

SOPHOS



sophos **anti-virus**

Remote user startup guide

Windows and Macintosh

Document version 1.2



About this guide

This guide tells you how to install Sophos Anti-Virus on Windows and Mac OS X computers that are not connected to your company network. These computers must have internet access in order to download the software from the Sophos website. The guide also tells you how to check that the software can keep itself up to date.

Contents

1 What you need for installation	3
2 Installing Sophos Anti-Virus for Windows	4
3 Installing Sophos Anti-Virus for Mac OS X	9
Getting further help	13

1 What you need for installation

The software can be installed on

- Windows 2003
- Windows XP Professional Service Pack 1 or later
- Windows 2000 Service Pack 3 or later
- Windows NT 4 Service Pack 6a or later
- Windows 95/98/Me
- Mac OS X 10.2 or later.

Windows NT/2000/XP/2003 computers must have Internet Explorer 5.0 or later.

Windows 95/98/Me computers must have Internet Explorer 5.5 Service Pack 1 or later.

2 Installing Sophos Anti-Virus for Windows

2.1 Install Sophos Anti-Virus

❗ **Before installing Sophos Anti-Virus:**

- **If you have any other vendor's anti-virus software, you must uninstall it.**
- **If you have Sophos Anti-Virus 3.xx for Windows 95/98/Me, you must uninstall Sophos Remote Update or Sophos AutoUpdate if you have one of these, and then uninstall Sophos Anti-Virus 3.xx.**

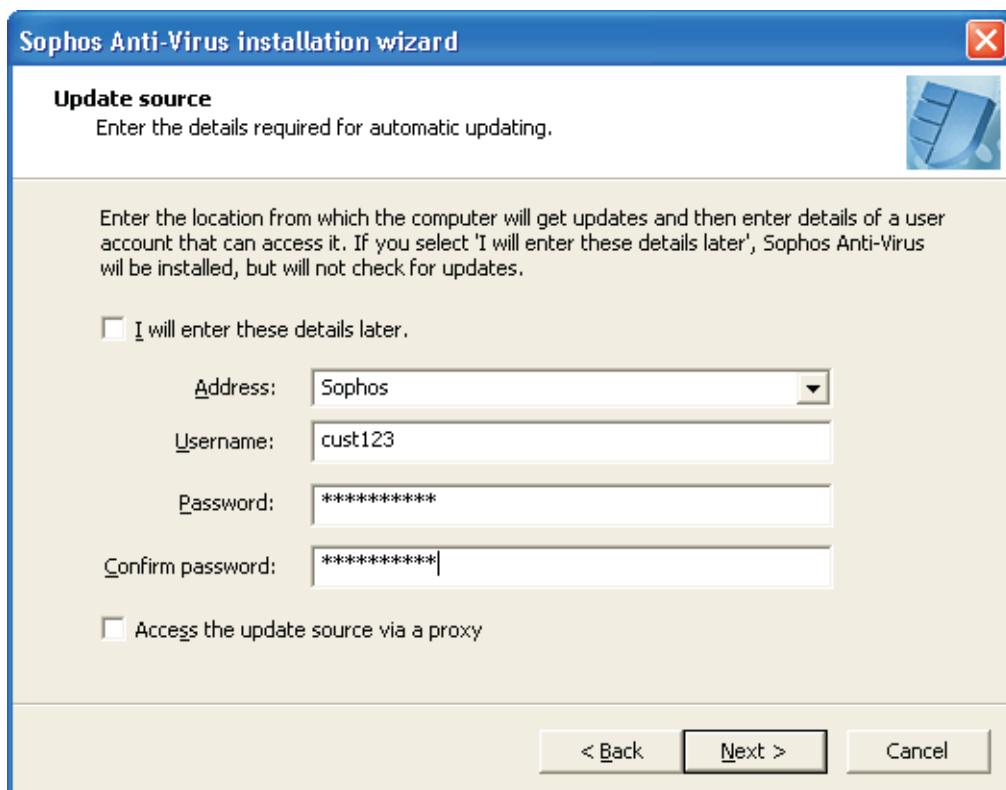
💡 The procedure below explains how to install Sophos Anti-Virus from the Sophos website. If you want to install it from a **Sophos Anti-Virus Supplementary** CD, do as follows: if your computer is running Windows NT/2000/XP/2003, log on as an administrator. Insert the CD. Start the installation wizard and go to step 4.

1. If your computer is running Windows NT/2000/XP/2003, log on as an administrator.
2. Using the web address and download credentials provided by your system administrator, go to the Sophos website and save Sophos Anti-Virus for your version of Windows to your computer.
3. Extract the downloaded Sophos Anti-Virus files to this computer to start the installation wizard.
4. In the **Welcome** dialog box, click **Next** to continue the installation.
5. If you are installing on Windows 2000/XP/2003, the **Destination folder** dialog box is displayed. If necessary change the folder to which Sophos Anti-Virus will be installed. Click **Next**.

6. In the **Update source** dialog box, you enter the location from which the computer will get updates. You can do this now or specify that you want to enter these details later.

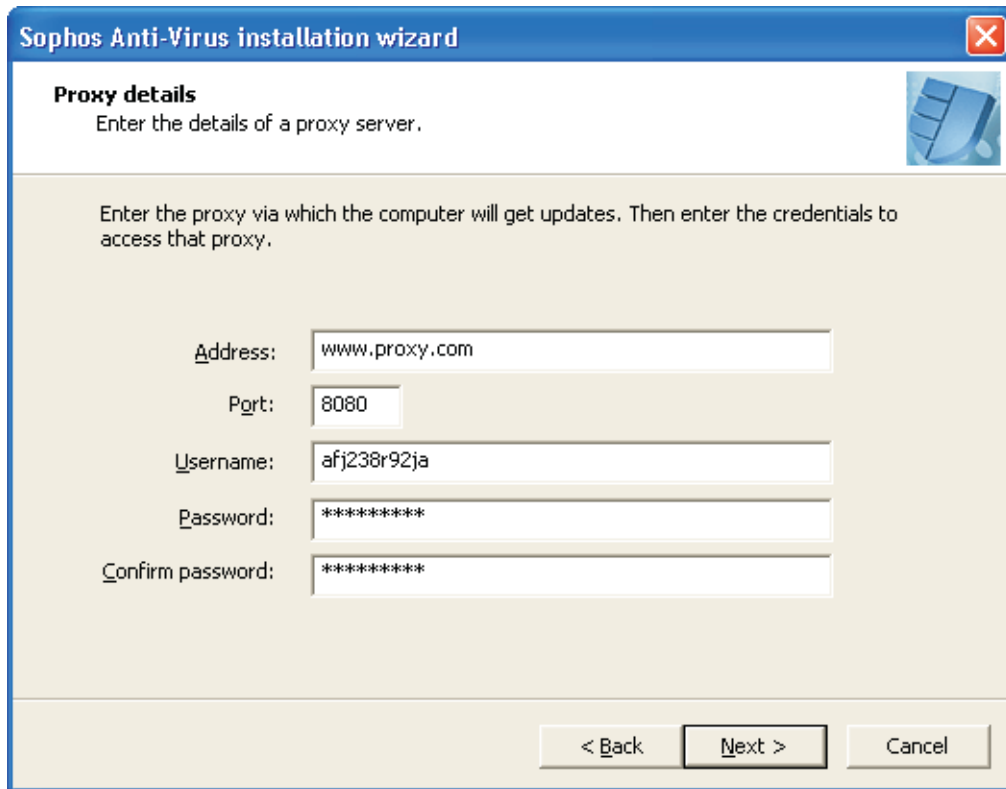
To enter the update source now, you can either select **Sophos** and type the username and password for downloading direct from Sophos, or type the address, username and password for downloading from a location on your company's website or intranet. Your system administrator should have provided you with these details. If you access the internet via a proxy, select **Access the update source via a proxy**, click **Next** and go to [step 7](#). Otherwise, click **Next** and go to [step 8](#).

To enter the update source later, select **I will enter these details later**. Sophos Anti-Virus will not update itself until you enter these details. Click **Next** and go to [step 8](#).



The screenshot shows the 'Update source' dialog box in the Sophos Anti-Virus installation wizard. The title bar reads 'Sophos Anti-Virus installation wizard'. The main heading is 'Update source' with the instruction 'Enter the details required for automatic updating.' Below this, there is a paragraph explaining that the user should enter the location for updates and user details, or select 'I will enter these details later'. There are two radio buttons: one for 'I will enter these details later.' (which is unselected) and one for 'Access the update source via a proxy' (also unselected). The form contains four input fields: 'Address' (a dropdown menu with 'Sophos' selected), 'Username' (text input with 'cust123'), 'Password' (text input with '*****'), and 'Confirm password' (text input with '*****'). At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

7. In the **Proxy details** dialog box, type the proxy server address and port number. If necessary, type a username and password that give access to the proxy server. If the username needs to be qualified to indicate the domain, use the form domain\username. Click **Next**.



The screenshot shows a Windows-style dialog box titled "Sophos Anti-Virus installation wizard". The main heading is "Proxy details" with a sub-instruction: "Enter the details of a proxy server." Below this, a larger instruction reads: "Enter the proxy via which the computer will get updates. Then enter the credentials to access that proxy." The form contains five input fields: "Address:" with the text "www.proxy.com", "Port:" with "8080", "Username:" with "afj238r92ja", "Password:" with "*****", and "Confirm password:" with "*****". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

8. In the **Ready to install Sophos Anti-Virus** dialog box, click **Next**. You should see Sophos Anti-Virus being installed on your computer.
9. In the **successfully installed** dialog box, click **Finish**.

Windows 95/98/Me computers must be restarted to complete installation. Windows 2000/XP computers must be restarted to scan files accessed by DFS (Windows 2000/XP) or via non-Microsoft file systems (Windows 2000). If in doubt, restart your computer.

Installation is complete when the Sophos Anti-Virus system tray icon is blue.



- ⓘ If the icon is grey, your computer is **not** protected by Sophos Anti-Virus. For help, contact your system administrator.

If you didn't specify an update source from which Sophos Anti-Virus can update itself, go to section 2.2.

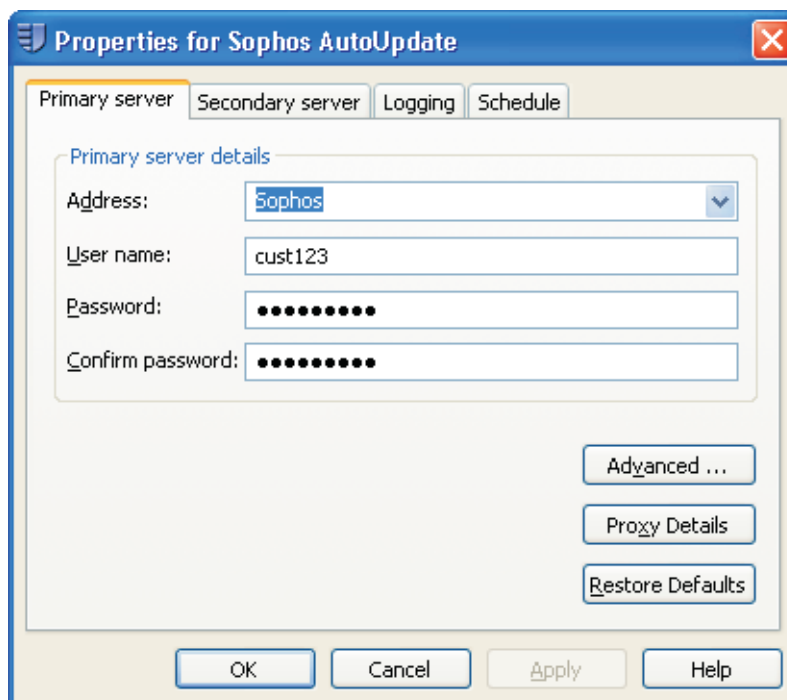
Otherwise, Sophos Anti-Virus will update itself automatically from the update source that you specified. By default, it will do this every 60 minutes, provided that the computer is connected to the internet.

- ❗ If the icon has a white cross superimposed on it, Sophos Anti-Virus failed to update itself. For help, contact your system administrator.

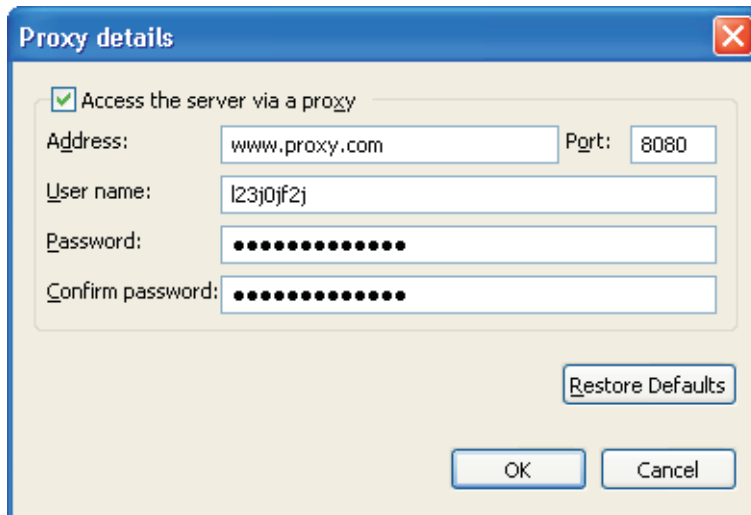
2.2 Configure Sophos Anti-Virus to update itself

You only need to follow the instructions in this section if you didn't specify an update source during installation.

1. If your computer is running Windows NT/2000/XP/2003, log on as an administrator. In the system tray, right-click the Sophos Anti-Virus icon to display a menu. Select **Configure updating**.
2. In the **Properties for Sophos AutoUpdate** dialog box, click the **Primary server** tab. You can either select **Sophos** and type the username and password for downloading direct from Sophos, or type the address, username and password for downloading from a location on your company's website or intranet. Your system administrator should have provided you with these details. If you access the internet via a proxy, click **Apply**, and then click **Proxy Details** and go to [step 3](#). Otherwise, go to [step 4](#).



3. In the **Proxy details** dialog box, select **Access the server via a proxy**. Then type the proxy server address and port number. If necessary, type a username and password that give access to the proxy server. If the username needs to be qualified to indicate the domain, use the form domain\username. Click **OK**.



4. In the **Properties for Sophos AutoUpdate** dialog box, click **OK**.

Sophos Anti-Virus will update itself automatically from the update source that you specified. By default, it will do this every 60 minutes, provided that the computer is connected to the internet.

- ❗ If the icon has a white cross superimposed on it, Sophos Anti-Virus failed to update itself. For help, contact your system administrator.

3 Installing Sophos Anti-Virus for Mac OS X

3.1 Install Sophos Anti-Virus

- ❗ **You must uninstall any other vendor's anti-virus software before installing Sophos Anti-Virus.**
- 💡 The following procedure explains how to install Sophos Anti-Virus from the Sophos website. If you want to install it from a **Sophos Anti-Virus Supplementary CD**, at the computer on which you want to install Sophos Anti-Virus, insert the CD. Start the installer and go to step 3.
 1. Using the web address and download credentials provided by your system administrator, go to the Sophos website and save Sophos Anti Virus for Mac OS X to your computer.
 2. Open the downloaded file, find **Sophos Anti-Virus.mpkg** and double-click it.
 3. A Macintosh installer is run. Click **Continue**. Follow the steps until installation is finished. Installation is complete when the Sophos Anti-Virus system status bar icon is blue.



- 💡 If the icon is grey, your computer is **not** protected by Sophos Anti-Virus. For help, contact your system administrator.

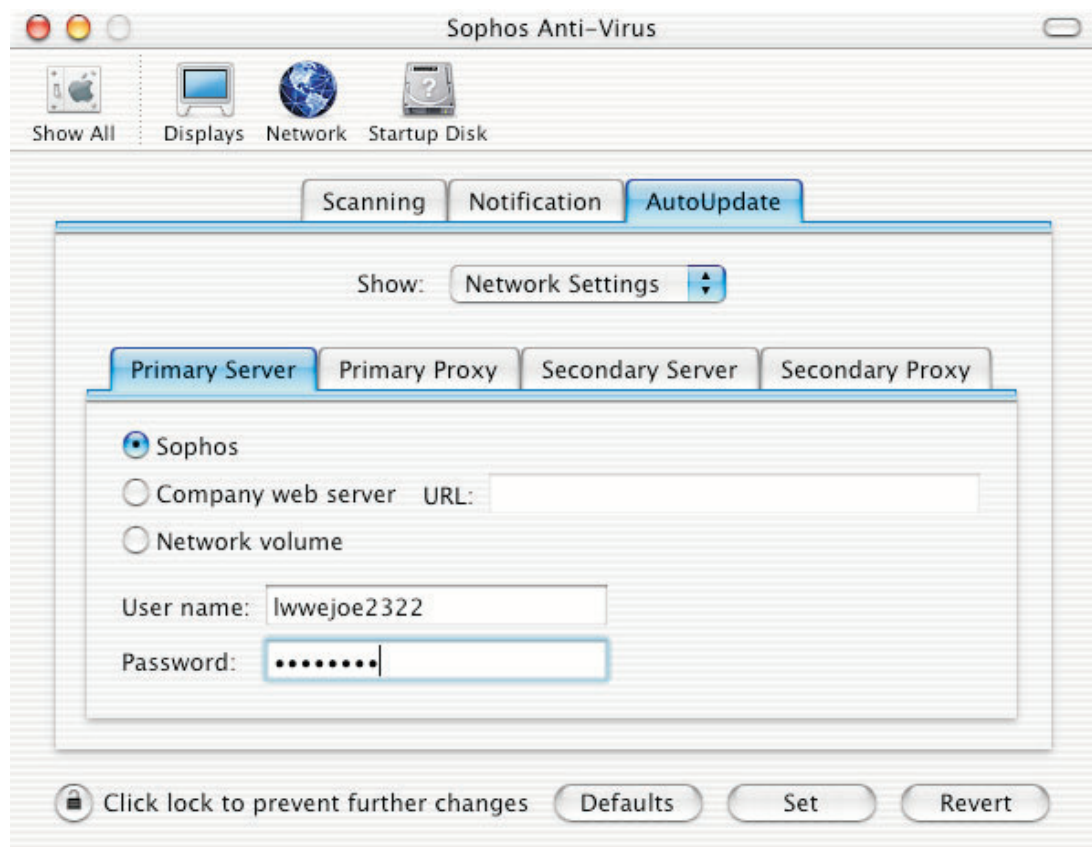
Now go to section 3.2.

3.2 Configure Sophos Anti-Virus to update itself automatically

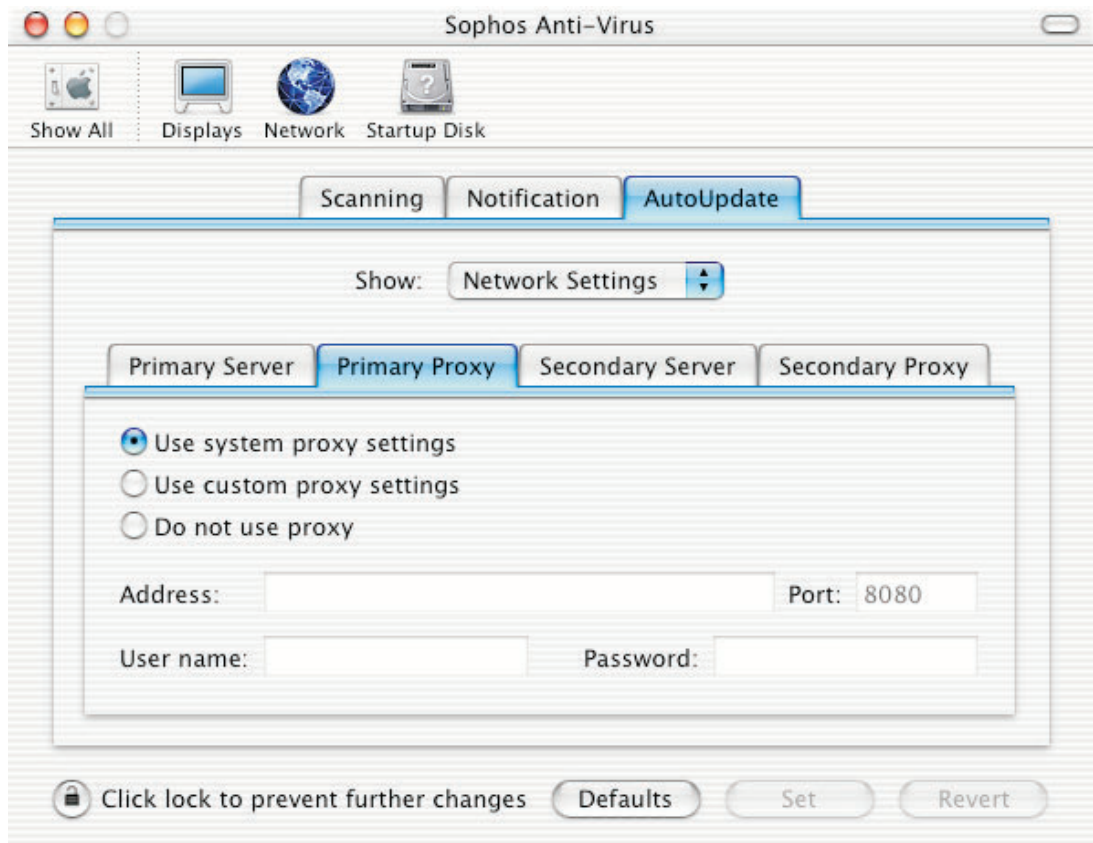
1. In the system status bar, click the Sophos Anti-Virus icon to display a menu. Choose **Open Preferences**.
2. In the Sophos Anti-Virus preferences pages, click the padlock icon and enter your username and password so that you can make changes.

3. In the **AutoUpdate** tabbed page, on the **Show** pop-up menu, choose **Network Settings**. Click the **Primary Server** tab.

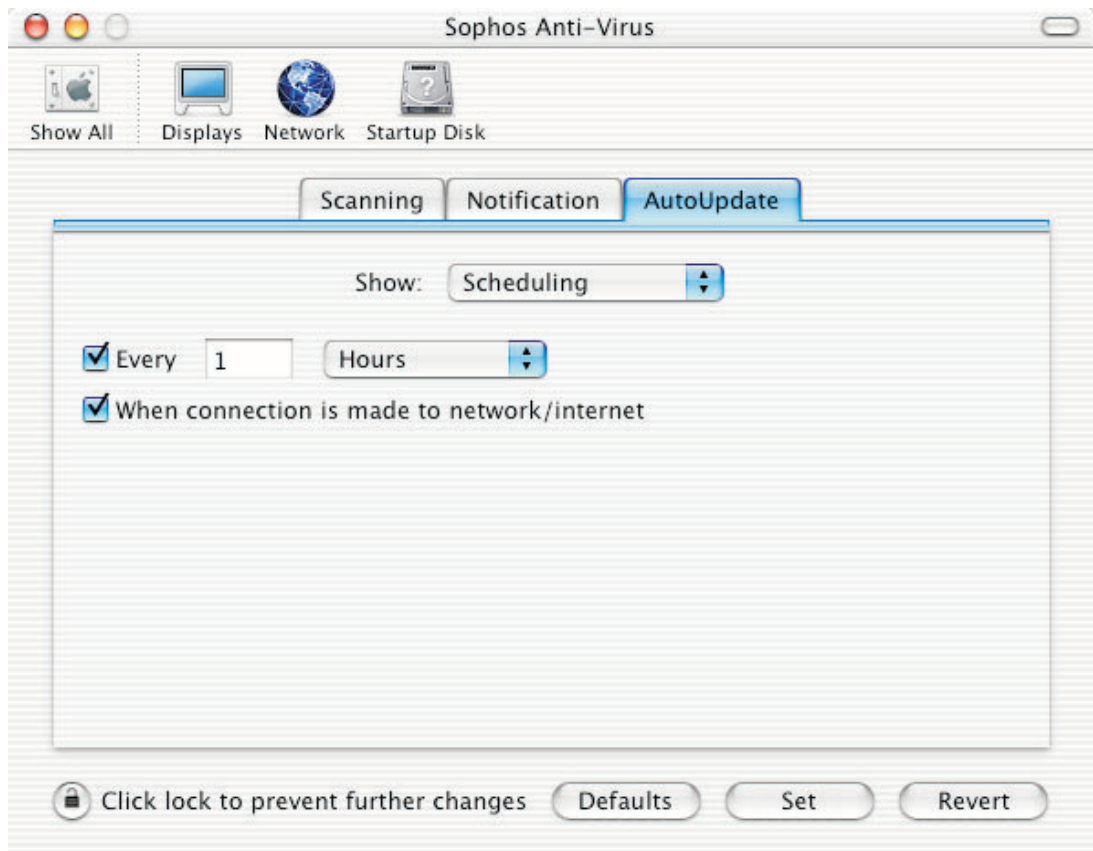
Enter the location from which the computer will get updates. You can either click **Sophos** and type the username and password for downloading direct from Sophos, or click **Company web server** and type the address (URL), username and password for downloading from a location on your company's website or intranet. Your system administrator should have provided you with these details.



4. If you access the internet via a proxy server, click the **Primary Proxy** tab. Click **Use system proxy settings** to enable Sophos Anti-Virus to use the proxy settings that have been set up in the system preferences. Click **Use custom proxy settings** to enable Sophos Anti-Virus to use the proxy settings that you enter on this tabbed page. Then type the proxy server address and port number. If necessary, type a username and password that give access to the proxy server.



5. On the **Show** pop-up menu, choose **Scheduling**. Select **When connection is made to network/internet**.



6. Click **Set** to put the changes into effect.

Sophos Anti-Virus will update itself automatically from the update source that you specified. By default, it will do this every 60 minutes, provided that the computer is connected to the internet.

- ❗ If the icon has a white cross superimposed on it, Sophos Anti-Virus failed to update itself. For help, contact your system administrator.

Getting further help

If you need further help, contact your system administrator.

Copyright © 2004, 2005 by Sophos Plc

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording or otherwise unless you are either a valid licensee where the documentation can be reproduced in accordance with the licence terms or you otherwise have the prior permission in writing of the copyright owner.

Any name should be assumed to be a trademark unless stated otherwise. *InterCheck* and *Sophos* are registered trademarks of Sophos Plc.