

ALWIL Software

avast32

Exchange® Server Edition

Contents

1	Welcome	5
2	Installation	7
2.1	System requirements	7
2.2	Installing	7
2.3	Problems with installation	13
3	Getting started	15
4	Description of task pages	17
4.1	"Task" page	17
4.2	"Type" page	18
4.3	"Resident" page	18
4.4	"Exchange Server" page	19
4.5	"Areas" page	19
4.6	"Exceptions" page	21
4.7	"Signatures" page	22
4.8	"Alerts" page	22
4.9	"Refreshing" page	24
4.10	"Scheduling" page	25
5	Signatures	27
5.1	What are the Signatures?	27
5.2	Signature usage rules	27
5.3	Disadvantages of message signing	28

Picture index

2.1	Language selection	9
2.2	Window of the installation program	9
2.3	License Agreement between you and the ALWIL Software	10
2.4	Enter your activation key here	11
2.5	Select type of the installation	12
2.6	Password of Service account of Exchange Server	12
2.7	Computer restart selection	13
4.1	"Task" page	17
4.2	"Type" page	18
4.3	"Resident" page	18
4.4	"Exchange Server" page	19
4.5	"Areas" page	19
4.6	Areas-details	20
4.7	Dialog for selection of Exchange server areas	21
4.8	"Exceptions" page	21
4.9	"Signatures" page	22
4.10	"Alerts" page	23
4.11	Selection of Exchange address	23
4.12	Format of the message	24
4.13	"Refreshing" page	24
4.14	"Scheduling" page	25

1 Welcome

Dear customer, we congratulate you for purchasing the prostředku AVAST32 3.0 Exchange Server Edition, which is one of the best programs in its category. We hope that you will be satisfied with our product and that you will enjoy the comfort of working with this program.

AVAST32 3.0 Exchange Server Edition represents a complete antivirus protection of Microsoft Exchange Server. It works as an add-on to Network Edition. It allows to scan all or selected mailboxes and the public folders available on the server. It can also announce the finding of infected message to its sender, recipient or to other selected people. The system of signatures ensures the optimal virus scanning system for your server.

In case of any problems or questions relating to the program do not hesitate and contact your dealer or the ALWIL Trade company. Their representatives will be glad and willing to help you. The staff of the ALWIL Software company wishes you pleasant and virus-free work with your computer.

2 Installation

AVAST32 3.0 Exchange Server Edition is new versio of antivirus system created specifically for MS Exchange Server. The core of the program is intended to be run on a computer with Microsoft Windows NT Server and Microsoft Exchange Server installed. However, the configuration tasks can be done from any network workstation running Windows 95/98 or Windows NT 4.0. The program is made up of two parts:

- the first part is the server that executes all the antivirus code and is installed directly on the computer with Exchange Server.
- the second part is the client which is in fact just an add-in to ordinary AVAST32 version 3.0 installation that enables the user to perform remote administration.

Avast32 Exchange Server Edition requires that you have already installed Avast32 version 3.0. Before initiating the installation of the Exchange Server components please make sure that Avast32 is properly set up (on both the server and the client(s)).

2.1 System requirements

In order to successfully install AVAST32 in your computer and subsequently use without errors, it is necessary that your computer system should meet a few of basic requirements.

For Server installation:

- processor 486 and higher
- 64 MB paměti RAM
- Windows NT 4.0 Server
- Exchange Server 5.x or higher

For Client installation:

- any computer capable of running AVAST32 version 3.0

2.2 Installing

Before you start installation onto the server, it is necessary to take the appropriate measures on your MS Exchange Server. Follow the instructions below:

- Run the administrator's server program (*Microsoft Exchange Administrator*), in the "raw" mode, ie. with *-raw* switch on the command line. It can be done e.g. from a command line enter the command

```
<Ex_Path> \bin \admin -raw
```

where <Ex_Path> is the full path to the directory, where is MS Exchange Server installed.

- In the tree in left part of the window of administrator's program switch to the folder <Organization> \<Site> \Configuration \Servers \<Server>, where you fill in the real names for the <Organization>, <Site> and <Server> items
- In the right part of the window choose *System Attendant* and from *File* menu select *Raw properties* (Or use the Shift+Enter shortcut).
- From a combo box *List attributes of type* in the bottom part of a window choose *All*. This will ensure you will be able to do the changes.
- The two attributes are going to be changed. Firstly from *Object Attributes* list select *Display Name* item. In the right enter name of the box, which will be used by System Attendant. You can type anything for a name, but usually a name "System Attendant" is selected. Then change the attribute *Hide from AB*, to the value of 0 (zero). **Note**, all new values entered into the *Edit value* box has to be confirmed by pressing the *Set* button.

By this procedure you have made System Attendant's mailbox visible for your global address book. This is really important, because AVAST32 works under this account.

In the second part of preparations of AVAST32 installation, we set certain rights for the System Attendant account. These rights are necessary for AVAST32 program. The setting is done in the following way:

- In the administrator's program of Exchange Server in tree in the left part of a Window switch to the *Organization \Site \Configuration* folder. A content of this folder would appear in the right part of a window.
- Double-click on the *Information Store Site Configuration* item. A windows with several sheets will appear. Via these sheets you can configure the public folders on Exchange server in your organization.
- Select *Top Level Folder Creation* sheet. You can specify accounts, which are allowed to create folders in the root directory of public folders on this sheet. AVAST32 needs to create such a folder for its work, so it is necessary to make it possible. Two possible cases may occur:
If there is in *Allowed to create top level folders* window *All* switch selected, you don't have to change anything. Everybody can create folders in the root directory, including AVAST32 program.
But if the *List* is selected, it is necessary to ensure, that the list under this switch contains *System Attendant* account. If this account is not listed here, press the *Modify...* button and add the account to the list. This setting doesn't mean any security threat to your company, because the System Attendant is a part of Microsoft Exchange Server, and it should be allowed to work without any limitations on a Server (no matter if AVAST32 is installed or not)
- Press OK for storing the changes and close the administrator's program.

When all these setting are done you can start the installation process itself.

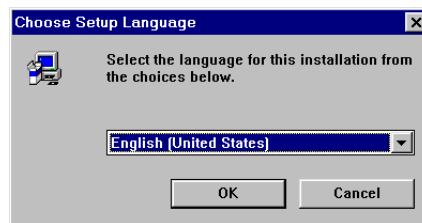
Note: The Server part of installation must be done under the administrator's account of MS Exchange Server. In other words, you must be logged under MS Exchange service account. If you don't meet this requirement, the installation won't be successful! The Client part of installation can be done under any account with sufficient rights.

The installation is started by SETUP.EXE file from AVAST32.EXC directory, which can be found on installation CD.

The installation of the AVAST32 program runs in the form of a dialog between the user and installation program. In the following text we will thoroughly describe particular windows which are displayed during the installation.

The installation can be canceled at any time - the way of how to do it is described at the corresponding installation windows. Before the cancelling of installation the user will be asked whether he is serious. After the confirmation of the cancelling of installation everything which has been installed till that time shall be removed and the system shall be placed in its initial status.

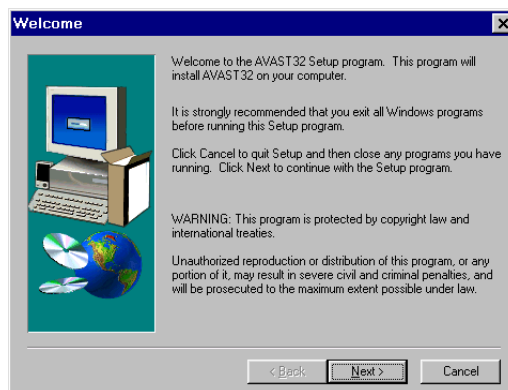
When you start AVAST32 installation you can choose the language (fig. 2.1), which you would like to communicate with in the program. Choosing a specific language from a list, which appears after a click on the arrow to the right from current language, can do the selection.



2.1 Language selection

You will be asked to be patient while the installation is preparing after the language selection.

Once the preparation of the installation is finished, you will see the window (fig. 2.2) of the installation program itself. The Wizard's window is situated in the center and it will help you with the whole installation process. Its lower part contains three buttons enabling you to communicating with Wizard instructions.



2.2 Window of the installation program

Button "< Back" takes you to the preceding window of the Wizard. If it cannot be used (e.g. if you are at the first installation step, then the button is gray. Button "Next >" takes you to the next step of the Wizard. Before using it, however, we recommend you reading thoroughly the contents of the Wizard's window. Hitting the "Cancel" button you can interrupt the installation process at any time.

The first window of the Wizard provides the user copyright ownership and warns him from unauthorized usage of the program or its parts. Having read it you would move to the next window of the Wizard by clicking on the "Next >" button.



2.3 License Agreement between you and the ALWIL Software

The next installation program window contains the License Agreement (fig. 2.3) between you and the ALWIL Software company. This License Agreement includes conditions that you, being a user of AVAST32, must agree with, and the rights which you have as a user of the program. If you agree with the License Agreement and to all of its parts, click on the "Yes" button. Then the Wizard will lead you to the next installation step. If you do not agree with the License Agreement, by clicking on the "No" button you will cancel the installation program and AVAST32 would not be installed then.

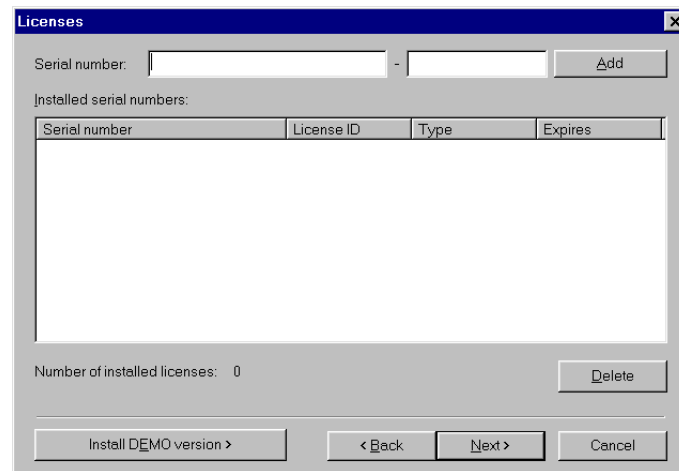
As the License Agreement is greater than the Wizard's window, it cannot be displayed as a whole. On the right side of the window you will find a slider enabling move in the License Agreement. Its indicator at the same time shows the current position. To display the remaining parts of the License Agreement it is also possible to use the keys designed for the cursor movement upwards and downwards, or the keys marked as "PgUp" and "PgDn" for the movement to previous or next page of the License Agreement.

The window that follows after the License Agreement window displays the README.TXT file. This file contains important information which we have not managed to insert into this documentation because of time limitations. The information may concern the program itself but also e.g. installation, and it may also contain procedure instructions in case of problems. In any case you should thoroughly read the README.TXT file - thus you will avoid possible complications in the future.

Within the displayed text it is possible to move in the same way as in case of the License Agreement in the previous Wizard's window. Also the window control is similar. If you have read the README.TXT file, by clicking on the "Yes" button you will come to the next

Wizard's button. The "< Back" button will return you to previous window with the License Agreement and using the "No" button you will cancel the installation of AVAST32.

The next windows shows the Wizard's dialog into which it is necessary to enter the activation key (fig. 2.4) of your program copy. To enter or change data in a particular text box will be possible for you by clicking the left mouse button on the corresponding box. It is also possible to move to the text box in question by repeating pressing the "Tab" key.



2.4 Enter your activation key here

Be careful when typing the activation key. The program can not be installed without a valid key!

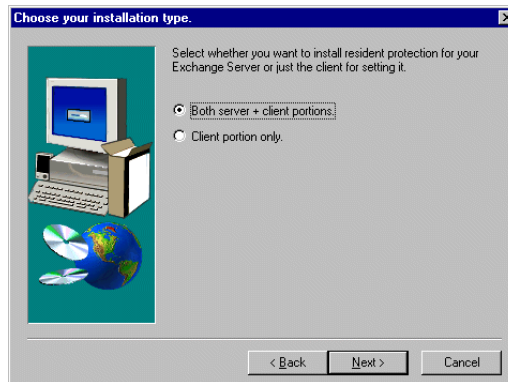
Confirm the activation key by pressing "Next >" button, if the key is valid and correctly entered the Wizard let you proceed further. Otherwise you will get error message and you would have to check the activation key. By pressing "< Back" button you can go back to the window with displayed README.TXT file.

The next window allows to choose a type of the installation (fig. 2.5). If the installation is started on the computer with Exchnage Server installed it is possible to select the installation of "Server+Client" or "Client only". If the presence of Exchnage Server is not detected on a computer, it is possible to install "Client only". Use radio button for selecting the type of installation.

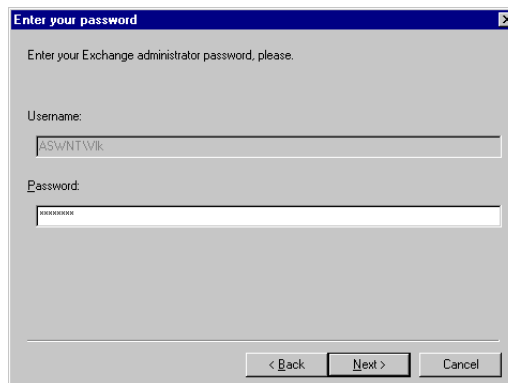
Confirm your selection by pressing "Next >" button, and the Wizard let you proceed further. By pressing "< Back" button you can go back to the window with activation key dialog.

The next window would appear only in the case that "Server+Client" installation has been selected. On this page (fig. 2.6) it is necessary to enter the password of Service account of Exchange Server. Only if the entered password is valid, it will be possible to finish the installation.

Confirm the password by pressing "Next >" button, and the Wizard let you proceed further. By pressing "< Back" button you can go back to the window, where you can select type of the installation.



2.5 Select type of the installation



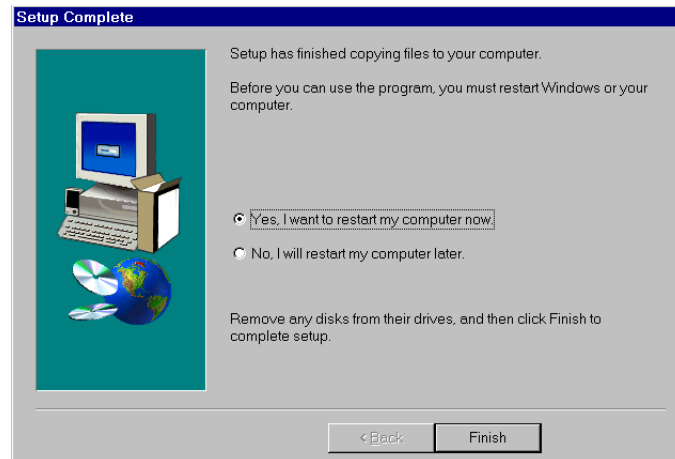
2.6 Password of Service account of Exchange Server

The following window displays all the information you have entered into the Wizard. We ask you to check the above listed data and if it is not suitable for you or if these data does not correspond to the real situation, you can return to the previous windows of the Wizard clicking the "< Back" button and correct it as appropriate. If everything is according to your requirements, by clicking on the "Next >" button you can start to install the files of the AVAST32 program onto your hard disk. By means of the "Cancel" button you can interrupt the installation.

An indicator in installation window informs you about amount of copied files. Once all files are installed installation wizard automatically goes to the next window.

The last window of the Wizard is shown in this Figure (fig. 2.7). It contains the radio buttons by means of which you can specify whether the computer is to be restarted or whether the installation program is to be completed without restarting your computer. We recommend you to keep the default radio button. By clicking on the "End" button you will finish the installation program and depending on the radio button selected your computer will (or will not) be restarted.

After the installation of the AVAST32 program and before its first start-up it is necessary to restart your computer. If you did not do so with the help of the Wizard in its last window, you would have to do it later by yourself. In the menu of the "Start" button select the "Shut Down ..." command. Then select the "Restart the computer?" radio button in the window displayed, and by pressing the "Yes" button you will restart your computer.



2.7 Computer restart selection

2.3 Problems with installation

The most frequent problems connected with the installation of the AVAST32 program:

- It is not possible to install due to a activation key error. You have entered an incorrect activation key. Make sure that it has really been entered correctly. If you are completely sure that it has and that you have not entered the letter "O" instead of zero (and vice versa), contact ALWIL Trade Ltd. (the address is on the cover of supplied CD-ROM) and require a check of the activation key.
- program cannot be installed for insufficient user rights. It is essential to be logged under the Service account of Exchange Server. Log out and then log in as administrator or contact your network administrator.

If any other installation errors appear it is necessary to make sure whether they are not caused by your own errors or by errors of your system. If you have fully excluded any problem on your side, do not hesitate and contact the technical support. Note, however, all error messages.

3 Getting started

You can immediately start using the new functions of AVAST32 if the installation of the program is successfully completed.

All functions of AVAST32 3.0 Exchange Server Edition are controlled via the task, created in the Enhanced user interface of AVAST32 3.0 program.

For starting the AVAST32 program click on the "Start" button, then select "Programs" folder, search for "AVAST32 Antivirus" folder and in this folder click on "AVAST32" icon.

If you would like to choose other interface, click with the left mouse button on the icon in upper left corner of the program and select the interface from a displayed menu.

After the start of AVAST32 program ensure yourself if the program is running in the enhanced user interface. If you are working in the simple user interface click with the left mouse button on the icon in upper left corner of the program and select the enhanced user interface from a displayed menu.

On the "Task" page of an enhanced user interface click with the right mouse button on the task list or click on the "Task" menu in the main program menu and from a displayed menu select the "add new" item. A dialog allowing to create new task would appear.

The creation of a new task for Exchange Server protection is the same as the creation of any other task of AVAST32 program.

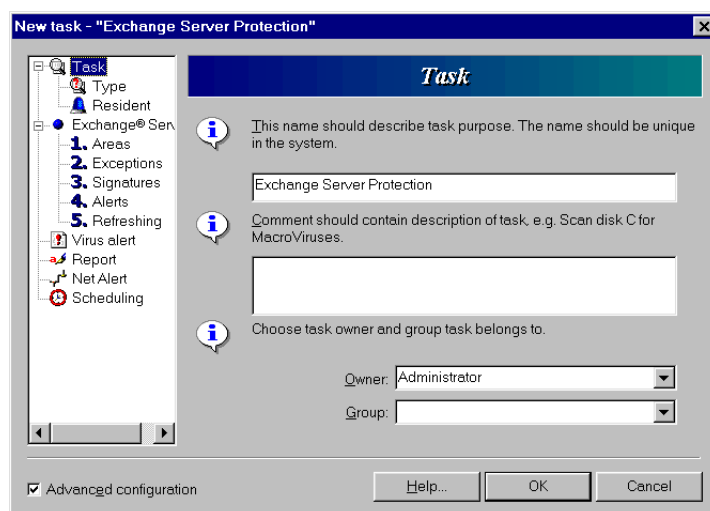
The detailed description of creation of a task for Exchange Server protection is described in the next chapter.

4 Description of task pages

The following text deals with the description of individual pages with controls, which deal with setting of MS Exchange server protection. The figures accompanying individual pages show the pages when the Tree control is being used. When the Wizard or Tab is used, the appearance of the window is different nevertheless the controls and their meanings are the same.

4.1 "Task" page

On the "Task" page (fig. 4.1) the program requires that the name of the task being created be entered. It should be as appropriate as possible and, to avoid possible confusion, it should not be identical to any name of the already existing tasks, even if the program is capable to work also with tasks having the same names. If you fail to enter a name, no new task will be created. The text field contains "(not specified)" as default.

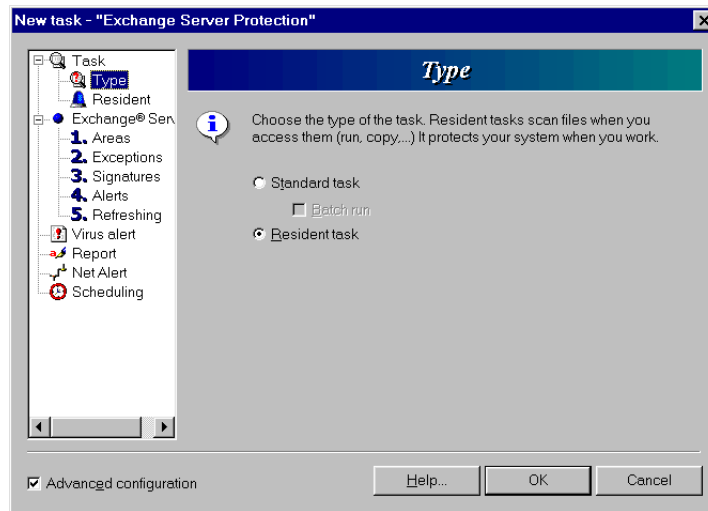


4.1 "Task" page

It is possible to enter a brief task commentary the next text box. This item may stay empty.

Via the "Group" combo box set the group which the task belongs to.

Via the "Owner" combo box set the owner, which the task belongs to.



4.2 "Type" page

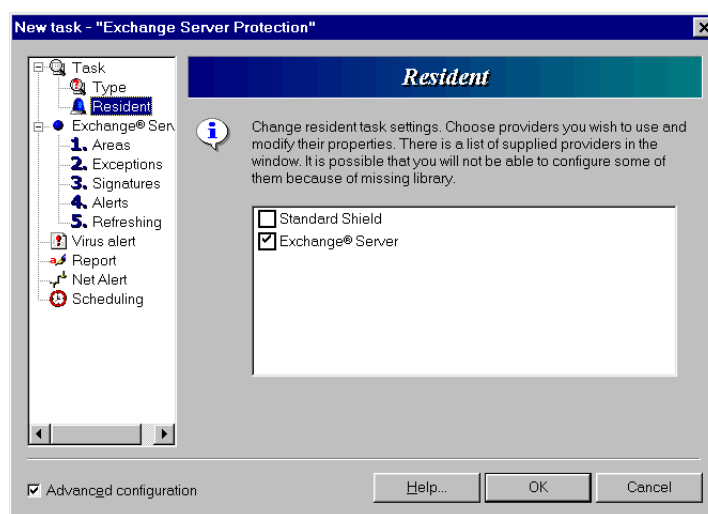
4.2 "Type" page

On the "Typ" page (fig. 4.2) select via the "Resident" radio button creation of resident task

After selecting the radio button the options of further task settings will be automatically adjusted.

4.3 "Resident" page

The "Resident" page (fig. 4.3) contains a list of available providers of resident protection.

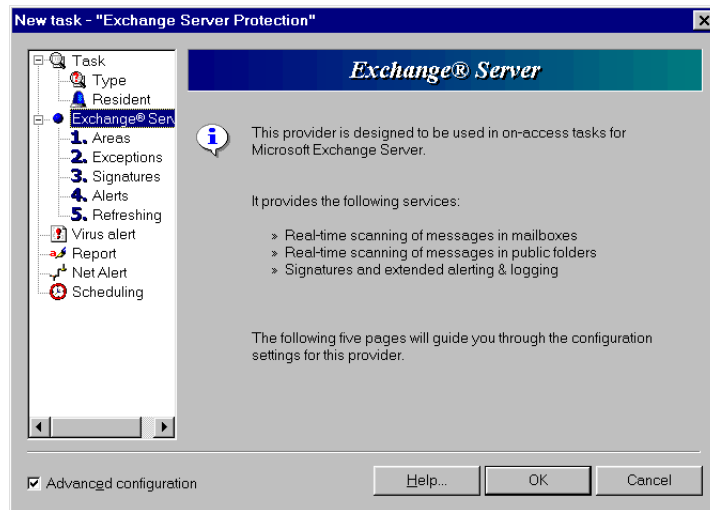


4.3 "Resident" page

The number of items shown in the list depends on the program version you use. Check the "Exchange Server" check box on this page. You can uncheck the other check boxes if you don't want to use the given providers

4.4 "Exchange Server" page

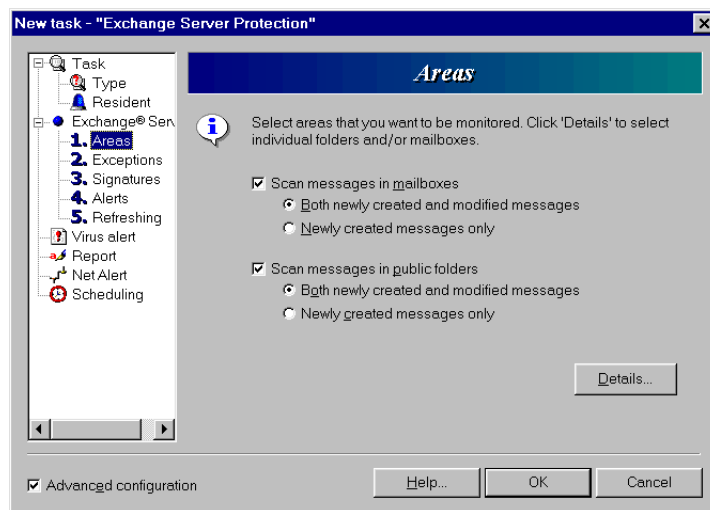
This page displays only the information about the selected provider of resident protection



4.4 "Exchange Server" page

4.5 "Areas" page

"Areas" page (fig. ??) allows the user to set the areas, which will be monitored by the task.



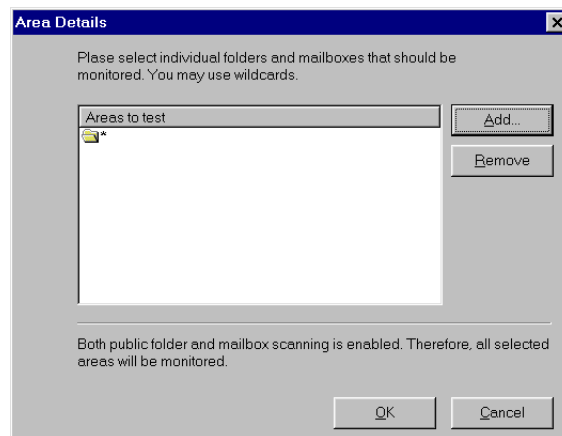
4.5 "Areas" page

The "Scan messages in mailboxes" check box determines that the messages in mailboxes stored on the server will be scanned for viruses. This check box is checked by default.

By checking the "Scan messages in public folder" check box you ensure that messages in public folder on the server will be scanned.

The "Both newly created and modified messages" and the "Newly created messages only" radio buttons serve for setting whether only the new messages or both new and modified messages will be scanned. The scanning of all messages is checked by default.

By clicking the "Details" button you display a dialog (fig. 4.6) allowing to precisely set the mailboxes and folders for scanning. The tested areas are displayed in the list here. The list contains "*" wildcard by default, this ensures that all the areas selected in the main "Areas" window will be scanned.



4.6 Areas-details

The program will scan only the areas, included in the list. If the list is empty, no areas will be tested!

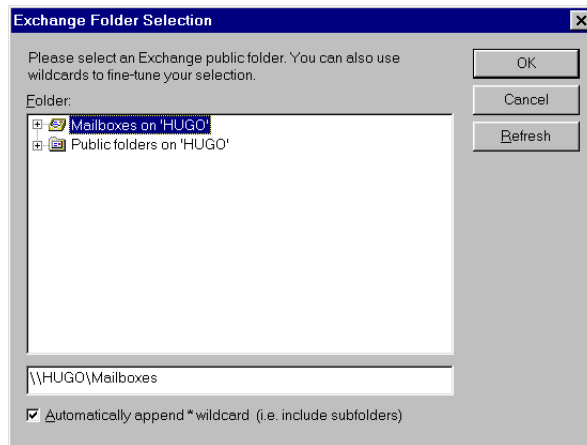
By clicking the "Add" button you display a dialog (fig. 4.7) serving for areas selection.

If you would like to remove some area from a list, select it with the left mouse button and then click on the "Remove" button or press the "Del" key.

The available areas are displayed in the tree control in the upper part of the window. Here browse the selected folder and its selection confirm by pressing the "OK" button.

The area for scanning can be also entered via the text box in bottom part of the window. The name of the area can contain wild cards "*" (asterisk) and "?" (Question mark) and so specify more areas at once.

The "Automatically append * wildcard" check box ensures that subfolders of the selected folder will be also scanned. If the check box is not checked, the program will scan only the messages in the selected folder, but the messages in the subfolders won't be scanned. The scanning of subfolders is enabled by default.



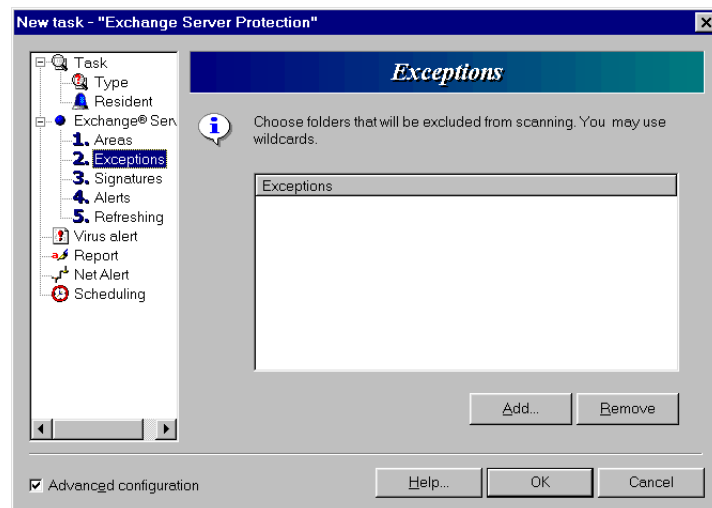
4.7 Dialog for selection of Exchange server areas

You can update the list of available folders on the server by clicking on the "Refresh" button.

The "Cancel" button serves for closing this dialog.

4.6 "Exceptions" page

The "Exceptions" page (fig. 4.8) allows the user to set folders which should be excluded from the testing. The list is empty by default.



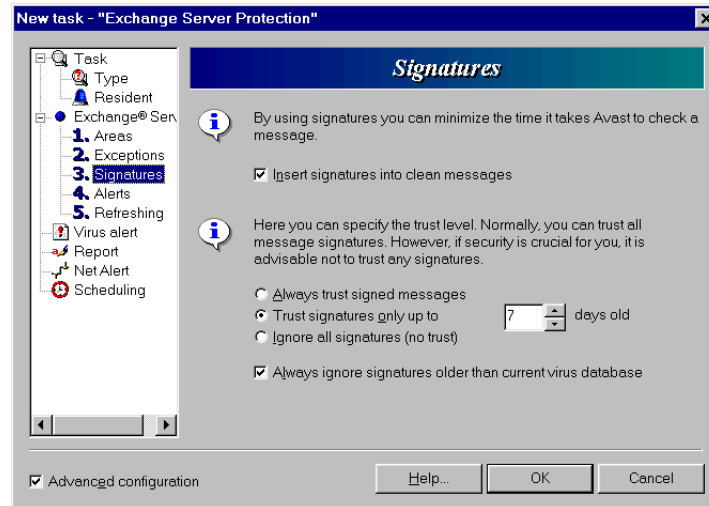
4.8 "Exceptions" page

Via the "Add" button you display a dialog serving for selection of folders which you don't want to be scanned.

If you would like to remove some area from a list, select it with the left mouse button and then click on the "Remove" button or press the "Del" key.

4.7 "Signatures" page

This page serves for setting of using signatures during the message scanning.



4.9 "Signatures" page

The purpose and description of signatures is described in the "Signatures" chapter.

The "Insert signatures into clean messages" check box determines, whether the signatures will be inserted into the virus-free messages. The inserting of signatures is enabled by default.

The radio buttons in the bottom part of the window serve for setting of the trust level to the signatures.

By the "Always trust signed messages" or the "Ignore all signatures (no trust)" radio buttons can be set whether to trust to the signatures or not.

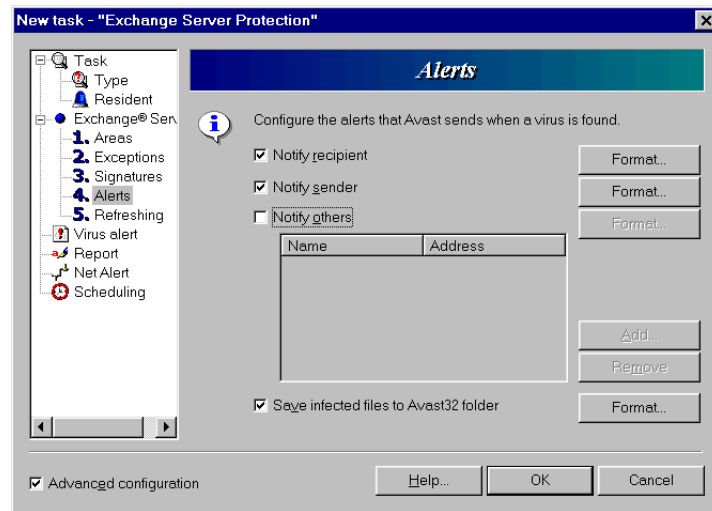
The "Trust signatures only up to" radio button serves for precise setting of the trust level. To the text box next to this radio button enter the number, which specifies the number of days, after which the program will not trust to signatures anymore.

By checking the "Always ignore signatures older than current virus database" check box you ensure, that signatures older than current virus database of AVAST32 program will be ignored.

4.8 "Alerts" page

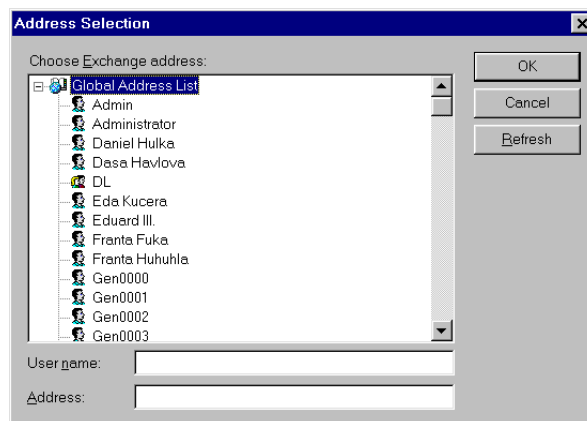
You can determine who will be notified about the virus and adjust the format of alert messages on the "Alerts" page (fig. 4.10).

By the "Notify recipient" check box you can determine that the virus alert will be sent to the recipient of the message. By checking the "Notify sender" check box you ensure that alert will be sent to message sender.



4.10 "Alerts" page

Check the "Notify others" check box if you would like to select additional alert recipients. You can then click the "Add" button for displaying a dialog (fig. 4.11) allowing to choose the concrete address.

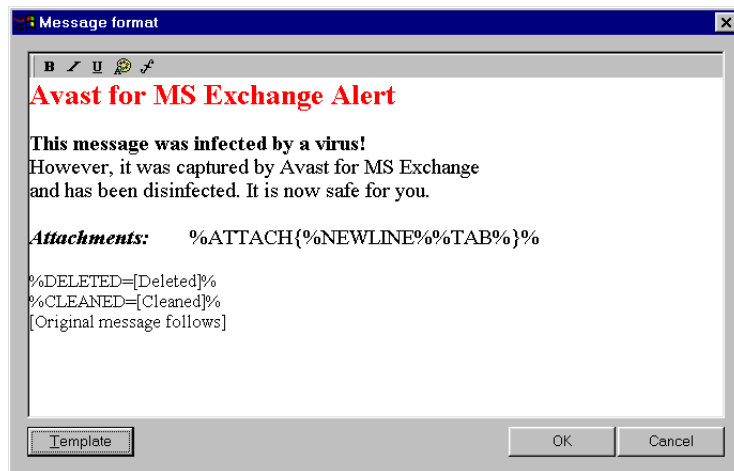


4.11 Selection of Exchange address

Browse the selected address in the list in the displayed dialog or enter the address into the text box in the bottom part of a dialog. Click the "OK" button if you are satisfied with the selection and the address will be added to the list on the main "Alerts" page.

The "Save infected files to AVAST32 folder" check box ensures that infected messages will be saved into the "Avast folder for infected mail" folder in the root directory of "Public Folders".

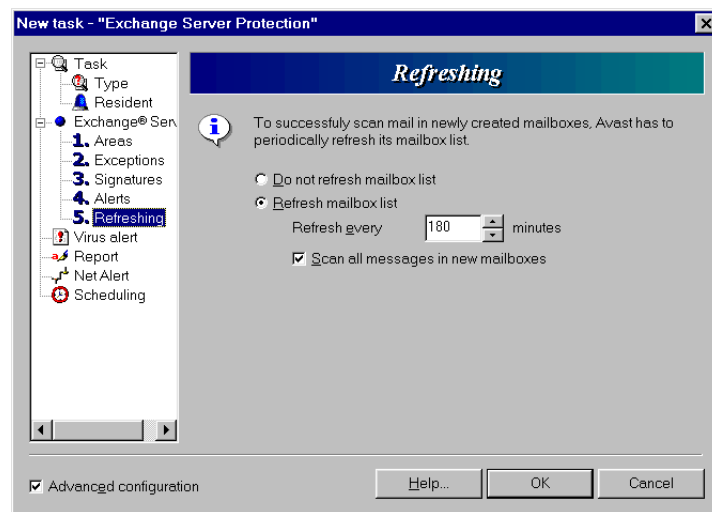
The "Format" button serves for the format modification of alert messages. So if you would like to change e.g. the format of the message for recipient click the "Format" button next to the "Notify recipient" check box. A dialog (fig. 4.12) allowing to set the format of the message would appear.



4.12 Format of the message

4.9 "Refreshing" page

On the "Refreshing" page (fig. 4.13) it is possible to set the period of refreshing the list of mailboxes available on the server. This list update ensures that even the newly created mailboxes will be scanned.



4.13 "Refreshing" page

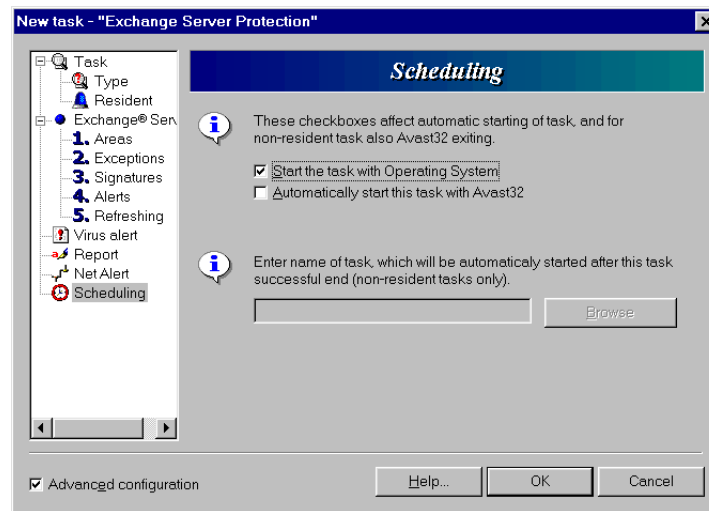
By the "Refresh mailbox list" or the "Do not refresh mailbox list" radio buttons can be set whether the list of mailboxes will be updated or not.

If you choose the "Refresh mailbox list" you will be able to specify the update period via the "Refresh every" text box.

The "Scan all messages in new mailboxes" check box determines that, newly detected mailbox will be scanned for the presence of known viruses.

4.10 "Scheduling" page

The "Scheduling" page (fig. 4.14) contains settings of automatic starting and finishing of the tasks.



4.14 "Scheduling" page

By checking off the box "Start task with Operating system" the user tells the program that the task being created is going to be started immediately after the user's logging on. This box is not checked off by default.

The check box "Automatically start this task with AVAST32" starts the run of the task automatically after the start-up of the AVAST32 program. The running of the task with the AVAST32 is disabled by default.

5 Signatures

Although the virus scanning is quite fast process (of course it depends on the given file), the load, which can be requested by antivirus program on the server, can be generally quite big. The time demanding virus-scanning operation can overreach the server capability, if there is usual big traffic on the server. And that is not good.

Avast32, Exchange Server Edition tries to prevent such a situation. Its behavior is defensive, it never tries to get some "extra" machine time instead of the MS Exchange Server itself (see the chapter "System requirements II"), and it implements the "Signatures".

5.1 What are the Signatures?

The signatures are like labels, which Avast attaches (if it is allowed by the task configuration), onto each virus-free message in mailboxes and public folders on the server. These labels contain detailed information including the size, name, and state about the files, which are attached to the message.

If the Avast finds during the scanning message with the signature, which content is equal to the data obtained from the files attached to the message itself, it is highly probable that the message (the attached files) hasn't been altered since the last Avast scan, and so it is not necessary to scan the message again.

It is possible to prevent the "useless" scanning of the messages this way.

5.2 Signature usage rules

As you can see above, the signatures can be a powerful tool for decreasing the server load. The time required for the virus scanning process would be shorten especially in environments, where the server is primarily used for work with messages stored in public folders.

On the contrary in the environment, where the server is mainly used for sending/receiving the electronic mail from/to company network, the effectiveness of signatures won't be so high. Because the messages come without the signatures and so the AVAST32 has to scan them all.

Some of the signature features:

- Each signature is ciphered. This should prevent the situation that somebody could smuggle in the infected message containing a valid signature.
- The signature size is small - it is usually under 100 bytes. It means, that the general size of messages isn't much bigger even in the case of great number of signed files (hundreds of thousand)
- The signatures are added only into messages including at least one attached file. AVAST32 generally ignores messages without attachments, because they don't carry viruses.
- AVAST32 works with signatures very fast

- The signature usage is not recommended in only case that you can't allowed any risk. Although is very unlikely (from a statistic point of view almost impossible), Avast can recognize the signature as valid, but the message could contain the virus (which can be detected by Avast). However this possibility is rather theoretical.
- The signing of the message itself is usually done in the time, when files attached to the message should be tested. It is usually in time of storing the message onto the server disk (into information store). It is one of the disadvantages of signature using, which is described, in the following chapter.

5.3 Disadvantages of message signing

We have mentioned mainly the advantages of the signatures so far. However what are the disadvantages of message signing?

There is one bigger problem beside the slight increase of the required disk space (which doesn't matter in most cases). It depends on the way, how the clients of MS Exchange Server open the messages.

Let's imagine, that you are editing the message stored somewhere in the public folder on the server. And you are used to save it regularly even if you are not going to stop working with it (i.e. you are not closing it). But what happens during the saving: the message is saved, and Avast takes the control. It finds it virus-free, and it tries to add signature to the message, if it is set to do so. This will change the message a bit (if we take the messages as the one entity). But your client with the opened message won't get an information about that. The client will detect a "change" (because the signature has been added to it) on the next message saving. This problem is usually interpreted as a conflict caused by two clients working on the same document. An error message is displayed and the previous version of the message is usually added to the new one, then both messages are closed.

Such a behavior is, of course, unacceptable. Therefore it was necessary to prevent this. So the problem has been solved (at least partially) this way: the signatures in the *public folder* are added only to created (new) messages, contrary to edited (changed) messages. This behavior may be different in future versions of *Avast32, Exchange Server Edition*, where the problem should be solved without the functionality restriction.