

# eScan for Windows: eScan settings greyed out on eScan Client computer

: eScan settings greyed out on eScan Client computers:

By default in eScan SMB and Corporate editions, on eScan Client computers the settings to modify the modules of eScan are kept greyed-out to avoid users from modifying the same. Below are the

possibilities as to why the settings of eScan shows greyed-out on the client computers and how administrator can get access to those settings for doing any modification/changes on those local computer.

## Possibility 1:

eScan Client computer logged in with Administrator login.

\*\* No eScan Administrator password deployed from the web console of eScan Server.

## Effect on eScan settings:

1) Access to the settings of all modules in eScan Protection Center (ePC) will not be available and will be greyed-out.

2) On right-click of eScan Protection Center (ePC) icon, "Pause Protection" option will be greyed-out.

3) eScan Remote Support (ERS) option will be enabled.

4) "Quick Scan your system" will be available with "Scan & Clean" option.

\*\*\*\*\*  
\*\*\*\*\*

## Possibility 2:

eScan Client computer logged in with Non-Administrator/User with limited rights login.

\*\* No eScan Administrator password deployed from the web console of eScan Server.

## Effect on eScan settings:

1) Access to the settings of all modules in eScan Protection Center (ePC) will not be available and will be greyed-out.

# eScan for Windows: eScan settings greyed out on eScan Client computer

2) On right-click of eScan Protection Center icon, "Pause Protection" option will be greyed-out.

3) eScan Remote Support (ERS) option will be greyed out.

-To access ERS, browse to .\program files\common files\microworld\wgwin folder and execute the file "tvqsapp.exe".

-To have the ERS option enabled in non-admin/user with limited rights login; you need to deploy "File Anti-Virus" Policy from webconsole, by selecting "Advanced" option and then select "Enable eScan Remote Support in Non-Administrator mode" and set its value to 1". Once the client downloads that policy the ERS option will display as enabled.

4) "Quick scan your system" will be available with "Scan Only" option.

-To get "Scan & Clean" option, open "Quick scan your system" with Run as Administrator.

\*\*\*\*\*  
\*\*\*\*\*

## **Possibility 3:**

eScan Client computer logged in with Administrator login.

\*\* eScan "Administrator Password" policy deployed to the clients from the webconsole of eScan Sever.

## **Effect on eScan settings:**

1) Access to ePC settings will be allowed after entering the eScan Administrator password. If clicked on "read-only" button then all options will be displayed as greyed-out.

2) Can "Pause" realtime protection by right-clicking on ePC icon and after entering the password. Also can access and modify settings through the GUI of ePC.

3) eScan Remote Support (ERS) option will be enabled.

4) "Quick Scan your system" will be available with "Scan & Clean" option.

\*\*\*\*\*

# eScan for Windows: eScan settings greyed out on eScan Client computer

\*\*\*\*\*

## **Possibility 4:**

eScan Client computer logged in with Non-Administrator/User with limited rights login.

\*\* eScan "Administrator Password" policy deployed to the clients from the webconsole of eScan Server.

## **Effect on eScan settings:**

1) Access to the settings of all modules in eScan Protection Center (ePC) will not be available and will be greyed-out.

-To have access to modify the settings in ePC, click on "Start - "Programs / All Programs" - "eScan for Windows" and then right-click on "eScan Protection Center" and open it with "Run as Administrator".

2) Can Pause realtime protection by right-clicking on ePC icon and after entering the password GUI.

3) eScan Remote Support (ERS) option will be greyed out.

-To access ERS, browse to .\program files\common files\microworld\wgwin folder and execute the file "tvqsapp.exe".

-To have the ERS option enabled in non-admin/user with limited rights login; you need to deploy "File Anti-Virus" Policy from webconsole, by selecting "Advanced" option and then select "Enable eScan Remote Support in Non-Administrator mode" and set its value to 1". Once the client downloads that policy the ERS option will display as enabled.

4) "Quick Scan your system" will be available with "Scan Only" option.

-To get "Scan & Clean" option, open "Quick scan your system" with Run as Administrator.

\*\*\*\*\*  
\*\*\*\*\*

Unique solution ID: #1243

Author: Nitin G Shrivastava

Last update: 2013-07-05 12:11