

Anti-virus installation

Purpose:

This document describes how to install anti-virus software on the existing QDR XP systems.

Scope:

This document applies to the QDR XP system.

Estimated Time:

Installation of anti-virus products will take the network technician approximately 30 minutes to complete. This includes running live-update and verifying auto-protect is enabled.

Reference List

Table 1: Reference List: Please refer to the QDR Cyber-Security Product Report for specific versions supported

Name	Comments
Option 1: Symantec Anti-virus Corporate Edition	Customer provided. Use only the client of the Corporate edition.
Option 2: McAfee	Customer provided. Use only the client of the Corporate edition.
Option 3: Trend-Micro	Customer provided.

Definitions

- **Liveupdate** – This feature allows Symantec Anti-virus servers or clients to retrieve updates through the LiveUpdate feature of Symantec Anti-virus and receive new definition files from an internal server, or the official Symantec LiveUpdate server.
- **Managed** – The client system is configured to send virus alerts, as well as retrieve virus updates from an internal parent Symantec server.
- **Real-time scanning** – Scanning of each file occurs as it is loaded in RAM. Real-time protection can be used with smartscan. Smartscan scans the header of each file to determine its extension and to identify possible malicious code.
- **Smartscan** – A scanning technique that scans the header of each file to determine its true file extension and to identify possible malicious code.
- **Unmanaged** – The clients do not connect to the network nor do they have a parent server with which they communicate. These clients must download their own virus definition updates.

1.0 Customer Preparation Checklist

Prior to beginning the installation, the following must be arranged with the customer:

- Make sure that the customer has purchased and procured the anti-virus software of their choice. Hologic does not supply the customer with this software; it is the customer's responsibility to purchase the software and associated licenses.
- Customers who want to use the Symantec Corporate Edition must provide their own Symantec Server within their networked environment (the same applies for McAfee client). Only client software should be loaded on the QDR XP Systems. The clients will retrieve updates from their existing in-house Server.

2.0 Pre-installation Checklist

Prior to beginning the installation, review the following:

- Ensure no existing anti-virus software is loaded on the QDR prior to installation.
- Ensure you have the proper serial keys and associated licenses for the product that is to be installed.
- Review the documentation for each product, to ensure your staff has a thorough understanding of its features and capabilities.

3.0 Installing Symantec Anti-virus as an unmanaged client

1. On the QDR, login to Windows as Administrator.

2. Installation procedures:

- a. Exit QDR without shutdown.
- b. Insert the "Symantec Anti-virus" cd from the Symantec Anti-virus package
- c. Browse to the D: drive and launch the setup icon.
- d. When the window appears, click "**Install Symantec Anti-virus.**"
- e. A second window will appear. Again, select "**Install Symantec Anti-virus.**"
- f. When the "**Welcome to the InstallShield Wizard for Symantec Anti-virus**" appears, click **Next.**
- g. Click "**I accept the terms in the license agreement.**"
- h. A window will appear prompting the user for 2 options. Client install and Server install.
- i. Select "**Client install**" and proceed to the next window.
- j. Click the "**Complete**" checkbox and click **Next.**
- k. Select "**Unmanaged**" and click **Next.**
- l. Ensure Auto-Protect and Run-LiveUpdate are checked and proceed to the next section by clicking "**Next.**"
- m. Click the "**Install**" button.
- n. After the installation completes, click "**Finish.**"
- o. Reboot the QDR

3. Configuring Symantec Anti-virus

- a. After the QDR boots back into windows, log back in as "**Administrator.**"
- b. Exit QDR without shutdown.
- c. You should be presented with a window that states, "**License not found.**"
- d. Click the hyperlink <http://licensing.symantec.com/>
- e. Enter your serial number and click **Next.** You should receive an .sfl file via email. If you do not, contact Symantec Technical Support.
- f. Copy the **.sfl file** over to the C: drive
- g. Locate the **auto-protect shield** at the bottom right of your screen.
- h. Right click the icon and select "**Open Symantec Anti-virus.**"
- i. When the console appears, expand "**View.**" Double click "**License.**"
- j. In the right pane of the console window, click "**Install license.**"
- k. Select "BROWSE" and locate the .sfl you placed on your C: drive.
- l. Click "**Next.**"
- m. Close the Symantec Anti-virus console.

4.0 Installing Symantec Anti-virus as a managed client

- 1. On the QDR, login to Windows as Administrator.**
- 2. Installation procedures:**
 - a. Exit QDR without shutdown.
 - b. Insert the “Symantec Anti-virus” CD from the Symantec Anti-virus package
 - c. Browse to the D: drive and launch the setup icon.
 - d. When the window appears, click “**Install Symantec Anti-virus.**”
 - e. A second window will appear. Again, select “**Install Symantec Anti-virus.**”
 - f. When the “**Welcome to the InstallShield Wizard for Symantec Anti-virus**” appears, click **Next.**
 - g. Select “**I accept the terms in the license agreement**” And click “**OK**”.
 - h. A window will appear prompting the user for 2 options. Client install and Server install.
 - i. Select “**Client install**” and proceed to the next window.
 - j. Click the “**Complete**” checkbox and click **Next.**
 - k. Select “**Managed**” and click **Next.**
 - l. At the next screen, click the **BROWSE** button and locate your Symantec Server
 - m. Click the “**Install**” button.
 - n. Click **Next.**
 - o. Ensure autoprotect and liveupdate are checked and click **Next.**
- 3. Configuring Symantec Anti-virus**
 - a. After the QDR boots back into windows, log back in as “**Administrator.**”
 - b. Exit QDR without shutdown.
 - c. You should be presented with a window that states, “**License not found.**”
 - d. Click the hyperlink <http://licensing.symantec.com/>
 - e. Enter your serial number and click **Next.** You should receive an .sfl file via email. If you do not, contact Symantec Technical Support.
 - f. Copy the **.sfl file** over to the C: drive
 - g. Locate the **auto-protect shield** at the bottom right of your screen.
 - h. Right click the icon and select “**Open Symantec Anti-virus.**”
 - i. When the console appears, expand “**View.**” Double click “**License.**”
 - j. In the right pane of the console window, click “**Install license.**”
 - k. Select “**BROWSE**” and locate the .sfl you placed on your C: drive.
 - l. Click “**Next.**”
 - m. Close the Symantec Anti-virus console.j

5.0 Installing McAfee

- 1. On the QDR system, login to Windows as Administrator.**
- 2. Installation procedures:**
 - a. Exit QDR without shutdown.
 - b. Insert the “McAfee” CD from the McAfee Anti-virus package
 - c. Browse to the D: drive and launch the setup icon from there.
 - d. When the window appears, click “**VirusScan for Win NT/2k/XP.**”
 - e. You will now be at a menu titled “**Desktop & Server Anti-Virus.**”
 - f. Click “**Install VirusScan**”
 - g. Click “**Next.**”

- h. Select "I accept the terms in the license agreement" and click **"OK"**.
- i. Choose typical installation and click **"Next."** **Then click install.**
- j. After installation is complete, you will be presented with a menu. Uncheck **"run on demand scan"**
- k. Click **"Finish."**
- l. After installation completes, restart the QDR.

3. Configuring McAfee.

- a. After the QDR boots back into windows, log back in as "Administrator."
- b. Exit QDR without shutdown
- c. Double click the McAfee shield on the system tray and choose "properties."
- d. In the left pane of this window, click **"All processes."**
- e. Click the **"Detection"** tab. Under Scan Files, select **"On Network Drives."**
- f. Click the **"Advanced"** tab. Select **"Scan inside archives"** and **"Decode MIME encoded files."**

6.0 Installing Trend-Micro PC-cillin

1. On the QDR system, login to Windows as Administrator.

2. Installation procedures:

- a. Exit QDR without shutdown.
- b. Insert CD from the Trend-Micro Anti-virus package.
- c. Browse to the D: drive and launch autorun.exe from there.
- d. When the window appears, click **"Install Program"**
- e. When the Install Shield Wizard appears, click **"Next"**
- f. Click "I accept the terms in the license agreement" and select **"OK."**
- g. When the window appears, enter the serial number.
- h. When the select destination folder window appears, click **'Next'**
- i. When the ready to install program window appears, click **'Next'**
- j. Click **"Finish."**
- k. Click **"Exit."**
- l. After installation completes, restart the QDR.

3. Updating Trend-Micro.

- a. After the QDR boots back into windows, log back in as **"Administrator."**
- b. Exit QDR without shutdown.
- c. Double-click the Trend-Micro ICON on the system tray
- d. From the right pane, click **"Update"**.
- e. From the left pane, click **"Manual Update"**.
- f. From the left pane, click **"Update"**.
- g. When the update is complete, close the window, restart QDR

4. Configuring Trend-Micro.

- a. After the QDR boots back into windows, log back in as **"Administrator."**
- b. Exit QDR without shutdown.
- c. Double-click the Trend-Micro ICON on the system tray.
- d. From the right pane, click **"System"**
- e. From the left pane, click **"Scan Tasks"**
- f. Select each check option, click **"Edit"** and then, from the frequency drop down, select **"None"**
- g. Close the window.

7.0 Manually installing updates

Symantec and Norton

1. **Downloading virus definitions when the QDR System does not have internet access.**
 - a. Use a PC with internet access and browse to <http://securityresponse.symantec.com/avcenter/download.html>
 - b. Download the proper virus definitions to the desktop
 - c. When the download completes, burn the executable to a CD.
2. **Manually installing the updates**
 - a. On the QDR, login to Windows as **Administrator**.
 - b. Exit QDR without shutdown.
 - c. Insert the media with the virus definitions
 - d. **Browse to D:** and double click the executable.
 - e. A window will appear and ask, “**Do you want to update your virus definition files?**”
 - f. Click “**yes.**”
 - g. After installation is complete, you will be presented with a window.
 - h. Read the contents of the message and press “**OK.**”
 - i. Reboot the QDR if you are prompted.

8.0 Manually installing updates

McAfee

1. **Downloading virus definitions when the QDR system does not have internet access.**
 - a. Use a PC with internet access and browse to <http://www.mcafee.com/us/downloads/updates/dat.asp?id=1>
 - b. Click “I agree”
 - c. Locate and download the appropriate DAT files.
 - d. When the download completes, burn the zip or executable to a CD.
2. **Manually installing the updates**
 - a. On the QDR, login to Windows as **Administrator**.
 - b. Exit QDR without shutdown.
 - c. Insert the media with the virus definitions
 - d. **Browse to D:** and double click the executable.
 - e. A window will appear, click “**Next.**”
 - f. When it is finished, click “**Finish.**”