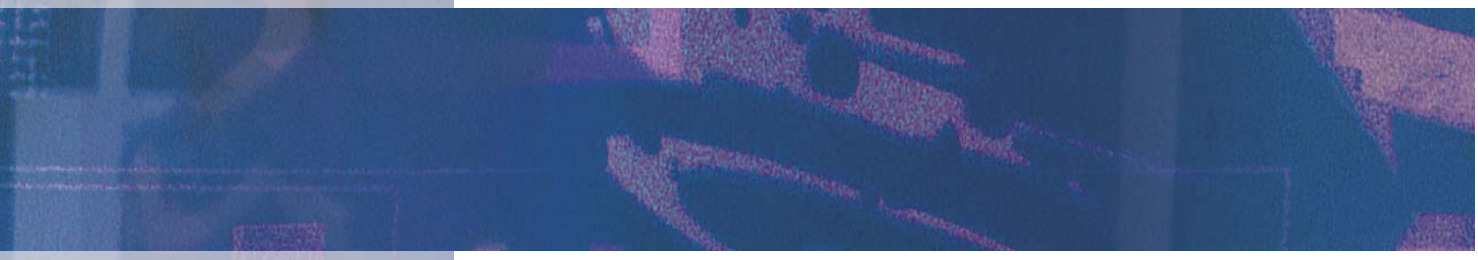
SOPHOS



enterprise manager

EM Library

Startup guide

Version 1.1

About this guide

This guide tells you how to protect your entire network from viruses by using Sophos EM Library.

It tells you how to

- install EM Library
- set up automatic downloading of Sophos software
- install Sophos Anti-Virus (if you are a new customer) on Windows, Mac, NetWare, Unix and Linux computers
- monitor downloading
- configure downloading
- uninstall EM Library.

More information

This guide describes the initial installation and use of EM Library.

- For information about using EM Library on large networks, and about all configuration options, see the *EM Library user manual.*
- Most Sophos documentation is published on the Sophos CD each month.

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About EM Library

What is EM Library?

Sophos EM Library enables you to set up automatic updating of Sophos software (applications, tools, virus identities) from a Sophos website.

Which types of computers can EM Library keep updated?

EM Library can maintain Sophos Anti-Virus on

- Windows NT/2000/XP/2003
- Windows 95/98/Me
- NetWare
- Mac OS X and OS8/9
- Unix and Linux.

How does EM Library work?

EM Library consists of

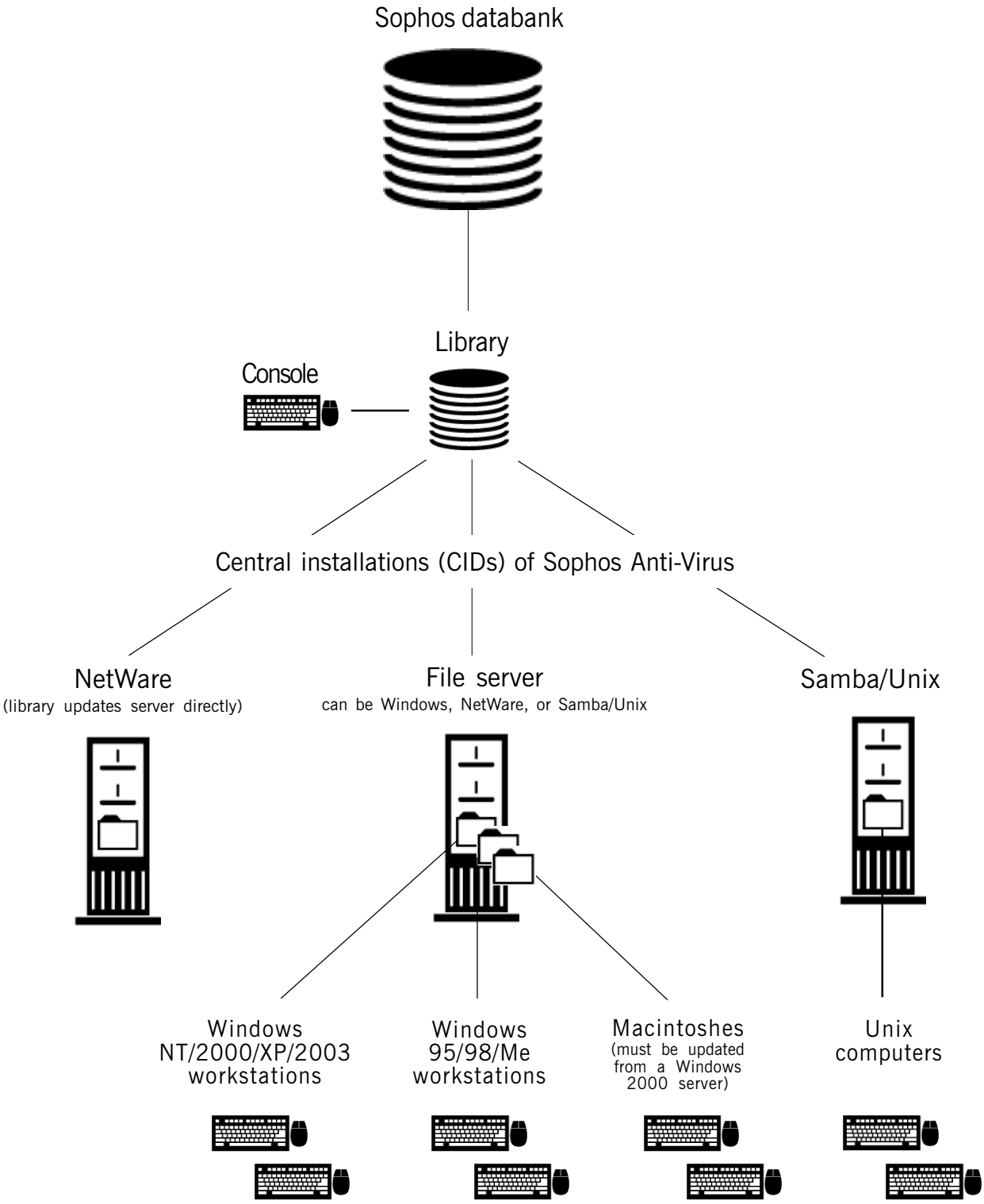
- a **console** used to administer the library (see below).
- a **library** to which you download software and from which you deploy it.

Once you have set up a library, it

- connects at set times to a **databank**, a Sophos website where the latest versions of Sophos software are available
- downloads the latest versions of the software **packages** to which the administrator has **subscribed**
- places the updated software in **central installation directories** (CIDs) in a form suitable for installation on client computers.

The clients update automatically from the CIDs, provided the Sophos software installed on them has been configured to do so.

How EM Library updates your network



Upgrading to EM Library

How do I upgrade from Enterprise Manager 1.01/1.02 to EM Library?

If you installed Enterprise Manager on a single computer, install EM Library 1.1 straight onto that computer. EM Library replaces the old library and uses the settings you specified for it.

If you have "child" libraries, or manage more than one library from a console, you should follow these guidelines:

- Start by updating the lowest-level "child" libraries and work upwards (as your old libraries cannot update from new libraries created by EM Library).
- Libraries created with EM Library must be managed by consoles created by EM Library. Likewise, libraries created by Enterprise Manager must be managed by consoles created by Enterprise Manager.

For more information, see the *EM Library release notes*.

How do I use EM Library on networks where Sophos Anti-Virus has already been installed manually?

EM Library can manage and update your existing installations.

If you have default central installations of Sophos Anti-Virus for Windows, EM Library will find them and use them automatically (as long as they are on the same computer).

If you have non-default central installations for Windows computers, or if you want to keep NetWare, Mac or Unix computers updated, you have to configure EM Library to take over your existing installations. The instructions for setting up EM Library tell you how to do this.

Using EM Library on large networks

How can I manage large networks more efficiently?

This guide describes the use of a single library. If you have a large network, you can use additional central installations or libraries. See the *EM Library User manual*, sections 15 to 22.

How can I use EM Library to help with software evaluation?

You may want to evaluate each version of Sophos Anti-Virus as it becomes available and then decide whether to update your entire network. EM Library enables you to do this by using “fixed version” software for your main network and “latest version” software for the test network. See the *EM Library User manual*, sections 23 to 25.

Installing EM Library

1 Preparing for installation

1.1 About installation

To set up EM Library, you

- install the console
- create a library
- configure the library to download software automatically
- select the software you want to download
- select the directories to which the software will be downloaded (this step is optional)
- pre-configure the software (this step is optional)
- download the software for the first time.

If you have not installed Sophos Anti-Virus on your network before, you must then make a first-time installation. This guide leads you through that process too.

1.2 System requirements

The computer where you install EM Library console needs to be running

- Windows NT 4 (Service Pack 6a), Windows 2000, Windows XP or Windows 2003
- Microsoft Management Console (MMC) version 1.2 or higher
- Internet Explorer 5 or higher.
- 20 MB free disk space for installation. Additional space is needed for the data held in libraries and central installations.

The computer on which the library is installed (the instructions in this guide assume it is the same computer) must be running these services:

- Server
- Workstation
- Remote Procedure Call (RPC)
- Task Scheduler (only if you put the library on a different computer from the console).

You can check the status of these services via **Control Panel|Services** (Windows NT), or **Control Panel|Administrative Tools|Services** (Windows 2000). They must be configured to start automatically. If the Task Scheduler is not shown, a later version of Internet Explorer may need to be installed (e.g. version 6)

If you use a dial-up connection to the internet, change your internet options before installation, as described in the appendices of the *EM Library user manual*.

If you access the internet via a proxy server, you should be using one of the following authentication protocols: Anonymous, Basic or NT Challenge/Response (NTLM).

1.3 The user accounts and groups you need

To use EM Library, you must have:

- **An account that gives access to the Sophos web server.** The username and password are supplied to you by Sophos.
- **An account that EM Library uses**. The setup program offers to create a local account for you. However, if you want to use EM Library to update CIDs on remote computers, you must specify a network account.

You may also need the following accounts.

- **Accounts or groups that are authorised to use the library.** Sophos recommends that you create a new domain group for these users.
- **The proxy server account** (if you access the internet via a proxy)**.**

If you have not installed Sophos Anti-Virus before, you will also need

- **A network account used to update Sophos Anti-Virus automatically** on Windows NT/2000/XP workstations. (See Appendix 1)

1.4 Further steps if you already use Sophos Anti-Virus

If you already have Sophos Anti-Virus on your network, do as follows.

- Check and note down the location of your Sophos Anti-Virus central installation directories (CIDs) or, in the case of Sophos Anti-Virus for NetWare, the folder where updates are placed.
- Delete any virus identity files (IDEs) in your CIDs.
- If you have previously been updating Sophos Anti-Virus from CD, rather than using Enterprise Manager, remove any previous installation of the SAVAdmin administration tool (see details below). EM Library will install a new copy of SAVAdmin.

To remove SAVAdmin, delete the SAVAdmin folder, located by default at

C:\Program Files\Sophos\SAVAdmin\Ver 2.20

You will not lose your SAVAdmin configuration information (for example, SAVAdmin computer groups that you have set up).

2 Installing EM Library

To install EM Library, you

- install the console (section 2.1)
- create a library (section 2.2).

If you are upgrading from Enterprise Manager, you do not see all the dialog boxes shown below, and you do not have to reinstall or update your local library.

2.1 Install the console

The console is an MMC snap-in that enables you to administer an EM software library.

1. Log on as an Administrator at a Windows NT/2000/XP/2003 computer.

   If you have already downloaded the EM Library files from the Sophos website, unzip them, double-click **Setup.exe** and go to step 5.

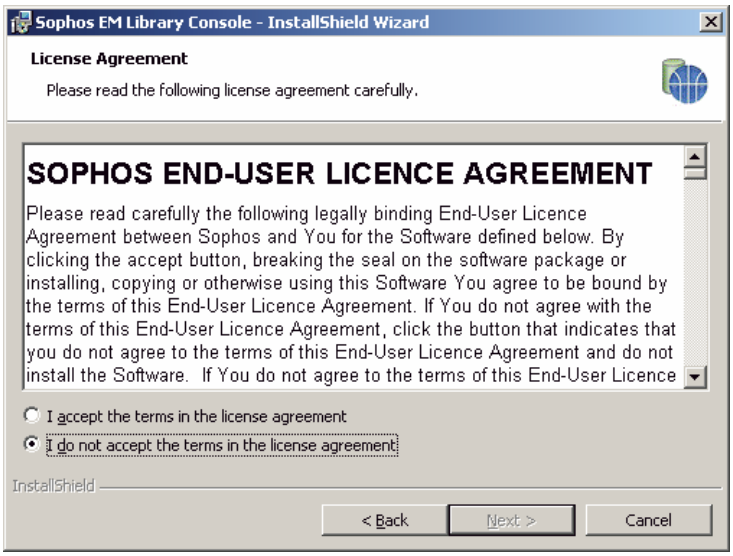
2. Insert the Sophos CD in the CD drive. The CD should auto-run. If auto-run is disabled, run D:\Launchcd (where D: is the CD drive).

3. In the **Sophos CD** window, click **EM Library.**

4. At the next screen, start the setup program. The installation wizard is started.

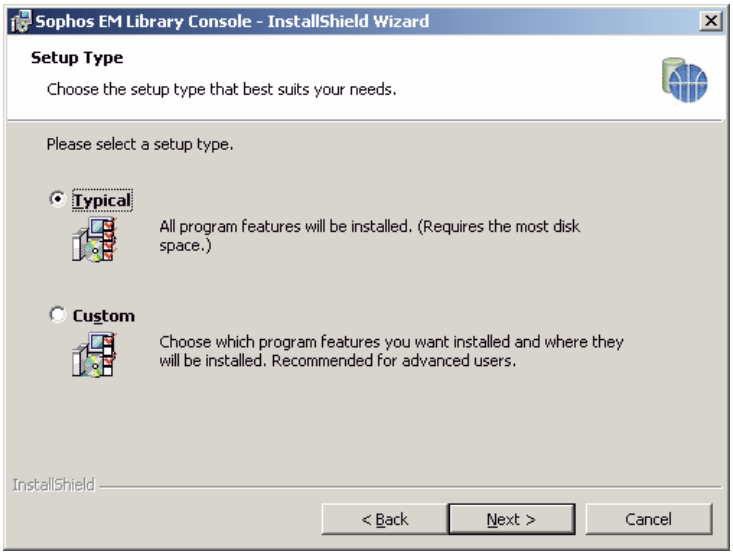
5. In the **Sophos EM Library Console - InstallShield Wizard** dialog box, click **Next**.

6. In the **License Agreement** dialog box, read the agreement. If you accept the agreement, click **Yes** to continue.

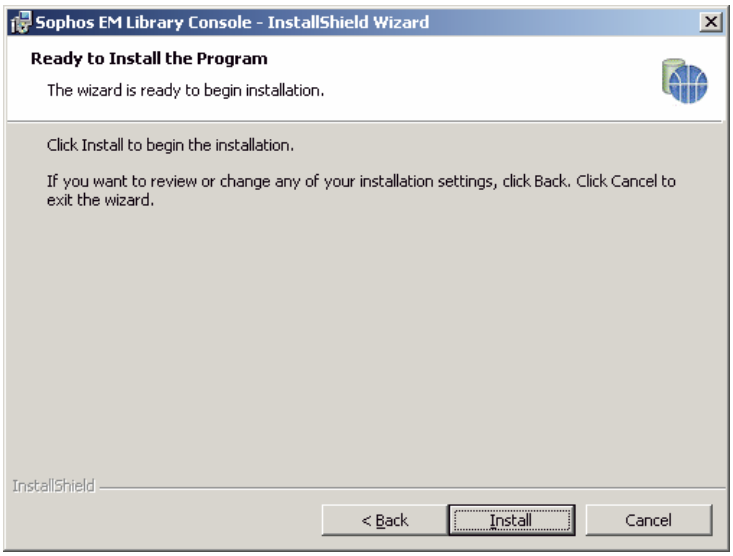


7. In the **Setup Type** dialog box, select **Typical** for a standard installation. Click **Next**.

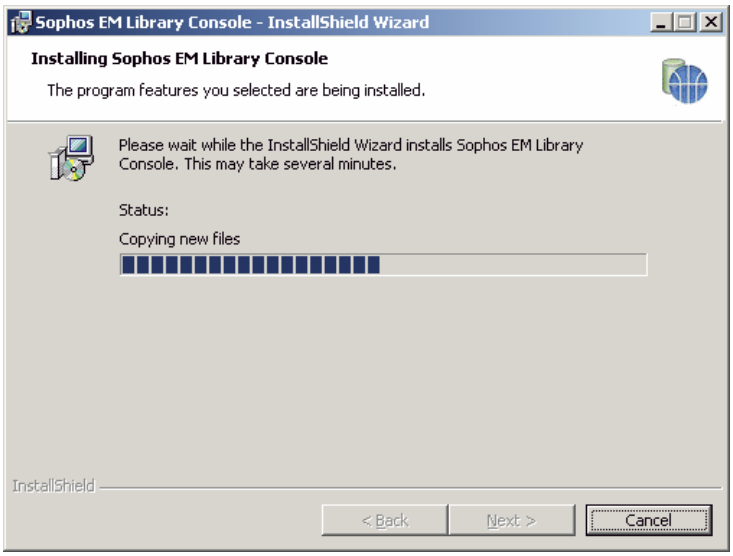
If you want to install the console in a non-default location, select **Custom** instead. You will then see a custom setup dialog box in which you can choose the location.



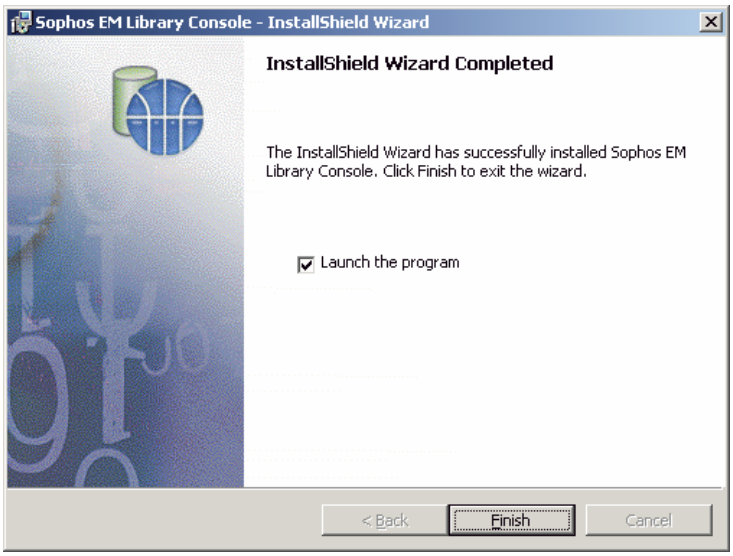
8. In the **Ready to Install the Program** dialog box, click **Next**.



9. The progress of installation is displayed. Wait for installation to be completed.



10. In the **InstallShield Wizard Completed** message box, ensure that **Launch the program** is selected. Then click **Finish**.



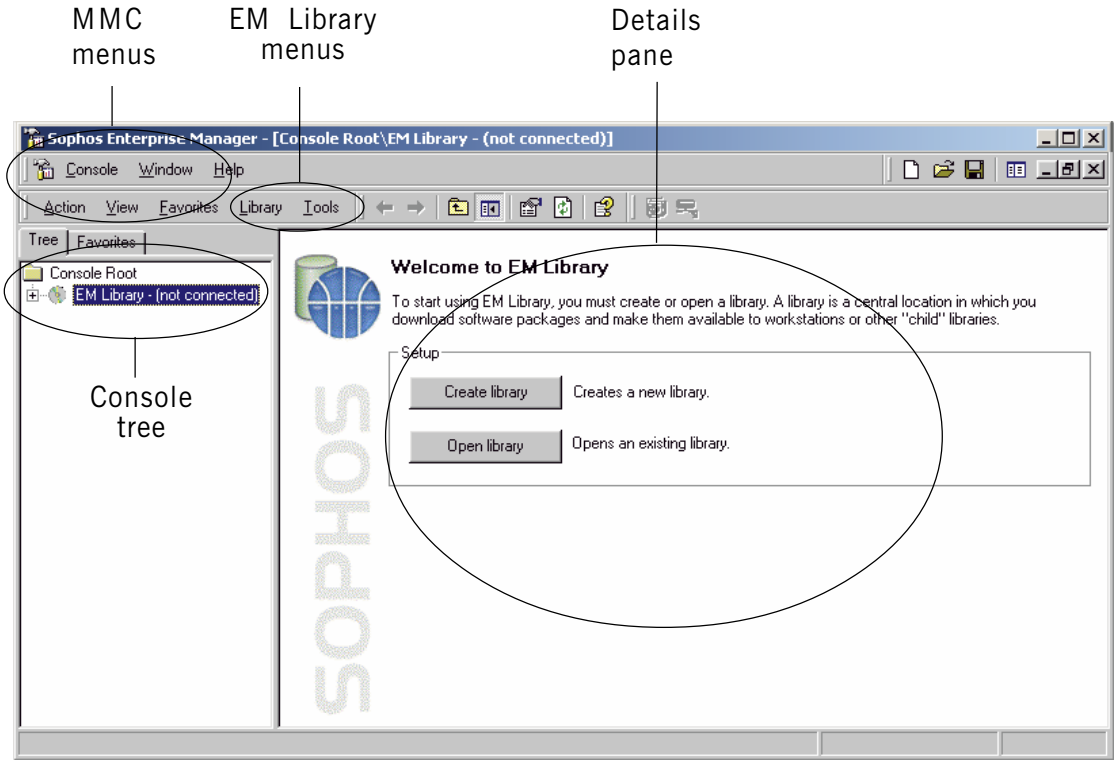
11. A progress bar is displayed. Wait for the console to be launched.

12. The console is displayed as a snap-in within MMC 1.2.

    The left-hand pane displays the **console tree**, which you use to access the library (or libraries). The right-hand pane is the **details** pane. This pane displays details of the item highlighted in the console tree.

    You are now ready to create a library (section 2.2).

If you are upgrading from Enterprise Manager, you do not have to reinstall your local library. However, if you now want to use EM Library to manage Sophos Anti-Virus for Mac, NetWare, Unix or Linux, you should read section 3 and then section 5 (or section 11, if you manage Unix or Linux).

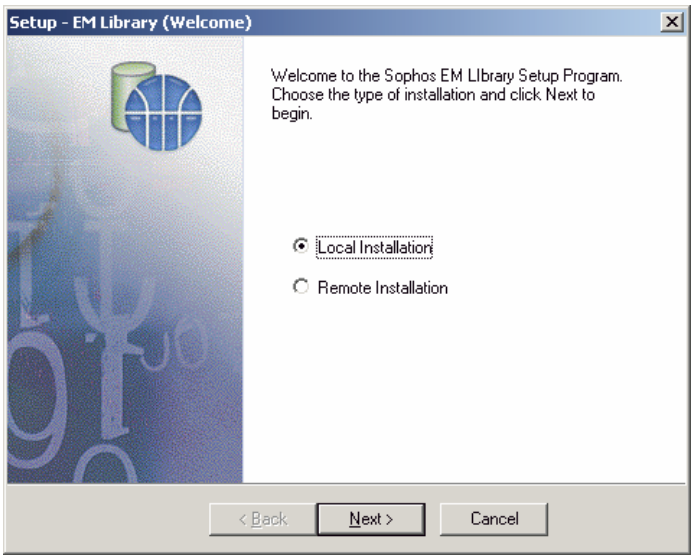


2.2 Create a library

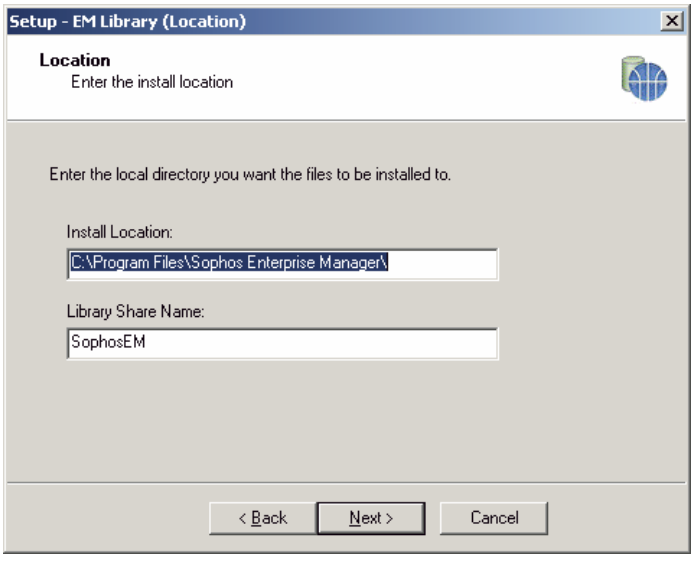
The library is a central location to which you download Sophos software.

1. In the console, in the details pane, click **Create library**.
2. In the **Setup - EM Library (Welcome)** dialog box, **Local Installation** is selected by default. Click **Next**.

If you want to install a library on a remote computer, select **Remote Installation** and follow the instructions. For details, see the *EM Library User manual,* section 22.2.

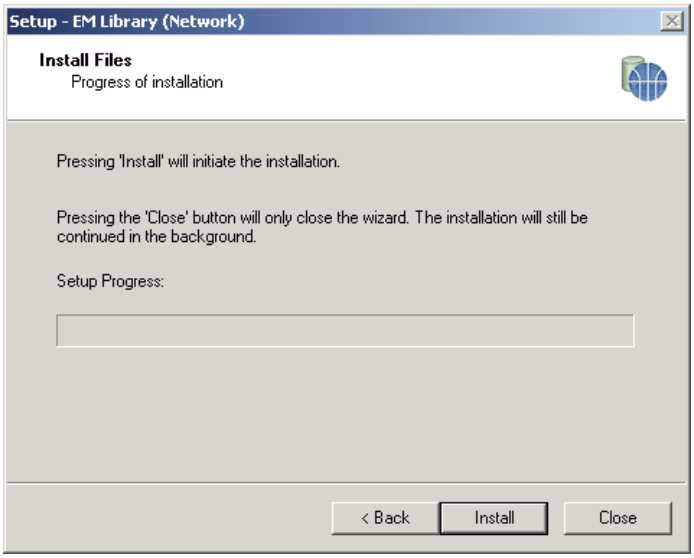


3. In the **Location** dialog box, you specify where the library is installed. In the **Install Location** text box, accept the default folder, or type an alternative folder (as a local path). In the **Library Share Name** text box, accept the default share name for that folder, or type an alternative. Click **Next**.

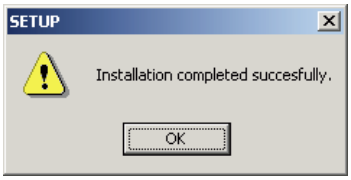


4. In the **Install Files** dialog box, click **Install** to begin installing the library. A progress bar is displayed.

You can not interrupt installation. If you click Cancel, the wizard is closed, but installation continues.



5. When installation is complete, a SETUP message box is displayed. Click **OK**. This starts a wizard that guides you through setting up an account that EM Library can use (section 2.3).



2.3 Selecting an EM Library account

Now you select the EM Library account.

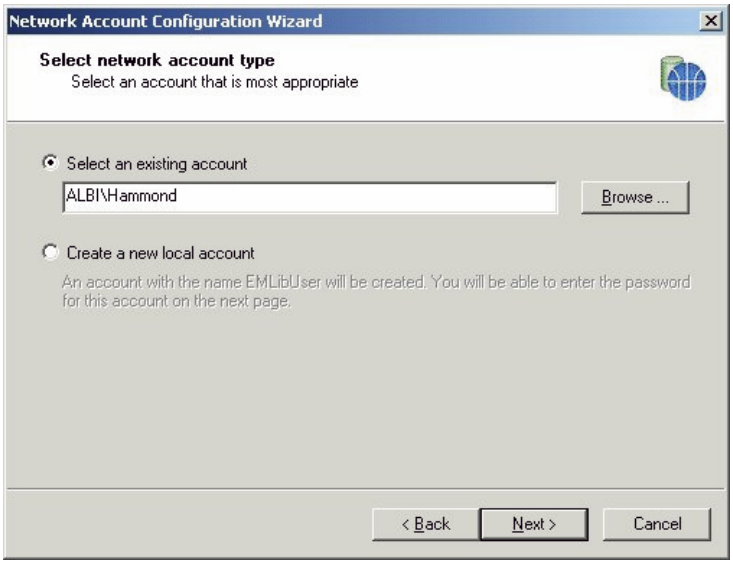
1. In the **Welcome to the Network Account Configuration Wizard** dialog box, click **Next**.

2. In the **Select network account type** dialog box, select the option that best suits your needs.

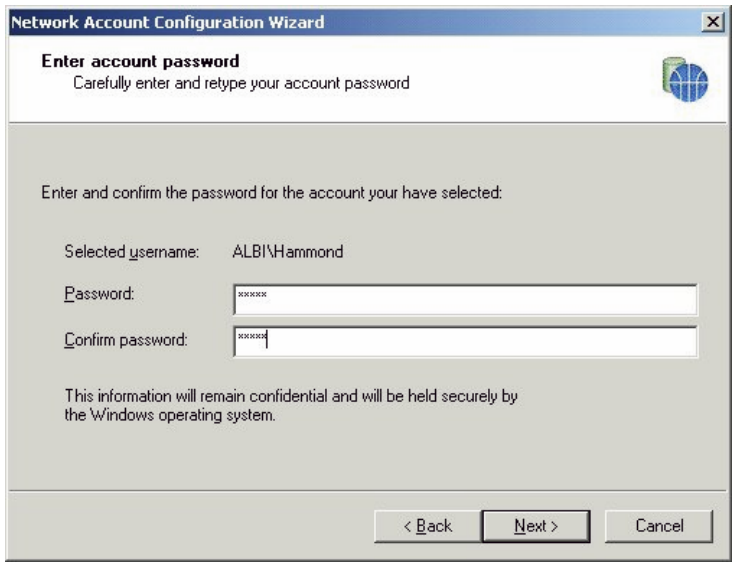
   If you have a single library and all the CIDs are on the same computer, click **Create a new local account**. EM Library will create an account called EMLibUser1. This is a member of "Administrators" and a new group called "EM Library users".

   If you intend to have multiple libraries,or remote CIDs, click **Select an existing account**. Enter the details of a domain account with domain Admininstrator rights. (For details of how to create an account, see Appendix 1.)

   Click **Next**.



3. In the **Enter account password** dialog box, enter and confirm a password. Click **Next**.



4. In the **Completing the Network Account Configuration Wizard** dialog box, click **Finish**.

Next you set up EM Library messaging so that you can receive error messages or warnings when you configure the library (section 3).

3 Setting up messaging

By default, EM Library places details of all its activity in the system Event Log. You can also set up email or network messaging, so that you are alerted to any problems.

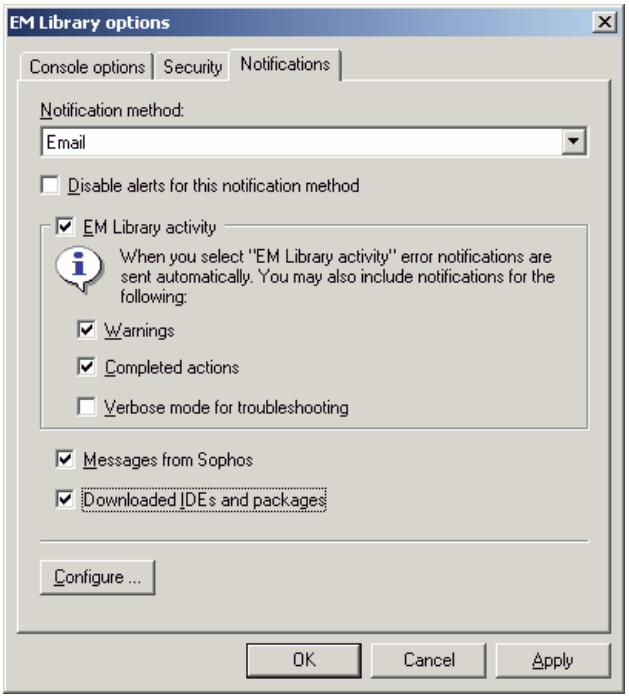
1. In the console, on the **Tools** menu, select **Options**.
2. In the **EM Library options** dialog box, click the **Notifications** tab.

   In the drop-down menu, select the form of message you want to receive (e.g. email, desktop). Then deselect **Disable alerts for this notification method**.

   Select **EM Library activity** and then select all the options. This ensures you receive information about any problems during installation.

Later, you can change these settings if you want to receive fewer messages.

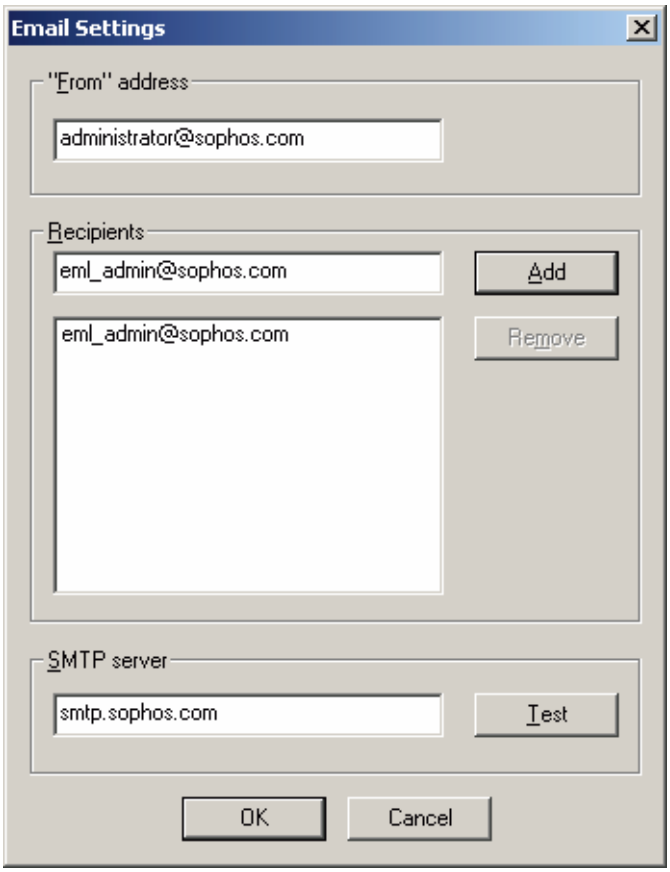
If you are setting up email messaging, click **Configure** and continue to step 3. Otherwise go straight to section 4 to set up automatic downloading of software.



3. In the **Email Settings** dialog box, enter an email address in the **"From" address** text box. Any undelivered email will be returned to this address. In the **Recipients** text box, enter an email address to which you want messages sent and click **Add**. In the **SMTP server** text box, enter details of your SMTP server. Then click **Test**. EM LIbrary will send a test message to each recipient.

   Click **OK** to return to the **Notifications** tabbed page. Then click **OK** again.

   Now you set up automatic downloading of software (section 4).



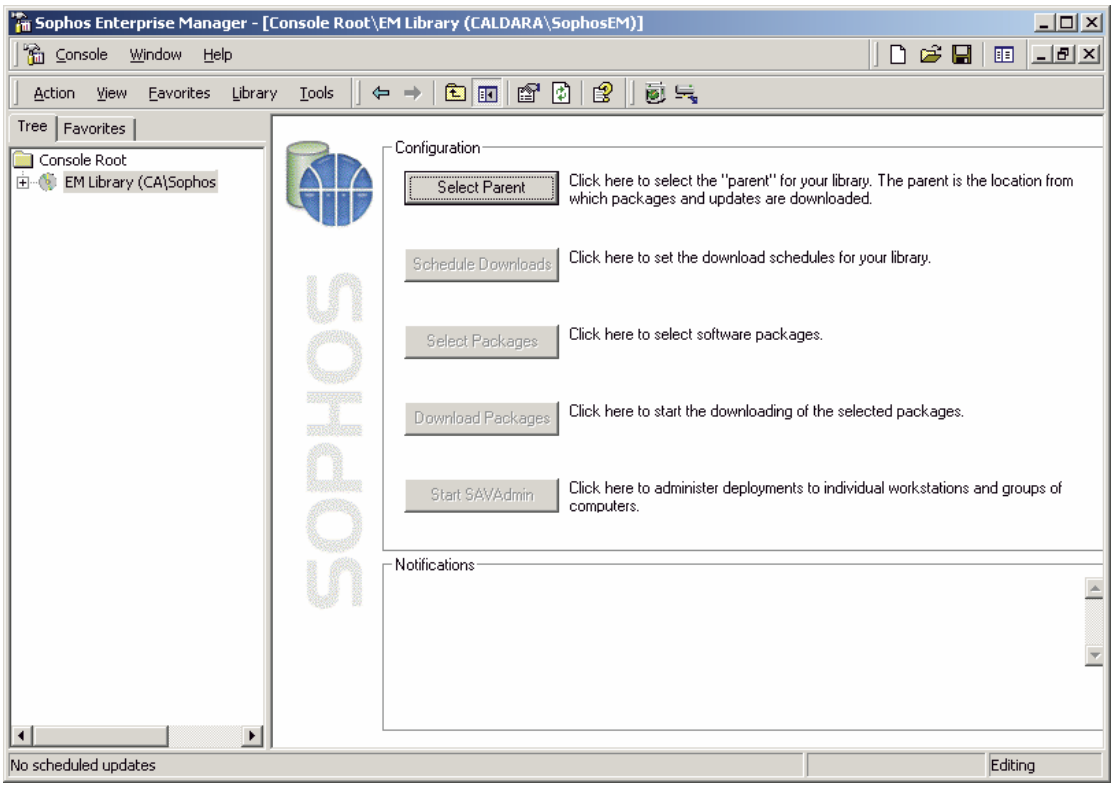
4 Setting up automatic downloading

Now you configure the library to download and update software automatically.

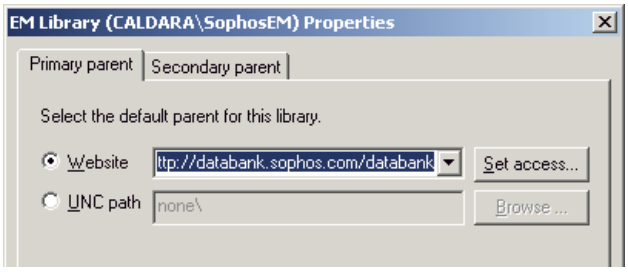
4.1 Select Parent

The parent is the location from which you download software.

1. In the console, in the details pane, the **Configuration** view is displayed. Click **Select Parent**.



2. In the **Primary parent** tabbed page, select the parent from which you will download software. For this initial setup, ensure that **Website** is selected. Select **http://databank.sophos.com/databank**. Click **Set access**.

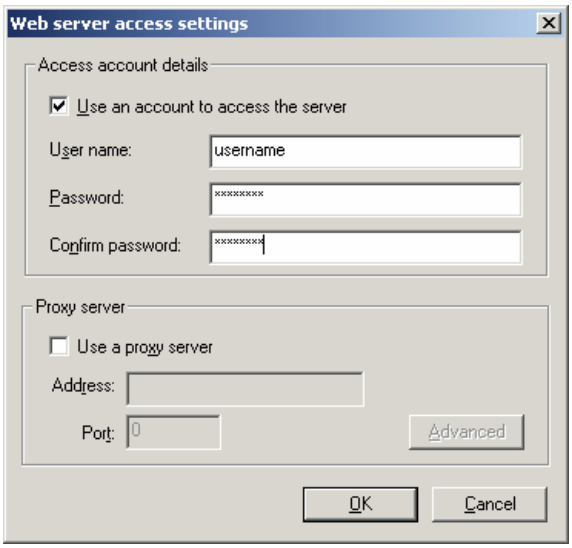


3. In the **Web server access settings** dialog box, select **Use an account to access the server**. Enter the **User name** and **Password** that Sophos has given you for use with EM Library. Both are case sensitive.

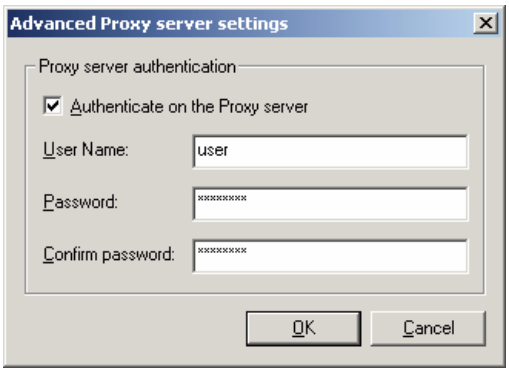
   If you do ***not*** access the internet through a proxy server, click **OK** and go straight to step 5.

   If you do access the internet through a proxy server, select **Use a proxy server** and enter the server's address and port number. If you need to enter credentials to use the proxy, click **Advanced** and go to step 4. Otherwise, go straight to step 5.

If you access the internet via a dial-up connection, make sure you have changed your internet connection settings as described in the *EM Library User manual*



4. If you clicked **Advanced**, the **Advanced Proxy server settings** dialog box is displayed. Ensure **Authenticate on the Proxy server** is selected. Enter the **User Name** for the proxy server (available from your network administrator). Enter and confirm the **Password**. Click **OK** to return to the **Web server access settings** dialog box. Click **OK** to return to the **Primary parent** tabbed page and then click **OK** again.



5. EM Library attempts to validate your account details. If it cannot (e.g. because the details are incorrect, or because no network connection has been made), it prompts you to make changes and try again.

   When the account details are validated, the primary parent is displayed in the **Configuration** view.

   Next you schedule downloads from the parent (section 4.2).

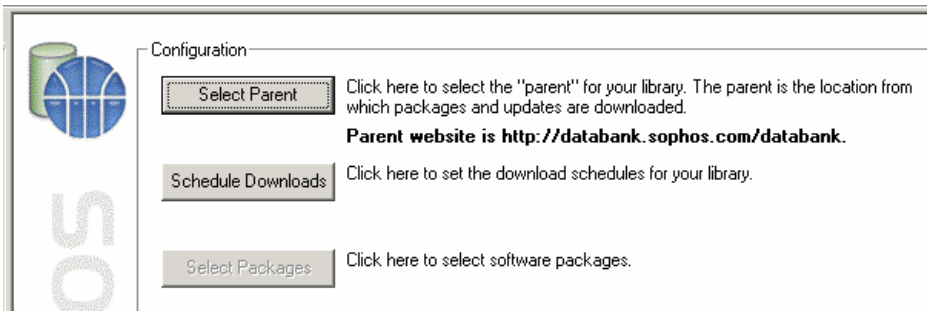
4.2 Schedule downloads

You must schedule downloads. EM Library will then download:

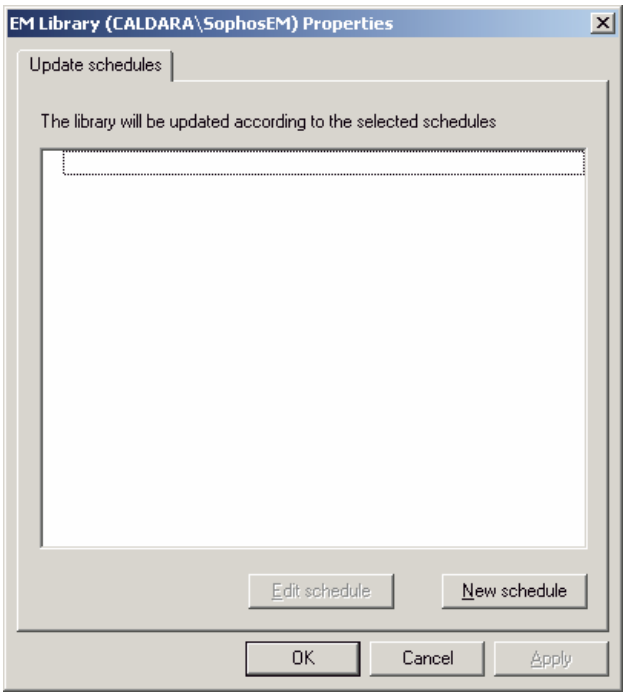
- New virus identities, which give protection against new viruses automatically at the times you specify.
- Full product updates automatically at one of the times you specify. The release of these updates is staggered, but you always receive the update before it is available on the Sophos CD.

You can also carry out manual downloads (see section 16) or script automatic updates from another program (see Appendix 3 in the *EM Library user manual*).

1. In the **Configuration** view, click **Schedule Downloads**.

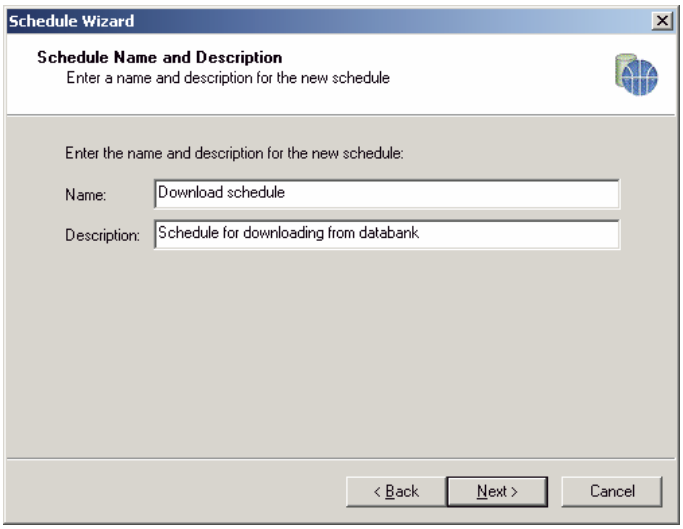


2. In the **Update schedules** tabbed page, click **New schedule**.



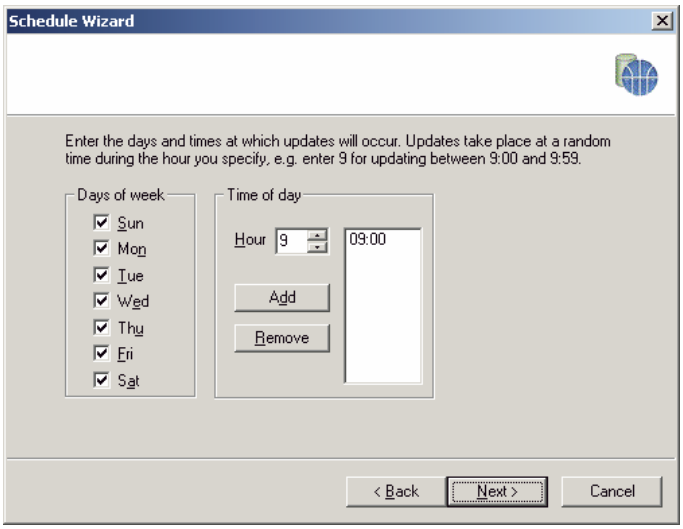
3. In the **Welcome to the Schedule Wizard** dialog box, click **Next**.

4. In the **Schedule Name and Description** dialog box, enter a **Name** and **Description** for the schedule. Click **Next**.

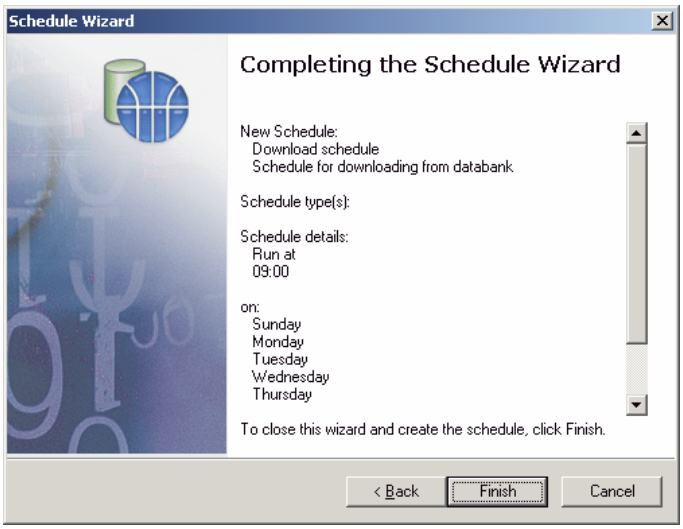


5. In the next dialog box, you specify when the task will run. By default, hourly updates are already set up. To change this, select the **Days of week** when the task will run. Then, in the **Hour** browser, select an hour and click **Add**. Repeat for each time when you want the scheduled task to run. To remove a time, highlight the time in the right-hand window and click **Remove**. Click **Next**.

The task will run during each hour that you selected (e.g. if you selected 9, the task will run at a random time between 09:00 and 09:59).

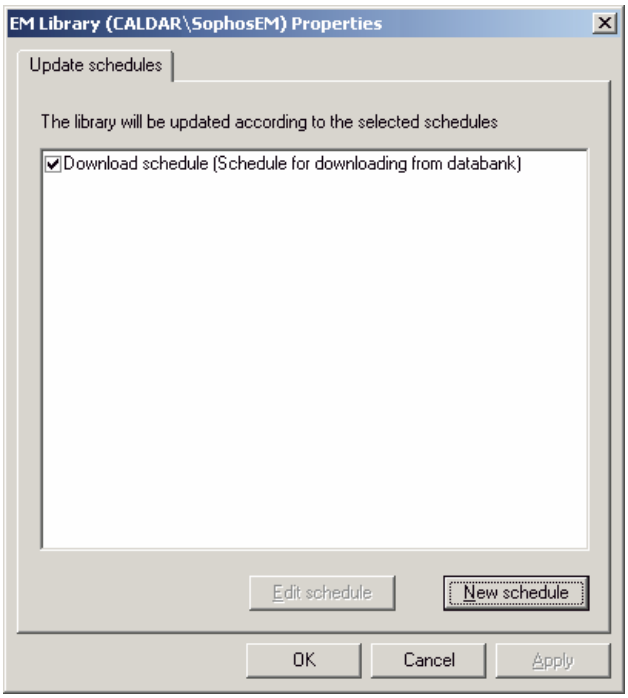


6. In the **Completing the Schedule Wizard** dialog box, check that the details of the schedule are correct. Click **Finish**.



7. In the **Update schedules** tabbed page, the new schedule is now displayed in the list. Ensure that the checkbox beside it is ticked so that the update will be run at the set time(s). Click **OK**.

You can activate only one schedule (by ticking its checkbox) at a time.



You have configured EM Library to download updated software from the parent at set times. Next select the software you want EM Library to download and update (section 4.3).

4.3 Select packages

Packages are Sophos products or files (e.g. Sophos Anti-Virus, virus identities and administration tools) in a form suitable for downloading.

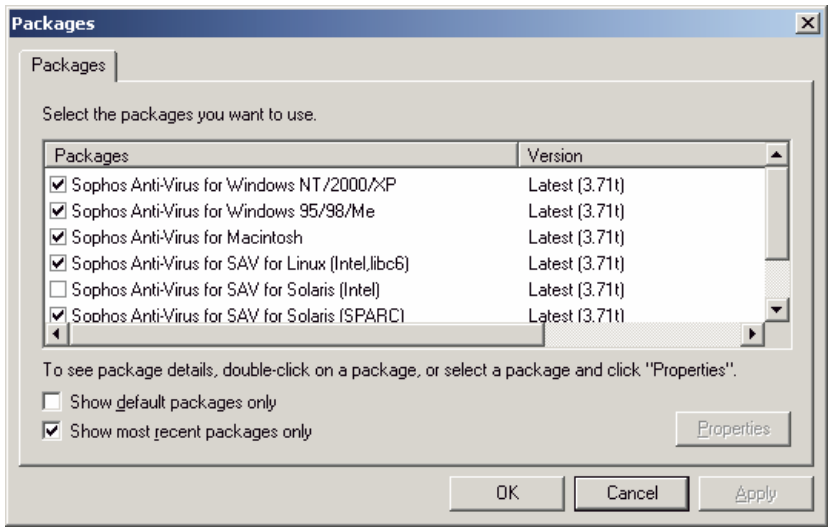
1. In the **Configuration** view, click **Select/View Packages**.
2. A progress bar is displayed.

If an error is reported, EM Library has either failed to read a file from the databank or to write a file to the library or to a CID. It may be using an account with insufficient rights, or your firewall may be blocking .DAT or .DB files. Look in the message log (section 14) to find out what the problem is.

3. In the **Packages** dialog box, the available software packages are displayed. If no packages are displayed, check your connection to the Sophos databank.

   By default, Sophos Anti-Virus for Windows packages are shown. To see Sophos Anti-Virus packages for other platforms, deselect **Show default packages only**.

   To subscribe to packages, i.e. to ensure that they will be downloaded and updated in future, select the check box(es) beside the packages. Click **OK**.



You have finished configuring the library to update software automatically. Next download the software packages for the first time manually (section 5).

5 Selecting directories for downloads

When EM Library downloads software, it places it in central installation directories (CIDs) on the same computer as the library, from which it is distributed across your network.

You should change the default directories if

- you already have CIDs in non-default locations
- you want to set up CIDs in non-default locations
- you want to use non-Windows versions of Sophos Anti-Virus.

If none of these apply to you, go straight to section 6.

5.1 Selecting the right directory for your operating system(s)

This section gives you advice on the type of directory you should use. The next section tells you how to change a CID.

5.1.1 Windows

You do not need to change the Sophos Anti-Virus for Windows NT/2000/XP and 95/98/Me CIDs unless you want to use a non-default directory.

5.1.2 Macintosh

You must place the Sophos Anti-Virus for Mac CID on a Windows 2000 server that has an AppleShare compatible network share, and you must set read permission to "everyone" on that network share.

If you do not do this, EM Library cannot create the appropriate resource and data forks on the CID. The files will be stored in archived “bin” format, which the Macintosh workstations cannot use.

5.1.3 NetWare

You must ensure that EM Library places Sophos Anti-Virus for NetWare updates directly into the updates folder on the NetWare server. By default, this folder is SYS:/SWEEP/NLMINST. It is visible to the EM Library computer as \\server\SWEEP\NLMINST. The NetWare servers will check for updates placed here, every 5 minutes.

Sophos strongly recommends the use of Novell-supplied NetWare clients on Windows computers, rather than the Microsoft NetWare clients.

5.1.4 Unix

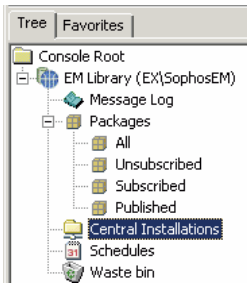
You must ensure that EM Library places the Sophos Anti-Virus for Unix installation files in a Windows file store that can be read by Unix (e.g. a Samba share). You must also run a script on your Unix client computers to check for updates in that file store. A script is supplied by Sophos. See section 11.

5.2 Changing a central installation directory

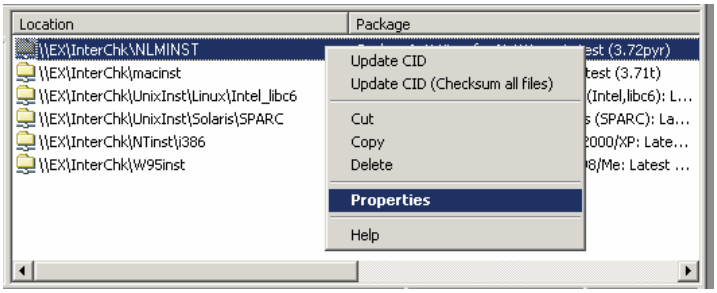
To configure EM Library to use a non-default CID, do as follows.

EM Library cannot create shares on other computers. If you are going to configure EM Library to use a CID on a *remote* computer, ensure a CID is already present on that computer, or create a new share there first.

1. In the console tree, click **Central Installations**.

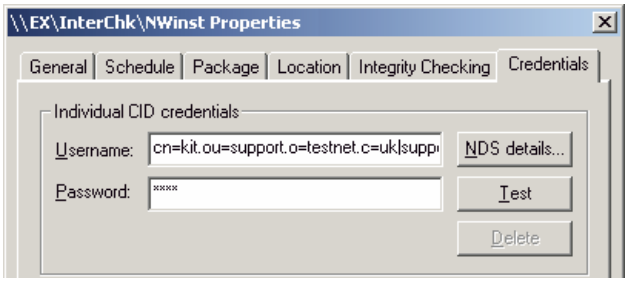


2. The default CIDs created by EM Library are displayed. Right-click on the CID you want to change and select **Properties**.



3. In the **Properties** dialog box, click the **Location** tab. Select **Custom CID location** and enter the full path of the shared folder. Click **OK**.

4. If necessary, click the **Credentials** tab and enter the credentials EM Library needs to access the CID, as described below. When you have finished, click **Test** to check that the account can access the CID. Then continue to step 5.



To specify a Windows domain or local computer account

Enter

`domain\account` or

`computer\account`

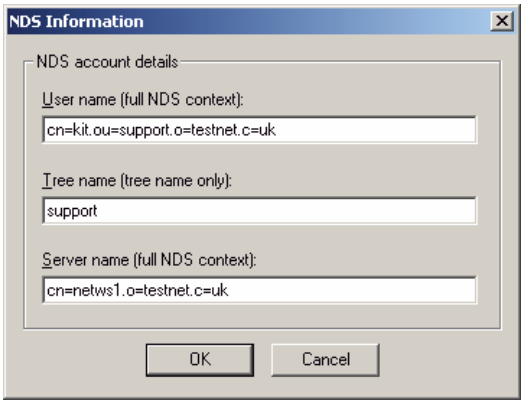
To specify a NetWare NDS account

Click **NDS details**. In the **NDS Information** dialog box, enter the tree name and fully distinguished names for the user and server in the format

`cn=user.o=organisation`

If you are uncertain what to enter, run the NetWare "NWADMIN" utility supplied with the NetWare Windows client.

Then click **OK** to return to the **Credentials** page.



5. In the details pane, check that the new CID location is displayed.

   You have specified the CID(s) to which the software will be downloaded.

   You can set certain configuration options for the software ***before*** you download it. These options apply to Windows computers only and include the frequency with which workstations will be updated.

   If you want to pre-configure the software, continue to section 6.

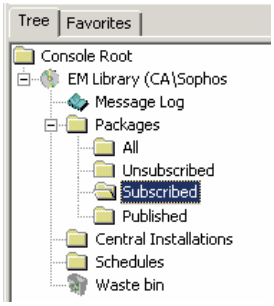
   If you do not want to pre-configure the software, you are ready to download software for the first time. Go to section 7.

6 Pre-configuring software

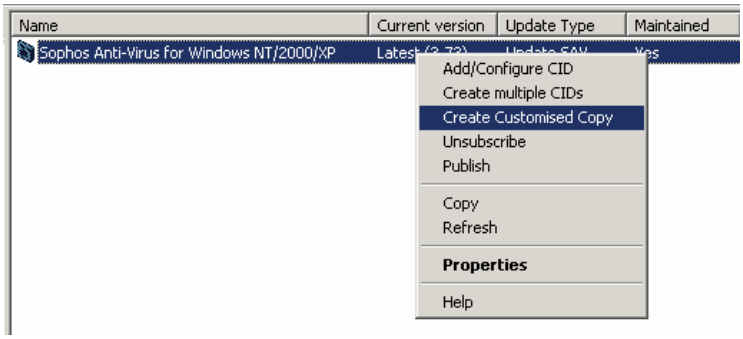
You can specify how, and how frequently, Windows workstations will update themselves from the central directory (the default setting is non-interactive updating every sixty minutes).

1. In the EM Library console, in the console tree, double-click **EM Library**. Double-click **Packages** and then click **Subscribed**.

? A subscribed package is one (selected by you during installation or thereafter) that EM Library will download and update automatically.

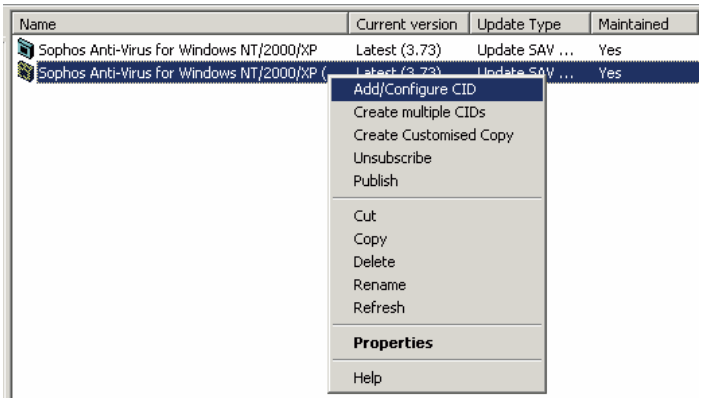


2. In the list of subscribed packages shown in the details pane, highlight the item you want and right-click. In the menu, select **Create Customised Copy**.

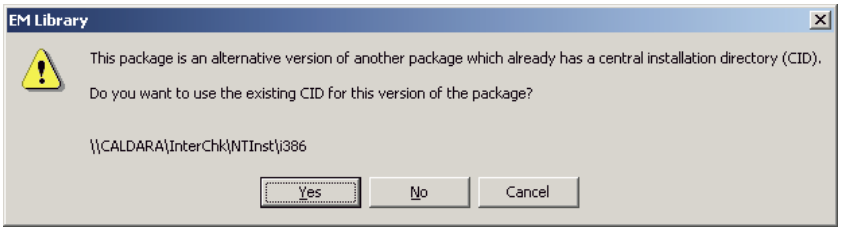


3. In the **Package customisation wizard** dialog box, click **Next**. The wizard guides you through the steps you need to take (for details, see the *EM Library User manual*). When you have finished, you must continue to step 4 to put the customised software in a central installation directory.

4. In the list of subscribed packages, check that the customised package is displayed in the list. Right-click on the customised package. On the menu that is displayed, click **Add/Configure CID**.



5. EM Library detects that the package is a customised copy of another package that already has a central installation directory (CID). In the message box, click **Yes** so that the customised copy can use the CID instead.



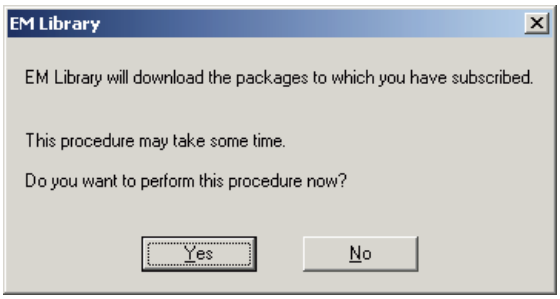
6. Repeat steps 1 to 5 for each Windows package that you want to configure.

Next you download the software files for the first time (section 7).

7 Downloading software

Now download Sophos software and place it in a central installation directory or directories, as follows.

1. In the **Configuration** view, click **Download Packages**.
2. In the **EM Library** message box, click **Yes**.



3. The **Updating packages from the parent** progress bar is displayed.

4. When downloading is complete, the **Updating your central installations** progress bar is displayed.

   You have finished setting up EM Library.

   If you have not already installed Sophos Anti-Virus on your network, continue to the next part of this guide (sections 8 onwards).

   If you have already installed Sophos Anti-Virus on Unix computers, you must reinstall it to use the new auto-updating technology. See section 11.

   If you have already installed Sophos Anti-Virus and have no Unix computers, your entire network will be updated automatically from now on.

Installing Sophos Anti-Virus

Installing Sophos Anti-Virus on Windows

Installing Sophos Anti-Virus on Mac

Installing Sophos Anti-Virus on NetWare

Installing Sophos Anti-Virus on Unix or Linux

8 Installing Sophos Anti-Virus on Windows

If you have not previously installed Sophos Anti-Virus from central installations (CIDs) to your workstations and servers, you do so now. You perform this procedure only once. Thereafter, Sophos Anti-Virus is updated automatically. This section describes how to

- Install Sophos Anti-Virus on Windows NT/2000/XP/2003 computers (section 8.1)
- Install Sophos Anti-Virus on Windows 95/98/Me computers (section 8.2).

Before you start, ensure you have a network account (with the right to log on as a service) that the updating service can use. For details of how to create a suitable account, see Appendix 1.

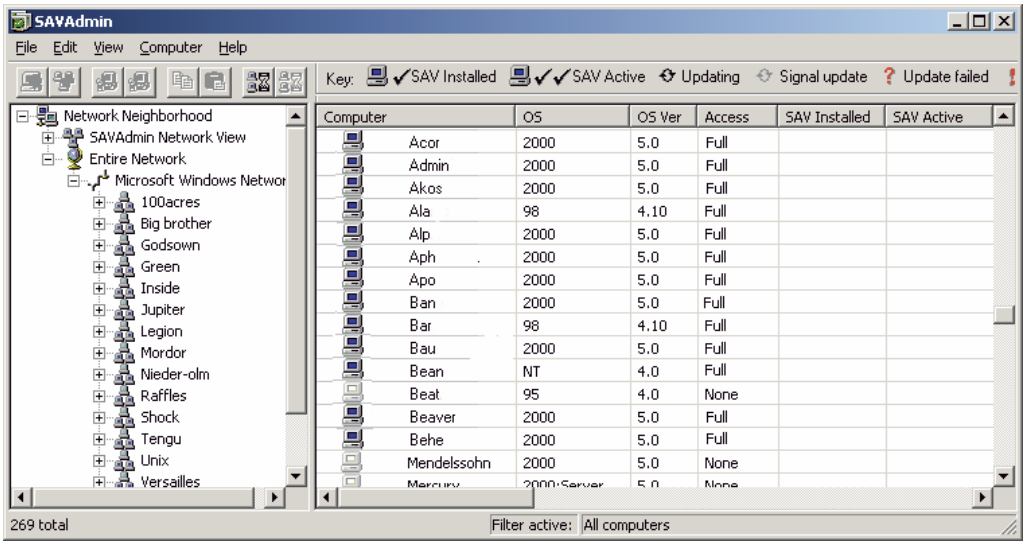
8.1 Install Sophos Anti-Virus on Windows NT/2000/XP/2003

You install Sophos Anti-Virus on Windows NT/2000 computers using the SAVAdmin administration tool, which you can start from EM Library.

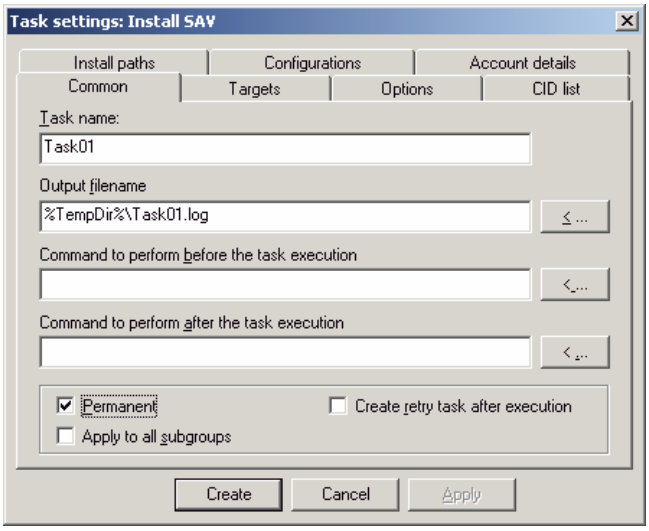
1. In the EM Library console, click on the library name to display the **Configuration** view. Then click the **Start SAVAdmin** button.

   Alternatively, on the **Library** menu, click **Start SAVAdmin**.

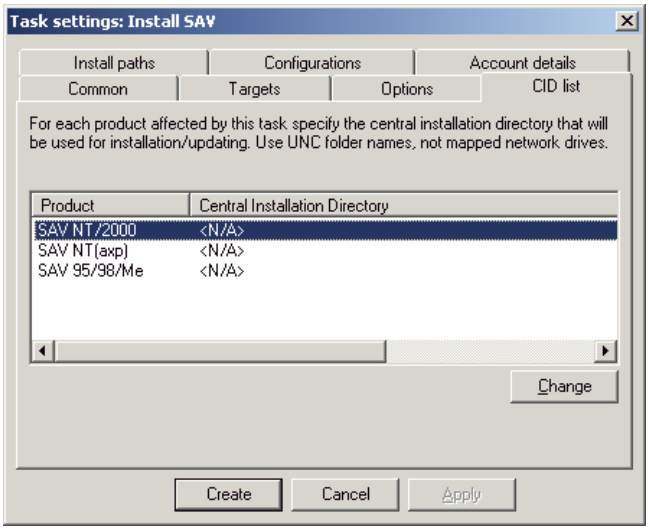
2. In the **SAVAdmin** console, in the tree in the left-hand pane, click **Network Neighborhood**. Then click **Entire Network**. Under **Microsoft Windows Network**, locate the domain or group where you are going to install Sophos Anti-Virus. Highlight all the computers, or hold down the 'Ctrl' key and select the computers on which you want to make an installation, and right-click to display a menu. In the menu, select **Install SAV**.



3. In the **Task settings: Install SAV** dialog box, the **Common** tabbed page is open by default. Enter a **Task name**. Select **Permanent** to ensure that task details are preserved even if SAVAdmin is restarted. Then click the **CID list** tab.

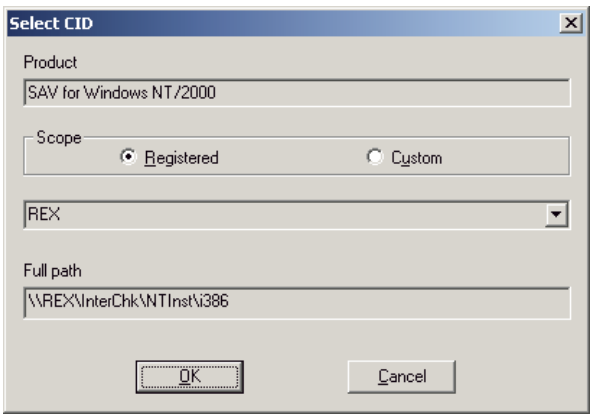


4. In the **CID list** tabbed page, highlight **SAV NT/2000**. Click **Change**.

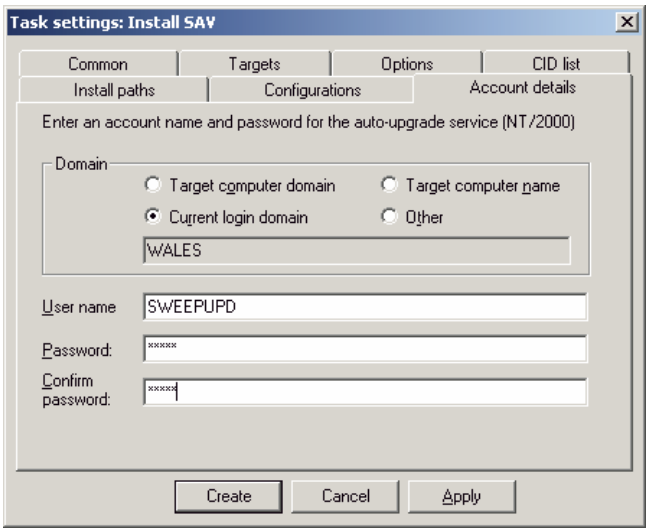


5. In the **Select CID** dialog box, **Registered** is selected by default. A "registered" CID is a shared directory which contains CIDs for multiple products and is administered via the CID list in SAVAdmin.

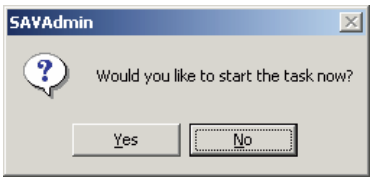
   In the drop-down menu, select the computer holding the central installation directory (CID) for Sophos Anti-Virus for Windows NT/2000/XP/2003. By default, this is the computer where the library is located. In the **Full path** text box, check that the correct CID path is shown (if you accepted the default settings when creating the library, the path is [computername]\InterChk\NTInst\i386). Click **OK**. You are returned to the **CID list** tabbed page.



6. In the **Task settings: Install SAV** dialog box, click the **Account details** tab. Enter details of an account (with "Log on as a service" rights) that will be used by the auto-update service. If you have not already created an account, see Appendix 1 for details of how to do so. Click **Create**.



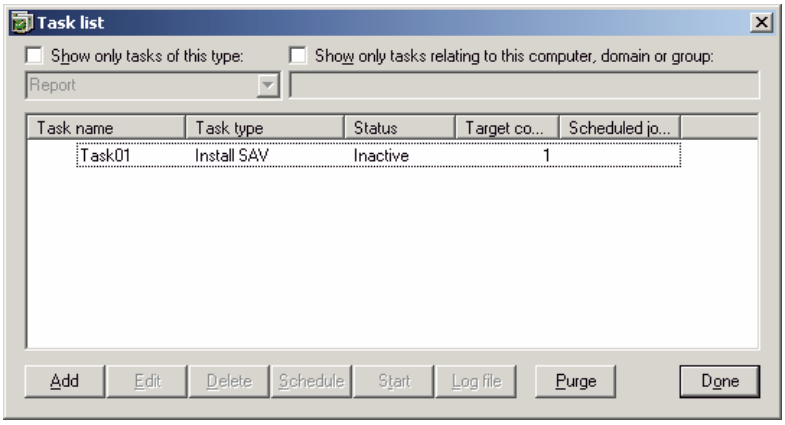
7. In the **SAVAdmin** message box, click **Yes** to install Sophos Anti-Virus.



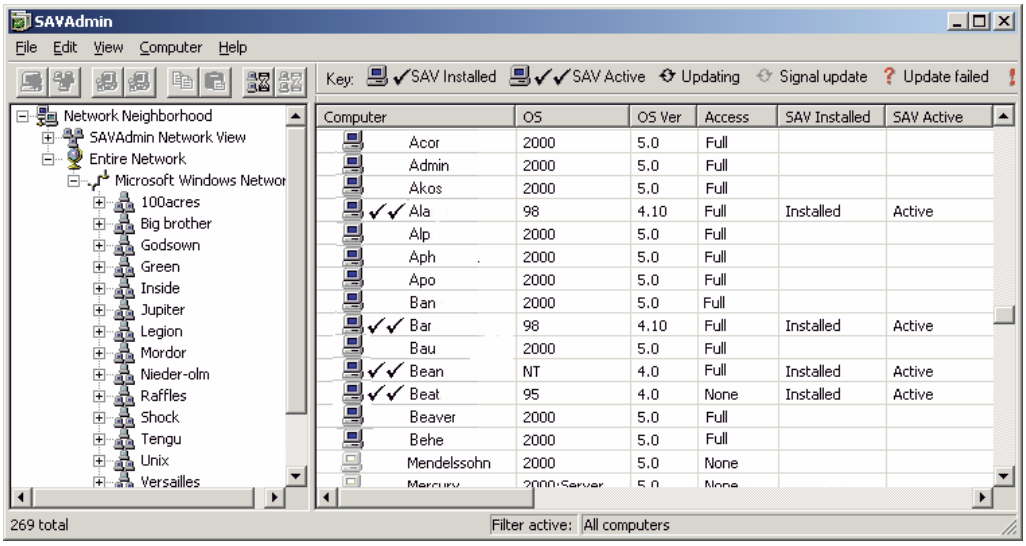
8. To check progress, at the **SAVAdmin** console, open the **File** menu and select **Task list**. The install task you have created is displayed. In the **Status** column, check that the task is **Running** or **Completed**. The results of the task are displayed in a **Task Summary** window.

   If the task is not completed successfully, click **Edit** to check the account details and the CID selected, and then click **Start** to run the task again.

   To close the task list, click **Done**.



9. In the **SAVAdmin** console, check the **SAV Installed**, **SAV Active** and **SAV Version** columns in the right-hand pane. You should see that Sophos Anti-Virus has been installed. In the **File** menu, select **Exit**.



When EM Library updates the central installation directory, Windows NT/2000/XP/2003 computers will update from it automatically within an hour.

Sophos recommends that you set up a shortcut to the SAVAdmin program, so that you can use it to monitor your Sophos Anti-Virus installations in future. SAVAdmin is located in the EM Library folder, at

C:\Program Files\Sophos Enterprise Manager\console\bin\Savadmin.exe

For more information on using SAVAdmin, see the *SAVAdmin user manual.*

If you have Windows 95/98/Me computers on your network, install Sophos Anti-Virus on them now (section 9.2).

8.2 Install Sophos Anti-Virus on Windows 95/98/Me

You install Sophos Anti-Virus on Windows 95/98/Me computers by using a login script (for instructions on creating a login script, see Appendix 2).

The same login script should be used to run the SAVAgent utility, which enables you to use the SAVAdmin administration tool to monitor Sophos Anti-Virus installations on Windows 95/98/Me computers.

Add the following lines to the computers' login script:

```
\\<servername>\Interchk\W95Inst\setup -inl -a
start /wait \\[servername]\SophosEM\bin\Savagent.exe -update -poll=3600
```

where

- [servername] is the computer where you created the library
- Interchk is the share where the central installations were placed
- SophosEM is the location of the library.

This script installs Sophos Anti-Virus on each computer when it is restarted, and configures it to check for Sophos Anti-Virus updates every sixty minutes.

9 Installing Sophos Anti-Virus on Mac

To install Sophos Anti-Virus on networked Mac computers for the first time, do as follows.

At each workstation, ensure that

- the workstation is free of viruses (see the *Mac on a network installation guide* for Mac OS X or Mac OS 8/9)
- System Preferences is closed (Mac OS X)
- the file server holding the CID is mounted on the desktop.

To install Sophos Anti-Virus:

1. Open the directory where EM Library placed the central installation. By default, this is the **macinst** subfolder in the **Sophos Anti-Virus** folder on the server.
2. Double-click the **Sophos Anti-Virus Installer** icon.

3. In the **Sophos Anti-Virus Installer** dialog box, click **Install** to install Sophos Anti-Virus on the workstation at the default destination shown.
4. When prompted, enter your administrator account details (Mac OS X) or restart the computer (Mac OS 8/9).

   The computer now checks for updates automatically when it is turned on (Mac OS 8/9), or when the Sophos Anti-Virus console is opened (Mac OS X).

10 Installing Sophos Anti-Virus on NetWare

EM Library can keep Sophos Anti-Virus updated on NetWare servers, but cannot be used for first-time installation. To install Sophos Anti-Virus on a NetWare server for the first time, you must

- copy the Sophos Anti-Virus files from the Sophos CD or website (section 10.1)
- load Sophos Anti-Virus for NetWare for the first time (section 10.2)
- set up auto-updating (section 10.3).

10.1 Install Sophos Anti-Virus

You install Sophos Anti-Virus on the server ***from a Windows workstation***. We recommend that you ensure the workstation is virus-free before you start.

1. At the workstation, log on to the server with write access rights equivalent to ADMIN.

   If you have already downloaded and unzipped the Sophos Anti-Virus for NetWare files from the Sophos website, go to step 4.

2. Insert the Sophos CD in the CD drive. The CD should auto-run. If auto-run is disabled, run `D:\Launchcd` (where `D:` is the CD drive).

3. In the **Sophos CD** window, click **Sophos Anti-Virus**. At the next screen, click **NetWare** and then click **How to install or update Sophos Anti-Virus**. Scroll down the page if necessary and click **NETWARE**.

4. Select all the files. Right-click the selection to display a menu. Select **Copy**.

5. In **My Network Places** (Windows Me/2000/XP) or **Network Neighborhood** (Windows 95/98/NT), select the server and locate the SYS volume. Click the SYSTEM directory. On the **Edit** menu, click **Paste**.

   The Sophos Anti-Virus for NetWare files are copied to the directory.

   You have installed Sophos Anti-Virus. Now load Sophos Anti-Virus for the first time (section 10.2).

10.2 Load Sophos Anti-Virus for the first time

1. At the server console, or using RCONSOLE from a workstation, type

   `LOAD SWEEP`

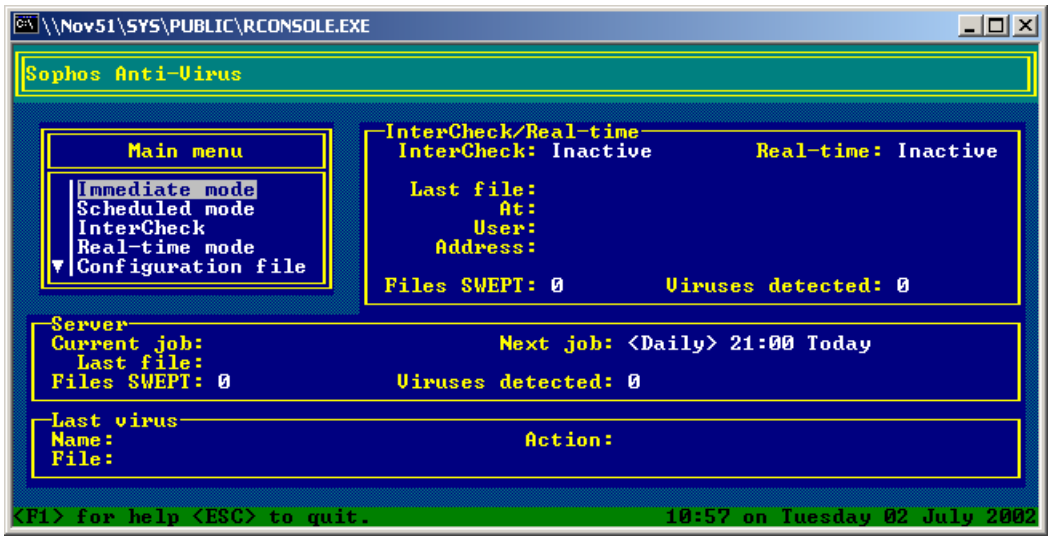
2. The first time you load Sophos Anti-Virus, it prompts you to enter Administrator details. Press any key.

3. At the login prompt, type an Administrator username and the name of ***your*** Organization, and press Return. Sophos Anti-Virus will log in as this user every time it is started, enabling it to see the complete NDS tree.

4. Type the Administrator password and press Return.

5. If a message about suborgunits is displayed, press Return.

   The **Sophos Anti-Virus** screen is displayed.



   You have loaded Sophos Anti-Virus.We recommend that you add the command `LOAD SWEEP` to the `AUTOEXEC.NCF` file, so that Sophos Anti-Virus will be restarted if the server is rebooted.

   Next set up auto-updating (section 10.3).

10.3 Set up auto-updating

You can configure the installation of Sophos Anti-Virus on the server so that it will update automatically as soon as EM Library places an updated version of the Sophos Anti-Virus for NetWare files on the server.

1. In the **Sophos Anti-Virus** screen, on the **Main** menu, scroll down, select **Administration** and press Return to display the **Administration** menu.

2. On the **Administration** menu, scroll down, select **Auto-updating** and press Return to display the **Auto-updating** screen.

3. Press Return. Set **Status** to **Active** and press Return. Press ‘Esc’ twice to return to the **Main** menu.

   From now on, Sophos Anti-Virus for NetWare will be updated automatically by EM Library.

11 Installing Sophos Anti-Virus on Unix or Linux

To install Sophos Anti-Virus on Unix or Linux computers for the first time, or to reinstall it, do as follows.

1. Go to the root of the directory where EM Library has placed the Sophos Anti-Virus files (the “CID”). Then copy the file eminstall.sh into an executable path location such as /etc. on each Unix client.

   From now on, this location is shown as <path>

2. Enter

   ```
   cd <path>
   ```

3. To change the permissions, enter

   ```
   chmod +x eminstall.sh
   ```

4. Create a file called /etc/eminstall.conf

5. Add the following lines to it:

   ```
   EM install CID=<install_cid>
   EM cache dir=<tmp_path>
   SAV install dir=<install_path>
   ```

   where

   <install_cid> is the location of the CID.

   <tmp_path> is the location of the cache where a copy of the installation files is placed when performing an update.

   <install_path> is the root location where Sophos Anti-Virus is going to be installed, or has previously been installed.

The files in <tmp_path> must not be deleted as this will cause them to be downloaded again. For this reason, you are recommended not to place the files in the /tmp directory.

For the latest information about Unix/Linux installation and configuration, see the eminstall.txt file in the central installation directory.

6. Run

   ```
   eminstall.sh
   ```

   Whether you are an existing user or a new user, you must now create a cron job to run eminstall periodically. This will check for new virus updates and product upgrades, and install them automatically.

Using EM Library

12 Opening the console

You open the EM Library console as follows.

Sophos recommends that you keep the console closed unless using it. Doing so saves bandwidth. You still receive alerts via email or network messaging (see section 3).

1. In the Windows taskbar, select **Start|Programs|Sophos Enterprise Manager|Sophos EM Library Console**.
2. The console is opened. In the Details pane, the last details you viewed are displayed (if you saved your settings the last time you closed the console).

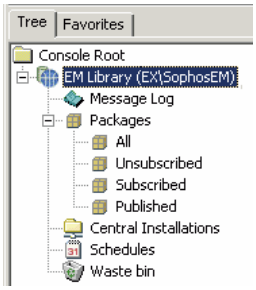
   The sections that follow tell you how to

   - check last and next download times (section 13)
   - monitor EM Library activity via the message log (section 14)
   - change the library settings (section 15)
   - download updates manually (section 16).

13 Checking last and next download details

In the EM Library console, you can check when EM Library last downloaded updates, and when it will next do so.

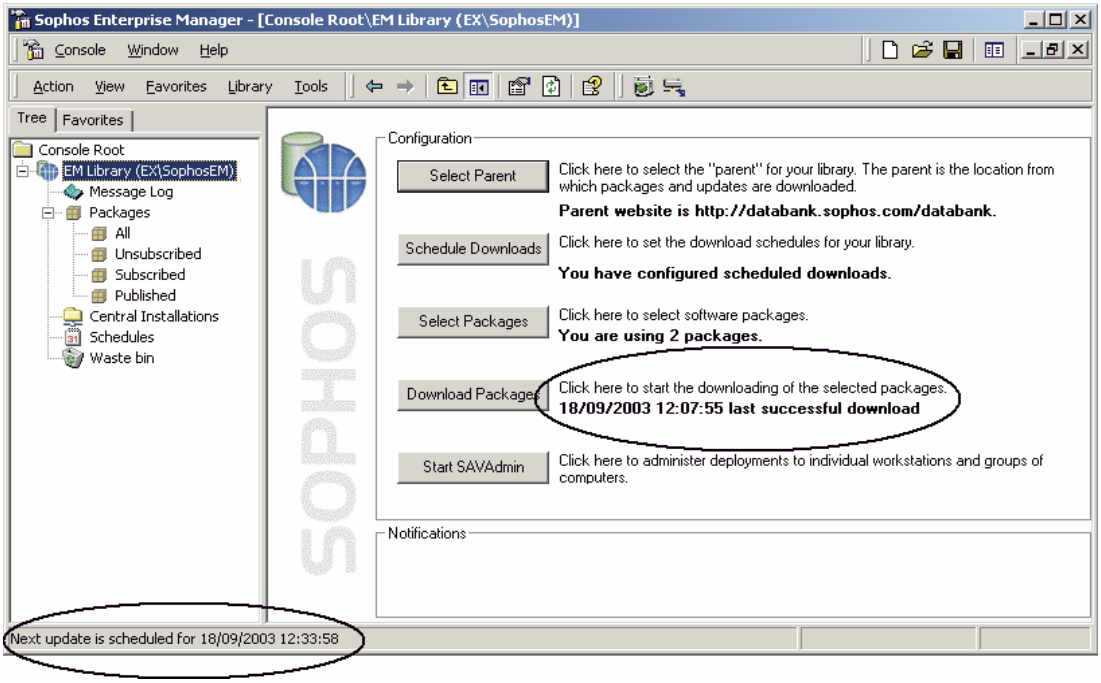
1. In the console tree (left-hand pane), click **EM Library**.



2. In the Details (right-hand) pane, the **Configuration** view is displayed.

   Last successful download details are displayed beside the **Download Packages** button.

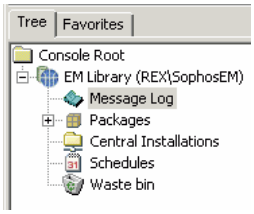
   Next update time is displayed in the status bar (bottom left-hand side). This is always displayed (unless you are using the Message log).



14 Monitoring EM Library via the message log

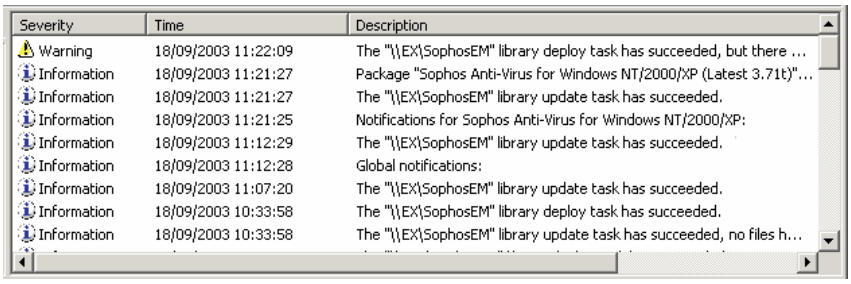
To check whether a procedure has been carried out, look in the message log.

1. In the EM Library console, in the console tree, click **Message Log**.



2. The messages are displayed in the details pane.

   You can change the types of message (warning, error or information) displayed, as described in section 3. Errors usually require you to take action.



   To export the messages to a text file, click the **Export** icon in the toolbar.

   To see full details of any message, highlight it and right-click. In the menu that is displayed, select **Properties**.

The messages are stored in the Application log in the system's Event logs. You can view them via the computer's administration tools if you want to.

15 Changing the library settings

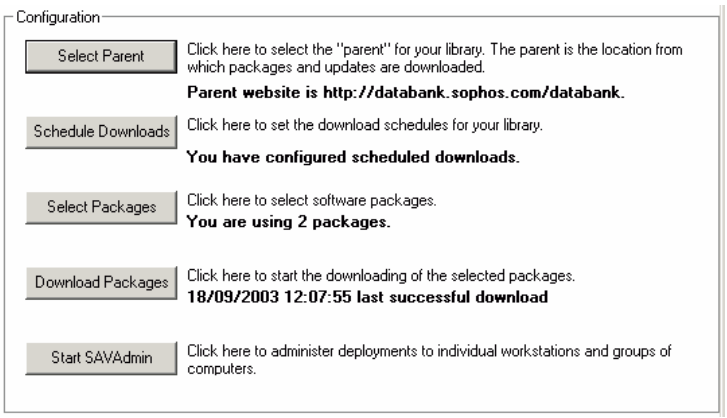
You can change the options you set when you configured EM Library. You can do this via the **Configuration** view or the **Properties** pages.

The **Properties** pages enable you to configure some extra settings, e.g. how EM Library checks the integrity of files in the library.

15.1 Change settings via the Configuration view

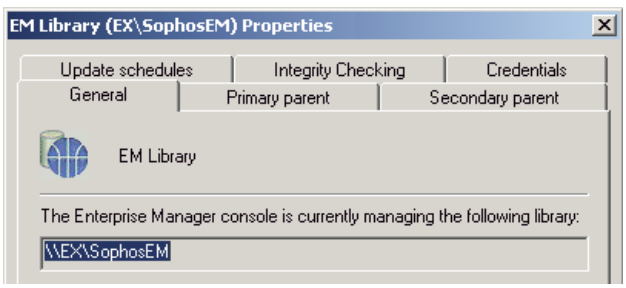
1. In the console tree, click on **EM Library**.
2. In the details pane, the EM Library **Configuration** view is displayed. The current settings are displayed. Click any button to edit them.

If you click **Select Packages**, a list of all available packages, including any that you have customised, is displayed (rather than the initial package selection dialog seen in section 4.3).



15.2 Change settings via the properties pages

1. In the console tree, right-click **EM Library** and select **Properties**.
2. A set of tabbed pages is displayed. Click a tab, e.g. **Update schedules**, to edit that setting. For full details of all the options, see the *EM Library User manual*.



16 Downloading updates manually

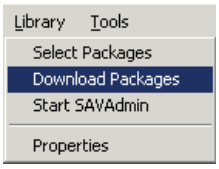
EM Library automatically downloads the latest updates for subscribed software packages from the parent at times you have already specified.

You can perform these downloads manually. See the instructions below.

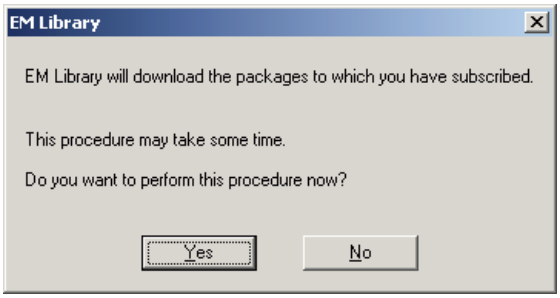
You can also script downloads from other applications. See Appendix 1 in the *EM Library user manual*.

1. In the console, on the **Library** menu, click **Download Packages**.

Alternatively, in the **Configuration** view, click **Download Packages**.



2. In the **EM Library** message box, click **Yes**.



3. The **Updating packages from the parent** progress bar is displayed. You can close this message box without interrupting downloading, and can then make changes on any other libraries managed from this console.

When downloading is complete, the last successful download date and time shown in the **Configuration** view will change.

Uninstallation

17 Uninstalling EM Library

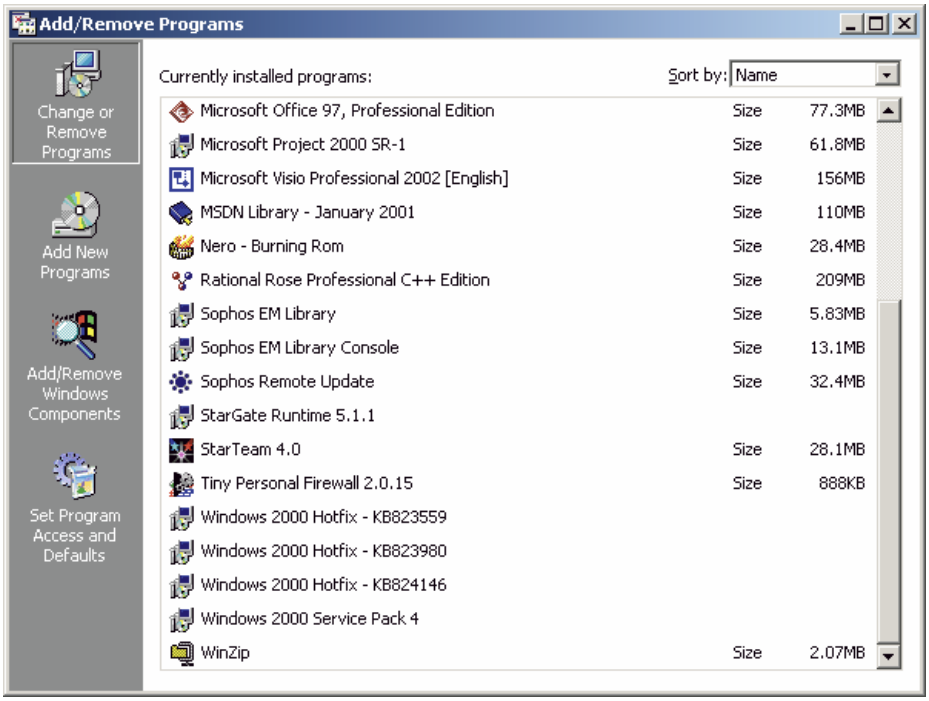
To uninstall EM Library, you uninstall:

- the library (or libraries)
- the console(s).

Before you begin uninstallation, close the EM Library console and SAVAdmin if necessary.

You cannot uninstall a library remotely. You must do so at the computer where the library was installed.

1. Go to the computer where you installed the library. On the **Start** menu, select **Settings|Control Panel**. Then double-click **Add/Remove Programs**.
2. Select **Sophos EM Library** and click **Add/Remove**.



3. In the **Windows Installer** message box, click **Yes**.
4. A progress bar is displayed.
5. Repeat steps 1 to 4 for the **Sophos EM Console**.

Appendices

Creating a network account

Creating a logon script

Appendix 1: Creating a network account

To keep your network updated, you need

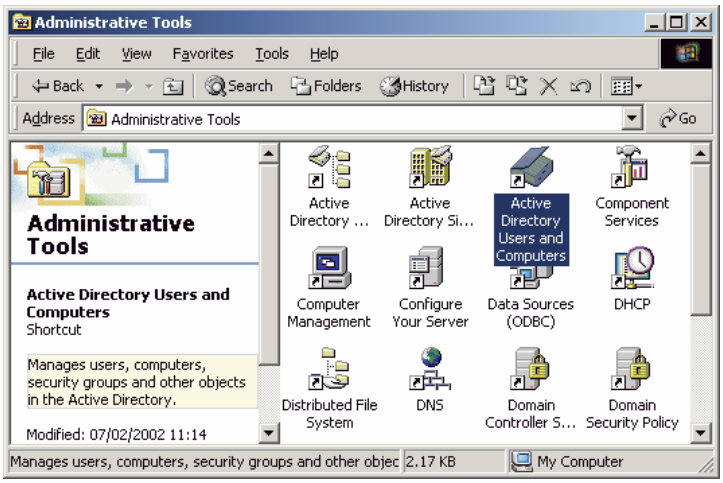
- An account used to update Sophos Anti-Virus automatically on Windows NT/2000/XP/2003 computers. This account needs the right to log on a service. If you have Sophos Anti-Virus on the network, you may already have created this account.
- An account that EM Library uses. During library installation, the setup program offers to create a local account for you. If you use EM Library to manage CIDs on a remote computer, or if you use multiple libraries that access each other via UNC, you need to use a network account instead. This account needs the right to log on as a batch job.

This appendix describes how to create suitable network accounts on a Windows 2000 computer.

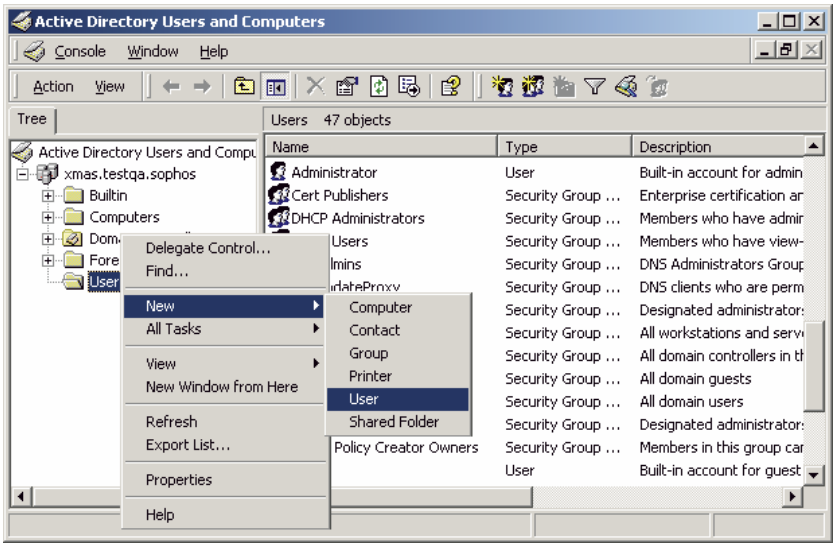
The procedure is slightly different if you using another version of WIndows. For instructions on how to create the account(s) on Windows NT or Windows 2003, see the *EM Library user manual*.

1. In the Windows taskbar, select **Start|Settings|Control Panel**.
2. In the **Control Panel** window, double-click on **Administrative Tools**.

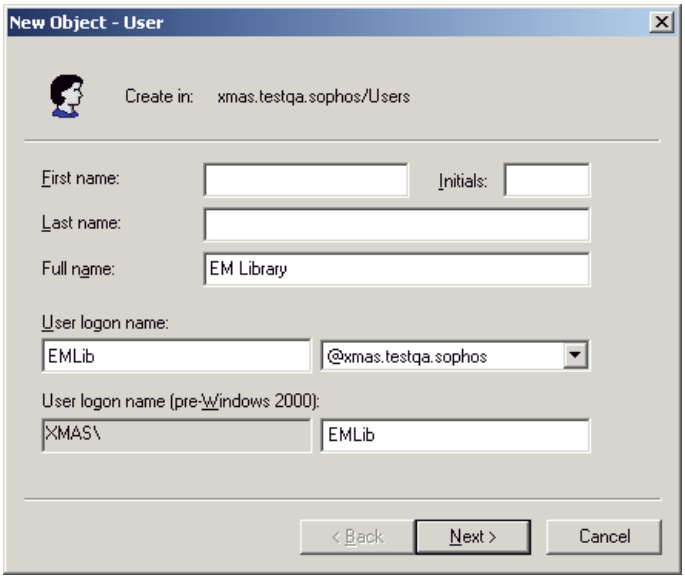
3. In the **Administrative Tools** window, double-click **Active Directory Users and Computers**.



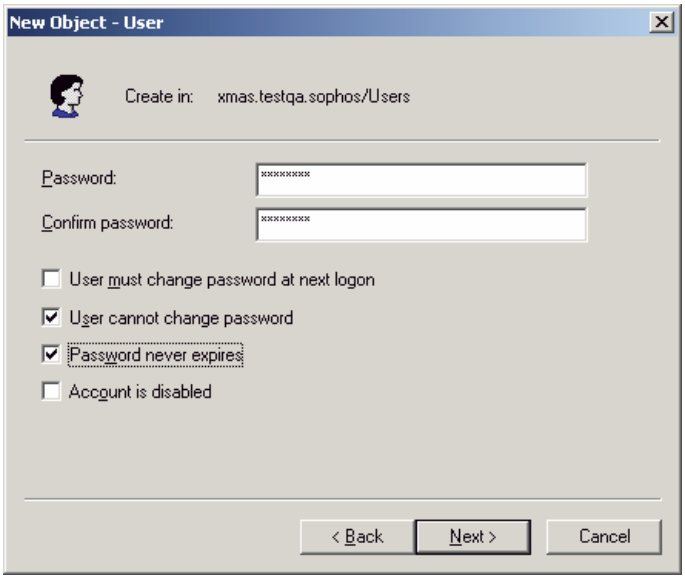
4. In the **Active Directory Users and Computers** window, click on the **Users** folder to open it. Right-click on the folder name. In the menu that is displayed, select **New** and then **User**.



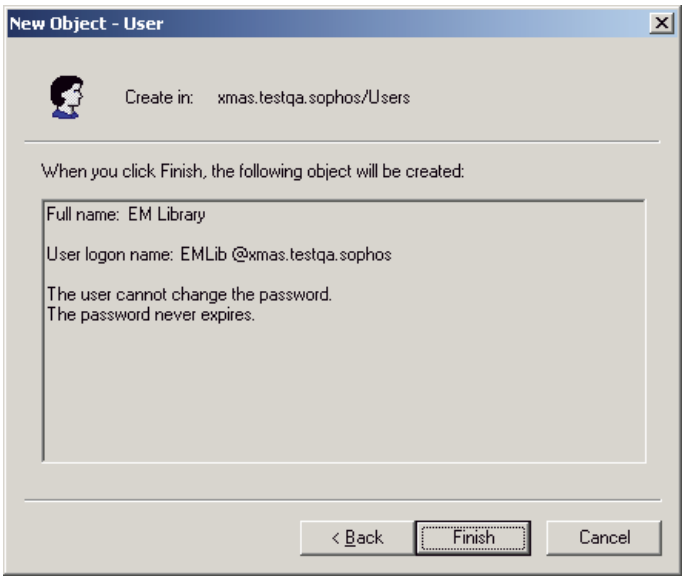
5. In the **New Object - User** dialog box, in the **Full name** field, enter a descriptive name (“EM Library” for the EM Library account or “Sweep Update Account” for the Sophos Anti-Virus update account). In the **User logon name** field, enter a name (“EM Lib” or “SAVUPD”). Click **Next**.



6. In the next dialog box, enter and confirm a password. Deselect **User must change password at next logon**. Select **User cannot change password** and **Password never expires**. Click **Next**.



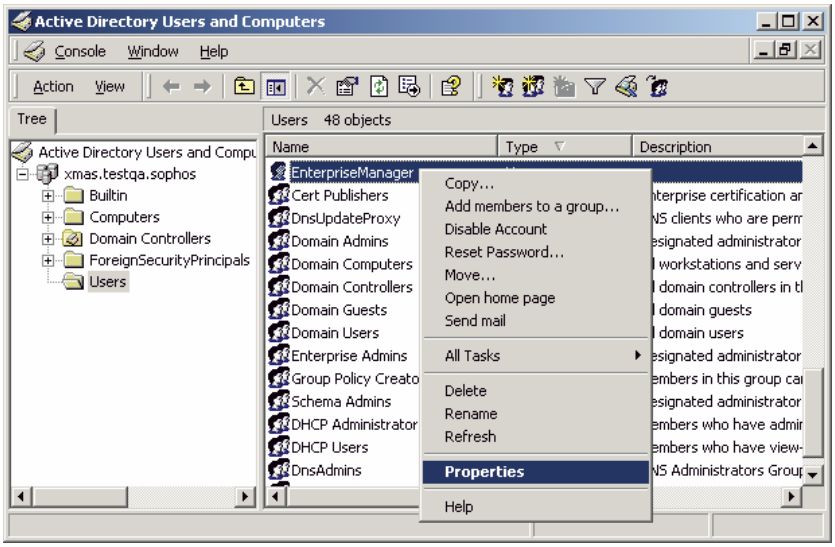
7. In the next dialog box, check the account details. Click **Finish**.



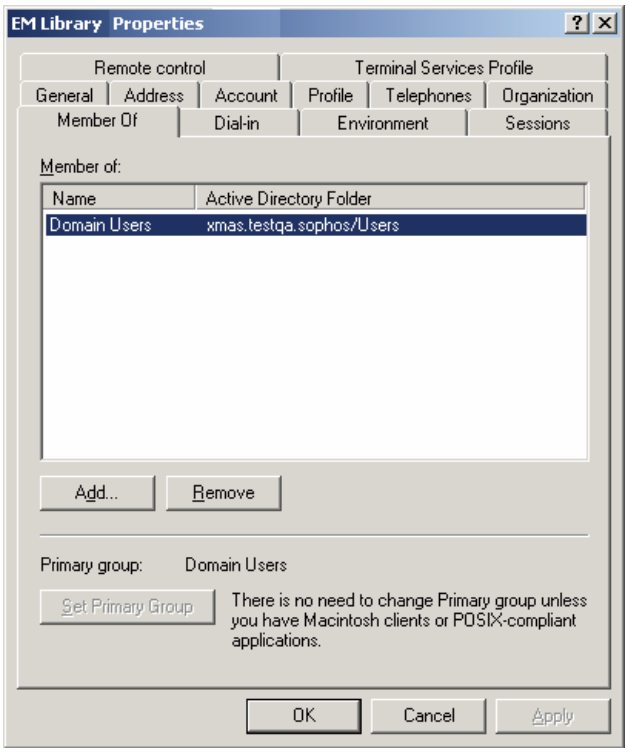
8. In the **Active Directory Users and Computers** window, the new account is now displayed in the list of users.

   If you are creating an EM Library network account, right-click the account name and select **Properties.**

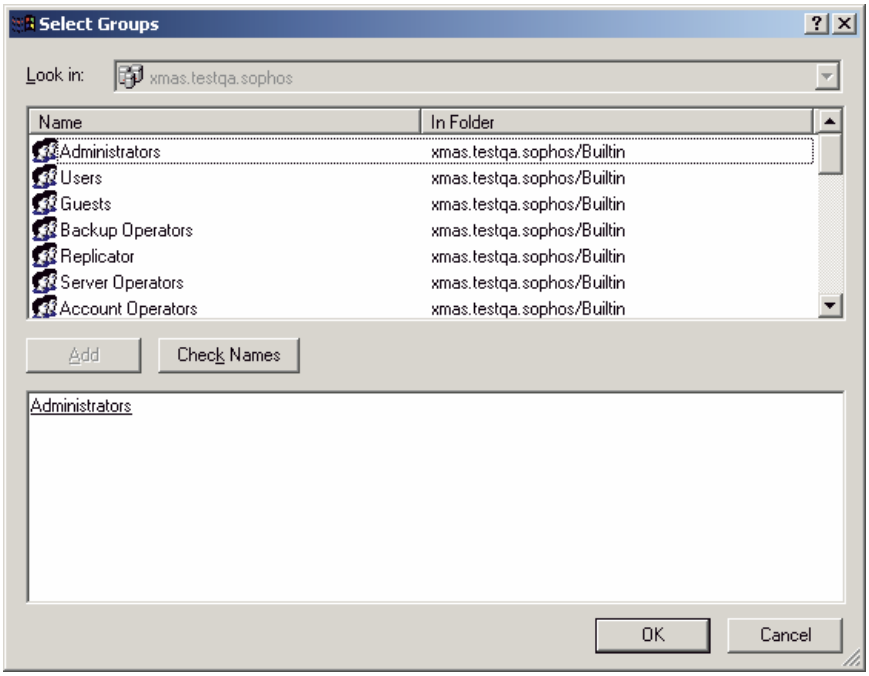
   If you are creating an update account for Sophos Anti-Virus, close the window, return to the Administrative Tools window and go straight to step 11.



9. In the **[Account name] Properties** dialog box, in the **Member of** tabbed page, click **Add**.



10. In the **Select Groups** dialog box, highlight **Administrators**. Click **Add**. Click **OK**. Then in the **[Account name] Properties** dialog box, click **OK**.



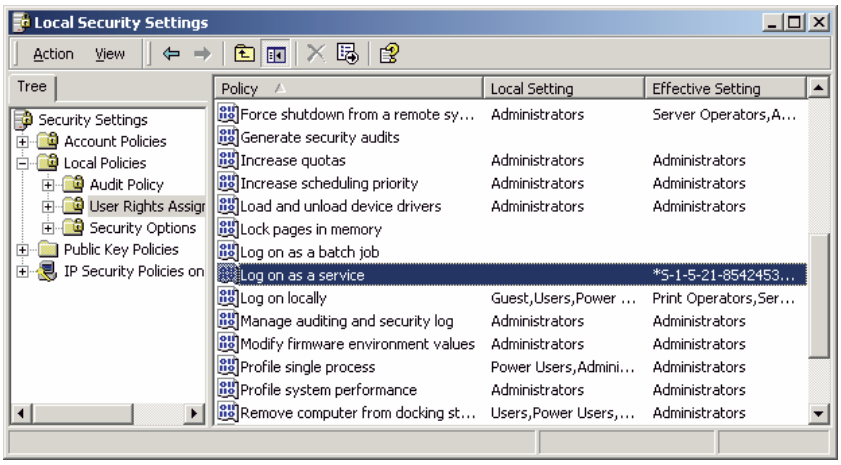
11. In the **Administrative Tools** window, double-click **Local Security Policy**.

12. At the **Local Security Settings** window, click the **Local Policies** folder and then **User Rights Assignment**.

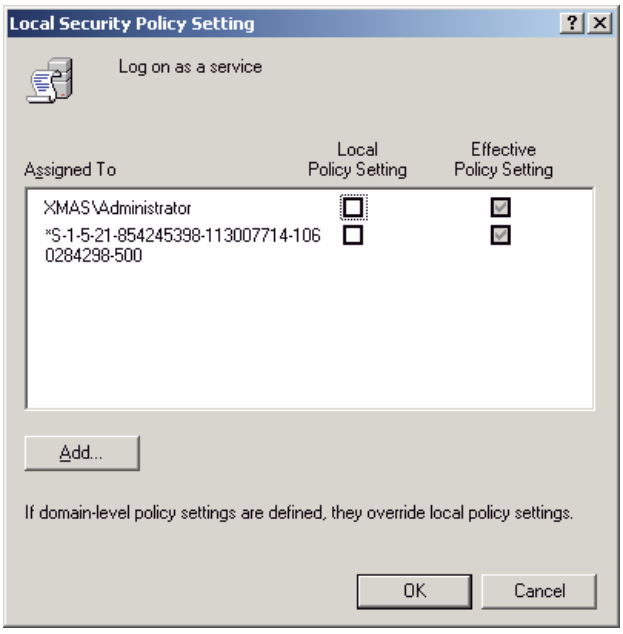
    If you are creating an EM Library network account, highlight **Log on as a batch job.**

    If you are creating an update account for Sophos Anti-Virus, highlight **Log on as a service**.

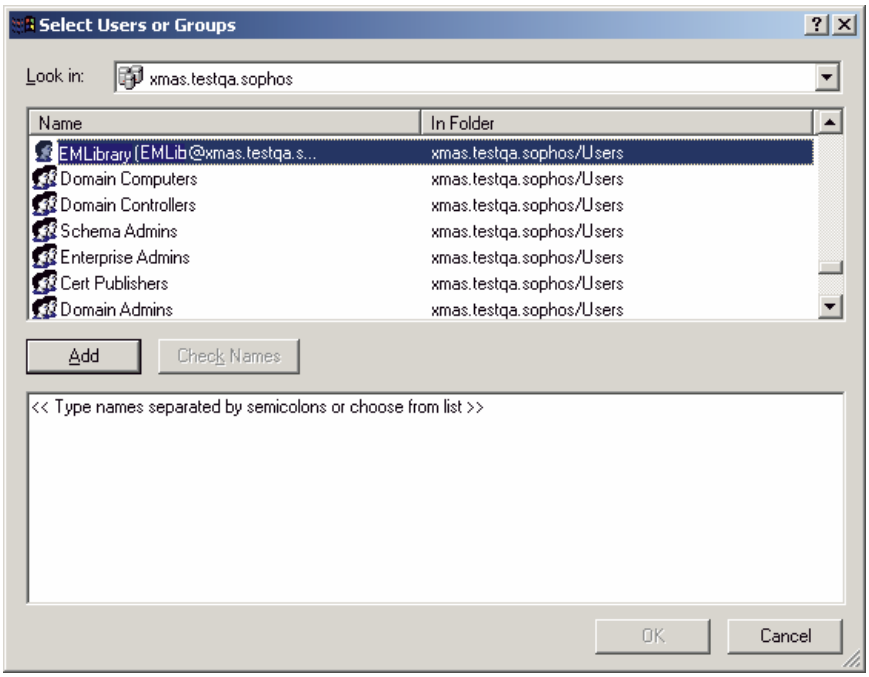
    Then double-click.



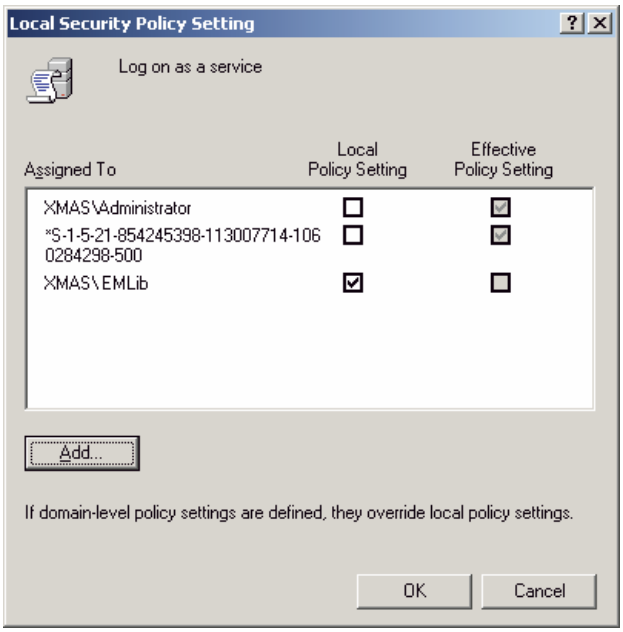
13. In the **Local Security Policy Setting** dialog box, click **Add**.



14. In the **Select Users or Groups** dialog box, select the new account. Click **Add**.



15. In the **Local Security Policy Setting** dialog box, the new account is now displayed. Click **OK**. Close all windows.



Appendix 2 Creating a login script

Sophos recommends that you install Sophos Anti-Virus on Windows 95/98/Me computers automatically by using a login script. The login script can also be used to distribute the agent that enables you to monitor Windows 95/98/Me workstations with the Sophos administration tool, SAVAdmin.

This appendix describes how to create a login script.

The procedure depends on whether you create the login script at a Windows NT server or a Windows 2000 server.

Appendix 2.1 Creating a login script at a Windows NT server

1. At the file server, use Windows Explorer to find

   C:\Winnt\system32\repl\import\scripts

2. In the **File** menu, select **New** and then **Text Document**.

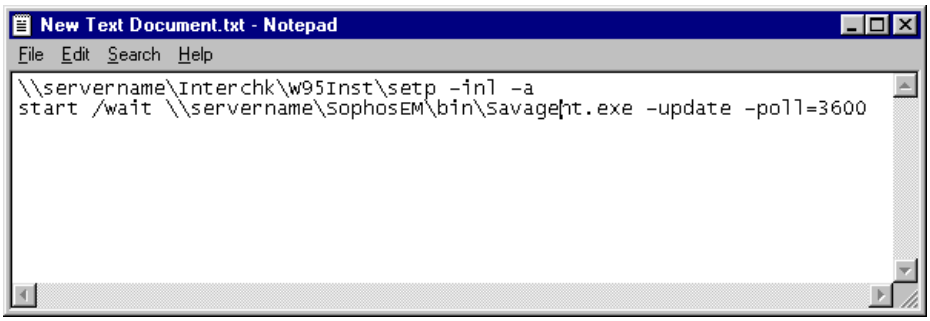
3. Double-click the new document. The file opens in Notepad. Type

   \\[servername]\Interchk\W95Inst\setup -inl -a
   start /wait \\[servername]\SophosEM\bin\Savagent.exe -update -poll=3600

   where

   - [servername] is the name of your Windows NT server
   - Interchk is the share for the Sophos Anti-Virus central installations (CIDs)
   - SophosEM is the share where you created the EM library.

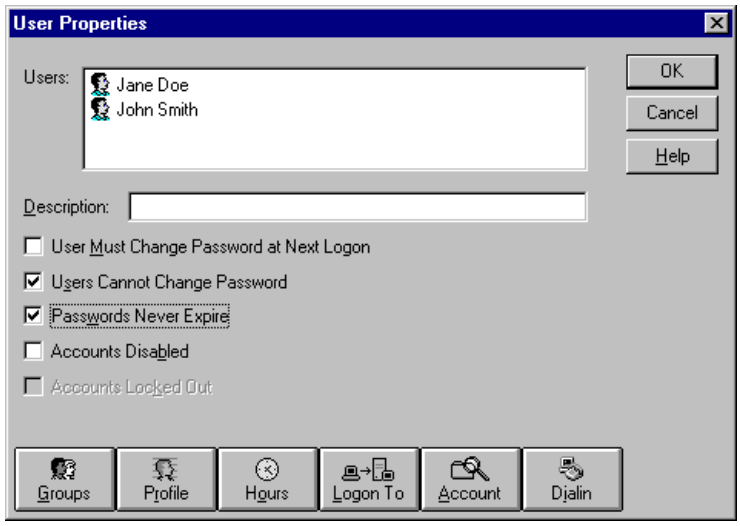
   In the **File** menu, select **Save As**.



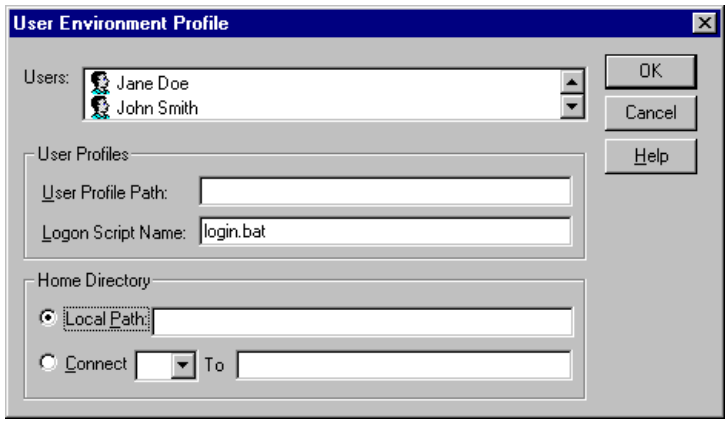
4. In the **Save As** dialog box, in **File name**, type **login.bat**. In the **Save as type** browser, select **All Files**. Click **Save**. Exit from Notepad.
5. Close **Explorer.**

   You now need to assign the login script.

1. In the Windows taskbar, select **Start|Programs|Administrative Tools (Common)|User Manager for Domains**.
2. Select the users for whom the script is to be run.
3. From the **User** menu, choose **Properties**.
4. In the **User Properties** dialog box, click **Profile**.



5. In the **User Environment Profile** dialog box, in the **Login Script Name** field, type **login.bat**. Click **OK**. Then click **OK** to exit the **User Properties** dialog box. Exit User Manager for Domains.



Appendix 2.2 Creating a login script at a Windows 2000 server

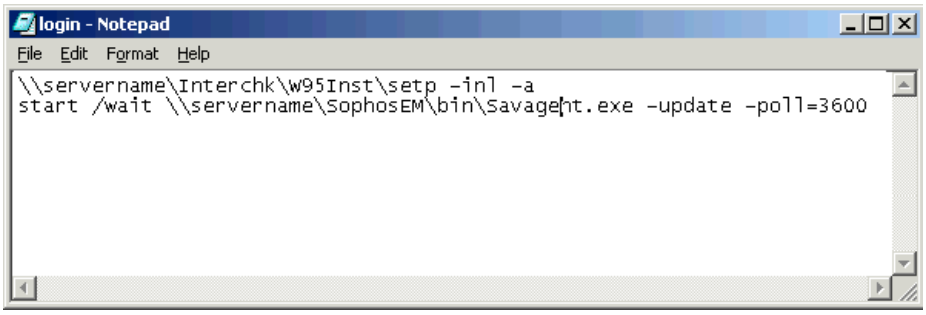
1. At the server, in the taskbar select **Start|Programs|Accessories|Notepad**.
2. In Notepad, type

   \\[servername]\InterChk\W95Inst\setup.exe -inl -a
   \\[servername]\SophosEM\bin\Savagent.exe -update -poll=3600

   where

   - [servername] is the Windows 2000 server
   - Interchk is the share for the Sophos Anti-Virus central installations (CIDs)
   - SophosEM is the share where you created the EM library.

   In the **File** menu, select **Save**.



3. In the **Save As** dialog box, browse for

   C:\Winnt\SYSVOL\sysvol\[domain].com\scripts

   where [domain] is your domain name.

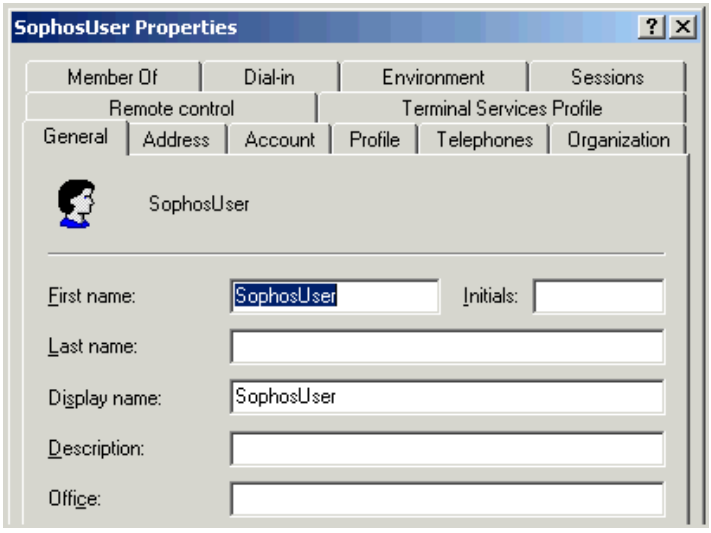
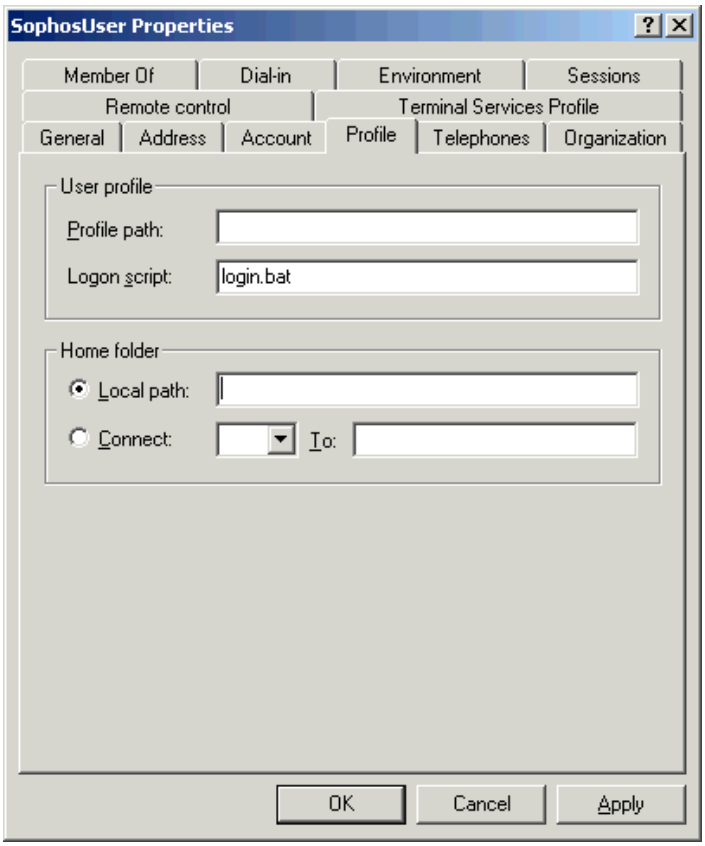
   In the **File name** field, enter **login.bat**. In the **Save as type** drop-down menu, select **All Files**. Click **Save**. Close Notepad.

   Next you assign the login script to the users who will have Sophos Anti-Virus installed automatically.

1. In the Windows taskbar, click **Start|Settings|Control Panel**.
2. In the **Control Panel** window, double-click on **Administrative Tools**.
3. In the **Administrative Tools** window, double-click on **Active Directory Users and Computers**.

4. In the **Active Directory Users and Computers** window, double-click on the **Users** folder. Select the users for whom Sophos Anti-Virus is to be installed and right-click. In the menu that is displayed, select **Properties**.

5. In the **Sophos User Properties** dialog box, click the **Profile** tabbed page.



6. In the **Profile** tabbed page, in the **Logon script** field, enter **login.bat**. Click **Apply** and then **OK**. Close all windows.