
ITBOT MULTI USER GUIDE

<http://www.bnxnetworks.com>

Version:1.0.9



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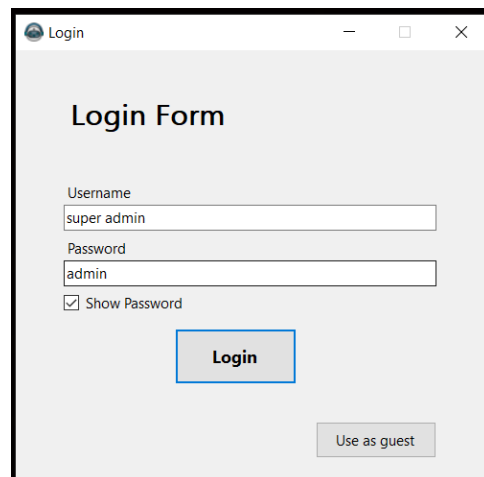
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Super Admin

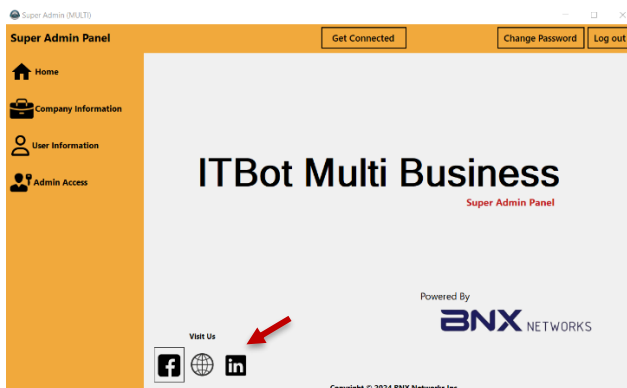
Step-1. Login As Super Admin

- Enter “super admin” in the Username, and “admin” in the Password, and click on the Login button.



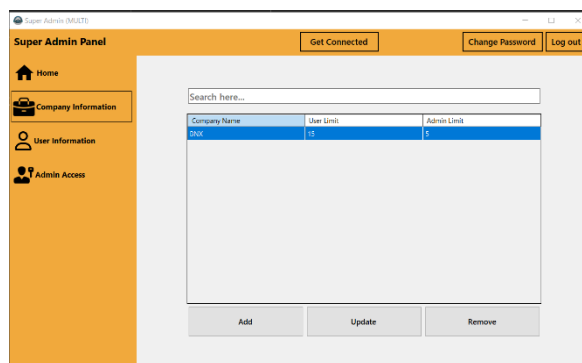
Step-2. Super Admin Home Page

- See the home page.
- Links: Click on the links and it will redirect to the expected webpages.

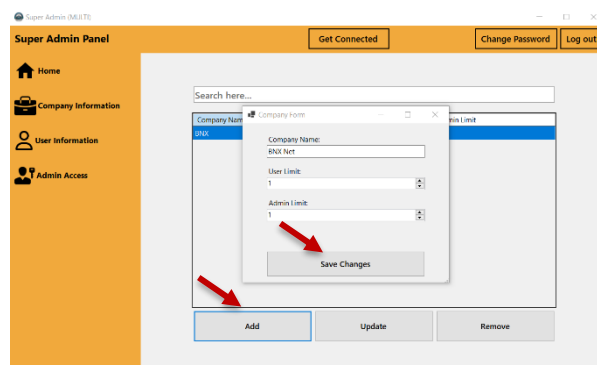


Step-3. Company Information

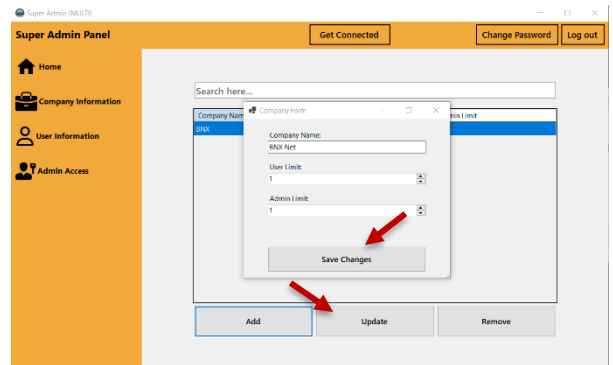
- See all the company information.
- Search Company: Search Company with valid keywords.



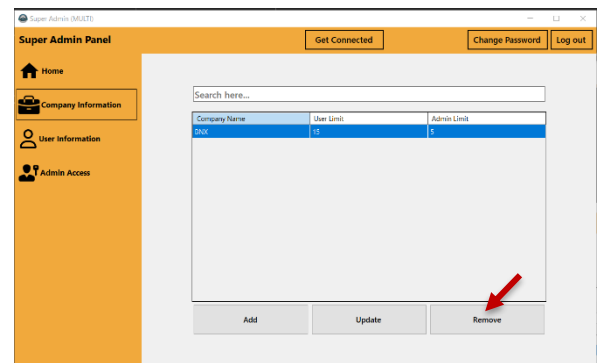
- Add company: Add company with valid data and click on save.



- Update company: Update company with valid data and click on save.

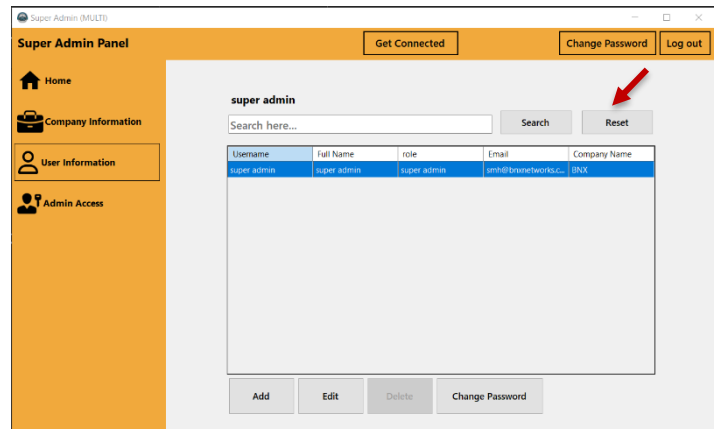


- Delete company: Select the company and delete it.

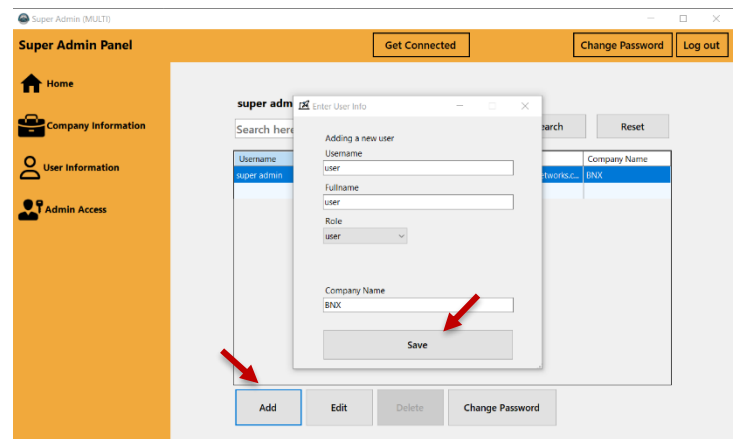


Step-4. User Information

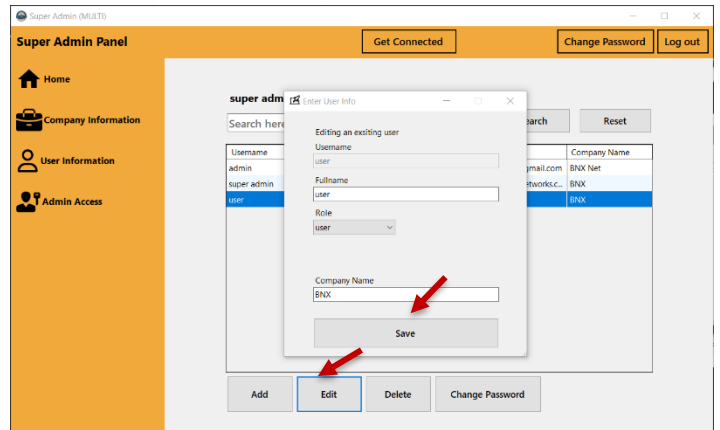
- See all the user information.
- Search User: Search users with valid keywords.
- Reset all the user information by clicking on the reset button.



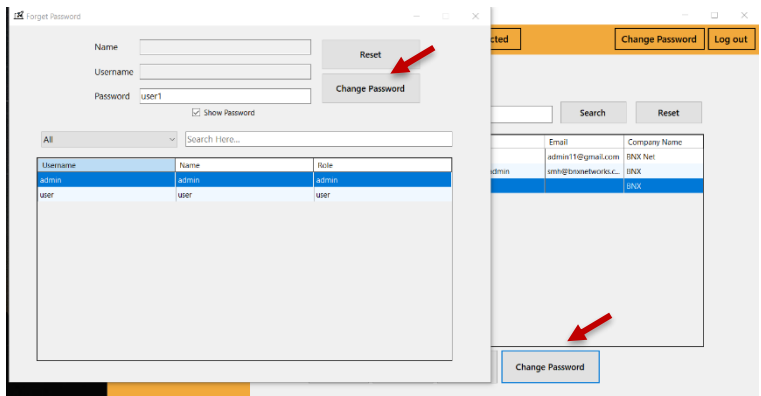
- Add User: Add a user with valid data and click on save.



- **Edit User:** Edit user information with valid data and click on save.

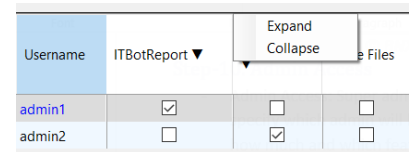
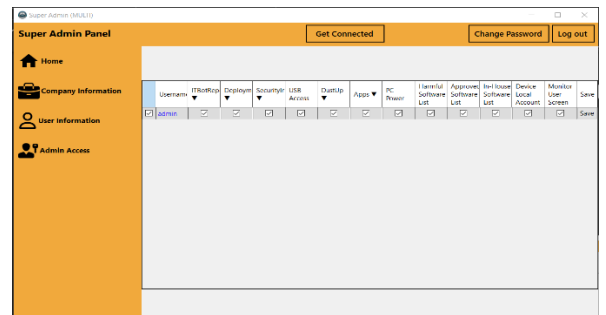


- **Change Password:** Select the user and change the password of a user with valid data.



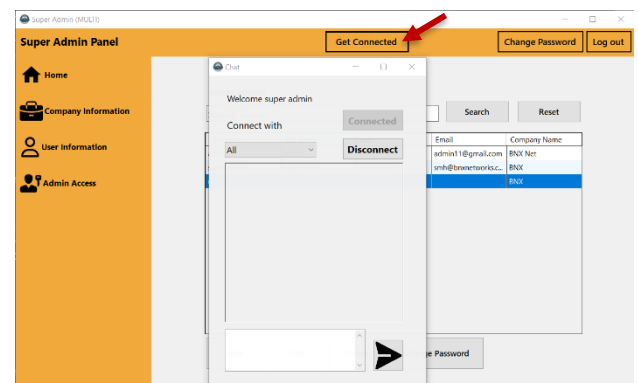
Step-5. Admin Access

- **Give Access to Admin:** Super admin can specify which admin will have how much and which feature accessibility. For that, go to “Admin Access”, tick the check the box of each feature and click on “Save Button”. (For sub-features expand the main feature by clicking on the down arrow which is beside the feature name. To collapse the sub-features right right-click on the main feature name it will show the collapse and expand option click on the “Collapse” option).



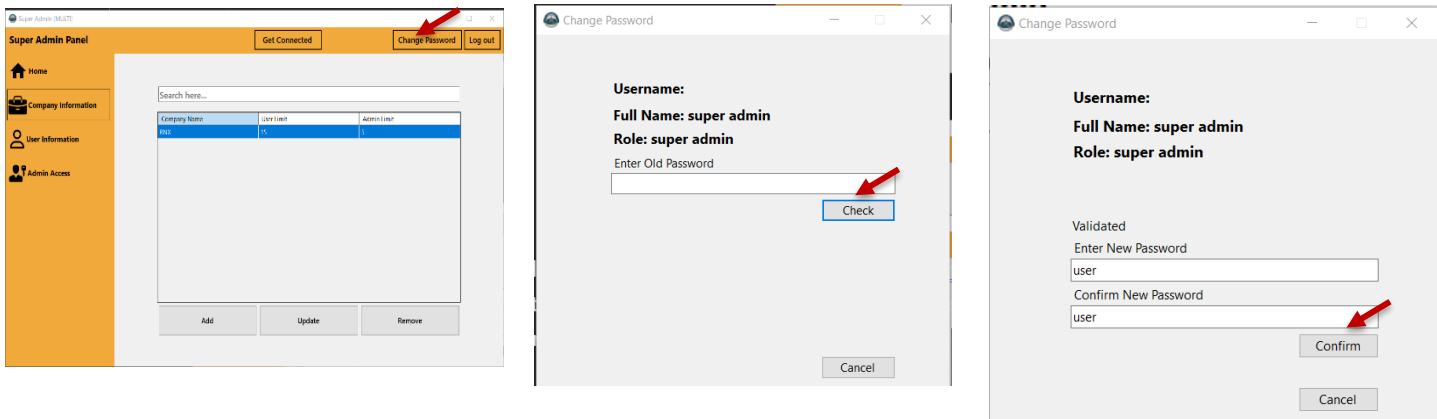
Step-6. Get Connected

- Click on Get connected and chat with the chatbot.



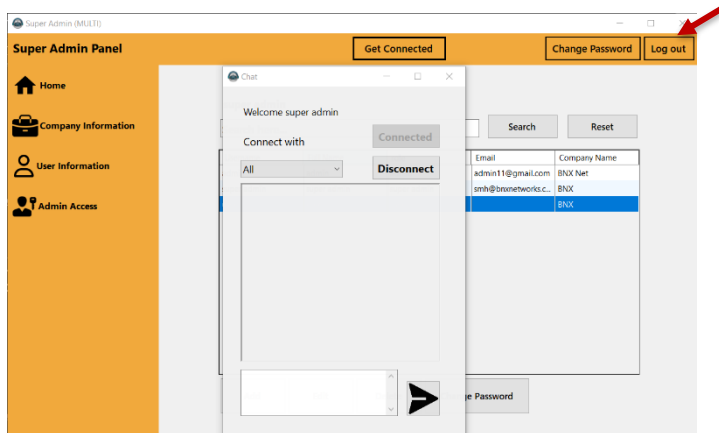
Step-7. Change Password

- Click on change password and change the password with valid data



Step-8. Log out

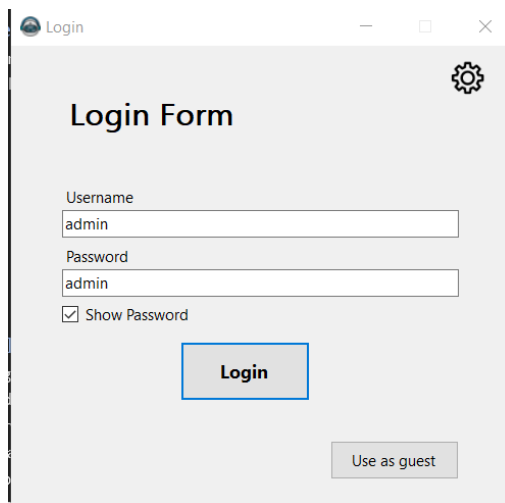
- Click on logout.



Admin

Step-1. Login As Admin

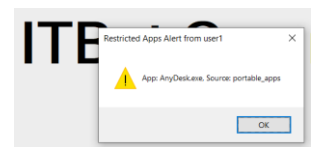
- Enter "admin" in the Username, and "admin" in the Password and click on the Login button.



Step-2. Alerts

- In the “Alerts” section super admin can see all the activity alerts.
- There will be a continuous alert for restricted apps found. (If any user installs any restricted app super admin will be notified every 10 minutes via email and alerts)
- If any user inserts any external device the super admin will be notified via email with all details.

ID	Username	Alert Message	Priority	Time	Alert Type
249	user10	Command execute...	Low	2024-06-11 10:16:4...	Success Message
248	user10	Command execute...	Low	2024-06-11 10:14:0...	Success Message
246	user10	Command execute...	Low	2024-06-11 10:12:0...	Success Message
164	user10	1.8 GB free of 14...	High	2024-06-11 09:3...	Drive Memory Low
161	user8	User user8 has be...	Medium	2024-06-11 22:2...	Activity Changed
159	user8	Device: twinmos, ...	Medium	2024-06-11 22:1...	Device Inserted
158	user8	User user8 has be...	Medium	2024-06-11 21:5...	Activity Changed
157	user8	TeamViewer, pro...	High	2024-06-11 21:4...	Restricted App
156	user8	WriteDump.exe, ...	High	2024-06-11 21:4...	Restricted App
155	user8	tv_x64.exe, porta...	High	2024-06-11 21:4...	Restricted App
154	user8	tv_w32.exe, porta...	High	2024-06-11 21:4...	Restricted App
153	user8	TeamViewer_Serv...	High	2024-06-11 21:4...	Restricted App
152	user8	TeamViewer_Not...	High	2024-06-11 21:4...	Restricted App
151	user8	TeamViewer_Des...	High	2024-06-11 21:4...	Restricted App
150	user8	TeamViewer.exe, ...	High	2024-06-11 21:4...	Restricted App
149	user8	TeamViewer, pro...	High	2024-06-11 21:4...	Restricted App
148	user8	WriteDump.exe, ...	High	2024-06-11 21:4...	Restricted App
147	user8	tv_x64.exe, porta...	High	2024-06-11 21:4...	Restricted App
146	user8	tv_w32.exe, porta...	High	2024-06-11 21:4...	Restricted App



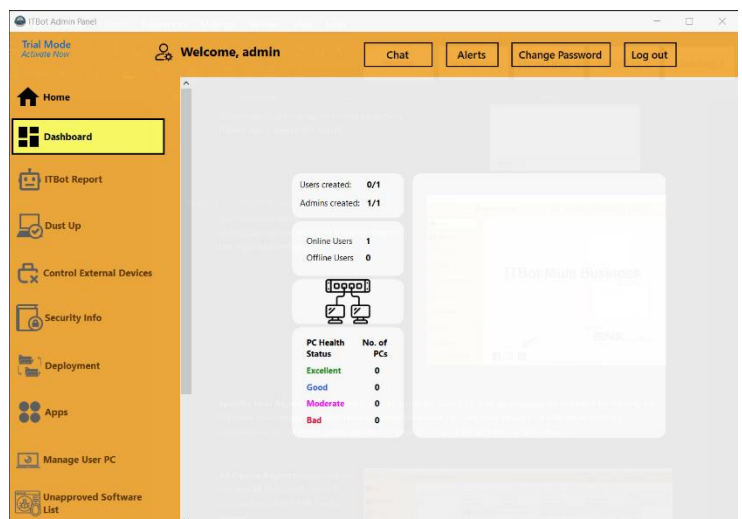
Step-3. Admin Home Page

- See the home page.
- Links: Click on the links and it will redirect to the expected webpages.



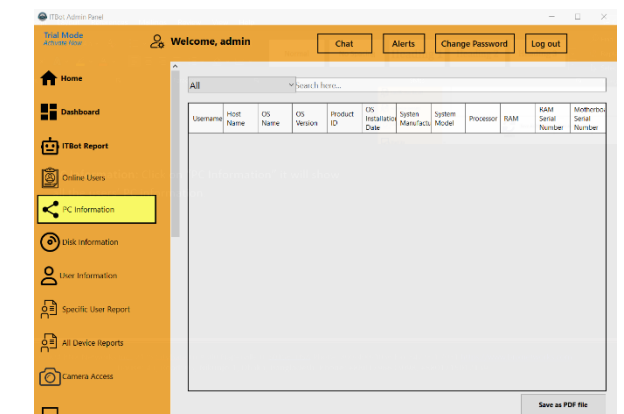
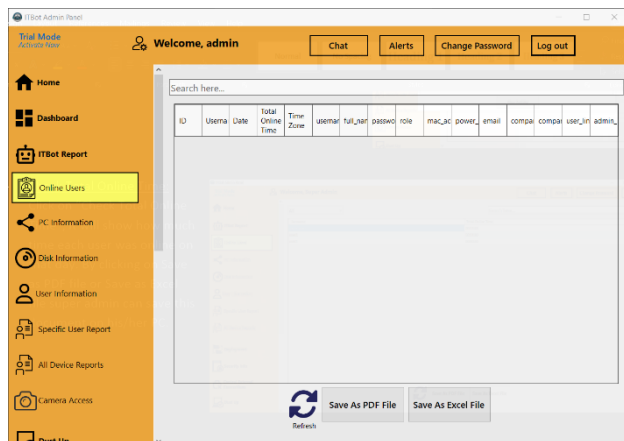
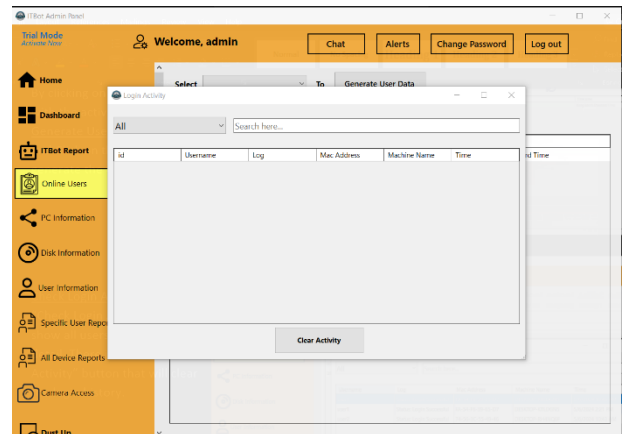
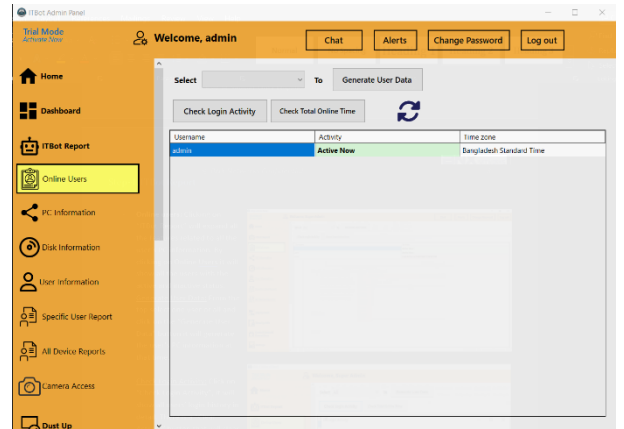
Step-4. Admin Dashboard

- See how many users and admins are created,
- see how many users are online and offline,
- see how many PCs are connected,
- and see the PC health status

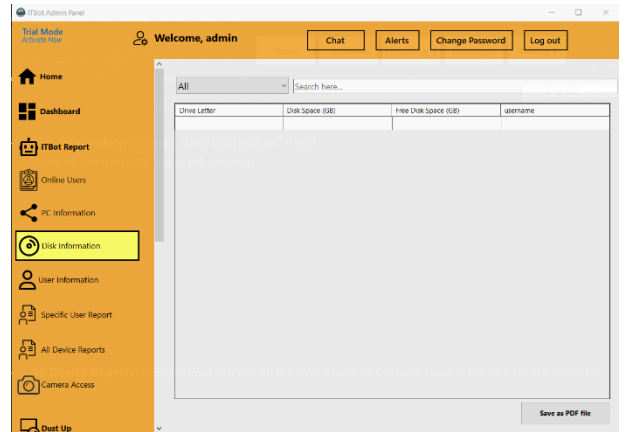


Step-5. ITBot Report

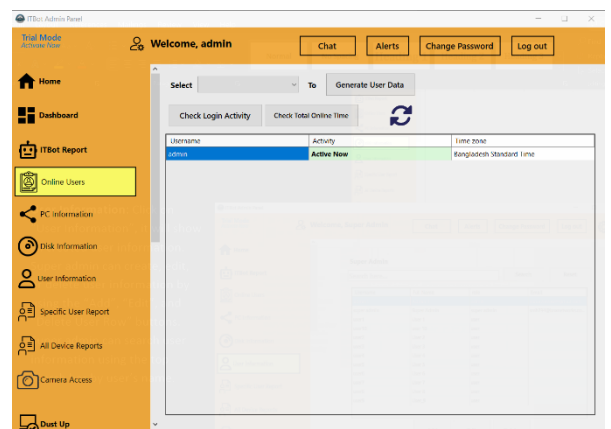
- **Online users:** Clicking on “ITBot Report” will expand All the features are related to all the users' PC information. By clicking on Online Users, it will show all the users with the active and inactive status.
- **Generate User Data:** From the top select one user or all and Click on the “Generate User Data” button it will generate the user’s PC information at that time.
- **Check Login Activity:** Click on “Check Login Activity”, It will show all users’ login history in detail. There is a “Clear Activity” button that will clear the login history.
- **Check Total Online Time:** Click on “Check Total Online Time”, will show how much time each user was online on that day. By clicking on Save as PDF file or Save as Excel file super admin can save this document on his/her PC.
- **PC Information:** Click on “PC Information” it will show all the users’ PC information.



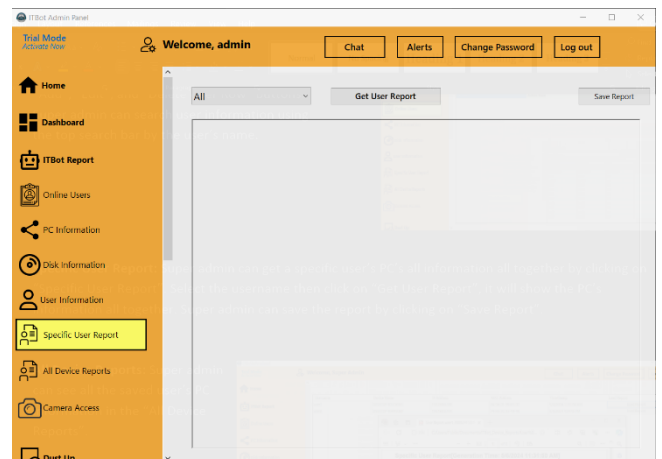
- **Disk Information:** Click on “Disk Information” it will show all the users’ PC’s disk information.



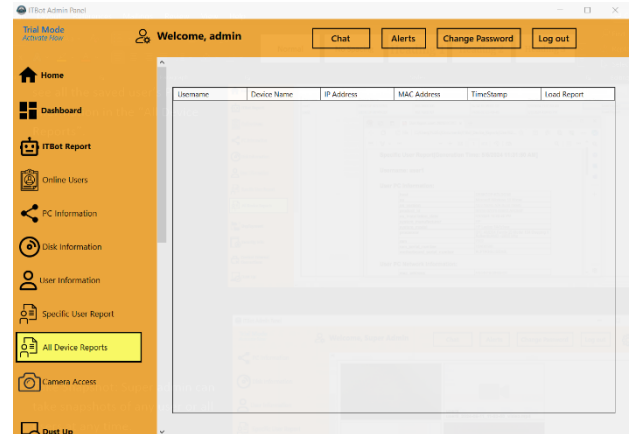
- **User Information:** Click on “User Information”, it will show all created user information. Admin can create, edit, or delete user information by using the “Add”, “Edit”, and “Delete User Row” buttons. Super admin can search user information using the top search bar by the user’s name.



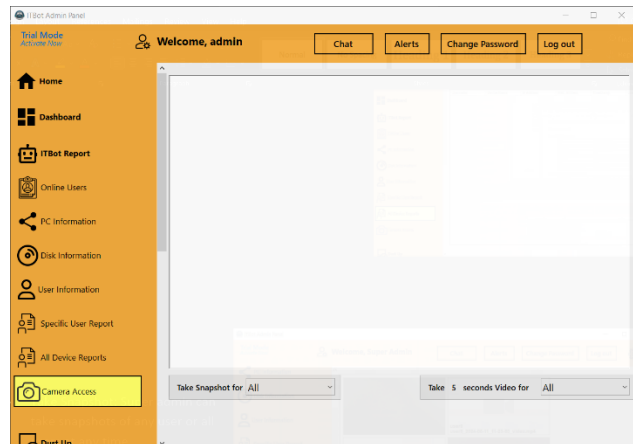
- **Specific User Report:** Admin can get a specific user’s PC’s all information all together by clicking on “Specific User Report”. Select the username then click on “Get User Report”. The report will show the PC’s information. Admin can save the report by clicking on “Save Report”.



- **All Device Reports:** Admin can see all the saved user's PC information in the "All Device Reports".

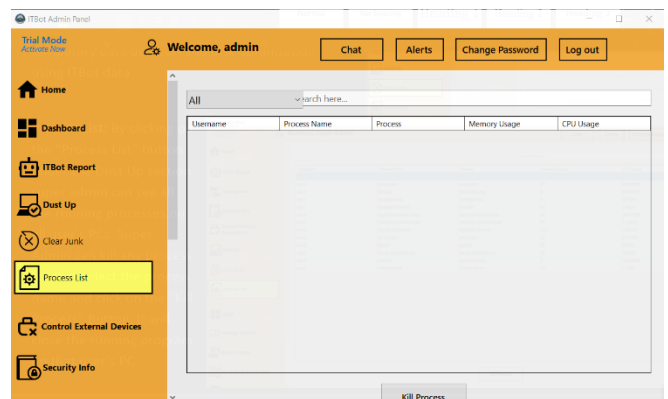
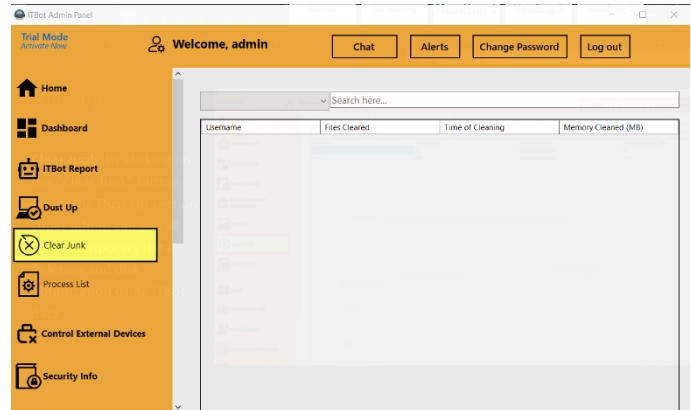


- **Camera Access:** Admin can take snapshots of any user or all users at any time.
- **Take Video:** Admin can take video of any user or all users at any time.



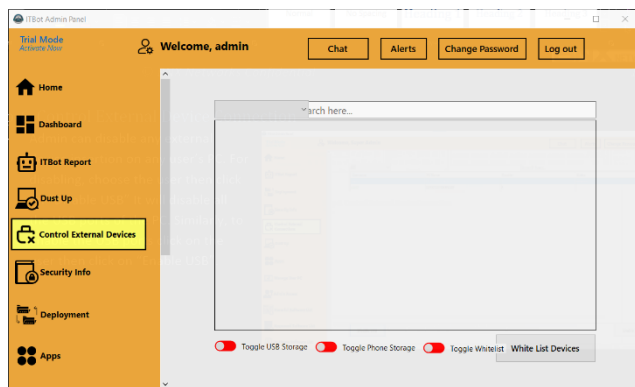
Step-6. Dust Up

- **Clear Junk:** By clicking on the "Clear Junk" button under the Dust Up section, the admin can see all users temporary data deletion and disk optimization using ITBot data.
- **Process List:** By clicking on the "Process List" button under the Dust Up section the admin can see all the running processes on all user's PCs. Admin can kill any process for that select the process name and click on the "Kill Process" Button. It will close the running program on that user's PC.



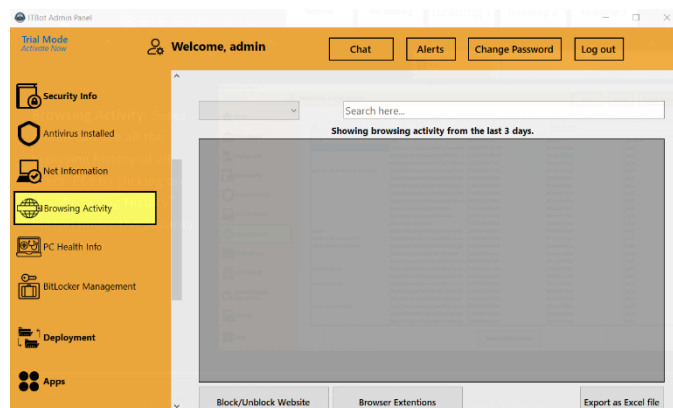
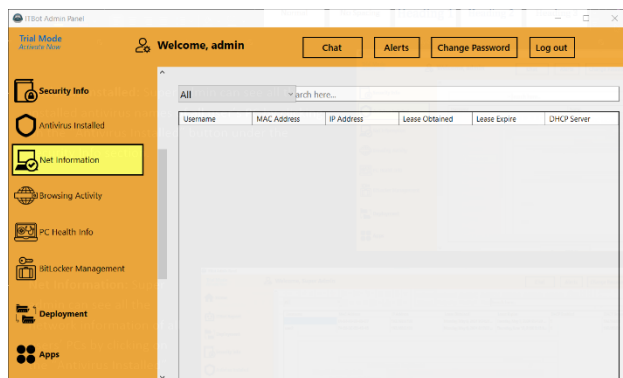
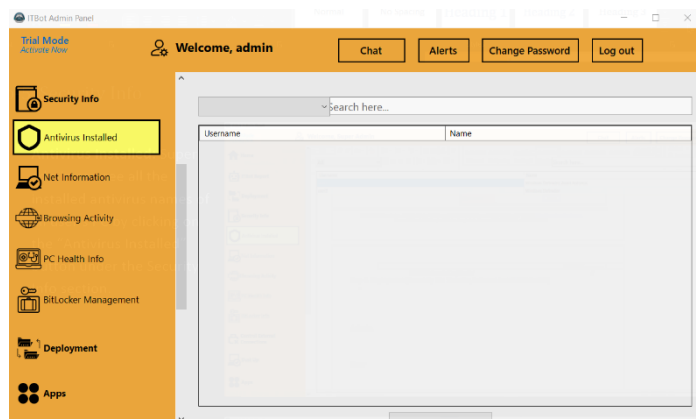
Step-7. Control External Device Connection

- Admin can disable any external device insertion on any user's PC. For disabling, choose the user then click on "Disable USB" will disable all the USB ports of the PC. Similarly, to enable the USB ports click on the user then click on "Enable USB".

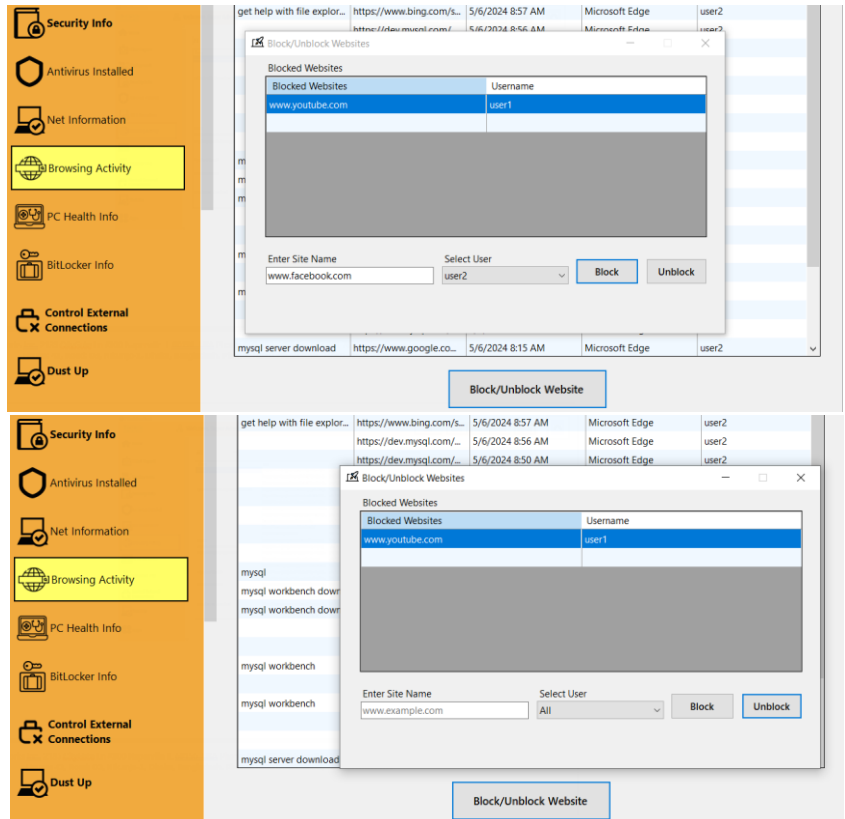


Step-8. Security Info

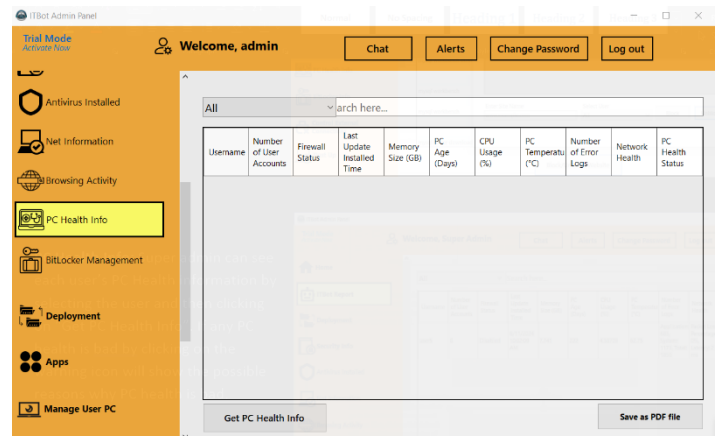
- **Antivirus Installed:** Admin can see all the installed antivirus names of all user's PC by clicking on the "Antivirus Installed" button under the Security Info section.
- **Net Information:** Admin can see all the network information of all users' PCs by clicking on the "Antivirus Installed" button under the Security Info section.
- **Browsing Activity:** Admin can see all the browsing history of all users' PCs by clicking on the "Browsing History" button under the Security Info section.



- **Block/Unblock Website:** Admin can block any website for any user's PC and also unblock the blocked websites. For blocking websites, click on the "Block/Unblock Website" button then enter the website URL in the given format, select a specific user or all users, and click on the "Block" button. For unblocking, select the website name and click on the "Unblock" button.



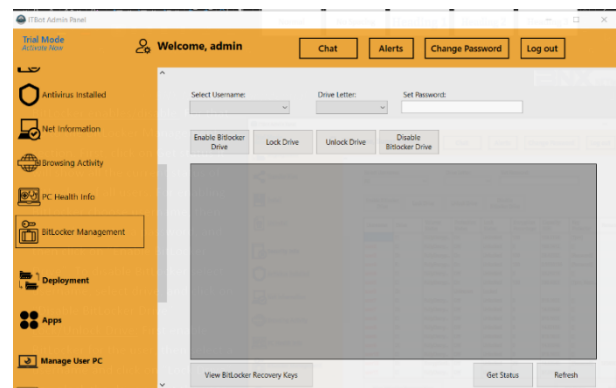
- **PC Health Info:** Admin can see each user's PC Health information by selecting the user and then clicking on "Get PC Health Info". If any PC health is bad by clicking on the warning icon will show the possible reasons why PC health is bad.



- **BitLocker Management:** Admin can remotely manage any user's BitLocker.

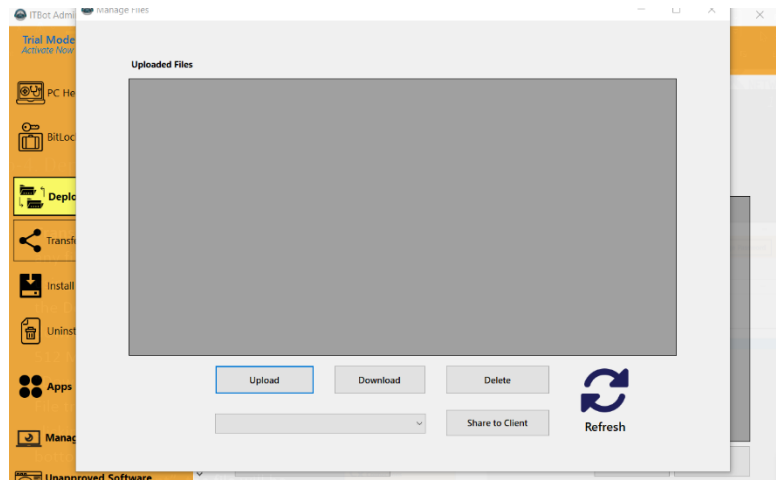
- **BitLocker enables/disable:** For that go to the BitLocker Management section. First, click on Get status it will show all the current status of BitLocker for all users. For enabling BitLocker choose username, then drive, then enter a password, and then click on "Enable BitLocker Drive". To disable BitLocker, select a username, select drive, and click on "Disable BitLocker Drive"

- **Lock/Unlock Drive:** First enable BitLocker for the user, then select a username and click on "Lock Drive". To unlock the drive, select the username, select the drive name, put the password (which was used while enabling BitLocker), and click on "Unlock Drive".

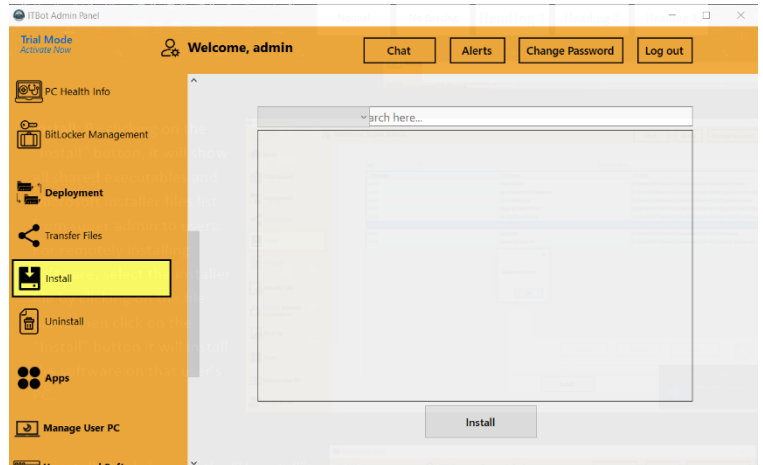


Step-9. Deployment

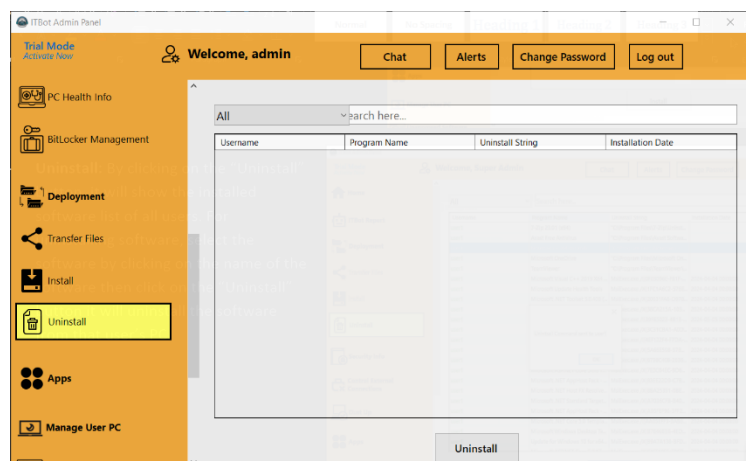
- **Transfer Files:** Admin can transfer any files (Up to 512 MB) to any user using the “Transfer Files” button under the Deployment section. Can upload, download, and delete any files (Up to 512 MB) by clicking on the “Upload”, “Download” and “Delete” buttons. For File transferring, select the file by clicking on the file name, from the bottom select the username and click on “Share to Client”, the file will be shared to the user’s PC in this location- C:\Users\user1 \Downloads\adminfile



- **Install:** By clicking on the “Install” button, it will show all shared executables and the Microsoft installer files list from super admin to users. For remotely installing software, select the installer file by clicking on the file name then click on the “Install” button it will install the software on that user’s PC.

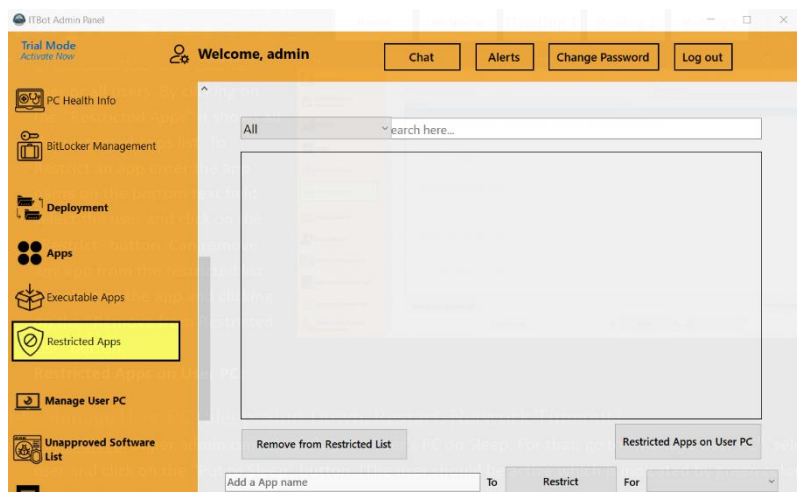
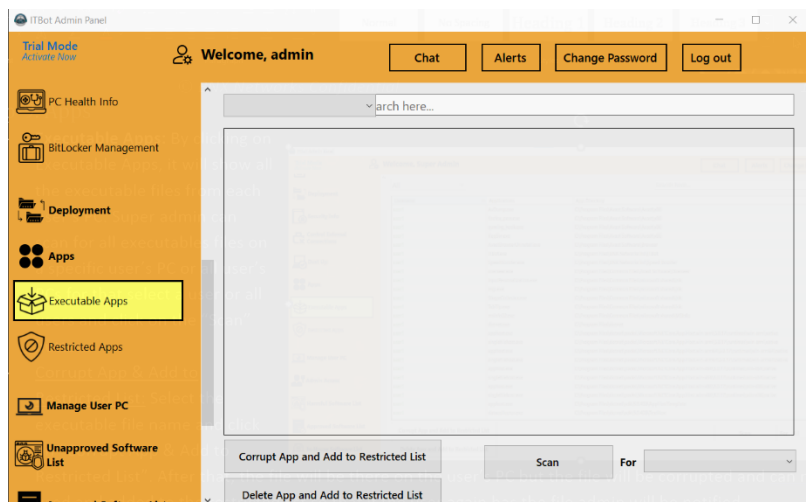


- **Uninstall:** By clicking on the “Uninstall” button, it will show the installed software list of all users. For uninstalling software, select the software by clicking on the name of the software then click on the “Uninstall” button it will uninstall the software from that user’s PC.



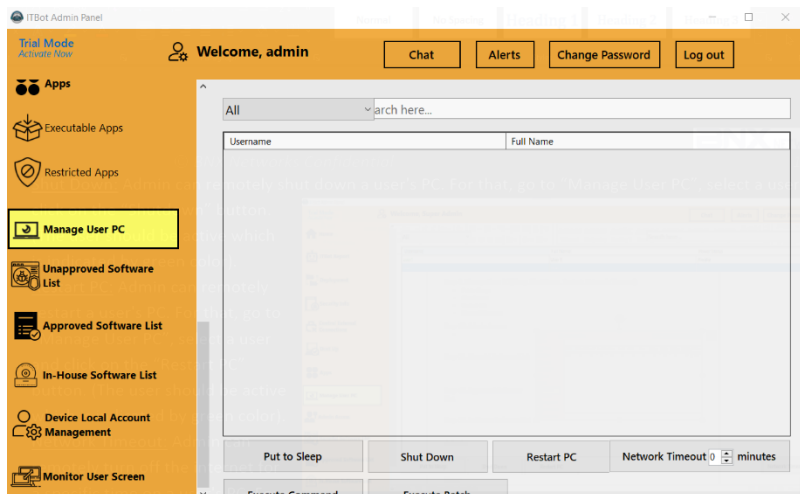
Step-10. Apps

- **Executable Apps:** By clicking on Executable Apps, it will show all the executable files from each user's PC. Admin can scan for all executables files on a specific user's PC or all users' PCs for that select a user or all users and click on the "Scan" button.
- **Corrupt App & Add to Restricted List:** Select the executable file name and click on "Corrupt App & Add to Restricted List". After that, the file will be there on the user's PC but the file will be corrupted and cannot be used and added to the restricted list so that if the user again has the file admin will be notified.
- **Delete App & Add to Restricted List:** Select the executable file name and click on "Delete App & Add to Restricted List". After that, the file will be deleted from the user's PC and added to the restricted list so that if the user again has the file admin will be notified.
- **Restricted Apps:** Admin can add a restricted app for a specific user or all users. By clicking on the "Restricted Apps" it shows all the restricted apps list. To Restrict an app enter the app name on the bottom text field, select the user and click on the "Restrict" button. Can remove any app from the restricted list by selecting the app and clicking on the "Remove from Restricted List" button.



Step-11. Manage User PC

- **Put to Sleep:** Admin can remotely put a user's PC on Sleep. For that, go to "Manage User PC", select a user and click on the "Put to Sleep" button. (The user should be active which is indicated by green color).
- **Shut Down:** Admin can remotely shut down a user's PC. For that, go to "Manage User PC", select a user and click on the "Shutdown" button. (The user should be active which is indicated by green color).

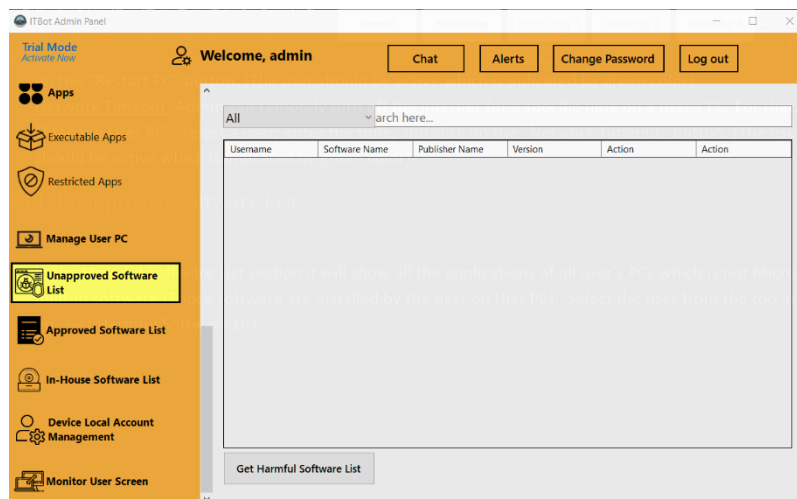


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- **Restart PC:** Admin can remotely restart a user's PC. For that, go to “Manage User PC”, select a user and click on the “Restart PC” button. (The user should be active which is indicated by green color).
- **Network Timeout:** Admin can remotely turn off the internet for a specific time on a user's PC. For that, go to “Manage User PC”, select a user, enter the time, and click on the “Network Timeout” button. (The user should be active which is indicated by green color).

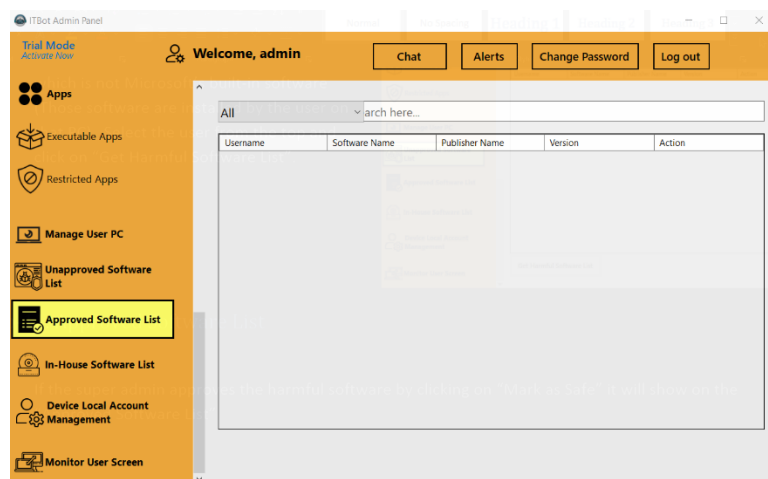
Step-12. Unapproved Software List

- In the Harmful Software List section, it will show all the applications of all user's PCs which is not Microsoft's built-in software (That software are installed by the user on that PC). Select the user from the top and click on “Get Harmful Software List”.



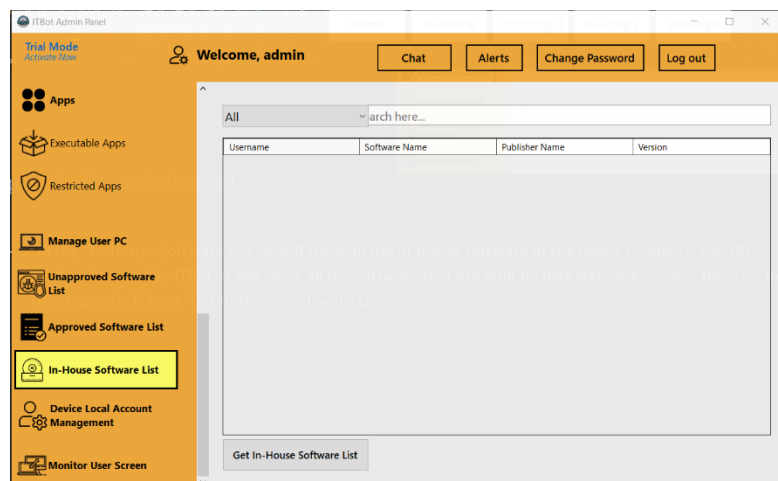
Step-13. Approved Software List

- If the super admin approves the harmful software by clicking on “Mark as Safe” it will show on the “Approved Software List”



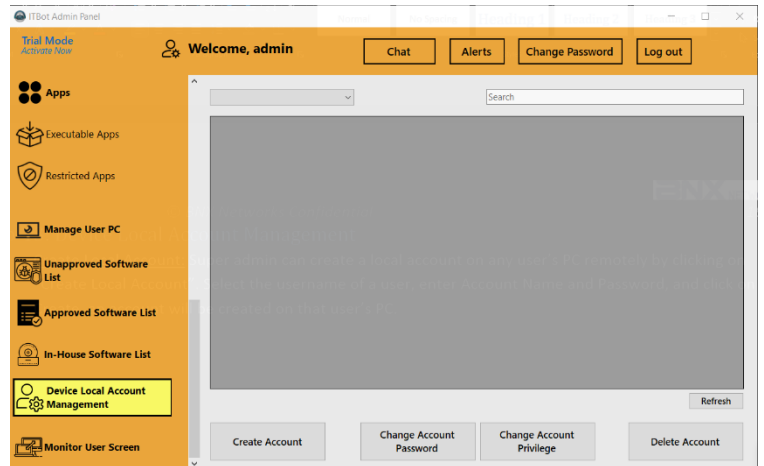
Step-14. In-House Software List

- In the “In-House Software List” it will show all the in-house software of the user’s company. E.g. BNX Networks uses the ITBot, it will show all the software that are built by BNX Networks. Select the user from the top and click on “Get In-House Software List”.



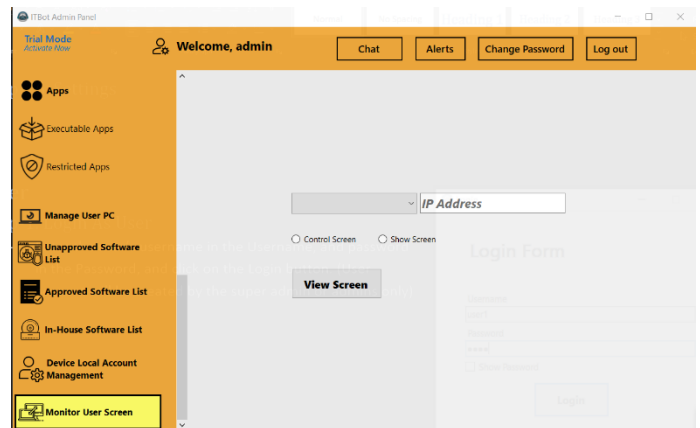
Step-15: Device Local Account Management

- **Create Local Account:** Admin can create a local account on any user’s PC remotely by clicking on “Create Local Account”. Select the username of a user, enter Account Name and Password, and click on Create, an account will be created on that user’s PC.
- **Change PC Account Privileges:** Admin can change any user’s PC’s local account privilege for that select the user and then click on “Change PC Account Privileges”. Select the account type and click on “Change Privilege”.
- **Change Local Account Password:** Admin can change any user’s PC’s local account password for that select the user and then click on “Change Account Password”. Enter a new password and click on “Change Password”.
- **Delete Local Account:** Admin can delete any user’s PC’s local account for that select the user and then click on “Delete Account”.



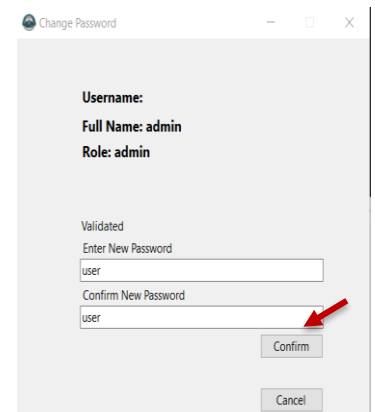
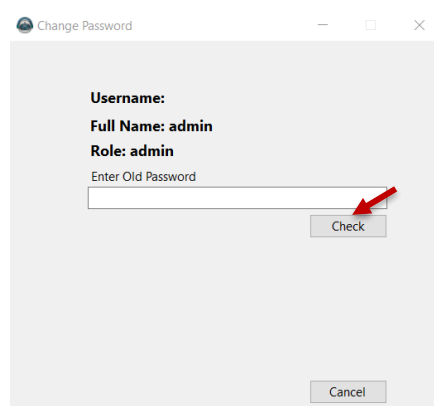
Step-16. Monitor User Screen

- Admin can connect to user pc and monitor and control user PC.



Step-17. Change Password

- Click on change password and change the password with valid data



Step-18. Log out

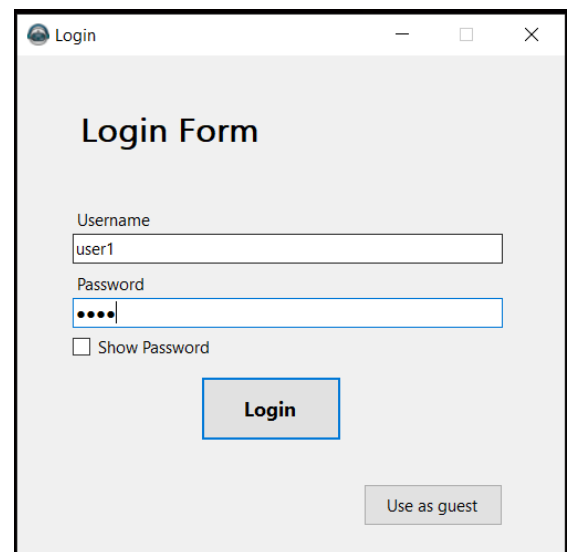
- Click on logout.



User

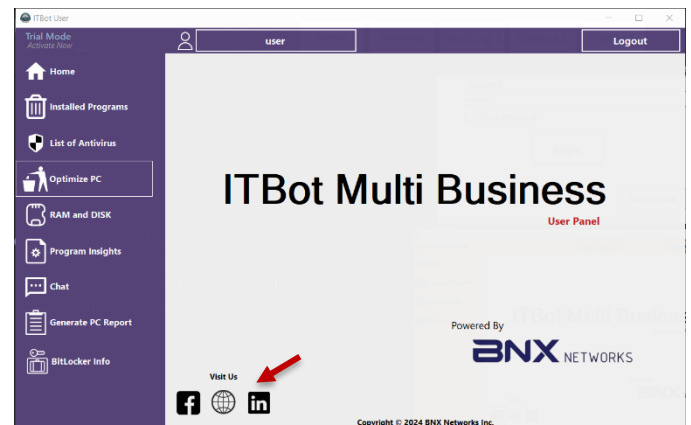
Step-1. Login As User

- Enter the user's username in the Username, and password in the Password, and click on the Login button. (User account will be created by the super admin or admins only)



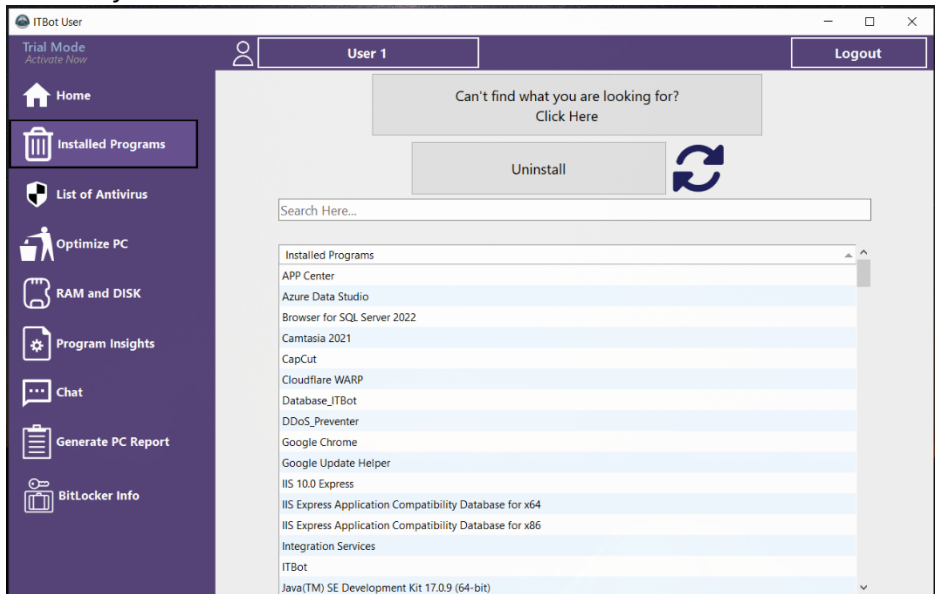
Step-2. User Home Page

- See the home page.
- Links: Click on the links and it will redirect to the expected webpages.



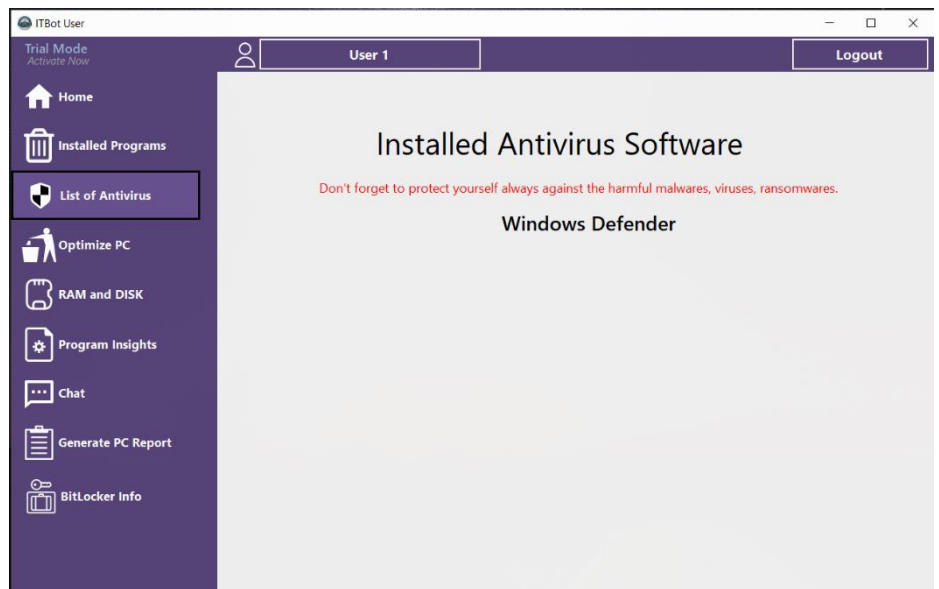
Step-3. Installed Program

- User can see all the installed program lists on his PC by clicking on “Installed Programs”. By clicking on “Uninstall” button they can uninstall any software.



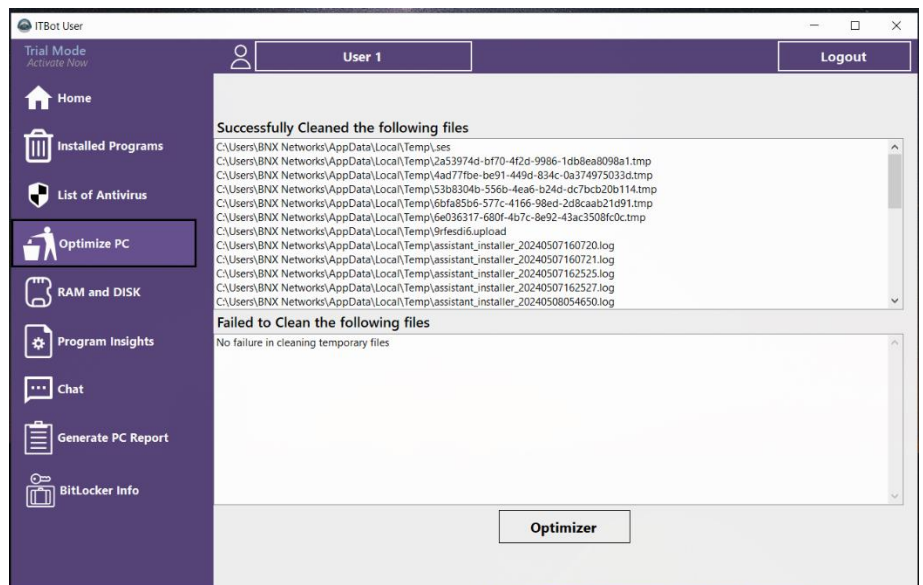
Step-4. List of Antivirus

- User can see all the installed antivirus lists on his PC by clicking on “List of Antivirus”.



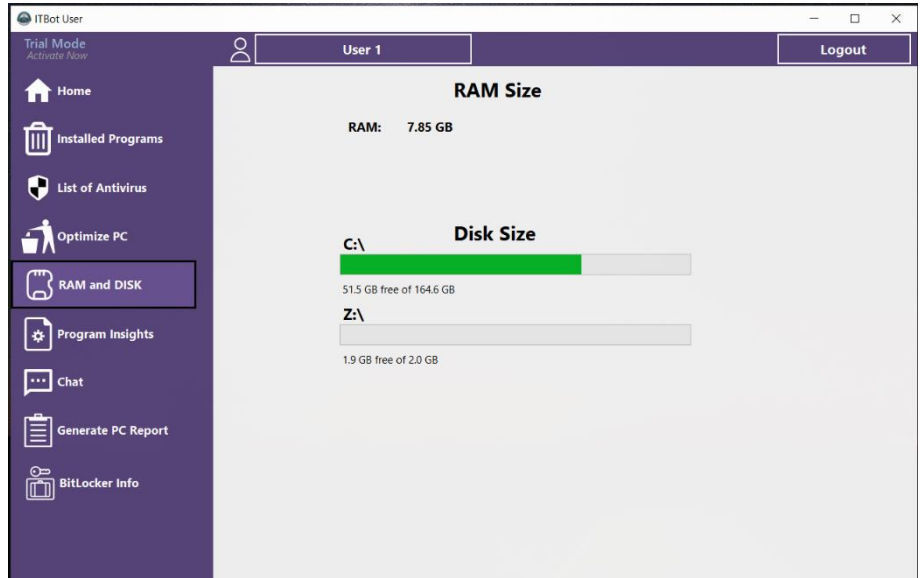
Step-5. Optimize PC

- User can all temporary files and optimize the disk on his PC by clicking on “Optimize PC”.



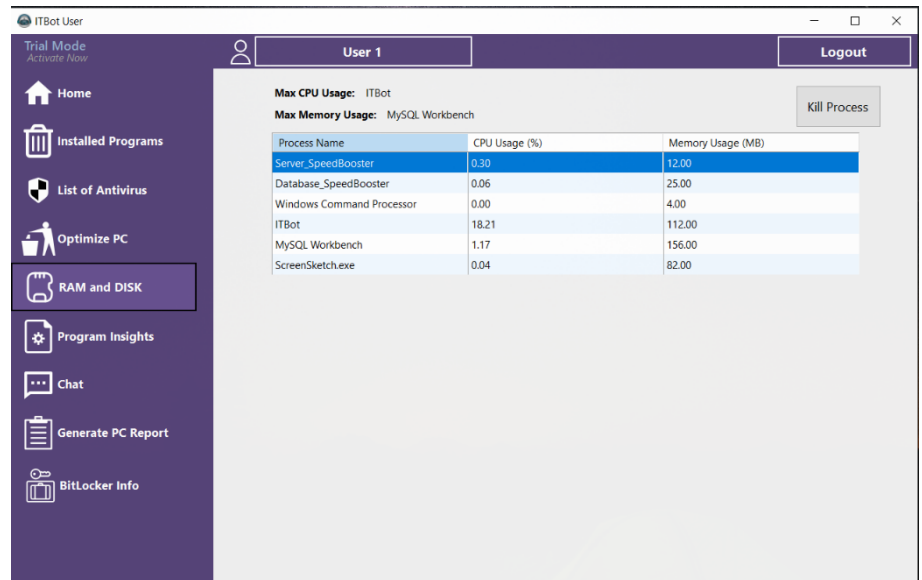
Step-6. Ram & Disk

- User can see Ram and Disk Information of his PC by clicking on “Ram & Disk”.



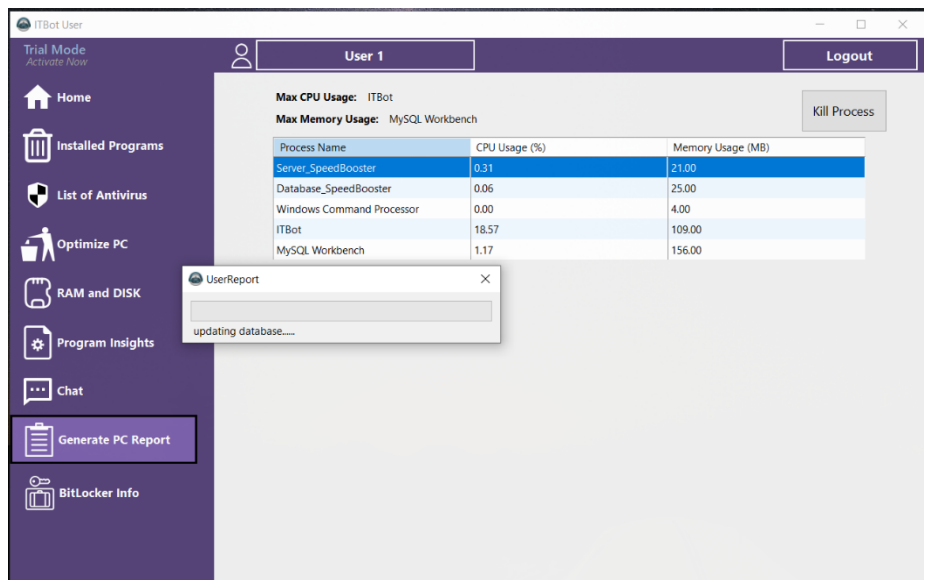
Step-7. Program Insights

- User can see all the running process lists on his PC by clicking on “Program Insights”.
- Users can kill any process by clicking on “Kill Process”.



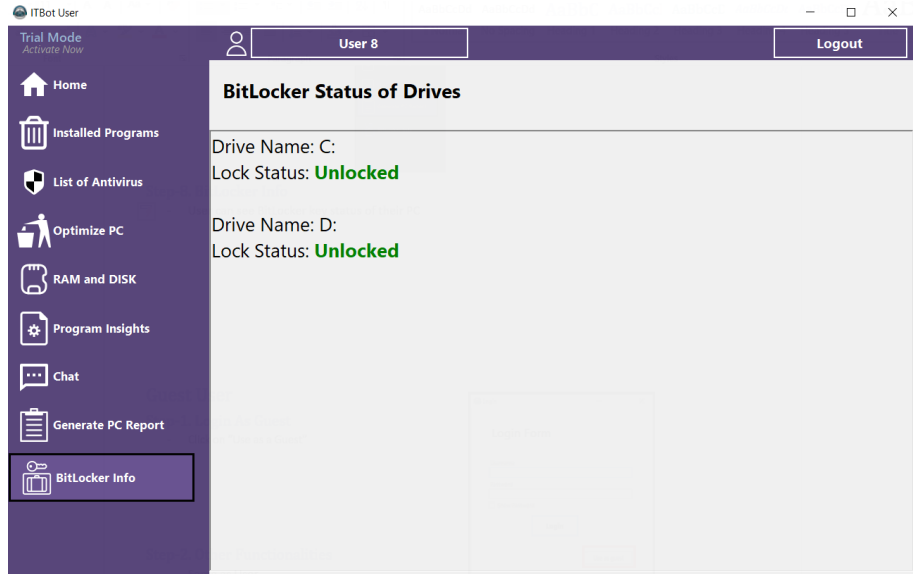
Step-8. Generate PC Report

- User can generate the report of his PC by clicking on “Generate PC Report”. It will update the PC report to the admin end.



Step-9. BitLocker Info

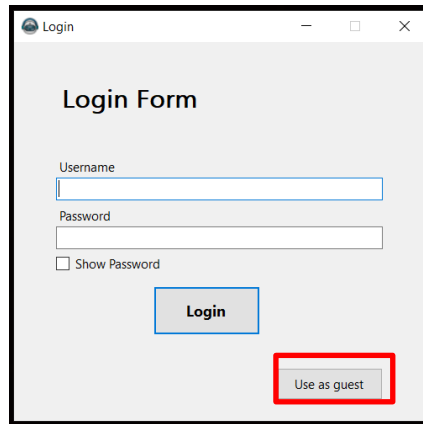
- User can see the BitLocker key status of their PC drives.



Guest User

Step-1. Login As Guest

- Click on "Use as a Guest"



Step-2. Other Functionalities

- Same as User.

Chat

- Super admin, admin, and user can chat with each other using ITBot chatbot.

