

Service Health Data

Armor Knowledge Base

Topics Discussed

- [View Service Health Data For Malware Protection](#)
- [Understand Service Health Data For Malware Protection](#)



To fully use this screen, you must add the following permission to your account:

- Read AVAM
- Writer Trend Manual Scan
- Read Trend Manual Scan

View Service Health Data For Malware Protection

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Security**.
2. Click **Malware Protection**.
3. Navigate to the **Malware Protection Service** table.
4. The status icons above the **Malware Protection Service** table indicate the overall Malware Protection status for all of your instances. There are three status types:
 - **OK** (in green) indicates that your server's agent has communicated (heartbeated) with Armor.
 - **Warning** (in yellow) indicates that your server's agent appears to be reporting behind its expected timelines.
 - **Needs Attention** (in red) indicates that your server's agent has not properly communicated (heartbeated) with Armor.

Column	Description
Name	For Armor Complete, the name of the virtual machine you created in AMP. For Armor Anywhere, the name of the instance that contains the installed Anywhere agent, which includes the Malware Protection subagent.
Provider	For Armor Complete, the entry will display Armor . For Armor Anywhere, the name of the public cloud provider for the instance will appear.
Last Communication Date	The date and time that the Malware Protection subagent last communicated with Armor. <ul style="list-style-type: none">• Never displays if your server's agent has not run a Malware scan.
Last Scan	The date and time of the last Malware scan. <ul style="list-style-type: none">• Never indicates that your server's agent has not run a Malware scan.• Persistent indicates that your server's agent has real-time scanning enabled.
Scan	The Scan button will display if your subagent has heartbeated within the last four hours, AND a scan is not already in progress for the virtual machine or instance. The Scan button will NOT display if an initial Malware scan has not been run, nor if your sub-agent has not heartbeated for that particular virtual machine or instance within the last four hours. The Scan button will be disabled if there are five active scans running on your account.

The number of active scans will display in the top right corner of the table.

To learn how the overall Malware Protection status is determined, see [Understand service health data for Malware Protection](#).

Understand Service Health Data For Malware Protection

In the **Malware Protection** screen, the **Malware Protection Service** table displays the various malware protection statuses of your virtual machines or instances:

- **Green** indicates a virtual machine in a **Secured** Malware Protection status.
- **Yellow** indicates a virtual machine in a **Warning** Malware Protection status.
- **Red** indicates a virtual machine in a **Critical** Malware Protection status.

The **Malware Protection** status can change based on the following two conditions:

- The date of your last scan (**Last Scan**)
- The date that Armor last received your data (**Last Communication Date**)

The overall status of your virtual machine is based on the individual status of your virtual machine's subcomponents (subagents), including Malware Protection.

Condition 1: Date of Last Scan

If the last scan for **Malware Protection** took place between 7 to 13 days ago, then the **Malware Protection** status changes from **Secured** to **Warning**.

If the last scan for **Malware Protection** took place 14 days ago or more, then the **Malware Protection** status changes from **Warning** to **Critical**.

Date Of Last Scan	Security Status
7 to 13 days ago	Warning
14 days or more	Critical

Condition 2: Date That Armor Last Received Your Data

If Armor last received data between 24 to 48 hours ago, then the **Malware Protection** status changes from **Secured** to **Warning**.

If Armor last received data over 48 hours ago, then the **Malware Protection** status changes from **Warning** to **Critical**.

Date Of Armor Receiving Your Data	Security Status
24 to 48 hours ago	Warning
Over 48 hours	Critical



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Results: ★★★★★ 8 rates

