Kodak Graphic Communications Canada Company
3700 Gilmore Way
Burnaby, B.C., Canada
V5G 4M1
Tel: 1.604.451.2700
Fax: 1.604.437.9891

Request support: http://graphics.kodak.com
ecentral.graphics.kodak.com

Internal: 72-3634E-EN Rev A
Release date: 08 April 2008

Technical Bulletin

Installing Symantec AntiVirus Software on Kodak Workflow Servers

Overview

Antivirus software is an important tool for protecting your Kodak® workflow server from virus threats. This document describes how to install and configure the Symantec™ Endpoint Protection antivirus software, which replaces the Symantec AntiVirus™ software, adding improved threat protection.

Kodak tests and supports Symantec Endpoint Protection Client for use with the Microsoft® Windows® 2000, Windows XP, and Windows Server® 2003 operating systems. Kodak does not test or support other antivirus solutions. It is the customer's responsibility to purchase and install the Symantec Endpoint Protection software, and to make sure that the virus definition files are updated frequently.

If the server is connected to the Internet, the Symantec LiveUpdate software will update the virus definition files automatically. If it is not, you must update the definition files manually.

Prerequisites

- 600 MB of free disk space
- Symantec Endpoint Protection software, version 11.0 or later

  This software is available for purchase on the Symantec Corporation Web site at http://www.symantec.com/ and through most software retailers.

Before you install the Symantec Endpoint Protection software, read and become familiar with the known limitations described on page 5.

Installing the Symantec Endpoint Protection Client Software

1. Quit all software, including any Kodak workflow software.
2. Uninstall any earlier versions of the Symantec AntiVirus or Symantec Endpoint Protection software, including Symantec LiveUpdate™, and any other antivirus software:
   a. From the **Start** menu, select **Control Panel**.
   b. Click **Add or Remove Programs**.
   c. Click the name of the antivirus program that you want to remove.

d. Click **Change/Remove** and **Yes**.

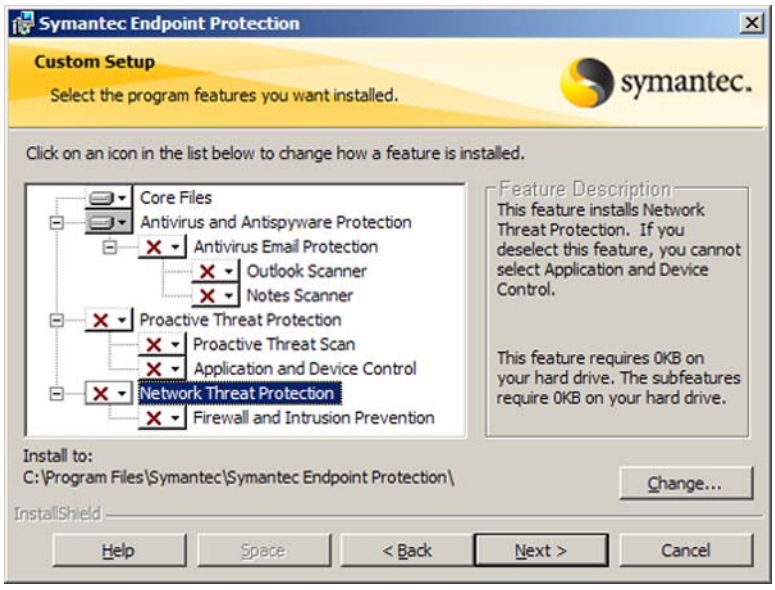
e. Close the Add or Remove Programs dialog box and the Control Panel window.

3. Insert the Symantec Endpoint Protection CD into the CD-ROM drive of the server you want to update.
4. If the InstallShield wizard does not appear, do the following steps:

   a. On the server desktop, double-click **My Computer**.

   b. Locate the CD drive.

   c. In the root directory, double-click **Setup.exe**.
5. On the Welcome screen, click **Next**.
6. On the License Agreement screen, if you agree with the terms, select **I accept the terms of the license agreement**, and click **Next**.
7. On the Setup Type screen, select **Custom**, and click **Next**.
8. On the Custom Setup screen, select the **X** beside **Antivirus Email Protection**, **Proactive Threat Protection**, and **Network Threat Protection** to disable them. Click **Next**.



Important: Problems occur if these features are enabled. Only the **Core Files** and **Antivirus and Antispyware Protection** features have been tested with Kodak workflow products. Kodak does not support configurations that have other features enabled.

9. On the Protection Options screen, select **Enable Auto-Protect** and **Run LiveUpdate**, and click **Next**.
10. On the Ready to Install the Program screen, click **Install**.
11. When the installation is complete, click **Finish**.

    The LiveUpdate software starts. If you have an active Internet connection, LiveUpdate automatically downloads and installs the latest antivirus and anti-spyware definitions.



12. If you do not have an active Internet connection, download and install the updated virus definitions manually—see Manually Updating Virus Definition Files on page 4.
13. Restart the computer.

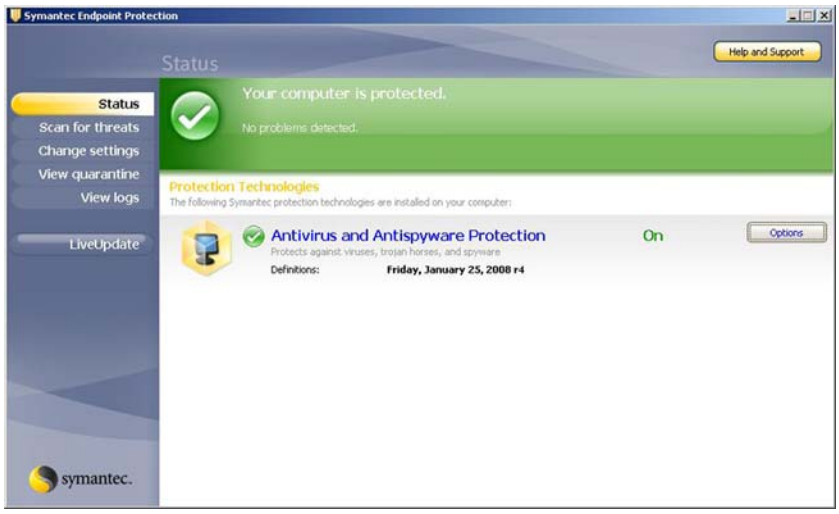
Configuring the Symantec Endpoint Protection Software

You are responsible for configuring the Symantec Endpoint Protection software properly. The following procedure describes how to configure scheduled scans, using settings that Kodak has tested and benchmarked.

1. In the system tray (on the right side of the Windows taskbar), right-click the icon, and select **Open Symantec Endpoint Protection**.

   Note: If the icon is not there, from the **Start** menu, select **Programs > Symantec Endpoint Protection > Symantec Endpoint Protection**.

2. In the left pane of the Symantec Endpoint Protection dialog box, click **Scan for threats**.



3. Click **Create a New Scan**, and click **Next**.
4. Select **Full Scan**, and click **Next**.
5. Click **Advanced**, and then clear the **Scan files inside compressed files** check box. This ensures that the software does not scan **.zip** files. Click **OK** and **Next**.
6. In the When to Scan dialog box, select **At specified times**, and click **Next**.
7. Select a convenient time for weekly scans, and click **Next**.
8. In the **Scan name** box, type a name for the scan, and click **Finish**.
9. To improve performance, turn off network file scanning:

   a. In the left pane of the Symantec Endpoint Protection dialog box, click **Change settings**.



   b. Beside Antivirus and Antispyware Protection, click Configure Settings.

   c. On the **File System Auto-Protect** tab, clear the **Scan files on network drives** check box and click **OK**.

Manually Updating Virus Definition Files

The Symantec Endpoint Protection software uses the LiveUpdate software to connect automatically to the Symantec Web site and download new virus definitions. The server must have an Internet connection for the updates to occur.

Note: You do not need to configure the LiveUpdate software.

If the server is not connected to the Internet, you must install the virus definition files manually. To do this, log on to a computer that has an Internet connection, download the latest Intelligent Updater software from Symantec Corporation, and run the software on each server that needs updating. The Intelligent Updater software contains the most recent virus definition updates. When the software runs on the server, it searches for the Symantec Endpoint Protection software and installs the updates in the appropriate folder.

To use the Intelligent Updater software:

1. Open a browser window and locate http://www.symantec.com/.
2. Click **Downloads**.
3. Click **Virus Definitions and Security Updates**.
4. Click **Download Virus Definitions (Intelligent Updater Only)**.
5. From the language list, select the language you want the software to display.
6. From the product list, select **Symantec Endpoint Protection**.
7. Click **Download Updates**.
8. Select the version that is appropriate for your operating system, and save it to a local shared volume.
9. On the workflow server that you want to update, open Windows Explorer and locate the shared volume.
10. Double-click the downloaded file to install the virus definitions.
11. Repeat steps 9 and 10 on each workflow server that you want to update.

Known Limitations

The following are known problems with the Symantec Endpoint Protection software:

- The Kodak Prinergy® Font Downloader software sometimes fails due to a conflict with Symantec Endpoint Protection. This problem affects Kodak Prinergy Connect™ and Kodak Prinergy Evo™ workflow software.
- Prinergy versions earlier than 4.0.2.3 and 4.1.1.0 may have a problem during startup. The Notification service (**NotServ.exe**) stops responding and Prinergy Administrator is unavailable. If this happens, stop Prinergy by opening the Windows Task Manager window, selecting **notserv.exe** in the **Process** list, and clicking **End Process**. You should now be able to start Prinergy using Prinergy Administrator.

About Kodak Graphic Communications Group (GCG)

The leading provider of graphic communications solutions worldwide, Kodak's Graphic Communications Group (GCG) offers image capture systems; professional color, copydot, and high-speed document scanning systems; inkjet printing and proofing systems; workflow and color management software; thermal imaging devices for film, plates, and proofs; high-quality proofing media, printing plates, and recording film; on-demand color and black-and-white printing systems; data storage products; and professional services. With corporate headquarters located in Rochester, N.Y., Kodak (NYSE: EK) has the largest global sales force and is committed to a digitally oriented growth strategy.

© Kodak, 2008. All rights reserved. Kodak, Creo, Prinergy, Prinergy Connect, and Prinergy Evo are trademarks of Kodak. Adobe, Acrobat, Adobe Illustrator, Distiller, Photoshop, PostScript, and PageMaker are trademarks of Adobe Systems Incorporated. Apple, AppleShare, AppleTalk, iMac, ImageWriter, LaserWriter, Mac OS, Power Macintosh, and TrueType are registered trademarks of Apple Computer, Inc. Macintosh is a trademark of Apple Computer, Inc., registered in the U.S.A. and other countries. PANTONE, Hexachrome, PANTONE Hexachrome, and PANTONE MATCHING SYSTEM are the property of Pantone, Inc. PEARL, PEARLsetter, PEARLhdp, PEARLdry, and PEARLgold are registered trademarks of Presstek, Inc. XEROX is a trademark of XEROX CORPORATION.

Technical data subject to change without notice.