



**RETURNIL®**

The Real Security

# Returnil Commander

(Web interface for remote RVS client management)

## User Manual

Copyright 2007 - 2009 by Returnil

<http://www.returnil.com>

<b>I. What is Returnil Commander? .....</b>	<b>3</b>
i. Returnil Commander: .....	3
ii. Benefits of RVS clients: .....	3
<b>II. RVS 2010 client installation.....</b>	<b>4</b>
<b>III. Accessing the Commander console .....</b>	<b>4</b>
<b>IV. Web Interface Overview .....</b>	<b>4</b>
i. Clients tab .....	0
i. Searching client list .....	5
ii. Selecting and Managing Multiple Clients .....	5
iii. Selecting and Managing Single Client .....	6
i. Parameters Tab .....	6
ii. Settings Tab .....	7
iii. Remote Control Tab .....	7
iv. Licenses Tab .....	8
v. Tags Tab .....	9
ii. Messages tab.....	9
i. Searching message list.....	9
ii. List view .....	10
iii. Create a message .....	10
<b>V. Other Features .....</b>	<b>11</b>
<b>VI. Contact Us .....</b>	<b>12</b>
<b>VII. About Us .....</b>	<b>12</b>
i. Overview .....	12
ii. Strategy and Mission .....	12
iii. Leading IT Security Partner .....	12

# What is Returnil Commander?

**Returnil Commander** is a web based interface designed to provide network administrators with a convenient, secure, and effective way to control specific elements of their Returnil Virtual System clients from any location with a connection to the Internet. Turn RVS virtualization on and off, restart the client computer, assign & update licensing, send alert messages to all the clients or a subset of clients, and find useful product support links.

## **Returnil Commander:**

- View or change your access account settings
- View and search client information such as:
  - Name of the computer
  - RVS client installation ID
  - RVS version installed
  - Client's Operating System version
  - Native language on the client computer
  - Country where the computer is located
  - Internal and External IP address for easier client identification within large networks
  - Date and time the client was first installed
- View the virtualization status of all RVS 2010 (and future versions) clients installed under your licensing
- View setting values of RVS clients
- Visual color cues for the length of time since the last communication between the client and Commander occurred
- Turn RVS client System Safe (virtualization) on and off remotely
- Restart the client remotely
- Add or replace client licensing
- Create and send alert messages to your RVS clients

## **Benefits of RVS clients:**

- Keeps your system safe when connected to the Internet
- Viruses, Trojans, Worms, Adware, Spyware, Keyloggers, Rootkits and unwanted content disappear with a simple reboot
- Enforces settings and protects your Internet privacy
- Helps reduce overall disk wear by copying and operating your system from memory rather than the hard disk
- Saves time and money by considerably speeding up the system
- Reduces or eliminates the need for routine disk de-fragmentation
- Leaves absolutely no traces of computer activities
- Eliminates the dangers of evaluating new software

- Seamless integration with supported Windows Operating Systems
- Easy to use, simple to configure, and the one tool in your arsenal that will be there to save the day when all else fails
- RVS is your last "line of defense" against malicious software

## RVS 2010 client installation

Please see RVS 2010 Manual: <http://www.returnilvirtualsecurity.com/files/rvs-2010-manual.pdf>

## Accessing the Commander console

**Note:** Returnil Commander can be accessed from any modern browser. Screenshots are presented using Internet Explorer for consistency.

- Commander login: <http://adm.returnilvirtualsecurity.com/>
- Username: Sent separately via email
- Password: Sent separately via email

Once logged in, we **strongly recommend** that you change your account password. To do this, please open the **My Account** tab > **Password** area; enter the appropriate changes, and then click "Save".

## Web Interface Overview

- **Home:** Displays a welcome message and provides useful links to our website, client FAQ's, and support services
- **My Account:** Change your personal login and time zone settings
- **Clients:** Displays information about and means to manage your licensed copies of Returnil Virtual System 2010 within your network
- **Messages:** Send alert or informational messages to the RVS clients in your network

## Clients tab

### Searching client list

- **Hostname:** Name assigned to the target computer
- **Client ID:** Unique number assigned to the client automatically at installation
- **Product Name:** As implied
- **Product Version:** As implied
- **Operating System:** Search for similar clients by OS in a mixed network
- **OS Language:** Quickly group your clients by native language
- **Current Country (ID):** Quickly group clients when managing a network that is in different geographical regions
- **Internal IP:** IP assigned within your network
- **External IP:** IP Assigned to your ISP or gateway to the Internet
- **Tags:** Label target clients as part of a sub-group in your network for more efficient management
- **License Number:** Search by License Number when you are managing multiple licenses within your network

### Selecting and Managing Multiple Clients

- **Multiple select:** To select a group of clients, click the **Select link** to the far right under the **Action column**
- **Select page:** All clients in the current page of the list will be selected
- **Select all:** Selects all clients
- **Manage multiple clients** (for more details on the specific actions and tabs, visit the section on how to manage single client above)
  - **Unselect all:** All selected clients in the list will be deselected
  - **Multiedit:** Allows you to manage a group of clients rather than a single client and will open a new screen with the following tabs and actions
    - **Clients Tab:** List of clients selected for multiediting
    - **Settings Tab:** Change RVS clients' setting values
    - **Remote Control Tab:** Restart all the clients in the list or manage their System Safe (virtualization) status at the same time
    - **Licenses Tab:** Assign or revoke licensing for the entire group of selected clients
    - **Tags Tab:** Allows for grouping clients into meaningful customized groups based on tags
    - **Refresh parameters button:** Refresh the list view information
    - **Refresh parameters & settings button:** Changes made on subsequent Tabs must be saved to be applied
    - **Back:** Takes you back to the client search screen

- **Cancel:** Cancels the current multiedit session and takes you back to the clients screen
- **Join clients:** Let's you join identical/duplicate clients into one entity. Sometimes it happens that a particular client appears in your client list twice. If you are sure that the two clients are identical, feel free to join them together. The newest instance of the client will be the primary identity for the client.

## Selecting and Managing Single Client

- **Manual select:** Use the **Select link** to the far right under the **Action column** to manually select individual clients. This will open a new screen with the following tabs and action
  - **Parameters Tab**
    - Identifiers
      - Client ID: Unique number assigned to the client automatically at installation
      - Internal ID: Number assigned to the client by the console
    - Installation
      - Product Name: As implied
      - Product Version: As implied
      - Installed On: Date and time the client was installed
      - Last Connected On: Date and time the client last connected to the console
    - Network Settings
      - Hostname: Name assigned to the client computer
      - Current Country: Country where the client last connected from
      - External IP: IP assigned by your ISP
      - Internal IP: IP within your network
    - License
      - License Number: LN assigned to the target client
      - License Policy: Displays what type of licensing you have
      - Owner: Registered owner of the applicable product license
    - System Configuration
      - Operating System: Installed OS on the client computer
      - OS Language: Native language on the client computer
      - CPU Architecture: Type of CPU for the target client
      - Number of CPUs: As implied
    - Operating System Details
      - OS Major Version: Version of the OS installed on the client (Ex: Windows Vista is major version 6)
      - OS Minor Version: Incremental version of the installed OS (Ex: 6.0)

- OS Build Number: Build number assigned by Microsoft for the installed OS on the client computer
  - OS CSD Version: What service pack is installed on the client computer
  - OS product type: Microsoft assigned product type (Ex: NT Workstation)
  - Refresh parameters button: Click this to refresh the current information display (ex: Update last connection time or updated service pack, etc)
  - Refresh parameters & Settings button: Changes made on subsequent Tabs must be saved to be applied
  - Cancel: Click to return to the Clients tab
  
- **Settings Tab**
  - Code: Internal server code number for the setting
  - Name: Internal server name for the setting. Mousing over a setting name will reveal a more descriptive text.
  - Type: Format of the setting
  - Server value: Current value for the setting on the server
  - Client value: Current value for the setting on the client
  - Action
    - Modify: Opens a screen where you can change the status of the setting
    - Name: Cannot be changed and is set internally by Returnil
    - Value: Enter the appropriate value for the setting
    - Description: Brief description of the setting
    - Update Client: Saves the changes and send the new setting to the client
    - Cancel: Discard changes and return to the previous screen opened
  
- **Remote Control Tab**
  - Rebooting section
    - Last reboot: Displays the last date and time the client computer was restarted
    - Reply: Last date and time the client verified the reboot status
    - Reason: Message sent to the client to provide a reason for the client restart if required
    - Timeout: Time the client should delay before executing the reboot command
    - **Reboot this host! Button:** Send the command to reboot the client computer now
  - Virtualization control

- Last change: Displays the last time and day that there was a change in the virtualization status on the client computer
- Reply: Last date and time the client verified the status of the virtualization feature
- Action
  - DISABLE\_PROTECTION: Turn the virtualization off on the client
  - ENABLE\_PROTECTION: Turn the virtualization on with Windows start on the client computer
  - ENABLE\_SESSION\_LOCK: Activate the virtualization during the current boot session on the client (Temporary System Safe)
- Autoreboot: Check here is you want the client to reboot automatically with a change in the protection mode when required
- Reason: Message sent to the client to provide a reason for the change in protection mode if required
- Timeout: Time the client should delay before executing the protection mode change command
- Apply button: Apply the changes you have made
- Cancel: Click to return to the Clients tab

◦ **Licenses Tab**

- License number: Registered LN assigned to the target client
- Created: Date and Time the license was installed on the target client
- Revoked: Date and Time the license for the target computer was revoked (if applicable)
- Expiration: Date and time the licensing expires for the target client
- Status: Displays the status of the client's licensing
- Action
  - Revoke: Revoke the licensing for the target client
- Add/Replace license
  - License Number: Displays the current client's LN. To change or update the LN, simply enter it here and then click the **Add/Replace** button
  - Message (Will be sent to client): If applicable, enter an alert message to be displayed on the target client computer
  - Add/Replace button: Click here to save your changes
  - Cancel: Close the Tab and discontinue editing the client's licensing information
- Cancel: Click to return to the Clients tab

- **Tags Tab**

- **Keyword:** Enter the word you want to use to associate with the target client
- **Public:** Check this if you want all users with authorization to see your tag (Ex: other administrators for your network who have access to Returnil Commander)
- **Public manageable:** Check this if you want to allow other authorized users to manage the tag (Ex: other administrators for your network)
- **Don't use during search:** Deactivates the tag when searching clients
- **Action**
  - **Add button:** Save the tag you created
- **Cancel:** Click cancel to close the screen without making any changes

- **Joined clients Tab**

- **Client ID:** Unique identifier for the specific client
- **Internal IP:** As named
- **External IR:** As named
- **Hostname:** Name assigned to the client computer
- **Action:**
  - **Disjoin:** Separate the joined clients

## **Messages tab**

Displays and lets you manage all messages associated with the clients in your account

### **Searching message list**

- **Name:** Enter the appropriate name for the message you want to search for
- **Content:** Enter sample text from a message you want to search for
- **Category:** The type of message sent
  - **data request:** Message sent from you or Returnil to request more information for product support and/or malware analysis
  - **info pane:** Message is displayed on the client as an information pane
  - **message list:** Message is displayed on the client within the messages screen in the RVS client GUI
  - **pop up:** Message is displayed on the client as a pop up from the RVS client tray icon
- **Status:**
  - **approved:** The message you are searching for has been approved for sending to your clients
  - **draft:** The message is being edited and is not yet approved for distribution to your clients

- hold: The message is not being actively edited and is not approved for sending to your clients (Ex: you create an alert message that you want to send at an undetermined time in the future.)
- **Search button:** Click here to search the available messages using the criteria you entered above

### List view

- **Name:** Name of the specific message in the list
- **Content:** Content of the message itself (HTML formatting is supported)
- **Category:** The type of message sent
  - see above for explanation
- **Created:** Date and time the message was created
- **Activated:** Date and time the message was activated
- **Inactivated:** Date and time the message will cease being active
- **Duration:** Time the message is to remain active
- **Priority:** Priority of the target message
- **Status:**
  - see above for explanation
- **Action:**
  - View: Opens the selected message
  - Edit... button: Opens the message editor

### Create a message

- **Name:** Enter the name of the message
- **Activated:** Set the activation date
- **Duration:** Enter the duration for the message using the following format: #d #h #m s (ex: 10d 5h 1m 12 )
  - #d = number of days
  - #h = number of hours
  - #m = number of minutes
  - s = number of seconds
- **Category:** Select the message type
  - see above for explanation
- **Audience:** Select the appropriate audience list item from the left and use the buttons to move your selection to the box on the right. Currently, you can only send messages to your entire client base
- **Content:** Enter the text and/or formatting of the message
- **Status:**
  - see above for explanation
- **Inactivated:** Enter the date the message is to be deactivated
- **Priority:** Enter the appropriate priority via a number in the following ranges:
  - Low: 0 – 10000
  - Medium: 10001 – 20000

- High: 20001 – 32767
- **Create button:** Save the message
- **Cancel:** Cancels the operation and returns you to a previous screen

## Other Features

There are other features accessible from the Returnil Commander's home page. See the list below for explanation:

- Password recovery: Use this area to recover your Returnil Commander password
- GUI password recovery: Your RVS client is locked and you forgot the password? No problem, just reset your password and your GUI will be unlocked again.
- License recovery: Forgot your license? Don't worry, use this link to get your license emailed to you.
- Register: You may use the Register link from the home page of Returnil Commander to create an account in order to manage your clients. Note: your licensing has to allow for such access.

## **Contact Us**

For additional information, support material and contacts, please consult our website at <http://www.returnilvirtualsystem.com/r/support> .

## **About Us**

### **Overview**

Returnil is a privately held company with offices in Helsinki, Finland; St. Petersburg, Russia and Nanjing, China. Founded in 2007, Returnil is led by a strong executive team with years of experience in managing and developing security companies and products. Returnil's unmatched team and technology is backed by the VTB - Venture Fund, Russia's first venture capital fund, with a successful track record in investing primarily to high-growth companies dealing with IT, nano- and biotechnologies and other areas requiring high-tech innovation. Our strong financial backing guarantees our customers' and partners' sustainability and the continual development of our security software products.

### **Strategy and Mission**

Returnil aspires to be the most innovative security solution provider for enterprises of all sizes and for home users. Based on its reliable RVS solution - a system virtualization solution coupled with Anti-virus that ensures a simple, smart and strong approach to information security, the mission of Returnil is to provide the crucially needed last line of defense against the ever growing threats of the online world.

### **Leading IT Security Partner**

With more than 100 partners around the world, RVS is available through our online store at the Returnil website, resellers, ISPs and also as an OEM solution. Our products are actively used by individual users, small businesses, large enterprises, non-profit organizations, schools and Universities, government agencies, as well as by OEMs.