

## Viewing Data on the Symantec Endpoint Protection Dashboards

<https://campus.barracuda.com/doc/84313241/>

### Viewing Alerts and Errors

The Endpoint Protection dashboards display the number of alerts reported by Barracuda Managed Workplace.

#### To view alerts across all sites

1. In Service Center, click Status and then click Service Modules.
2. Click Symantec Endpoint Protection on the right sidebar.
3. Click the number below the Active Alerts heading.

#### To view alerts at a specific site

1. On the Central Dashboard, click the Endpoint Protection icon for a site.



**Endpoint Protection icon**

2. Click the number below the Active Alerts heading.

#### Viewing Infected and Out-of-date Endpoints

The site-level dashboard reports which managed devices are infected with viruses or have out-of-date definitions.

On the Endpoint Protection dashboard for a site, click the linked value under either Infected Endpoints or Out-of-Date to view a table that provides detailed information on the managed devices matching the condition.

The table provides the following information:

- Computer Name
- Infections Status
- Content Download Status
- Protection Status
- Last Scan Time
- Checking In with Server
- Managed By
- Version
- Data Last Collected

### To review Network Health Summary

1. On the Central Dashboard, click the Endpoint Protection icon for a site.



#### Endpoint Protection icon

2. Under the Network Health Summary section, device counts for various statuses is provided:
  - Total Endpoints
  - Infected Endpoints
  - Healthy Endpoints
  - At Risk Endpoints
3. The at risk endpoints are further classified by:
  - Out-of-date Endpoints
  - Endpoints with Protection Disabled
  - Endpoints without Protection Installed
  - Unmanaged Endpoints
4. Click on the value for any of the statuses presented to view a table with detailed information about all the devices matching that status.

**Note:** At risk endpoints can report more than one issue.

### Viewing License Status for Symantec Endpoint Protection

License information for Symantec Endpoint Protection is displayed in two dashboards:

- the Multi-Site Overview dashboard lists the number of sites that are compliant, noncompliant, and about to expire;
- the site-level dashboard displays more detailed information about the license status for the Symantec Endpoint Protection Manager for that site.

### To View a License Status Overview for All Sites

1. In Service Center, click Status and then click Service Modules.
2. Click Symantec Endpoint Protection on the right sidebar.
3. In the License Status area, the following information is provided:
  - No. of sites compliant
  - No. of sites noncompliant
  - No. of sites with license about to expire

**Note:** The Site configuration and status table at the bottom of the Multi-Site Overview dashboard lists all Symantec Endpoint Protection Managers and includes a License Status column.

### To View License Status for a Site

The site-level dashboard includes a License Status table that provides an overview of the license

status for the Symantec Endpoint Protection Manager. Optionally, you can click the device name to drill to the device-level dashboard, which displays further information about the Symantec Endpoint Protection Manager.

1. On the Central Dashboard, click the Endpoint Protection icon for a site.
2. The License Status table is shown at the bottom of the dashboard. The following information is provided:
  - Server Name
  - License Status
  - Seats Licensed
  - Seats Used
  - License Type
  - Seats in this License
  - Expiration Date
  - License Size
3. Optionally, to view the device-level dashboard for the Symantec Endpoint Protection Manager, in the Server Name column click the device name link.

### Viewing Symantec Endpoint Protection Manager Status

You can view the status of the Symantec Endpoint Protection Manager on a site-level Endpoint Protection dashboard.

1. On the Central Dashboard, click the Endpoint Protection icon for a site.



#### Endpoint Protection icon

2. Under the Symantec Endpoint Protection Manager section, the following status information is provided:
  - •Server
  - •Server Status
  - •Version
  - •Content Download Status

### Accessing Symantec Partner Services

For your convenience, links to Symantec Partner Services web pages are provided in all Symantec Endpoint Protection dashboards.

1. In Service Center, do one of the following:
  - On the Central Dashboard, click the Endpoint Protection icon for a site.



#### Endpoint Protection icon

- In Service Center, click Status and then click Service Modules. Click Symantec Endpoint

Protection on the right sidebar.

2. Under the Symantec Partner Services, click the link for the service you want to access:
  - Endpoint Protection Technical Support
  - Endpoint Protection Forums
  - Symantec PartnerNet

### Viewing Reports for Symantec Endpoint Protection

Three reports are available for Symantec Endpoint Protection.

**Symantec Endpoint System Health Summary v2** Provides an executive view of the site, including overall health and detailed information on both the server and client endpoints

**Symantec Endpoint Client Software Summary v2** Provides detailed information about the endpoints at the site, including the device name, IP address, protection status, content status and version

**Symantec Endpoint Protection Licensing Report v2** Provides a comprehensive view of the licensing for the site, including the server name, license status, seats currently licensed and used, the license size and expiry as well as version information

You can view these reports from the Symantec Endpoint Protection Multi-Site Overview dashboard, or you can access them from the Reports list.

**Note:** If you delete one of these reports, then the link on the Endpoint Protection dashboard won't work. However, you can re-import it from the partner portal. See "Importing a Report from the Partner Portal" in the *User Guide* or online help.

1. In Service Center, click Status and then click Service Modules.
2. Click Symantec Endpoint Protection on the right sidebar.
3. Under Symantec Endpoint Protection Reports, click the name of the report you want to view.
4. Specify the time period and click Preview.

## Figures

1. - 1.png
2. - 1.png
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4. - 1.png

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