

*GFI Product Manual*



*Getting Started Guide*



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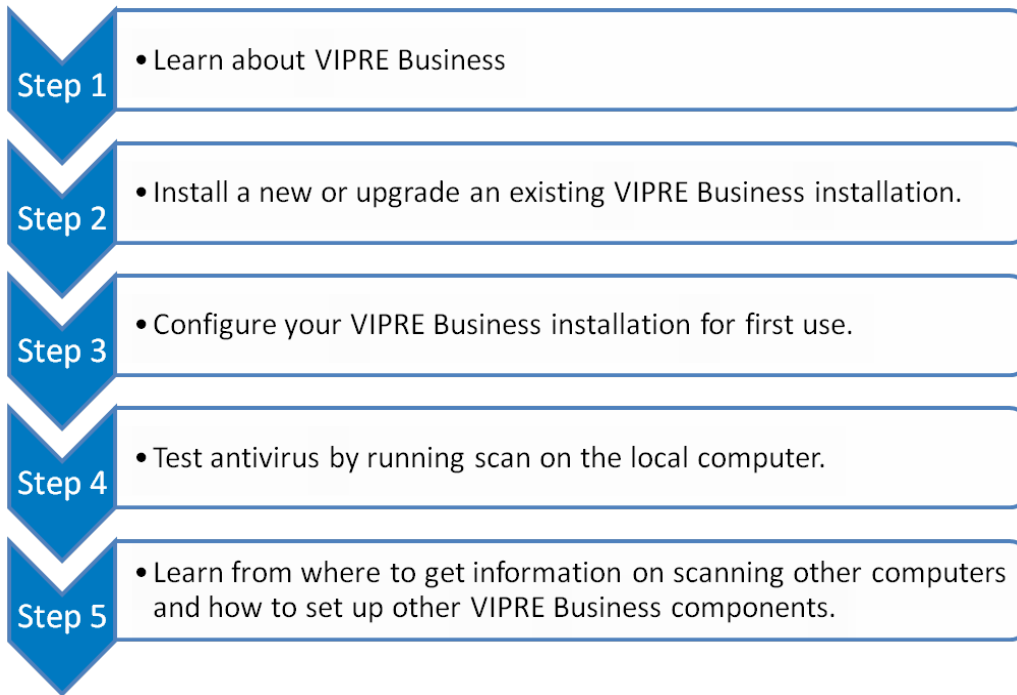
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# 1 Introduction

## 1.1 About this guide

Welcome to GFI VIPRE (Virus, Intrusion, Protection & Remediation Engine).

This getting started guide is designed to assist you in preparing for, installing, configuring and testing VIPRE Business for new users and upgrades. This is a simple and easy 5 step process that comprises the following steps:



### NOTE:

This guide is intended for GFI VIPRE Antivirus Business and GFI VIPRE Antivirus Business Premium, unless otherwise noted for features that are exclusive to GFI VIPRE Antivirus Business Premium (for example Firewall, Anti-Phishing and web filtering)

This guide contains the following chapters:



Chapter	Description
Chapter 1	<a href="#">Introduction</a> Describes this guide and provides information about its contents.
Chapter 2	<a href="#">About VIPRE Business</a> Gives an overview of VIPRE Business.
Chapter 3	<a href="#">System Requirements</a> Provides a detailed list of system requirements and other important settings that are required for VIPRE Business installation.
Chapter 4	<a href="#">Installing VIPRE Business</a> Provides details of how to install VIPRE Business.
Chapter 5	<a href="#">Upgrading earlier versions</a> Provides information on upgrading VIPRE Business.

Chapter	Description
Chapter 6	<a href="#">Testing VIPRE Business</a> Shows you how to test your new VIPRE Business installation by running a scan and viewing its results.
Chapter 7	<a href="#">Uninstalling VIPRE Business</a> Provides step-by-step instructions on how to uninstall VIPRE Business.
Chapter 8	<a href="#">Troubleshooting and Support</a> Provides information related to troubleshooting common VIPRE Business issues encountered during installation and testing and information on obtaining support.
Chapter 9	<a href="#">What's next?</a> Shows basic information on what's next after reading this guide, and from where to get further assistance.

At the back of this guide, a Glossary with definitions of common technical terms and an Index are also included.

## 1.2 Conventions used in this guide

Table 1: Terms and conventions used in this manual

Term	Description
	Additional information and references essential for the operation of VIPRE Business.
	Important notifications and cautions regarding potential issues that are commonly encountered.
>	Step by step navigational instructions to access a specific function.
<b>Bold text</b>	Items to select such as nodes, menu options or command buttons.
<i>Italics text</i>	Parameters and values that you must replace with the applicable value, such as custom paths and filenames.
Code	Indicates text values to key in, such as commands and addresses.

## 2 About VIPRE Business

VIPRE Business is a seamless, tightly-integrated security solution that provides complete endpoint security through antivirus, antispysware, firewall, and website filtering technologies. These technologies defend your network against the ever-changing and sophisticated wave of viruses and malware in a comprehensive, highly efficient manner.

### 2.1 VIPRE Business Components

VIPRE Business is comprised on the following components:

Table 2: VIPRE Business Components

Component	Description
VIPRE Business Console	Enables administrator to configure and maintain VIPRE Business. Using the VIPRE Business console, you can, amongst others: <ul style="list-style-type: none"><li>» Navigate between different sites (collection of computers where VIPRE Business Agent is deployed)</li><li>» Manage the properties of policies governing installed Agents</li></ul>
VIPRE Business Report Viewer	Enables administrators and/or other key persons within an organization to generate and view reports on all VIPRE Business data generated by VIPRE Business Agents. Amongst others, reports include: <ul style="list-style-type: none"><li>» Executive Summary Reports</li><li>» Infected machine summary and detailed reports</li><li>» Threat Reports</li><li>» Firewall and Blocked Intrusion Reports</li></ul>
VIPRE Business Database	A built-in database requiring no configuration. Alternative databases are configurable and recommended for installations over 1500 VIPRE Business Agents.
VIPRE Business Site Service	The service that regulates and manages all communications between the VIPRE Business Console and the VIPRE Business Agents.
VIPRE Business Agents	A lightweight service-controlled software component installed on client machines that enable VIPRE Business to start and manage and clean infected computers. These are deployed either through the VIPRE Business console or manually through exe/msi files and are regulated by VIPRE Business through policies.

### 2.2 Installation Examples

VIPRE Business can be installed on various environments and scenarios. The examples in this section show the basic capabilities of VIPRE Business and serves as a generic guideline to what can be achieved.

## 2.2.1 Single site installation

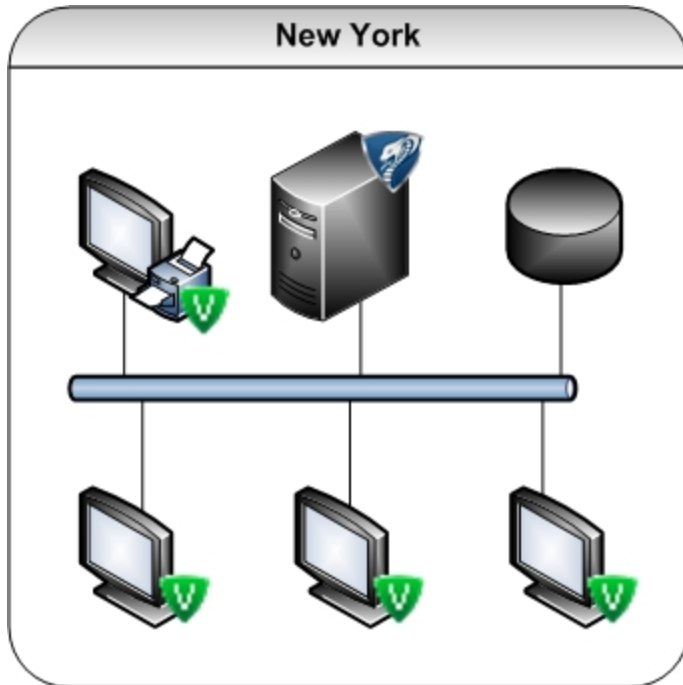







Figure 1: Single site installation example

	VIPRE Business Console
	VIPRE Business Agent and Report Viewer
	VIPRE Business Agent
	Microsoft SQL Database (optional)
	VIPRE Business Network traffic

Single site installations are relatively straight forward - VIPRE Business is installed on a networked computer or server and VIPRE Business Agents are installed on computers network wide. The VIPRE Business Report Viewer can be installed on the same machine as the VIPRE Business Console or on a separate computer.

## 2.2.2 Multi Site Installation - 2 sites, no head office

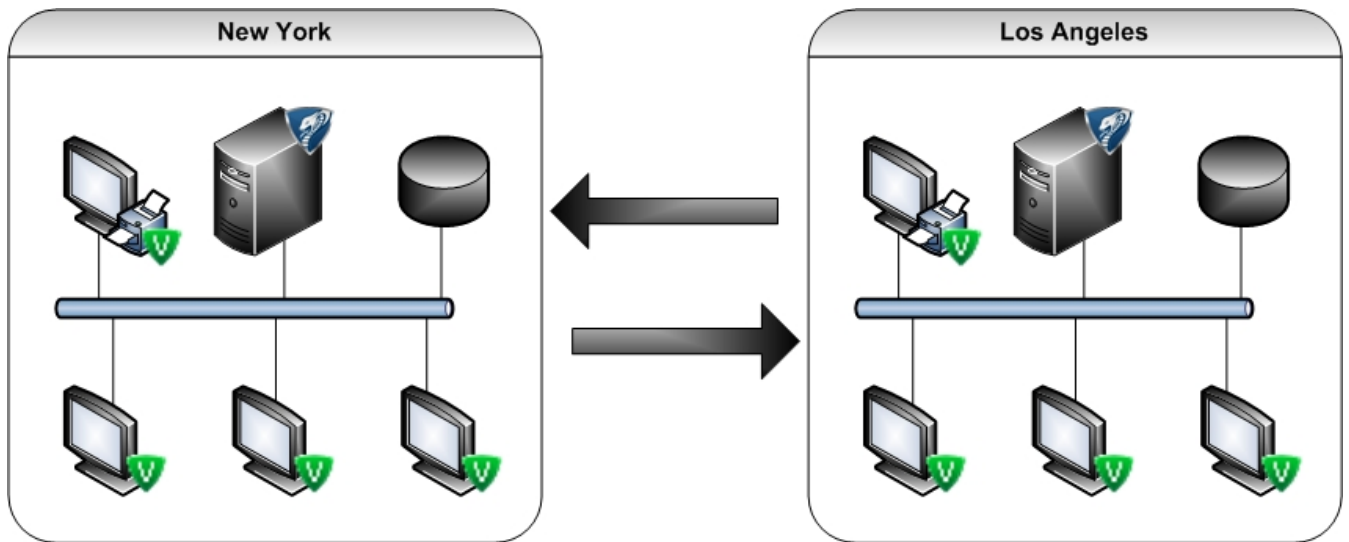







Figure 2: Multi Site Installation - 2 sites, no head office

	VIPRE Business Console
	VIPRE Business Agent and Report Viewer
	VIPRE Business Agent
	Microsoft SQL Database (optional)
	VIPRE Business Network traffic

In this example, VIPRE Business Console is installed at both sites and each site's VIPRE Business Console can be configured to manage the other site. For more information on how to set up VIPRE Business Console to connect to another site's database, refer to the Managing Sites section within the User Guide.

## 2.3 Licensing

For information about VIPRE Business licensing refer to:

<http://www.gfi.com/business-antivirus-software>

## 3 System Requirements

### 3.1 VIPRE Business Console

Install VIPRE Business on any computer that meets or exceeds the following system requirements:

#### 3.1.1 Operating system

Microsoft Windows 7 (32/64 bit)
Microsoft Windows Vista SP2 (32/64 bit)
Microsoft Windows XP Professional (32/64 bit)
Microsoft Windows Server 2008 SP2/R2 (32/64 bit) (excluding Server 2008 Core)
Microsoft Windows Server 2003 SP1 (32/64 bit)

#### 3.1.2 Hardware

Intel Pentium 3 400Mhz or equivalent
300Mb free disk space
512 Mb RAM
1024 x 768 px resolution



#### **IMPORTANT:**

The hardware requirements listed above are the absolute minimum required to install VIPRE Business. It is highly recommended to install VIPRE Business on a computer that exceeds the listed specifications.

#### 3.1.3 Database

For installations with more than 1500 Agents, it is highly recommended to use Microsoft SQL Server or Microsoft SQL Express as a database backend.

#### 3.1.4 Other components

MDAC 2.6 SP2 or later. Available from: <a href="http://www.microsoft.com/download/en/details.aspx?id=5793">http://www.microsoft.com/download/en/details.aspx?id=5793</a>
Microsoft Internet Explorer 6 or later. Available from: <a href="http://windows.microsoft.com/en-US/internet-explorer/products/ie/home">http://windows.microsoft.com/en-US/internet-explorer/products/ie/home</a>
Microsoft .Net Framework 3.5 SP1. Automatically installed during VIPRE Business installation if not found.

### 3.2 System Requirements - VIPRE Business Agents

Install VIPRE Business Agents on any computer that meets or exceeds the following system requirements:

#### 3.2.1 Operating system

Microsoft Windows 7 (32/64 bit)
Microsoft Windows Vista , SP1 (32/64 bit)
Microsoft Windows XP SP1 (32/64 bit)
Microsoft Windows Server 2008 (32/64 bit) (excluding Server 2008 Core)
Microsoft Windows Server 2003 SP1 (32/64 bit)
Microsoft Windows 2000 Server SP4 RU1 or later
Microsoft Windows 2000 Professional SP4 RU1 or later
Microsoft Windows Embedded for Point of Service (WEPOS) platforms

### 3.2.2 Hardware

All processors on which the supported Operating Systems can be installed

150Mb free disk space

512 Mb RAM

1024 x 768 px resolution



#### **IMPORTANT:**

The hardware requirements listed above are the absolute minimum required to install VIPRE Business Agents. It is highly recommended to install VIPRE Business Agents on a computer that exceeds the listed specifications.

### 3.2.3 Other components

Microsoft Internet Explorer 6 or later. Available from:

<http://windows.microsoft.com/en-US/internet-explorer/products/ie/home>

Email client. Supported clients include:

- » Microsoft Outlook 2000 or later
- » Microsoft Outlook Express 5.0 or later
- » Microsoft Windows Mail on Vista
- » SMTP/POP3 (Thunderbird, IncrediMail, Eudora, etcetera.)
- » SSL supported in Microsoft Outlook\Express only

## 4 Installing VIPRE Business



### NOTE:

VIPRE Business installer requires administrative privileges on the computer where VIPRE Business is being installed.

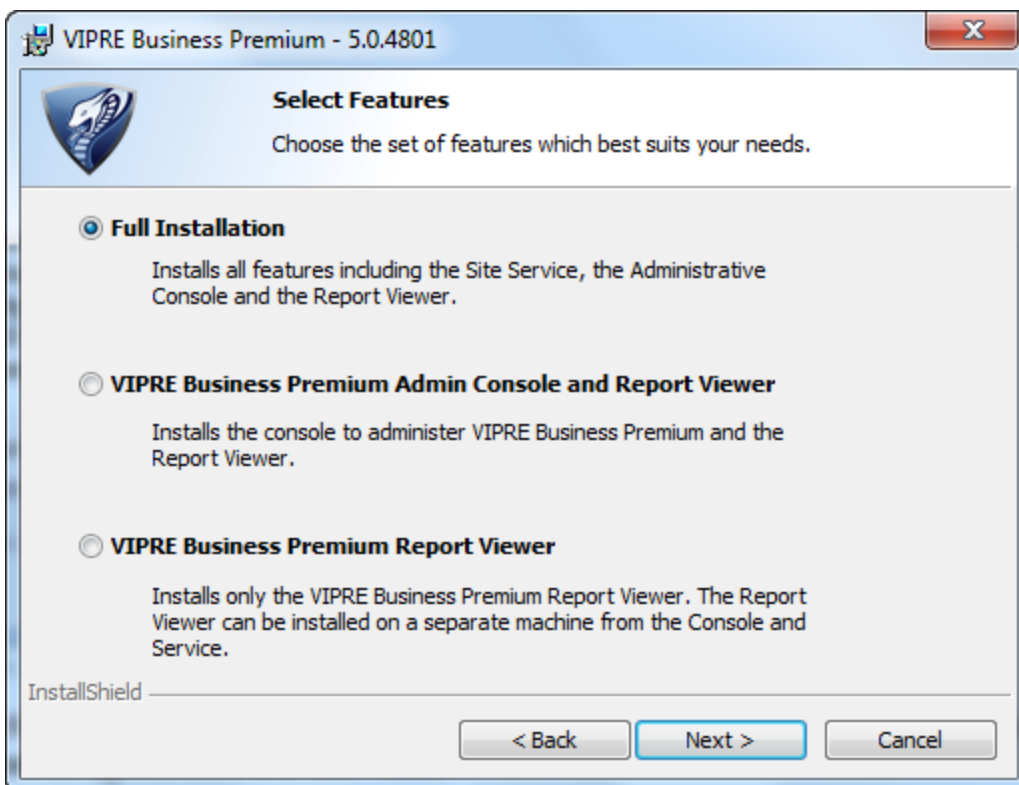
1. Start VIPRE Business installation by double clicking VIPRE Business icon.
2. Select an installation language and click **OK**.



### NOTE:

VIPRE Business installer automatically downloads and install Microsoft .NET Framework 3.5 SP 1 if it is not installed on the computer where you are installing VIPRE Business.

3. Click **Next** in the VIPRE Business installation welcome screen.
4. Read the VIPRE Business End User License Agreement. To accept and continue installation, select **I accept the terms in the license agreement** and click **Next**.
5. Key in the **Company Name** and **Email Address** and click **Next**.
6. Ensure that the installation folder where to install VIPRE Business is correct. To change folder, click **Change** and select another installation folder. Click **Next**.



Screenshot 1: Select the features to install

7. Select the features to install and click **Next** to continue. Available options are:

Table 3: Select the features to install

Feature	Description
Full installation	Installs all VIPRE Business components. This includes the VIPRE Business services, the Administrative Console and the Report viewer. Use this option if you are installing VIPRE Business for the first time on your network.
VIPRE Business Premium Admin Console and Report Viewer	Installs the Administrative Console and the Report Viewer only. Use this option to install VIPRE Business on workstations from where you want to configure and manage VIPRE Business as well as generate and view reports.
VIPRE Business Premium Report Viewer	Installs only the Report viewer. Use to install on workstations from where you want to access reports but not manage VIPRE Business.

8. Click **Next** to start installing VIPRE Business.

On completion VIPRE Business is automatically loaded.

#### 4.1 Configuration wizard

On completing the VIPRE Business installation, you are automatically asked to complete the VIPRE Business Configuration wizard. This enables you to set up VIPRE Business for first use.



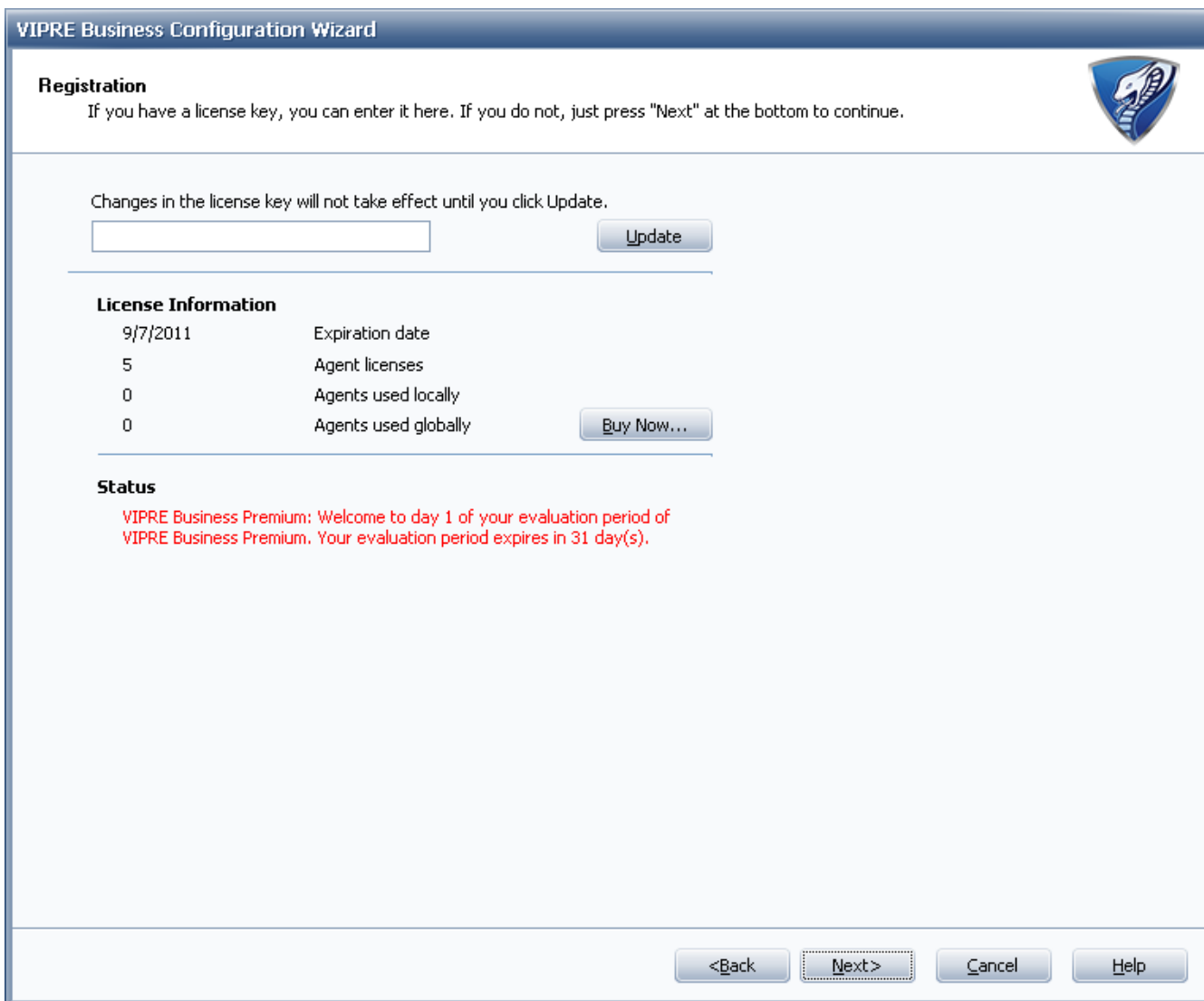
#### **WARNING:**

Use this wizard only if the installed instance of VIPRE Business will manage 1500 instances of VIPRE Business or less. For installations with more than 1500 VIPRE Business Agents, it is recommended not to complete this wizard. For more information, refer to [Installations with more than 1500 Agents](#) (page 15).

1. In the wizard welcome page, click **Next**.
2. If your new VIPRE Business was not able to connect to the GFI Servers for updates you are asked to configure any proxy settings required to connect to VIPRE Business update server. Click **Next** to continue. Available options are:

Table 4: Proxy settings description

Option	Description
Use a proxy server when communicating with GFI Software	Select to instruct VIPRE Business to use a proxy server when checking for updates.
Address/Port	Provide the address and port of the proxy server for use by VIPRE Business when connecting to the GFI update server.
Requires Authentication	Select to instruct VIPRE Business to connect to the proxy server using the authentication settings supplied in the Username, Password and Domain fields. Enable only if your proxy server is using authentication.
Username, Password, Domain	Supply the required credentials for VIPRE Business to communicate with the proxy server. These options are only available if you have selected the <b>Requires Authentication</b> checkbox.
Authentication type	Select the required authentication method from the supplied list. Available options are <b>NTLM</b> , <b>Basic</b> and <b>Digest</b> .
Test	Click to check if supplied settings are correct.



Screenshot 2: Register installation

3. Key in a fully purchased license key, click **Update** and click **Next** to continue. If you do not have a license key click **Buy Now...** to purchase.



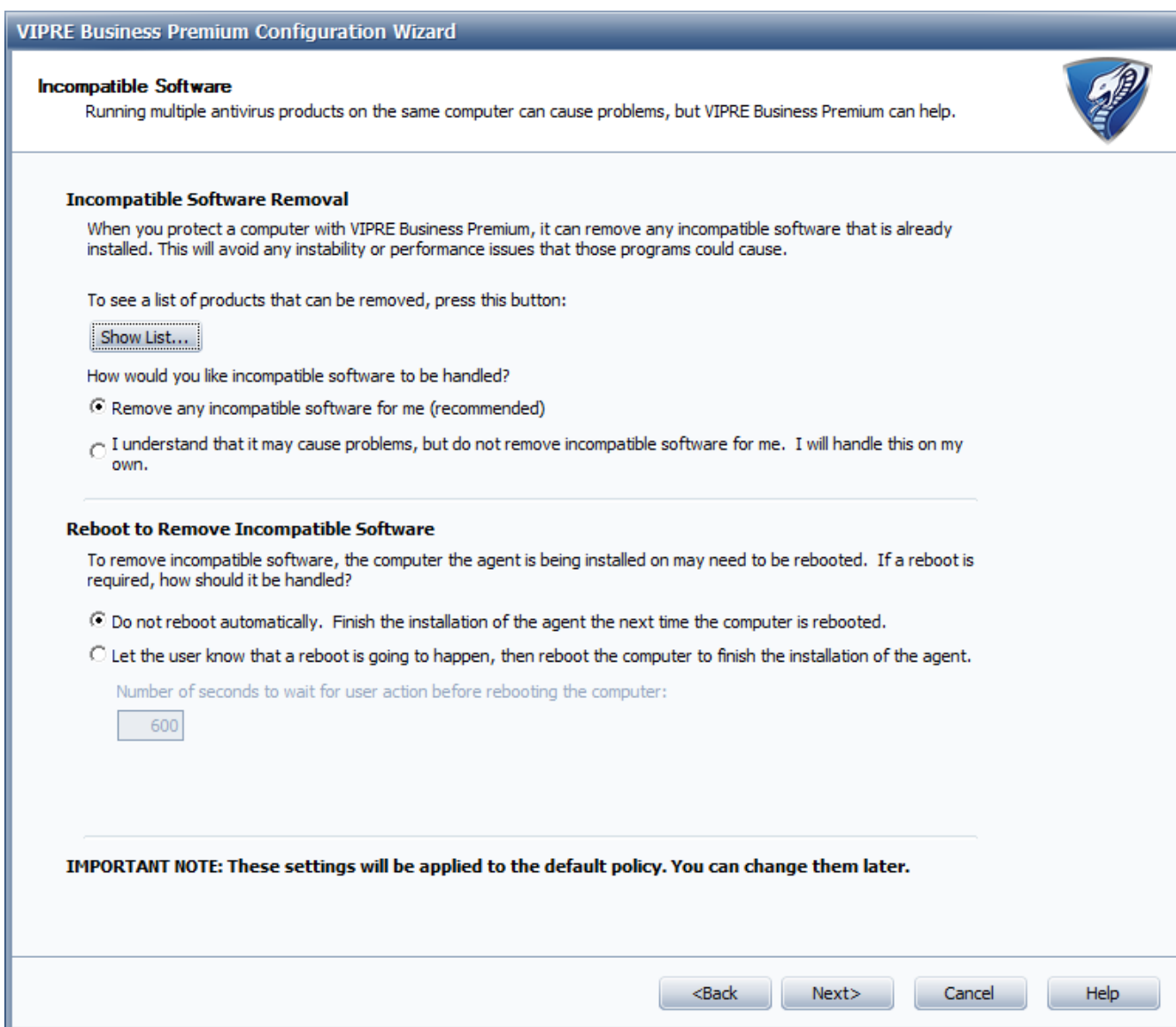
**NOTE:**

Register your installation of VIPRE Business to be able to use all Agents purchased. During trial the number of installed Agents is limited to 5.



**NOTE:**

For registration purposes, only installed VIPRE Business Agents are counted. For example, if 7 VIPRE Business Agents and 2 VIPRE Business Consoles are installed within a site, only 7 instances are recorded.

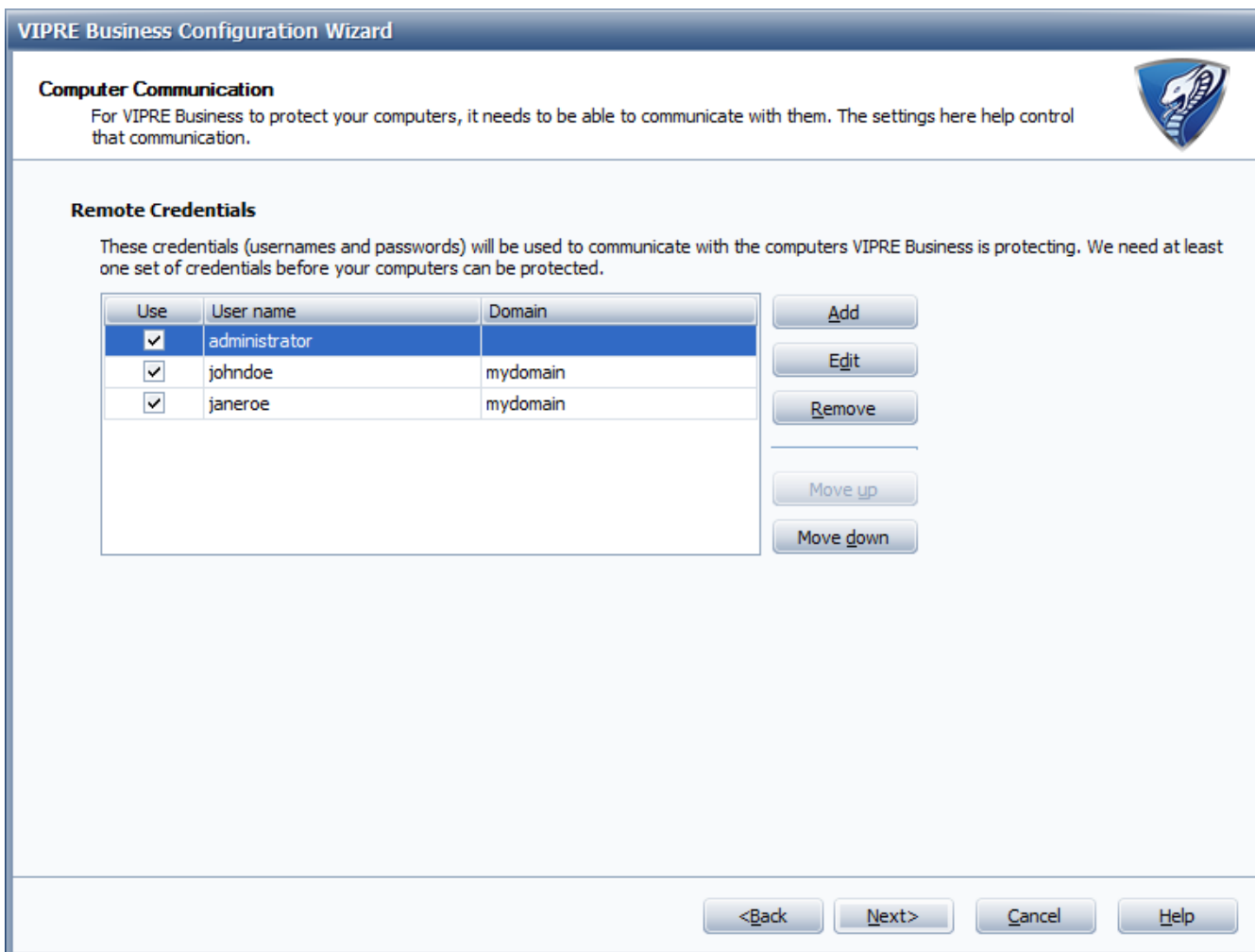


Screenshot 3: Remove incompatible software

4. VIPRE Business can automatically uninstall incompatible software so to avoid crashes and system malfunctions. Configure uninstall options and click **Next** to continue. Available options are:

Table 5: Configure automatic uninstall actions

Option	Description
Show list	Shows a list of incompatible software found on the computer where VIPRE Business and VIPRE Business Agent is installed.
Remove any incompatible software for me	Select to automatically remove any software know to be incompatible with VIPRE Business
I understand that it may cause the computer to crash, but do not remove incomplete software.	Select to retain all incompatible software.  <b>WARNING:</b> Choosing this option is NOT recommended and may cause crashes and system malfunctions
Do not reboot automatically.	Choose to have VIPRE Business not reboot automatically after uninstalling incompatible software.
Let the user know that a reboot is going to happen, then reboot the computer to finish the installation of the Agent.	Advise users that system will automatically be rebooted in <n> seconds. When selecting this option, also configure the number of seconds to wait before restarting.



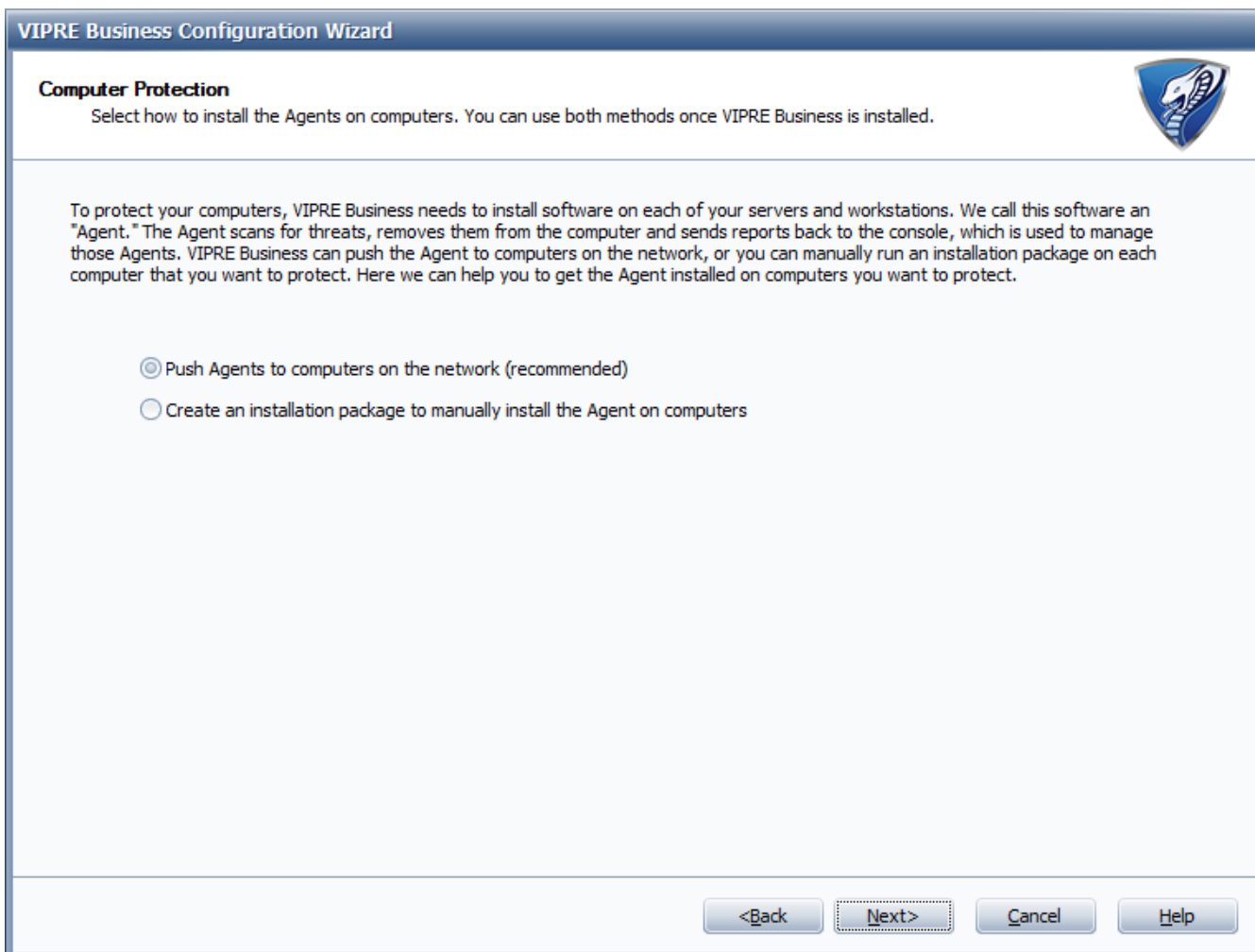
Screenshot 4: Input remote credentials

5. Click **Add**, **Edit**, **Remove**, **Move up** or **Move down** to manage the credentials that will be used by VIPRE Business to login and access computer resources. Click **Next** to continue setup.



**NOTE:**

Clicking **Add** displays the **Auto-Agent Installation Credentials** screen. Key in **User name**, **Password** and **Domain** to configure new credential set.



Screenshot 5: Select Agent deployment method

6. Select how Agents are installed on computers and click **Next** to continue. Available options are:

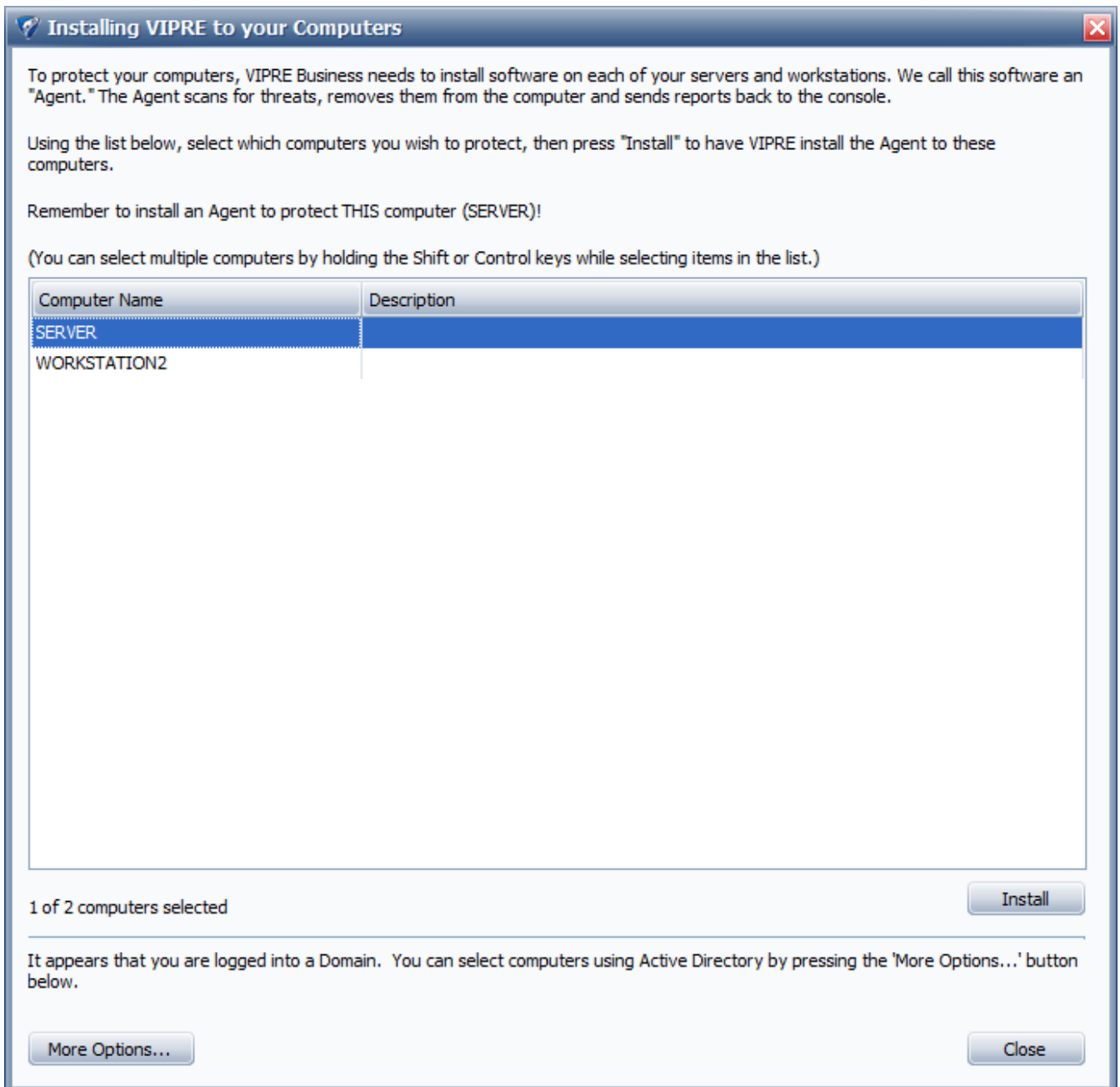
Table 6: Agent deployment options

Option	Description
Push Agents to computers on the network	Deploys and install VIPRE Business Agents without having to go on each workstation.
Create an installation package to manually install the Agents on computers.	VIPRE Business creates an installation package for the VIPRE Business Agents. These are then installed on computers via manual installations, Active Directory GPO or 3rd party applications.



**NOTE:**

On selecting **Next** VIPRE Business will search your domain for computers to install the Agents upon.



Screenshot 6: Select the computers to install Agents to

7. Select the computers to deploy VIPRE Business Agents to and click **Install** to continue.



**NOTE:**

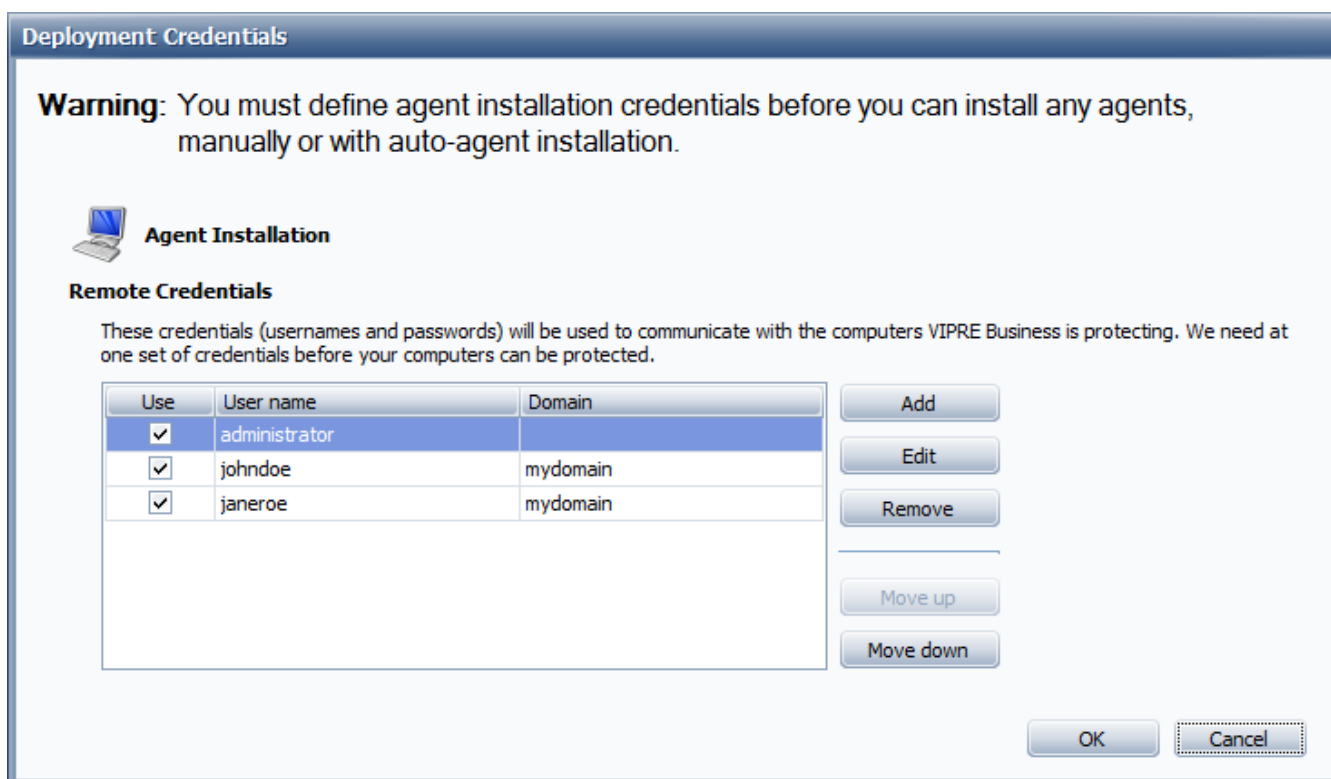
It is highly recommended to install an Agent on the computer where VIPRE Business console is installed. This is also important for the completion of the Getting Started Guide, since the instructions for testing your installation are based on having an Agent installed on the same computer as the console.

**NOTE:**

To install a VIPRE Business Agent on a computer that is not listed in the list (for example, computers not on a domain) click **More options...** Options available on the More Options screen include:

Table 7: More options...

Option	Description
Hide computers with an Agent already installed	Instructs VIPRE Business not to show Agents that have an Agent already installed.
Find computers using Active Directory	Toggles search for computers using Active Directory. If enabled, the Active Directory Console Tree is displayed.
Install	Key in a host name or IP address of a computer to add and click <b>Install</b> to install Agent. Use this feature to install Agents on computers not listed in Active Directory.
Fewer Options	Reverts to showing the screen previously displayed.



Screenshot 7: Confirm user credentials

8. Confirm the Agent credential configuration, and click **OK**.

9. In the review screen, click **Finish**.

#### 4.1.1 Installations with more than 1500 Agents

For installations with more than 1500 VIPRE Business, it is highly recommended to use Microsoft SQL Server or Microsoft SQL Express.

**WARNING:**

On switching databases from the built in database to Microsoft SQL Server, any Site and Policy configuration customization are not carried over to the new database. Agents are assigned to the **Default** policy with default settings. Ensure to take note of any custom configuration before switching databases.

To configure VIPRE Business to use Microsoft SQL as a database backend:

1. From VIPRE Business console, click **Site Properties**.
2. Select **Advanced Settings** and click **Configure**.

Screenshot 8: Microsoft SQL Server setup

3. Select **Use a Microsoft SQL database server that I maintain separately** and provide the required database details. Available options are:

Table 8: Configuring Microsoft SQL Server

Option	Description
Server	Provide the Server Host Name or IP address of where the Microsoft SQL Server resides.
Database	Key in the name that will be used for the new Microsoft SQL Server database.
Authentication	Select the authentication method used to access the configured Microsoft SQL Server. Available options are: <ul style="list-style-type: none"> <li>» <b>Windows Authentication</b> - Uses the same credentials as the user logging in Microsoft Windows to access the Microsoft SQL Server.</li> <li>» <b>SQL Authentication</b> - Uses the credentials of the Microsoft SQL Server installation to access the Microsoft SQL Server</li> </ul>
User ID/Password	Provide the credentials used by VIPRE Business to access the Microsoft SQL Server.

4. Click **Test** to test configuration and **OK** to save setup.



**NOTE:**

On completing the Microsoft SQL Server wizard, ensure that all the steps of the Post install wizard as described in the [Post Install Wizard](#) section above are manually completed. For more information, refer to the VIPRE Business User Guide.

## 5 Upgrading earlier versions

Apart from installing new VIPRE Business instances, you can also upgrade previous versions to the latest version of VIPRE Business.

### Upgrading version 3.1 to version 5.0

If upgrading from version 3.1, first upgrade to version 3.1.3121, then install version 5.0. If installer detects a version earlier than version 3.1.3121, you are provided with a link to download and install the latest version 3.1 installer.

For installations using Microsoft Access database, data is automatically migrated to the 5.0 built-in database. If Microsoft SQL or Microsoft SQL Express is used, data remains on that database.

### Upgrading version 4.x to 5.0

If upgrading from version 4, first upgrade to version 4.0.4547, then install version 5.0.

If using VIPRE Business Premium (VIPRE Business Premium) version 4.0.4546 or earlier, upgrade to 4.0.4547, then upgrade directly to 5.0.

If installer detects a version earlier than version 4.0.4547, you are provided with a link to download and install the latest version 4 installer.

If using Microsoft SQL or Microsoft SQL Express, data will remain on that database.

### 5.1 Important information on upgrades

Read the important information below before upgrading:

1. The VIPRE Business upgrade process changes all existing policies. You will need to manually upgrade all VIPRE Business Agents to version 5 after upgrading the VIPRE Business console. To do this:
  - a. Load the VIPRE Business console and open the policy editor for a policy.
  - b. Select **Agent > Updates** and select **Check for Agent software updates every xx hours**.



#### NOTE:

Agent software updates are disabled on each policy when the console is upgraded.

2. Version 1.x and 2.x VIPRE Business Agent are not supported by VIPRE Business. These are upgraded to the 5.0 VIPRE Business Agent on contacting the VIPRE Business. Historical quarantine information for that Agent, on the Agent box is lost. The data is retained in the VIPRE Business reporting database.
3. The Reporting Database is upgraded from version 3.1 or 4.0 to 5.0 format. This can take several minutes for large databases and depends on database size.



#### WARNING:

Make backups of any existing databases before upgrading.

4. VIPRE Business 5.0 supports Microsoft SQL 2005 or later. If your existing 3.1 installation uses the MS Access database, data is automatically migrated to the VIPRE Business inbuilt data base format.
5. VIPRE Business 5.0 includes a stand-alone Report Viewer. The Report Viewer installs automatically with the console installation, and can be accessed from the console. You can also install the Report Viewer as a stand-alone program on other machines. Report schedules from version 3.1 are not migrated during the upgrade.

## 5.2 Upgrade instructions



### NOTE:

VIPRE Business installer requires administrative privileges on the computer where VIPRE Business is being installed.

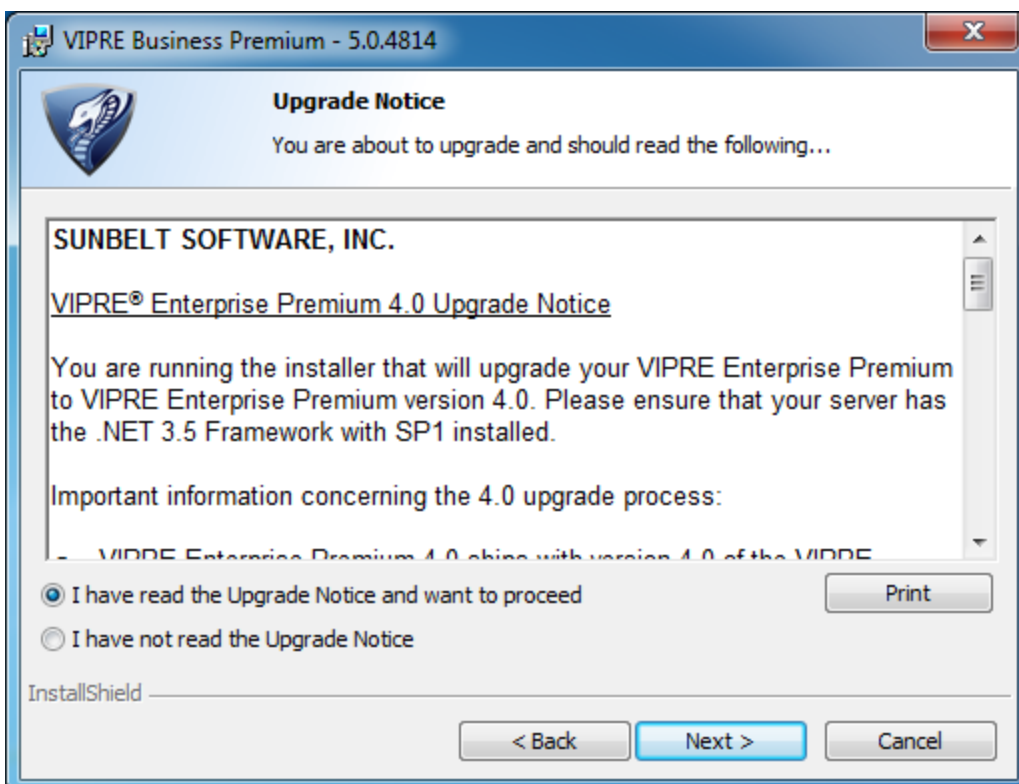


### WARNING:

Ensure that the computer you are upgrading has Microsoft .Net 3.5 SP1 installed. This is available from:

<http://www.microsoft.com/download/en/details.aspx?id=22>

1. Launch the VIPRE Business installer on the same machine where the older version of VIPRE Business is installed.
2. Click **Next** in the welcome screen to proceed.



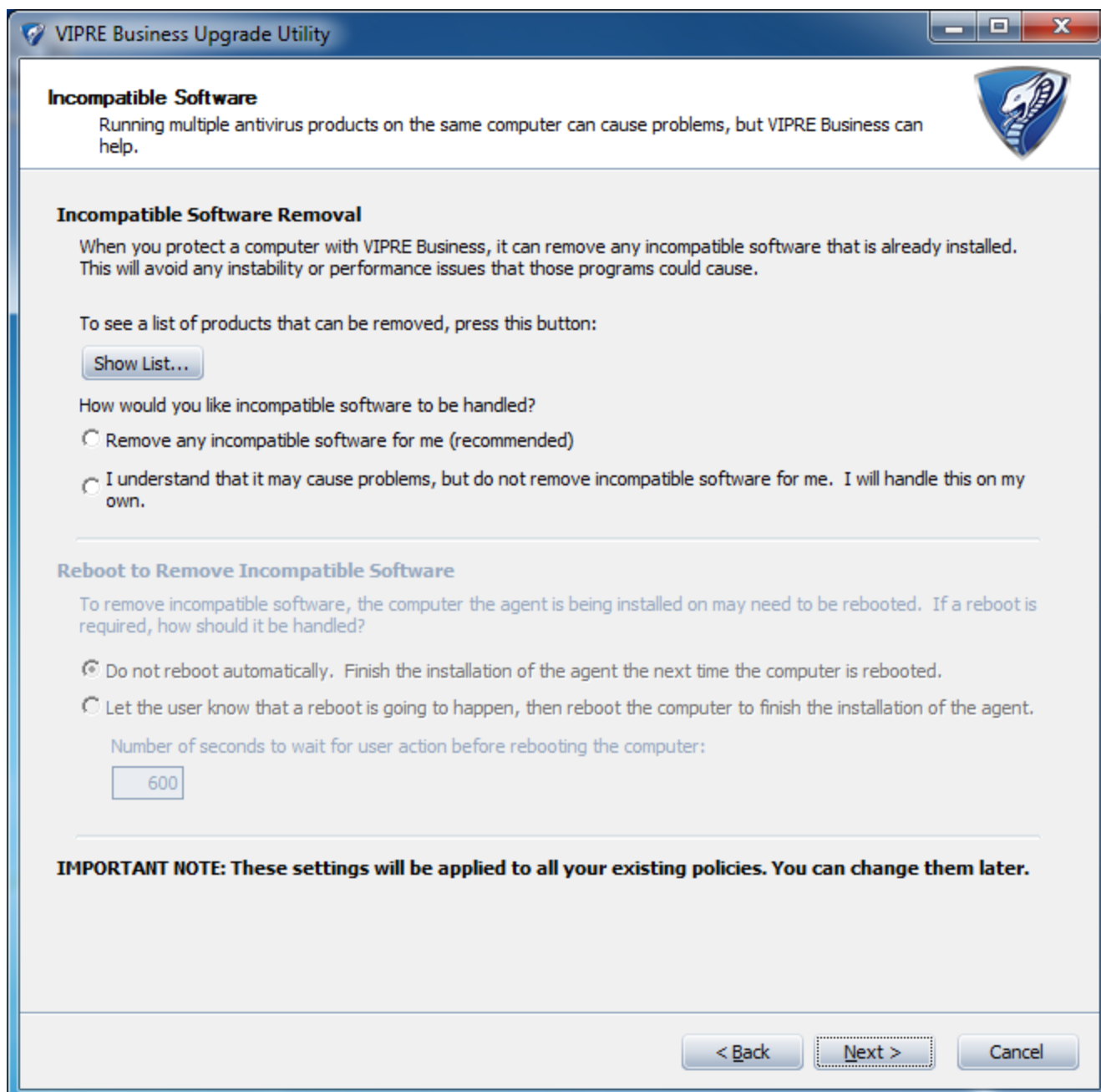
Screenshot 9: Upgrade notice

3. Review the upgrade notice and click **Next**.
4. Read the VIPRE Business End User License Agreement. To accept and continue installation, select **I accept the terms in the license agreement** and click **Next**.
5. Key in the **Company Name** and **Email Address** and click **Next**.
6. Click **Install** to upgrade.

### 5.3 VIPRE Business Upgrade Utility

On completing the upgrade installation, the VIPRE Business is automatically displayed. This enables the upgrade of all configuration, reporting and quarantine information to the current version of VIPRE Business.


1. In the welcome page, click **Next**.



Screenshot 10: Incompatible software removal

- VIPRE Business upgrade can automatically uninstall incompatible software so to avoid crashes and system malfunctions. Configure uninstall options and click **Next** to continue. Available options are:

Table 9: Configure automatic uninstall actions

Option	Description
Show list	Shows a list of incompatible software found on the computer where VIPRE Business and VIPRE Business Agent is installed.
Remove any incompatible software for me	Select to automatically remove any software know to be incompatible with VIPRE Business
I understand that it may cause the computer to crash, but do not remove incomplete software.	Select to retain all incompatible software.  <div style="border: 1px solid orange; padding: 5px; background-color: #fff9c4;">  <b>WARNING:</b>            Choosing this option is NOT recommended and may cause crashes and system malfunctions         </div>
Do not reboot automatically.	Choose to have VIPRE Business not reboot automatically after uninstalling incompatible software.
Let the user know that a reboot is going to happen, then reboot the computer to finish the installation of the Agent.	Advise users that system will automatically be rebooted in <n> seconds. When selecting this option, also configure the number of seconds to wait before restarting.

- Existing configuration is now automatically updated. On completion, review on screen information and click **Next**.
- Reports are automatically updated. On completion, review on screen information and click **Next**.
- Click **Finish** to complete upgrade utility configuration. VIPRE Business is automatically launched on completion.

## 6 Testing VIPRE Business

Once VIPRE Business is installed or upgraded, test your installation to ensure that the main components of the system are working correctly. The basic test is comprised of 2 elements:

1. Run a Quick Scan on a computer where an Agent is deployed. This enables you to confirm that VIPRE Business core components are installed correctly. By default, a scan is automatically launched when the VIPRE Business Agent is installed, so this is an automated process that requires no user intervention.
2. [Review scan results](#). Generate an executive report that shows the results of a first scan.

### 6.1 View scan results

Generate and view a report to see scan results.

1. Load VIPRE Business Console.
2. Select **File > Report Viewer**.
3. Select **Executive Summary** report and set the **Start Date** and **End Date** values to overlap the date when scan was generated.
4. Click **Preview**.

Report is displayed with a summary of scan results.



#### NOTE:

If no viruses or malware was detected, the majority of report fields will not have any values.

## 7 Uninstalling

Follow the instructions listed below to uninstall VIPRE Business.



**WARNING:**

It is recommended to uninstall all Agents before uninstalling VIPRE Business. Uninstalling only removes the VIPRE Business application.

1. From Microsoft Windows Control Panel, select **Program and Features**.
2. Select **VIPRE Business** and click **Uninstall**.



**NOTE:**

Uninstall is an automated process that requires no user input.

## 8 Troubleshooting and support

### 8.1 Introduction

This chapter explains how to resolve any issues encountered during installation of VIPRE Business. The main sources of information available to solve these issues are:

- » This manual - most issues can be solved through the information in this section.
- » GFI Knowledge Base articles
- » Web forum
- » Contacting GFI Technical Support

### 8.2 Common Issues

If issues are encountered during installation and first use of VIPRE Business, review the list below for any common issues and solutions that may enable you to solve them before contacting support.

Table 10: Common issues

Problem description	Solution
Microsoft .Net Framework fails during VIPRE Business installation due to intermittent or unavailable Internet connection.	Manually download and install Microsoft .Net Framework SP1 and retry. This is available from: <a href="http://www.microsoft.com/download/en/details.aspx?id=22">http://www.microsoft.com/download/en/details.aspx?id=22</a> For more information about this issue, refer to: <a href="http://support.sunbeltsoftware.com/Business/2VIPRE_Enterprise/4.0/Console/Installation/.NET_Corruption">http://support.sunbeltsoftware.com/Business/2VIPRE_Enterprise/4.0/Console/Installation/.NET_Corruption</a>
Configuration wizard is not launched on reinstalling VIPRE Business.	Manually launch site configuration wizard. <ol style="list-style-type: none"><li>1. Load VIPRE Business and right-click the site for which to launch the configuration wizard.</li><li>2. Select <b>Site Configuration Wizard</b>.</li></ol> Follow the instructions in <a href="#">Configuration wizard</a> for more information on configuring VIPRE Business for first use.
Installing an Agent on the computer where the VIPRE Business Console is installed fails.	<b>Solution 1:</b> Ensure that the correct credentials are entered for VIPRE Business to install VIPRE Business Agent. <ol style="list-style-type: none"><li>1. Click <b>Site Properties</b> and select <b>Agent Installation</b>.</li><li>2. Review list of currently added users and click <b>Add</b> to add a new set. Provide <b>User name</b>, <b>Password</b> and <b>Domain</b> details and click <b>OK</b>.</li><li>3. Click <b>OK</b> to finalize setup and retry.</li></ol> <b>Solution 2:</b> Problem may be due to Microsoft Windows Firewall blocking agent installation. Ensure that Microsoft Windows Firewall allows VIPRE Business Agent installation.
Installation using Microsoft SQL Server as a database backend returns Database Down error.	Refer to <a href="http://support.sunbeltsoftware.com/Business/1VIPRE_Enterprise_Premium/Console/Errors%7CCrashes/VIPRE_Error%3a_Database_Down">http://support.sunbeltsoftware.com/Business/1VIPRE_Enterprise_Premium/Console/Errors%7CCrashes/VIPRE_Error%3a_Database_Down</a> for information on solving this issue.

### 8.3 Knowledge Base

GFI maintains a comprehensive Knowledge Base repository, which includes answers to the most common installation problems. In case that the information in this manual does not solve your installation problems, next refer to the Knowledge Base. The Knowledge Base always has the most up-to-date listing of technical support questions and patches. Access the Knowledge Base by visiting:

<http://kbase.gfi.com/>

## 8.4 Web Forum

User to user technical support is available via the GFI web forum. Access the web forum by visiting:

<http://forums.gfi.com/>

## 8.5 Request Technical Support

If none of the resources listed above enable you to solve your issues, contact the GFI Technical Support team by filling in an online support request form or by phone.

- » **Online:** Fill out the support request form and follow the instructions on this page closely to submit your support request on:

<http://support.gfi.com/supportrequestform.asp>

- » **Phone:** To obtain the correct technical support phone number for your region please visit:

<http://www.gfi.com/company/contact.htm>

## 8.6 Build Notifications

We strongly suggest that you subscribe to our build notifications list. This way, you will be immediately notified about new product builds. To subscribe to our build notifications, visit:

<http://www.gfi.com/pages/productmailing.htm>

## 8.7 Documentation

If this manual does not satisfy your expectations, or if you think that this documentation can be improved in any way, let us know via email on:

[documentation@gfi.com](mailto:documentation@gfi.com)

## 9 What's next?

After installing, configuring and testing VIPRE Business, use it to protect your network against a wide variety of threats. Review the steps below to gain an insight of what you should do next to configure your network.



### NOTE:

The instructions listed below are not intended as a complete set of instructions on how to enable and configure specific VIPRE Business features. For detailed instructions, refer to the VIPRE Business User Guide.

### 9.1 Extend protection to all computers on your network

This guide has provided you with all the required instructions to install VIPRE Business Agents on the computer where the VIPRE Business console is installed. Install VIPRE Business Agents on all the computers on your network to ensure protection against all forms of malware.

1. Select **Default** policy, right-click **Agents** area and select **Add and Install Agent(s)**
2. Select or key in the hostname or IP address of the computer where to install the VIPRE Business Agent and click **Install**.

Refer to the VIPRE Business User Guide for more details.

### 9.2 Review default and create new policies

The VIPRE Business default policy is automatically configured to offer a basic level of protection to all Agents that are configured to adhere to it. Basic protection may however not be adequate specific or particular scenarios. It is therefore highly recommended to review the default policy settings, and if need be create new templates to suit your specific needs.

For more information on the VIPRE Business policies that are included by default with VIPRE Business, refer to the VIPRE Business User Guide.

To review the default policy settings:

1. Right-click **Default** policy in the VIPRE Business Console and select **Properties...**
2. Review Default policy properties and make any required modifications.
3. Click **OK** to save settings.

Refer to the VIPRE Business User Guide for more details.

### 9.3 Enable firewall

By default the VIPRE Business firewall is not enabled. Enable the VIPRE Business firewall to ensure that the computers where the VIPRE Business Agents are installed are protected.

1. Right-click **Default** policy in the VIPRE Business Console and select **Properties...**
2. Select **Firewall** and make any required modifications.
3. Click **OK** to save settings.

Refer to the VIPRE Business User Guide for more details.

## 9.4 Enable web filter

By default, the VIPRE Business web filter is not enabled. Enable the VIPRE Business web filter to filter web traffic for computers where VIPRE Business Agents are installed.

1. Right-click **Default** policy in the VIPRE Business Console and select **Properties...**
2. Select **Web Filtering** and make any required modifications.
3. Click **OK** to save settings.

Refer to the VIPRE Business User Guide for more details.

## 9.5 Create scheduled reporting

Scheduled reporting enables you to automate report generation and set up a distribution method through which reports are made available to various stakeholders. Executive reports, for example, might be automatically sent via email to management on a weekly basis, while Firewall daily network activity reports can be made to automatically output to a specific folder for the administrator to see on a daily basis.

1. From the VIPRE Business Console, select **File > Report Viewer**.
2. Select a report, and click **Schedule**.
3. Configure scheduling options and click **OK**.

Refer to the VIPRE Business User Guide for more details.

## 10 Glossary

### A

#### **Agent**

A software application deployed on a networked or remote machine that enables VIPRE to perform operations. These include scanning and removing threats and malware and transferring of data to the VIPRE Console for report purposes.

### B

#### **Basic Authentication - Proxy settings**

The original, most compatible and least secure authentication scheme for HTTP.

### D

#### **Digest Authentication - Proxy settings**

A more secure authentication method than Basic authentication which never transfers the actual password across the network.

### M

#### **MDAC**

Microsoft Data Access Components. A freely downloadable framework of Microsoft technologies that enables a uniform and comprehensive way of developing applications that can access almost any data store.

### N

#### **NTLM Authentication - Proxy settings**

A complex and secure authentication method developed and used by Microsoft Corporation for use in secured communications on HTTP networks. Used by ISA Server.

### P

#### **Policies**

A collection of agent settings and configurations for Agents. Agents assigned to a policy assume all settings and configurations for the policy.

#### **Proxy Server**

An in-between device or server that routes requests from a computer/network to another computer/network according to predefined rules.

### S

#### **Site**

A group of agents managed from a console. Each site has its own VSS and VIPRE Database.

## V

### **VIPRE Business Console**

A component of VIPRE Business through which, amongst others, agents, policies and scans are managed.

### **VIPRE Database**

An internal database with all VIPRE Business data that does not require configuring.

### **VIPRE Service**

The core engine of VIPRE that enables the main functions of the system.

### **VSS**

VIPRE Site Service (VSS). Manages communication between the VIPRE Database and Agents.

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