

# **COMMANDCentral™**

## **Getting Started Guide**

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# INTRODUCTION

This chapter provides an overview of COMMANDCentral™ including a list of product features, System Requirements, and Conventions Used throughout this guide. It also contains details on accessing additional product-related information from the Command Software Systems web site.

COMMANDCentral can be used to manage Command AntiVirus™ for Windows® Enterprise Version 4.90 or higher.

## MAIN FEATURES

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COMMANDCentral allows you to:

- Download the latest full product and updates
  - Schedule full product and updates to download automatically
  - Customize the Command AntiVirus installation
  - Push a configuration out to selected computers on your network
  - Apply updated virus definition files and product updates to a configuration automatically
  - Access the computers on your Network
  - Run a Protection report to determine which computers on your network have Command AntiVirus installed
  - Run an Infection report to determine which computers on your network have a virus infection
  - Perform a virus scan on a selected computer
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## CONVENTIONS USED

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Indicates an area that requires special attention.



Indicates a helpful tip.



Indicates information that is specific to Windows 2000/XP and Windows Server 2003.

*Italics* A reference to the manual is in italics.

***Italics*** A reference to another chapter in the manual is in bold and italics.

**Bold** A reference to a section within the chapter is in bold.

## SYSTEM REQUIREMENTS

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To install and operate COMMANDCentral, you **must** have at least **one** of the following Microsoft® Windows 32-bit platforms installed:

- Windows XP Home with Service Pack 1
- Windows XP Professional with Service Pack 1
- Windows 2000 Professional
- Windows 2000 Server
- Windows 2000 Advanced Server
- Windows Server 2003

You **must** also have the following prerequisites installed:

- Microsoft Internet Explorer 5.0 or higher
- Windows Installer Version 2.0
- Active Directory Service Interfaces (ADSI) client
- Microsoft Management Console (MMC) Version 1.2
- Windows Management Instrumentation (WMI) Version 1.5
- Microsoft Data Access Components (MDAC) Version 2.7 with Service Pack 2
- XML Version 4.0 with Service Pack 2



**NOTE:** With the exception of Microsoft Internet Explorer, the installation **SETUP.EXE** installs any of the prerequisites that you may need.

## PLATFORMS SUPPORTED

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COMMANDCentral supports the management of networked computers running the following Microsoft Windows 32-bit platforms:

- Windows XP Home
- Windows XP Professional
- Windows 2000 Professional
- Windows 2000 Server
- Windows 2000 Advanced Server
- Windows Server 2003
- Windows Me

## ADDITIONAL INFORMATION

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### WEB SITE

You will find a wealth of fascinating information on the Command Software Systems web site. Do you have questions about viruses? Do you want to know more about security? Would you like to know the answers to our customers' most frequently asked questions? We provide comprehensive information on viruses, products, events, employment opportunities and much more. Plus, for your convenience, all of our readme files, quick start guides, and manuals are available for online viewing.

Be sure to visit this exciting extension of Command Software Systems' services at:

- Command Software U.S. – <http://www.authentium.com>
- Command Software UK – <http://www.command.co.uk>
- Command Software Australia – <http://www.commandcom.com.au>

## HELP

You can obtain help by selecting **Help** from the **Action Menu** in the COMMANDCentral Console.

## MAILING LIST SERVER

Registered users of Command Software can subscribe to the Command Software Systems mailing list server. As long as you have an Internet e-mail address, you can obtain electronic notification of product updates and announcements. You can also receive our newsletter, and a variety of other services. For more information, visit our web site.

## README.TXT

The latest information on product enhancements, fixes and special instructions is in the README.TXT file. You can review this file at the beginning of the installation, or on the Command Software Systems web site.





# INSTALLATION

This chapter contains information that will help you to install and remove COMMANDCentral™ on a single workstation or server.

## INSTALLING

The following instructions will help you to install COMMANDCentral quickly and easily. The default installation installs all of the required components.

We suggest that you read through these instructions prior to installing the product. This will allow you to better anticipate any choices that you may need to make during the installation process.



To install and use COMMANDCentral on Windows 2000 or Windows XP, or Windows Server 2003 **one** of the following conditions **must** be met:

- You are a member of the Administrators group on the local machine
- System policy is set so that you have elevated privileges for installations



**NOTE:** The COMMANDCentral installation is in a Microsoft Installer (.MSI) package format. For machines that do not have the following prerequisites, the installation **SETUP.EXE** installs the prerequisites and then runs the **CCOMMAND.MSI**.

- Windows Installer Version 2.0
  - Active Directory Service Interfaces (ADSI) client
  - Microsoft Management Console (MMC) Version 1.2
  - Windows Management Instrumentation (WMI) Version 1.5
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- Microsoft Data Access Components (MDAC) Version 2.7 with Service Pack 2
- XML Version 4.0 with Service Pack 2

After installing the prerequisites, you may need to restart the computer. After the computer restarts, Setup continues.



**NOTE:** Before running the installation program, we strongly recommend that you exit all Windows programs.

To install COMMANDCentral, follow these steps:

1. Create a folder on your local hard drive, for example, **CMDCMSI**.
2. Copy the COMMANDCentral installation files into the folder that you created in **Step 1**.
  - **If you have downloaded COMMANDCentral** – Copy and extract the downloaded self-extracting file.
  - **If you have a CD** – Browse the CD to search for the **COMMANDC** folder. Open the folder, and copy the files.
3. Open the folder that you created in **Step 1**.
4. Double-click **SETUP.EXE**.
5. In the **Welcome** dialog box, click **Next** to continue.
6. Read the **README** file that contains the latest product information, and click **Next**.
7. Read the **License Agreement**. To accept the license agreement, select **I accept the License Agreement**, and click **Next**.
8. In the **Destination Folder** text box, type where you want the files installed. The default is:

C:\Program Files\CommandSoftware\CommandCentral



**NOTE:** You can use the **Browse** button to select a different folder.

9. Click **Next**. Please wait while the program copies the COMMANDCentral files to your system.



**NOTE:** You can click **Cancel**, **Exit Setup** and then **OK** to cancel the installation and exit the setup program.

When the copying is complete, the program displays a dialog box informing you that COMMANDCentral has been successfully installed.

10. Click **Finish** to exit. The COMMANDCentral Console opens automatically.



**NOTE:** You can also access the COMMANDCentral Console from the Windows **Start** menu.

## REMOVING COMMANDCENTRAL



In Windows 2000, Windows XP, or Windows Server 2003 to remove COMMANDCentral, you **must** be a member of the Administrators group on the local machine.

To remove COMMANDCentral, follow these steps:

1. On the Windows taskbar, click the **Start** button.
2. Select **Settings**, and click **Control Panel**.
3. Double-click **Add/Remove Programs**.
4. Select **COMMANDCentral** from the list of currently installed programs, and click the **Remove** button. The program prompts you to confirm that you want to remove COMMANDCentral.
5. Click **Yes**.



# USING COMMANDCENTRAL



Using COMMANDCentral™ you can install a customized version of Command AntiVirus for Windows Enterprise across your network, keep Command AntiVirus up-to-date, and manage your antivirus protection from a centralized location.

You can perform all of these administrative tasks quickly and easily through the COMMANDCentral Console.

This chapter gives you an overview of the COMMANDCentral Console and outlines the steps that you need to take to customize, install, update and upgrade Command AntiVirus for Windows Enterprise.

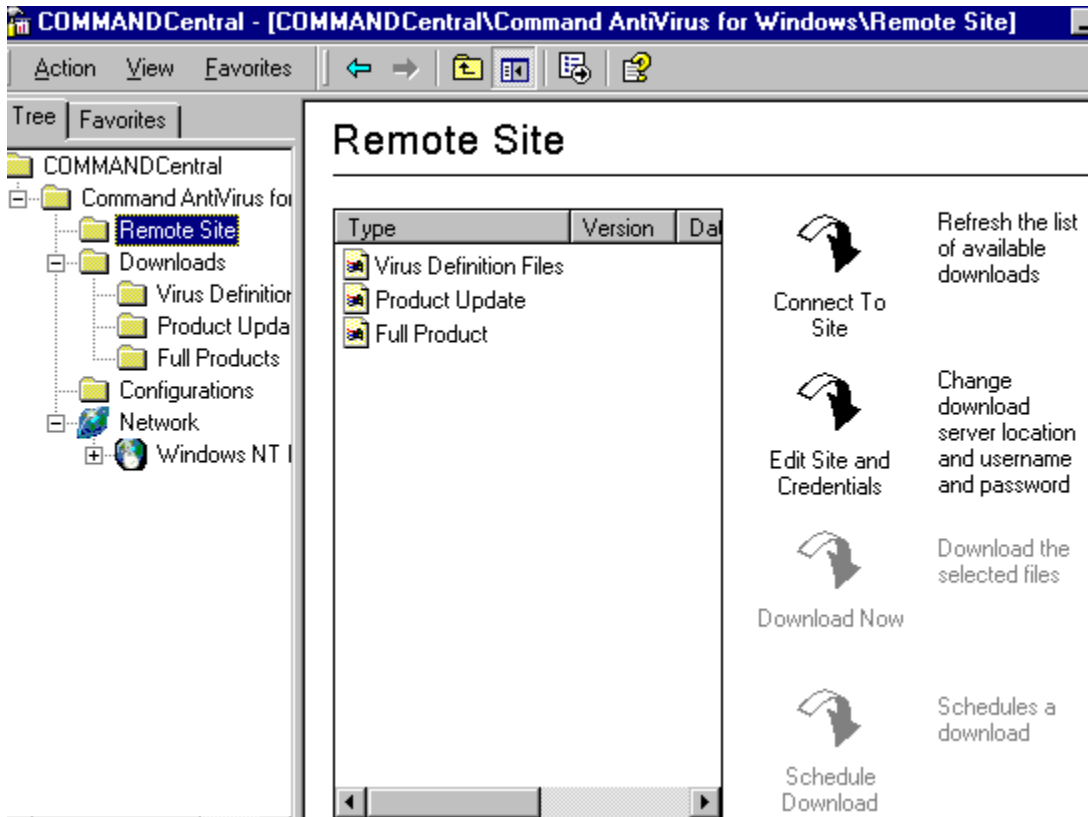
## THE COMMANDCENTRAL CONSOLE

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The COMMANDCentral Console is based on the Microsoft® Management Console (MMC). It contains easy-to-use wizards and tasks that allow you to protect and manage your network quickly and easily.

You can access the COMMANDCentral Console from the Windows **Start** menu.

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COMMANDCentral Console – Remote Site Node

The console contains two panes. The right pane called the **Console Tree** contains a hierarchy of COMMANDCentral folders in a tree view similar to Windows Explorer. The left pane called the **details** pane contains information pertaining to the selected folder.

The details pane of the Command AntiVirus for Windows folder contains the Welcome. From here you can start the registration process to obtain a username and password.

The Command AntiVirus for Windows folder also contains the following nodes. The details pane of each node displays a taskpad view that allows you to perform tasks quickly and easily.

- **Remote Site** – From this node, you can:
  - Set up a remote Command Software download site
  - Connect to the selected download server location
  - Download the latest updates and full product
  - Schedule Downloads
  
- **Downloads** – From this node, you can:
  - Customize the Command AntiVirus installation
  - Apply updated virus definition files to a configuration
  - Apply a product update to a configuration
  - View the Scheduled Download logs
  - Delete downloaded files
  
- **Configurations** – From this node, you can:
  - Push a configuration out to a single computer or to all of the computers for which the configuration applies
  - Edit an existing configuration
  
- **Network** – From this node, you can:
  - Access the computers on your Network
  - Specify your network login username and password
  - Run a **Protection** report to determine which computers on your network have Command AntiVirus installed
  - View an **Infection** report to determine which computers on your network have a virus infection
  - Perform a virus scan on a selected computer

# GETTING STARTED

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## Preparation

Before you begin to install Command AntiVirus for Windows Enterprise across your network you need to:

1. Obtain a username and password.
2. Set up a remote Command AntiVirus download site.
3. Connect to the selected download site.

## Installation

Now you are ready to customize and install Command AntiVirus for Windows Enterprise across your network. To do this, you need to:

1. Download the latest full product
2. Customize the Command AntiVirus installation.
3. Push the configuration out to the selected computers.

## Updating

To protect your network from the latest virus threats, you need to keep your Command AntiVirus protection up-to-date. To do this, you need to:

1. Download the latest virus definition files or product updates.
2. Apply the latest virus definition files or product updates.

## Managing

COMMANDCentral also allows you to manage your Command AntiVirus protection across the network. For example, you can:

- Run a **Protection** report
- Run an **Infection** report
- Run a virus scan on a selected computer

The following sections contain information on how to complete the tasks necessary to prepare, install, update and manage.

## OBTAINING A USERNAME AND PASSWORD

To download Command AntiVirus, you **must** have a valid Command username and password. If you do not have a username and password or you need to renew, you can start the registration process from the COMMANDCentral **Welcome** page.



**NOTE:** Before you start the registration process, you **must** first establish an Internet connection.

To obtain a username and password:

1. In the Console Tree, click **Command AntiVirus for Windows**.
2. In the details pane at the bottom of the page, click **here**.
3. Follow the instructions on the screen.

## SETTING UP A REMOTE DOWNLOAD SITE

The first step in administering your network is setting up a remote Command AntiVirus download site from which you can download the latest product and product updates. You can do this quickly and easily by using the **Download Configuration Wizard**.

The **Download Configuration Wizard** allows you to:

- Select an HTTP Download Server location for your region, for example, US(FL)



**NOTE:** The selected site **must** be a site for which you are authorized.

- Enter your username and password for the selected location
- Enter your Proxy Server username and password, if applicable

To start the **Download Configuration Wizard**,

1. In the Console Tree, click the **Remote Site** folder.
2. In the details pane, click the **Edit Site and Credentials** task on the **Remote Site** taskpad.
3. Follow the instructions on the screen.

## CONNECTING TO THE SELECTED DOWNLOAD SERVER

Before you can download the latest product and product updates, you must connect to the Command AntiVirus download server location that you selected in the **Download Configuration Wizard**.



**NOTE:** Before you connect to the Command AntiVirus download server location, you **must** first establish an Internet connection.

To connect to the Command AntiVirus download server location:

1. In the Console Tree, click the **Remote Site** folder.
2. In the details pane, click the **Connect To Site** task on the **Remote Site** taskpad.

When the connection is made, the details pane contains a list of available downloads.

## DOWNLOADING THE LATEST FULL PRODUCT AND UPDATES



**NOTE:** Before you start to download, you **must** first establish an Internet connection.

To download the latest full product, virus definition files, or product update:

1. In the Console Tree, click the **Remote Site** folder.
2. In the details pane, select the file that you want to download, for example, **Full Product**.

3. In the details pane, click the **Download Now** task on the **Remote Site** taskpad.
4. When the download is complete, click **OK**.

## Scheduling Downloads

You can schedule full product, virus definition files, or product updates to download automatically.



**NOTE:** For scheduled downloads to work, you **must** have an established Internet connection.

To schedule a download:

1. In the Console Tree, click the **Remote Site** folder.
2. In the details pane, select the file that you want to download, for example, **Virus Definition Files**.
3. In the details pane, click the **Schedule Download** task on the **Remote Site** taskpad.
4. In the **Schedule** dialog box, complete the schedule information, and click **OK**. You may be asked to enter your Windows account information.

## Viewing a Scheduled Download Log

Scheduled download activity is stored in a **Scheduled Download Log**. COMMANDCentral creates a separate log for each type of scheduled download, for example, Virus Definition Files, Product Updates, and/or Full Product.

To view the **Scheduled Download Log**, for example, for the **Virus Definition Files**:

1. In the Console Tree under the **Downloads** folder, click the **Virus Definition Files** folder.
2. In the details pane, click the **View Download Log** task on the **Virus Definition Files** taskpad.

To clear a log, click the **Clear** button.

## Deleting Downloaded Files

To remove downloaded files from a details list:

1. In the Console Tree under the **Downloads** folder, select the folder of the download that you want to delete, for example, the **Virus Definition Files** folder.
2. In the details pane, select the downloaded file, and click the **Delete** task on the **Virus Definition Files** taskpad.

## CUSTOMIZING THE COMMAND ANTIVIRUS INSTALLATION

The next step in administering your network is customizing the Command AntiVirus installation. You can do this quickly and easily by using the **Custom Installation Wizard**.

The **Custom Installation Wizard** allows you to:

- Enter a configuration name and select the computers for which the configuration applies.
- Specify a shared network folder on a Primary server and on any additional servers that are to be used as a Software Distribution Point (SPD) for the configuration. The configuration contains all of the Command AntiVirus full product and update files (administrative image).
- Select the features and settings that you want to install.

To start the **Custom Installation Wizard**:

1. In the Console Tree under the **Downloads** folder, click the **Full Products** folder.
2. In the details pane, select the download that you want to configure, and click the **Configure Installation** task on the **Full Products** taskpad.

## Editing a Configuration

To edit an existing configuration:

1. In the Console Tree, click the **Configurations** folder.
2. In the details pane, select the configuration that you want to change, and click the **Edit Configuration** task on the **Configurations** taskpad.

## PUSHING A CONFIGURATION

You can send a configuration out to all of the computers that you specified in the **Configuration Wizard**, or you can send the configuration out to one or more of the specified computers for that configuration.

To send a configuration out to all of the computers specified for a configuration:

1. In the Console Tree, click the **Configurations** folder.
2. In the details pane, select the configuration that you want to send out, and click the **Push to Clients** task on the **Configurations** taskpad.

To send a configuration out to one or more computers specified for a configuration:

1. In the Console Tree under the **Configurations** folder, select the folder for the configuration that you want to send out.
2. In the details pane, select the computer or computers that you want to update.
3. Using the right mouse button (right-click), click the selection.
4. From the drop-down menu, select **All Tasks**, and then click **Push to Clients**.

## APPLYING VIRUS DEFINITION FILE AND PRODUCT UPDATES

To help keep your network virus-free, it is important that you frequently update your Command AntiVirus software.

To apply updates to a configuration:

1. In the Console Tree under the **Downloads** folder, select the folder of the update that you want to apply, for example, the **Virus Definition Files** folder.
2. In the details pane, select the downloaded file, and click the **Apply Now** task on the taskpad.

### Scheduling

If you schedule the downloading of the virus definition file updates and/or product updates, you can also schedule the updates to be applied to a configuration automatically when they are downloaded.

To apply a downloaded update to one or more configurations automatically:

1. In the Console Tree, select the **Remote Site** folder.
2. In the details pane, select the update, for example **Virus Definition Files**, and click the **Schedule Download** task on the **Remote Site** taskpad.
3. Click the **Configurations To Update** tab.
4. Select one or more configurations, and click **OK**.

## MANAGING YOUR COMMAND ANTIVIRUS PROTECTION

Once you have Command AntiVirus installed, the COMMANDCentral Console allows you to manage your Command AntiVirus protection across the network from a central location. From the console, you can:

- Access the computers on your network
- Specify your network login credentials
- Check to see which computers have Command AntiVirus installed
- Check to see which computers have been infected with a virus infection
- Perform a virus scan on a selected computer

## Accessing the Computers on Your Network

To perform the tasks necessary to manage your Command AntiVirus protection, you need to be able to access the computers on your network.

To access all of the computers on your Network:

1. In the Console Tree under **Network**, select the Active Directory folder or the Windows domain folder.
2. Click the plus sign (+) to expand the tree.

## Specifying Your Network Login Credentials

Although the program logs you in as the current user by default, you can specify a different username and password as needed to manage the computers on your network.

To enter another username and password:

1. In the Console Tree under **Network**, select a domain or a computer.
2. In the details pane, click the **Login Credentials** task on the **Network Tasks** taskpad.
3. Complete the information, and click **OK**.

## Running a Protection Report

The **Protection Report** allows you to track which computers have Command AntiVirus installed and if that protection is up-to-date.

To run a **Protection Report**:

1. In the Console Tree under **Network**, select a domain or a computer.
2. In the details pane, click the **Protection Report** task on the **Network Tasks** taskpad.

When the report is complete, the details pane contains the report results.

## Running an Infection Report

The **Infection Report** allows you to track which computers have been infected by a virus infection and the status of that infection.

To run an **Infection Report**:

1. In the Console Tree under **Network**, select a domain or computer.
2. In the details pane, click the **Infection Report** task on the **Network Tasks** taskpad.

When the report is complete, the details pane contains the report results.

## Performing a Virus Scan on a Selected Computer

You may want to start an on-demand scan on a particular computer. You can do this right from the COMMANDCentral Console.



**NOTE:** The scan takes on the properties specified on the selected computer.

To start an on-demand virus scan on a selected computer:

1. In the Console Tree under **Network**, select a computer.
2. In the details pane, click the **Scan for Viruses** task on the **Network Tasks** taskpad.
3. Select a task, and click **Run**.

When the scan is complete, you can check to see if the computer is infected by running an **Infection Report**.