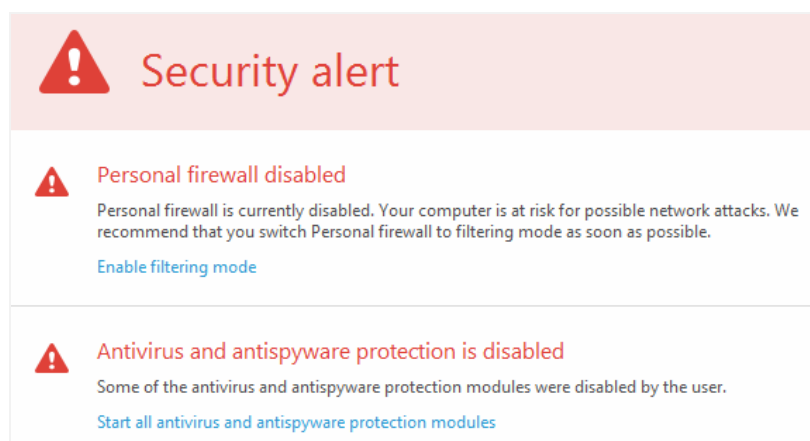


## Internet Explorer customisation

**Toolbar:** ESET Endpoint Security 6 does not modify Internet Explorer's search service or search results, add a toolbar, or make any other changes.

## Status alerts in program window

**Real-time protection/firewall warning and reactivation:** If real-time protection and/or the firewall is disabled, the status display changes to show an overall alert, with details and a switch-on link for each deactivated component:

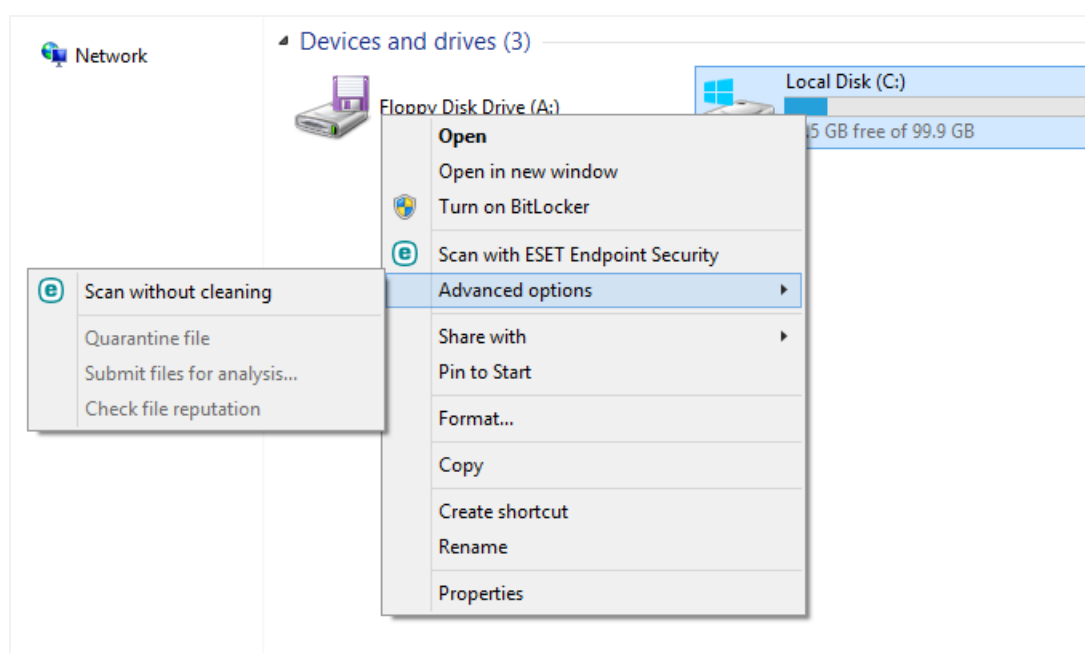


We feel the status display makes it very clear that there is a security risk, shows clearly and simply what this is, and provides a very easy means of reactivating the disabled components. We note that when an alert is shown, the licence and virus-database information is hidden, which makes the warning even more prominent.

## Scanning

**Available scan options:** The scanning options, which are shown by clicking *Computer Scan* in the menu panel, are *Smart scan* (a quick scan with standard parameters), *Custom Scan*, *Removable media scan* and *Repeat last scan*.

**Right-click scanning:** ESET adds a standard-scan entry, plus a sub-menu of options, to Windows Explorer's context menu:



If an executable file (such as EXE or MSI) is right-clicked, it can be quarantined, submitted for analysis, or checked for reputation, using the entries in the sub-menu.

## Standard-user access

**Real-time protection:** We were unable to deactivate real-time protection using a non-administrator account, in all cases a Windows User Account Control dialog box appeared, demanding administrator credentials.

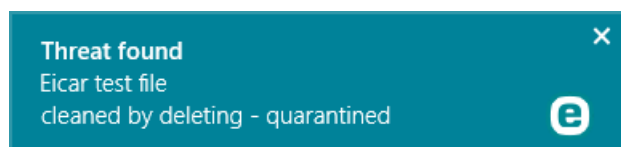
**Uninstalling the product:** A Windows UAC prompt also appeared when we tried to uninstall the product, using *Programs and Features* or the ESET uninstall tool.

ESET have secured the program effectively against deactivation or removal by unauthorised users.

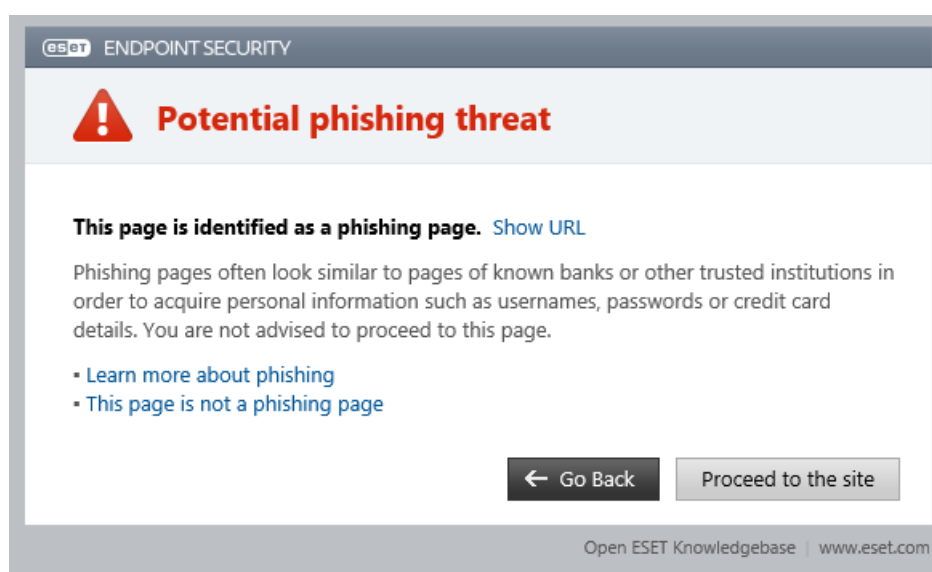
## Malware warnings

We used the AMTSO Feature Settings<sup>2</sup> tests to investigate alerts shown by ESET Endpoint Security.

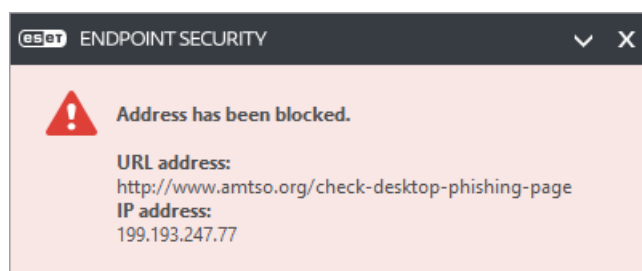
**EICAR test-file alert:** A Windows-8-style alert is shown when the EICAR test file is downloaded. This is displayed for about 6 seconds, or if the user clicks on it.



If the AMTSO Phishing Test page is accessed, an alert is shown in the browser window...



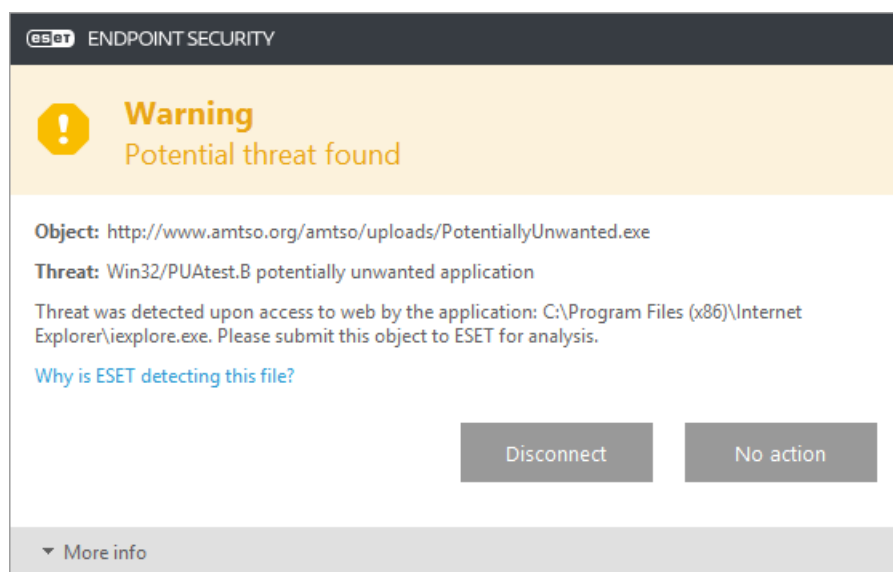
...and a desktop message box appears for a few seconds:



---

<sup>2</sup> <http://www.amtso.org/check-desktop>

If the administrator has enabled the detection of potentially unwanted programs (PUAs), the following alert will be shown when the AMTSO PUA test file is downloaded:

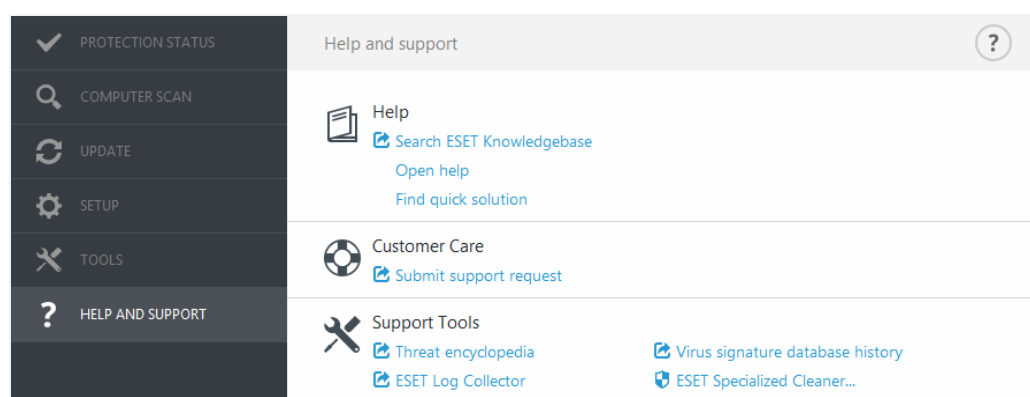


The alert box is displayed until the user clicks one of the buttons. Clicking the *No action* button allows the PUA to be downloaded, but not to be run. Every attempt we made to execute the file was blocked; the only option the user has is whether to delete it or not.

We found ESET's alerts to be clear and informative. We feel the Windows-8-style warning shown when the EICAR file is blocked disappears rather too quickly, although we understand that this is down to Windows 8 itself. We like the fact that none the malware notifications allows the detected malware to be run.

## Help and Support

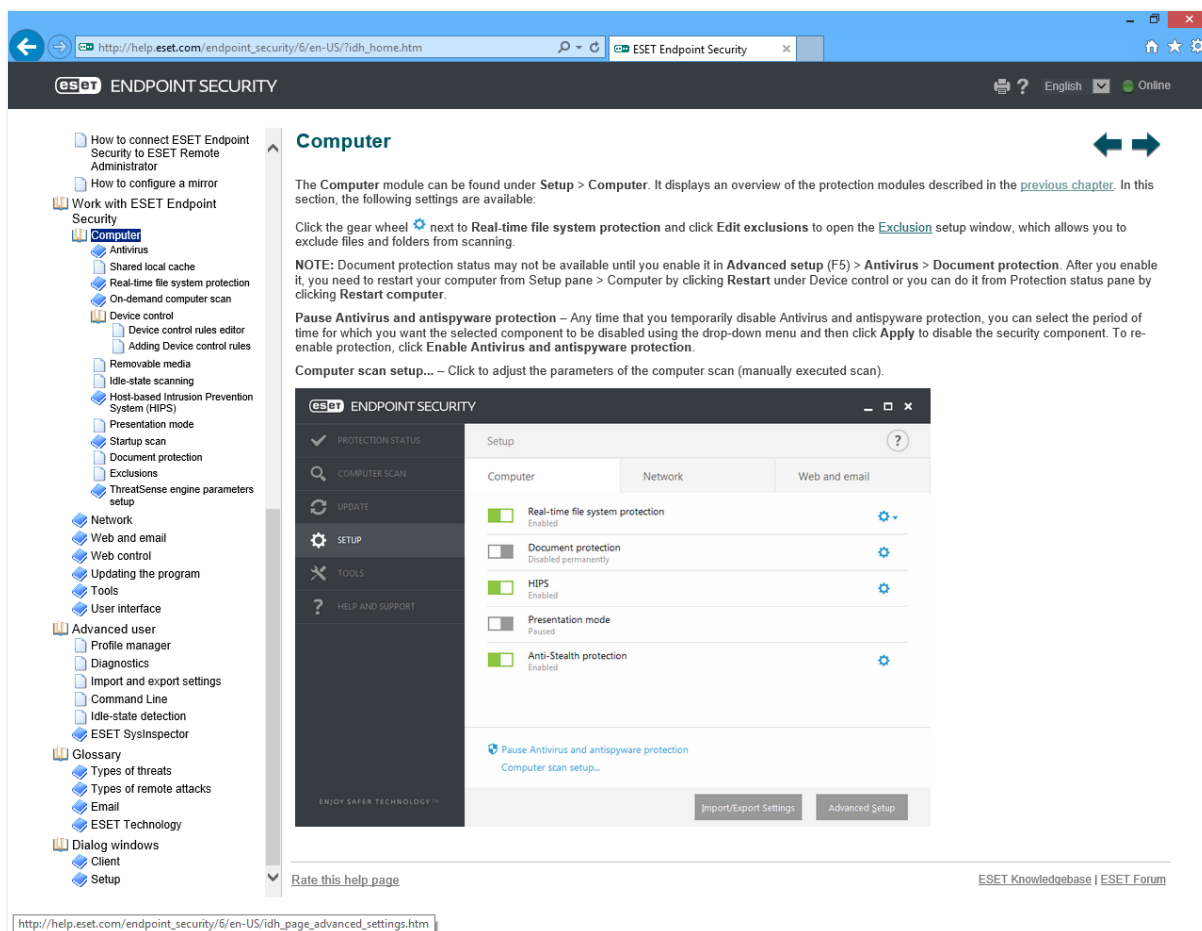
The *Help and Support* page of the program windows has links to a number of help and support services and tools<sup>3</sup>:



<sup>3</sup> Please note: at the time of writing (early December 2014, prior to the product's release), not all of ESET's normal help facilities had been completed for Endpoint Security 6.



Clicking *Open help* opens the product’s help webpage<sup>4</sup>, which could be described as an online manual:



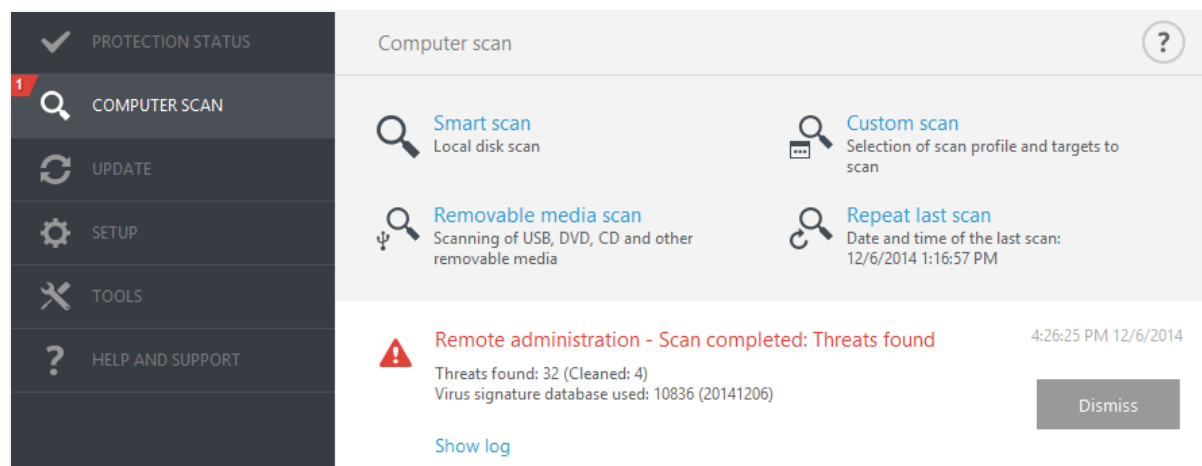
A list of topics is shown in the left-hand pane, with detailed instructions for each topic shown in the larger right-hand pane.

We found the online help pages to be comprehensive, with clear and simple instructions illustrated by screenshots.

<sup>4</sup> [http://help.eset.com/endpoint\\_security/6/en-US/?idh\\_home.htm](http://help.eset.com/endpoint_security/6/en-US/?idh_home.htm)

## Additional points of interest

**Notifications** are shown by means of a small green or red overlay in the corner of the relevant menu button. Green indicates all is well, red indicates some sort of alert, and the number indicates how many alerts there are. For example, a message that a scan has finished and found malware is shown thus:



ESET's antivirus client for business, **Endpoint Antivirus**, has a virtually identical interface to Endpoint Security. Minor differences can be found in EA's program settings, where controls for the firewall, anti-spam and web controls are absent, due to these features not being included in the "little sister" program. The two entries in the System Tray menu relating to the firewall are also absent, for the same reason.

## Summary

We were very impressed with both the functionality and the user interface of ESET Endpoint Security 6. We feel it retains all of the simplicity of the previous version, with a very modern-looking new design which has been optimised throughout for use with touchscreens. The program window makes it easy to find important features and information, with all functions accessible from one single menu on the left. We found status warnings and malware alerts to be clear and practical, and the software has been secured against removal or deactivation by unauthorised users. At the time of writing (pre-release), the available help facilities were good, albeit fairly simple compared to ESET's normal comprehensive offering. However, we fully expect these to be completed before the product comes onto the market.

## Copyright and Disclaimer

This publication is Copyright © 2014 by AV-Comparatives®. Any use of the results, etc. in whole or in part, is ONLY permitted after the explicit written agreement of the management board of AV-Comparatives, prior to any publication. AV-Comparatives and its testers cannot be held liable for any damage or loss, which might occur as result of, or in connection with, the use of the information provided in this paper. We take every possible care to ensure the correctness of the basic data, but a liability for the correctness of the test results cannot be taken by any representative of AV-Comparatives. We do not give any guarantee of the correctness, completeness, or suitability for a specific purpose of any of the information/content provided at any given time. No one else involved in creating, producing or delivering test results shall be liable for any indirect, special or consequential damage, or loss of profits, arising out of, or related to, the use or inability to use, the services provided by the website, test documents or any related data.

For more information about AV-Comparatives and the testing methodologies, please visit our website.

(December 2014)