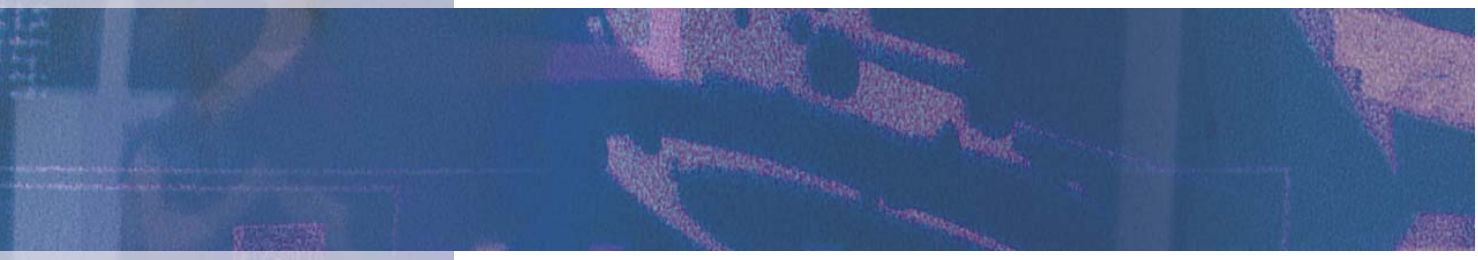
SOPHOS



enterprise manager

EM Library

User manual

Version 1.1

About this manual

This user manual has two main parts.

Part 1 Using EM Library tells you how to

- use the EM Library console
- manage libraries
- manage anti-virus software packages.

Part 2 Managing large networks with EM Library tells you how to

- choose the best EM Library setup for your network
- add more central installations
- add more libraries
- use libraries to simplify evaluation of updated software.

For information on the installation, initial setup, updating or uninstallation of EM Library, see the *EM Library startup guide.*

Sophos documentation is published on the Sophos CD each month and at www.sophos.com/support/docs/

Technical support

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FAQs and virus information are available on the Sophos website www.sophos.com

If you contact technical support, provide as much information as possible, including Sophos software version number(s), operating system(s) and patch level(s), and the exact text of any error messages.

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PART 1
Using EM Library

Using the console

Opening the console

Using the console

Checking last and next download details

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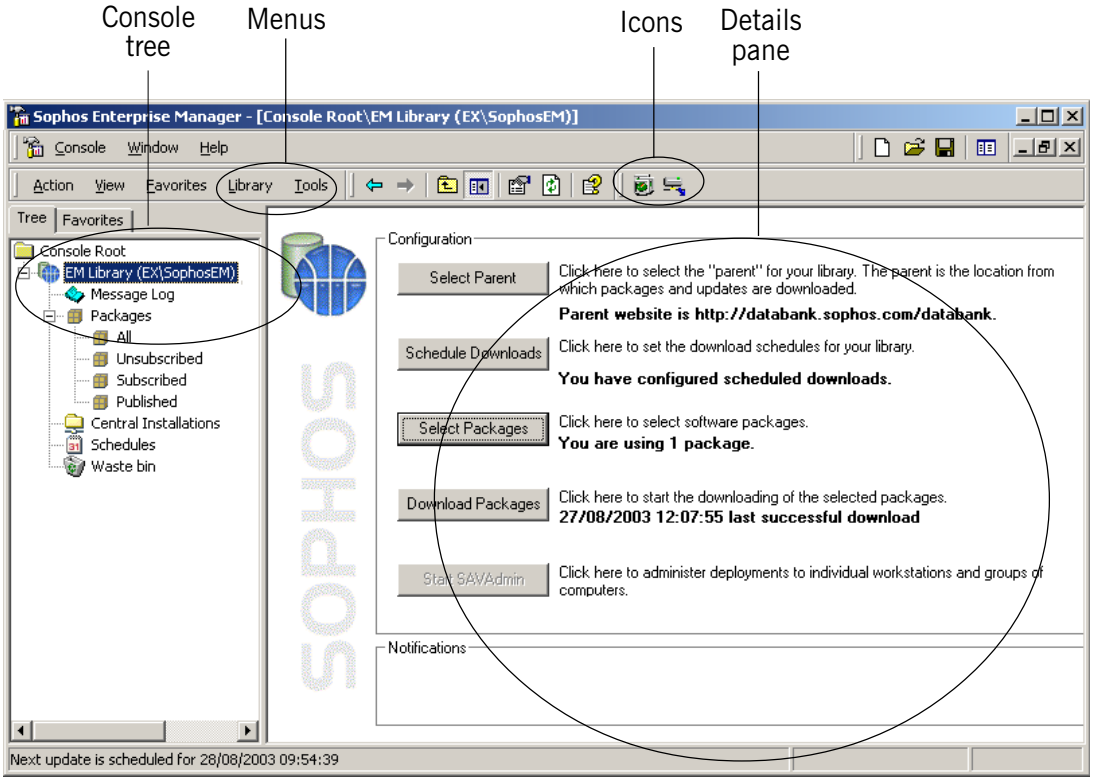
1 Opening the console

You open the EM Library console as follows.

Sophos recommends that you keep the console closed unless using it. Doing so saves bandwidth. EM Library will still send you email alerts or network messages.

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).



2 Using the console

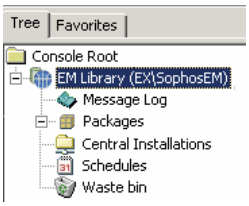
The console consists of the console tree, details pane and some menus that are specific to EM Library.

2.1 The console tree

The left-hand pane of the console displays the **console tree.**

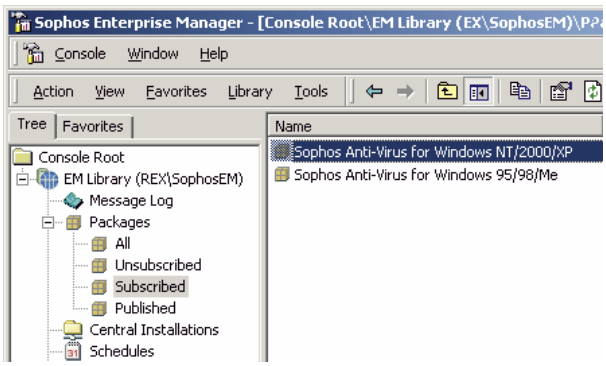
Double-click a library name to display the nodes that let you access the message log and the packages, central installations and schedules that EM Library manages.

Click any node to display its contents in the details pane (see section 2.2).



2.2 The details pane

The right-hand pane of the console is the details pane. This pane displays details of packages, central installations and schedules and enables you to manage them, as described in section 10 onwards.



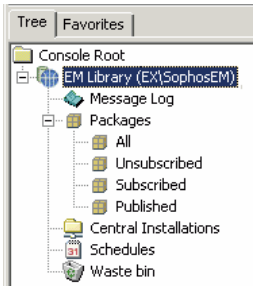
2.3 The EM Library menus

- The **Library** menu includes options to select and download software, to deploy software to workstations, and to change the library properties.
- The **Tools** menu enables you to create a new library, or to edit the options for the console display, library security, or notifications.

3 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.

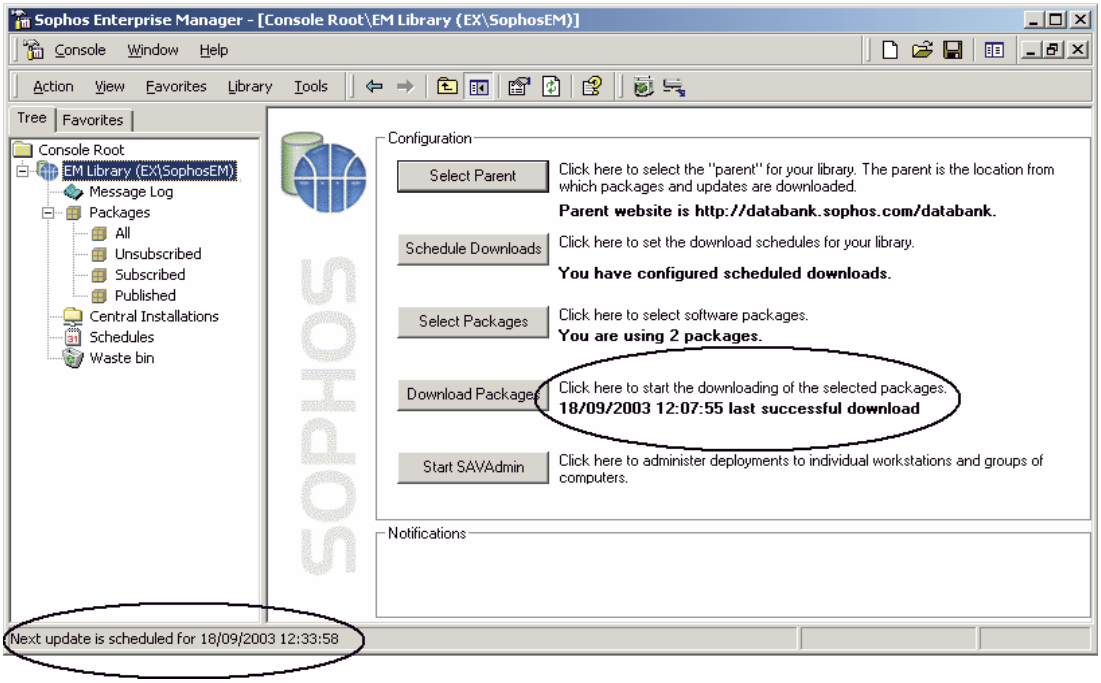
1. In the console tree (left-hand pane), click **EM Library**.



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

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

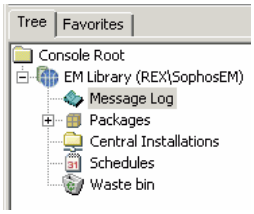
   Next update time is displayed in the status bar (bottom left-hand side). This is always displayed, whichever details view you have open (except for the **Message Log**, which is a separate MMC snap-in.



4 Monitoring EM Library via the message log

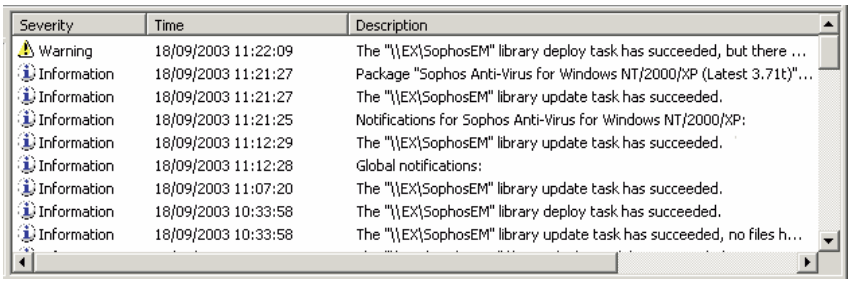
To check whether a procedure has been carried out, look in the message log.

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 9. Only 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 log. The number stored is determined by the size of that log. You can view the messages via the computer's administration tools if you want to.

You can limit the number of messages displayed. On the **Tools** menu, select **Options**. Then click the **Console options** tab.

5 Changing the library settings

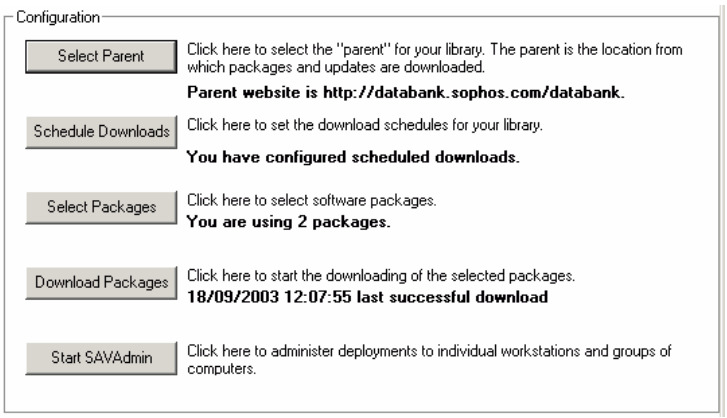
You can change the options you set when you configured EM Library. You can do this via the Configuration view or the properties pages.

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

5.1 Change settings via the Configuration view

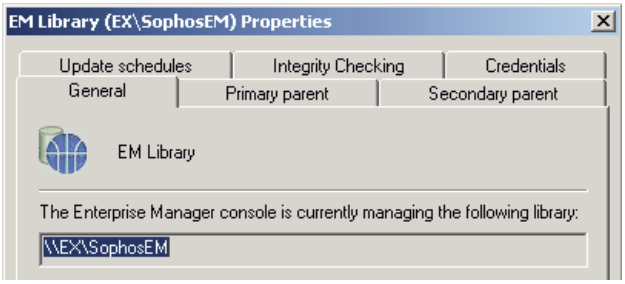
1. In the console tree, click on **EM Library**.
2. In the details pane, the EM Library **Configuration** view is displayed. The current settings are displayed. Click any button to edit them.

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 during library creation).



5.2 Change settings via the properties pages

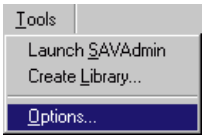
1. In the console tree, right-click **EM Library** and select **Properties**.
2. A set of tabbed pages is displayed. Click a tab, e.g. **Update schedules**, to edit that setting. See section 7 for details.



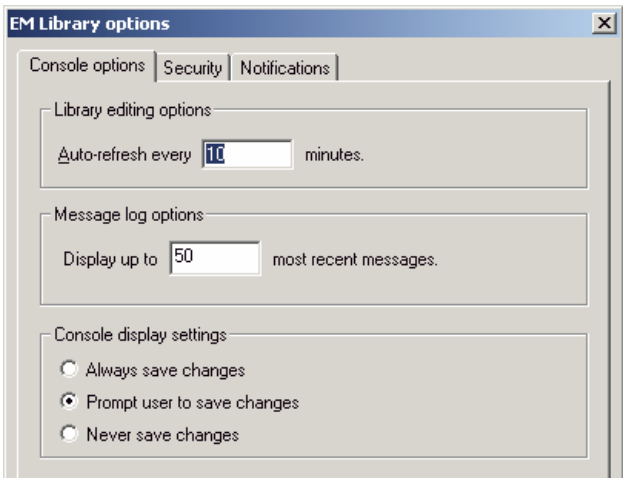
6 Configuring the console display

You can change the settings used for refreshing information in the console and for saving any changes made.

1. In the EM Library console, in the **Tools** menu, select **Options**.



2. In the **EM Library options** dialog box, ensure the **Console options** tabbed page is displayed. You can now change the settings, as described below.



Library editing options

By default, the console will auto-refresh every 10 minutes. To change the frequency, enter a time in minutes. The minimum time is 10 minutes and the maximum is 600 minutes.

You can refresh the console display at any time by pressing the “F5” key.

Message log options

By default, the Message Log view displays the 50 most recent messages. You can change this number.

Console display settings

By default, EM Library prompts you to save changes to the display when you close the program. Alternatively, you can select **Always save changes** (without a prompt) or **Never save changes**.

Configuring the library

Configuring the library

Changing the EM Library account and users

Enabling EM Library to send alerts

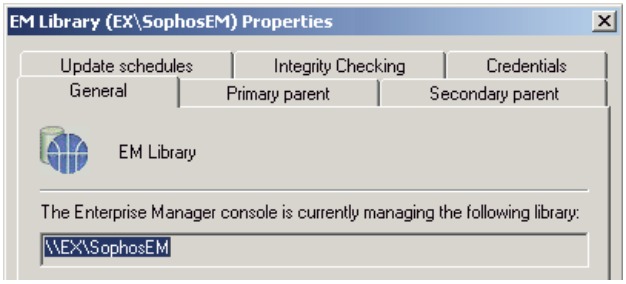
7 Configuring the library

You can change the settings that the libary uses to download updates. You do so via a set of properties pages.

You can also change settings via the EM Library Configuration view. See section 5.

To open the **properties** pages, do as follows:

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.



At these tabbed pages, you can configure

- the primary parent
- the secondary parent
- the update schedules
- the level of integrity checking applied when the library is updated from the Sophos databank
- the user credentials used to access the library.

7.1 Primary parent

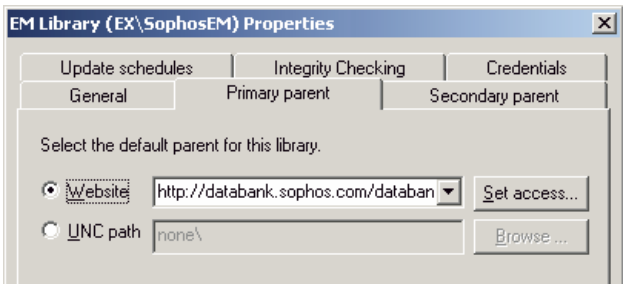
At the **Primary parent** tabbed page, you can

- specify the source from which EM Library first attempts to download updates (the “primary parent”)
- modify the settings used to access the internet.

By default, **Website** is selected. The address of the Sophos databank is available in the drop-down menu.

If the EM Library is a “child” library which downloads updates from another library via an HTTP connection, enter that address instead.

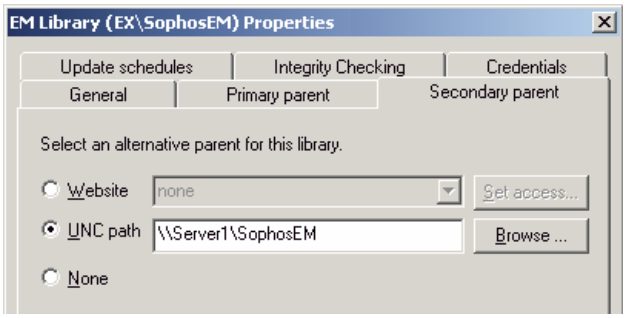
If the EM Library is a “child” library which downloads updates from another library via a UNC connection, select **UNC path** and enter the full path.



7.2 Secondary parent

If EM Library fails to connect to its usual parent, it can attempt to download updates from an alternative source, e.g. another EM Library on your network.

Select **Website** or **UNC path** and enter the location of the parent.



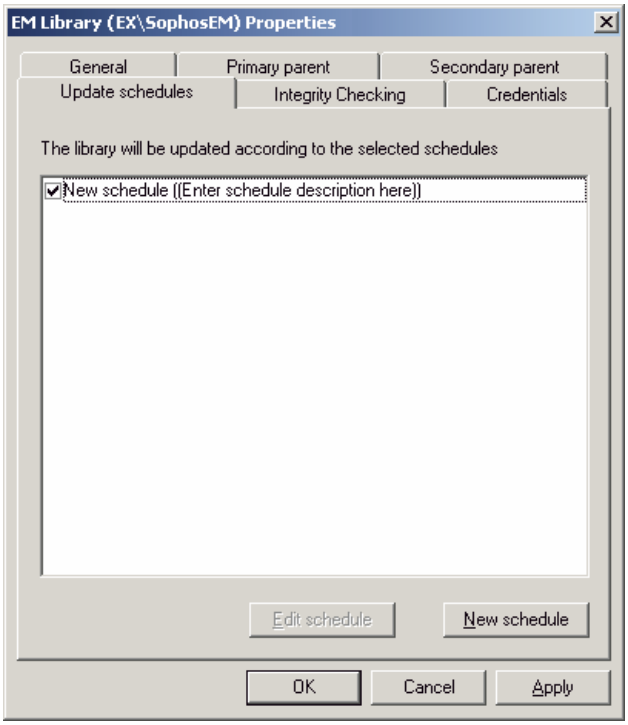
7.3 Update schedules

At the **Update schedules** tabbed page, you can specify the times at which EM Library downloads updates.

To change an existing schedule, highlight the schedule in the list and click **Edit schedule**.

To create a new schedule, click **New schedule**. The schedule wizard guides you through the process.

To activate a schedule, tick the checkbox beside its name. You can activate only one schedule at a time.



7.4 Integrity checking

EM Library can check for corrupted or missing files

- in the library (when it downloads updates)
- in a CID (when it updates the CID).

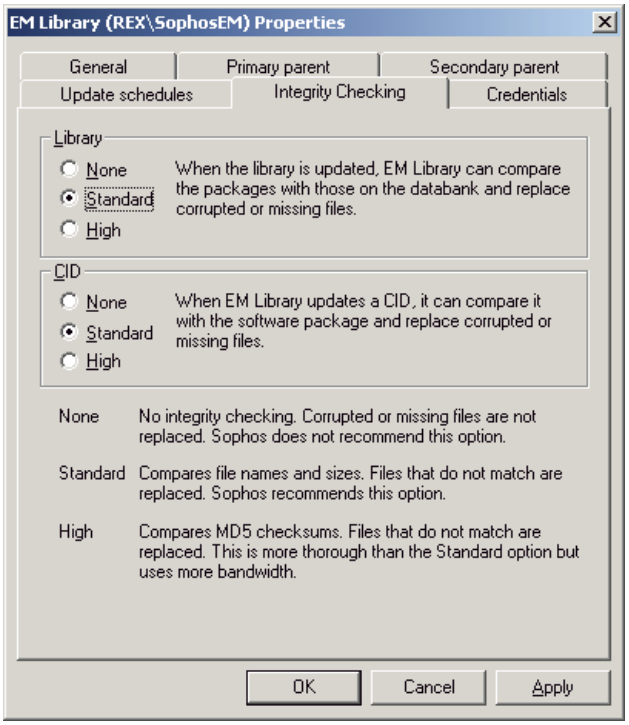
It also replaces such files.

At the **Integrity Checking** page, you can specify the level of checking.

Standard compares file sizes and names. This is the recommended option.

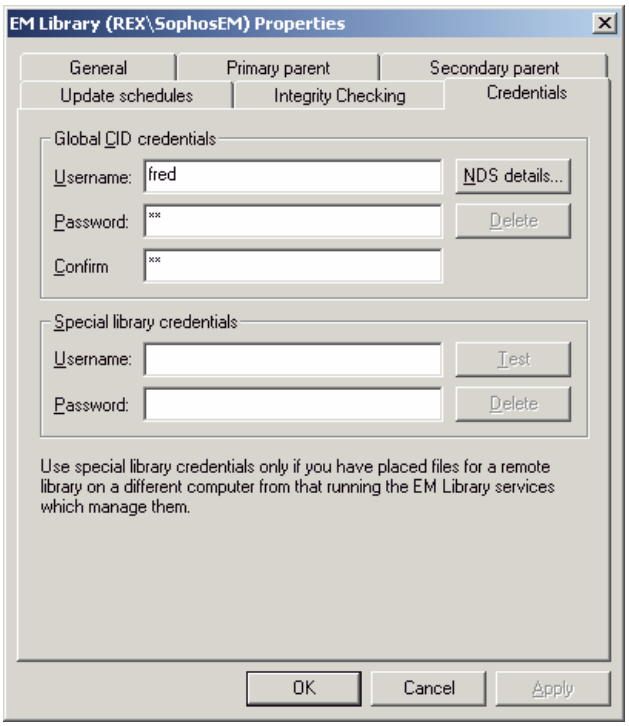
High compares file checksums and can be significantly slower.

EM Library only checks the integrity of a CID when there are updated files available. To check the integrity of a CID at other times, perform a manual update of the CID (see section 20).



7.5 Credentials

At the **Credentials** tabbed page, you can specify the user credentials that EM Library uses to access CIDs. You can also specify special library credentials required for certain non-standard libraries.



Global CID credentials

By default, EM Library accesses CIDs using the EM Library account (which you were prompted to choose after installation, and which you can change described in section 8). If you prefer to use a different account, type the username and password here. For details of the different formats to use for Windows and NetWare, see below.

EM Library will use these credentials to access all the CIDs, unless you specify different credentials for a particular CID when you create it (see section 17).

To specify a Windows domain or local computer account

Enter

`domain\account` or

`computer\account`

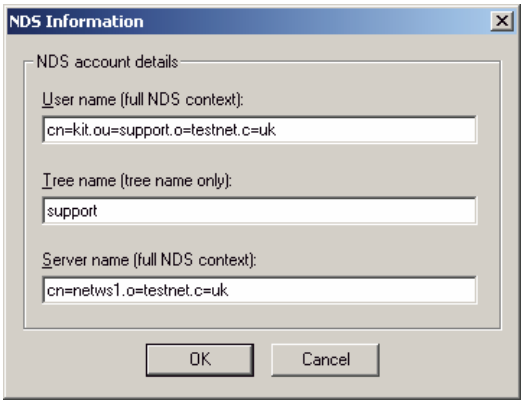
To specify a NetWare NDS account

Click **NDS details**. In the **NDS Information** dialog box, enter the tree name and the fully distinguished user name and server name 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. The credentials are then displayed as a single string.



Special library credentials

You need special library credentials only if you have created a remote library and placed the files on a separate computer from that running the EM Library services.

8 Changing the EM Library account and users

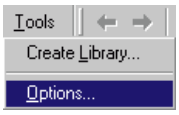
When you install EM Library, you specify an account for it to run under. This account is either a default local account (which is created for you) or an existing account that you select.

All users in the administrator group are enabled to use EM Library.

You can change these settings

as follows.

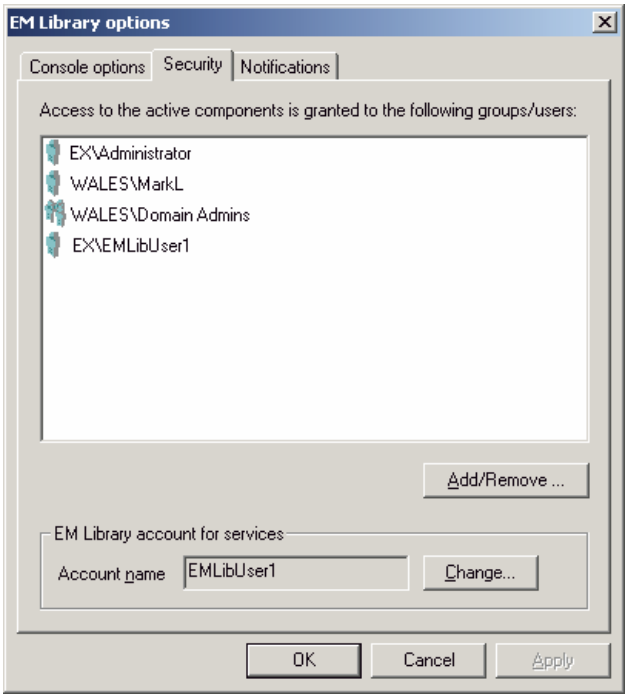
1. In the EM Library console, in the **Tools** menu, select **Options**.



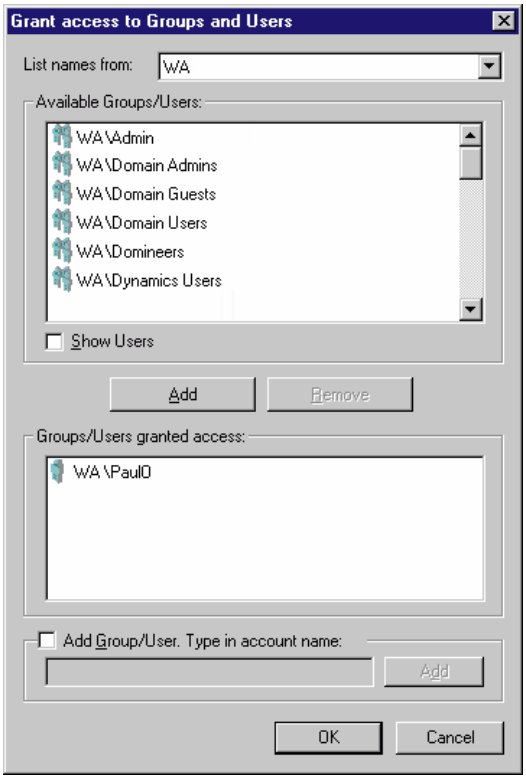
2. In the **EM Library options** dialog box, click the **Security** tab.

   To change the **EM Library account for services** (at the bottom of the dialog), click **Change** and enter the new account details.

   To change the users who have access to EM Library, click **Add/Remove** and continue to step 3.



3. The **Grant access to Groups and Users** dialog box is displayed. To add a group or user, double-click an entry in the **Available Groups/Users** list. Alternatively, at the bottom of the dialog box, select **Add Group/User**, enter an account name, and click **Add**. To remove an entry, highlight it in the **Groups/Users granted access** list and click **Remove**. Click **OK**.

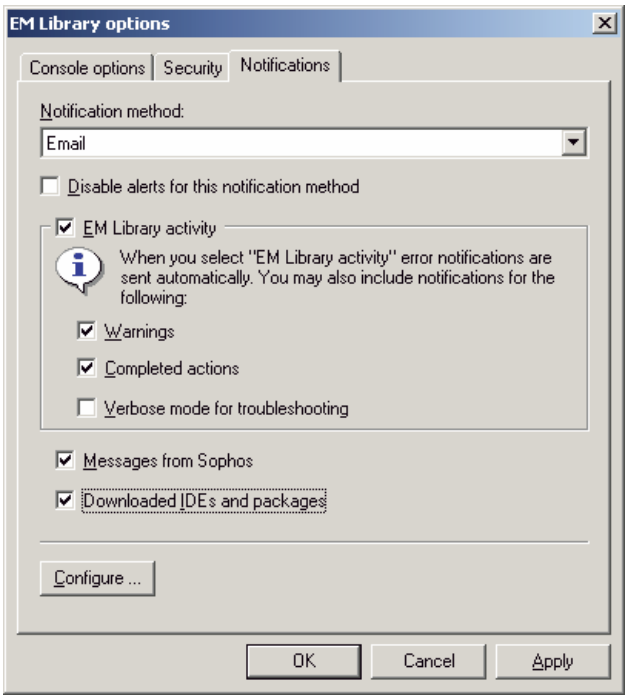


9 Enabling EM Library to send alerts

EM Library can alert you when it completes downloads or encounters errors. You can receive the messages by email or desktop messaging.

To set up alerts, do as follows.

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



Notification method

Click the drop-down arrow and select the notification method. Then deselect **Disable alerts for this notification method**.

If you select email messaging, you must enter the email addresses and SMTP settings, as explained in step 3.

EM Library activity

Select this option to receive error messages. You can also include warnings or notification of completed actions. Verbose mode lists every file downloaded to the library.

A completed action (such as a library download or CID deployment) does not necessarily mean the result was successful, or that any new files were actually transferred.

Messages from Sophos

Select this option to receive messages from Sophos about product updates and other important information relating to the use of EM Library.

Messages that are intended for all EM Library users are also displayed in the **Notifications** pane in the **Configuration** view (see section 1).

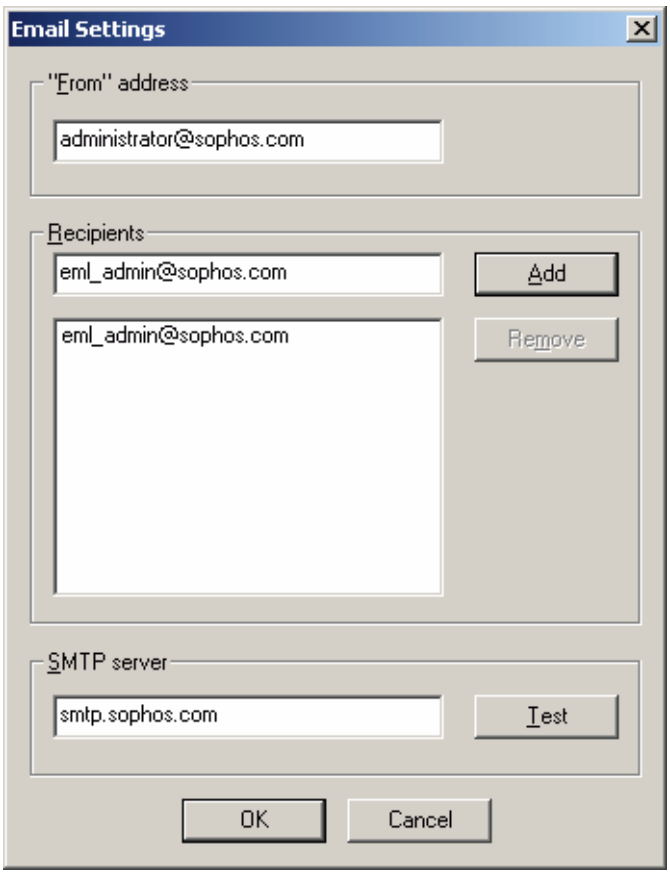
Messages intended only for customers who subscribe to particular packages can be seen by right-clicking the package and selecting **Properties**.

Downloaded IDEs and packages

Select this option to receive notifications when IDEs or software packages are downloaded from Sophos (or from the parent library). You will receive a list of the new files that have been downloaded.

3. To specify how email messages are sent, click **Configure**.

   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 message sents 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.



Managing software packages

Subscribing to packages

Unsubscribing from packages

Updating packages manually

Customising package installation

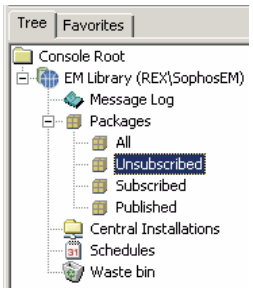
Viewing package details

10 Subscribing to packages

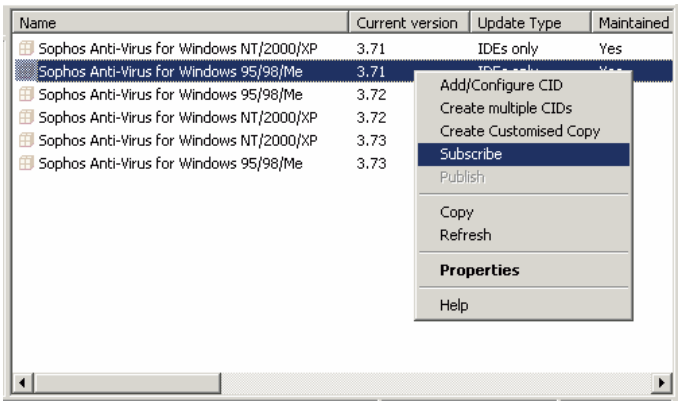
If you subscribe to a package, the latest version is downloaded to your library when you connect to the parent databank, and (by default) placed in any central installation directories set up for that package.

To subscribe to a new package or packages, do as follows.

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



2. In the list of unsubscribed packages shown in the details pane, highlight the item(s) you want to subscribe to. Right-click to display a menu. In the menu, select **Subscribe**.



3. In the message box, click **Yes** to specify a central installation directory into which the software will be placed. The Central installation configuration wizard guides you through the steps needed to specify a new CID (see section 17, step 4 onwards).

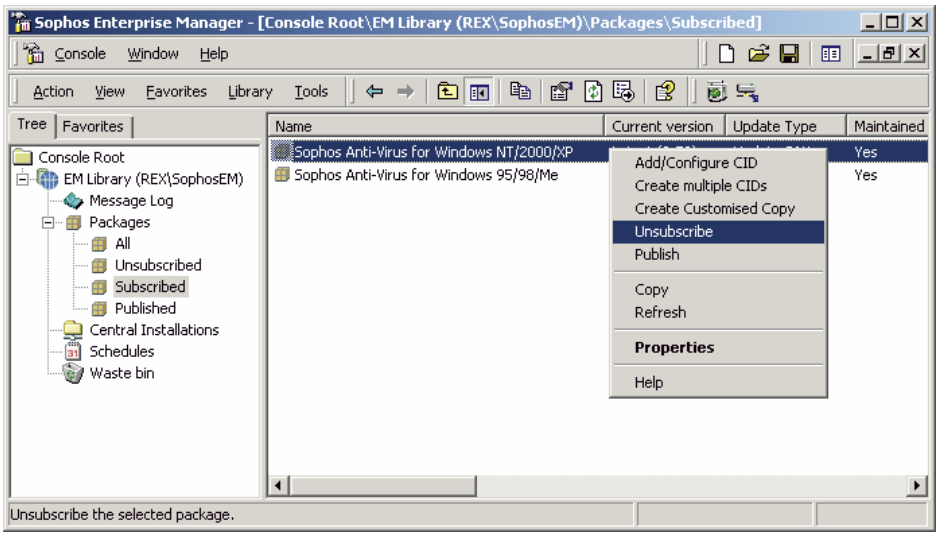
11 Unsubscribing from packages

If you unsubscribe from a package, updates for that package will no longer be downloaded to your library.

If you unsubscribe from a package that is still in use on your network, you may leave computers unprotected (you will see a warning message). Follow the instructions below to ensure that this does not happen.

1. In the EM Library console, in the console tree, double-click **EM Library**. Double-click **Packages** and then click **Subscribed**.
2. In the list of subscribed packages, find the package. First, check whether it is still in use:
   - If the package has “Yes” in the **Has CIDs** column, ensure that no central installations (CIDs) depend on it. Right-click the package, select **Properties** and check which CIDs it has. Then, in the EM Library console, double-click **Central Installations**, find the CIDs and delete them from the list (this does not delete the CIDs themselves).
   - If the package has “Yes” in the **Published** column, right-click it and select **Unpublish**.
   - If the package has “Yes” in the **Used by customised packages** column, find the customised package(s). Right-click on the customised package(s) and select **Properties**. Then change the Base Package.

   Then right-click and select **Unsubscribe**.



To check that packages have been added to the unsubscribed list, in the console tree, click **Unsubscribed**. Press the F5 key to refresh the view.

12 Updating packages manually

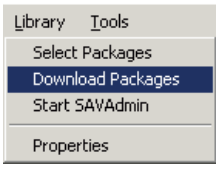
EM Library automatically downloads the latest updates for subscribed software packages from the parent at times you have already specified.

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

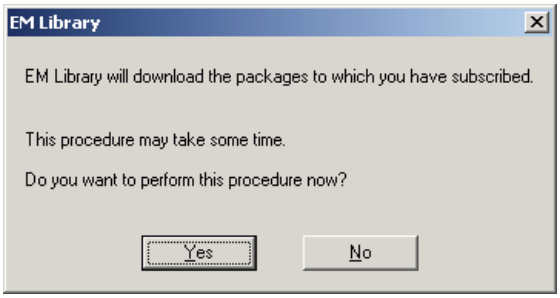
You can also script downloads from other applications or arrange for a parent library to update child libraries automatically. See Appendix 2.

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.

13 Customising package installation

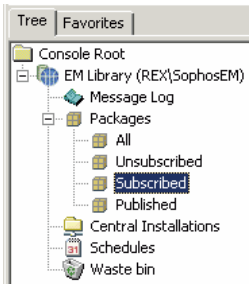
If you want to change the way software is installed on workstations, e.g. to specify the frequency with which workstation installations of Sophos Anti-Virus will look for updates in the central installation directory (by default 60 minutes), you customise the software package.

Customised settings are only available for Sophos Anti-Virus for Windows.

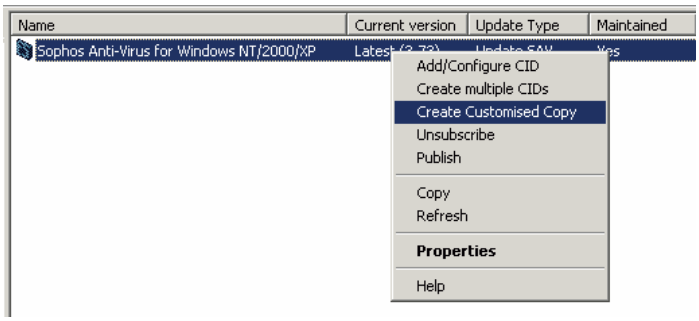
This procedure does not modify the original software package.

To customise a package, do as follows.

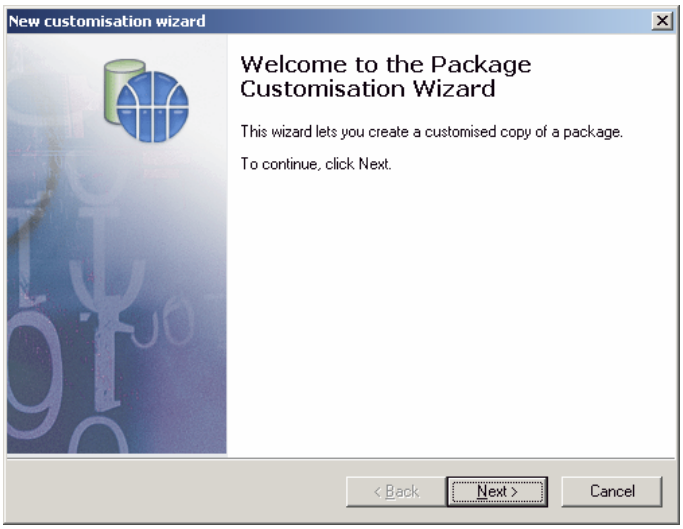
1. In the EM Library console, in the console tree, double-click **EM Library**. Double-click **Packages** and then click **Subscribed**.



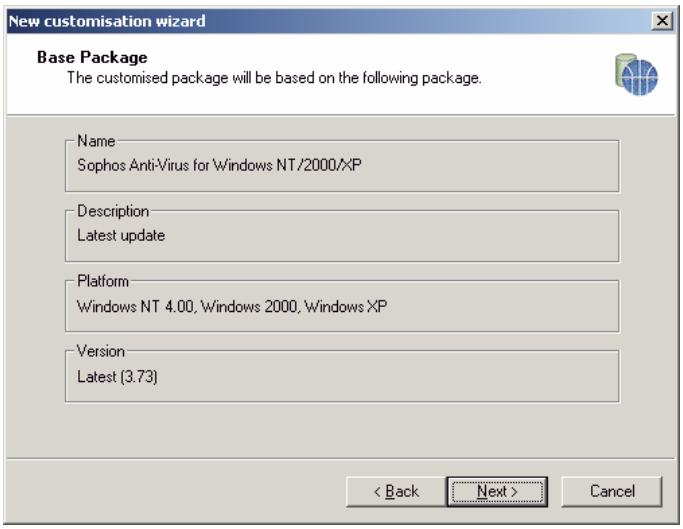
2. In the list of subscribed packages shown in the details pane, highlight the item you want and right-click. In the menu, select **Create Customised Copy**.



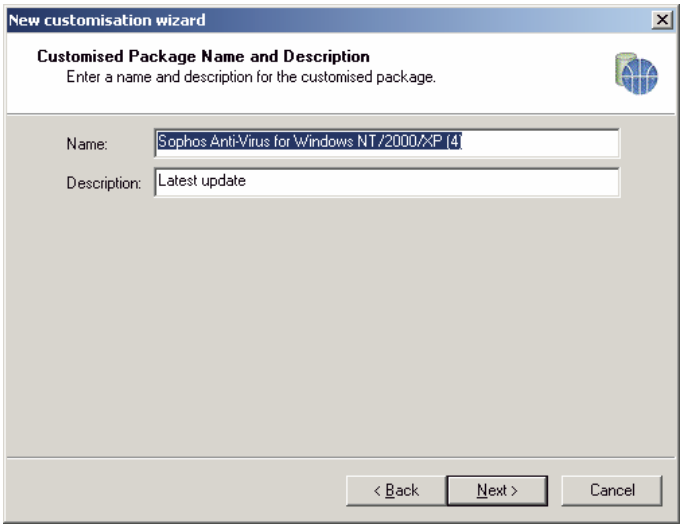
3. In the **Package customisation wizard** dialog box, click **Next**.



4. In the **Base Package** dialog box, check that you have selected the package on which you want to base your customised package. If you have not, click **Cancel** and return to step 2. If you have, click **Next**.

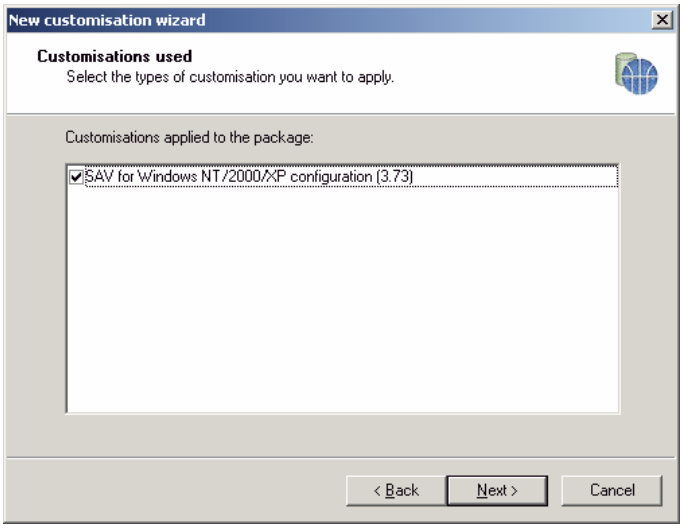


5. In the **Customised Package Name and Description** dialog box, a default name and description for the new package are displayed. Enter a name that is different from that of the original package. Click **Next**.

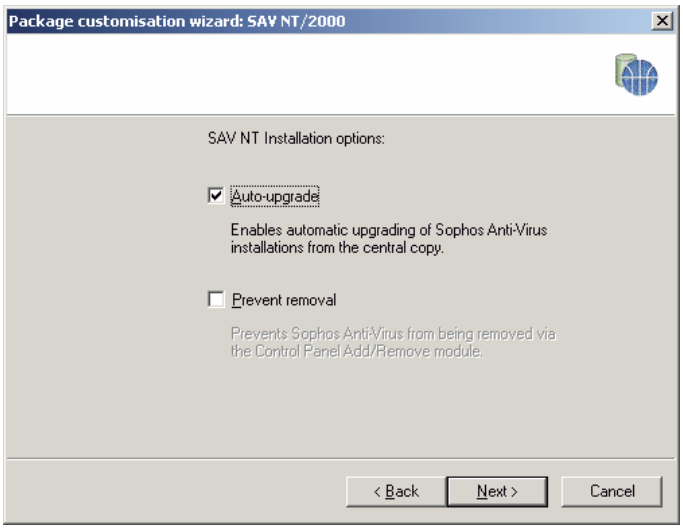


6. In the **Customisations used** dialog box, select the customisations you want to apply to the base package. By default, **SAV for [platform] configuration** is selected, enabling you to configure how installation and updating of Sophos Anti-Virus occur.

   You can also select items such as additional virus identities, if they are available. Click **Next**.



7. In the **Package customisation wizard: SAV [platform]** dialog box, ensure **Auto-upgrade** is selected so that workstations will update automatically from the central installation. To prevent users from removing Sophos Anti-Virus via the Control Panel, select **Prevent removal** (this option is important for installations of Sophos Anti-Virus on Windows 95/98/Me computers). Click **Next**.

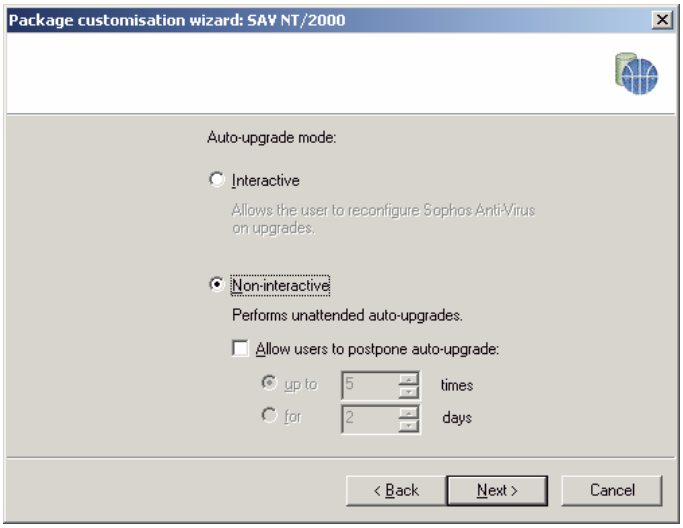


8. In the next dialog box, **Non-interactive** updating is selected by default. To enable interactive updating, select **Interactive**.

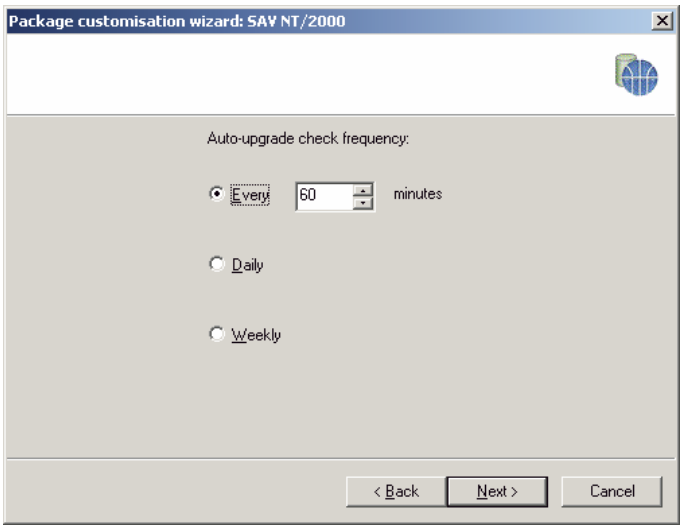
   If you want to give users the option to postpone non-interactive updates, select **Allow users to postpone auto-upgrade**. If you are customising Sophos Anti-Virus for Windows NT/2000/XP, you can specify the number of times an update can be postponed, or the length of time for which it can be postponed.

   Click **Next**.

   If customising the SAV for Windows 95/98/Me package, go to step 10.



9. If you are customising Sophos Anti-Virus for Windows NT/2000/XP, the dialog box below is displayed. By default, Sophos Anti-Virus will check for an updated version of the software **Every 60 minutes**. To change this, enter a frequency in minutes in the text box, or select **Daily** or **Weekly**. Increasing the frequency can slow the network down if many computers are involved. Click **Next**.

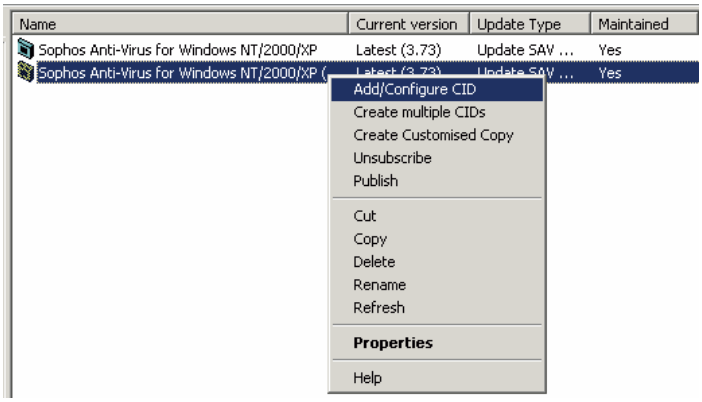


10. In the **Completing the Package Customisation Wizard** dialog box, check that the base package, new package and customisation details are correct. Click **Finish** to return to the console.

11. In the list of subscribed packages, check that the customised package is displayed in the list.

    Now you must enable EM Library to place the package in a central installation directory for distribution.

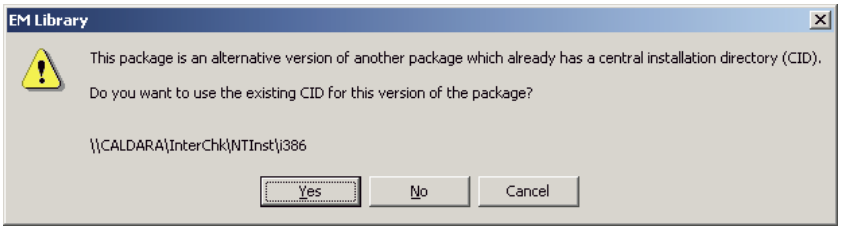
12. Right-click on the customised package. On the menu that is displayed, click **Add/Configure CID**.



13. EM Library detects that the package is a customised copy of another package that already has a central installation directory (CID).

    Click **Yes** if you want the customised copy, rather than the original package, to use this CID.

    Click **No** if you want to specify a new CID for the customised package. In this case, the CID creation wizard is launched for you (see section 17, step 4 onwards).



14 Viewing package details

You can easily find full information about how a software package is managed (updated, customised, distributed etc).

1. In the EM Library console, in the console tree, double-click **EM Library**. Double-click **Packages** and then click the type of packages you want to view.
2. In the details pane, information about each package is shown in the columns.

You can change the order of the columns. Select a column heading and drag it to the place where you want it to be.

Column heading	Description
Current version	Product version number. 'Latest' followed by a number indicates that the package is always updated with the latest version.
Update Type	'Product and IDEs' means that the package is fully updated each month and updated with IDEs when they become available. 'IDEs only' means that the package is updated with IDEs, but not with the full, monthly product update.Useful if you want to evaluate the new version each month before a full deployment.
Maintained	'Yes' indicates that the package is maintained on the parent and will therefore be updated with new virus identities.
Subscribed	'Yes' indicates that the package will be downloaded and kept updated.
Has CIDs	'Yes' indicates that the package will be placed in a central installation directory for distribution to workstations.
Used by customised package	'Yes' indicates that there is a customised package based on this package.
Published	'Yes' indicates that you have made this package available for downloading by other, child libraries.
Downloaded	'Yes' indicates that this package has been downloaded.
Full update after	A full, monthly update of this package will occur as part of the first scheduled (or manual) update run after the date and time shown.
Description	The function of the product, e.g. desktop scanner, or a warning that the package must only be used with EM Library.
Platform	The operating system the package runs on.
Type	Indicates whether the package is standard or customised.
Release	Indicates whether the package is a Full or a Beta release.
Time issued	The time when Sophos made the package available.

PART 2

Managing large networks with EM Library

15 About EM Library and large networks

How can I use EM Library to update large networks more efficiently?

The best approach depends on your network.

- **Single, high-speed, permanently-on LAN or WAN connections**

  Use a single Enterprise Manager library with multiple central installations (diagram 1). For information, see sections 16–20.

- **Slow WAN (or you want to distribute software via web server)**

  Use additional, “child” libraries that connect to your original “parent” library (diagram 2). For information, see section 22.

- **No WAN (and you cannot distribute software via web server)**

  Use additional Enterprise Manager libraries that connect directly to the Sophos databank (diagram 3). To use this approach, just repeat the installation procedure in the *EM Library startup guide*, sections 2 to 8 to set up each library. You must have a separate licence for each connection.

If you are considering multiple CIDs, be aware that EM Library ***pushes*** files to each CID in turn. This can be time-consuming if there are many CIDs, or over slow WAN links, so consider the location of libraries and CIDs carefully.

If you are considering multiple libraries, be aware that an EM console can only connect to libraries via UNC connections. If your libraries are linked via HTTP, you need a separate console for each library.

Diagram 1

Single library, many CIDs. Suitable for high-speed LAN or WAN.

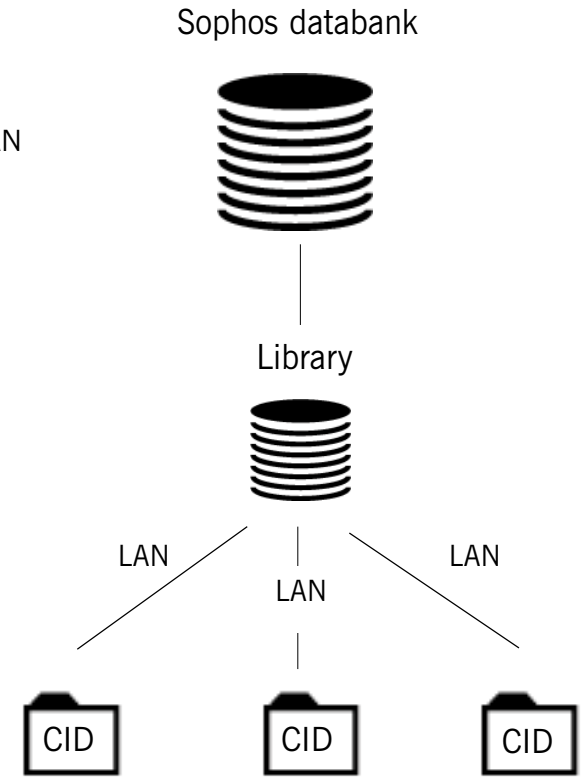


Diagram 2

Single connection to databank, multiple libraries. Suitable for slower WAN.

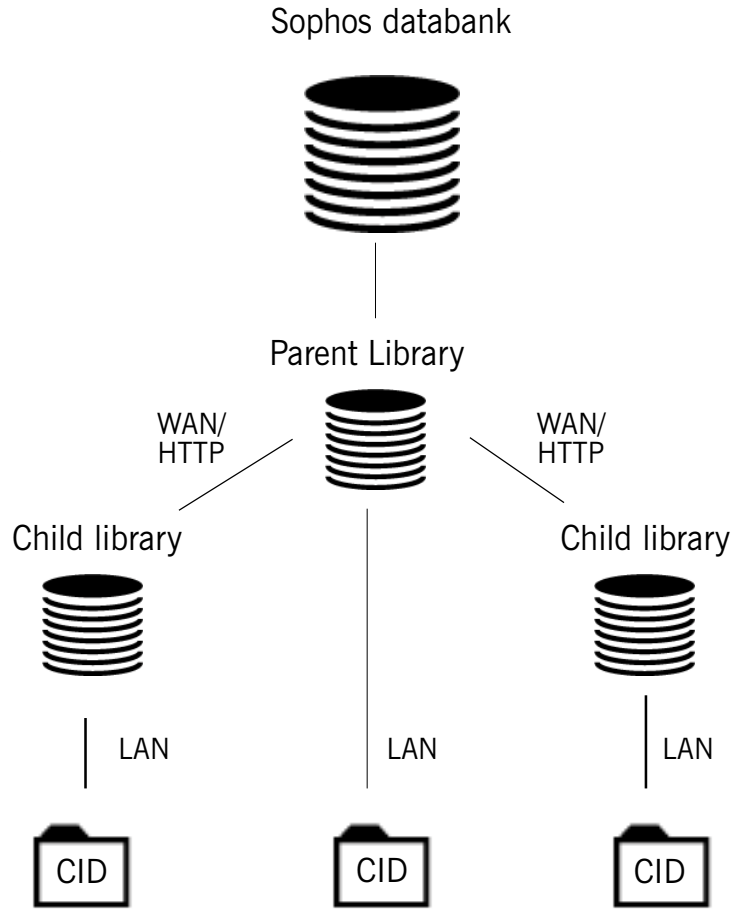
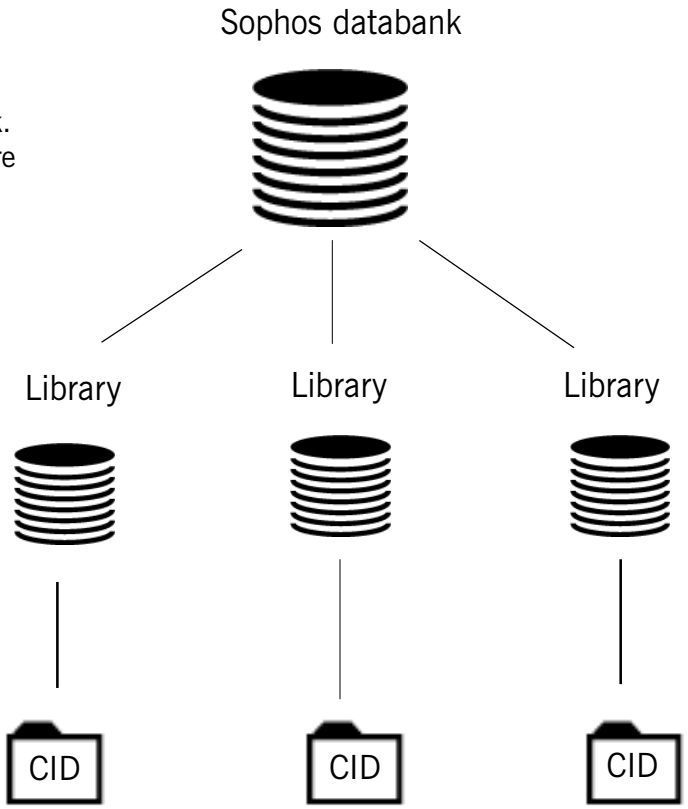


Diagram 3

Multiple libraries all connected to databank. Suitable when there are no WAN or web connections.



How can Enterprise Manager help with software evaluation?

Some administrators require greater control over the evaluation and deployment of Sophos Anti-Virus. To help them, Sophos makes two kinds of Sophos Anti-Virus package available.

- Packages that are automatically updated to the latest version each month.
- Packages that deliver a fixed version of Sophos Anti-Virus.

Administrators can use “latest version” packages on a test network, and “fixed version” packages on the main network. This enables them to evaluate each version as it becomes available and then decide when to update the main network.

For information on “fixed version” packages, see sections 23 to 25.

Adding more central installations

About central installations

Adding a single central installation

Adding multiple central installations

Configuring central installations

Updating central installations

16 About central installations

16.1 Central installation directories (CIDs)

A Central Installation Directory (CID) is a directory into which Sophos software is placed in a form suitable for deployment to workstations.

When you subscribe to a package or packages for the first time, EM Library checks to see if there are already Sophos CIDs (one for each Sophos product) in default locations on the local computer. If it does not find any, it creates CIDs in the SophosEM/CIDRoot/ folder.

You must ensure that the Sophos Anti-Virus for Mac CID is 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 use EM Library to update NetWare or Unix computers, you must change the CID locations. See the *EM Library Startup guide*, section 6.

16.2 Accounts used to update CIDs

Unless you specify otherwise, EM Library uses the EM Library network account to access CIDs. This is the account EM Library runs under and was created for you (or specified by you, see section 8).

Alternatively, you can configure EM Library to use

- **Global CID credentials**. These are used for all CIDs (except any you create individual credentials for). To specify these credentials, right-click the EM Library name in the console, and click the **Credentials** tabbed page.
- **Individual CID credentials**. These are used for a particular CID and take precedence over the global credentials. You specify these credentials when you create a new CID (section 17) or when you configure a CID (section 19).

16.3 Why create additional CIDs?

If you are managing a large network, you may be able to distribute software more efficiently by adding further CIDs on other computers. You can add further CIDs in two different ways:

- add and configure a single extra CID (section 17)
- add multiple CIDs for one product (section 18).

17 Adding a single central installation

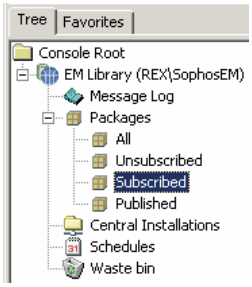
To add a single extra central installation (CID) for a Sophos Anti-Virus package, do as follows.

Before you 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.

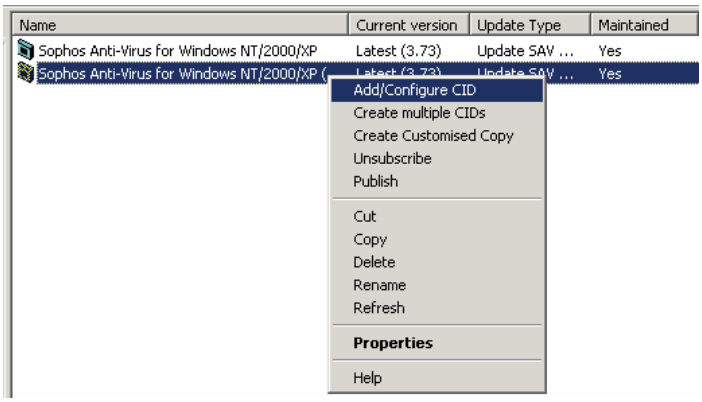
EM Library can only place CIDs on UNC drives, i.e. those conforming to the naming convention \\server\sharename[\directorytree]. It cannot place CIDs on mapped drives, e.g. S:\directory.

Central virus reporting (InterCheck server function) is enabled only if you specify a CID within an existing Intercheck share.

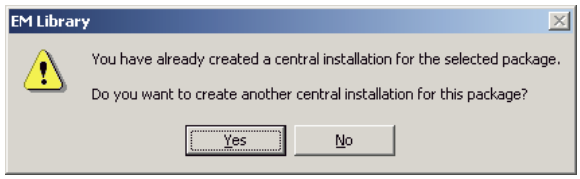
1. In the EM Library console, in the console tree, double-click **EM Library**. Double-click **Packages** and then click **Subscribed.**



2. In the list of packages shown in the details pane, highlight an item. Right-click to display a menu. In the menu, click **Add/Configure CID.**

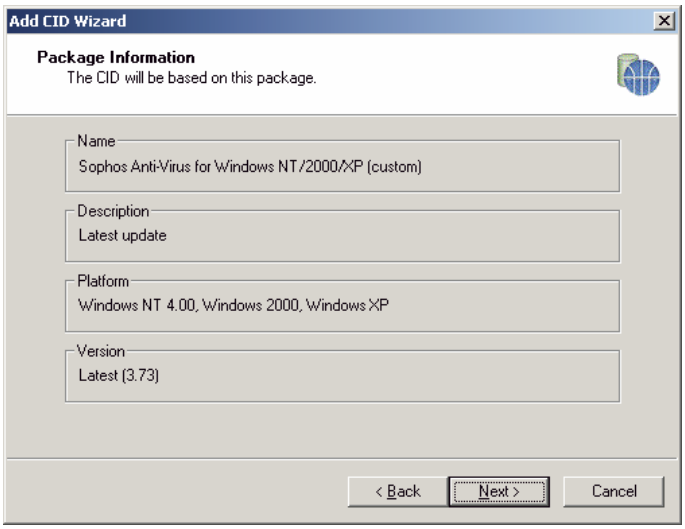


3. In the **EM Library** message box, click **Yes**. This confirms that you want to add another CID.

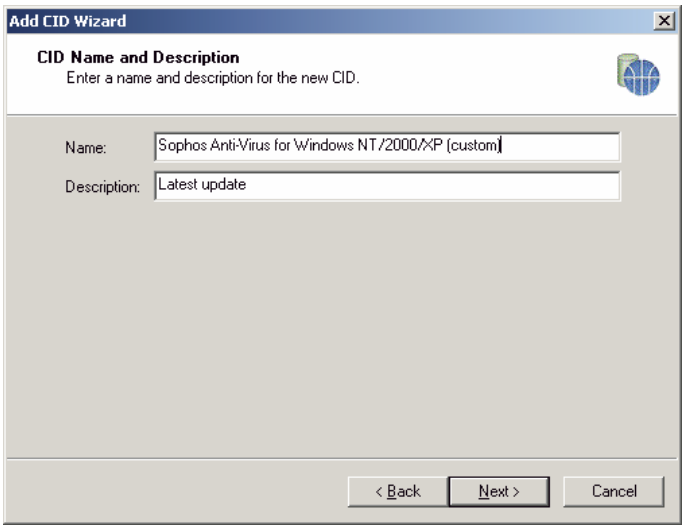


4. In the **Welcome to the Add CID Wizard** dialog box, click **Next**.

5. In the **Package Information** dialog box, ensure the package whose CID you want to specify is displayed. Click **Next**.



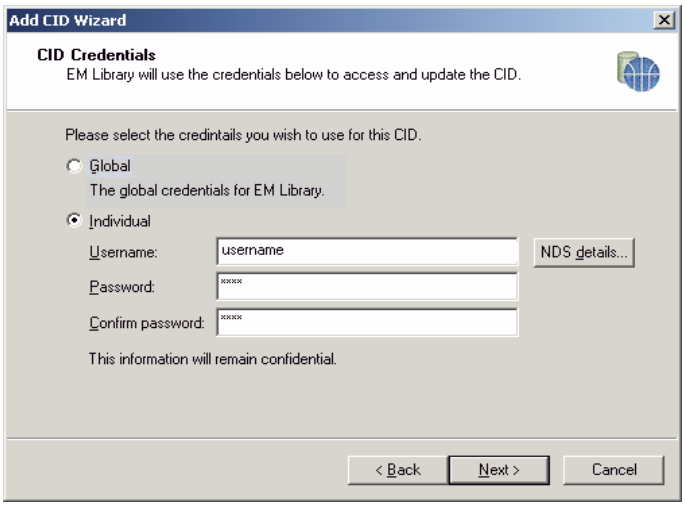
6. In the **CID Name and Description** dialog box, default details are displayed. To change them, type your chosen details in the text boxes. Click **Next**.



7. In the **CID Credentials** dialog box, you specify the credentials that EM Library will use to access the CID.

   If you select **Global** credentials, the credentials used for existing CIDs are used. These are either the credentials of the EM Library network account or credentials you have specified (see section 7.5).

   If you want to use credentials specific to this CID, click **Individual** and enter alternative details, as described below. When you have finished, click **Next**.



To specify a Windows domain or local computer account

Enter `domain\account` or `computer\account`

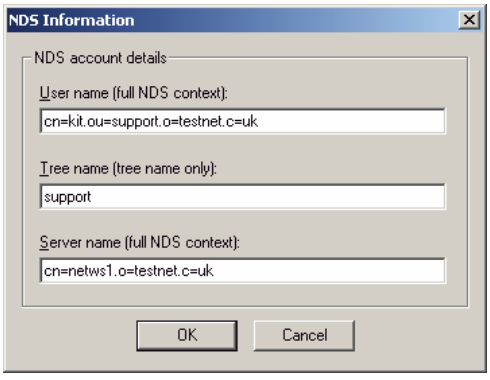
To specify a NetWare NDS account

Click **NDS details**. The enter the tree name and fully distinguished names for the user and server in the format

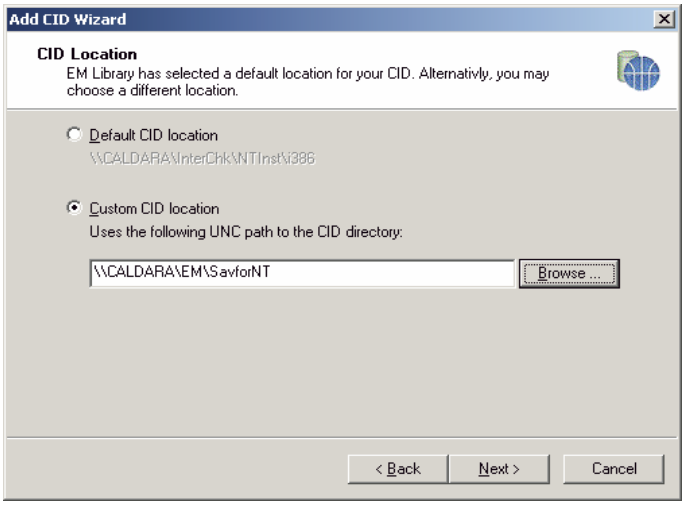
```
cn=user.o=organisation
```

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.

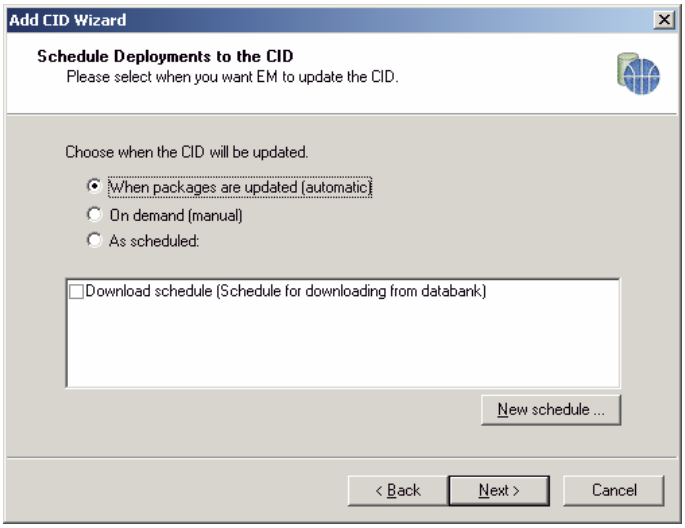


8. In the **CID Location** dialog box, the default central installation directory (CID) for the software is displayed. Click **Custom CID location**. Then enter the full UNC path for the directory, or click **Browse** and find the directory. Click **Next**. EM Library will check whether it can contact the CID, and will warn you if it cannot.

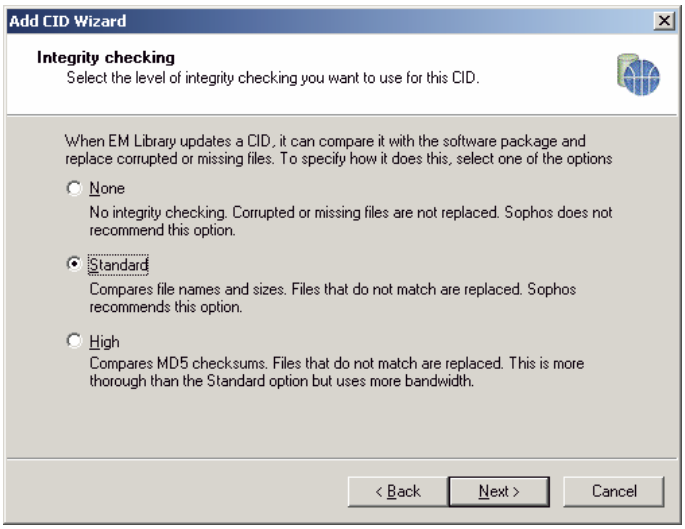


9. In the **Schedule Deployments to the CID** dialog box, you specify when the CID is updated. By default, the CID will be updated automatically when the packages in the library are updated. ***Sophos recommends this***. If you want to use manual updating instead, select **On demand (manual).** If you want to schedule updates for set times, select **As scheduled** and select a schedule from the list or click **New Schedule** to create a new schedule. Click **Next**.

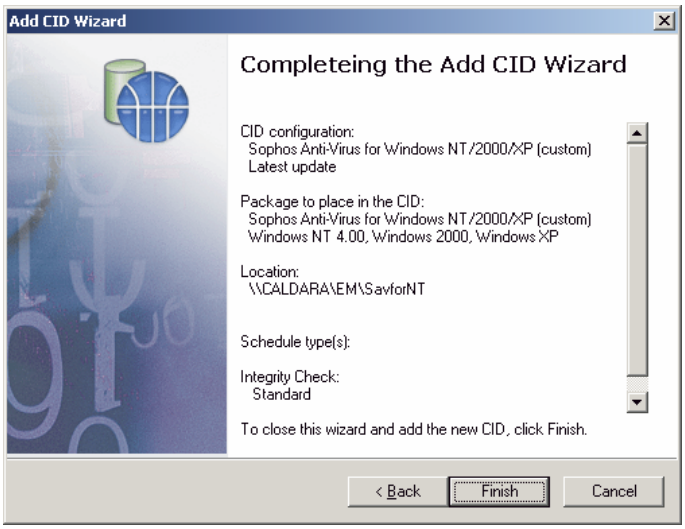
If you schedule updating of a CID, the update occurs at a random time during the hour you specify. This can delay the distribution of the latest software by up to an hour.



10. In the **Integrity checking** dialog box, select the level of integrity checking that EM Library will use when the CID is updated. Click **Next**.

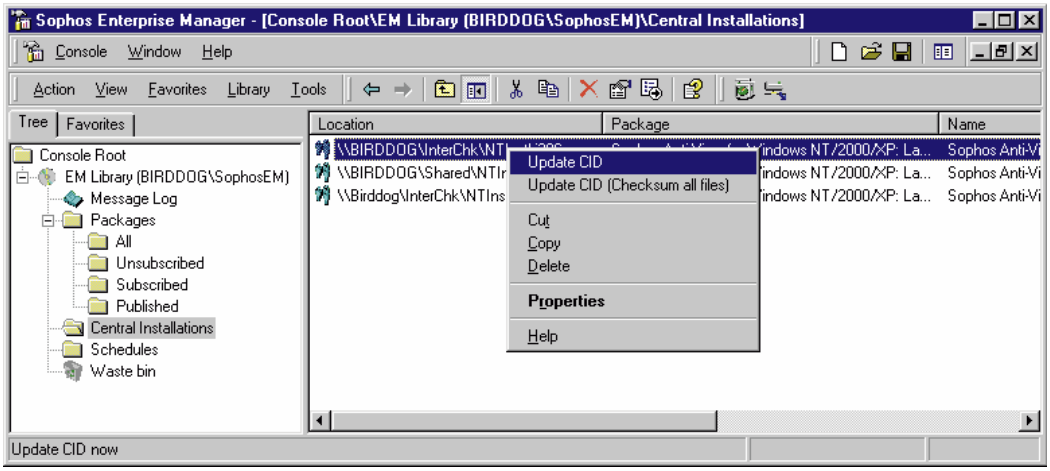


11. In the **Completing the Add CID Wizard** dialog box, check the CID configuration details. Click **Finish**.



12. The new CID is now displayed in the details pane. To place the latest software in the CID, right-click on its entry. In the menu that is displayed, select **Update CID**.

    The central installation is updated whenever Enterprise Manager downloads an updated version of the software package, unless you specified manual or scheduled updating.



18 Adding multiple central installations

If you have a large network, you can use a single procedure to create multiple central installations for a software package.

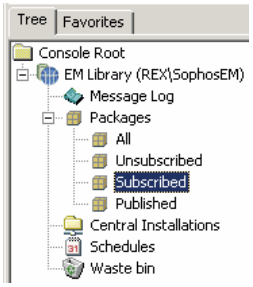
The procedure described below adds multiple CIDs, but does not configure them. You can configure the CIDs later, as described in section 19.

Before you add multiple CIDs, create a share on each computer or ensure that a CID is already present there.

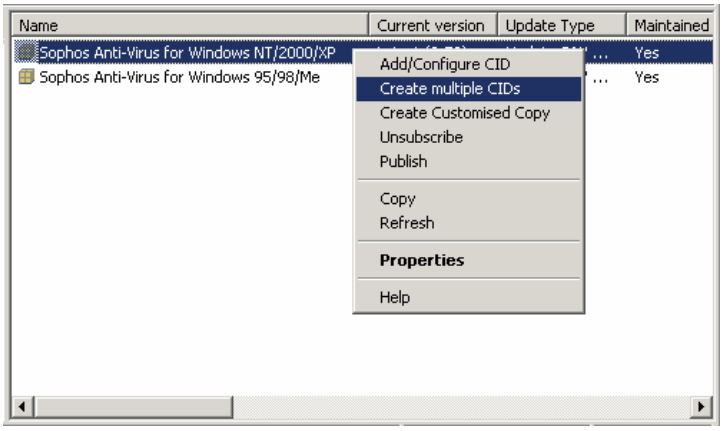
Central virus reporting (InterCheck server function) is enabled only if you specify a CID within an existing Intercheck share.

EM Library will attempt to create the CIDs using the global CID credentials if you have specified them, or otherwise the credentials of the logged-in user. For updating, it will use credentials as described in section 16.2.

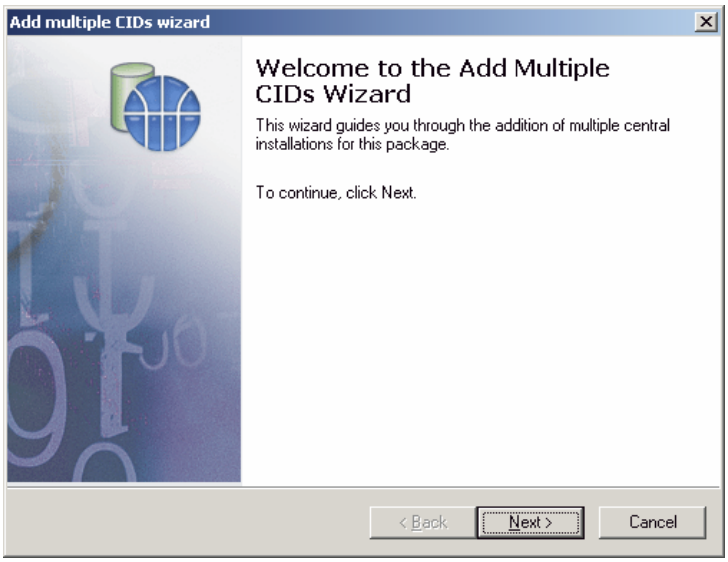
1. In the EM Library console, in the console tree, double-click **EM Library**. Double-click **Packages** and then click **Subscribed.**



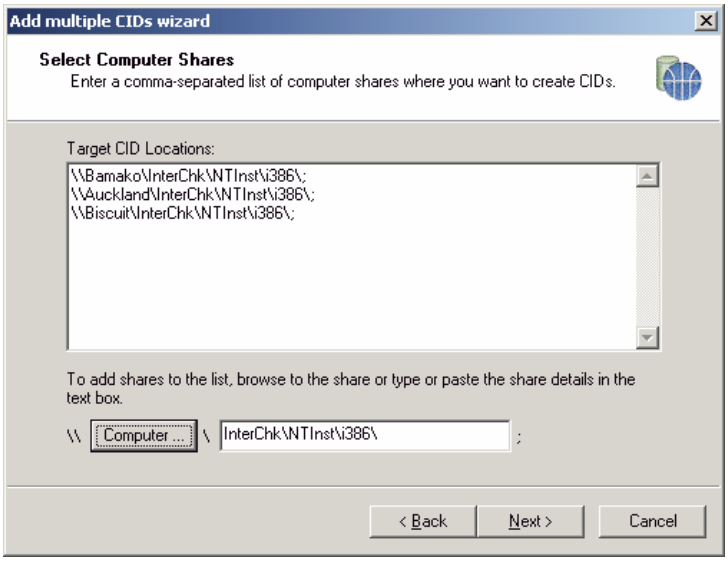
2. In the list of packages shown in the details pane, highlight an item. Right-click to display a menu. In the menu, click **Create multiple CIDs**.



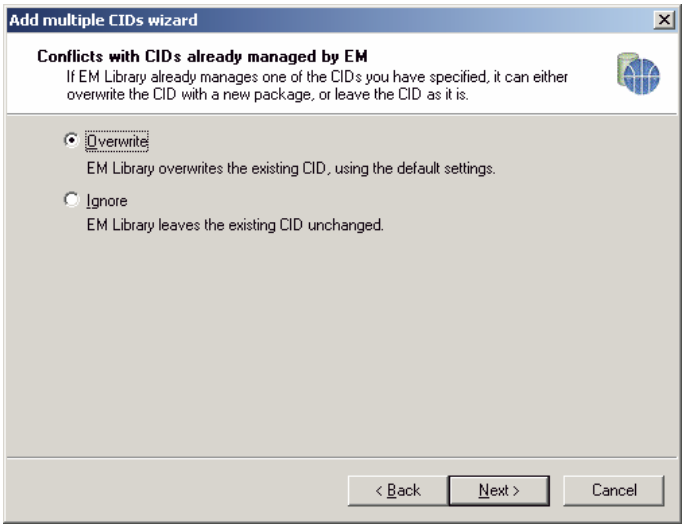
3. In the **Welcome to the Add Multiple CIDs Wizard** dialog box, click **Next**.



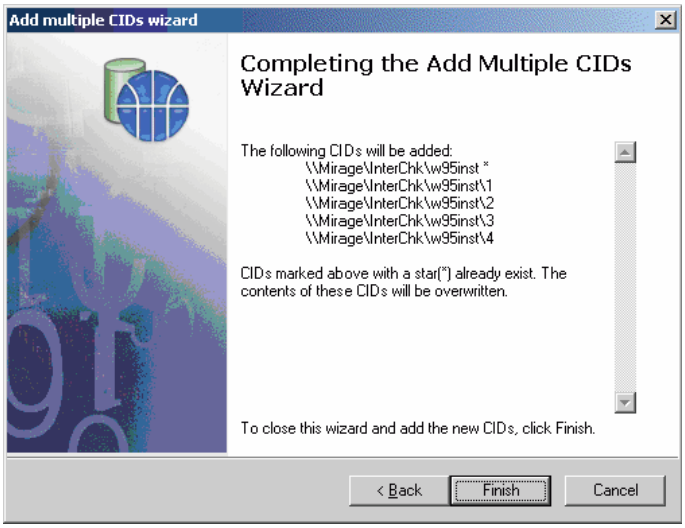
4. In the **Select Computer Shares** dialog box, click **Computer** and browse to each computer where you want to add a CID. Alternatively, in the **Target CID Locations** window, type the paths of the shared folders where you want to add a CID, separating them with commas. Click **Next**.



5. In the **Conflicts with CIDs already managed by EM** dialog box, you specify how EM Library behaves if it is already managing one of the CIDs you have just specified. By default, EM Library overwrites the CID with a new software package. If you want to keep the existing CID as it is, select **Ignore**.



6. In the **Completing the Add Multiple CIDs Wizard** dialog box, check that the CID details are correct. Click **Finish**.

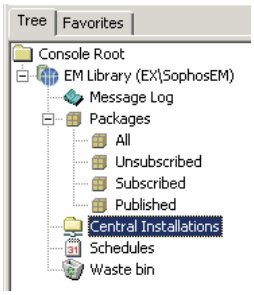


You have finished adding CIDs for the software package. Now you can configure the CIDs, as described in section 19.

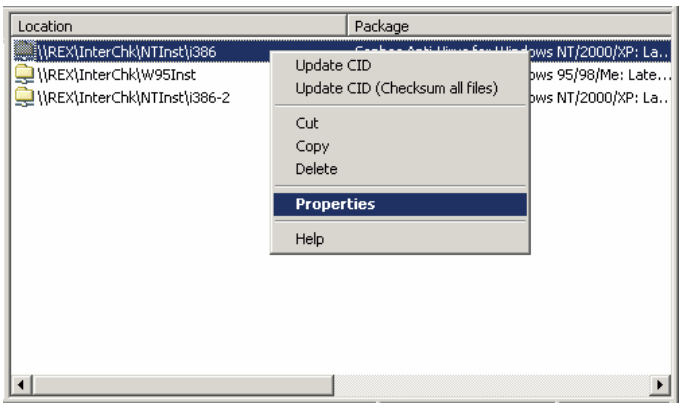
19 Configuring central installations

You can configure central installations via a set of properties pages.

1. In the EM Library console, in the console tree, double-click **EM Library**. Click **Central Installations**.



2. In the list of central installations shown in the details pane, highlight the one you want to configure. Right-click to display a menu. Select **Properties**.

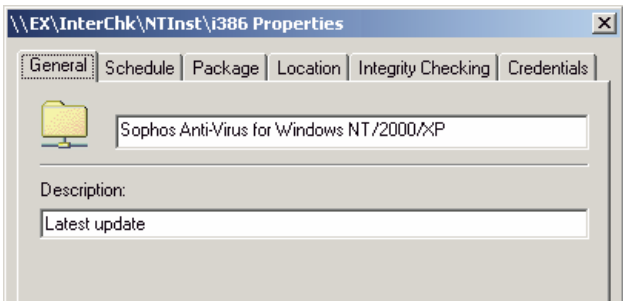


3. A set of tabbed pages is displayed. In these pages you can

   - view details of the CID (General page). Section 19.1.
   - schedule updates of the CID (Schedule page). Section 19.2.
   - change the software package placed in the CID (Package page). Section 19.3.
   - change the location of the CID (Location page). Section 19.4.
   - specify the level of integrity checking for the CID (Integrity Checking page). Section 19.5.
   - specify the credentials used to access the CID (Credentials page). Section 19.6.

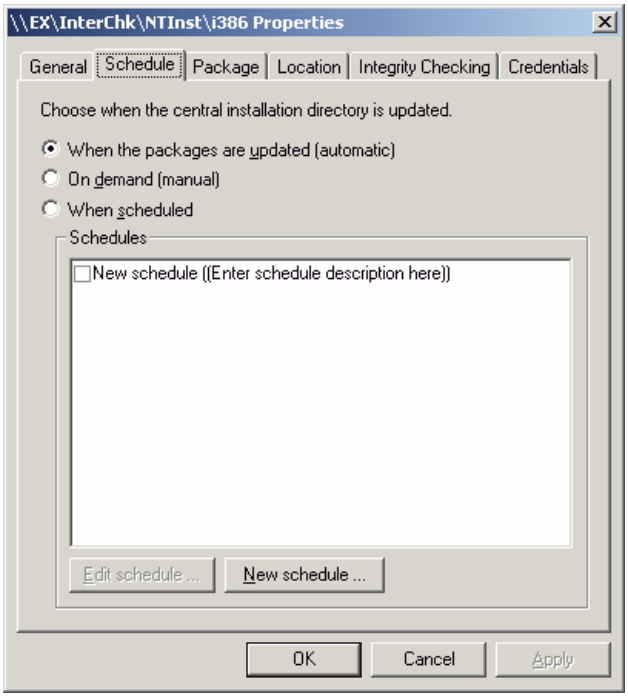
19.1 Viewing details of the CID (General page)

The **General** tabbed page shows the name of the CID, and its description. You can change both fields.



19.2 Scheduling updates of the CID (Schedule page)

In the **Schedule** tabbed page, you specify when the CID is updated.

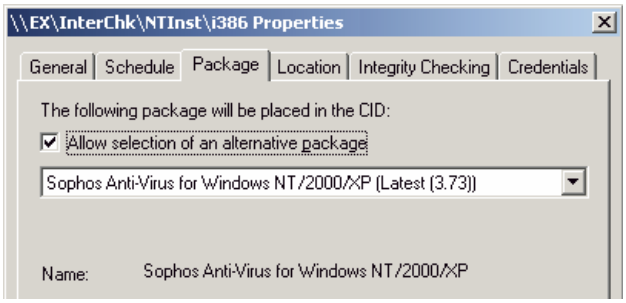


By default, the CID will be updated automatically when the packages in the library are updated. ***Sophos recommends this option***. If you want to use manual updating instead, select **On demand (manual)**. If you want to schedule updates for set times, select **When scheduled** and select a schedule from the list or click **New schedule** to create a new schedule.

If you schedule updating of a CID, the update occurs at a random time during the hour you specify. This can delay the distribution of the latest software by up to an hour.

19.3 Changing the software package placed in the CID (Package page)

In the **Package** tabbed page, you can change the software in the CID.

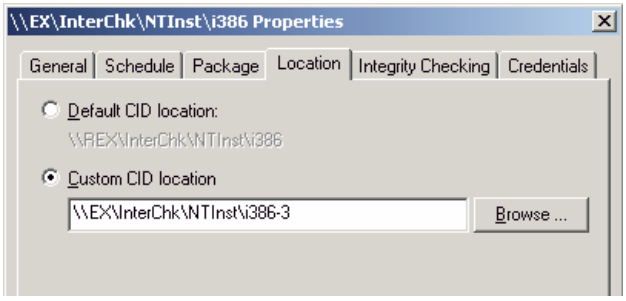


Select **Allow selection of an alternative package**. Then click the drop-down arrow and select a package.

This is a useful means of switching workstations from one, fixed version of the software, to another (see section 23).

19.4 Changing the CID location (Location page)

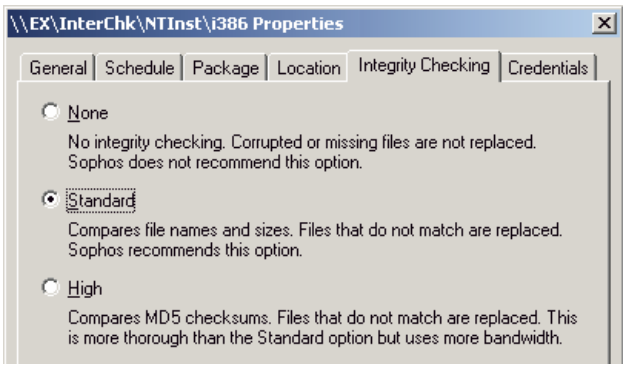
In the **Location** tabbed page, you can change the directory in which the central installation is placed.



The default central installation directory (CID) for the software is displayed. Click **Custom CID location**. Then enter the full local path for the directory, or click **Browse** and find the directory.

19.5 Specifying integrity checking (Integrity Checking page)

In the **Integrity Checking** page, you specify the level of checking used when EM Library updates the CID.



19.6 Specifying credentials (Credentials page)

In the **Credentials** page, you can specify the credentials that EM Library will use to access the CID. This option enables you to change the credentials for individual CIDs. Click **Delete** to delete existing credentials. Type new credentials in the **Username** and **Password** text boxes.

To specify a **Windows domain or local computer account**, enter

`domain\account` or `computer\account`

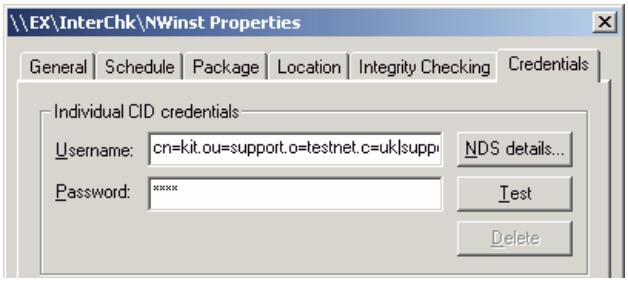
To specify a **NetWare NDS account**, click **NDS details**. The enter the tree name and fully distinguished names for the user and server in the format

`cn=user.o=organisation`

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

Click **Test** to test that the details are valid. Click **Apply** to store them.

See section 16.2 for a full explanation of CID credentials.



20 Updating central installations

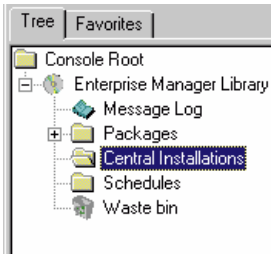
By default, EM Library updates the central installation directories (CIDs) containing Sophos software automatically whenever the packages are updated from the parent.

Alternatively, you can update CIDs manually, as described in section 20.1.

20.1 Manual updating of CIDs

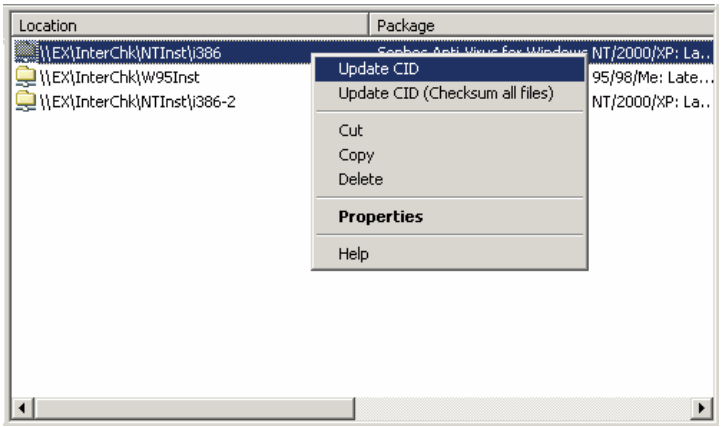
You can update the central installation directories manually (e.g. if you have disabled automatic updating, or suspect a CID may be corrupted).

1. In the EM Library console, in the console tree, double-click **EM Library**. Click **Central Installations**.



2. In the list of central installations shown in the details pane, highlight the one you want to update. Right-click to display a menu. Select **Update CID**.

EM Library checks the CID's integrity, assuming you have not disabled integrity checking. By default, file names and sizes are compared. If you want EM Library to compare checksums, select **Update CID (Checksum all files)**. This is slower than standard checking.



If EM Library cannot update a CID, either by scheduled or manual updating, a warning message is generated. The problem may be due to the CID being locked by computers attempting to update themselves from the CID. If the problem occurs three times in succession, an error is generated. You can usually clear the problem by removing and then reapplying the share on the CID.

Adding more libraries

About additional libraries

Creating an additional library

21 About additional libraries

You can use additional libraries on your network in order to manage software efficiently.

Two approaches are possible.

- Add “child” libraries. These download updates from your first library, rather than from the Sophos databank. Sophos recommends this approach. See section 22.
- Add additional libraries that download updates directly from the Sophos databank. You will need to licence an extra connection for each library. Follow the instructions in sections 22.2 and 22.3 below.

If you take the first approach, you can synchronise the updating of libraries by using the EMLexp program provided with EM Library. See Appendix 2 for details.

If you take the second approach, your libraries will download updates at different times. The differences arise because scheduled updates occur at a randomised time within the hour specified, and because monthly product upgrades are released to different libraries at different times.

22 Creating an additional library

Setting up and using an additional, child library involves

- publishing software packages for the new library to download (section 22.1)
- creating the new library (section 22.2)
- connecting a console to the library (section 22.3)
- configuring the library (section 22.4).

If you want to create an additional library that connects ***directly*** to the Sophos databank (i.e. not a child library), follow the steps in sections 22.2 and 22.3 only.

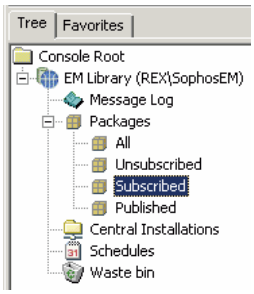
A child library can download updates across the network, or alternatively via an intranet/the internet. If you want to use an intranet/the internet, you must first make your main library available on a web server.

22.1 Publish software

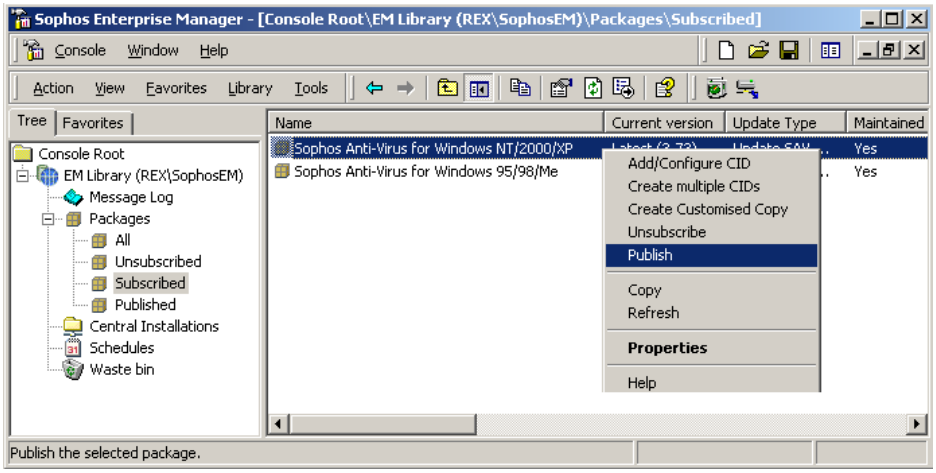
At the library that will act as a parent, publish those software packages that you want to make available, as described below.

If you publish the “Latest” version of a product, child libraries will be able to see both the “Latest” package and the version on which it is based. This is because “Latest” packages are simply pointers to other packages.

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

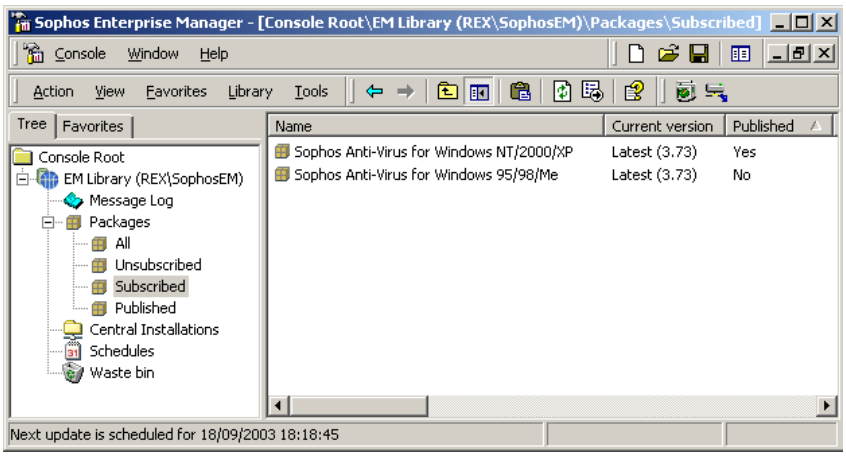


2. In the list of subscribed packages in the Details pane, highlight the item you want to publish. Right-click to display a menu. In the menu, select **Publish**.



3. In the **Sophos Enterprise Manager** message box, click **Yes**.

4. To check that the package has been published, scroll right in the Details pane to find the **Published** column. When the package has been published, the word **Yes** is displayed. Other libraries can now download this package, as long as the current library has been selected as their parent.



Next you create a child library (section 22.2).

22.2 Create a new library

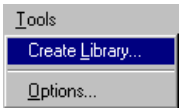
You can create only one library on each computer.

There are two ways to create an additional library.

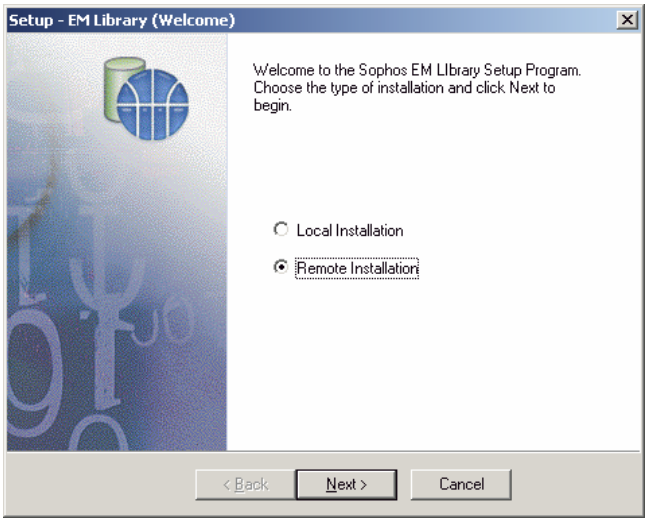
- Using the EM Library console you have already installed, create a new library on another computer (as described below).
- At the computer where you want to create the new library, install a new console and then create a library (as in sections 1 to 7 of the *EM Library startup guide*).

To create a new library, do as follows.

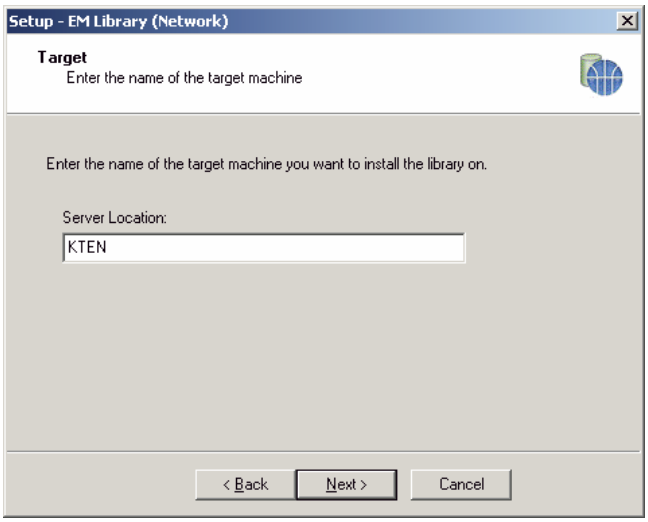
1. In the EM Library console, on the **Tools** menu, click **Create Library**.



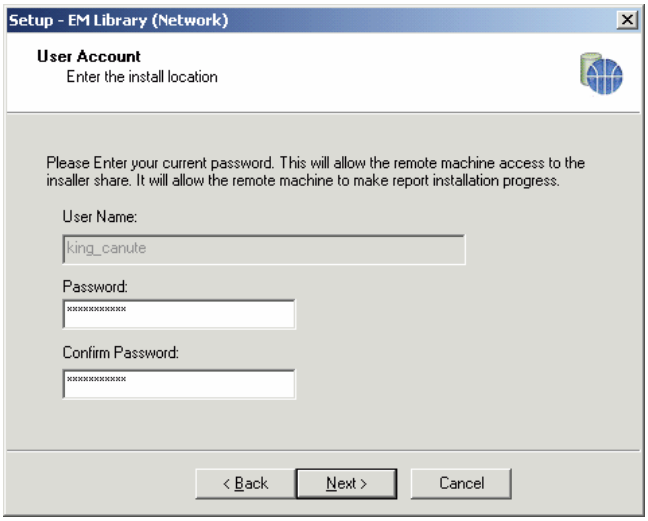
2. In the library creation wizard dialog box, select **Remote Installation**. Click **Next**.



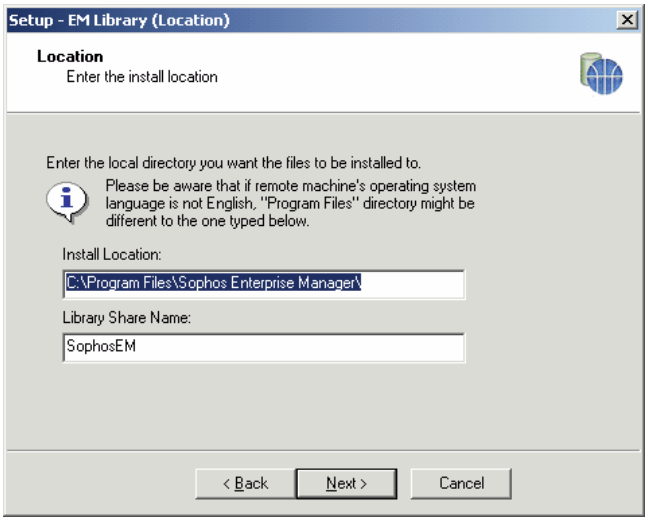
3. In the **Target** dialog box, in the **Server Location** text box, type the name of the computer on which you want to create the new library.



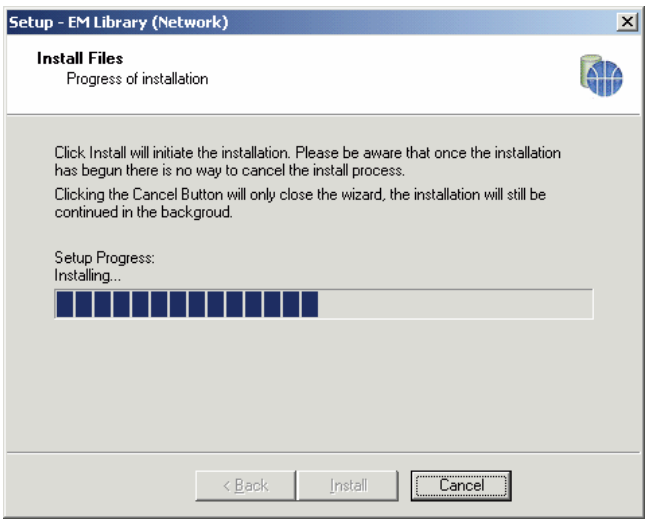
4. In the **User Account** dialog box, the user name for the logged-on user (i.e. the name with which you logged on to this computer) is displayed by default. Enter and confirm the password. Then click **Next**.



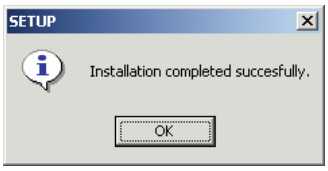
5. In the **Location** dialog box, specify the folder where the library will be installed. In the **Install Location** text box, enter the path to the folder as seen on the computer where the installation is made. In the **Library Share Name** text box, accept the default, or type an alternative. Click **Next**.



6. In the **Install Files** dialog box, click **Install** to begin installation. A progress bar is displayed. If you click **Cancel** now, the wizard is closed, but installation continues.



7. When installation is complete, a message is displayed.



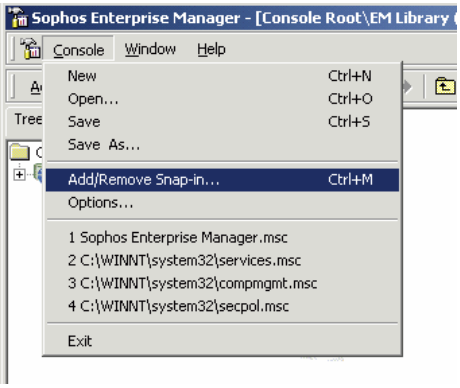
8. You are asked whether you want to configure the library. Click **No**.

   Now you must connect your console to the new library and configure it, as described in section 22.3.

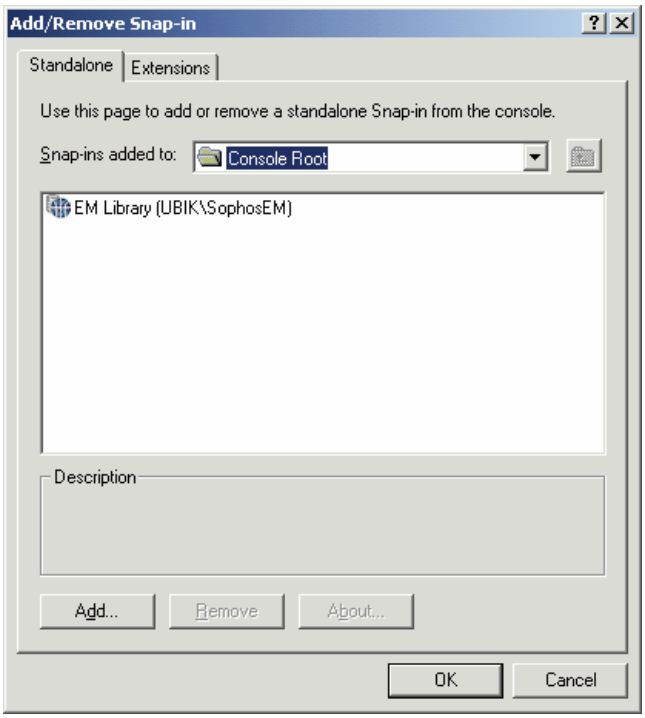
22.3 Connecting a console to the library

To connect your console to the new library, so that you can configure and administer it, do as follows.

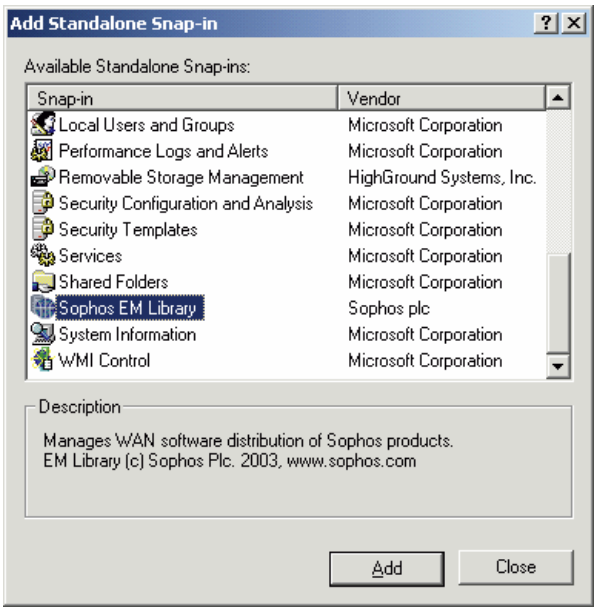
1. In the Microsoft Management Console menu, open the **Console** menu and select **Add/Remove Snap-in**.



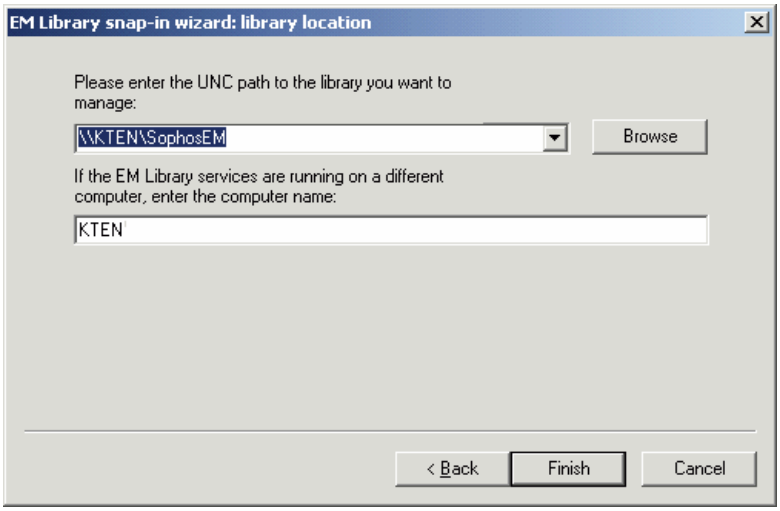
2. In the **Add/Remove Snap-in** dialog box, the **Standalone** tabbed page is displayed. Click **Add**.



3. In the **Add Standalone Snap-in** dialog box, select **Sophos EM Library**. Click **Add**.



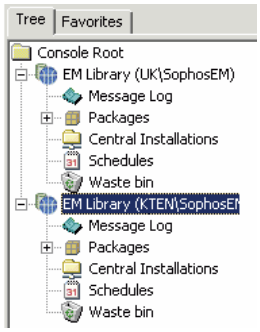
4. In the **EM Library snap-in wizard: library location** dialog box, enter the UNC path for the additional library you want to manage. Ensure that the name of the ***same computer*** is displayed in the lower text box (which is where you specify the computer running the EM Library services). Click **Finish**.



5. In the **Add Standalone Snap-in** dialog box, click **Close**. In the **Add/Remove Snap-in** dialog box, click **OK**.

6. In the Enterprise Manager console, in the **Console Root**, two **Enterprise Manager libraries** are displayed. To manage a library, click on its name.

   If you have connected to a newly-created library, continue to step 7.



7. In the console tree, click on the new library. You are prompted to specify the account that EM Library will use (see the *EM Library Startup guide*, section 2.2, step 6).

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

   Now you configure the library.

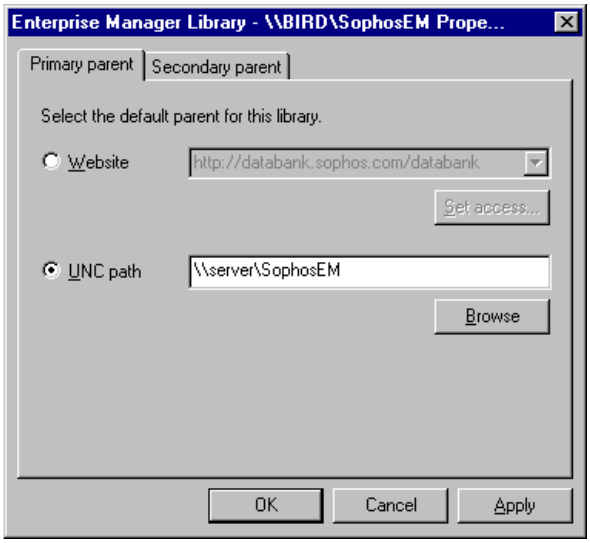
22.4 Configure the library

To configure the child library so that it will download and deploy software, use the buttons in the **Configuration** view. You can find full instructions in the *EM Library Startup guide*, sections 4 to 7.

When you select a parent, specify the library from which the child will download software. If that library is on a file server, select **UNC path** and enter the path in the form

\\computername\SophosEM

Alternatively, if you have made the library available on a web server, select **Website** and enter the URL.



Your child library does not reflect changes in the parent library (e.g. changes in the subscribed packages) until you select **Download Packages**.

You can use scripts to start automatic updating of child libraries as soon as the parent has finished updating. This overcomes delays that can arise from separate scheduling of child library updates. For more information, see Appendix 2.

22.5 Copying and saving library settings

You can copy and save library settings with a utility called EMLexp, which is provided in \\server\sophosem\bin.

This program can export library settings to a user-specified XML file and can also import settings again. This makes it possible to apply the same configuration to different libraries easily, or to back up library settings.

If you use EMLexp to apply the configuration from one library to another, you must change the locations of any CIDs in your XML file. If you do not, both libraries may try to update the same CIDs, with unpredictable results.

To export settings from a library on a computer called “server” to a file called “filename.xml”, type

```
EMLexp export \\server\sophosem C:\filename.xml
```

To import settings into another library, on a computer called “server2” from a file called “filename.xml”, type

```
EMLexp import \\server2\sophosem C:\filename.xml
```

EMLexp can also initiate library updates. See Appendix 2 for an example.

Evaluating Sophos Anti-Virus updates

Using EM Library to enable evaluation of Sophos Anti-Virus each month

Downloading fixed versions with a single CID

Downloading fixed versions with multiple CIDs

23 Using EM Library to enable evaluation of Sophos Anti-Virus each month

EM Library makes it possible for you to evaluate each new version of Sophos Anti-Virus before placing it on your main network(s).

Sophos now makes two kinds of Sophos Anti-Virus package available.

- Packages that are updated with the latest version each month, and with new virus identities (IDEs) when they are available. In the console, these packages have the word **Latest** and a version number displayed in the **Current Version** column.
- Packages that deliver a fixed version of Sophos Anti-Virus. These packages are updated with new IDEs, but not with the latest version each month. In the console, these packages have only a version number in the **Current Version** column.

Sophos recommends that you subscribe to the “latest version” packages, so that your network is fully and automatically updated without any further administrator intervention.

However, you can use “latest version” packages on a test network and fixed version packages on the main network. This enables you to evaluate each version as it becomes available and then decide when to update the main network.

The procedure for downloading and updating fixed versions depends on whether you have

- a single CID for each package (see section 24)
- multiple CIDs for each Sophos Anti-Virus package (see section 25).

24 Downloading fixed versions (with a single CID)

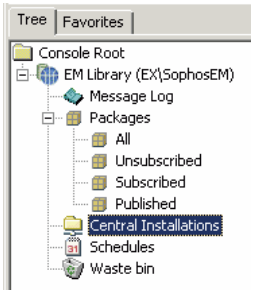
If you are downloading or updating fixed versions on a network ***with multiple CIDs***, go to section 25.

After installing and configuring EM Library, as described in the *EM Library startup guide*, sections 1 to 7, you can download fixed versions of Sophos Anti-Virus.

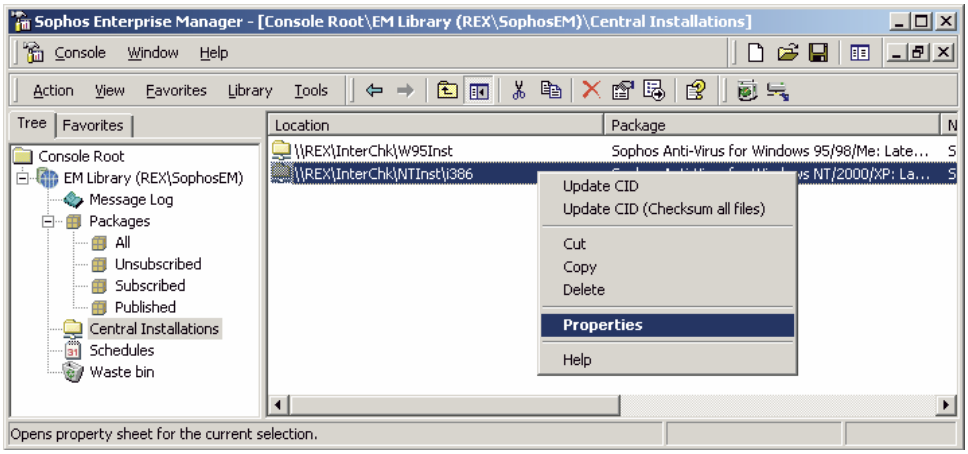
To ***download or update*** a fixed version, you change the package that is placed in the CID. This involves

- configuring your CID so that it will be used to distribute the fixed version
- unsubscribing from the version you already have
- subscribing to the fixed version.

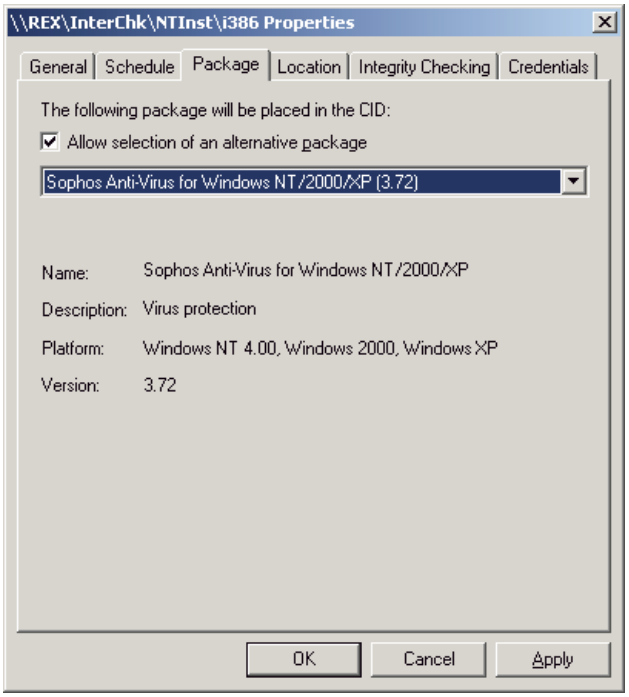
1. In the EM Library console, in the console tree, click **Central Installations**.



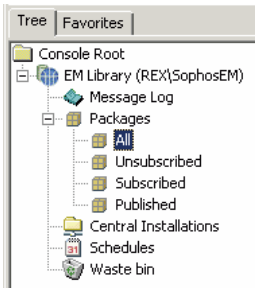
2. In the details pane, right-click a central installation. In the menu that is displayed, click **Properties**.



3. In the dialog box, click the **Package** tab. Select **Allow selection of an alternative package**. Click the drop-down arrow and select the version of the package that you want to place in the CID. Click **OK**.

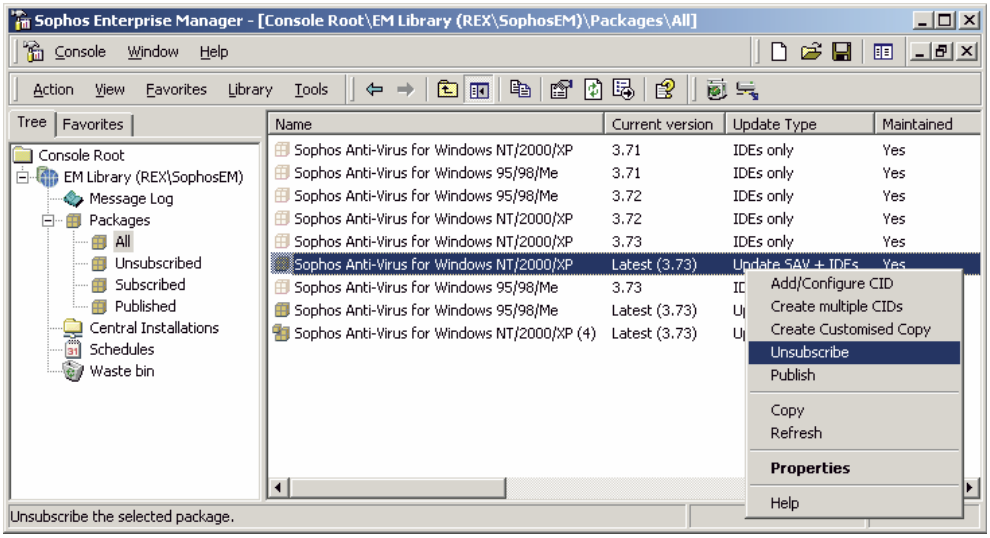


4. In the EM Library console, in the console tree, double-click **Packages** and then click **All**.



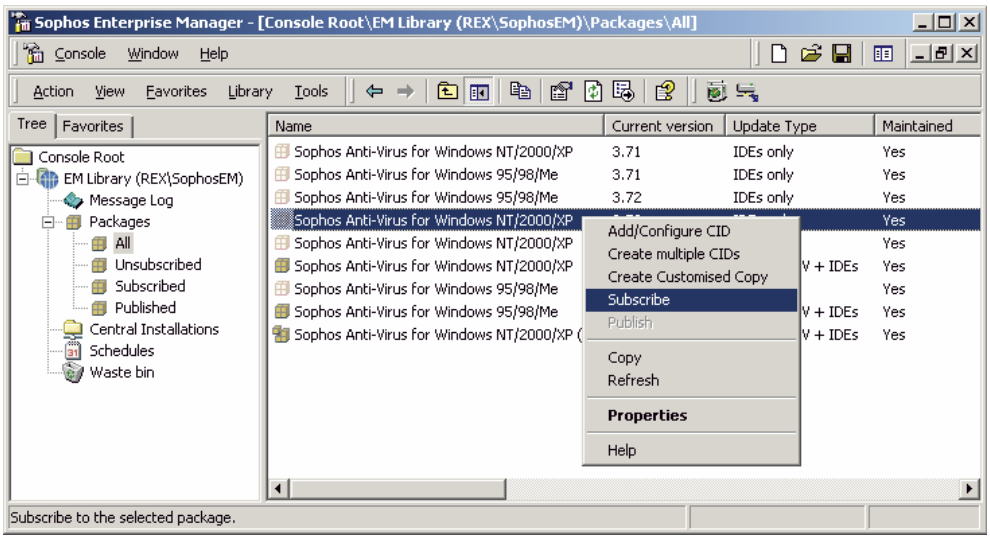
5. In the list of packages, find the version of Sophos Anti-Virus that you are currently subscribed to**.** Right-click this package, and click **Unsubscribe**.

If this is the first time that you have downloaded a fixed version of this product, the package you are currently using has the word **Latest** followed by a number in the **Current version** column.

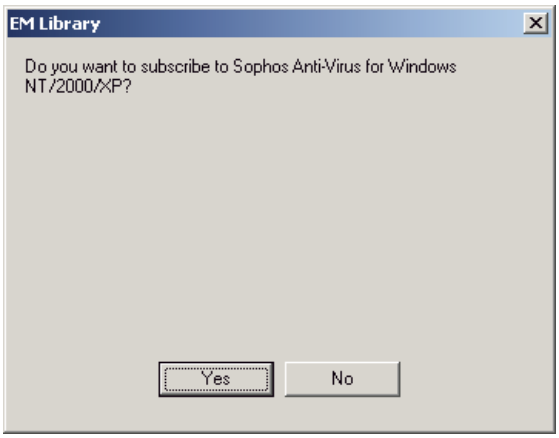


6. In the **EM Library** message box, click **Yes**.

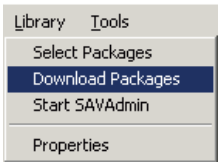
7. In the list of packages, right-click the fixed version that you want to use. On the menu that is displayed, click **Subscribe**.



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



9. On the **Library** menu, click **Download Packages** to download the new version of Sophos Anti-Virus.



You have downloaded a fixed version of Sophos Anti-Virus, which is placed in your CID for distribution.

25 Downloading fixed versions (with multiple CIDs)

If you want to use fixed versions of Sophos Anti-Virus on a network that has multiple central installations (CIDs), or even child libraries, you can simplify the process by using customised copies of Sophos Anti-Virus.

If you publish a customised copy of a fixed version, you can easily switch all the CIDs (and any CIDs on child libraries, if you have them) from one fixed version to another by changing the “base package” that the customised package is based on.

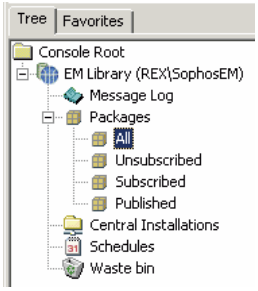
Follow the instructions below to

- download a fixed version and configure it for easy updating (section 25.1)
- update a fixed version (section 25.2).

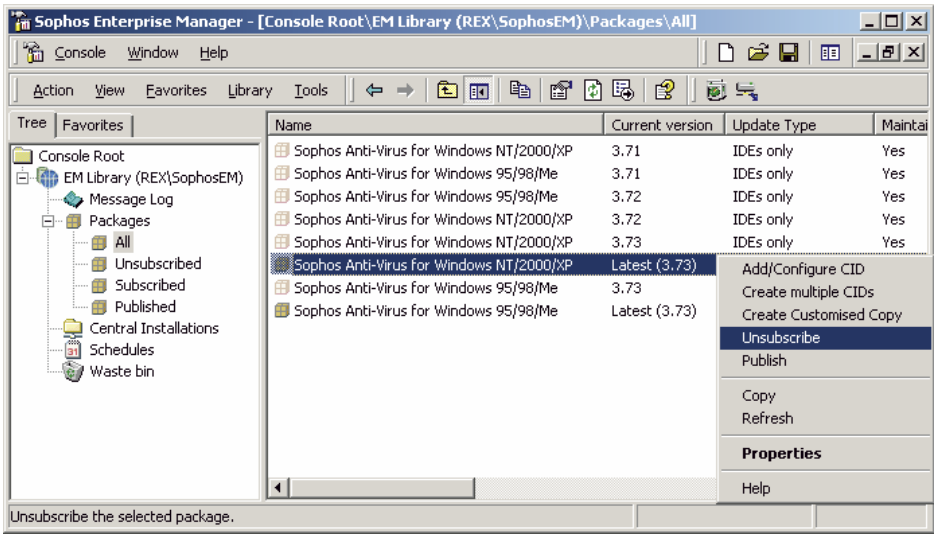
25.1 Downloading a fixed version to multiple CIDs

To download a fixed version of Sophos Anti-Virus for the first time, do as follows.

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

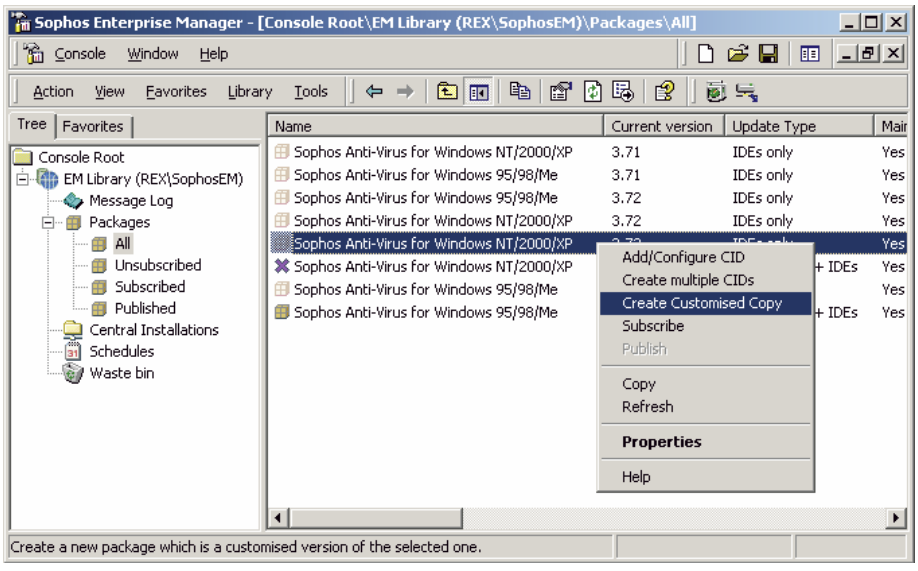


2. In the list of packages, find the version of Sophos Anti-Virus that you are currently subscribed to (in the **Current version** column, this default version will be shown as **Latest**, with a version number in brackets)**.** Right-click on this package, and click **Unsubscribe**.



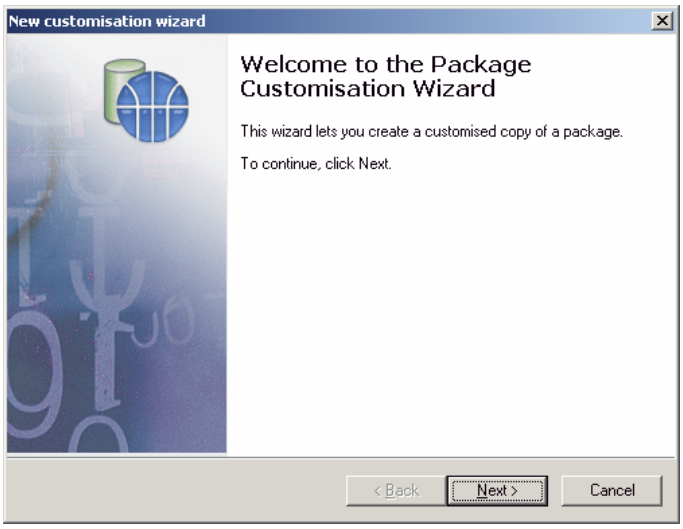
3. In the **EM Library** message box, click **Yes**.

4. In the list of packages, right-click the fixed version that you want to use. On the menu that is displayed, click **Create Customised Copy**.

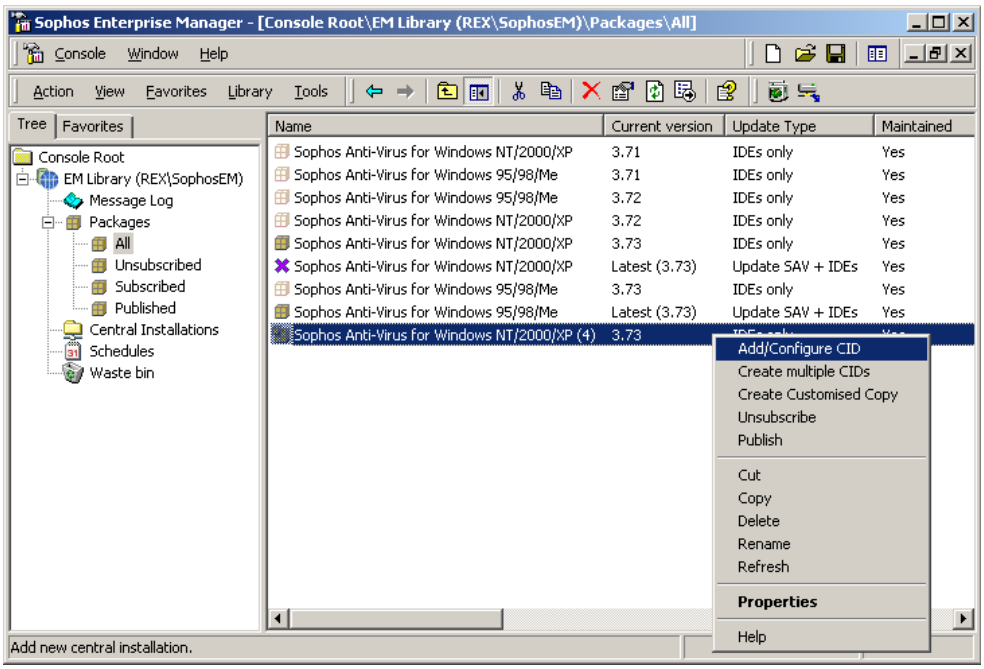


5. In the **Welcome to the Package Customisation Wizard** dialog box, click **Next**. The wizard guides you through customisation (see section 13) and automatically subscribes you to the package you have customised.

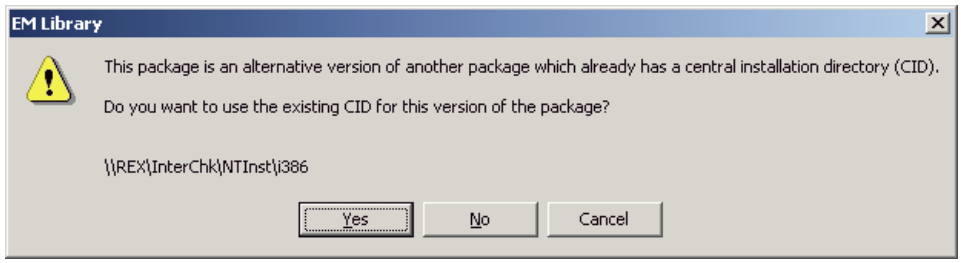
You do not have to change any of the settings if you do not want to.



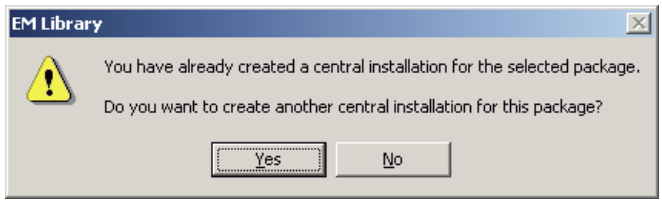
6. In the list of packages, right-click the customised package. On the menu that is displayed, click **Add/Configure CID**.



7. In the **Sophos Enterprise Manager** dialog box, click **Yes** to place the customised package in the existing default CID.



8. In the list of packages, right-click the package again and click **Add/Configure CID**.
9. In the **EM Library** dialog box, click **Yes** to specify another CID for the package.



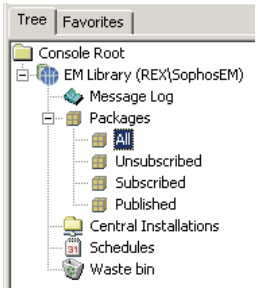
10. In the **Welcome to the Add CID Wizard** dialogue box, click **Next.** The wizard guides you through setting up another CID (see section 17).

11. Repeat steps 8 to 10 for each extra CID that you want to use to distribute the package.

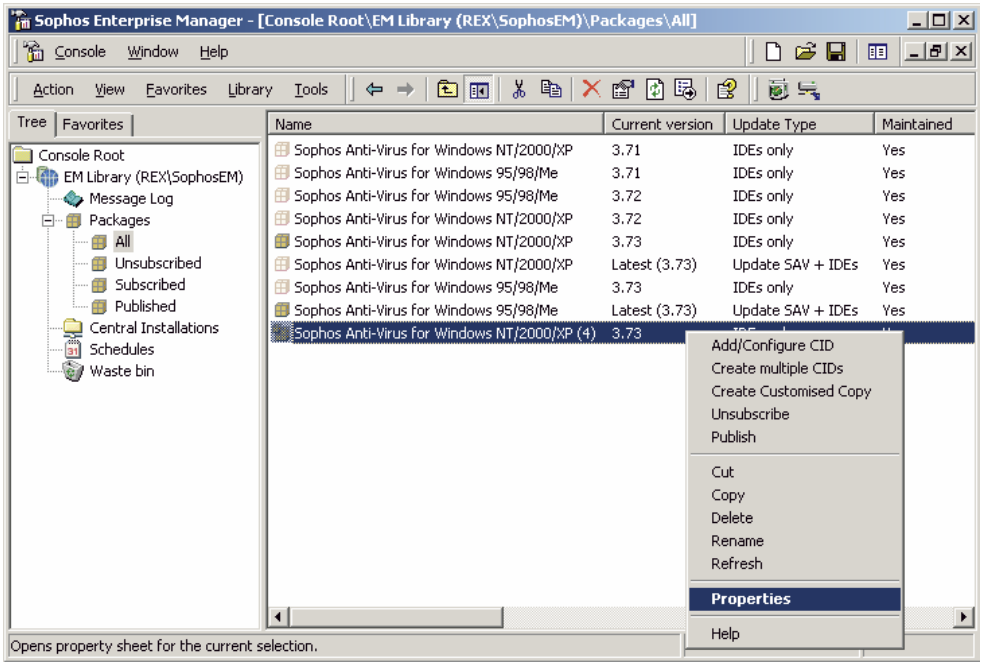
25.2 Updating a fixed version in multiple CIDs

To update a fixed version of Sophos Anti-Virus that is held in multiple CIDs, do as follows.

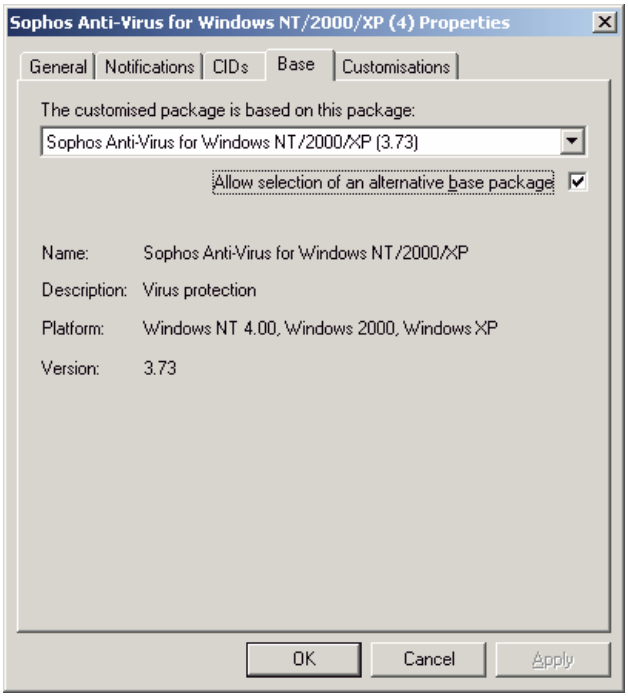
1. In the EM Library console, in the console tree, double-click **Packages** and then click **All**.



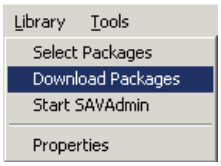
2. In the list of packages, check that there is a new fixed version of Sophos Anti-Virus available. Right-click on the customised package you are currently using. On the menu that is displayed, click **Properties**.



3. In the **Sophos Anti-Virus for <platform> Properties** dialog box, click the **Base** tab. Select **Allow selection of an alternative base package**. Click the drop-down arrow and select the version of Sophos Anti-Virus that you want. Click **OK**.



4. On the **Library** menu, click **Download Packages** to download the new version of Sophos Anti-Virus.



EM Library applies your customised settings to the new version of Sophos Anti-Virus and places it in your CIDs.

Appendices

Configuring a dial-up connection

Scripting updates and initiating automatic updates of child libraries

Appendix 1 Configuring a dial-up connection

If you use a dial-up connection to the internet, you should change the internet settings so that

- EM Library can make a connection automatically
- other users cannot change the dial-up settings specified for EM Library.

The procedure depends on whether EM Library is running on a Windows NT, Windows 2000 or Windows XP computer. Follow the instructions in the appropriate section below.

EM Library can use a dial-up connection via an ISDN modem or a normal modem.

Appendix 1.1 Dial-up connection for a Windows NT computer

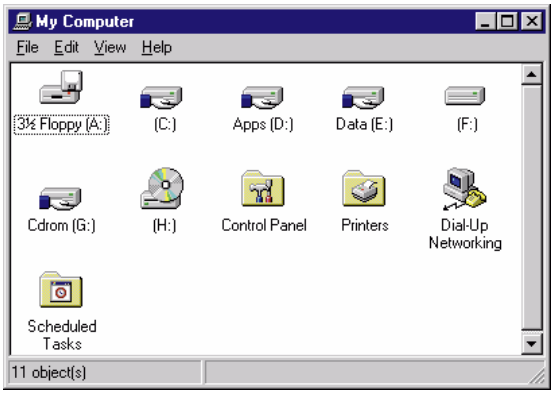
You must configure the dial-up settings locally, i.e. on the computer where you will install the EM library.

Configuring the dial-up connection on a Windows NT computer involves four steps:

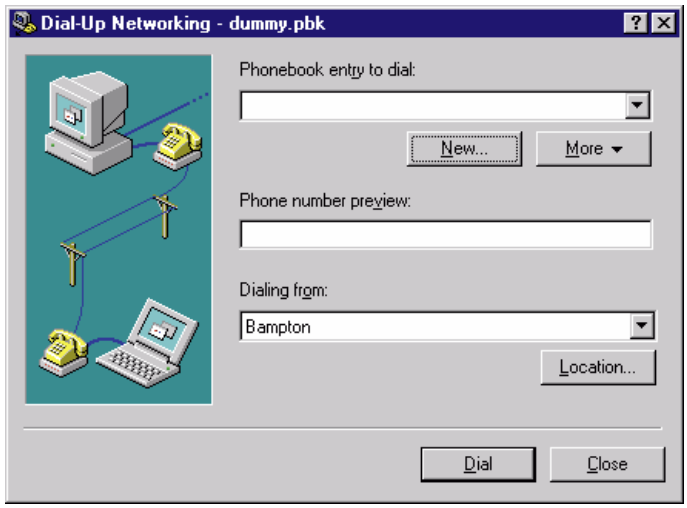
- create and configure a new phonebook
- configure the modem
- configure the Internet Options
- protect the phonebook directory.

Create and configure a new phonebook

1. At the Windows NT computer where the EM library will be installed, log in with the account that the library will use to access the network and internet. When you are configuring dial-up networking, you must ensure this account has administrator rights.
2. On the desktop, double-click **My Computer**.
3. In the **My Computer** window, double-click **Dial-Up Networking**.



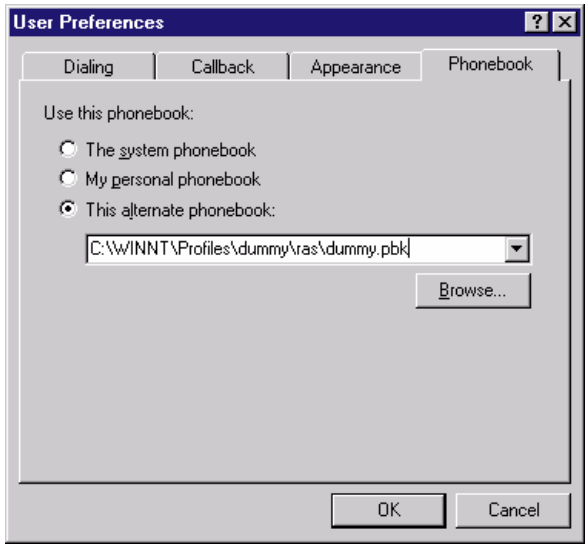
4. In the **Dial-Up Networking** dialog box, on the **More** drop-down menu, select **User Preferences**.



5. In the **User Preferences** dialog box, ensure the **Phonebook** tabbed page is open. Select **This alternate phonebook**. In the text box, type a path to a non-default location, e.g.

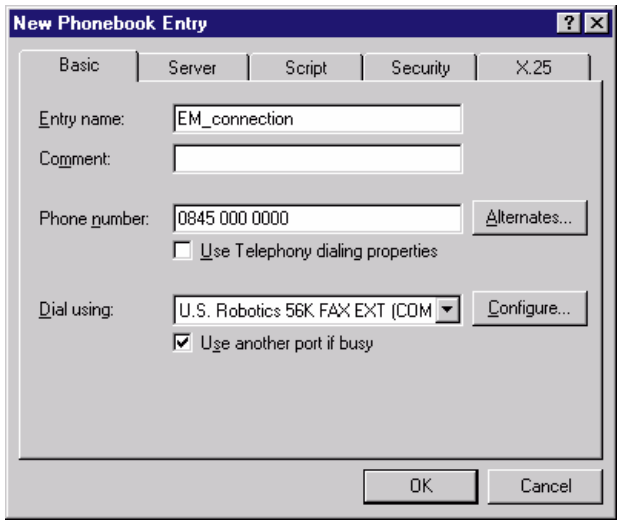
   C:\Winnt\Profiles\[username]\ras\[username].pbk.

   Click **OK**.



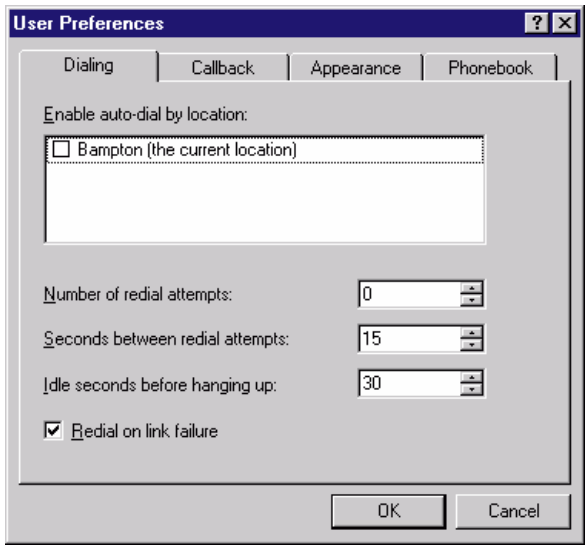
6. In the **Dial-Up Networking** dialog box, click **New**.

7. In the **New Phonebook Entry** dialog box, enter an **Entry name** for the new entry. Enter the **Phone number** for your ISP. Click **OK**.



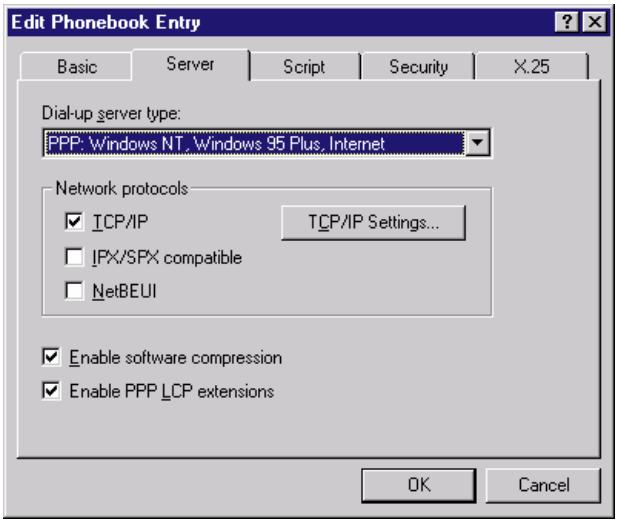
8. In the **Dial-Up Networking** dialog box, on the **More** drop-down menu, select **User Preferences.**

9. In the **Dialing** tabbed page, set **Idle seconds before hanging up** to a value other than zero (e.g. 30). Click **OK**.



10. In the **Dial-Up Networking** dialog box, on the **More** drop-down menu, select **Edit Phonebook entry**.

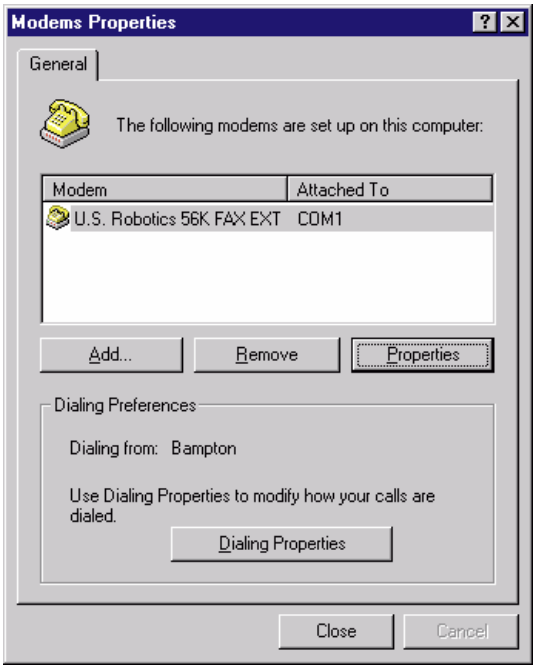
11. In the **Edit Phonebook Entry** dialog box, click the **Server** tab. In the **Network protocols** section, ensure that only **TCP/IP** is selected. Click **OK**. Close the **Dial-Up Networking** dialog box.



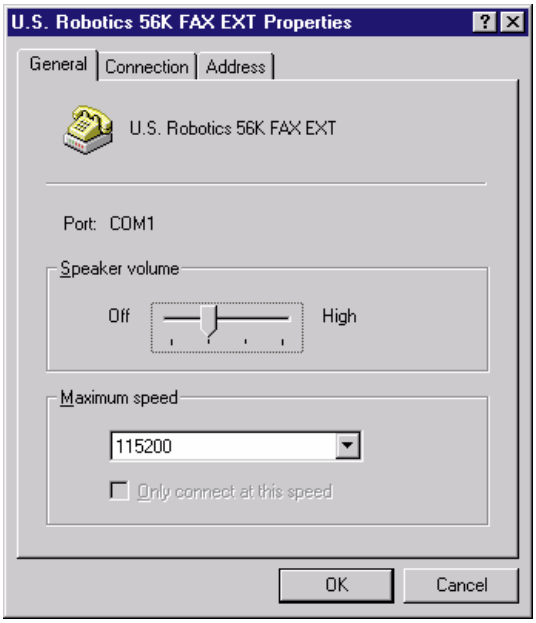
Next configure the modem.

Configure the modem

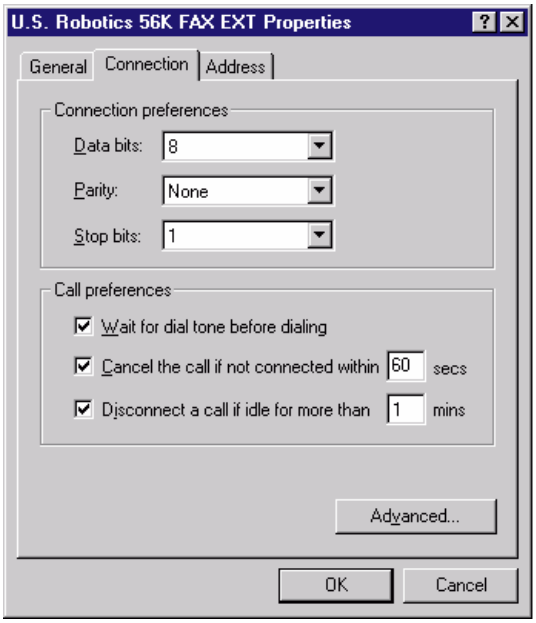
1. At the taskbar, select **Start|Settings|Control Panel**. Double-click **Modems**.
2. In the **Modems Properties** dialog box, highlight the modem used and click **Properties**.



3. In the **General** tabbed page, set the **Speaker volume** to on. Click the **Connection** tab.

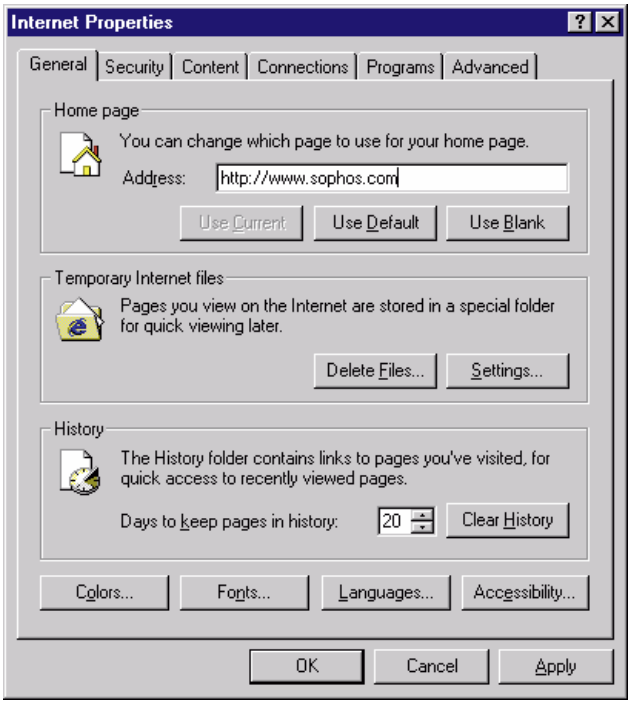


4. In the **Connection** tabbed page, set **Cancel the call if not connected within** to **60** seconds and set **Disconnect a call if idle for more than** to **1** minute. Click **OK**. In the **Modem Properties** dialog box, click **Close**.

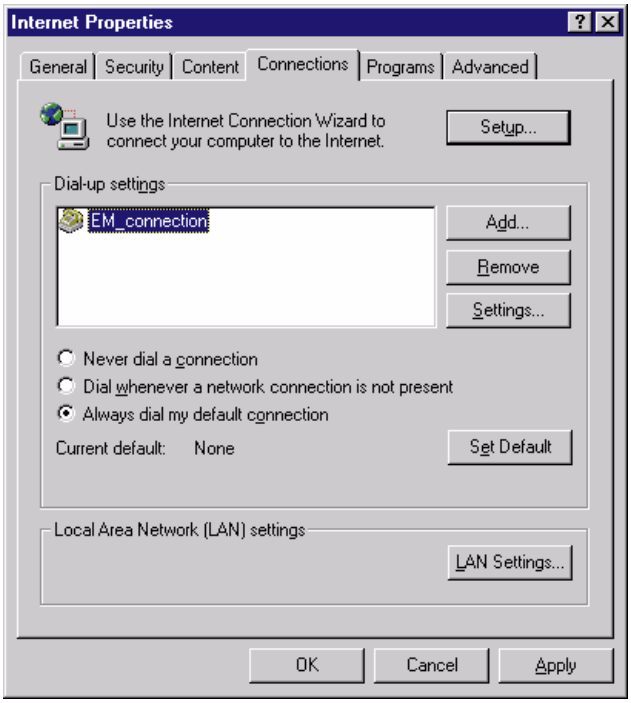


Configure the Internet Options

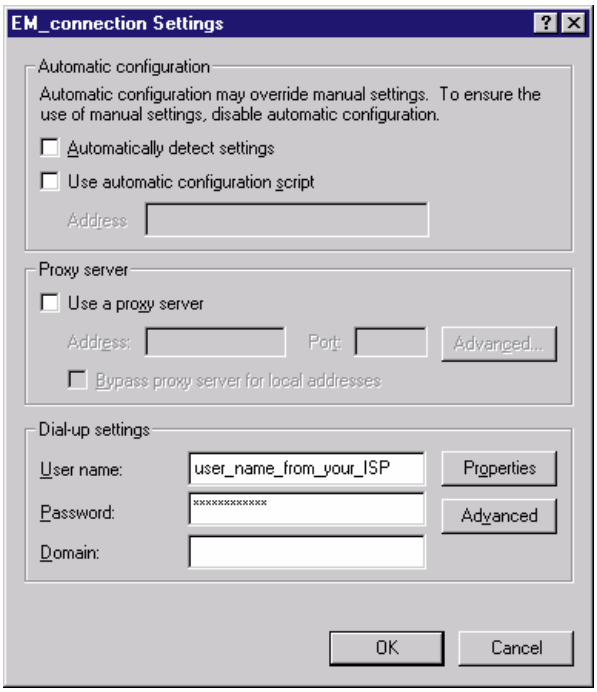
1. In the **Control Panel** window, double-click **Internet Options**.
2. In the properties dialog box, click the **Connections** tab.



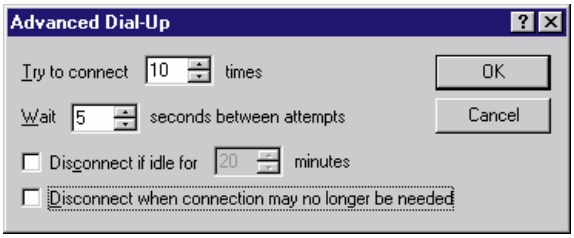
3. In the **Connections** tabbed page, in the **Dial-up settings** section, highlight the connection to be used by Enterprise Manager and select **Always dial my default connection**. Then click **Settings**.



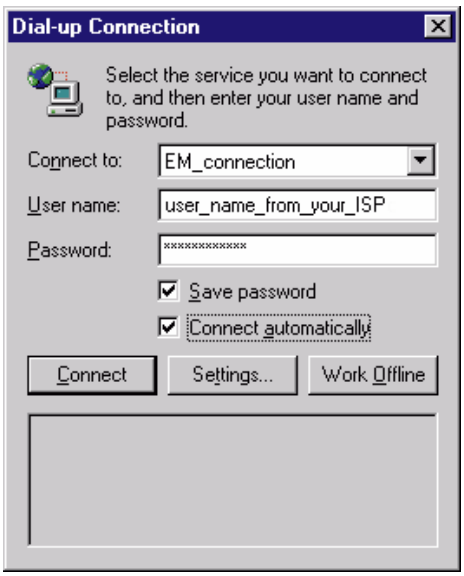
4. In the settings dialog box, in the **Dial-up settings** section, enter the **User name** and **Password** supplied to you by your Internet Service Provider (i.e. your usual internet account details). Click **Advanced**.



5. In the **Advanced Dial-Up** dialog box, deselect the options to **Disconnect if idle** and **Disconnect when connection may no longer be needed**. Click **OK**. Then click **OK** again in each of the dialog boxes that are open.



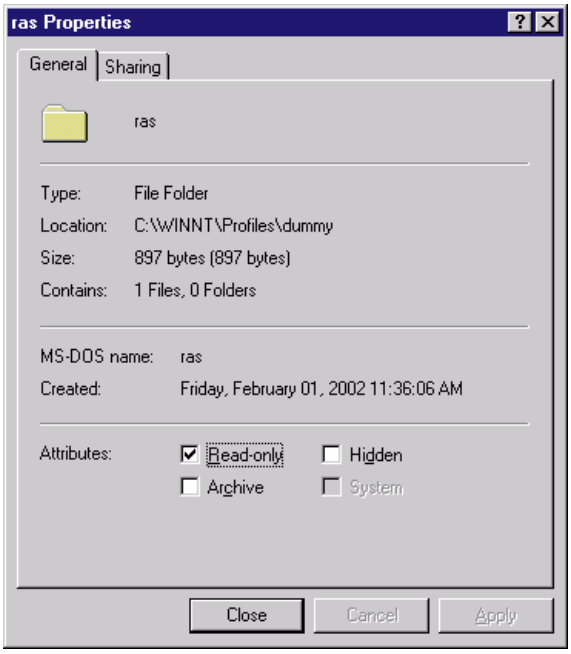
6. Start Internet Explorer. In the **Dial-up Connection** dialog box, check that **Save password** is selected. Select **Connect automatically**. Click **Connect**. Wait for the connection to be made (the auto-connect setting will not be saved unless you connect to the internet).



7. Exit from Internet Explorer. Do not change the auto-disconnect settings.

Protect the phonebook directory

1. In Explorer, go to the directory where you placed the new phonebook. Right-click and select **Properties**.
2. In the **Properties** dialog box, select **Read-only**. Click **Close**.



3. Open the directory and make the phonebook file Read-only also.

   You have finished configuring dial-up networking.

Appendix 1.2 Dial-up connection on a Windows 2000 computer

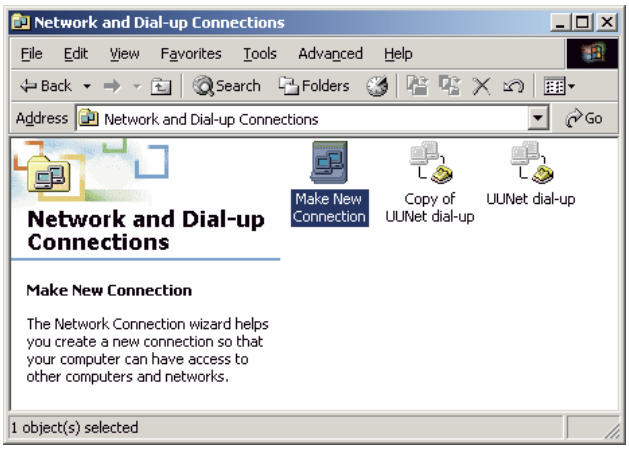
You must configure the dial-up settings locally, i.e. on the computer where you will install the EM library.

Configuring the dial-up connection on a Windows 2000 computer involves three steps

- set up a new dial-up connection
- configure the dial-up connection
- configure the Internet Options.

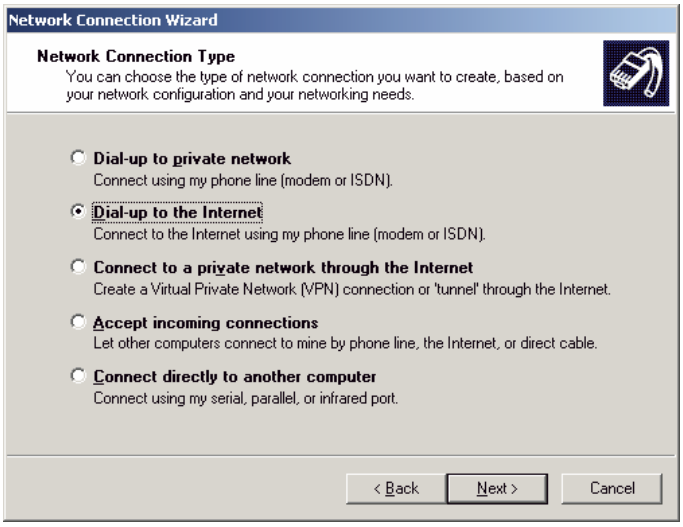
Set up a new dial-up connection

1. Log on with the account that EM Library will use to access the internet.
2. On the taskbar, select **Start|Settings|Control Panel**.
3. In the **Control Panel** window, double-click **Network and Dial-up Connections**.
4. In the **Network and Dial-up Connections** window, double-click **Make New Connection**.

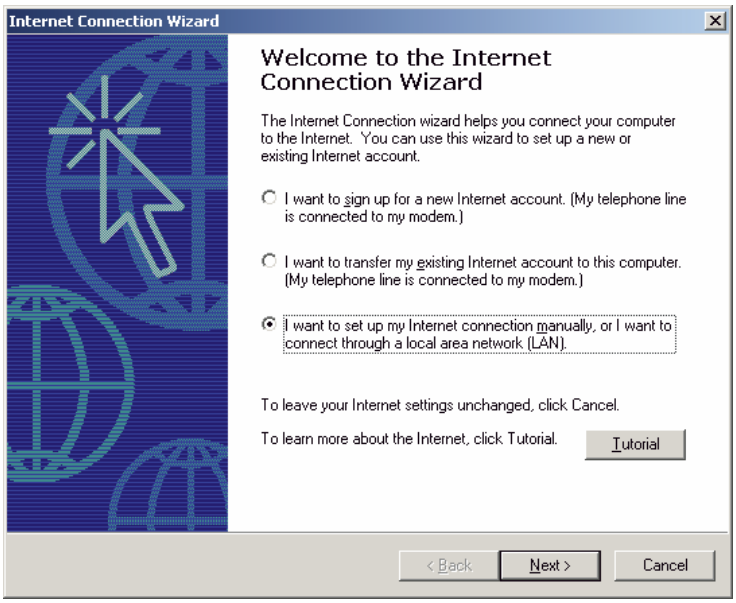


5. In the **Welcome to the Network Connection Wizard** dialog box, click **Next**.

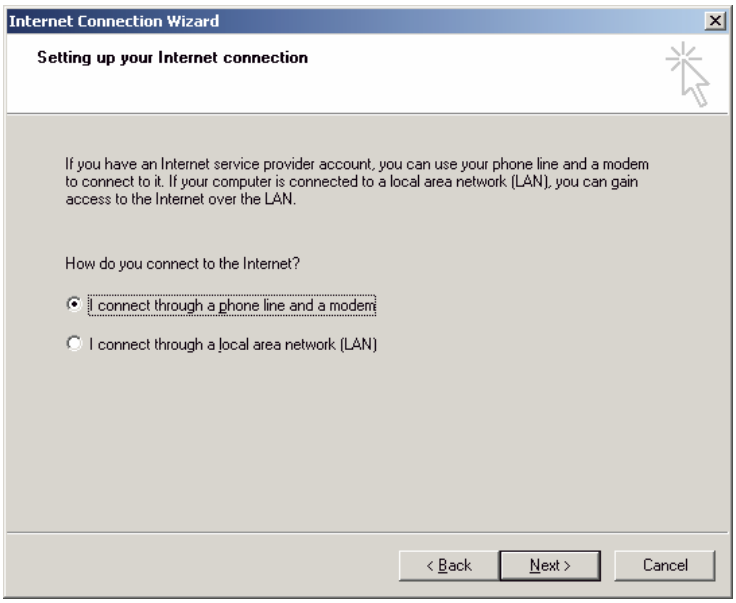
6. In the **Network Connection Type** dialog box, select **Dial-up to the Internet**. Click **Next**.



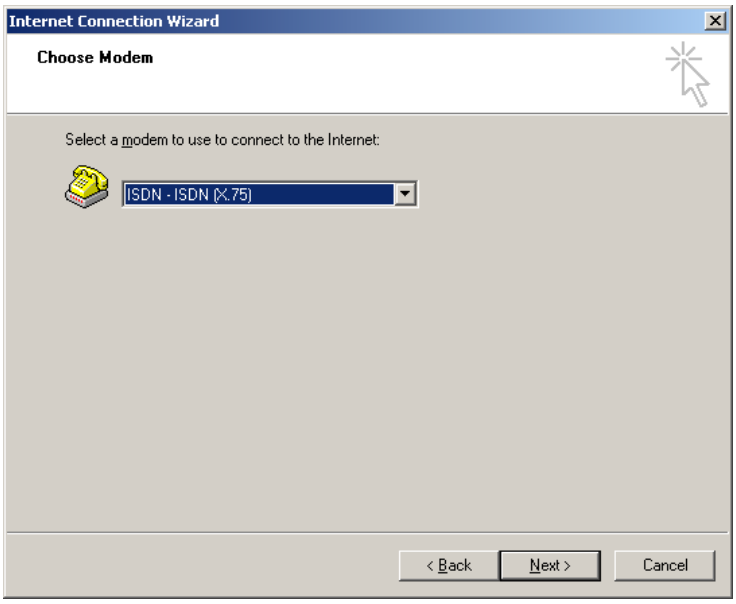
7. In the **Welcome to the Internet Connection Wizard** dialog box, select **I want to set up my Internet connection manually ...** Click **Next**.



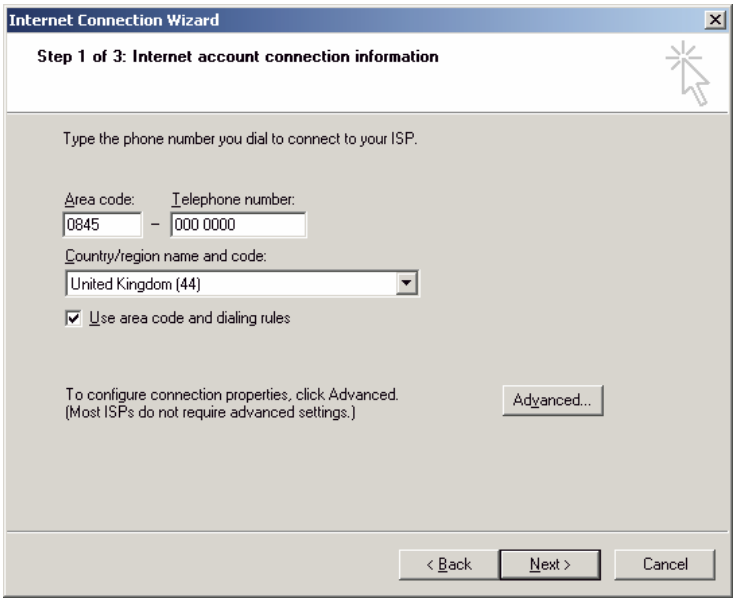
8. In the **Setting up your Internet connection** dialog box, select **I connect through a phone line and a modem**. Click **Next**.



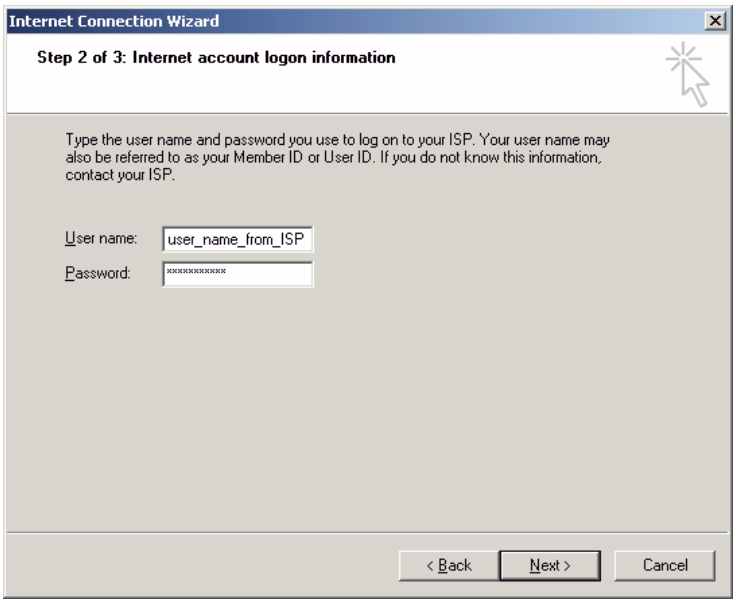
9. In the **Choose Modem** dialog box, select your modem. Click **Next**.



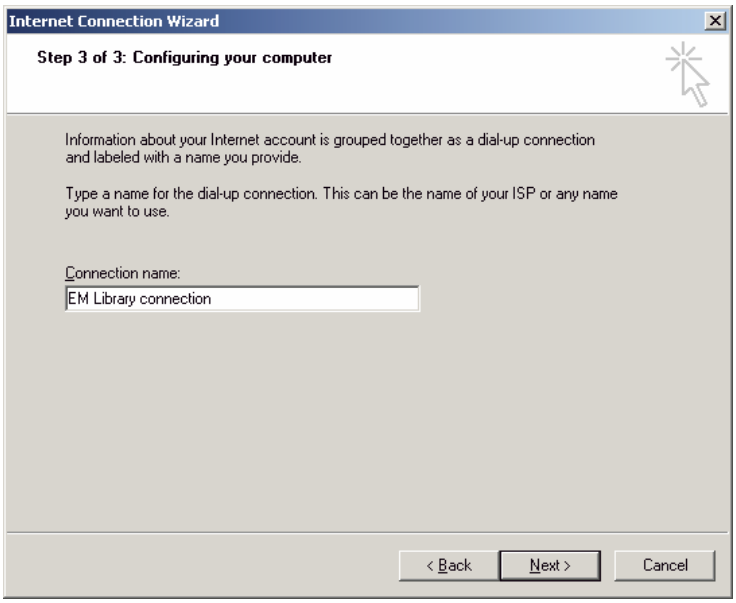
10. In the **Internet account connection information** dialog box, enter the dial-up number for your Internet Service Provider. Click **Next**.



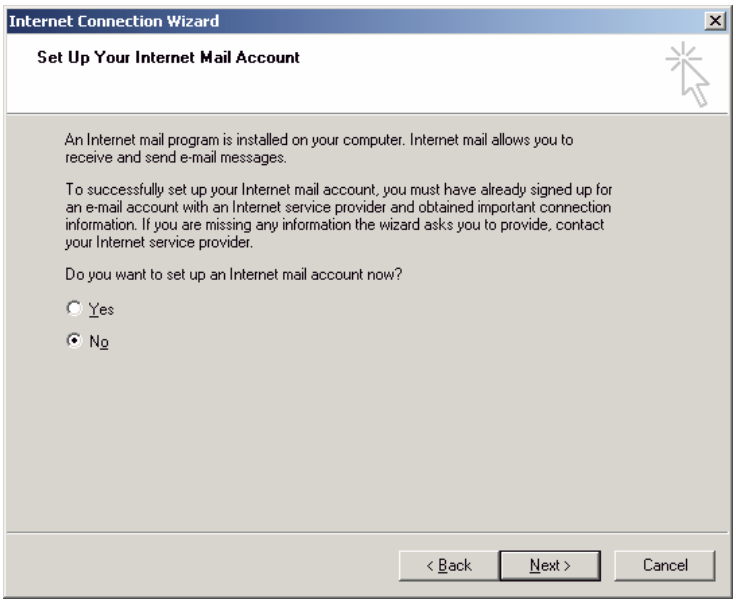
11. In the **Internet account logon information** dialog box, enter the **User name** and **Password** supplied by your Internet Service Provider. Click **Next**.



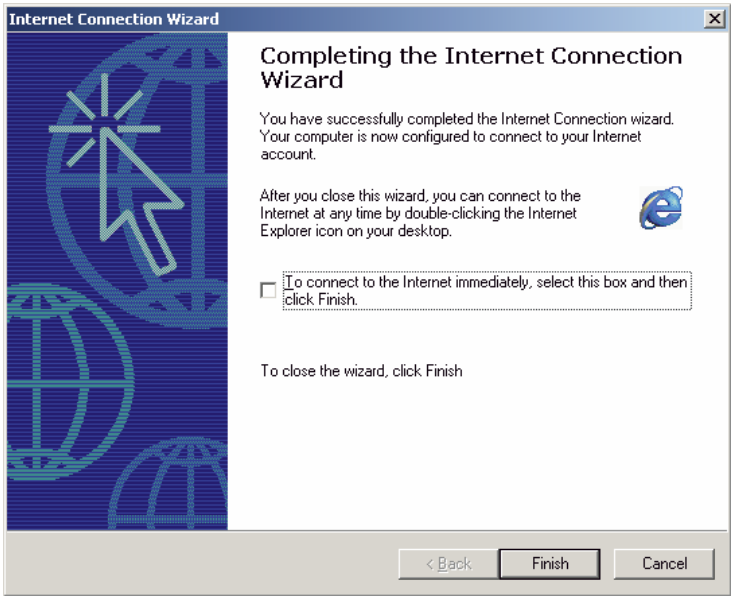
12. In the **Configuring your computer** dialog box, enter a name for the dial-up connection. Click **Next**.



13. In the **Set Up Your Internet Mail Account** dialog box, select **No**. Click **Next**.

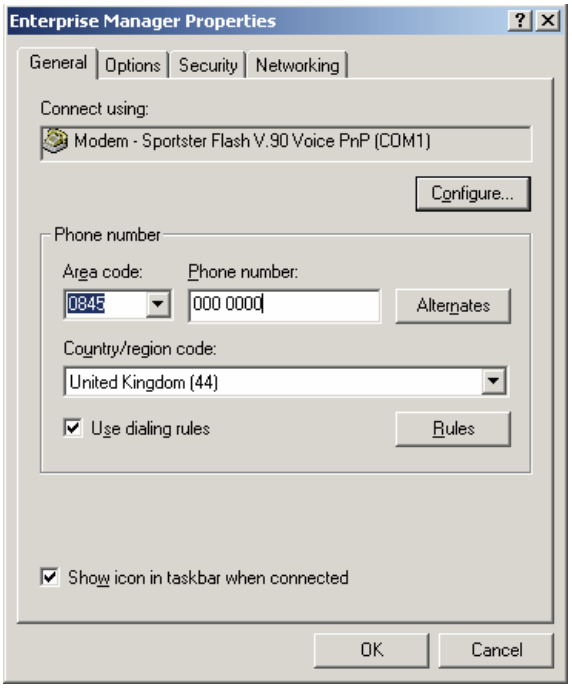


14. In the **Completing the Internet Connection Wizard** dialog box, deselect **To connect to the Internet immediately ...** and click **Finish**.

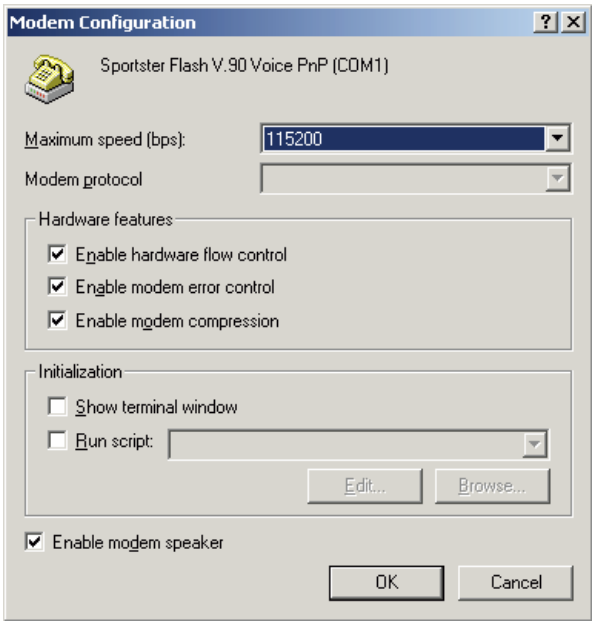


Configure the dial-up connection

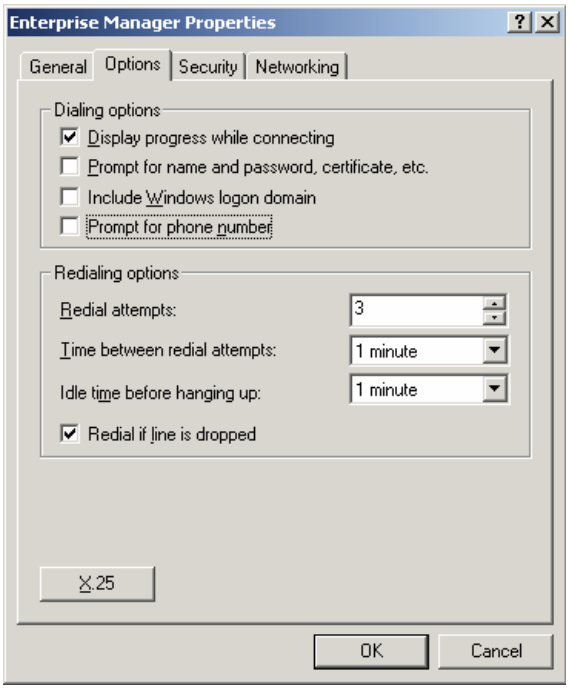
1. In the **Network and Dial-up Connections** window, right-click the new dial-up connection. On the menu that is displayed, select **Properties**.
2. In the properties dialog box, click **Configure**.



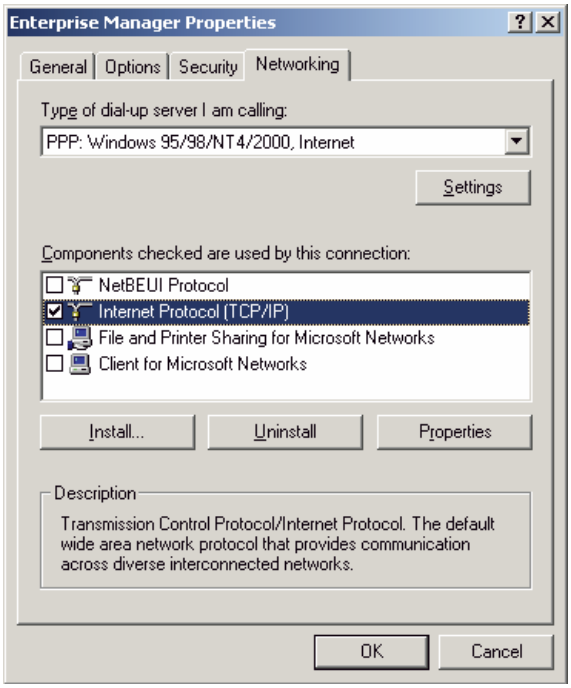
3. In the **Modem Configuration** dialog box, select **Enable modem speaker**. Click **OK**.



4. In the properties dialog box, click the **Options** tab. Deselect **Prompt for name and password ...** and **Prompt for phone number**. Set **Idle time before hanging up** to **1 minute**. Select **Redial if line is dropped**. Then click the **Networking** tab.

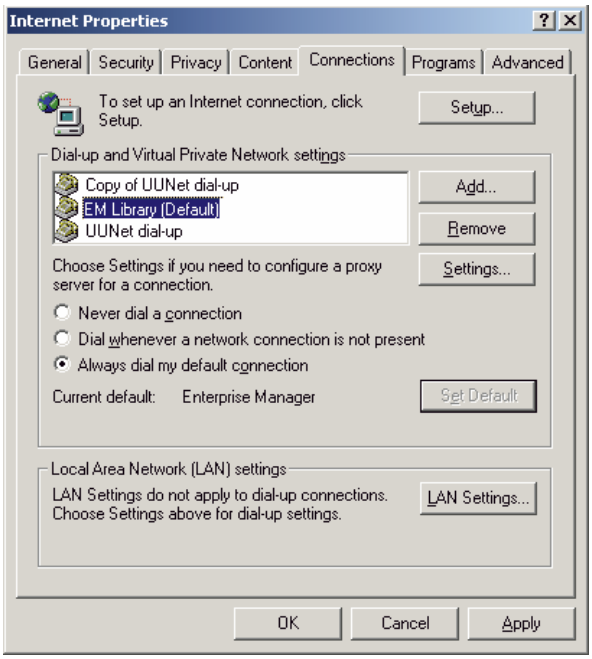


5. In the **Networking** tabbed page, ensure that only the **Internet Protocol (TCP/IP)** option is selected. Click **OK**.

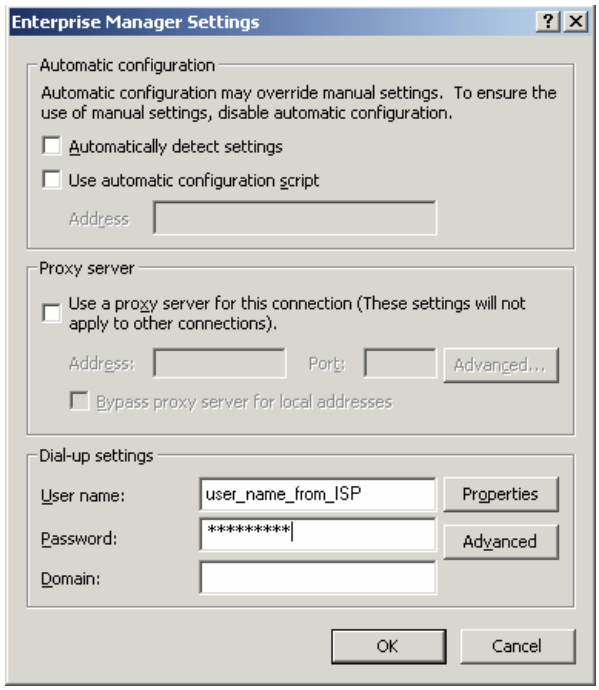


Configure the Internet Options

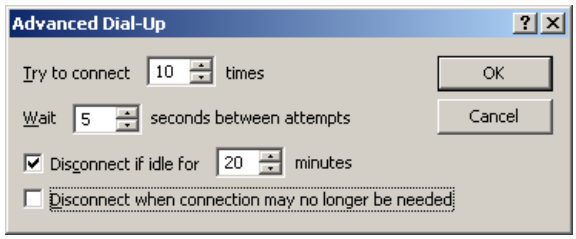
1. In the **Control Panel** window, double-click **Internet Options**.
2. In the **Internet Properties** dialog box, in the **Connections** tabbed page, highlight the new dial-up connection. Click **Set Default** (if the connection is not already the default). Select **Always dial my default connection**. Then click **Settings**.



3. In the **[Connection name] Settings** dialog box, enter the **User name** and **Password** supplied by your Internet Service Provider. Click **Advanced**.



4. In the **Advanced Dial-Up** dialog box, set **Disconnect if idle for** to **20** minutes. Deselect **Disconnect when connection may no longer be needed**. Click **OK.**



5. In the **[Connection name] Settings** dialog box, click **OK**. In the **Internet Options** dialog box, click **OK** again.

   You have finished configuring dial-up networking.

Appendix 1.3 Dial-up connection on a Windows XP computer

You must configure the dial-up settings locally, i.e. on the computer where you will install the EM library.

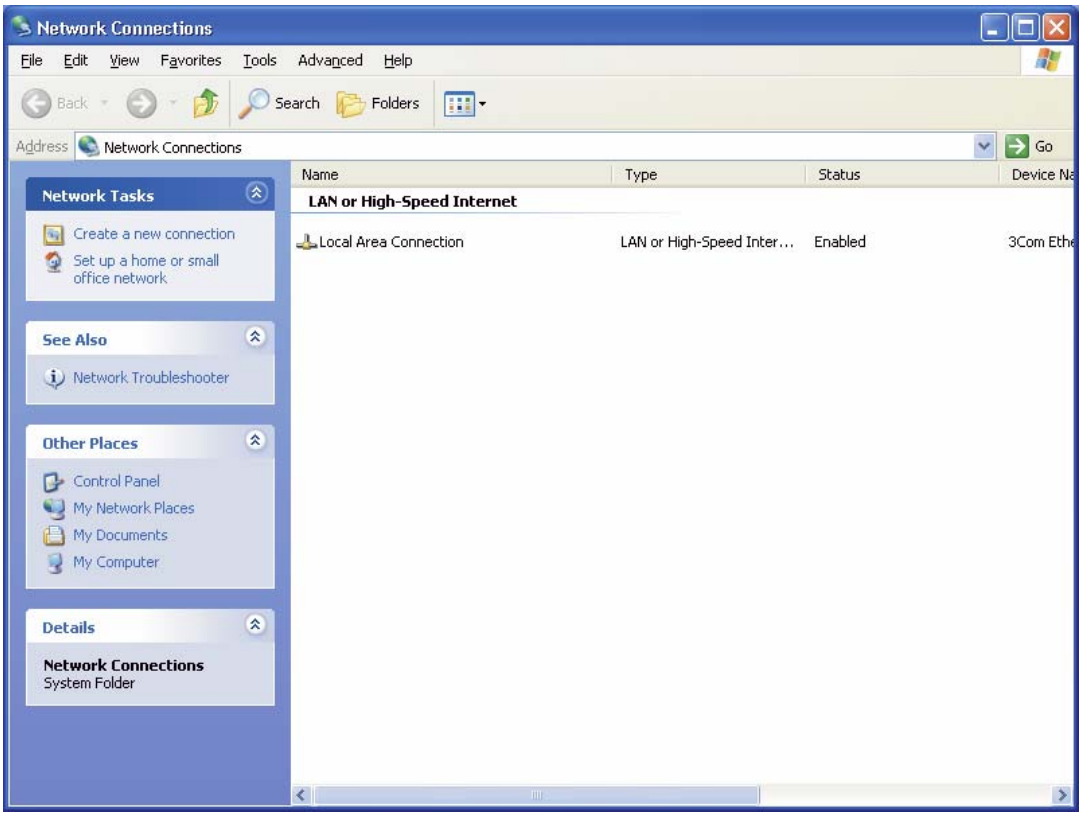
Before you start, ensure that you have set up the network account that EM Library will use to access the network and internet. For instructions on creating a network account, see the *EM Library Startup guide*.

Configuring the dial-up connection on a Windows XP computer involves the following steps:

- set up a new dial-up connection
- configure the dial-up connection
- enable automatic connection to the internet
- configure the Internet Options.

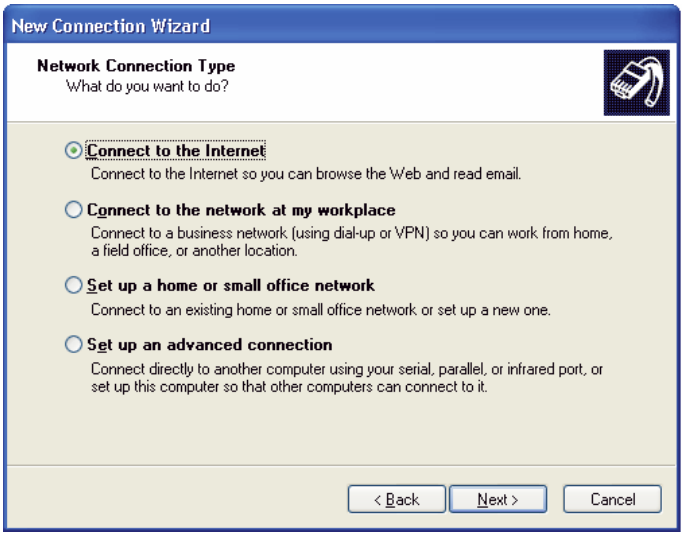
Set up a new dial-up connection

1. Select **Start|Settings|Network and Dialup Connections**.
2. In the **Network Connections** window, click **Create a new connection**.



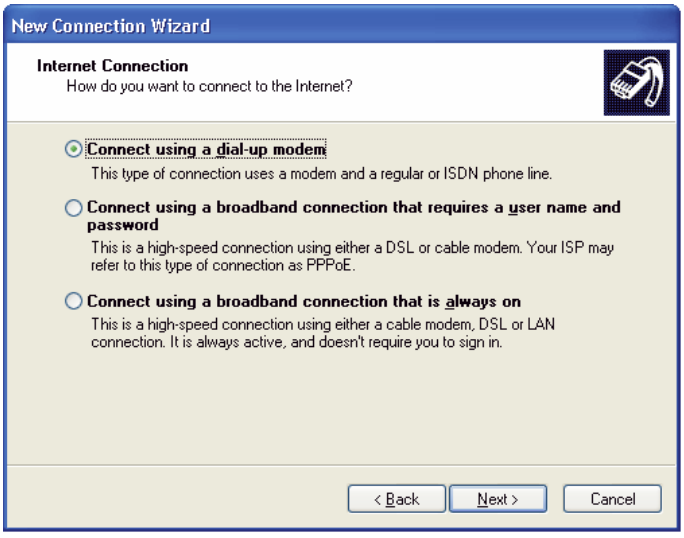
3. In the **Welcome to the New Connection Wizard** dialog box, click **Next**.

4. In the **Network Connection Type** dialog box, select **Connect to the Internet**. Click **Next**.

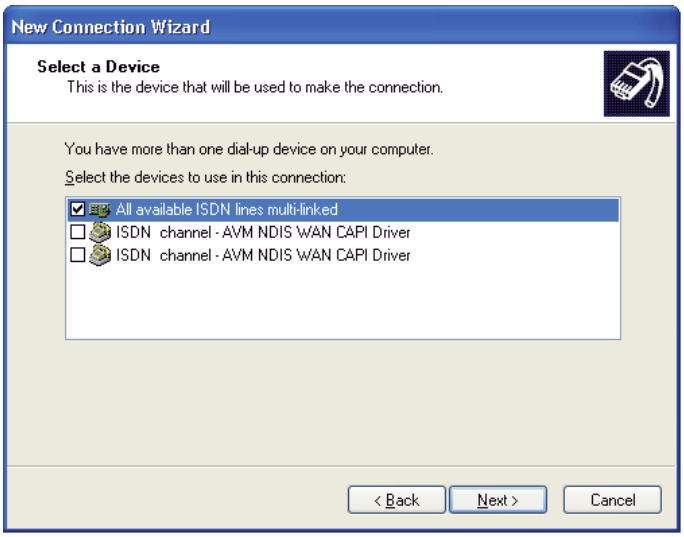


5. In the **Getting Ready** dialog box, select **Set up my connection manually**. Click **Next**.

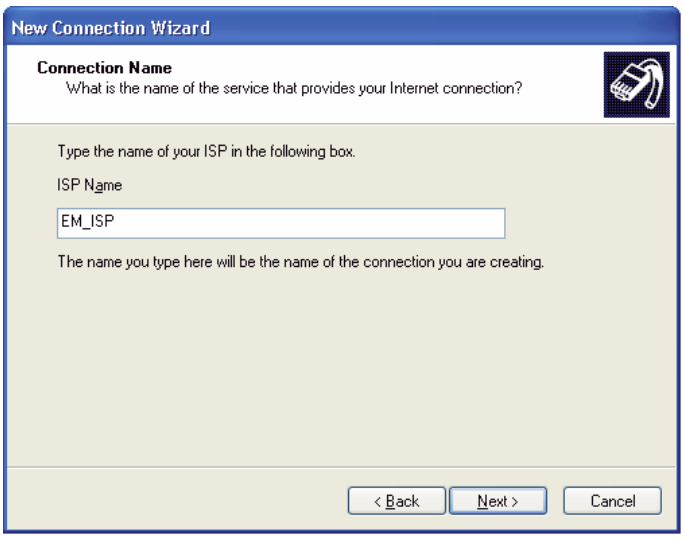
6. In the **Internet Connection** dialog box, select **Connect using a dial-up modem**. Click **Next**.



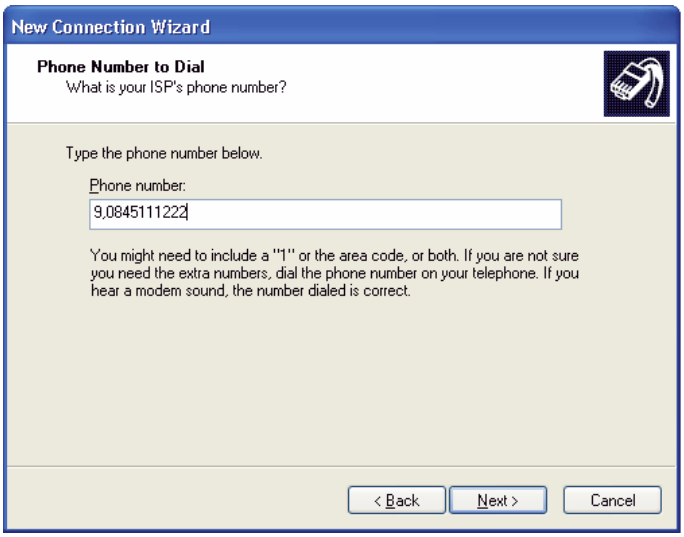
7. In the **Select a Device** dialog box, select the dial-up device on your computer that will be used to connect to the internet. Click **Next**.



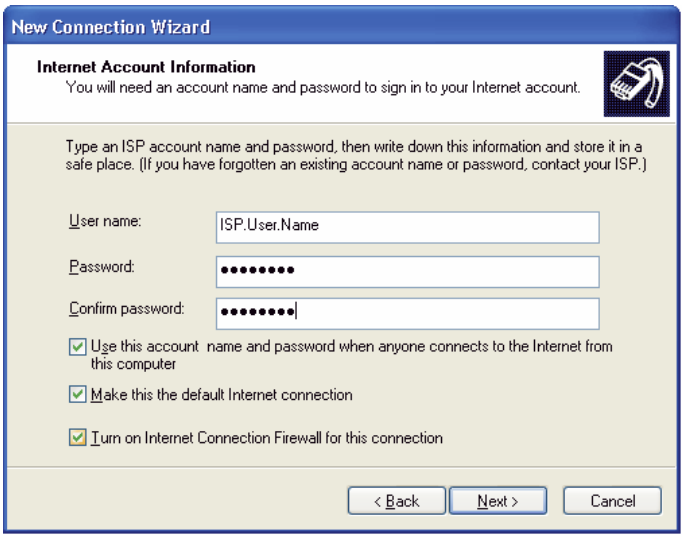
8. In the **Connection Name** dialog box, in the **ISP Name** text box, type a name for the connection, for example EM followed by the name of your internet service provider (ISP).



9. In the **Phone Number to Dial** dialog box, type the phone number for your internet service provider (ISP). Your ISP should have provided this number.



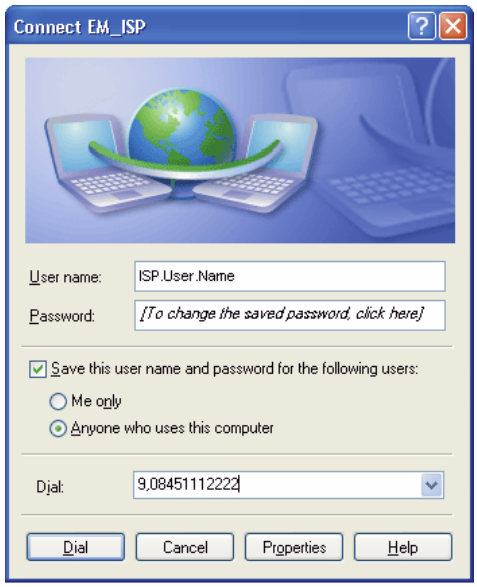
10. In the **Internet Account Information** dialog box, enter the username and password supplied by your ISP (NOT those supplied by Sophos). Then select **Use this account name and password whenever anyone connects to the Internet from this computer**, **Make this the default Internet connection** and **Turn on Internet Connection Firewall for this connection**. Click **Next**.



11. In the **Completing the New Connection Wizard** dialog box, click **Finish**.

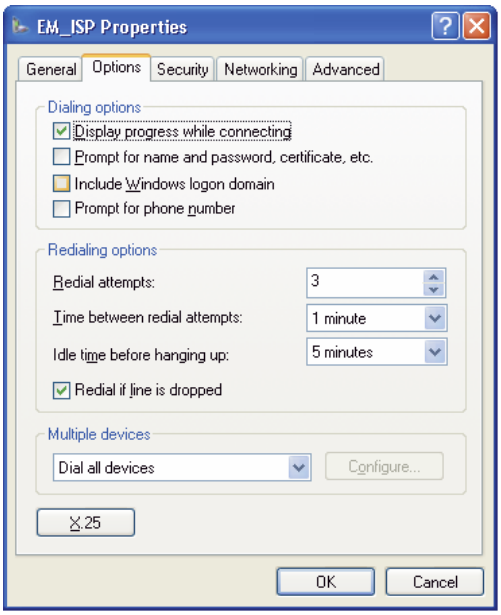
12. The connection dialog box is displayed. Check the details. Then click **Dial** to test the connection.

    If the connection works, close the dialog box and return to the NetWork Connections dialog (see step 1) to configure the connection, as described below.



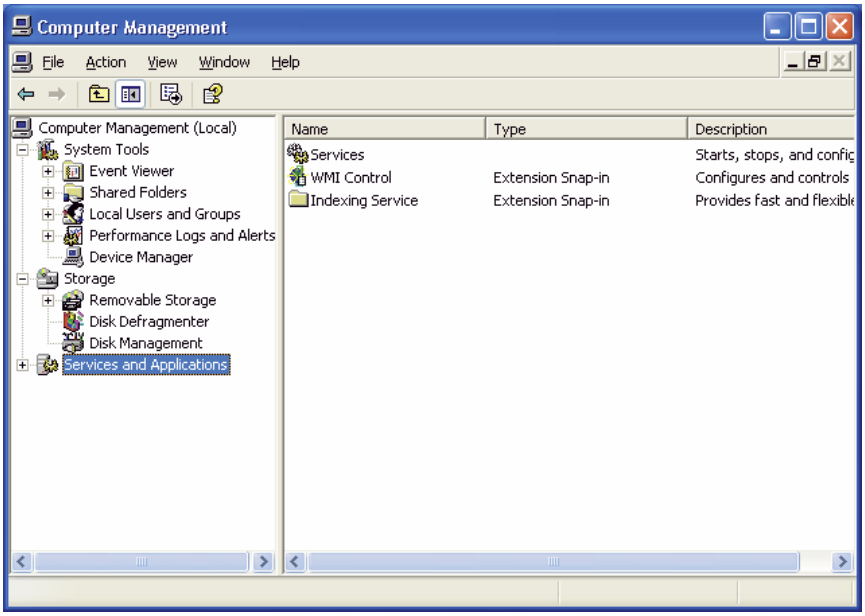
Configure the dial-up connection

1. In the **Network Connections** window, the new connection should be displayed in the list. Right-click it and select **Properties**.
2. In the properties dialog box, click the **Options** tab. In the **Dialing options** panel, ensure that all the options are unchecked (apart from **Display progress while connecting**, which you can leave selected if you want to see a progress bar when the connection is made). Click **OK**.



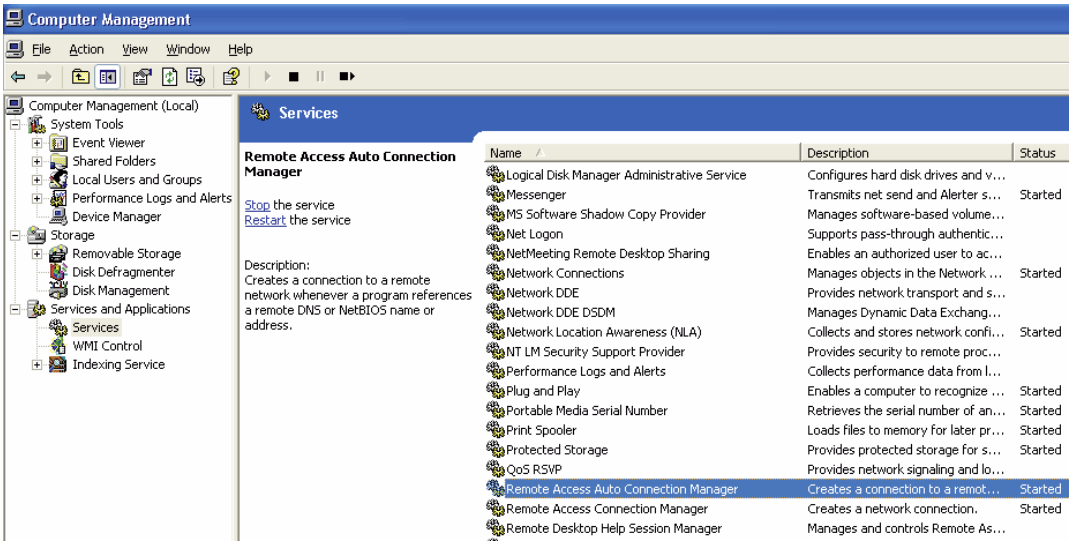
Enable automatic connection to the internet

1. Right-click **My Computer** and select **Manage Computer**.
2. In the **Computer Management** window, double-click **Services and Applications**. Then double-click **Services** in the list in the right-hand pane.

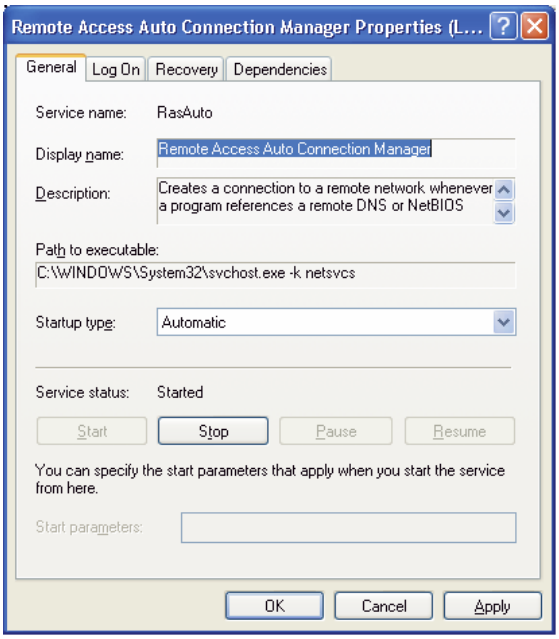


3. In the list of services, scroll down and select **Remote Access Auto Connection Manager**. Check that the status is “Started”. If it is not, right-click on the entry and select **Start**.

   Then right-click on the service again and select **Properties**.



4. In the properties dialog box, check that the **Startup type** is set to **Automatic**. Click **OK**. Then configure the Internet Options, as described below.



Configure the Internet Options

1. In the **Control Panel** window, double-click **Internet Options**.
2. In the **Internet Properties** dialog box, in the **Connections** tabbed page, highlight the new dial-up connection. Click **Set Default** (if the connection is not already the default). Select **Always dial my default connection**. Then click **Settings**.
3. In the **[Connection name] Settings** dialog box, enter the **User name** and **Password** supplied by your Internet Service Provider. Click **Advanced**.
4. In the **Advanced Dial-up** dialog, set **Disconnect if idle for** to 20 minutes. Deselect **Disconnect when connection may no longer be needed**. Click **OK.**
5. In the **[Connection name] Settings** dialog box, click **OK**. In the **Internet Options** dialog box, click **OK again**.

   You have finished configuring dial-up networking.

Appendix 2 Scripting updates and initiating automatic updates of child libraries

To follow the instructions below, you require an understanding of simple batch scripts and of how to change registry settings. If you are unfamiliar with these topics, seek expert advice.

Libraries can be made to perform an update by external programs using the "EMLexp.exe" application found in the "\\server\sophosem\bin" folder. The syntax is:

```
EMLexp update \\server\sophosem
```

Remote child libraries can also be told by the parent library to initiate updates in this way.

This means it is possible to trigger the downloading of child libraries as soon as their parent library has updated itself from the Sophos databank. This reduces delays in distributing updates across the organisation.

Triggering child library updates automatically

To trigger updating of child libraries, you make the parent library run a batch file automatically after it has successfully updated itself. This ensures that the child libraries will perform an update regardless of the mechanism that triggered the parent to update.

1. Create a batch file called "UPD_LIB.BAT" in "c:\progam files\sophos enterprise manager\library\bin". A sample file is reproduced below. Edit the line(s) beginning "emlexp", inserting entries for each of your child libraries. If you also have grandchild libraries, ensure that they are updated after their respective parents:

```
@echo off

rem UPD_LIB.BAT -- An EM Library utility

rem Version 1.00
rem Copyright (c) 2003, Sophos Plc, www.sophos.com
rem If received as a text file rename to UPD_LIB.BAT.

rem UPD_LIB.BAT
rem ------
```

```
rem The purpose of this file is to tell child libraries to
rem perform updates once this parent library has updated
rem successfully.
rem To configure it, edit the entries at the bottom of the
rem file beginning with “emlexp...”

rem **** CAUTION!!! ****

rem ----------

rem  This program is run with the same administrative rights
rem  as the EM network account.

rem  This may be a domain admin. You MUST restrict the
rem  access rights to this file to prevent accidental or
rem  deliberate alteration.

rem ----------

rem  Place this file in the same location as “emlexp.exe”.
rem  This is assumed to be in:

rem  “c:\program files\sophos enterprise manager\library\bin”


rem  This program can be made to run whenever an EM Library
rem  performs an update, by adding the following registry
rem  keys:

rem

rem  DWORD HKEY_LOCAL_MACHINE\SOFTWARE\sophos\
rem  Enterprise Manager\enablescript = 1

rem and,

rem  String value
rem  HKEY_LOCAL_MACHINE\SOFTWARE\sophos\Enterprise
rem  Manager\scriptpath =

rem  “c:\program files\sophos enterprise manager\ library\
rem  bin\upd_lib.bat”

rem
**********************************************************

rem ********FIRST, CHECK FOR DOWNLOAD FAILURES**************

rem **********************************************************

rem  This program receives three arguments from EM Library
rem  which indicate the circumstances under which it is being
rem  run, and whether EM Library succeeded or failed
```

```
rem  First, check if it's being run with no arguments.  If
rem  not, this means it's being run outside EM Library.
rem It will trigger immediate updates in the child
libraries:

:main_entry_point

if "%1"=="" goto start

rem If arguments are included, check for download failures:

if not "%1"=="TaskEnd" goto end

rem So it was called either after a successful library
rem download....

if "%2"=="UpdateTask" goto end

rem ...or after a successful deployment to the CIDs.  This is
rem the one we want:

if "%2"=="UpdateDeploy" goto update_deploy

goto end

:update_deploy

rem But first, check that the deployment to CIDs was
rem successful:

if not "%3"=="0" (

  goto end

)

rem
rem  ************************************************
rem *********  Update the libraries ***************
rem  ************************************************

:start

rem For each library that is to be updated, enter a
rem line along the lines of:

rem "emlexp update \\server\sophosem".

rem For example, there may be two child libraries, on
rem computers called "server1" and "server2":

emlexp update \\server1\sophosem
emlexp update \\server2\sophosem

:end
```

2. Add the following registry entries, to ensure that the script runs whenever this EM Library is updated:

   Add the DWORD

   ```
   HKEY_LOCAL_MACHINE\SOFTWARE\sophos\Enterprise Manager\
   enablescript = 1
   ```

   Add the String value

   ```
   HKEY_LOCAL_MACHINE\SOFTWARE\sophos\Enterprise Manager\scriptpath =
     "c:\program files\sophos enterprise manager\library\bin\
     upd_lib.bat"
   ```

   The child libraries will look for an update whenever the parent has successfully checked for an update; there will not necessarily be any new files to download.

   The child libraries do not need to have frequent automatic updates configured via their own schedulers because they should always be notified when there might be updates to download. However, in case there is a problem with communication between the parent and child libraries, a daily scheduled update is still a good idea.

Note that libraries can only be told to update using scripts such as these if the parent library can communicate with child libraries via a UNC connection. Child libraries that cannot be contacted via UNC connection must rely on their own schedulers to check for updates.

Glossary and index

Glossary

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Glossary

Child library — A library (see below) which downloads software packages from another installation of EM Library.

CID (Central Installation Directory) — A central location on a network from which Sophos Anti-Virus is installed and updated.

Console — An MMC 1.2 (Microsoft Management Console) snap-in that lets you administer a library.

Databank — A remote site that holds the latest software packages validated by Sophos. At present, the databank is a Sophos website, databank.sophos.com/databank.

Library — A central location to which you download software packages.

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

Parent — The location (Sophos databank) from which you download software packages.

Publish — Make software packages available to any connected child libraries.

SAVAdmin — A Sophos administration tool that enables you to copy and paste installations of Sophos Anti-Virus between Windows NT/2000/XP computers on a network, and check they are up to date. See also the *SAVAdmin user manual*.

Subscribe — Specify a package that you want to download and have updated automatically in future.

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