# Updating Virus Definitions
For InoculateIT and Windows 2000 Server
Version 2.00

Updating E-trust InoculateIT antivirus on a Windows 2000 network is a very simple operation. In most cases the E-Trust InoculateIT antivirus on the server has been automatically configured to download from the Internet at regular intervals. Once the updates are downloaded to the server they are automatically distributed to every machine on your network. This means there is little that you need to do but monitor the process to ensure that it is completing successfully.

Automatic Virus Updates

Since the server is configured to automatically download the virus signatures you will probably never actually see the process happening since it usually takes place during off peak hours.

Basically what happens is that on a regular basis the InoculateIT Antivirus software on your server will contact the Internet to determine whether updated signatures are available. If not, then that's where the process ends for, however if the signatures that are available on the Internet are more recent than those on the server then the InoculateIT Antivirus software will download these signatures in the background.
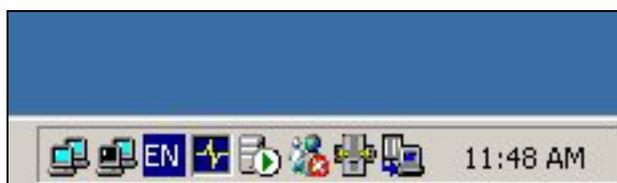
Antivirus signature download icon visible

When this background process is active you will see a small icon in the bottom right hand side of the server screen, near the clock. In the above picture this icon is the one that appears on the extreme right nearest the clock. You can simply double click on this icon to get more information about the download progress as shown in the picture below. Apart from this icon there is generally no indication that virus signature updates are being downloaded.

Signature download progress

Once the download process is complete the server will automatically update its own signatures to the latest ones it just downloaded. It will also make these updated signatures available to the workstations when they next log into the network.

Thus the whole process is designed to be full automated and without user intervention. It is recommended however that you do monitor the update process regularly to ensure that it is operating correctly.

Monitoring Virus Updates

The simplest way to monitor you antivirus updates is to check the version that is currently running on both your server and workstations.
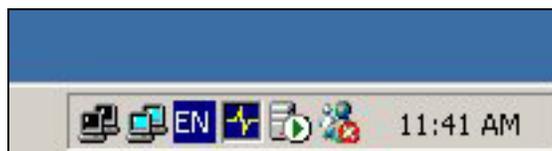

Normal taskbar

The above diagram shows you what the normal taskbar might look like. The InoculateIT Antivirus icon is the fourth one from the left and looks like a yellow lightning bolt on a blue background it may also appear like a bouncing ball. This icon indicates that InoculateIT Antivirus is protecting your system by monitoring anything that comes through your system. If that icon is not present then no antivirus monitoring is taking place. If it is not running select Start, Programs , etrust InoculateIT then Realtime monitor. Even after doing this you still don't see the icon there are technical issues with the product and you would need to contact us to resolve the problem.

Once you have checked and verified that the Realtime monitor is operating you can now check to see what version of the antivirus signatures are loaded. To display an InoculateIT menu simply right mouse click on the InoculateIT Realtime monitor icon in the system tray, upon doing should appear like :
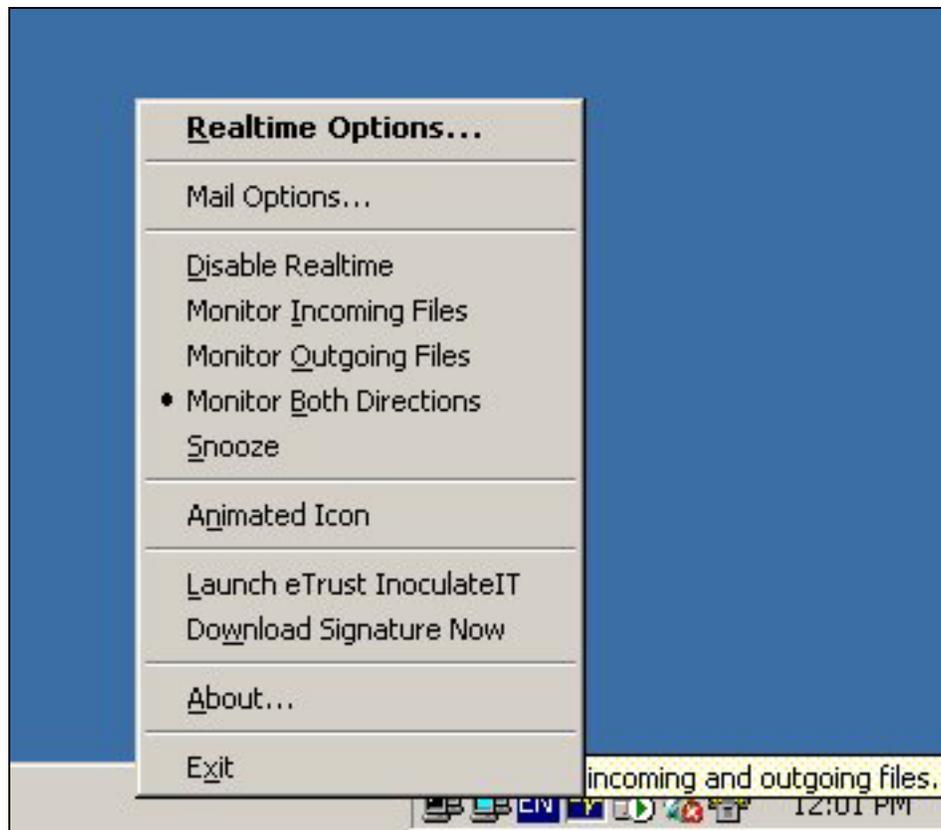
Right mouse click on Realtime monitor to get menu

Now select the "About…" option with your left mouse button and you should see
:
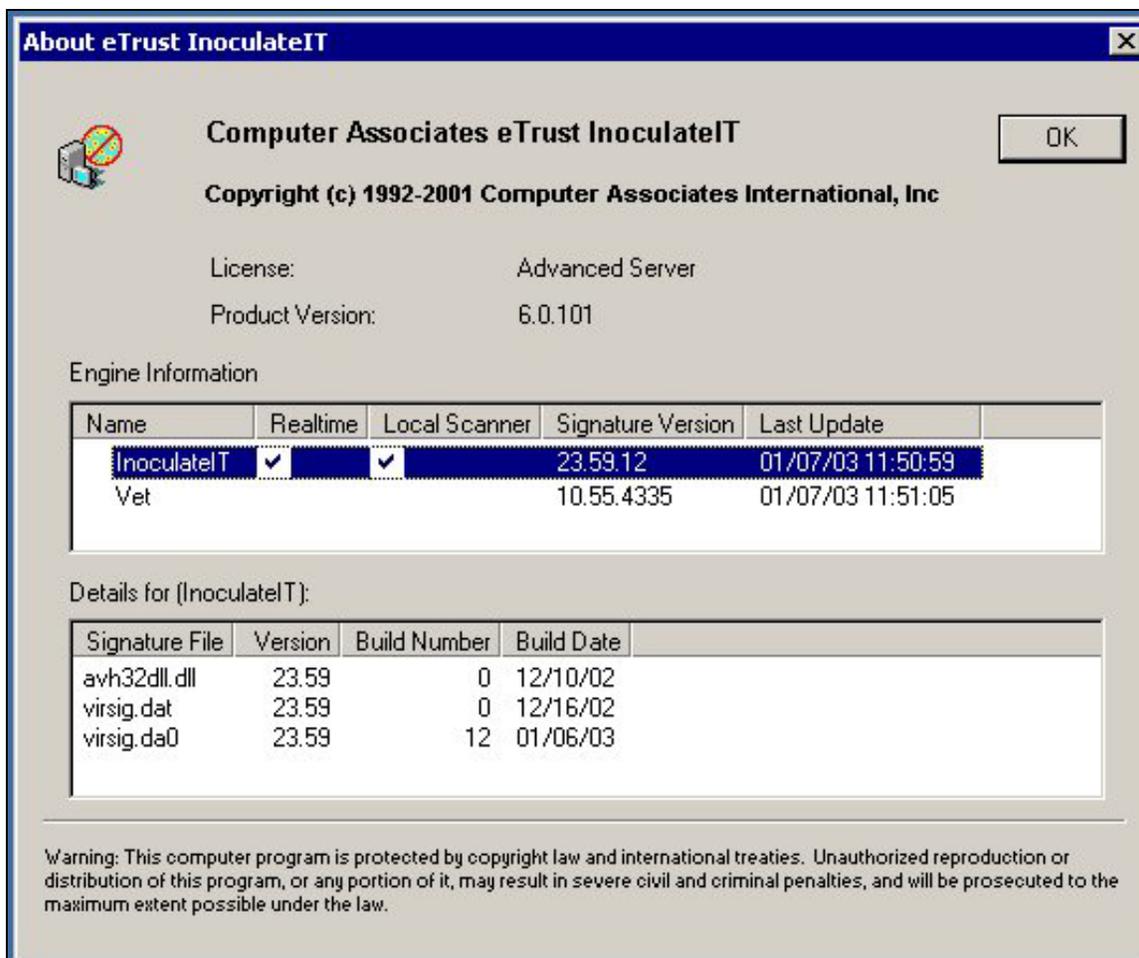
About InoculateIT screen

In the top window you will see a heading "Signature Version". After every signature update this version will increment so the simplest initial check is to ensure that this signature version is changing at least every week. The column labeled "Last Update" also lets you know when the last successful signature update was performed, note that the date format is US ie MM/DD/YYYY

If you want to find out what the latest signature version is for InoculateIT go to the following web page :

http://support.ca.com/Download/virussig.html

You will find the version for the product under the heading "*eTrust Antivirus 6.0 / eTrust InoculateIT 6.0 for Windows 9x/ME/XP/NT/2000*".

In most cases your signatures are set to download once a day so their version should be very similar to the latest ones on the web site. If not, then there may be a problem with the download and update process. In such case you should contact us for further investigation.

The process for determining the InoculateIT signature dates for both server and workstations are identical but since the workstations receive their updates from the server you really only need to check on any workstation.

## Forcing an immediate virus update for InoculateIT Antivirus

You may have occasion to force an immediate update of the IncoulateIT Antivirus server and workstations on your network in case of a major virus outbreak. Please follow the directions in this section to force an immediate update of your InoculateIT Antivirus Server and network workstations.

You will firstly need to download updated signatures from the Internet. To do this go to your server and login so you can see the InoculateIT Realtime monitor on the lower right of the screen as such :
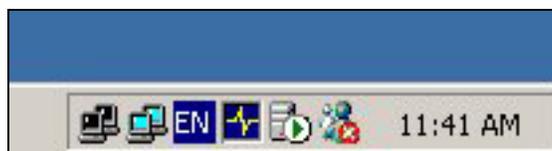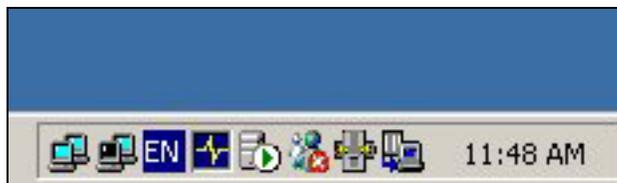

InoculateIT is fourth from left

Now right mouse click on the icon and the following menu should appear :
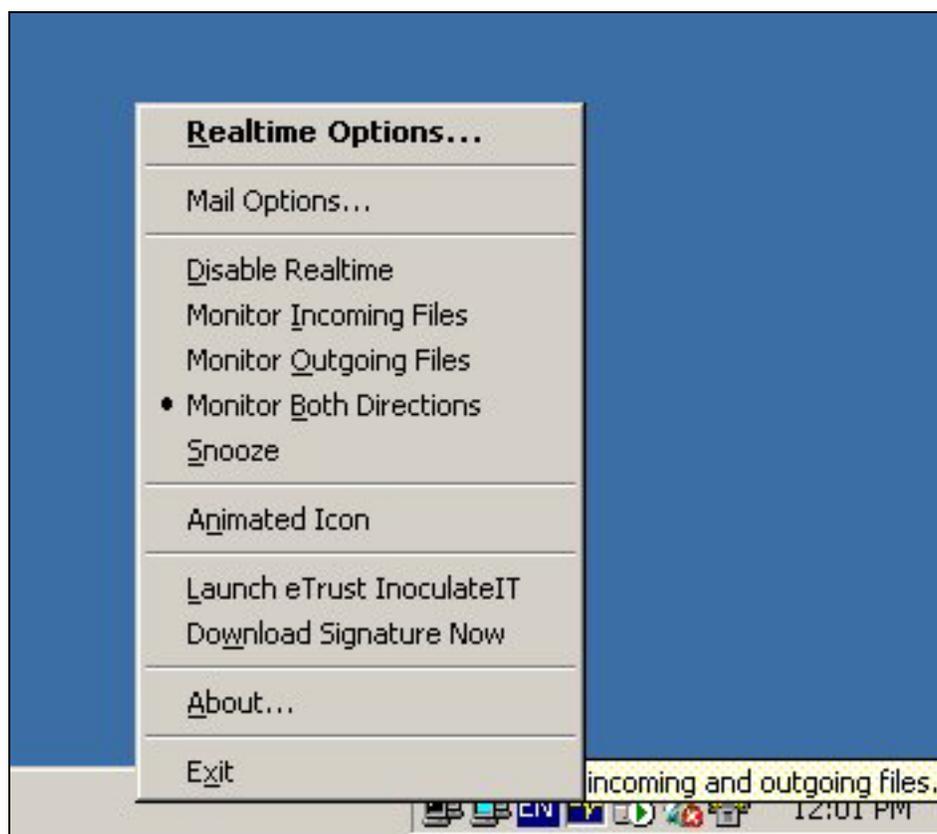
InoculateIT Menu

From this menu select "Download Signature Now". After a few seconds you should see the virus signature download icon appear in the system tray like such :

Download icon appears next to clock

To check the progress of the download simply double click on the icon with the left mouse button if it is not already displayed on the screen. You should now see information about the signature downloads appear in another window. Each download will reach 100% and then complete. When all the signatures have been downloaded and updated in the system (which may take a few moments depending on the speed of your server) you will see the following summary lines similar to the following :

Succeeded updating InoculateIT engine to version 23.52.42
Succeeded updating Vet engine to version 10.4.1944
Signature downloaded successfully

The first two lines indicate that the antivirus program has been updated to the corresponding signature version shown. The final line tells you that the signatures have been successfully downloaded and updated on the server. Simply press the "Ok" button to continue.

Once the download has completed and the server has been updated the virus signature download icon will disappear. You can check the version of the signature by following the process described previously.
To force an update of the workstations simply login into each workstation, right mouse click on the InoculateIT Realtime icon and select "Download Signature Now". The workstation will then retrieve the updated signature from the server and update itself. This process will be much quicker than the download you did from the Internet. Again, to check the signature version simply follow the steps outlined above.
Now both your server and workstation have been updates to the latest signatures. If you have any issues with or problems completing this process please contact us.

Summary

The whole update process for both workstations and server is totally automatic and requires no user intervention. Even so it is strongly recommended that you monitor the signature version of your machines to ensure they are being updated correctly.