

SonicWALL Enforced Client Anti-Virus and Anti-Spyware Installation Instructions

Version 4.5

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Contents

Installation Instructions	4
Overview	4
Preparing to install	5
Check system requirements	5
Operating systems	6
RAM	6
Terminal servers	6
Uninstall other virus protection software	7
Uninstall other firewall software	7
Configure your browser	8
Internet Explorer	8
Non-Microsoft browsers	8
Installing the software	9
If you use a corporate firewall or proxy server	12
Completing the installation	13
Test your virus protection	13
Scan your computer	13
Scan your Inbox	13
Set up the default firewall	14
Check the User Help	14
Uninstalling the software	15
Troubleshooting	16
Frequently asked questions	16
Error messages	17
Contacting product support	19
Index	20

Installation Instructions

These instructions provide the basic information needed to install, test, and uninstall the SonicWALL Enforced Client Anti-Virus and Anti-Spyware client software, referred to in this help file as SonicWALL Enforced Client.

- [Overview](#)
- [Preparing to install](#)
- [Installing the software](#)
- [Completing the installation](#)
- [Uninstalling the software](#)
- [Troubleshooting](#)
- [Contacting product support](#)

Overview

SonicWALL Enforced Client safeguards network computers against threats such as viruses, spyware, and intrusions. It includes client software that runs one or more protection services on each computer. These services can be managed remotely by an administrator.

- A virus and spyware protection service:
 - Virus protection that checks for viruses every time a file is accessed.
 - Spyware protection that checks for unwanted programs when programs are installed or run.
- A firewall protection service that monitors local network and Internet communications and blocks suspicious activity.
- A browser protection service that protects you against web-based threats while searching or browsing the Internet.



The available protection services depend on your company's subscription and the services your administrator has selected to install.

Computers running SonicWALL Enforced Client services upload information about their status and detections to an administrative website. Your administrator can view this information in reports.

Your administrator can install SonicWALL Enforced Client on your computer or send you an installation URL in an email message. These instructions explain how to install using the URL method.

The SonicWALL Enforced Client software runs in the background on your computer to protect against security threats. It regularly checks for updated components and downloads them when they are available, monitors communications for suspicious activity, scans files and email messages on access, and checks safety reports for websites that you access. Although these tasks are performed automatically, you can also check for updates, scan files, and check the status of detections manually when needed.

Preparing to install

- [Check system requirements](#)
- [Uninstall other virus protection software](#)
- [Uninstall other firewall software](#)
- [Configure your browser](#)

Check system requirements

SonicWALL Enforced Client is designed for PCs running Microsoft Windows operating systems and equipped with:

- An Intel Pentium processor or compatible architecture.
- Microsoft Internet Explorer 5.5 SP2 or later.



In any version of Internet Explorer, select the **Medium** or **Medium-high** security setting. See [Configure your browser](#) for instructions.

- [Operating systems](#)
- [RAM](#)
- [Terminal servers](#)

Operating systems

Operating system	Protection services		
	Virus and spyware	Firewall	Browser
Client computers			
Windows 2000 Professional with Service Pack 3 or later	X	X	X
Windows XP Home Windows XP Professional (32-bit)	X	X	X
Windows Vista (32-bit)	X	X	X
Windows XP Windows Vista (64-bit)	X		
Servers			
	X	X	
Windows 2003 Standard Server Enterprise Server Web Edition Small Business Server	X	X	



If you upgrade the operating system on a client computer (for example, from Windows 2000 to Windows XP) and you want to leave your existing files and programs intact during the upgrade, you must first uninstall SonicWALL Enforced Client, then reinstall it after the upgrade is complete.

RAM

	Minimum virus and spyware protection	Minimum firewall protection*	Recommended
Windows 2000	64 MB	256 MB	256 MB
Windows XP	128 MB	256 MB	256 MB
Windows 2003	256 MB	256 MB	512 MB
Windows Vista	512 MB	512 MB	1 GB
Servers	256 MB	512 MB	512 MB

* Use the value listed for the firewall protection service when installing that service alone or with other protection services.

Terminal servers

SonicWALL Enforced Client supports terminal servers in most scenarios. It must be installed on the server by someone with local administrator privileges. Your administrator can access the latest information about terminal server support in the *Product Guide* from the administrative website.

Uninstall other virus protection software

You must uninstall existing anti-virus software before installing the SonicWALL Enforced Client virus and spyware protection service. The following is a list of common products that SonicWALL Enforced Client automatically detects during setup. Many of these programs are uninstalled automatically, although some may prompt you to uninstall them manually:

- Computer Associates eTrust AntiVirus and Inoculate IT
- Finjan SurfinGuard
- F-Secure AntiVirus and Internet Security
- Kaspersky AntiVirus
- McAfee VirusScan, SecurityCenter, Internet Security Suite, and Anti-Spyware
- Microsoft Live OneCare
- Panda BusinessSecure 2006, ClientShield, EnterpriSecure 2006, FileSecure, Platinum Internet Security, Titanium Antivirus, and WebAdmin Antivirus
- Sophos Antivirus
- Symantec Antivirus, NAV, Norton Internet Security, and Norton Systemworks
- Trend Micro HouseCall, OfficeScan, PC-cillin, PC-cillin Internet Security 2006, and Virusbuster Corporate Edition

If your existing anti-virus software is not on this list, you must manually uninstall it from your computer before installing SonicWALL Enforced Client.



In most cases, the easiest way to uninstall a software product is by using **Add/Remove Programs** in your Windows **Control Panel**. Select the program from the list there, then click **Remove**. If you need more information, see the documentation for your existing anti-virus product.

Uninstall other firewall software

If you are upgrading the SonicWALL Enforced Client to version 4.5, SonicWALL recommends first uninstalling the previous version.

Before you install the SonicWALL Enforced Client firewall protection service, we recommend that you uninstall other firewall programs on your computer. Follow your firewall program's instructions for uninstalling or use the Windows Control Panel.

To uninstall existing firewall software:

- 1 In the Windows **Control Panel**, open **Add/Remove Programs**.
- 2 In the list of programs, locate any firewall software (including SonicWALL Enforced Client), then click **Remove**.



On computers running Windows XP and Windows Vista, the Windows firewall is disabled automatically during installation of SonicWALL Enforced Client. If you enable the Windows firewall when the SonicWALL Enforced Client firewall protection service is running, inbound events might not be logged in administrative reports.

Configure your browser

SonicWALL Enforced Client requires an Internet connection and Microsoft Internet Explorer 5.5 SP2 or later during installation.

- [Internet Explorer](#)
- [Non-Microsoft browsers](#)

Internet Explorer

SonicWALL Enforced Client works with the default security settings in Internet Explorer. If you are unsure of your settings, use the following steps to verify and configure them.

version 5.5

- 1 From the Windows Control Panel, open **Internet Options**.
- 2 On the **Security** tab, select **Internet Zone**.
- 3 Click **Default Level**.
- 4 Drag the scrollbar to **Medium**, then click **OK**.

version 6.x

- 1 From the Windows Control Panel, open **Internet Options**.
- 2 On the **Security** tab, select **Custom Level**.
- 3 From the **Reset to** menu, select **Medium**, then click **Reset**.

version 7.x

- 1 From the Windows Control Panel, open **Internet Options**.
- 2 On the **Security** tab, select **Medium-high**.

Non-Microsoft browsers

If on your administrative or client computers you typically use a non-Microsoft browser, such as Mozilla Firefox or Opera, you must install Internet Explorer before installing SonicWALL Enforced Client. After the software is installed, you can continue to use your default Internet browser.

Installing the software

Although an administrator can install SonicWALL Enforced Client directly to all computers, you may be prompted to install the software through one of two methods:

- By email from your administrator
- By URL redirect in your web browser

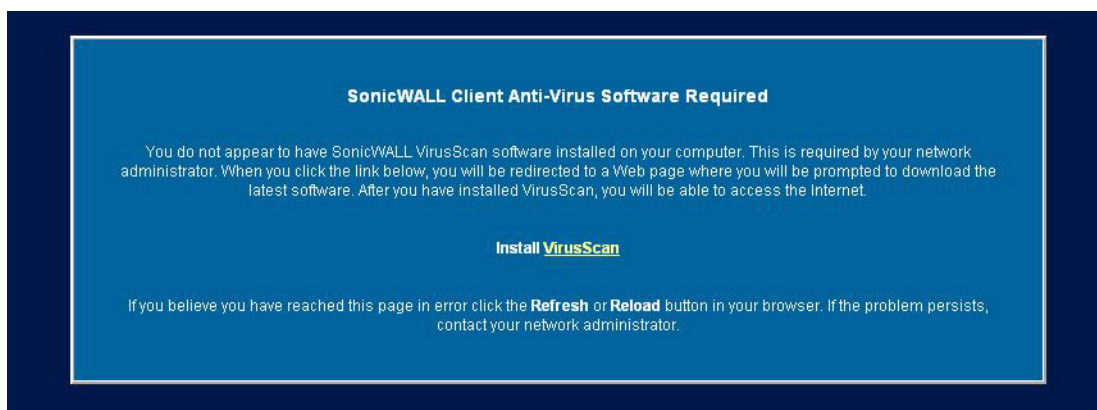
To install the software yourself, you must have local administrator rights on the computer. If you do not, your administrator can install a program on your computer that will resolve this issue.

Initiating SonicWALL Enforced Client Installation Using URL Redirect



The Internet Explorer web browser must be used to install SonicWALL Enforced Client.

- 1 If your administrator initiates the URL-redirect method, your web browser will be redirected to a page displaying the following message:



- 2 Click on the **Install VirusScan** button.
- 3 Proceed to the [Installing SonicWALL Enforced Client](#) section.

Initiating SonicWALL Enforced Client Installation Using an Email

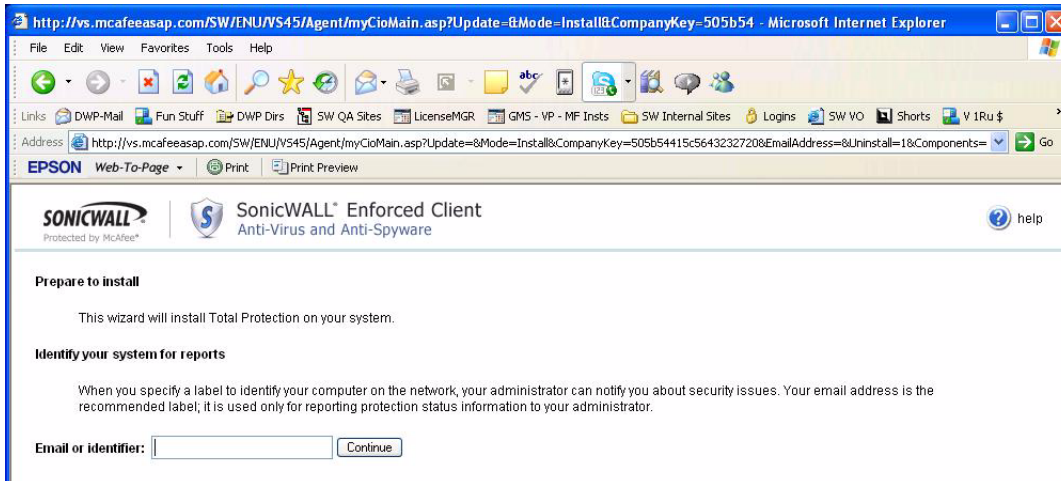
- 1 If your administrator sends an email message containing the installation URL, click the URL or copy and paste it into a browser window to begin installation.
- 2 Proceed to the [Installing SonicWALL Enforced Client](#) section.

Installing SonicWALL Enforced Client



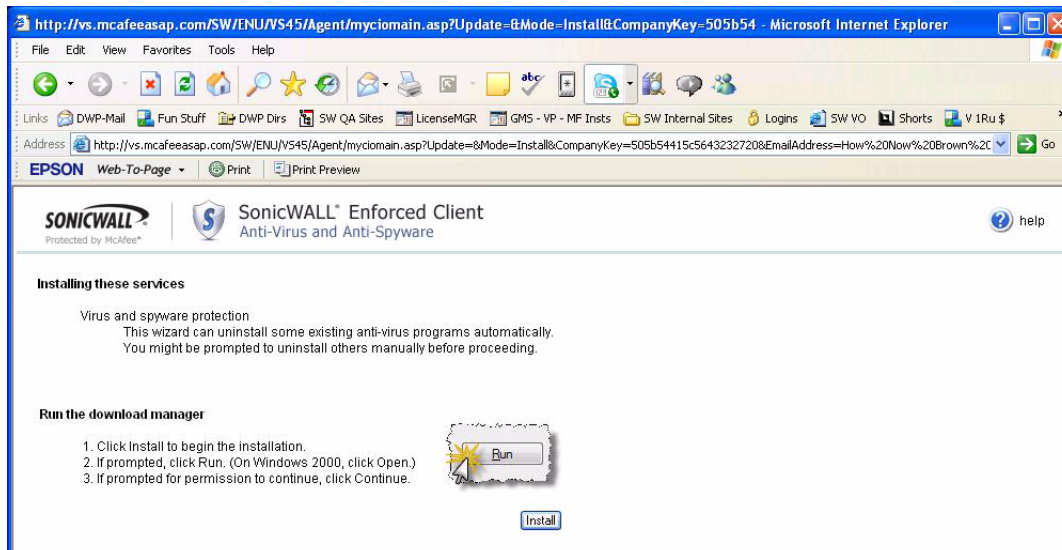
You may be prompted to allow ActiveX control. Acceptance is not required on computers running Windows Vista, or if you have previously agreed to accept all ActiveX controls from SonicWALL, or if the security settings in Internet Explorer are set to a low level that allows ActiveX controls to be downloaded without a prompt.

- 1 Before installing the software you will be prompted to enter your email address or an identifier, which is used to identify the computer where the installation is taking place.

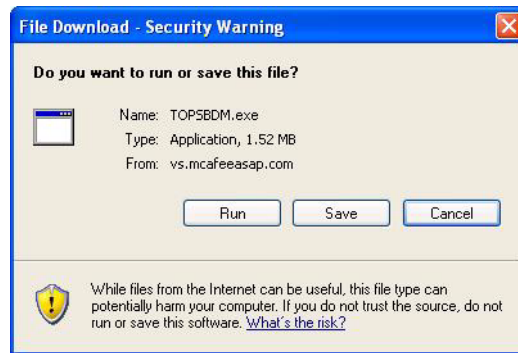


You are not required to enter an email address to complete the installation. However, entering one enables your administrator to communicate with you about security issues affecting your computer. It is important that your administrator knows how to contact you.

- 2 Enter your email or an identifier and click **Continue**.



- 3 On the page that displays, click the **Install** button to begin the installation.



- 4 Click **Run** to begin the installation, or click **Save** to save the installer file and then manually launch the file.

For installation, SonicWALL Enforced Client uses a cookie created at this time. The cookie expires after 24 hours. If you save the installation file and then try to install it after 24 hours have passed, or delete the cookie, you are prompted to begin the installation process again.

- 5 On computers running Windows Vista, if the **User Account Control** dialog box appears, click **Continue**.
- 6 Your browser will be redirected to www.sonicwall.com and SonicWALL SonicWALL Enforced Client installation will begin.



- 7 When the installation is complete, the SonicWALL Enforced Client will display the following screen:



- 8 Click the **Completing the Installation** link to view more information on securing your computer or proceed to the [Completing the installation](#) on page 13.

If you use a corporate firewall or proxy server

SonicWALL Enforced Client downloads components directly from SonicWALL servers to your computer. If your computer is behind a corporate firewall, or connected to the Internet by a proxy server, you may need additional information for the installation.

Authentication support is limited to:

- Anonymous authentication.
- Windows domain challenge/response authentication.

Contact your network administrator if you have further proxy questions.

Completing the installation

After installing SonicWALL Enforced Client, perform these procedures to ensure that your software is working correctly and your computer is protected.

- [Test your virus protection](#)
- [Scan your computer](#)
- [Scan your Inbox](#)
- [Set up the default firewall](#)
- [Check the User Help](#)

Test your virus protection

Test the virus-detection feature at any time by downloading the EICAR Standard AntiVirus Test File. Although it is designed to be detected as a virus, the EICAR test file is not a virus.

To run a test:

- 1 Download the EICAR file from the following location:

<http://www.eicar.org/download/eicar.com>

If installed properly, your virus and spyware protection service interrupts the download and displays a threat detection dialog box.

- 2 Select **OK**, then select **Cancel**.




If installed incorrectly, your virus and spyware protection service **does not** detect the virus or interrupt the download process. In this case, use Windows Explorer to delete the EICAR test file from your computer. Then reinstall SonicWALL Enforced Client and test the new installation.

Scan your computer

After installing the virus and spyware protection service for the first time, we recommend running an on-demand scan of all your computer's drives. This checks for and cleans or deletes existing threats in files. In the future, files are scanned when they are accessed, downloaded, or saved.

To scan your computer:

- 1 Click  in the system tray.
- 2 Select **Scan Tasks**, then select **Scan My Computer**.

Scan your Inbox

After installing the virus and spyware protection service for the first time, we recommend running an on-demand email scan. This checks for threats in email already in your Microsoft Outlook Inbox. Future emails are scanned before they are placed in your Inbox.

To run an on-demand email scan:
From the **Tools** menu in Outlook, select **Scan for Threats**.

The **On-Demand Email Scan** dialog box appears when the scan starts. You can stop, pause, and restart the scan. You can also check the results of the scan.

Set up the default firewall

To ensure complete protection on computers running Windows XP, the SonicWALL Enforced Client firewall protection service automatically disables the Windows firewall and configures itself as the default firewall. This enables it to monitor communications for Internet applications and track events for reporting purposes.

We recommend that you do not re-enable the Windows firewall while the SonicWALL Enforced Client firewall is enabled.




Enabling the Windows firewall, so that both firewall programs are running, results in partial loss of report data in the SonicWALL Enforced Client firewall protection service and duplicate status and alert messaging.

Check the User Help

The client software includes an online User Help file that contains instructions for using and troubleshooting product features.

To access the User Help:

- 1 Click  in the system tray.
- 2 Select **Help**.

Uninstalling the software

For testing purposes or before reinstalling the software, you might need to uninstall SonicWALL Enforced Client.

To uninstall the software from your computer:

- 1 Close the Microsoft Outlook and Internet Explorer applications.
- 2 In the Windows **Control Panel**, open **Add/Remove Programs**.
- 3 To uninstall virus and spyware protection, select **McAfee Virus and Spyware Protection Service** from the list, then click **Remove**.
- 4 To uninstall firewall protection, select **McAfee Firewall Protection Service** from the list, then click **Remove**.
- 5 To uninstall browser protection, select **McAfee Browser Protection Service** from the list, then click **Remove**.



If you uninstall SonicWALL Enforced Client, your computer is no longer protected. We recommend that you reinstall as soon as possible.

On computers running Windows XP or Windows Vista, the Windows firewall is automatically re-enabled when the SonicWALL Enforced Client firewall protection service is uninstalled. This ensures that the computer is always protected by a firewall program.

Troubleshooting

The following sections contain frequently asked questions and solutions to common error messages.

- [Frequently asked questions](#)
- [Error messages](#)

Frequently asked questions

- [Does it matter which email address I enter when installing SonicWALL Enforced Client?](#)
- [Can I use a non-Microsoft browser, such as Mozilla Firefox or Opera?](#)
- [While installing SonicWALL Enforced Client, the installation process appears to freeze.](#)
- [I copied a virus to my computer as a test and nothing seemed to happen. Why didn't the virus and spyware protection service detect it?](#)
- [Why doesn't the SonicWALL Enforced Client appear in Window's Add or Remove Programs menu?](#)

Does it matter which email address I enter when installing SonicWALL Enforced Client?

No. The information you enter during installation is used to identify client computers in the administrator's online management reports. Using an email address provides an easy way for your administrator to communicate with you about security issues. However, you can enter any description in the field, or leave it blank.



It is important that your administrator knows how to contact you about security issues and tasks.

Can I use a non-Microsoft browser, such as Mozilla Firefox or Opera?

Yes. The client computer must use Microsoft Internet Explorer 5.5 SP2 or later to install the client software. However, once the client software is installed, you can continue to use your default Internet browser for other purposes.

While installing SonicWALL Enforced Client, the installation process appears to freeze.

The installation might take a few minutes to complete. However, if the status bar stops moving and nothing in the installation window has changed in more than five minutes, close the window and start the installation process again (for example, by clicking the installation URL).

I copied a virus to my computer as a test and nothing seemed to happen. Why didn't the virus and spyware protection service detect it?

The virus and spyware protection service quietly detects and cleans most types of viruses without notifying users. However, virus detections are always noted on the administrative reports.

Why doesn't the SonicWALL Enforced Client appear in Window's Add or Remove Programs menu?

If installed the update to SonicWALL Enforced Client version 4.5 without first uninstalling the previous version, the program is listed under the previous name, McAfee Total Protection for Small Business. To correct this, you can uninstall and re-install the SonicWALL Enforced Client.

Error messages

- *Installation Denied*
- *Installation Declined*
- *Invalid Entitlement Error*
- *Installation cannot proceed because you have selected not to accept a vital agent component, you don't have administrative rights...*
- *MyINX Error*
- *A file needed to install the software is not available. Please click the installation URL to begin the installation process again*
- *Unable to connect to SonicWALL Enforced Client update service*

Installation Denied

Common causes and solutions:

- When you begin the installation, Internet Explorer displays a dialog box asking you to verify that you want to install Total Protection for Small Business. You must click **Yes**.
- Your browser must be able to run ActiveX controls. (Not required for computers running Windows Vista and Internet Explorer 7.)
 - Set your browser's Internet security setting to **Medium** or **Medium-high**. See your browser's documentation for instructions.
 - If the narrow bar at the top of the **Installation Denied** web page displays a message about ActiveX controls, click the bar and select **Install ActiveX Control**. You return to the original installation page, where you can enter an email address and proceed successfully.
- You must have administrative rights on the client computer. If you do not, contact your administrator, who can install a program that will resolve this issue.
- Check to be sure you have enough free space on your system drive. When installing all the and the protection services, a maximum of 50 MB may be required.
- The Windows system file REGEDIT.EXE must be present in your Windows directory. If it is missing, replace it using your original Windows install media or copy it from another computer that is running the same operating system.

Installation Declined

This message can appear after a failed installation or uninstallation of SonicWALL Enforced Client. It indicates that leftover product files need to be removed from the client computer. To remove them, ask your administrator for assistance.

Invalid Entitlement Error

The most common cause is that the installation URL was truncated or badly formatted. Make sure that you are using the entire URL *with no spaces*. You might need to cut and paste the URL into your web browser if you cannot click it from the email message that your administrator sent to you. This error can also indicate that the trial evaluation period or subscription has expired, or that you are attempting to install protection services on more computers than licenses have been purchased for.

Installation cannot proceed because you have selected not to accept a vital agent component, you don't have administrative rights...

Common causes and solutions:

- Your browser must be able to run ActiveX controls. (Not required for computers running Windows Vista and Internet Explorer 7.)
 - Set your browser's Internet security setting to **Medium** or **Medium-high**. See your browser's documentation for instructions.
 - If the narrow bar at the top of the **Installation Denied** web page displays a message about ActiveX controls, click the bar and select **Install ActiveX Control**. You return to the original installation page, where you can enter an email address and proceed successfully.
- You must have administrative rights on the client computer. If you do not, contact your administrator, who can install a program that will resolve this issue.
- The browser cache is full. Empty the Internet Explorer cache. See the Internet Explorer documentation for instructions.
- The Windows system file REGEDIT.EXE must be present in your Windows directory. If it is missing, replace it using your original Windows install media or copy it from another computer that is running the same operating system.

MyINX Error

The installer has detected other virus protection software on the computer. To fix this problem:

- 1 In Windows **Control Panel**, open **Add/Remove Programs**.
- 2 In this list of programs, locate any anti-virus software, including SonicWALL Enforced Client, then click **Remove**.
- 3 Begin the installation process again.

If this does not solve the problem, contact your administrator.

A file needed to install the software is not available. Please click the installation URL to begin the installation process again

When you click the installation URL to download the installation file, a cookie is created. The cookie expires after 24 hours. If you save the installation file and then try to install it after 24 hours have passed, or delete the cookie, you must download the file and begin the installation process again.

Unable to connect to SonicWALL Enforced Client update service

This error can be caused by several problems. Two solutions are:

- Empty the Internet Explorer cache and adjust the security level settings to **Medium** or **Medium-high**. See the Internet Explorer documentation for instructions.
- Check your computer's connection to the Internet. It must be able to connect to the Internet directly or through a relay server. (To check whether your computer is configured to contact a relay server for updates, ask your administrator.)
- If your computer is behind a corporate firewall, or connected to the Internet by a proxy server, contact your administrator to verify that your settings are correct.

Contacting product support

For product support, please contact the administrator at your company who is responsible for your protection services. This administrator can contact product support via the administrative website.

Index

Numerics

64-bit operating system support [6](#)

A

ActiveX controls [10, 17, 18](#)

Add/Remove Programs

removing other firewall software [7](#)

removing other virus protection software [7, 18](#)

administrative rights, required to install [18](#)

after you install [13](#)

authentication [12](#)

B

before you install [5](#)

browser

configuring security settings [8](#)

non-Microsoft [8](#)

requirements [5](#)

using non-Microsoft browser [16](#)

C

completing the installation [13](#)

configuring browser [8](#)

contacting product support [19](#)

corporate firewall, issues for installation [12](#)

D

default firewall, setting the [14](#)

E

EICAR test virus [13](#)

email address, entering during installation [10, 16](#)

email scanning [14](#)

error messages

A file needed to install the software is not available [18](#)

Installation cannot proceed [18](#)

Installation Declined [17](#)

Installation Denied [17](#)

Invalid Entitlement Error [18](#)

MyINX Error [18](#)

Unable to connect to Total Protection update server [18](#)

F

firewall software

corporate, issues for installation [12](#)

default [14](#)

uninstalling existing firewall software [7](#)

Windows firewall [7, 14, 15](#)

frequently asked questions [16](#)

H

Help, accessing [14](#)

I

installing

after upgrading operating system [6](#)

completing the installation [13](#)

corporate firewall requirements [12](#)

entering email address [10, 16](#)

entering URL in browser [9](#)

error messages [17–19](#)

installation freezes [16](#)

prerequisites [5](#)

proxy server requirements [12](#)

system requirements [5](#)

testing your installation [13](#)

Internet Explorer

configuring security settings [8](#)

version requirements [5](#)

N

non-Microsoft browsers [8](#)

O

on-demand scan

computer [13](#)

email [14](#)

online User Help [14](#)

operating systems

supported [6](#)

upgrading [6](#)

overview [4](#)

P

product support, contacting [19](#)

proxy servers, issues for installation [12](#)

R

RAM installation requirements [6](#)

removing

existing firewall software [7](#)

existing virus protection software [7, 18](#)

requirements

browser [5, 8](#)

operating system [6](#)

RAM [6](#)

S

scanning

computer [13](#)

email [14](#)

security settings for Internet Explorer [5, 8, 18](#)

support, contacting [19](#)

system requirements [5](#)

T

terminal servers [6](#)

testing virus protection [13](#)

troubleshooting

ActiveX controls [17, 18](#)

installation file not available [18](#)

uninstalling existing virus protection software [18](#)

update server connection [18](#)

URL installation [18](#)

U

uninstalling

existing firewall software [7](#)

existing virus protection software [7, 18](#)

Total Protection [15](#)

upgrading operating system [6](#)

URL, entering in browser [9, 18](#)

User Account Control dialog box [11](#)

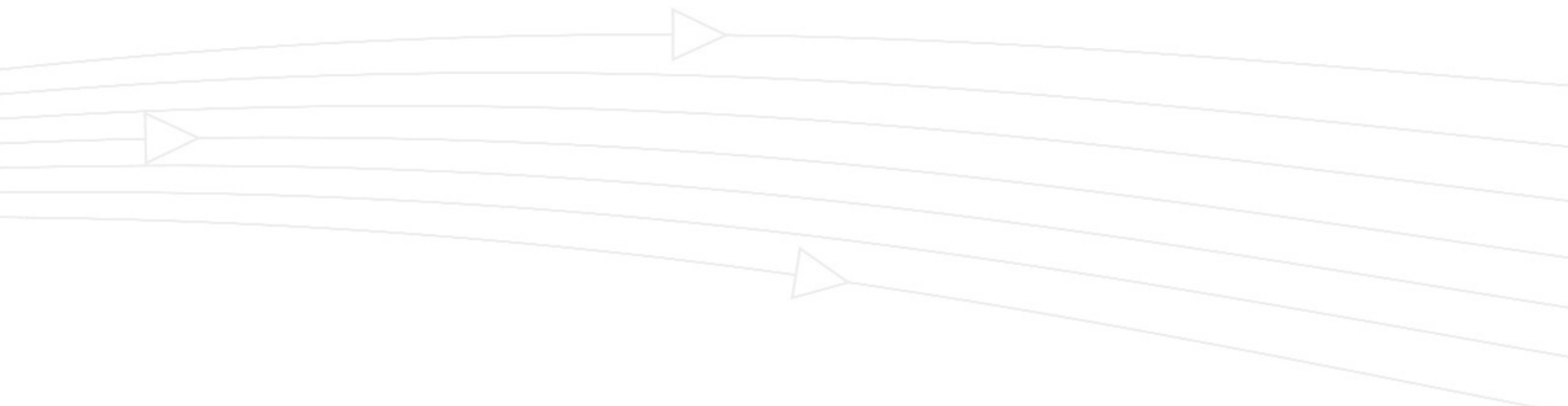
User Help, accessing [14](#)

V

- virus protection software
 - automatic uninstall [7](#)
 - detecting existing software [7](#)
 - testing [13](#)
 - uninstalling existing software [7](#), [18](#)

W

- Windows firewall [7](#), [14](#), [15](#)
- Windows operating system
 - supported versions [6](#)
 - upgrading [6](#)
- Windows Vista, special considerations [7](#), [10](#), [11](#), [14](#), [15](#), [17](#), [18](#)
- Windows XP, special considerations [7](#), [14](#), [15](#)



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