

Information Services

These notes explain how to install **Symantec AntiVirus 10.0 ('SAV')**, the University's licensed anti-virus software, on a Windows PC. **If you have an Apple Mac, you need a different set of notes to install Norton AntiVirus.**

University computing regulations require you to have an up-to-date virus protection program running on any computer attached to the University network (including ResNet). If you don't have this protection you risk losing your own work and causing inconvenience and delay to other computer users and support staff.

SAV is available for University staff and students free of charge on the Information Services **itCD**. Depending on your University status, you may need to fill in a license form giving your name, address and some details of your computer. This is a legal requirement of the agreement between the University and Symantec.

The most important conditions of the licence are:

- You will not make any copies of the installation CD or allow anyone else to make copies.
- You will only use the CD to install SAV on your own PC.
- When you leave the University you will remove SAV from your PC.

If you have problems installing or using SAV, please contact the Information Services IT Helpdesk – e-mail helpdesk@exeter.ac.uk or phone **01392 263934 (7-3934)** from a study bedroom phone, **3934** from a University internal phone).

1 REMOVE PREVIOUS ANTI-VIRUS SOFTWARE

Before installing SAV 10 you must remove **all** other anti-virus software (including earlier versions of SAV itself) from your PC. If SAV is installed while other anti-virus software is still present, the programs may conflict and fail to work properly.

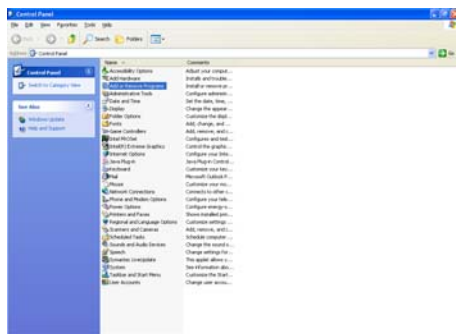
This example describes removing Norton AntiVirus (NAV). If your PC has an anti-virus package from another supplier, the steps will be the same, but you will have to find and remove the specific software that you were using.

1.1 Open the Control Panel

Close all other software that you have running on your PC.

From the main Windows desktop screen, go to either **Start / Control Panel** or **Start / Settings / Control Panel**, depending on your Windows settings.

1.2 Choose Add or Remove Programs



From the options in the Control Panel (these may be shown as a list of titles or as icons, depending on your Windows settings), double-click **Add or Remove Programs**.

1.3 Remove the previous software

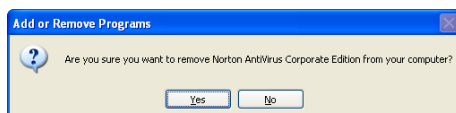


Find the name of your previous anti-virus software in the list and click its name to select it.

Click the **Remove** button.

If you are removing NAV, you must also repeat step 1.3 to remove **LiveUpdate** as well. There may also be an item called **LiveReg**, which should be removed in the same way.

1.4 Are you sure?



Click **Yes**.

Wait for the process to finish and follow any instructions that appear on your screen. You may have to restart your PC.

2 INSTALLING SAV

The *itCD* supplied by Information Services will install SAV with the settings needed for use at the University of Exeter.

2.1 Run the *itCD*

Close all other software that you have running on your PC.

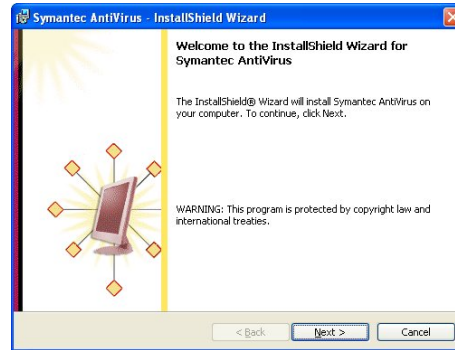
Put the CD in your PC's CD drive and wait for the CD to open.

If the CD does not start automatically, use **My Computer** or **Windows Explorer** to view the contents of the CD. Find the file **index.htm** on the CD and double-click its name.

Follow the links in the CD content to find the **Virus protection** page. Read the information and click the link to start the installation.

Follow the instructions on screen and contact the Information Services IT Helpdesk if you have any problems.

2.2 Welcome



When this first InstallShield Wizard window appears, click **Next**.

2.3 License Agreement



Read the information in the Software License Agreement.

If you agree to be bound by these conditions, click the 'I accept the terms in the license agreement' button and then click **Next**.

You will not be able to install the software unless you agree to the licence conditions.

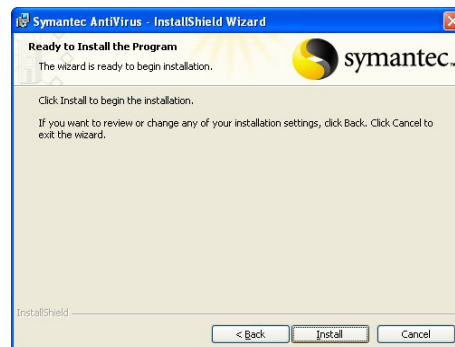
2.4 Setup Type



Click the **Complete** option button.

Click **Next**.

2.5 Ready to Install the Program



Click **Install**.

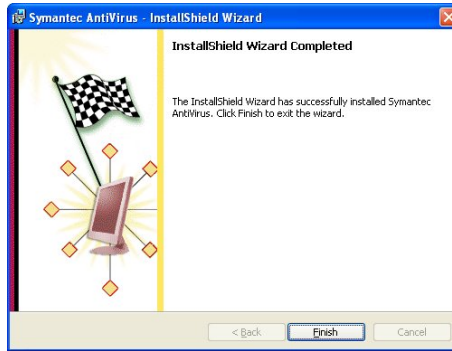
2.6 Installing Symantec AntiVirus



Wait for the installation process to complete – it may take a minute or two.

Don't click any buttons or use your computer for anything else until the SAV installation has finished.

2.7 InstallShield Wizard Completed



Click **Finish** to complete the installation.

You must now run LiveUpdate as described in stage 3 below – this is important to make sure your copy of SAV has the latest list of known viruses.

3 RUNNING LIVEUPDATE

The copy of SAV installed from the Information Services *itCD* is set to search automatically for updated virus definitions (the list of known viruses) every day. To do this your PC must be connected to the Internet.

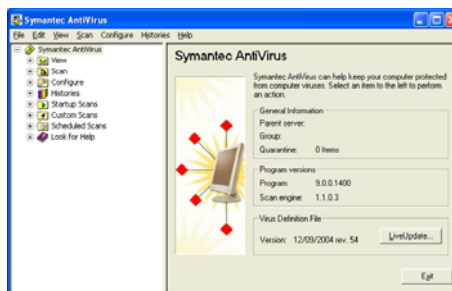
In normal use you should not need to update the list manually, but in some exceptional situations you may want to run **LiveUpdate** to force the software to search for new definitions. For example, if you hear of a new virus in the media, it would be a good idea to run LiveUpdate to be sure that your PC has the latest possible protection.

3.1 Open Symantec AntiVirus

Either: Double-click the small 'gold shield' icon at the bottom right-hand corner of your Windows screen.

Or: Choose **Start / Programs / Symantec Client Security / Symantec AntiVirus** in the Windows menu system.

3.2 Run LiveUpdate



In the main Symantec AntiVirus program screen, click the **LiveUpdate** button at the bottom right.

Follow steps 2.3 and 2.4 as shown above and wait for the LiveUpdate process to finish.

4 SCANNING AND CLEANING YOUR PC

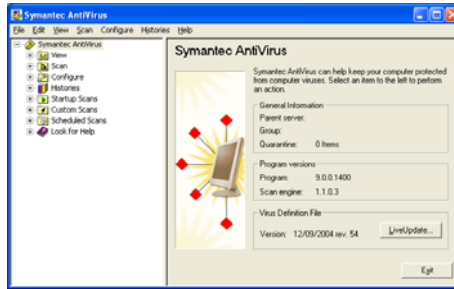
Now you should scan your PC for viruses, especially if you have not had any anti-virus software installed before.

4.1 Open Symantec AntiVirus

Either: Double-click the small 'gold shield' icon at the bottom right-hand corner of your Windows screen.

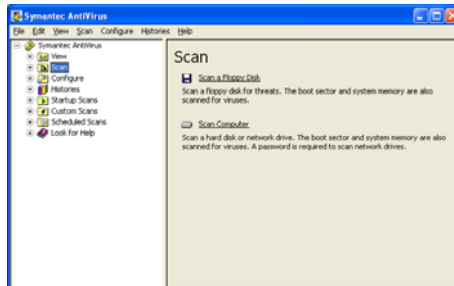
Or: Choose **Start / Programs / Symantec Client Security / Symantec AntiVirus** in the Windows menu system.

4.2 Choose Scan



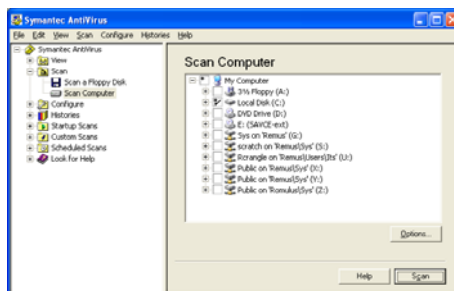
In the main **Symantec AntiVirus** program screen, click **Scan** in the list at the left-hand side of the box.

4.3 Scan Computer



Click **Scan Computer** on the right-hand side of the **Scan** box.

4.4 Scan the C: drive



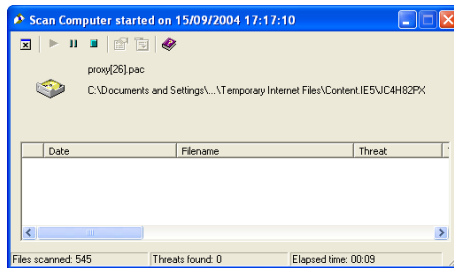
Tick the box next to **Local Disk (C:)**.

Click the **Scan** button.

You can use the same option to scan other drives (floppy disk, CD, ZIP disk, memory stick etc.) by ticking the appropriate boxes.

Do not tick any boxes relating to network drives (usually marked F: onwards).

4.5 Results of scan



Wait for the scan to complete. A full scan of a C: drive can take as long as **an hour or more**, depending on the capacity and speed of the PC.

If the scan finds any viruses, **don't panic**. Follow the on-screen instructions to clean the PC. Repeat steps 4.3 and 4.4 after cleaning.

Contact the Information Services IT Helpdesk if you are unsure.

5 GENERAL ADVICE ON VIRUS PROTECTION

- If you get an e-mail with an attachment and no explanatory text signed by the sender, delete it without opening the attachment.
- If you get an e-mail with an attachment with a 'subject' that you would not normally expect, or one consisting of random words, delete it without opening the attachment.
- Don't assume that an e-mail message **doesn't** carry a virus just because it comes from someone you know.
- Run Windows Update (windowsupdate.microsoft.com) regularly and install all Critical Updates available from there.
- For more detailed information on virus precautions see www.exeter.ac.uk/its/virus.
- If you find a virus on your PC, don't panic, but do clean it off immediately. Relatively few viruses do permanent damage to data on your PC, but they should all be treated as a serious problem.