

# Protection Dashboard (Armor Complete)



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## Overview

In the **Protection** screen, the **Protection** score focuses on the stability of Armor services to determine if

- The agent is responding (heartbeating) to Armor
- The agent has registered properly

For **Armor Complete**, the **Protection** scores focuses on the following services:

- Malware Protection
- FIM
- Filebeat (for Linux)
- Winlogbeat (for Windows)

## Review widgets and graph

Widget and graph type	Description								
Protection Score	<p>This widget displays a calculated score that includes the number of subagents in an unhealthy state.</p> <table border="1"><thead><tr><th>Score range</th><th>Health status</th></tr></thead><tbody><tr><td>10 - 8</td><td>Good</td></tr><tr><td>7 - 4</td><td>Fair</td></tr><tr><td>3 - 1</td><td>Poor</td></tr></tbody></table> <div style="border: 1px solid #ffc107; padding: 10px; margin-top: 10px;"><ul style="list-style-type: none"><li>• For <b>Armor Complete</b>, only virtual machines that are in a <b>Powered On</b> state are included.</li><li>• For <b>Armor Anywhere</b>, only virtual machines that have communicated (heartbeated) with Armor in the last 4 hours are included.</li></ul></div>	Score range	Health status	10 - 8	Good	7 - 4	Fair	3 - 1	Poor
Score range	Health status								
10 - 8	Good								
7 - 4	Fair								
3 - 1	Poor								
Assets Protected	This widget displays the number of virtual machines that contain the Armor agent.								
Healthy Services	This widget displays the percentage of agents and subagents that are working properly.								
Protection Score Trend	This graph displays the history of your protection scores.								

## Understand Service Health

The **Service Health** section displays the virtual machines that contain the installed Armor agent.



To view this section, you must have the **Read Virtual Machines(s)** permission assigned to your account.

Column	Description
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Asset Name	This column displays the name of the virtual machine.   You can click the name of the virtual machine to access the <b>Virtual Machine</b> details screen.
Status	This column displays the security status of the virtual machine. <ul style="list-style-type: none"> <li>• <b>Unprotected</b> indicates the agent is not installed in the instance. <ul style="list-style-type: none"> <li>• Instances without an agent will be labeled as <b>Unprotected</b>. All instances from the public cloud account will be displayed.</li> </ul> </li> <li>• <b>Needs Attention</b> indicates that the agent is installed, but has not properly communicated (heartbeated) with Armor.</li> <li>• <b>OK</b> indicates that the agent is installed and has communicated (heartbeated) with Armor.</li> </ul>
Location	For <b>Armor Complete</b> , this column will display name of the Armor virtual site.  For <b>Armor Anywhere</b> , this column will display the name of the public cloud provider.
Ticket	This column displays the support ticket that troubleshoots the <b>Protection</b> issue.   A <b>Protection</b> issue will automatically generate a support ticket.

## Improve your Protection score

You can use the information below to troubleshoot the issues displayed in the **Protection** screen.

Armor recommends that you troubleshoot these issues to:

- Improve your Protection scores
- Improve your overall health scores
- Increase the overall security of your environment

Review each step to troubleshoot your problem. If the first step does not resolve the issue, then continue to the second step until the issue has been resolved. As always, you can send a support ticket.

 To learn how to send a support ticket, see [Support Tickets](#).

## Logging

### Issue: The filebeat logging agent is not installed.

	Description	Command	Extra information
<b>Windows</b>	Configurations are stored in the winlogbeat and filebeat directory within <b>C:\armor\opt\</b>	<pre>cat C:\.armor\opt\winlogbeat-5.2.0-windows-x86_64\winlogbeat.yml cat C:\.armor\opt\filebeat-5.2.0-windows-x86_64\filebeat.yml</pre>	<ul style="list-style-type: none"> <li>• Windows uses both winlogbeat and filebeat.</li> <li>• Commands should run in Powershell.</li> <li>• To review additional configurations, certificates, and service information, review a server's directory: <ul style="list-style-type: none"> <li>• C:\armor\opt\winlogbeat*</li> <li>• C:\armor\opt\filebeat*</li> </ul> </li> </ul>
	To verify the operation of the logging services, look for <b>winlogbeat</b> , <b>filebeat</b>	<pre>gsv -displayname armor-winlogbeat, armor-filebeat</pre>	
	To verify the operation of the logging service processes, look for <b>winlogbeat</b>	<pre>gps filebeat, winlogbeat</pre>	
	Confirm the configured log endpoint	<pre>cat C:\.armor\opt\winlogbeat-5.2.0-windows-x86_64\winlogbeat.yml   sls hosts</pre>	

<b>Linux</b>	Configurations are stored within <b>/etc/filebeat/filebeat.yml</b>	<code>cat /etc/filebeat/*.yml</code>	
	Verify the operation of the filebeat service	<code>ps aux   grep filebeat</code>	
	Confirm the configured log endpoint	<code>grep -i hosts /etc/filebeat/filebeat.yml</code>	
	Confirm the external_id	<code>grep -i external_id /etc/filebeat/filebeat.yml</code>	
	Confirm the tenant ID	<code>grep -i tenant_id /etc/filebeat/filebeat.yml</code>	

## Issue: The winlogbeat logging agent is not installed.



This section only applies to Windows users.

Description	Command	Extra information
Configurations are stored in the winlogbeat and filebeat directory within <b>C:\armor\opt\</b>	<code>cat C:\.armor\opt\winlogbeat-5.2.0-windows-x86_64\winlogbeat.yml</code> <code>cat C:\.armor\opt\filebeat-5.2.0-windows-x86_64\filebeat.yml</code>	<ul style="list-style-type: none"> <li>Windows uses both winlogbeat and filebeat.</li> <li>Commands should run in Powershell.</li> <li>To review additional configurations, certificates, and service information, review a server's directory: <ul style="list-style-type: none"> <li>C:\.armor\opt\winlogbeat*</li> <li>C:\.armor\opt\filebeat*</li> </ul> </li> </ul>
To verify the operation of the logging services, look for <b>winlogbeat</b> , <b>filebeat</b>	<code>gsv -displayname armor-winlogbeat, armor-filebeat</code>	
To verify the operation of the logging service processes, look for <b>winlogbeat</b>	<code>gps filebeat, winlogbeat</code>	
Confirm the configured log endpoint	<code>cat C:\.armor\opt\winlogbeat-5.2.0-windows-x86_64\winlogbeat.yml   sls hosts</code>	

## Issue: Armor has not received a log in the past 4 hours.

	Description	Command	Extra information
<b>Windows</b>	Configurations are stored in the winlogbeat and filebeat directory within <b>C:\armor\opt\</b>	<code>cat C:\.armor\opt\winlogbeat-5.2.0-windows-x86_64\winlogbeat.yml</code> <code>cat C:\.armor\opt\filebeat-5.2.0-windows-x86_64\filebeat.yml</code>	<ul style="list-style-type: none"> <li>Windows uses both winlogbeat and filebeat.</li> <li>Commands should run in Powershell.</li> <li>To review additional configurations, certificates, and service information, review a server's directory: <ul style="list-style-type: none"> <li>C:\.armor\opt\winlogbeat*</li> <li>C:\.armor\opt\filebeat*</li> </ul> </li> </ul>
	To verify the operation of the logging services, look for <b>winlogbeat</b> , <b>filebeat</b>	<code>gsv -displayname armor-winlogbeat, armor-filebeat</code>	
	To verify the operation of the logging service processes, look for <b>winlogbeat</b>	<code>gps filebeat, winlogbeat</code>	
	Confirm the configured log endpoint	<code>cat C:\.armor\opt\winlogbeat-5.2.0-windows-x86_64\winlogbeat.yml   sls hosts</code>	
<b>Linux</b>	Configurations are stored within <b>/etc/filebeat/filebeat.yml</b>	<code>cat /etc/filebeat/*.yml</code>	
	Verify the operation of the filebeat service	<code>ps aux   grep filebeat</code>	
	Confirm the configured log endpoint	<code>grep -i hosts /etc/filebeat/filebeat.yml</code>	

	Confirm the external_id	grep -i external_id /etc/filebeat /filebeat.yml	
	Confirm the tenant ID	grep -i tenant_id /etc/filebeat /filebeat.yml	

Port	Destination
515/tcp	<ul style="list-style-type: none"> <li>• 46.88.106.196 <ul style="list-style-type: none"> <li>• (1a.log.armor.com)</li> </ul> </li> <li>• 146.88.144.196 <ul style="list-style-type: none"> <li>• (2a.log.armor.com)</li> </ul> </li> </ul>

## Malware Protection

### Issue: Malware Protection has not provided a heartbeat in the past 4 hours

	Description	Command
<b>Windows</b>	Verify that the service is <b>running</b>	gsv -displayname *trend*
<b>Linux</b>	Verify that the service is <b>running</b>	ps_axu   grep ds_agent

	Description	Command
<b>Windows</b>	Verify the URL endpoint <b>epsec.armor.com</b>	& "C:\Program Files\Trend Micro\Deep Security Agent\dsa_query.cmd" -c GetAgentStatus   sls -pattern url
	Confirm connection to the URL	new-object System.Net.Sockets.TcpClient('146.88.106.210', 443)
<b>Linux</b>	Verify the URL endpoint <b>epsec.armor.com</b>	/opt/ds_agent/dsa_query -c GetAgentStatus   grep AgentStatus.dsmUrl
	Confirm connection to the URL	telnet 146.88.106.210 443

	Description	Command
<b>Windows</b>	Verify a 200 response	<pre>PS C:\Users\Administrator&gt; &amp; "C:\Program Files\Trend Micro\Deep Security Agent\dsa_control.cmd" -m HTTP Status: 200 - OK Response: Manager contact has been scheduled to occur in the next few seconds.</pre>
<b>Linux</b>	Verify a 200 response	<pre>/opt/ds_agent/dsa_control -m</pre>

### Issue: Malware Protection is not installed or configured

	Description	Command
<b>Windows</b>	Verify that the service is <b>running</b>	gsv -displayname *trend*
<b>Linux</b>	Verify that the service is <b>running</b>	ps_axu   grep ds_agent

	Description	Command
Windows	Verify the URL endpoint <a href="https://c.armor.com">epsec.armor.com</a>	& "C:\Program Files\Trend Micro\Deep Security Agent\dsa_query.cmd" -c GetAgentStatus   sls -pattern url
	Confirm connection to the URL	new-object System.Net.Sockets.TcpClient('146.88.106.210', 443)
Linux	Verify the URL endpoint <a href="https://c.armor.com">epsec.armor.com</a>	/opt/ds_agent/dsa_query -c GetAgentStatus   grep AgentStatus.dsmUrl
	Confirm connection to the URL	telnet 146.88.106.210 443

	Description	Command
Windows	Verify a 200 response	<pre>PS C:\Users\Administrator&gt; &amp; "C:\Program Files\Trend Micro\Deep Security Agent\dsa_control.cmd" -m HTTP Status: 200 - OK Response: Manager contact has been scheduled to occur in the next few seconds.</pre>
Linux	Verify a 200 response	/opt/ds_agent/dsa_control -m

Windows	& "C:\Program Files\Trend Micro\Deep Security Agent\dsa_query.cmd" -c GetComponentInfo   sls -pattern Component.AM
Linux	/opt/ds_agent/dsa_query -c GetComponentInfo   grep Component.AM



**Component.AM.mode** describes if the Malware Protection module is installed.

**Component.AM.rules** is the number of rules derived from the Armor Deep Security Manager.

## Issue: Reboot is required for Malware Protection

Step 1: Reboot your server

## File Integrity Monitoring (FIM)

### Issue: FIM has not provided a heartbeat in the past 4 hours

	Description	Command
Windows	Verify that the service is <b>running</b>	gsv -displayname *trend*
Linux	Verify that the service is <b>running</b>	ps_axu   grep ds_agent

	Description	Command
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<b>Windows</b>	Verify the URL endpoint <b>epsec.armor.com</b>	& "C:\Program Files\Trend Micro\Deep Security Agent\dsa_query.cmd" -c GetAgentStatus   sls -pattern url
	Confirm connection to the URL	new-object System.Net.Sockets.TcpClient('146.88.106.210', 443)
<b>Linux</b>	Verify the URL endpoint <b>epsec.armor.com</b>	/opt/ds_agent/dsa_query -c GetAgentStatus   grep AgentStatus.dsmUrl
	Confirm connection to the URL	telnet 146.88.106.210 443

	Description	Command
<b>Windows</b>	Verify a 200 response	<pre>PS C:\Users\Administrator&gt; &amp; "C:\Program Files\Trend Micro\Deep Security Agent\dsa_control.cmd" -m HTTP Status: 200 - OK Response: Manager contact has been scheduled to occur in the next few seconds.</pre>
<b>Linux</b>	Verify a 200 response	<pre>/opt/ds_agent/dsa_control -m</pre>

### Issue: FIM is installed but has not been configured

	Description	Command
<b>Windows</b>	Verify that the service is running	gsv -displayname *trend*
<b>Linux</b>	Verify that the service is running	ps_axu   grep ds_agent

	Description	Command
<b>Windows</b>	Verify the URL endpoint <b>epsec.armor.com</b>	& "C:\Program Files\Trend Micro\Deep Security Agent\dsa_query.cmd" -c GetAgentStatus   sls -pattern url
	Confirm connection to the URL	new-object System.Net.Sockets.TcpClient('146.88.106.210', 443)
<b>Linux</b>	Verify the URL endpoint <b>epsec.armor.com</b>	/opt/ds_agent/dsa_query -c GetAgentStatus   grep AgentStatus.dsmUrl
	Confirm connection to the URL	telnet 146.88.106.210 443

	Description	Command
<b>Windows</b>	Verify a 200 response	<pre>PS C:\Users\Administrator&gt; &amp; "C:\Program Files\Trend Micro\Deep Security Agent\dsa_control.cmd" -m HTTP Status: 200 - OK Response: Manager contact has been scheduled to occur in the next few seconds.</pre>

<b>Linux</b>	Verify a 200 response	<pre>/opt/ds_agent/dsa_control -m</pre>
<b>Windows</b>		<pre>&amp; "C:\Program Files\Trend Micro\Deep Security Agent\dsa_query.cmd" -c GetComponentInfo   sls -pattern Component.IM</pre>
<b>Linux</b>		<pre>/opt/ds_agent/dsa_query -c GetComponentInfo   grep Component.IM</pre>



**Component.IM.mode** describes if the FIM module is installed.

**Component.IM.rules** is the number of rules derived from the Armor Deep Security Manager.

### Issue: FIM is not installed

	Description	Command
<b>Windows</b>	Verify that the service is <b>running</b>	<pre>gsv -displayname *trend*</pre>
<b>Linux</b>	Verify that the service is <b>running</b>	<pre>ps_axu   grep ds_agent</pre>

	Description	Command
<b>Windows</b>	Verify the URL endpoint <b>epsec.armor.com</b>	<pre>&amp; "C:\Program Files\Trend Micro\Deep Security Agent\dsa_query.cmd" -c GetAgentStatus   sls -pattern url</pre>
	Confirm connection to the URL	<pre>new-object System.Net.Sockets.TcpClient('146.88.106.210', 443)</pre>
<b>Linux</b>	Verify the URL endpoint <b>epsec.armor.com</b>	<pre>/opt/ds_agent/dsa_query -c GetAgentStatus   grep AgentStatus.dsmUrl</pre>
	Confirm connection to the URL	<pre>telnet 146.88.106.210 443</pre>

	Description	Command
<b>Windows</b>	Verify a 200 response	<pre>PS C:\Users\Administrator&gt; &amp; "C:\Program Files\Trend Micro\Deep Security Agent\dsa_control.cmd" -m HTTP Status: 200 - OK Response: Manager contact has been scheduled to occur in the next few seconds.</pre>
<b>Linux</b>	Verify a 200 response	<pre>/opt/ds_agent/dsa_control -m</pre>

## Export Protection screen data

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Security**.
2. Click **Protection**.
3. (Optional) Use the search bar to customize the data displayed.

4. Below the table, click **CSV**. You have the option to export all the data (**All**) or only the data that appears on the current screen (**Current Set**).

Column	Description
Asset Name	This column display the name of the virtual machine (or instance).
Location	This column displays the data center location for for the virtual machine (or instance).
Service	For <b>Armor Complete</b> , the <b>Protection</b> scores focuses on the following services: <ul style="list-style-type: none"><li>• Malware Protection</li><li>• FIM</li><li>• Filebeat (for Linux)</li><li>• Winlogbeat (for Windows)</li></ul> For <b>Armor Anywhere</b> , the <b>Protection</b> scores focuses on the following services: <ul style="list-style-type: none"><li>• Malware Protection</li><li>• FIM</li><li>• IDS</li><li>• Filebeat (for Linux)</li><li>• Winlogbeat (for Windows)</li><li>• Vulnerability Scanning</li></ul>
Status	This column displays the security status of the virtual machine (or instance), which can be: <ul style="list-style-type: none"><li>• Warning</li><li>• Needs Attention</li><li>• OK</li></ul>
Message	This column displays a brief message to explain the reason for the <b>Warning</b> or <b>Needs Attention</b> status.

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