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/

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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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Contents

PART 1 USING EM LIBRARY

Using the console

1 Opening the console	10
2 Using the console	11
3 Checking last and next download details	12
4 Monitoring EM Library via the message log	13
5 Changing the library settings	14
6 Configuring the console display	15

Configuring the library

7 Configuring the library	18
8 Changing the EM Library account and users	23

25

Managing software packages

9 Enabling EM Library to send alerts

- 10 Subscribing to packages 28
- 11 Unsubscribing from packages 29
- 12 Updating packages manually 30
- 13 Customising package installation 31 37
- 14 Viewing package details

Part 2 MANAGING LARGE NETWORKS WITH EM LIBRARY

15 About EM Library and large networks	40	
Adding more central installations		
16 About central installations	44	
17 Adding a single central installation	45	
18 Adding multiple central installations	51	
19 Configuring central installations	54	
20 Updating central installations	58	
Adding more libraries		
21 About additional libraries	62	
22 Creating an additional library	63	
Evaluating Sophos Anti-Virus updates		
23 Using EM Library to enable evaluation of Sophos Anti-Virus each month	74	
24 Downloading fixed versions (with a single CID)	75	
25 Downloading fixed versions (with multiple CIDs)	79	
Appendices		
Appendix 1 Configuring a dial-up connection	86	
Appendix 2 Scripting updates and initiating automatic updates of child libraries	115	
Glossary and index		
Glossary	120	
Index		

PART 1 Using EM Library

Using the console

Opening the console Using the console Checking last and next download details Monitoring EM Library via the message log Changing the library settings Configuring the console display

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.

Severity	Time	Description
Å Warning	18/09/2003 11:22:09	The "\\EX\SophosEM" library deploy task has succeeded, but there
(1) Information	18/09/2003 11:21:27	Package "Sophos Anti-Virus for Windows NT/2000/XP (Latest 3.71t)" 💳
(1) Information	18/09/2003 11:21:27	The "\\EX\SophosEM" library update task has succeeded.
(1) Information	18/09/2003 11:21:25	Notifications for Sophos Anti-Virus for Windows NT/2000/XP:
🐌 Information	18/09/2003 11:12:29	The "\\EX\SophosEM" library update task has succeeded.
🐌 Information	18/09/2003 11:12:28	Global notifications:
🐌 Information	18/09/2003 11:07:20	The "\\EX\SophosEM" library update task has succeeded.
🐌 Information	18/09/2003 10:33:58	The "\\EX\SophosEM" library deploy task has succeeded.
(1) Information	18/09/2003 10:33:58	The "\\EX\SophosEM" library update task has succeeded, no files h 🖕
री :		· · · · · · · · · · · · · · · · · · ·

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).

 Configuration 	
coningulation	
Select Parent	Click here to select the "parent" for your library. The parent is the location from which packages and updates are downloaded.
	Parent website is http://databank.sophos.com/databank.
Schedule Downloads	Click here to set the download schedules for your library.
	You have configured scheduled downloads.
Select Packages	Click here to select software packages. You are using 2 packages.
Download Packages	Click here to start the downloading of the selected packages. 18/09/2003 12:07:55 last successful download
Start SAVAdmin	Click here to administer deployments to individual workstations and groups of computers.

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.

M Librar <mark>y (</mark> EX\Sopho	sEM) Properties		×
Update schedules	Integrity Checking	Credentials	
General	Primary parent	Secondary parent	Í
EM Library	,		
			-
The Enterprise Mana	ger console is currently managi	ng the following library:	-
The Enterprise Mana	ger console is currently managi	ng the following library:	1

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.

EM Library options	×
Console options Security Notifications	
Library editing options	
Auto-refresh every TC minutes.	
Message log options	
Display up to 50 most recent messages.	
Console display settings	
C Always save changes	
Prompt user to save changes	
C Never save changes	
	-

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.

E	EM Library (EX\SophosEM) Properties				
ſ	Update schedules General	Primary parent	g Credentials Secondary parent		
The Enterprise Manager console is currently managing the following library:			aging the following library:		

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.

EN	EM Library (EX\SophosEM) Properties					
	Update sched	ules 🕴 Integrity Check	king Credentials			
	General	Primary parent	Secondary parent			
	Select the default parent for this library.					
	• Website	http://databank.sophos.com/	'databan 💌 <u>S</u> et access			
	◯ <u>U</u> NC path	ione\	Browse			

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.

E	M Library (EX\SophosEM) Properties					
	Update schedul	es 📔 Integrity Check	king Credentials			
	General	Primary parent	Secondary parent	l		
	Select an alternativ O <u>W</u> ebsite no	re parent for this library.	Set access			
	● <u>U</u> NC path \\\	Server1\SophosEM	Browse			
	○ <u>N</u> one					

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.

EM Library (EX\SophosEM) Properties	x
General Primary parent Secondary parent Update schedules Integrity Checking Credentials	
The library will be updated according to the selected schedules	
New schedule ((Enter schedule description here))	
Edit schedule New schedule	
OK Cancel Apply	

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).

EM Library (REX\So	phosEM) Properties	×
General Update schedu	Primary parent Secondary parent les Integrity Checking Credentials	
Library <u>None</u> <u>Standard</u> <u>High</u>	When the library is updated, EM Library can compare the packages with those on the databank and replace corrupted or missing files.	
CID When EM Library updates a CID, it can compare it with the software package and replace corrupted or missing files. C High High		
	tegrity checking. Corrupted or missing files are not ced. Sophos does not recommend this option.	
Standard Compares file names and sizes. Files that do not match are replaced. Sophos recommends this option.		
High Compares MD5 checksums. Files that do not match are replaced. This is more thorough than the Standard option but uses more bandwidth.		
	OK Cancel Apply	

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.

M Library (REX\SophosEM) Properties		×
General Primary parent S Update schedules Integrity Checking	econdary parent Credentials	
Global <u>C</u> ID credentials		1
Username: fred	<u>N</u> DS details	
Password: **	<u>D</u> elete	
<u>C</u> onfirm		
Special library credentials		7
Username:	∐est	
Password:	<u>D</u> elete	
Use special library credentials only if you have placed fil library on a different computer from that running the EM which manage them.		
OK Canc	el Apply	

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.

N	05 Information	×
[NDS account details	_
	User name (full NDS context):	
	cn=kit.ou=support.o=testnet.c=uk	
	∐ree name (tree name only):	
	support	
	Server name (full NDS context):	
	cn=netws1.o=testnet.c=uk	
l		
	OK Cancel	

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.

EM Library options	×
Console options Security Notifications	
Access to the active components is granted to the following groups/users:	
SXAdministrator	
👮 WALES\MarkL	
🎢 WALES\Domain Admins	
🕴 EX\EMLibUser1	
Add/Remove	
EM Library account for services	
Account name EMLibUser1 Change	
OK Cancel Apply	

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**.

Grant access to Groups and Users	x
List names from: WA]
Available Groups/Users:	
WA \Admin WA \Domain Admins WA \Domain Guests WA \Domain Users WA \Domineers WA \Dynamics Users	
Show Users	
Add <u>H</u> errrove	1
💱 WA \PaulO	
Add Group/User. Type in account name:	
OK Cancel	

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

EM Library options
Console options Security Notifications
Notification method:
Email
Disable alerts for this notification method
EM Library activity
When you select "EM Library activity" error notifications are sent automatically. You may also include notifications for the following:
✓ Warnings
Completed actions
□ ⊻erbose mode for troubleshooting
Messages from Sophos
Downloaded IDEs and packages
<u>C</u> onfigure
OK Cancel Apply

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.

Email Settings	×
"Erom" address	
administrator@sophos.com	
_ <u>R</u> ecipients	
eml_admin@sophos.com	Add
eml_admin@sophos.com	Remove
<u>S</u> MTP server	
smtp. sophos.com	<u>I</u> est
OK Cance	el

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.





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**.

New customisation wizard	×
Base Package The customised package will be based on the following package.	G p
Name Sophos Anti-Virus for Windows NT/2000/XP	
Description Latest update	
Platform Windows NT 4.00, Windows 2000, Windows XP	
Version Latest (3.73)	
< <u>B</u> ack	Cancel

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**.

wizard	×
Sophos Anti-Virus for Windows NT/2000/XP (4)	
Latest update	
< <u>B</u> ack	Next > Cancel
	Latest update

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**.

New customisation wizard	×
Customisations used Select the types of customisation you want to apply.	
Customisations applied to the package:	
SAV for Windows NT /2000/XP configuration (3.73)	
< <u>B</u> ack <u>N</u> ext >	Cancel

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**.

Package customisation wizard: SAV NT/2000	×
SAV NT Installation options:	
Auto-upgrade Enables automatic upgrading of Sophos Anti-Virus installations from the central copy. Prevent removal Prevents Sophos Anti-Virus from being removed via the Control Panel Add/Remove module.	
< <u>B</u> ack <u>N</u> ext >	Cancel

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.

Package customisation wizard: SAV NT/2000	×
Auto-upgrade mode:	
 Interactive Allows the user to reconfigure Sophos Anti-Virus on upgrades. 	
 Non-interactive Performs unattended auto-upgrades. 	
Allow users to postpone auto-upgrade:	
© <u>up</u> to 5 million C for 2 million days	
< <u>B</u> ack <u>N</u> ext> 0	Cancel
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**.

Package customisation wizard: SA¥ NT/2000	×
Auto-upgrade check frequency:	
⊂ <u>D</u> aily	
⊂ <u>W</u> eekly	
<u> < B</u> ack <u>N</u> ext > Ca	incel

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.
Туре	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.



Sophos databank



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.

I 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.

EM Librar	× X
	You have already created a central installation for the selected package.
<u>•</u>	Do you want to create another central installation for this package?
	<u>⊻es</u> <u>N</u> o

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

Add CID Wizard	×
RA	Welcome to the Add CID Wizard
All	This wizard will guide you through the creation and configuration of an additional central installation for this package.
3 2	To continue, click Next.
117	
5 740	
\sim	
	< Back Cancel

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

Add CID Wizard	×
Package Information The CID will be based on this package.	
Name Sophos Anti-Virus for Windows NT/2000/XP (custom)	
Description Latest update	
Platform Windows NT 4.00, Windows 2000, Windows XP]
Version Latest (3.73)	
< <u>B</u> ack	ancel

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**.

Add CID Wizard		×
CID Name and Enter a name	Description e and description for the new CID.	
Name:	Sophos Anti-Virus for Windows NT/2000/XP (custom)	
Description:	Latest update	
	< <u>B</u> ack <u>N</u> ext > Ca	ncel

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**.

Add CID V	Wizard			×
	Tredentials M Library will use the	credentials below to	access and update the CID.	
Pl	ease select the credir	ntails you wish to use	for this CID.	
0	Global The global credenti	als for EM Library.		
œ	Individual			
	<u>U</u> sername:	username		NDS <u>d</u> etails
	Password:	****		
	<u>C</u> onfirm password:	****		
	This information will	remain confidential.		
			< <u>B</u> ack <u>N</u> ext>	Cancel

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.

NDS Information	×
⊢ NDS account details	
User name (full NDS context):	
cn=kit.ou=support.o=testnet.c=uk	
Iree name (tree name only):	
support	
Server name (full NDS context):	
cn=netws1.o=testnet.c=uk	
OK Cancel	

 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.

ld CID Wizard	×
Schedule Deployments to the CID Please select when you want EM to update the CID.	
Choose when the CID will be updated.	
When packages are updated (automatic)	
C On demand (manual)	
C As scheduled:	
Download schedule (Schedule for downloading from databank)	
New schedule .	
< <u>B</u> ack <u>N</u> ext > 0	Cancel

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.

🚡 Sophos Enterprise Manager - [Cons	ole Root\EM Library (BIRD)	DOG\SophosEM)\Central Install	ations]	_ 🗆 ×
🛗 Console 🔟 indow <u>H</u> elp] 🗅 🖻 🔚 🛙	I IBX
Action View Favorites Library Id	$lools \mid \Box \Leftrightarrow \Rightarrow \mid \textcircled{\texttt{E}} \mid \bullet$	x 🖻 🗙 🗗 🗟 😰 🛛 🗃	ц.	
Tree Favorites	Location	Package		Name
Console Root EM Library (BIRDDDG\SophosEM) All Consoleration Packages Consoleration All Unsubscribed Dublished Contral Installations Schedules Waste bin		Update CID Update CID (Checksum all files) Cut Eopy Delete Ptoperties Help	Yindows NT /2000/XP: La indows NT /2000/XP: La indows NT /2000/XP: La	Sophos Anti-Vi Sophos Anti-Vi Sophos Anti-Vi
Update CID now				

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.

Add multiple CIDs wizard	×
Select Computer Shares Enter a comma-separated list of computer shares where you want to c	reate CIDs.
Target CID Locations:	
\\Bamako\InterChk\NTInst\i386\; \\Auckland\InterChk\NTInst\i386\; \\Biscuit\InterChk\NTInst\i386\;	K
To add shares to the list, browse to the share or type or paste the share text box.	edetails in the
< <u>B</u> ack <u>N</u> ext	> Cancel

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**.

Location	Package	
<pre>[] \\REX\InterChk\NTInst\i386] \\REX\InterChk\W95Inst] \\REX\InterChk\NTInst\i386-2</pre>	Control Anti Direct Control Update CID Update CID (Checksum all files) Cut Copy Delete	bws NT/2000/XP: La. bws 95/98/Me: Late bws NT/2000/XP: La.
	Properties	
	Help	
•		•

- 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.

\\EX\InterChk\NTInst\i386 Properties			
General Schedule Package Location Integrity Checking Credentials			
C <u>N</u> one No integrity checking. Corrupted or missing files are not replaced. Sophos does not recommend this option.			
 Standard Compares file names and sizes. Files that do not match are replaced. Sophos recommends this option. 			
C High Compares MD5 checksums. Files that do not match are replaced. This is more thorough than the Standard option but uses more bandwidth.			

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.

NWinst Properties	2
dule Package Location Integrity Cher	cking Credentials
D credentials	
cn=kit.ou=support.o=testnet.c=uk supp	<u>N</u> DS details
****	<u>T</u> est
	<u>D</u> elete

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.

Location	Package	
WEXInterChk(NTInst)/386 (UEX InterChk(W95Inst (UEX InterChk(NTInst)/386-2	Socher Acti Vivus for Window Update CID Update CID (Checksum all files) Cut Copy Delete	= NT/2000/XP: La 95/98/Me: Late NT/2000/XP: La
	Properties Help	

● 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.

Setup - EM Library (Network)	×
Target Enter the name of the target machine	
Enter the name of the target machine you want to install the library on.	
Server Location:	
KTEN	
< <u>B</u> ack <u>N</u> ext > Cancel	

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**.

Setup - EM Library (Netw	ork)				×
User Account Enter the install loca	tion			G	
Please Enter your curre insaller share. It will allo User Name:					
king_canute					
Password:					
Confirm Password:					

	< <u>B</u> ack	<u>N</u> ext >	Canc	el	

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**.

Setup - EM Library (Location)	×
Location Enter the install location	
Enter the local directory you want the files to be installed to. Please be aware that if remote machine's operating system language is not English. "Program Files" directory might be different to the one typed below. Install Location: CNProgram Files/Sophos Enterprise Manage/N Library Share Name: SophosEM	
< <u>B</u> ack <u>N</u> ext> Cancel	

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.

Setup - EM Library (Network)	×
Install Files Progress of installation	
Click Install will initiate the installation. Please be aware that once the installation has begun there is no way to cancel the install process. Clicking the Cancel Button will only close the wizard, the installation will still be continued in the backgroud. Setup Progress: Installing	
< Back. Install Cancel	

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**.

Add/Remove Snap-in	? ×
Standalone Extensions	
Use this page to add or remove a standalone Snap-in from the console.	
Snap-ins added to:	
The second secon	
Description Add Add	
ОК Са	ancel

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

d Standalone Snap-in		?
wailable Standalone Snap-ins:		
Snap-in	Vendor	Ŀ
🕵 Local Users and Groups	Microsoft Corporation	
🗱 Performance Logs and Alerts	Microsoft Corporation	
🔗 Removable Storage Management	HighGround Systems, Inc.	
Security Configuration and Analysis	Microsoft Corporation	
Security Templates	Microsoft Corporation	
🗞 Services	Microsoft Corporation	
詞 Shared Folders	Microsoft Corporation	
🌐 Sophos EM Library	Sophos plc	
System Information	Microsoft Corporation	
🔏 WMI Control	Microsoft Corporation	Ē
Description		
Manages WAN software distribution of 2 EM Library (c) Sophos Plc. 2003, www.		
	<u>A</u> dd Close	

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**.

EM Lib	rary snap-in wizard: library location	×
	Please enter the UNC path to the library you want to manage:	
	\\KTEN\SophosEM	
	If the EM Library services are running on a different computer, enter the computer name:	
	KTEN	
		_
	< <u>B</u> ack Finish Cancel	

- 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.

Enterprise Manager	r Library - \\BIRD\SophosEM Prope 🗙
Primary parent Sec	condary parent
Select the default p	parent for this library.
⊂ <u>W</u> ebsite	http://databank.sophos.com/databank
	Set access
<u>UNC</u> path	\\server\SophosEM
	Browse
	OK Cancel Apply



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**.

\\REX\InterCl	nk\NTInst\i386 Properties	×
General Sch	edule Package Location I Integrity Checking Credentials	L,
	g package will be placed in the CID: ection of an alternative <u>p</u> ackage	
Sophos Ant	i-Virus for Windows NT /2000/XP (3.72)	
Name:	Sophos Anti-Virus for Windows NT/2000/XP	
Description:	Virus protection	
Platform:	Windows NT 4.00, Windows 2000, Windows XP	
Version:	3.72	
	OK Cancel Apply	

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.

🚡 Sophos Enterprise Manager - [I	Console Root\EM Library (REX\SophosEM)\Pa	ackages\All]		
🚡 Console Window Help] 🗋 🚔 🔚	: _ ð ×
<u>Action View Eavorites Library</u>	/ Iools ← → 🔁 🖬 🛍 😭 😥	B 😫 🛛	j 🛒	
Tree Favorites	Name	Current version	Update Type	Maintained
Console Root	Sophos Anti-Virus for Windows NT/2000/XP	3.71	IDEs only	Yes
🗄 🦣 EM Library (REX\SophosEM)	Sophos Anti-Virus for Windows 95/98/Me	3.71	IDEs only	Yes
🌑 🧄 Message Log	Sophos Anti-Virus for Windows 95/98/Me	3.72	IDEs only	Yes
🖃 🗐 Packages	Sophos Anti-Virus for Windows NT/2000/XP	3.72	IDEs only	Yes
🗊 All	Sophos Anti-Virus for Windows NT/2000/XP	3.73	IDEs only	Yes
Gentral Insubscribed Gentral Installations Schedules Waste bin	 Sophos Anti-Virus for Windows NT/2000/XP Sophos Anti-Virus for Windows 95/98/Me Sophos Anti-Virus for Windows 95/98/Me Sophos Anti-Virus for Windows NT/2000/XP (4) 	Latest (3,73) 3,73 Latest (3,73) Latest (3,73)	Undate SAV - TDF: Add/Configure U Add/Configure U Create multipli U Create Custor Unsubscribe Publish Copy Refresh Properties	e CID e CIDs
Insubscribe the selected package.			Help	Ė

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**.

🚡 Sophos Enterprise Manager - [Console Root\EM Library (REX\SophosEM)\F	ackages\All]		
) 📸 Console <u>W</u> indow <u>H</u> elp] 🗋 🖻 🔛	:: <u>- 8 ×</u>
Action <u>V</u> iew <u>Eavorites</u> Librar	y <u>I</u> ools ← → 🔁 💽 🗎 😭 🔮) 🗟 🔮) 👼) 5	
Tree Favorites	Name Sophos Anti-Virus for Windows NT/2000/XP Sophos Anti-Virus for Windows 95/98/Me Sophos Anti-Virus for Windows 95/98/Me Sophos Anti-Virus for Windows NT/2000/XP Sophos Anti-Virus for Windows NT/2000/XP Sophos Anti-Virus for Windows 95/98/Me Sophos Anti-Virus for Windows 95/98/Me Sophos Anti-Virus for Windows 95/98/Me Sophos Anti-Virus for Windows NT/2000/XP	Current version 3.71 3.71 3.72 Add/Configure CII Create multiple CI Create Customise Subscribe Publish Copy Refresh Properties	Ds V + IDEs	Yes Yes
		Help		
<u> </u>				F
Subscribe to the selected package.				

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

EM Library	×
Do you want to subscribe to Sophos Anti-Virus for Windows NT/2000/XP?	
(<u>Yes</u>) No	

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**.

🚡 Sophos Enterprise Manager - [Console Root\EM Library (REX\SophosEM)\P	ackages\All]		
∑onsole <u>W</u> indow <u>H</u> elp] [) 🖻 🖬 🗉 🗖	. 8 ×
Action View Eavorites Librar	y Iools ⇐ → 🗈 🖬 🛱 🗊	B 2	j 54	
Tree Favorites	Name	Current version	Update Type	Maintai
Console Root	Sophos Anti-Virus for Windows NT/2000/XP	3.71	IDEs only	Yes
🗄 🦣 EM Library (REX\SophosEM)	Sophos Anti-Virus for Windows 95/98/Me	3.71	IDEs only	Yes
🧄 🧄 Message Log	Sophos Anti-Virus for Windows 95/98/Me	3.72	IDEs only	Yes
🖃 🗐 Packages	Sophos Anti-Virus for Windows NT/2000/XP	3.72	IDEs only	Yes
🗊 All	Sophos Anti-Virus for Windows NT/2000/XP	3.73	IDEs only	Yes
🗐 Unsubscribed	Sophos Anti-Virus for Windows NT/2000/XP	Latest (3.73)	Add/Configure CID	
Subscribed	Sophos Anti-Virus for Windows 95/98/Me	3.73	Create multiple CID	s
🔤 Published	Sophos Anti-Virus for Windows 95/98/Me	Latest (3.73)	Create Customised	Сору
Central Installations			Unsubscribe	
Waste bin			Publish	
			Сору	
			Refresh	
			Properties	
	•		Help	
Unsubscribe the selected package.				
		,		

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

EM Librar	y 🗵
⚠	Do you want to unsubscribe Sophos Anti-Virus for Windows NT/2000/XP?
	<u>Yes</u> <u>N</u> o

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**.

Sophos Enterprise Manager - [Console Window Help	Console Root\EM Library (REX\SophosEM)\P		
Action View Eavorites Librar	y Iools ⇐ → 🗈 🖬 🛍 🖀		
Tree Favorites Console Root Console Root FM Library (REX\SophosEM) Console Root Packages Console All C	Name Sophos Anti-Virus for Windows NT/2000/XP Sophos Anti-Virus for Windows 95/98/Me Sophos Anti-Virus for Windows 95/98/Me Sophos Anti-Virus for Windows NT/2000/XP Sophos Anti-Virus for Windows NT/2000/XP Sophos Anti-Virus for Windows 95/98/Me Sophos Anti-Virus for Windows 95/98/Me	Current version Update Typ 3.71 IDEs only 3.71 IDEs only 3.72 IDEs only 3.73 IDEs only Add/Configure CID Create duate Create Customised Copy Subscribe Publish Copy Refresh Properties Help Identified and the subscript of the subscript o	ve Mair Yes Yes Yes Yes + IDEs Yes + IDEs Yes + IDEs Yes
Create a new package which is a custon	nised version of the selected one.		

- 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.

New customisation wizard		×
RA	Welcome to the Package Customisation Wizard	
	This wizard lets you create a customised copy of a package.	
J.K.o	To continue, click Next.	
	< Back Next> Cancel	

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

🌇 Sophos Enterprise Manager - [Console Root\EM Library (REX\SophosEM)\Pa	ackages\All]	
🚰 Console <u>W</u> indow <u>H</u> elp] 🗅 🚅 🔚	II _ # ×
Action <u>V</u> iew Eavorites Librar	y Iools] ← → 🗈 🔃 👗 🗈 🗙	🖆 🖪 🗟 😫 🛛 🗟 🔩	
Tree Favorites	Name	Current version Update Type	Maintained
Console Root	Sophos Anti-Virus for Windows NT/2000/XP	3.71 IDEs only	Yes
🚊 🍈 EM Library (REX\SophosEM)	Sophos Anti-Virus for Windows 95/98/Me	3.71 IDEs only	Yes
🔍 🔷 Message Log	Sophos Anti-Virus for Windows 95/98/Me	3.72 IDEs only	Yes
🖃 🗐 Packages	Sophos Anti-Virus for Windows NT/2000/XP	3.72 IDEs only	Yes
	Sophos Anti-Virus for Windows NT/2000/XP	3.73 IDEs only	Yes
🞒 Unsubscribed	X Sophos Anti-Virus for Windows NT/2000/XP	Latest (3.73) Update SAV + IDEs	Yes
- Subscribed	Sophos Anti-Virus for Windows 95/98/Me	3.73 IDEs only	Yes
Published	Sophos Anti-Virus for Windows 95/98/Me	Latest (3.73) Update SAV + IDEs	Yes
Central Installations	Sophos Anti-Virus for Windows NT/2000/XP (4)	3.73 Add/Configure CID	
Waste bin		Create multiple CID	
Waste bill		Create Customised	
		Unsubscribe	cop,
		Publish	
		Cut	
		Сору	
		Delete	
		Rename	
		Refresh	
		Properties	
Add new central installation.		Help	

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

EM Librar	Y X
<u>.</u>	This package is an alternative version of another package which already has a central installation directory (CID). Do you want to use the existing CID for this version of the package?
	\\REX\InterChk\NTInst\i386
	<u>Yes</u> <u>N</u> o Cancel

- 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.

EM Librar	y 🗵
	You have already created a central installation for the selected package. Do you want to create another central installation for this package?
	<u>Yes</u> <u>N</u> o

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**.

🖥 Sophos Enterprise Manager -	Console Root\EM Library (REX\SophosEM)\Pa	ackages\All]		_ 🗆 ×
📸 <u>C</u> onsole <u>W</u> indow <u>H</u> elp] 🗅 🖻 🔛	: _ # ×
<u>A</u> ction <u>V</u> iew <u>F</u> avorites <u>L</u> ibra	y Iools ⇐ → 🗈 📧 👗 🗈 🗙	🗗 🗗 🗟	12 🛛 🗟 🗣	
Tree Favorites	Name	Current version	n Update Type	Maintained
Console Root	Sophos Anti-Virus for Windows NT/2000/XP	3.71	IDEs only	Yes
🗄 🦣 EM Library (REX\SophosEM)	Sophos Anti-Virus for Windows 95/98/Me	3.71	IDEs only	Yes
🛶 🍫 Message Log	Sophos Anti-Virus for Windows 95/98/Me	3.72	IDEs only	Yes
🖃 ··· 💷 Packages	Sophos Anti-Virus for Windows NT/2000/XP	3.72	IDEs only	Yes
() All	Sophos Anti-Virus for Windows NT/2000/XP	3.73	IDEs only	Yes
Unsubscribed	Sophos Anti-Virus for Windows NT/2000/XP	Latest (3.73)	Update SAV + IDEs	Yes
Published	Sophos Anti-Virus for Windows 95/98/Me	3.73	IDEs only	Yes
Central Installations	Sophos Anti-Virus for Windows 95/98/Me	Latest (3.73)	Update SAV + IDEs	Yes
	Sophos Anti-Virus for Windows NT/2000/XP (4)	3.73	Add/Configure CID	
🐻 Waste bin			Create multiple CIDs	
-			Create Customised Cop	Y I
			Unsubscribe	
			Publish	
			Cut	
			Сору	
			Delete	
			Rename	
			Refresh	
			Properties	
			Help	

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**.

Sophos Anti-Vi	irus for Windows NT/2000/XP (4) Properties
General Noti	fications CIDs Base Customisations
	ed package is based on this package: -Virus for Windows NT/2000/XP (3.73) ▼ Allow selection of an alternative base package ▼
Name: Description:	Sophos Anti-Virus for Windows NT/2000/XP Virus protection
Platform: Version:	Windows NT 4.00, Windows 2000, Windows XP 3.73
Version.	
	OK Cancel Apply

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**.

🥾 Dial-Up Networking -	dummy.pbk	? ×
	Phonebook entry to dial: New More Phone number preview:	
	<u>D</u> ial <u>C</u> los	e

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.

User Preference	s		? ×
Dialing	Callback	Appearance	Phonebook
Use this phonel	book:		
C The <u>s</u> yste	m phonebook		
O My persor	nal phonebook		
This alternative	nate phonebook:		
C:\WINN	IT\Profiles\dummy	\ras\dummy.pbk	•
			Browse
		-	
		ОК	Cancel

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**.

New Phonebool	k Entry	? ×
Basic	Server Script Security	y X.25
<u>E</u> ntry name: Co <u>m</u> ment:	EM_connection	
Phone <u>n</u> umber:	0845 000 0000	Alternates
<u>D</u> ial using:	U.S. Robotics 56K FAX EXT (COM	Configure
	OK	Cancel

- 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**.

User Preference:	\$? ×
Dialing	Callback	Appearance	Phonebook
<u>E</u> nable auto-dia	l by location:		
Bampton (t	he current location)	
Marshar (an Pa	1 - 11 1	0	
<u>N</u> umber of redia	i attempts:	0	<u> </u>
<u>S</u> econds betwe	en redial attempts:	15	÷
Idle seconds be	fore hanging up:	30	
🔽 <u>R</u> edial on lin	ık failure		
		OK	Cancel
		OK	Cancel

- 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.

Edit Phonebo	ok Entry					? ×
Basic	Server	Script	Se	ecurity	X.25	\square_1
Dial-up <u>s</u> erve	er type:					
PPP: Wind	ows NT, Window	is 95 Plus, Int	ernet		•	
- Network p	rotocols					
☑ ICP/	'IP	T <u>C</u> P/	IP Settir	ngs		
□ <u>I</u> PX/9	SPX compatible					
∏ <u>N</u> etB	EUI					
☑ <u>E</u> nable s	oftware compres	sion				
🔽 Enable F	PPP <u>L</u> CP extension	ons				
				OK I		
				OK	Canc	ei

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**.

Modems Properties
General
The following modems are set up on this computer:
Modem Attached To
U.S. Robotics 56K FAX EXT COM1
Add <u>R</u> emove <u>Properties</u>
Dialing Preferences
Dialing from: Bampton
Use Dialing Properties to modify how your calls are dialed.
Dialing Properties
Close

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

U.S. Robotics 56K FAX EXT Properties	? ×
General Connection Address	
U.S. Robotics 56K FAX EXT	
Port: COM1	
_ <u>S</u> peaker volume	
_ <u>M</u> aximum speed	
115200	
Only connect at this speed	
ОК С	ancel

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**.

U.S. Robotics 56K FAX EXT Properties ? 🗙
General Connection Address
Connection preferences Data bits: 8 Parity: None
Stop bits: 1 Call preferences ✓ ✓ ✓ ✓ ✓ ✓
 Cancel the call if not connected within 60 secs Djsconnect a call if idle for more than 1 mins
Ad <u>v</u> anced
OK Cancel

Configure the Internet Options

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

Internet Properties
General Security Content Connections Programs Advanced
Home page
You can change which page to use for your home page.
Address: http://www.sophos.com
Use <u>C</u> urrent Use <u>D</u> efault Use <u>B</u> lank
Temporary Internet files
Pages you view on the Internet are stored in a special folder for quick viewing later.
Delete <u>F</u> iles <u>S</u> ettings
History
The History folder contains links to pages you've visited, for quick access to recently viewed pages.
Days to keep pages in history: 20 🚊 Clear History
Colors Fonts Languages Accessibility
OK Cancel Apply

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**.

Internet Properties	? ×
General Security Content Connections Programs Advanced	1
Use the Internet Connection Wizard to Setup.	
Dial-up settings	
EM_connection Add	
<u>R</u> emov	e
Settings	s
C Never dial a <u>c</u> onnection	
O Dial whenever a network connection is not present	
Always dial my default connection	. 1
Current default: None <u>Set Defa</u>	ault
Local Area Network (LAN) settings	ngs
OK Cancel	Apply

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**.

EM_connection Se	ttings	? ×	
Automatic configur	Automatic configuration		
Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.			
□ <u>A</u> utomatically d	letect settings		
🔲 Use automatic	configuration <u>s</u> cript		
Address]	
Proxy server			
🗖 Use a pro <u>x</u> y se	rver		
Addr <u>e</u> ss:	Por <u>t</u> :	Advan <u>c</u> ed	
🗖 <u>B</u> ypass pro	xy server for local addresses		
Dial-up settings			
<u>U</u> ser name:	user_name_from_your_ISP	Pr <u>op</u> erties	
Password:	*****	Advanced	
<u>D</u> omain:			
	ОК	Cancel	

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.

Advanced Dial-Up	? ×
Iry to connect 10 📑 times	OK
Wait 5 seconds between attempts	Cancel
🗖 Dis <u>c</u> onnect if idle for 🛛 🔁 📩 minutes	
Disconnect when connection may no longer be need	deđ

 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).

Dial-up Connection		
Select the service you want to connect to, and then enter your user name and password.		
Co <u>n</u> nect to:	EM_connection	
<u>U</u> ser name:	user_name_from_your_ISP	
Password:	*****	
Save password		
Connect automatically		
<u>C</u> onnect	Se <u>t</u> tings Work <u>O</u> ffline	

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**.

ras Propertie	8	? ×
General Sł	haring	
	ſās	
Type:	File Folder	
Location:	C:\WINNT\Profiles\dummy	
Size:	897 bytes (897 bytes)	
Contains:	1 Files, 0 Folders	
MS-DOS n	ame: ras	
Created:	Friday, February 01, 2002 11:36:06 AM	
Attributes:	Image: Read-only Image: Hidden Image: Read-	
	Close Cancel A	pply

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**.

Network Connection Wizard	
Network Connection Type You can choose the type of network connection you want to create, based on your network configuration and your networking needs.	
 Dial-up to private network Connect using my phone line (modem or ISDN). Dial-up to the Internet Connect to the Internet using my phone line (modem or ISDN). Connect to a private network through the Internet Create a Virtual Private Network (VPN) connection or 'tunnel' through the Internet. Accept incoming connections 	
 Connect directly to another computer Connect directly to another computer Connect using my serial, parallel, or infrared port. 	
< <u>B</u> ack <u>N</u> ext > Cancel	

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.

Internet Connection Wizard	×
Choose Modem	× Z
Select a modem to use to connect to the Internet:	
< <u>B</u> ack <u>N</u> ext >	Cancel

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

Internet Connection Wizard	×
Step 1 of 3: Internet account connection information	×
Type the phone number you dial to connect to your ISP.	
Area code: Ielephone number: 0845 - 000 0000	
Country/region name and code:	
United Kingdom (44)	
✓ Use area code and dialing rules	
To configure connection properties, click Advanced. <u>Advanced</u> (Most ISPs do not require advanced settings.)	
< Back Next >	Cancel

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

Internet Connection Wizard	×
Step 2 of 3: Internet account logon information	ž
Type the user name and password you use to log on to your ISP. Your user name may also be referred to as your Member ID or User ID. If you do not know this information, contact your ISP.	
<u>U</u> ser name: user_name_from_ISP Password:	
<u>B</u> ack	Cancel

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

Internet Connection Wizard	×	
Step 3 of 3: Configuring your computer	${\sim}$	
Information about your Internet account is grouped together as a dial-up connection and labeled with a name you provide.		
Type a name for the dial-up connection. This can be the name of your ISP or any name you want to use.		
Connection name:		
EM Library connection		
< <u>B</u> ack <u>N</u> ext > C	ancel	

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

Internet Connection Wizard	×
Set Up Your Internet Mail Account	×
An Internet mail program is installed on your computer. Internet mail allows you to receive and send e-mail messages. To successfully set up your Internet mail account, you must have already signed up for an e-mail account with an Internet service provider and obtained important connection information. If you are missing any information the wizard asks you to provide, contact	
your Internet service provider.	
Do you want to set up an Internet mail account now?	
O <u>Y</u> es	
< <u>B</u> ack <u>N</u> ext >	Cancel

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**.

Enterprise Manager Properties	<u>? ×</u>	
General Options Security Networking		
Connect using:		
Modem - Sportster Flash V.90 Voice PnP (COM1)		
	C <u>o</u> nfigure	
Phone number		
Ar <u>e</u> a code: <u>P</u> hone number:		
	ter <u>n</u> ates	
Country/region code:		
United Kingdom (44)	•	
✓ Use dialing rules	<u>R</u> ules	
<u> </u>		
☑ Sho <u>w</u> icon in taskbar when connected		
OK	Cancel	

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.

Enterprise Manager Properties	<u>? ×</u>	
General Options Security Networking	1	
Dialing options		
Prompt for phone number Redialing options		
<u>R</u> edial attempts:	3	
Time between redial attempts:	1 minute	
Idle time before hanging up:	1 minute	
Redial if line is dropped		
<u>×25</u>		
	OK Cancel	

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

Enterprise Manager Pro	operties	? ×	
General Options Sec	urity Networking		
Typ <u>e</u> of dial-up server I	am calling:		
PPP: Windows 95/98	/NT4/2000, Internet	▼	
		<u>S</u> ettings	
Components checked are used by this connection:			
T NetBEUI Protocol			
✓ Y Internet Protocol (TCP/IP)			
Install	<u>U</u> ninstall	Properties	
Description			
Transmission Control Protocol/Internet Protocol. The default wide area network protocol that provides communication across diverse interconnected networks.			
		IK Cancel	

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**.

Internet Properties	? ×			
General Security Privacy Content Connections	Programs Advanced			
To set up an Internet connection, click	Set <u>up</u>			
Dial-up and Virtual Private Network settings				
Copy of UUNet dial-up	Add			
EM Library (Default) UUNet dial-up	<u>R</u> emove			
Choose Settings if you need to configure a proxy server for a connection.	<u>S</u> ettings			
Never dial a <u>c</u> onnection Dial <u>w</u> henever a network connection is not present Always dial my default <u>connection</u>				
Current default: Enterprise Manager Set Default				
Local Area Network (LAN) settings				
LAN Settings do not apply to dial-up connections. LAN Settings LAN Settings				
OK Cano	el <u>A</u> pply			

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

Enterprise Manager Settings				
Automatic configuration Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.				
Automatically detect settings				
Use automatic configuration <u>s</u> cript				
Address				
Proxy server				
\square Use a proxy server for this connection (These settings will not apply to other connections).				
Address:	Port;	Advanged		
Bypass proxy server for local addresses				
Dial-up settings				
User name:	user_name_from_ISP	Properties		
Password:	*****	Ad <u>v</u> anced		
<u>D</u> omain:				
	ОК	Cancel		

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).

New Connection Wizard
Connection Name What is the name of the service that provides your Internet connection?
Type the name of your ISP in the following box. ISP N <u>a</u> me
EM_ISP
The name you type here will be the name of the connection you are creating.
<u> </u>

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.

New Connection Wizard	
Phone Number to Dial What is your ISP's phone number?	Ś
Type the phone number below. Phone number: 9,0845111222 You might need to include a "1" or the area code, or both. If you are not sure you need the extra numbers, dial the phone number on your telephone. If you hear a modem sound, the number dialed is correct.	
< <u>B</u> ack <u>N</u> ext >	Cancel

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.

New Connection Wizard		
Internet Account Information You will need an account name and password to sign in to your Internet account.		
	ame and password, then write down this information and store it in a forgotten an existing account name or password, contact your ISP.)	
<u>U</u> ser name:	ISP.User.Name	
<u>P</u> assword:	•••••	
<u>C</u> onfirm password:	••••••	
Use this account in this computer	ame and password when anyone connects to the Internet from	
✓ Make this the defau	It Internet connection	
☑ <u>I</u> urn on Internet Co	nnection Firewall for this connection	
	< <u>B</u> ack Next> Cancel	

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.

Connect EM_IS	SP ?X
<u>U</u> ser name: <u>P</u> assword:	ISP.User.Name [To change the saved password, click here]
	er name and password for the following users: who uses this computer
Djal:	9,08451112222
<u>D</u> ial	Cancel Properties Help

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**.
- 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**.

▶ EM_ISP Properties		? 🛛
General Options Security Networking	Advanced	
Dialing options Dialing options Display progress while connecting Prompt for name and password, cert Include Windows logon domain Prompt for phone number	ificate, etc.	
- Redialing options		
<u>R</u> edial attempts:	3	*
∐ime between redial attempts:	1 minute	~
Idle time before hanging up:	5 minutes	~
Redial if line is dropped		
Multiple devices		
Dial all devices 🛛 👻	Configure	
<u>×</u> .25		
	OK Car	ncel

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**.

📙 Computer Management				
📕 Eile Action View Window H	elp			
	? → ■ ■→			
Computer Management (Local)	🆏 Services			
Event Viewer Shared Folders	Remote Access Auto Connection	Name A	Description	Status
	Manager	Service Disk Manager Administrative Service	Configures hard disk drives and v	
Performance Logs and Alerts		Messenger	Transmits net send and Alerter s	Started
	lanager <u>Restart</u> the service	MS Software Shadow Copy Provider	Manages software-based volume	
🖃 🚉 Storage		Net Logon	Supports pass-through authentic	
🗄 🤬 Removable Storage		NetMeeting Remote Desktop Sharing	Enables an authorized user to ac	
📲 Disk Defragmenter	Description: Creates a connection to a remote	Network Connections	Manages objects in the Network	Started
👸 Disk Management	network whenever a program references	Network DDE	Provides network transport and s	
E Services and Applications	a remote DNS or NetBIOS name or	Network DDE DSDM	Manages Dynamic Data Exchang	
Services	address.	Network Location Awareness (NLA)	Collects and stores network confi	Started
WMI Control		NT LM Security Support Provider	Provides security to remote proc	
主 🎦 Indexing Service		Seriormance Logs and Alerts	Collects performance data from I	
		Riug and Play	Enables a computer to recognize	Started
		🏶 Portable Media Serial Number	Retrieves the serial number of an	Started
		🐝 Print Spooler	Loads files to memory for later pr	Started
		Reprotected Storage	Provides protected storage for s	Started
		QoS RSVP	Provides network signaling and lo	
		Remote Access Auto Connection Manager	Creates a connection to a remot	Started
		Remote Access Connection Manager	Creates a network connection.	Started
		Remote Desktop Help Session Manager	Manages and controls Remote As	

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.

Remote Access A	uto Connection Manager Properties (L ? 🔀	
General Log On	Recovery Dependencies	
Service name:	RasAuto	
Display <u>n</u> ame:	Remote Access Auto Connection Manager	
Description:	Creates a connection to a remote network whenever a program references a remote DNS or NetBIOS	
Path to executable	e:	
C:\WINDOWS\S	ystem32\svchost.exe -k netsvcs	
Startup typ <u>e</u> :	Automatic	
Service status:	Started	
<u>S</u> tart	Stop Pause Resume	
You can specify th from here.	ne start parameters that apply when you start the service	
Start para <u>m</u> eters:		
	OK Cancel Apply	

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.

 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.
   This may be a domain admin. You MUST restrict the
rem
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:
   "c:\program files\sophos enterprise manager\library\bin"
rem
   This program can be made to run whenever an EM Library
rem
rem performs an update, by adding the following registry
   keys:
rem
rem
    DWORD HKEY LOCAL MACHINE\SOFTWARE\sophos\
rem
    Enterprise Manager\enablescript = 1
rem
rem and,
rem String value
rem HKEY_LOCAL_MACHINE\SOFTWARE\sophos\Enterprise
rem Manager\scriptpath =
   "c:\program files\sophos enterprise manager\ library\
rem
rem bin\upd lib.bat"
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
: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

Index

Glossary

Child library	A library (see below) which downloads software packages from another installation of EM Library.
CID (Central Installation Direc	tory) 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.

Index

A

alerts 25

С

central installations about 44 accounts used for updating 44 adding 45-50 adding multiple installations 51-53 additional 44 changing location 56 configuring 54-57 defined 120 integrity checking 57 manual updating 58-59 scheduling updates 55 specifying credentials 57 updating 58-59 **CID** credentials global 22, 44 individual 44, 57 CIDs, see central installations configuration view 14 console configuring display 15 connecting to extra libraries 68-70 defined 120 details pane 11 opening 10 tree 11 customising packages 31-36

D

databank 120 dial-up connection configuring under Windows 2000 96–105 configuring under Windows NT 87–95 configuring under Windows XP 106–114 download packages 30

Ε

EM Library alerts 25 authorised users 23 on large networks 40 EM Library account changing 23 evaluating software 42, 74

F

fixed versions of Sophos Anti-Virus about 74 downloading 75–78 for multiple CIDs 79–84

I

integrity checking for a library 21 for CIDs 21

L

last download time 12 library 120 adding 63–71 changing settings 14 child 63–71 configuring 18–22 library credentials special 22

Μ

message log 13 options 15

Ν

next download time 12

Ρ

package details 37 packages customising 31–36 subscribing to 28 unsubscribing 29 updating from parent 30 parent library 120 primary parent 19 publish 120

S

SAVAdmin 120 secondary parent 19 subscribe 28, 120

U

unsubscribe 29 update schedules 20 updating the library 30