

Using Symantec AntiVirus Corporate Edition Workstations and Servers 10.2 with Cisco Media Experience Engine MXE 3500

INTRODUCTION

Windows 2003 servers should have virus protection, and the Cisco® Media Experience Engine 3500 (Cisco MXE 3500) is no exception. Although installation and configuration of Symantec AntiVirus Corporate Edition Workstations and Servers 10.2 is easy, a few important steps need to be taken.

This document provides a detailed description of Symantec AntiVirus Corporate Edition Workstations and Servers 10.2 and provides information about installing and configuring Symantec AntiVirus Corporate Edition Workstations and Servers 10.2 on the Cisco MXE 3500.

SYMANTEC PRODUCT OVERVIEW

Symantec AntiVirus Corporate Edition Workstations and Servers 10.2 provides comprehensive virus prevention, detection, and elimination for your computer. It automatically finds and repairs infected files to keep your data secure.

CISCO SYSTEMS SUPPORT POLICY

Cisco Systems® makes no warranty or claims as to the accuracy or completeness of this document. Furthermore, Cisco Technical Assistance Center (TAC) does not provide support for Symantec AntiVirus Corporate Edition Workstations and Servers 10.2.

PERFORMANCE

Testing verified the following Cisco MXE 3500 performance:

1. Symantec AntiVirus Corporate Edition Workstations and Servers 10.2 active virus scans do not add any CPU or memory overhead.
2. Drive scanning takes up a lot of CPU and is not recommended during video processing.
3. Virus updates use little CPU, so they can be scheduled to run during low traffic.

REQUIRED HARDWARE AND SOFTWARE LEVELS

- Using Symantec AntiVirus Corporate Edition Workstations and Servers 10.2 with Cisco hardware levels is not a concern. See the hardware requirements section of the Symantec documentation for more information.
- Symantec AntiVirus Corporate Edition Workstations and Servers 10.2 was tested with Cisco MXE 3500 Release 3.0.0 software.

INSTALLATION

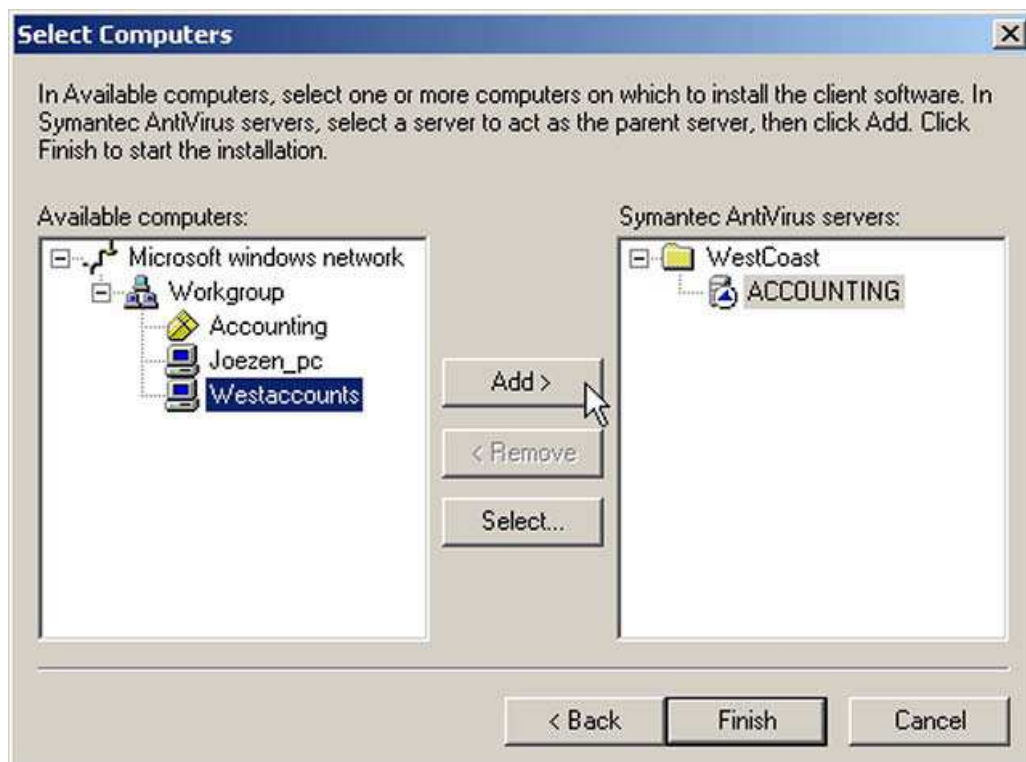
Before You Begin

Because you can deploy Symantec AntiVirus Corporate Edition Workstations and Servers 10.2 in a variety of configurations, the procedures in this document assume that a Symantec AntiVirus server has already been deployed and configured and describe only what is required to install the Symantec AntiVirus Corporate Edition client on the Cisco MXE 3500. See the Symantec documentation for deployment details.

Installing the Symantec AntiVirus Corporate Edition Client

- Step 1. In the left pane of the Symantec System Center console, right-click the server group that you created when you installed the Symantec AntiVirus server.
- Step 2. If necessary, click **Unlock Server Group** and then unlock the server group.
- Step 3. In the left pane, click the primary management server to highlight it.
- Step 4. On the Tools menu, click **ClientRemote Install**. It is assumed that ClientRemote Install was selected during Symantec System Center installation; this component is selected for installation by default.
- Step 5. In the Welcome panel, click **Next**.
- Step 6. In the Select Install Source Location panel, click **Default location** and then click **Next**. The Select Computers window displays (Figure 1).

Figure 1. Select Computers Window



- Step 7. In the **Symantec AntiVirus servers** area on the right side, choose a computer to act as the primary management server (parent server).

- Step 8. In the **Available computers** area on the left side, expand **Microsoft windows network**, expand a group, and then select a client computer.
- Step 9. Click **Add**.
- Step 10. Continue selecting and adding client computers until all the clients that you want to manage have been added and then click **Finish**.
- Step 11. In the **Status of Remote Client Installation(s)** panel, click **Done** when the remote installation completes.
- Step 12. Wait a few minutes; then, on the main menu bar of the **Symantec System Center** console, click **Actions > Refresh**. The client computers appear in the right pane when the client software is fully installed, which may take up to a minute.
- Step 13. On the main menu bar, click **Console > Save**.
- Step 14. To verify that the client is installed, click **Start > Programs** on the Cisco MXE 3500. The Symantec Client Security program displays in the start menu.

CONFIGURATION

For normal operation, the default Symantec AntiVirus settings are fine for the Cisco MXE 3500. However, there is a difference between the protection that Symantec AntiVirus offers when running in the background and during scheduled file scanning of the entire directory structure: **scheduled file scanning can negatively affect the Cisco MXE 3500**.

Because scheduled file scanning is very processor-intensive, it can adversely affect video processing if it occurs during high-volume traffic. Therefore, we strongly recommend that you schedule a complete file scan only during the middle of the night or nonpeak times.

Restarting the Antivirus Service

To restart the antivirus service on the Cisco MXE 3500, complete the following steps:

- Step 1. Click **Start > Program > Administrative Tools > Services**.
- Step 2. Locate the Symantec antivirus service.
- Step 3. Stop and then restart the antivirus service.

UNINSTALLATION

Uninstalling Symantec AntiVirus

To remove Symantec AntiVirus from the Cisco MXE 3500, you can use either the Add/Remove Programs option in the Windows Control Panel or the Uninstall Symantec AntiVirus option in the Programs menu. During the uninstallation process, Windows may indicate that it is installing software. This is a standard Microsoft installation message that you can disregard.

To remove Symantec AntiVirus from the Windows Control Panel on the Cisco MXE 3500, complete the following steps:

- Step 1. On the Windows taskbar, click **Start > Settings > Control Panel**.
- Step 2. In the Control Panel, double-click **Add/Remove Programs**.
- Step 3. In the list of currently installed programs, click **Symantec AntiVirus**.

- Step 4. In Windows 2003, click **Remove**.
- Step 5. Click **Yes** to confirm that you want to remove the software.
- Step 6. Enter the Symantec AntiVirus Server console password (Figure 2). The default password is **Symantec**.

Figure 2. Uninstall Password Window



- Step 7. If prompted, restart the Cisco MXE 3500.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV
Amsterdam, The Netherlands

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