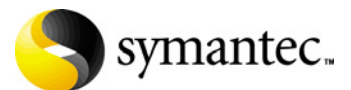


Symantec AntiVirus™ 10 for Macintosh® Installation Guide



Symantec AntiVirus™ 10 for Macintosh® Installation Guide

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Documentation version 10

PN: 10430084

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- Hardware information
- Available memory, disk space, NIC information

- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
 - Error messages and log files
 - Troubleshooting that was performed before contacting Symantec
 - Recent software configuration changes and network changes

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- Advice about Symantec's technical support options
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- Issues that are related to CD-ROMs or manuals

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About installing Symantec AntiVirus 10 for Macintosh

This chapter includes the following topics:

- [What to install](#)
- [About Symantec AntiVirus 10 for Macintosh](#)
- [About the Symantec Administration Console for Macintosh](#)
- [Components of the Symantec Administration Console for Macintosh](#)
- [Where to get more information](#)

What to install

Symantec Administration Console for Macintosh consists of antivirus and administration console software components that need to be installed on the client computers, and on the server that will run the Symantec Administration Console.

[Table 1-1](#) lists the main components and installation locations of Symantec AntiVirus and the Symantec Administration Console for Macintosh.

Table 1-1 Installable components

Components	Installation location	Description
Symantec AntiVirus	Client computers	The antivirus application installed on the client and used by Symantec Administration Console for Macintosh to remotely perform antivirus tasks on the client. See “Installing Symantec AntiVirus 10 for Macintosh” on page 17.
Symantec Administration Console for Macintosh client software (daemon process)	Client computers	The daemon process that receives and runs commands from the server and sends back status to the server. Clients require this software to be able to receive and execute the commands sent by the server that runs Symantec Administration Console for Macintosh. See “Installing the Symantec Administration Console for Macintosh client” on page 49.
Symantec Administration Console for Macintosh server software	OS X Server	The management and user interface software for the command server and administration console. See “Installing the Symantec Administration Console for Macintosh server” on page 23.

About Symantec AntiVirus 10 for Macintosh

The Symantec AntiVirus™ 10 for Macintosh® component provides automated virus protection on Macintosh client computers. It scans the client computer for virus-related activities, it automatically retrieves updated virus definition files, and it communicates with the Symantec Administration Console for Macintosh. The communication between the Symantec AntiVirus component on client computers and the Symantec Administration Console for Macintosh enables a system administrator to remotely monitor and to send commands to client computers.

Note: Installing Symantec AntiVirus on a client computer removes any existing installations of Norton AntiVirus 9 or Norton AntiVirus 10 from that computer.

For information on installing Symantec AntiVirus, see [“Installing Symantec AntiVirus 10 for Macintosh”](#) on page 17.

About the Symantec Administration Console for Macintosh

The Symantec Administration Console for Macintosh centralizes management of clients running Symantec AntiVirus. The client/server architecture consists of the following components:

- Server software components on a computer running Mac OS X Server v10.3 or v10.4 software
- A daemon running on each Mac OS X client computer

The Symantec Administration Console for Macintosh server software integrates with the built-in components of the Mac OS X Server v10.3 or v10.4, such as the MySQL® database and Apache HTTP server, to keep track of client status and to enable you to issue commands to the clients. You monitor and send commands to the clients through the administration console, a Web-based user interface.

You can use a Web browser on the server to access the administration console, or you can use a supported Web browser to access the administration console from another computer that has HTTP access to the server. Using the administration console, you can remotely perform administrative tasks on clients, such as installing antivirus updates, scanning volumes for viruses, running scripts, or updating virus definitions.

See [“Installing Symantec AntiVirus 10 for Macintosh”](#) on page 17.

The client component of the Symantec Administration Console for Macintosh is a daemon running in the background on each client computer. The daemon receives and runs commands from the server, and it sends back status to the server. The interaction between the client and server does not require any interaction from the client’s user, and there is no graphical user interface associated with the Symantec Administration Console for Macintosh on the client computer.

Before the Symantec Administration Console for Macintosh can manage network clients, administrators need to install software on the server, and on each client that will be managed. Preparing for a successful installation involves meeting the server and client installation requirements.

See [“Server components”](#) on page 14.

See [“Server installation requirements”](#) on page 27.

See [“Client components”](#) on page 15.

See [“Client installation requirements”](#) on page 49.

Components of the Symantec Administration Console for Macintosh

The following sections describe in detail the server and client components of the Symantec Administration Console for Macintosh.

Server components

The server components of the Symantec Administration Console for Macintosh are installed on a computer running Mac OS X Server v10.3 or v10.4.

Some components, such as the MySQL database, are installed by default when the Mac OS X Server v10.3 or v10.4 software is installed on the server. Other components are installed when you install the Symantec Administration Console for Macintosh software.

[Table 1-2](#) lists and describes server components installed by the Symantec Administration Console for Macintosh.

Table 1-2 Server components installed by the Symantec Administration Console for Macintosh

Component	Description
Command server	Issues commands to clients and handles information from clients.
Administration console	Web-based user interface for viewing client status and managing client computers.
Symantec Administration Console for Macintosh database tables	MySQL database components for the Symantec Administration Console for Macintosh (command log, command library, client status logs).

To use the administration console, you need to use a supported Web browser. Several different Web browsers are supported depending on the operating system of your computer. The administration console is a collection of Web pages that you can access from computers on the network other than the server.

Installation instructions for the Symantec Administration Console for Macintosh are in this guide.

See [“Installing Symantec AntiVirus 10 for Macintosh”](#) on page 17.

See [“Installing the Symantec Administration Console for Macintosh server”](#) on page 23.

[Table 1-3](#) lists and describes server components installed by the Mac OS X Server v10.3 or v10.4.

Table 1-3 Server components installed by the Mac OS X Server v10.3 and v10.4

Component	Description
MySQL relational database management system	Software that hosts the database components that the Symantec Administration Console for Macintosh requires for its operation.
Apache HTTP server	Serves administration console Web pages (user interface). Also, receives status and event updates from clients.

Installation instructions for the Mac OS X Server are in the Apple *Mac OS X Server Getting Started* document.

[Table 1-4](#) lists and describes server components installed by the operating system or administrator.

Table 1-4 Server components installed by the operating system or administrator

Component	Description
Web browser	Viewer for administration console. Can be any of several supported operating system/browser combinations (Mac, Windows, Linux).

See [“Server installation requirements”](#) on page 27.

Client components

[Table 1-5](#) describes the Symantec Administration Console for Macintosh client software components.

Table 1-5 Client components

Components	Description
Symantec Administration Console for Macintosh client software (daemon process)	Receives and runs commands from the server, and sends back status to the server. This software is required for a client to be able to receive and run commands from the Symantec Administration Console for Macintosh server.

Table 1-5 Client components

Components	Description
Symantec AntiVirus	Software installed on the client and used by Symantec Administration Console for Macintosh to remotely perform antivirus tasks on the client. You must have Symantec AntiVirus installed on clients to run antivirus commands sent from the server, such as scanning client volumes for viruses.

See [“Installing the Symantec Administration Console for Macintosh client”](#) on page 49.

Where to get more information

For information on using the Symantec Administration Console for Macintosh after it is installed, see the *Symantec Administration Console for Macintosh Administrator's Guide* located on the CD.

For information on using Symantec AntiVirus after it is installed, see the *Symantec AntiVirus 10 for Macintosh User Guide* located on the CD.

Installing Symantec AntiVirus 10 for Macintosh

This chapter includes the following topics:

- [System requirements](#)
- [Before you install](#)
- [Installing Symantec AntiVirus](#)
- [After installation](#)
- [For more information](#)

System requirements

Before installing Symantec AntiVirus 10 for Macintosh, take a moment to review the system requirements.

To use Symantec AntiVirus 10 for Macintosh, the client computer must have one of the following supported Mac OS X operating system versions installed. It must also meet the minimum hardware and memory requirements. A computer running Tiger Mac OS 10.4 probably meets or exceeds the minimum system requirements for Symantec AntiVirus.

- Macintosh OS X version 10.3, or later
- G3 processor or higher
- 192 MB of RAM
- 40 MB of available hard disk space for installation
- Internet connection required for LiveUpdate
- CD-ROM or DVD-ROM drive

Note: Symantec AntiVirus does not support Mac OS X versions earlier than 10.3. If you want to install Symantec AntiVirus on Mac OS X, you must upgrade to Mac OS X 10.3, or a later version.

Before you install

Before installing Symantec AntiVirus, you should read the Symantec AntiVirus Read Me file for the latest installation information.

See [“Reading the Symantec AntiVirus Read Me file”](#) on page 18.

To install Symantec AntiVirus, you must enter a Mac OS X Admin account’s user name and password.

See [“Checking your account type”](#) on page 19.

Installing optional features

Symantec AntiVirus is designed for Enterprise organizations that want to manage the features and preferences that can be accessed by their users. The Symantec QuickMenu and Auto-Protect preferences are not available in the default installation of Symantec AntiVirus. You can download an installer that includes these features from the Symantec Web site.

See the Symantec AntiVirus Read Me file on the Symantec AntiVirus for Macintosh CD for more information about downloading the managed installer from the Symantec Web site.

See [“Reading the Symantec AntiVirus Read Me file”](#) on page 18.

Reading the Symantec AntiVirus Read Me file

The Symantec AntiVirus Read Me file contains a summary of what’s new and changed in Symantec AntiVirus, as well as installation tips. It contains information that was unavailable at the time that the *Symantec AntiVirus 10 for Macintosh Installation Guide* was published.

To read the Symantec AntiVirus Read Me file

- 1 Insert the Symantec AntiVirus 10 for Macintosh CD into your optical disk drive.
- 2 In the CD window, double-click the **Read Me Files** folder.
- 3 Double-click **Symantec AntiVirus Read Me**.
The Read Me displays in a text editor.

Checking your account type

The installation procedure requires that you enter a Mac OS X Administrator name and password. If you do not know if your account is an Admin account, you can check it in System Preferences.

If your account is an Admin account, you can install Symantec AntiVirus software using your current user name and password.

If your account is a Standard account, you can't install using your current account's user name and password. For security, you must enter an Admin user name and password before installing Symantec AntiVirus. If you do not have an Admin account, ask your system administrator for assistance.

To check your account type

- 1 On the Apple menu, click **System Preferences**.
- 2 Click **Accounts**.
Your login name and account type are listed.

Installing Symantec AntiVirus

You can install Symantec AntiVirus from the Symantec AntiVirus 10 for Macintosh CD, or from a file that you download.

Note: The Symantec AntiVirus installer removes previous installations of Norton AntiVirus for Macintosh versions 9 and 10 from your Macintosh.

To install Symantec AntiVirus 10 for Macintosh

- 1 Do one of the following:
 - If you are installing from a CD, insert the Symantec AntiVirus 10 for Macintosh CD into the optical disk drive.
If the CD window doesn't open automatically, from the desktop, double-click the CD icon to open it.
 - If you downloaded your copy of Symantec AntiVirus 10 for Macintosh, double-click the file that you downloaded.
- 2 Double-click **Symantec AntiVirus Installer**.
- 3 In the Install Symantec AntiVirus panel, click **Continue**.
- 4 Review the Symantec AntiVirus Read Me text, and then click **Continue**.
- 5 In the Software License Agreement panel, click **Continue**.

- 6 In the agreement dialog box that appears, click **Agree**.
- 7 In the Select a Destination panel, select the disk on which you want to install Symantec AntiVirus.
Files from previous versions of Symantec AntiVirus are deleted when you install Symantec AntiVirus to the same directory as the old version.
- 8 In the Select a Destination panel, click **Continue**.
- 9 In the Easy Install panel, click one of the following buttons:

Install	This button appears if you have no other Symantec products that include Symantec AntiVirus or Norton AntiVirus installed on the computer.
Upgrade	This button appears if you have a previous version of Symantec AntiVirus or Norton AntiVirus installed on the computer.
- 10 In the Authenticate panel, type an Admin account's user name and password.
- 11 In the Authenticate panel, click **OK**.
- 12 Click **Continue Installation** to confirm that you want to install Symantec AntiVirus.
- 13 When installation is complete, click **Logout**.

If you can't eject the CD

If you have trouble ejecting the CD after you restart your computer, try one of the following:

- Quit applications and close documents that are on the CD before ejecting. If a CD is busy, you cannot eject it.
- Restart your computer. Press and hold the eject button on the keyboard when your Macintosh restart chime sounds.
- On a Macintosh computer with a slot-loading CD-ROM drive, press and hold the mouse button while starting up to eject the CD.

For more information on how to eject a CD, see Mac Help.

After installation

Now that you've installed Symantec AntiVirus, you can check for late-breaking news about your new software.

Symantec AntiVirus creates a Late Breaking News link. This link lets you see the latest information for your installed software.

To read late-breaking news

- 1 Connect to the Internet.
- 2 In the Symantec Solutions folder, double-click **Late Breaking News**. Your default Web browser displays the Symantec Late Breaking News Web page for your product.

For more information

The product documentation provides assistance for using Symantec AntiVirus. You can find the information that you need on your computer and on the Web.

Accessing Help

Opening Help in Symantec AntiVirus displays the Apple Help Viewer where you can access a list of Symantec AntiVirus Help topics.

To access Help

- 1 In the Symantec Solutions folder, double-click **Symantec AntiVirus**.
- 2 On the Help menu, click **Symantec AntiVirus Help**.

Tips for exploring Help:

- To search for a specific topic, in the search field at the top of the Help window, enter one or more keywords.
- Terms that are underlined and blue in the text are defined in the glossary. Click the word to go to its definition. Click the back button to return to the topic.
- Links to related topics appear at the end of a topic.
- Some topics include links that open the window in which you can begin the task described.

Opening the User Guide PDF

The User Guide is available in PDF format on the CD.

To open the User Guide PDF

- 1 Insert the Symantec AntiVirus 10 for Macintosh CD into the CD-ROM drive.
- 2 In the CD window, double-click the **Documentation** folder.
- 3 Double-click **Symantec AntiVirus 10 for Macintosh User Guide**.
You can also drag the PDF to your hard disk if you want to keep a copy on your computer.

Tips for exploring the PDF:

- When you open the PDF, the table of contents appears in the margin. In the table of contents, click a heading to jump to that topic.
- To search for a specific topic, use the Find command on the Edit menu.

Installing the Symantec Administration Console for Macintosh server

This chapter includes the following topics:

- [Before you install](#)
- [Server installation requirements](#)
- [Installing the Symantec Administration Console for Macintosh server software](#)
- [Post-installation tasks](#)

Before you install

The Symantec Administration Console for Macintosh server software must be installed before the client software because the server software creates a customized client installation package containing information about the server, such as the server's static IP address, and an encrypted private key used to validate the commands sent from the server to the client.

Before you install, make sure that you have reviewed the client and server installation requirements.

See [“Server installation requirements”](#) on page 27.

See [“Client installation requirements”](#) on page 49.

About user accounts and passwords

During the installation of the Symantec Administration Console for Macintosh, you will need the following user accounts and passwords. You need to create some of these accounts before you begin the Symantec Administration Console for Macintosh installation, as noted in [Table 3-1](#). As you establish these user accounts and passwords, you should record them and store them in a secure location.

If you forget a password, or believe that a user account and password are compromised, you can reset the user account and password.

See [“Resetting user accounts and passwords”](#) on page 45.

[Table 3-1](#) describes the user accounts and passwords required by the Symantec Administration Console for Macintosh.

Table 3-1 User accounts and passwords required by the Symantec Administration Console for Macintosh

Component	User account/password	When to create
Server running Mac OS X Server	A server user account with Admin privileges and a password that you assign.	Before installing the Symantec Administration Console for Macintosh. This was created when Mac OS X Server user accounts were established.
MySQL	Root user and password that you assign.	When MySQL is installed. By default, the root user is created without a password. To better secure the MySQL database, create a root user password for MySQL.
MySQL Symantec Administration Console for Macintosh database	An account name that you assign with a password automatically generated by the installer for the Symantec Administration Console for Macintosh database created in MySQL.	During the installation of Symantec Administration Console for Macintosh server software. Used by the server to access the MySQL database. You don't need to enter this user account and password after the server installation is complete.

Table 3-1 User accounts and passwords required by the Symantec Administration Console for Macintosh

Component	User account/password	When to create
Symantec Administration Console for Macintosh login	Username and password that you assign.	During the installation of Symantec Administration Console for Macintosh server software. Used whenever you log on to the administration console.
Symantec Administration Console for Macintosh key pair	Server-generated key pair and associated password that you assign.	During the installation of Symantec Administration Console for Macintosh server software. Used whenever you send a command from the server.
Symantec Administration Console for Macintosh URL	URL of the administration console Web page.	During the installation of Symantec Administration Console for Macintosh server software.

Preparing the MySQL database for server installation

Before installing the Symantec Administration Console for Macintosh server, the following requirements must be met:

- Mac OS X Server v10.3 or v10.4 must be running on the server.
See the Apple *Mac OS X Server Getting Started* document for instructions on installing the operating system software.
- Make sure that the MySQL database is running.
See [“Checking that MySQL is running”](#) on page 26.
- Create a password for the MySQL database root user on the server.
By default, the root user is enabled as a MySQL user without a password. To better secure the MySQL database, give the root user account for MySQL a password.
See [“Creating a password for the MySQL root user”](#) on page 26.

Checking that MySQL is running

The server installation and the regular operation of the Symantec Administration Console for Macintosh requires that the MySQL database be running on the server.

To check that MySQL is running

- 1 On the server, open the **Activity Monitor**.
- 2 On the Show menu, make sure that All Processes is selected.
The mysqld process should be in the list of processes. If mysqld is not in the list, start MySQL from the /Applications/Server/MySQL Manager application.

Creating a password for the MySQL root user

If the version of MySQL that came with Mac OS X Server v10.3 or v10.4 is running on your server, then the MySQL installation should have already run the `mysql_install_db` script that sets up the database grant tables that create the initial set of MySQL users. By default, two superuser accounts are created with a username of root. The root users are initially created without passwords. To secure the MySQL database, give one of the root user accounts a password, and then use the account and password for the server installation. Though you don't need the second MySQL root user for this installation, it is a good practice to assign the other root user (or any other usernames without passwords) a password.

Note: You should note the root password in a secure place, as you'll need it when you install the server software.

To create a password for the MySQL root user

- ◆ In a Terminal window, type the following:

```
mysqladmin -u root -h localhost password "newpwd"
```

where <newpwd> is the root password that you want to use.

Preparing the Mac OS X Server to use SSL

The user interface of the Symantec Administration Console for Macintosh is made of dynamically generated Web pages, served from the Apache HTTP server and viewable from a Web browser. Some of the Web pages require that you enter sensitive information, such as usernames and passwords, that you might want transmitted using secure communications protocols.

The Mac OS X Server Apache HTTP Server software uses a module called `mod_ssl` to provide SSL (Secure Sockets Layer) security for Web sites it serves, such as the Symantec Administration Console for Macintosh. You do not need to enable SSL to install the Symantec Administration Console for Macintosh. It is an optional procedure.

If you wish to set up SSL for Web sites, see the Apple Developer Connection Web site article, "Creating Secure Transactions on Mac OS X Server Using SSL." The article is located at the following URL:

http://developer.apple.com/server/security_ssl.html

Server installation requirements

The following are the supported hardware platforms and software versions for the server installation of the Symantec Administration Console for Macintosh.

- Mac OS X Server v10.3 or v10.4
 - 256 MB RAM (512 MB RAM for high-demand servers)
 - Built-in FireWire®
 - 4 GB available disk space

Note: The Symantec Administration Console for Macintosh server software does not support Mac OS 9, or versions other than Mac OS X Server v10.3 or v10.4, for use as server platforms.

- Computers capable of running Mac OS X Server v10.3 or v10.4, including:
 - Power Mac® G3, G4, or G5
 - iMac®
 - eMac™
 - Mac® mini
 - Macintosh Server® G3, G4
 - Xserve®, Xserve® G5

Note: The Symantec Administration Console for Macintosh software does not require Xserve hardware.

- Supported administration console browsers
 - Mac OS X 10.3 using Safari™ 1.2.X Web browser
 - Windows® XP Pro using Internet Explorer 6 Service Pack 2 Web browser
 - Red Hat Linux using Netscape® 7 Web browser
- Server port: The Symantec Administration Console for Macintosh server sends commands to clients using the UDP multicast protocol on the host IP address and port that you specify. The Symantec Administration Console for Macintosh server software installation assigns port 8192 by default, but you can change the port number during the server software installation. See [“Installing the Symantec Administration Console for Macintosh server software”](#) on page 28.
- Static IP address: The server requires a static IP address to be able to receive status and other communication from the clients. If the server doesn’t have a static IP address, the server will be able to send commands to clients, but won’t be able to receive status from the clients. If your host IP address changes, you can manually update it in the configuration file that stores that information, and then create an updated client package to send to the clients. See [“Changing the host IP address”](#) on page 47.

Installing the Symantec Administration Console for Macintosh server software

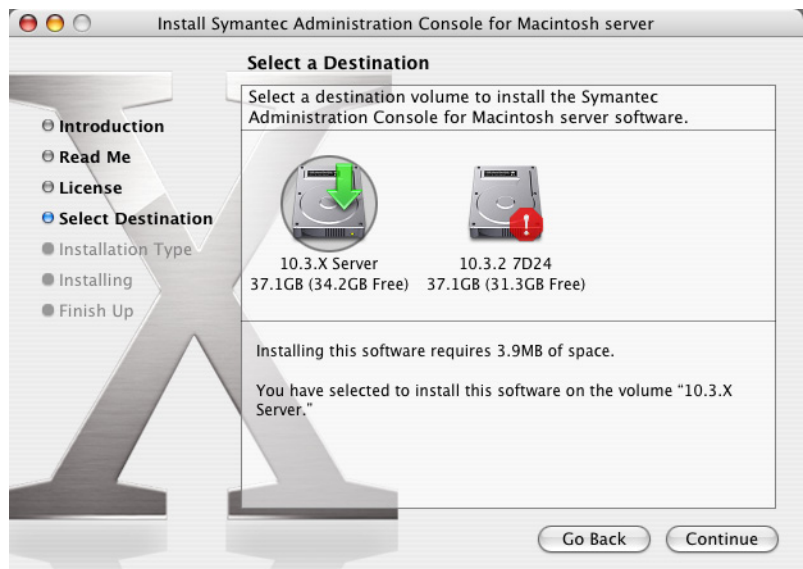
Before you perform this installation procedure, make sure that you have met the following requirements:

- MySQL is running on the server. See [“Preparing the MySQL database for server installation”](#) on page 25.
- MySQL root user has a password assigned. See [“Creating a password for the MySQL root user”](#) on page 26.

To install the server

- 1 Log on to the server using an Admin user account.
- 2 Insert the Symantec Administration Console for Macintosh CD into the CD-ROM drive.

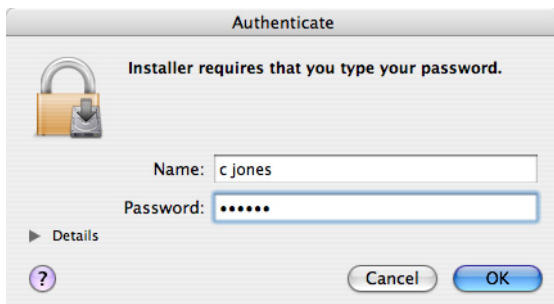
- 3 On the Symantec Administration Console for Macintosh CD, double-click **Symantec Administration Server.pkg**.
- 4 In the Welcome to the Symantec Administration Console for Macintosh server Installer panel, click **Continue**.
- 5 In the Important Information panel, read the Read Me file, and then click **Continue**.
- 6 In the Software License Agreement panel, read the License Agreement, and then click **Continue**.
- 7 In the Software License Agreement panel, click **Agree** to accept the terms of the License Agreement and continue the installation.
- 8 In the Select a Destination panel, select the server's boot volume as the destination for the server software.



- 9 In the Select a Destination panel, click **Continue**.
- 10 In the Easy Install panel, click **Install**.

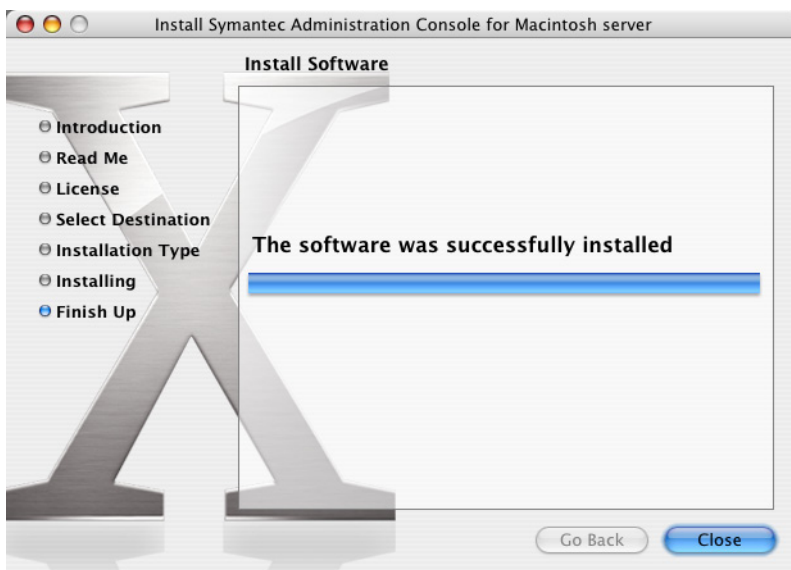
Note: If a previous installation of the Symantec Administration Console for Macintosh is on this server, the button is labeled Upgrade instead of Install.

- 11 In the Authenticate dialog box, type an Admin account user's name and password, and then click **OK**.



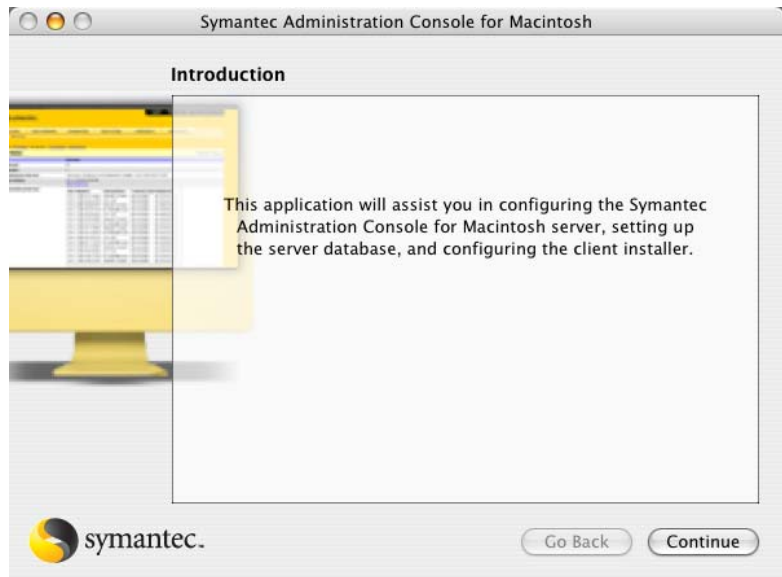
It takes just a few seconds for the server software to install. You should see the following Install Software panel after the software is installed.

- 12 In the Install Software panel, click **Close**.

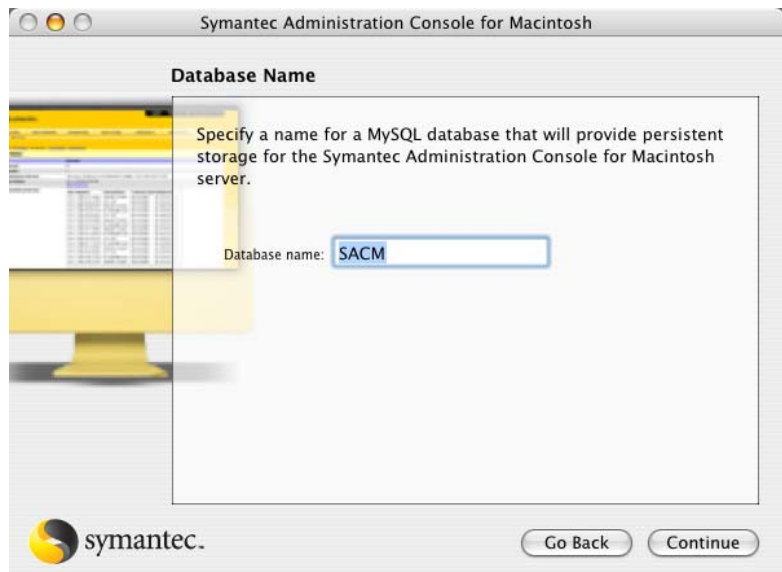


Note: The next series of panels guide you through entering the settings that configure the Symantec Administration Console for Macintosh server software, create the server database in MySQL, and create the client installation package.

- 13 In the Introduction panel, click **Continue**.



- 14 In the Database Name panel, type the name that you want to give to the MySQL database created by the Symantec Administration Console for Macintosh.



- 15** In the Database Name panel, click **Continue**.
- 16** If there is a previous installation of the Symantec Administration Console for Macintosh on this server, and if the installer detects that a database already exists with the name that you assigned, you are prompted to either keep the existing database, or delete the database and rebuild it.

Keep the existing database If you keep the existing Symantec Administration Console for Macintosh database, the usernames, passwords, and other data stored in the database from the previous installation are used for this installation.

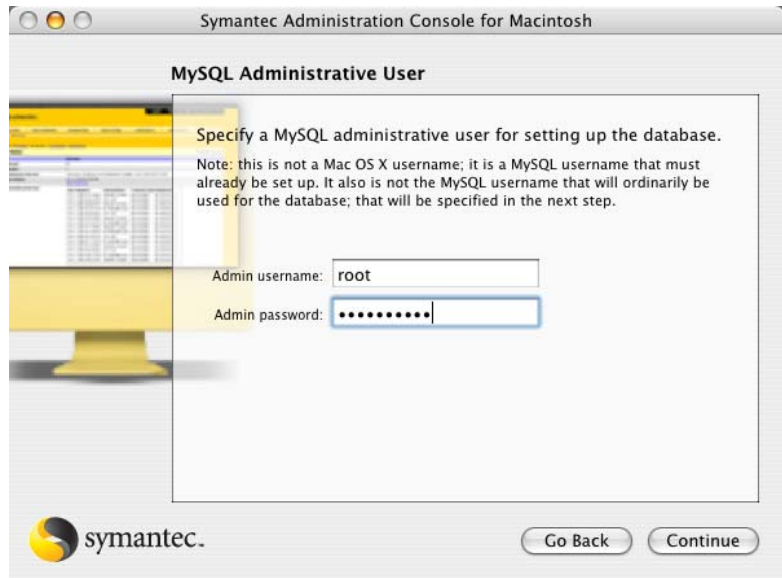
If you select this option, go to step 23 to continue the installation.

Delete the database and rebuild it If you delete the existing database, all existing Symantec Administration Console for Macintosh data is deleted and a new database is created.

If you select this option, go to step 17 to continue the installation.

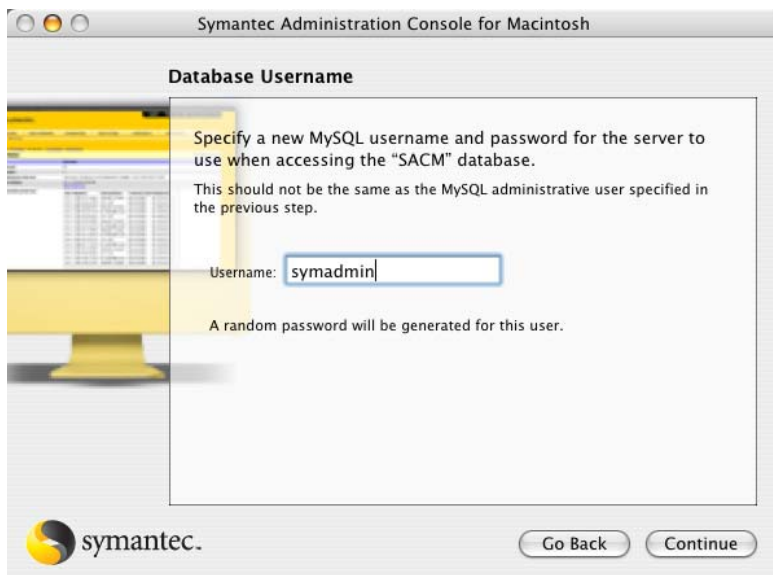
Note: If you are installing the Symantec Administration Console for Macintosh for the first time on this server, you don't have to choose whether to keep or delete an existing server.

- 17 In the MySQL Administrative User panel, type the root username and password that was previously created by the MySQL database.



- 18 In the MySQL Administrative User panel, click **Continue**.

- 19 In the Database Username panel, type a username (up to 16 characters).



The server will use this username to access the MySQL database created by the Symantec Administration Console for Macintosh

- 20 In the Database Username panel, **Continue**.

- 21 In the Console Login User panel, type a username and password that will be used to log on to the Symantec Administration Console for Macintosh.



You can create additional usernames after the server software is installed.

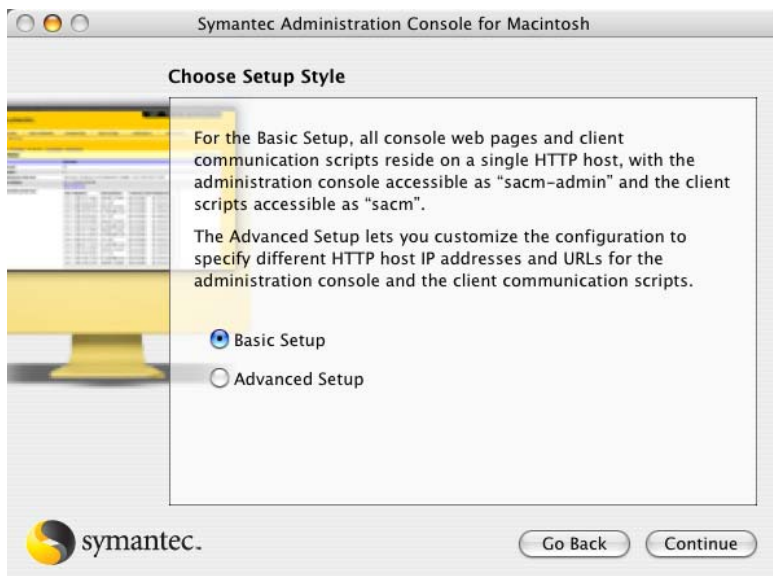
- 22 In the Console Login User panel, click **Continue**.

23 In the Choose Setup Style panel, select one of the following setup options:

- | | |
|----------------|--|
| Basic Setup | Uses a single host IP address for locating the administration console Web pages and the location where clients report their status to the server.

If you select Basic Setup, click Continue and then go to step 25. |
| Advanced Setup | Uses different host IP addresses for locating the administration console Web pages and the location where clients report their status to the server.

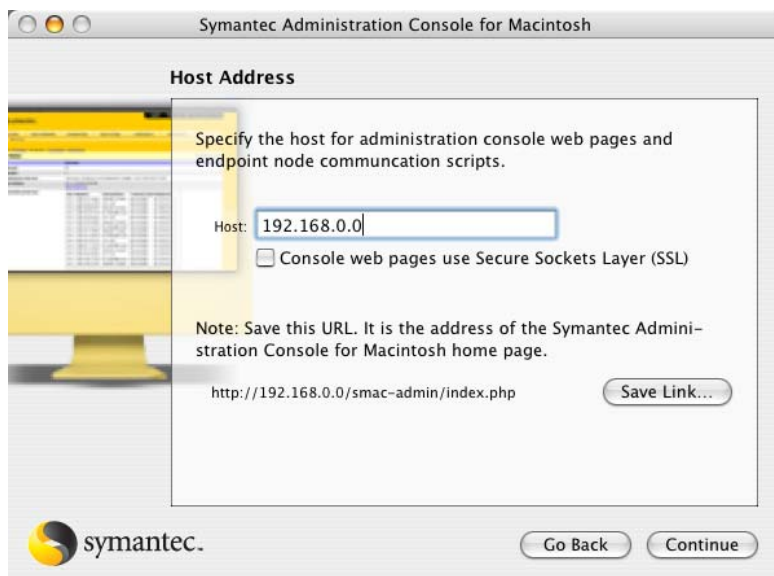
If you select Advanced Setup, click Continue and then go to step 27. |



24 In the Choose Setup Style panel, click **Continue**.

25 In the Host Address panel, do the following:

- Specify a host IP address to use for the URLs for administration console Web pages, and the location where clients report their status to the server. By default, the Host option is initially set to the current IP address of the en0 Ethernet device on the server.
- Check Console web pages use Secure Sockets Layer (SSL) if you have the Apache HTTP Server software set up to use SSL and you want to use it for Symantec Administration Console for Macintosh communication. If you don't have SSL set up on your Apache HTTP server, uncheck the check box. See [“Preparing the Mac OS X Server to use SSL”](#) on page 27.
- Click **Save Link** to create a Web link on the desktop containing the URL for the Symantec Administration Console for Macintosh.



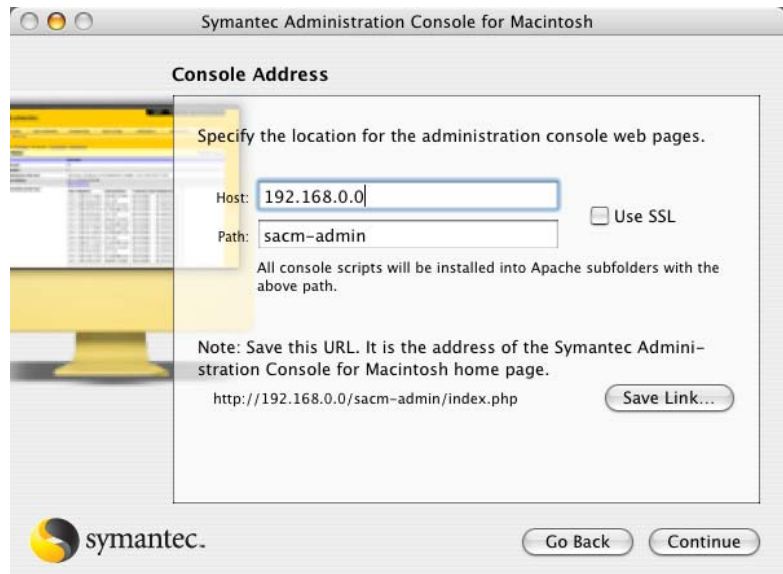
- 26 After you have specified the options in the Host Address panel, click **Continue**, and then go to step 31.

Note: After installation, if the host IP address changes, the client will continue to receive commands sent by the server, but the client will not be able to report status to the server. If your host IP address changes, you can update it in the configuration file that stores that information and create an updated client package to send to the clients.

See [“Changing the host IP address”](#) on page 47.

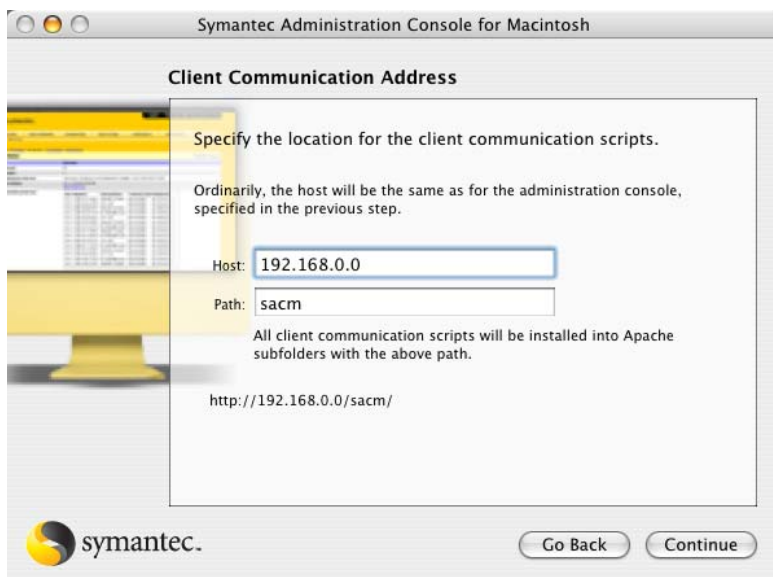
27 In the Console Address panel, do the following:

- Type the host IP address and path that you want to use as the URL for the Symantec Administration Console for Macintosh Web pages. By default, the Host option is initially set to the current IP address of the en0 Ethernet device on the server.
- Check **Use SSL** if you have the Apache HTTP Server software set up to use SSL (Secure Sockets Layer) and you want to use it for Symantec Administration Console for Macintosh communication. If you don't have SSL set up on your Apache HTTP Server, don't check this check box.
See [“Preparing the Mac OS X Server to use SSL”](#) on page 27.
- Click **Save Link** to create a Web link on the desktop containing the URL for the Symantec Administration Console for Macintosh.



28 After you have specified the options in the Console Address panel, click **Continue**.

- 29 In the Client Communication Address panel, type the host IP address and path that specifies where the clients report to the server about results of administration console commands and events that have occurred on the client.

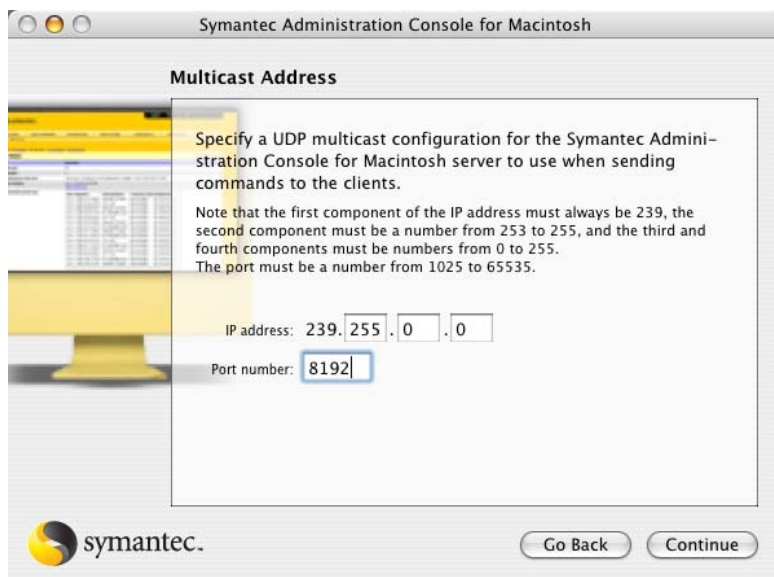


Note: If the host IP address changes after the Symantec Administration Console for Macintosh server software installation is complete, the URL of the administration console will be incorrect. If your host IP address changes, you can manually update it in the configuration file that stores that information, and then create an updated client package to send to the clients.

See [“Changing the host IP address”](#) on page 47.

- 30 After you have specified the options in the Client Communication Address panel, click **Continue**.

- 31 In the Multicast Address panel, specify the host IP address and port number assignment for UDP multicast communication from the server to the client.



If your network is behind a firewall, the multicast information doesn't usually need to be changed. If your network is outside of a firewall, be careful not to use a multicast IP address of a registered multicast service. For more information about registered Multicast addresses, see the following URLs:

- <http://www.iana.org>
- <http://www.iana.org/assignments/multicast-addresses>

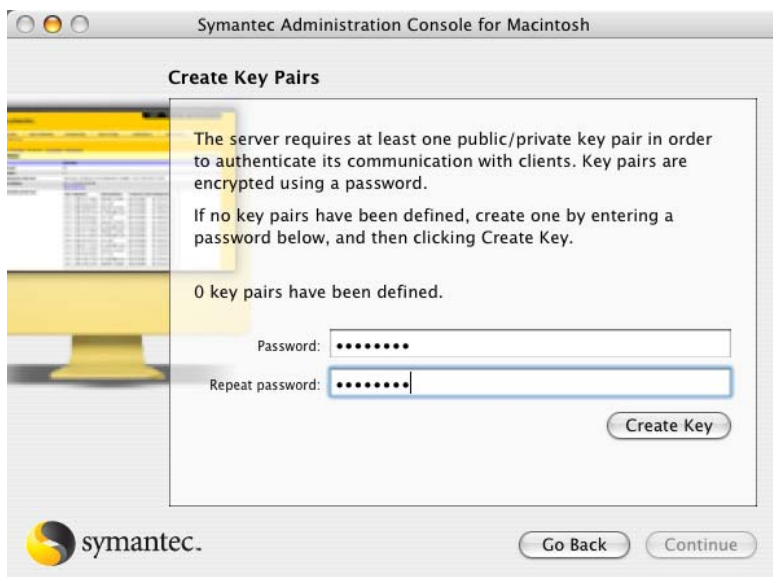
After installation, if the host IP address changes, the URL that the server uses to send commands to clients will be incorrect. If your host IP address changes, you can manually update it in the configuration file that stores that information, and then create an updated client package to send to the clients.

See [“Changing the host IP address”](#) on page 47.

If other services running on the computer are using port number 8192, change the port number to one that is not being used. The port number must be a number from 1025 to 65535.

- 32 After you have specified these options in the Multicast Address panel, click **Continue**.

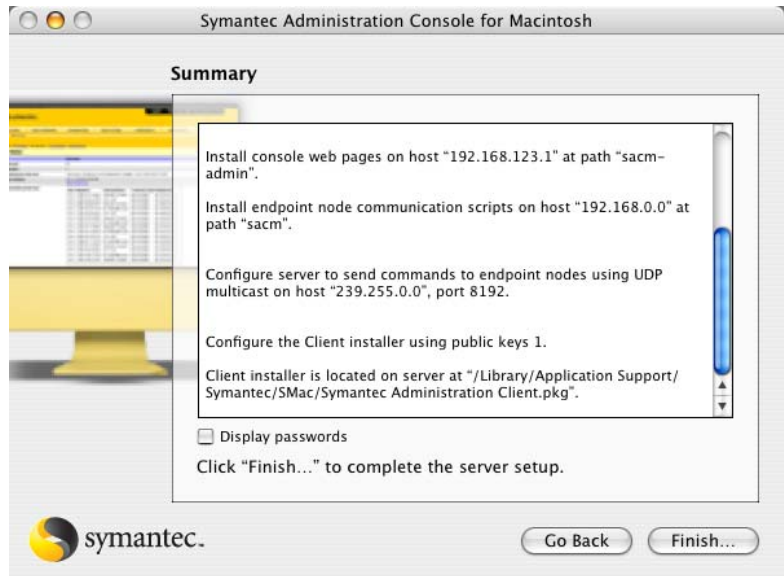
- 33 In the Create Key Pairs panel, type and re-type a password that will be associated with the first key pair that you create, and then click **Create Key**.



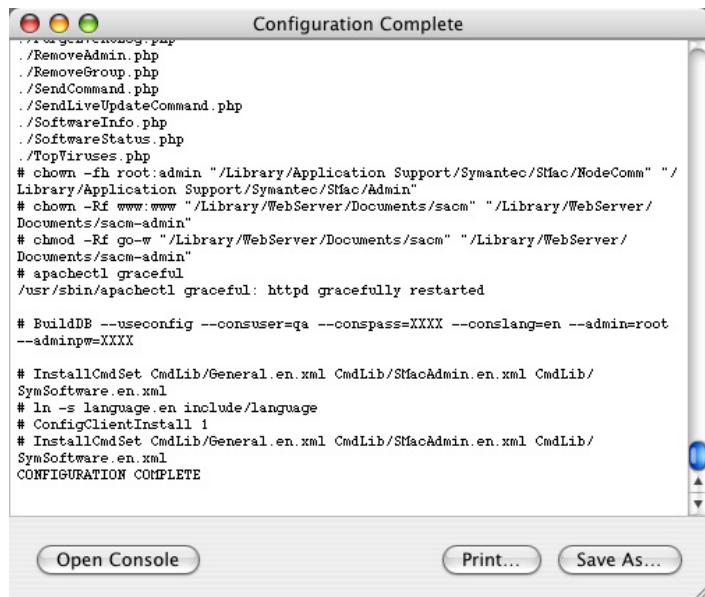
A key pair is used to encrypt and authenticate the commands sent from the server to the client. You can continue to create more key pairs by typing a password and clicking Create Key. You can assign each new key pair the same password, or its own unique password. The keys that you create during installation are built into the client installation package for distribution to clients.

- 34 After you have created the key, click **Continue**.

35 In the Summary panel, click **Finish**.

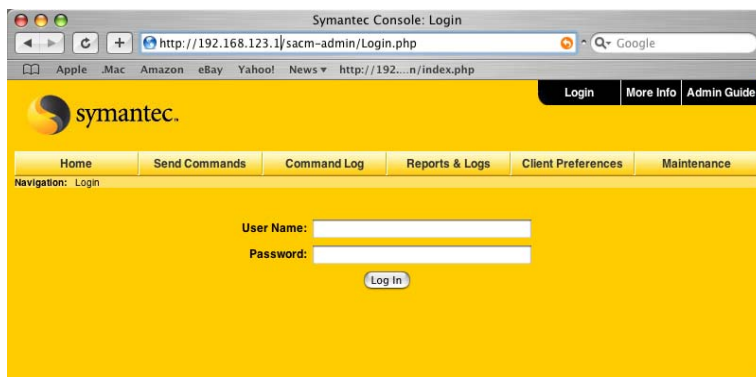


If the configuration is successful, a log file appears and indicates that the configuration is complete.



Post-installation tasks

- 36 To verify that the server software successfully installed, open the Symantec Administration Console for Macintosh by using any of the following methods:
- In the Configuration Complete log, click **Open Console**.
 - Open the Web link that you previously saved.
 - Type the administration console URL in a Web browser. See “[Server installation requirements](#)” on page 27.



- 37 Log on to the administration console using the username and password that you specified for the Symantec Administration Console for Macintosh during the server software installation.

Post-installation tasks

After installing the Symantec Administration Console for Macintosh server software, you should make plans to establish a MySQL backup and disaster recovery plan.

You should note your MySQL and Symantec Administration Console for Macintosh user accounts, key pairs, and associated passwords in a secure place. If you forget a user account or password, refer to the procedures in this section to reset an account name and password.

About MySQL backup and disaster recovery

If you don't already have a regularly scheduled backup and disaster recovery process for the MySQL database, you should consider establishing one. Consult your MySQL documentation, or refer to the "Disaster Prevention and Recovery" article at the following URL:

http://dev.mysql.com/doc/mysql/en/Disaster_Prevention.html

Resetting user accounts and passwords

Keeping track of user accounts and passwords associated with the MySQL database and the Symantec Administration Console for Macintosh is important for security. If you forget a user account or password, or believe that an account or password has been compromised, you can reset the user account and password.

Resetting the MySQL root user password

When the Mac OS X Server v10.3 or v10.4 initially installs the MySQL database, it creates two root users without passwords by default. If you previously set a root password for MySQL but have forgotten it, reset the root password by following the procedure called "How to Reset the Root Password" located in the *MySQL Manual* at the following URL:

http://dev.mysql.com/doc/mysql/en/Resetting_permissions.html

Resetting the password for an existing Symantec Administration Console for Macintosh username

This procedure resets the password for an existing Symantec Administration Console for Macintosh username. You can also create a new username and password.

See "[Creating a new Symantec Administration Console for Macintosh username and password](#)" on page 46.

To reset the password for an existing administration console username

- 1 In a Terminal window, run the mysql command-line tool from the server by typing the following:

```
mysql --user=root --password=your_root_password db_name
```

where `your_root_password` is the existing root user password, and `db_name` is the name of the Symantec Administration Console for Macintosh MySQL database created during the server installation.

By default the database is named SACM, unless the default was changed during the Symantec Administration Console for Macintosh server installation.

- 2 Type the following at the mysql prompt:

```
USE db_name;
```

```
UPDATE AdminUser SET Password=PASSWORD('newpassword') WHERE  
UserName='existing_login';
```

where db_name is the same db_name used in the mysql command in the previous step, newpassword is the new password you want to assign, and existing_login is an existing administration console username.

If the command is successful, you should see the following text in the Terminal window:

```
Query OK, 1 row affected (0.00 sec)
```

```
Rows matched: 1 Changed: 1 Warnings: 0
```

Creating a new Symantec Administration Console for Macintosh username and password

This procedure creates a new Symantec Administration Console for Macintosh username and password. You can also reset a forgotten password for a known username.

See [“Resetting the password for an existing Symantec Administration Console for Macintosh username”](#) on page 45.

To create a new administration console username and password

- 1 In a Terminal window, run the mysql command-line tool from the server by typing the following:

```
mysql --user=root --password=your_root_password db_name
```

where your_root_password is the existing root user password, and db_name is the name of the Symantec Administration Console for Macintosh MySQL database created during the server installation.

By default the database is named SACM, unless the default was changed during the Symantec Administration Console for Macintosh server installation.

- 2 Type the following command at the mysql prompt:

```
USE db_name;
```

```
INSERT AdminUser SET UserName='newusername',  
Password=PASSWORD('newpassword'),PrivKeys='Y',PrivCmds='Y',  
PrivUsers='Y';
```

The variables are as follows:

db_name	The same db_name used in the mysql command in the previous step.
newusername	The username that you want to create.
newpassword	The new password that you want to assign.
PrivKeys	<ul style="list-style-type: none">■ To give the user the ability to create key pairs, type Y.■ To deny the user the ability to create key pairs, type N.
PrivCmds	<ul style="list-style-type: none">■ To give the user the ability to issue commands, type Y.■ To deny the user the ability to issue commands, type N.
PrivUsers	<ul style="list-style-type: none">■ To give the user the ability to create new administrator accounts, type Y.■ To deny the user the ability to create new administrator accounts, type N.

If the command is successful, you should see the following text in the Terminal window:

```
Query OK, 1 row affected (0.00 sec)
```

Changing the host IP address

The Symantec Administration Console for Macintosh server requires a static IP address to be able to receive status and other communication from the clients. If the server IP address changes, the server will be able to send commands to clients, but won't be able to receive status from the clients.

If your host IP address changes, you can manually update it in the configuration file that stores the information. You then run the Configure Client Package command that creates an updated .tgz file for you to send to existing clients (as described in this procedure), and a Symantec Administration Client.pkg for you to use when installing new clients.

See [“Distributing and installing the client package”](#) on page 50.

See [“Installing the Symantec Administration Console for Macintosh server software”](#) on page 28.

Note: Don't perform this procedure until the IP address has actually changed on the server.

To change the host IP address

- 1 On the server volume where the Symantec Administration Console for Macintosh is installed, locate the config file:
/Library/Application Support/Symantec/SMac/config
- 2 Open the config file using a text editor.
You must have Admin privileges to edit this file.
- 3 In the config file, find the following lines and change their IP addresses to the new IP address. Ordinarily these two values are the same.

NodeCommHost This is the base address that the client uses to communicate with the server.

AdminHost This is the base address to access the Web console.

- 4 Save the config file.
- 5 Log on to the Symantec Administration Console for Macintosh.
- 6 Click **Maintenance**, and then click **Configure Client Package**.
- 7 On the Configure Client Package page, select a Client Package Key ID and corresponding password, and then click **Modify Client Package**.
A client package is created for delivery and installation on the clients. Note the name and displayed URL of the .tgz file. You will need to enter this file name and URL to send the package to the clients.
- 8 Click **Send Commands**.
- 9 Under Send Command Options, select whether to send the command to all clients or a selected group of clients.
- 10 On the Command pop-up menu, click **Set Console Client Preferences**, and then click **Specify Parameters**.
- 11 On the Set Console Client Preferences page, type the Command Key ID and Key Password information, and then type the .tgz URL and file name next to Preference Set.
- 12 Click **Command** to send the updated client package and IP address to the selected clients.
The selected clients will download and install the updated client package from the specified URL.

Installing the Symantec Administration Console for Macintosh client

This chapter includes the following topics:

- [Before you install](#)
- [Client installation requirements](#)
- [Distributing and installing the client package](#)
- [Verifying communication between the client and server](#)

Before you install

Installing the Symantec Administration Console for Macintosh client software involves distributing and installing the client package that was created during the server installation on each client.

Client installation requirements

A networked Macintosh computer running Mac OS X 10.2.8 or later is required for the client installation of the Symantec Administration Console for Macintosh.

Note: Installation of the Symantec Administration Console for Macintosh does not require Symantec AntiVirus to be installed on the client computers, but the Symantec Administration Console for Macintosh won't be able to perform antivirus tasks, such as scanning volumes for viruses, on client computers that don't have Symantec AntiVirus installed.

Distributing and installing the client package

The client package created by the server installation is the client installation package used to install the Symantec Administration Console for Macintosh client software. The client package contains the following items:

- Host IP addresses that the client needs to communicate with the server
- Public key(s) used by the client to authenticate commands from the server
- The installer for the client daemon that runs in the background and enables the client to receive and process commands from the server

Review the client requirements to make sure that the clients are properly configured to run the Symantec Administration Console for Macintosh client software.

See [“Client installation requirements”](#) on page 49.

Note: The client package installation does not install Symantec AntiVirus on the client. Use the Symantec AntiVirus 10 for Macintosh installation instructions to install that product on clients. See [“Installing Symantec AntiVirus 10 for Macintosh”](#) on page 17.

To distribute and install the client package

- 1 Locate the client package on the server volume on which the server was installed:
Library > Application Support > Symantec > SMac > <client package>
- 2 To distribute the client package you can use your preferred method, or any of the following options:
 - Use Apple Remote Desktop™ software, or another preferred network administration software program. The advantage to using this type of administration program is that you can set up the distribution to automatically install and reboot the client package on the clients without user intervention at the client.

- Use a shared network directory or physical media (CD, disk, etc.). This method requires that you download the client package file from the network directory or media, and install the package on each client computer.
- 3 Install the client package using the Apple Installer.
This will install the client without requiring any user intervention.
 - 4 Reboot the client computer.

Verifying communication between the client and server

You will not see a user interface for the Symantec Administration Console for Macintosh on the client. The client daemon process runs silently in the background.

The client attempts to communicate with the server when the client is rebooted. You should see an entry for the client on the administration console Send Commands page after the client has started reporting its status to the server.

If you don't see the client listed in the administration console, try one of the following:

- Refresh the administrator console by using the Refresh command in your Web browser.
- Wait a few minutes for the client to begin communicating with the server.
- Ping the client from the Terminal to see if it responds.

After the Symantec Administration Console for Macintosh client software has been installed and the client is communicating with the server, the Symantec Administration Console for Macintosh installation is complete and you can start managing clients from the administration console.

See the Symantec Administration Console for Macintosh *Administrator's Guide* for information on managing clients using the administration console.

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