These are the steps I take to check ESET Smart Security

Is ESET Alive and well?

☐Check the system tray and be sure it is just the green **e** in a white background, without an exclamation mark or some other symbol of an issue.

☐Check your subscription (From the main menu, left panel choose "Help and support".

☐From the main menu, left panel select **Update**. Is it updating? Normally it'll check for updates every hour or two and actually update a couple of times a day if the computer is running.

Check Critical Logs

☐Next select Tools from the left panel and then Log files. Use the pull down list, beginning with **Detections**. These are the possible problem files its found recently. You can click on each one and see what it is and what ESET did about it.

☐Next select the log for **Device Scan**. These are the scans that ESET periodically makes (I normally schedule them weekly), and the results. What you look for is any detections it finds. If it found one, what did it do.

To investigate the issue found in a scan, choose the Filter option and remove the filter for everything except Warnings and Critical. Be sure and turn the filtering off when you are done.

Folder Guard is the system we put in place to protect against ransomware.

☐Check ESET Folder guard log. What programs have been trying to access your protected folders? Normally this will be empty.

It only allows white-listed files access to certain folders. These normally include your documents, backups, and desktop. If a file isn't on the allow list, ESET pops up a message asking a couple of questions.

- Should I allow or deny access to this folder for this program?
- Should this be a one-time pass, or should I create a rule and add this program to my allowed programs?