

SOPHOS

SAV Interface startup guide

For Windows NT and later

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Licensing note

This guide is for customers who want to install SAV Interface so that a compliant third-party product can interface with the Sophos virus detection engine. It does not include any information about developing such a product.

Before installation, check that you are licensed to use SAV Interface.

About this guide

This guide tells you how to

- install SAV Interface on Windows NT and later computers
- make sure that SAV Interface is kept up to date
- check that SAV Interface is working.

For full information about SAV Interface see www.sophos.com/partners/oem/integration/index.html.

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1 Installing and updating SAV Interface

To install SAV Interface, you install Sophos Anti-Virus, because an installation of Sophos Anti-Virus includes SAV Interface.

The computer(s) on which you want to install SAV Interface must be running one of the following operating systems:

- Windows Vista
- Windows Server 2003
- Windows XP Professional Service Pack 1 or later
- Windows 2000 Service Pack 3 or later
- Windows NT 4 Service Pack 6a or later.

The computer(s) must have Internet Explorer 5.0 or later.

You can install SAV Interface either

- as a standalone installation (section 1.1), or
- from a central installation directory created by EM Library (section 1.2). This method might be preferable if you have a large number of computers on which you want to install SAV Interface.

1.1 Install SAV Interface as a standalone installation

1.1.1 Install SAV Interface

The computer must have access to either the Sophos website or the location on your company's intranet where you maintain Sophos Anti-Virus updates.

! If you have any other vendors' anti-virus software, you must uninstall it before installing SAV Interface.

1. Log on to the computer as an administrator.
2. Go to the SAV Interface page of the Sophos website (www.sophos.com/support/updates/sav-interface.html) and save Sophos Anti-Virus for your version of Windows to your computer.

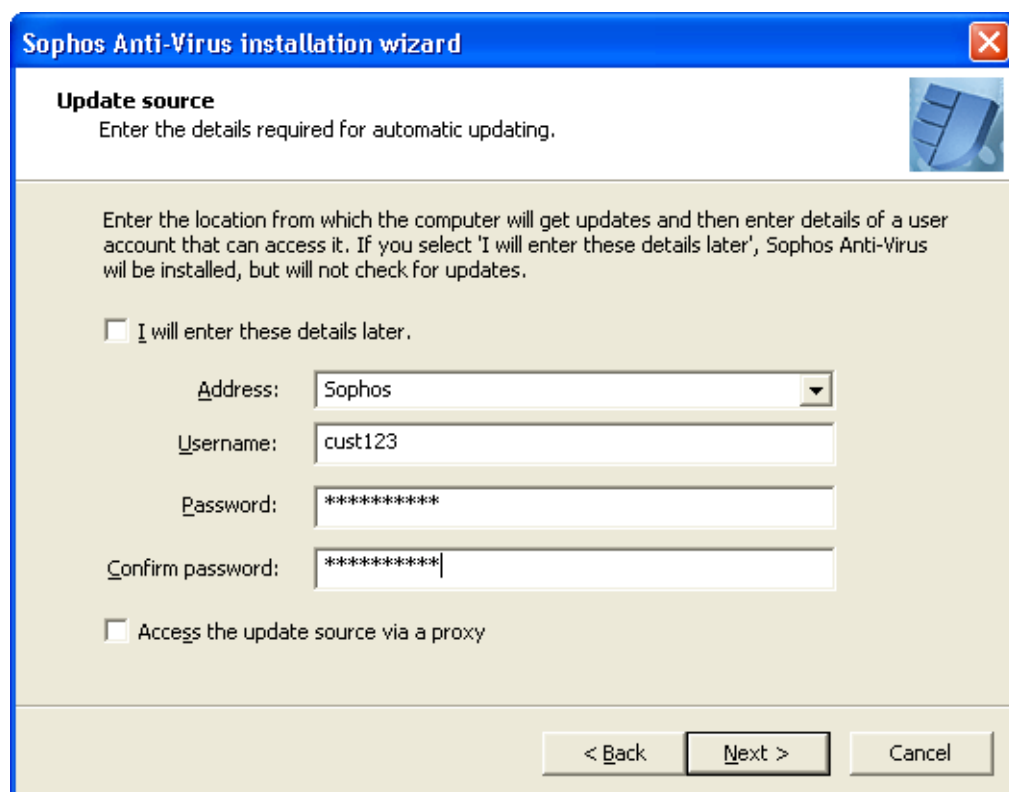
Alternatively, insert a **Sophos Standalone Install CD** in the CD drive. Start the Sophos Anti-Virus for Windows installation wizard, and go to step 4.

3. Extract the downloaded Sophos Anti-Virus files to this computer to start the installation wizard.

4. In the **Welcome** dialog box, click **Next** to continue the installation.
5. If you are installing on Windows 2000 or later, the **License Agreement** dialog box is displayed. Click **I accept the terms in the license agreement** if you agree to the terms and want to continue. Click **Next**.
6. If you are installing on Windows 2000 or later, the **Destination folder** dialog box is displayed. If necessary change the folder to which Sophos Anti-Virus will be installed. Click **Next**.
7. In the **Update source** dialog box, you enter the location from which the computer will get updates. You can do this now or specify that you want to enter these details later.

To enter the update source now, you can either select **Sophos** and type the username and password for downloading direct from the Sophos website, or type the address, username and password for downloading from a location on your company's intranet. If you don't have these details, Sophos or your system administrator will provide them. If access is via a proxy, select **Access the update source via a proxy**, click **Next** and go to [step 8](#). Otherwise, click **Next** and go to [step 9](#).

To enter the update source later, select **I will enter these details later**. Sophos Anti-Virus will not update itself until you enter these details (section 1.1.3). Click **Next** and go to [step 9](#).



The screenshot shows the 'Update source' dialog box of the Sophos Anti-Virus installation wizard. The title bar reads 'Sophos Anti-Virus installation wizard'. The main heading is 'Update source' with the instruction 'Enter the details required for automatic updating.' Below this, a larger text block explains: 'Enter the location from which the computer will get updates and then enter details of a user account that can access it. If you select 'I will enter these details later', Sophos Anti-Virus will be installed, but will not check for updates.' There are two radio buttons: the first is 'I will enter these details later.' (unchecked), and the second is 'Access the update source via a proxy' (unchecked). Under the first option, there are four input fields: 'Address:' with a dropdown menu showing 'Sophos', 'Username:' with 'cust123', 'Password:' with '*****', and 'Confirm password:' with '*****'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

8. In the **Proxy details** dialog box, type the proxy server address and port number. If necessary, type a username and password that give access to the proxy server. If the username needs to be qualified to indicate the domain, use the form domain\username. Click **Next**.

9. In the **Ready to install Sophos Anti-Virus** dialog box, click **Next**. You should see Sophos Anti-Virus being installed on your computer.
10. In the **successfully installed** dialog box, click **Finish**.

Windows 2000 or later computers must be restarted to scan files accessed by DFS (Windows 2000 or later) or via non-Microsoft file systems (Windows 2000 only). If in doubt, restart your computer.

Installation is complete when the Sophos Anti-Virus system tray icon is blue.



- ❗ If the icon is gray, installation did not complete successfully. For help, contact Sophos [technical support](#).

If you specified an update source from which Sophos Anti-Virus can update itself, Sophos Anti-Virus will update itself automatically. By default, it will do this every 60 minutes, provided that the computer is connected to the internet or can access your company's intranet.

- ❗ If a red circle with a white cross in it appears over the Sophos Anti-Virus system tray icon, Sophos Anti-Virus failed to update itself. For help, contact Sophos [technical support](#).

If you are not licensed to use Sophos Anti-Virus, you must disable on-access scanning now (section 1.1.2).

Otherwise, to configure SAV Interface to be updated automatically, go to [section 1.1.3](#). To check that it is working, go to [section 2](#).

1.1.2 Disable on-access scanning

Windows 2000 and later

1. In the system tray, right-click the Sophos Anti-Virus icon to display a menu. Select **Open Sophos Anti-Virus**.
2. In the right-hand pane of the **Sophos Anti-Virus** window, click **Configure Sophos Anti-Virus**.
3. Click **On-access scanning**.
4. In the **On-access scan settings for this computer** dialog box, click the **Scanning** tab.

Deselect **Enable on-access scanning for this computer**, and click **OK**. In the **Sophos Anti-Virus** window, the **Status** menu is updated, and the Sophos Anti-Virus system tray icon turns gray.

Windows NT

1. In the system tray, right-click the Sophos Anti-Virus icon to display a menu. Select **Open Sophos Anti-Virus**.
2. In the **Sophos Anti-Virus** window, click the **On-access** tab.

Click the toolbar button shown below.



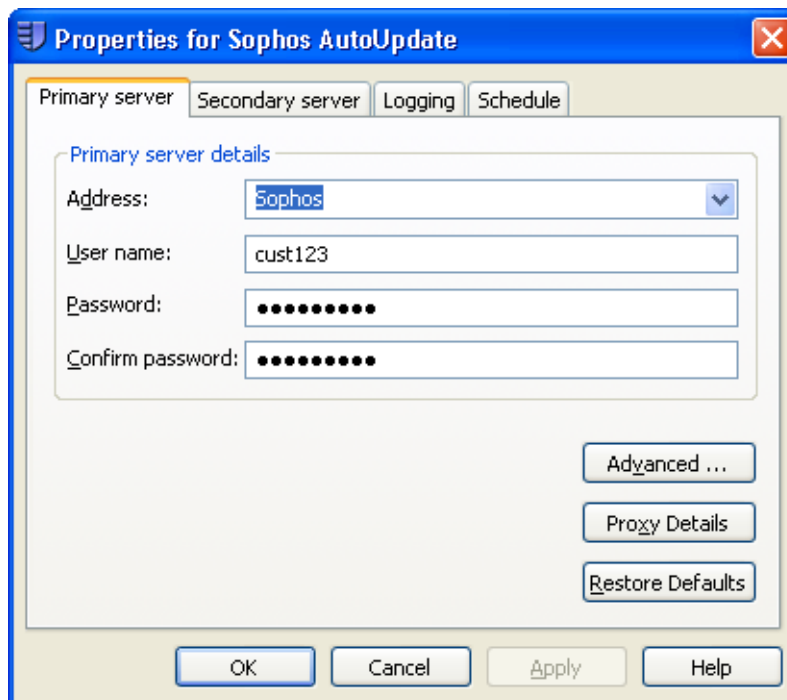
The **Status** changes to **Inactive**, and the Sophos Anti-Virus system tray icon turns gray.

To configure SAV Interface to be updated automatically, continue to section 1.1.3. To check that it is working, go to [section 2](#).

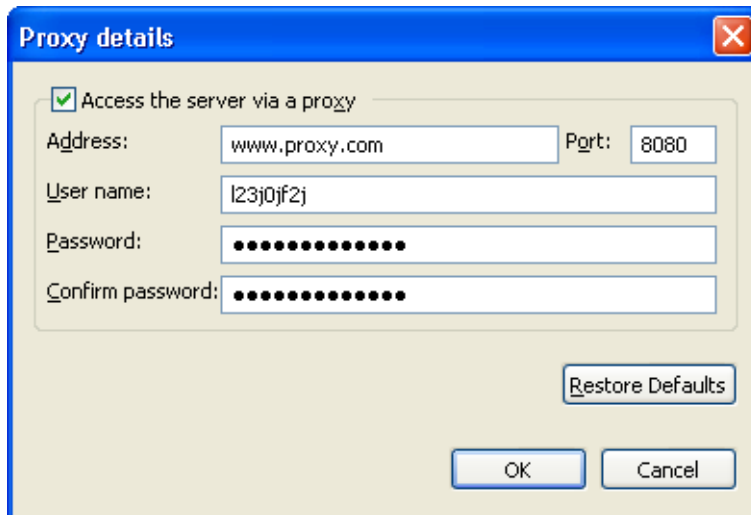
1.1.3 Configure SAV Interface to be updated automatically

You only need to follow the instructions in this section if you didn't specify an update source during installation.

1. Log on to the computer as an administrator. In the system tray, right-click the Sophos Anti-Virus icon to display a menu. Select **Configure updating**.
2. In the **Properties for Sophos AutoUpdate** dialog box, click the **Primary server** tab. You can either select **Sophos** and type the username and password for downloading direct from the Sophos website, or type the address, username and password for downloading from a location on your company's intranet. If you don't have these details, Sophos or your system administrator will provide them. If access is via a proxy, click **Apply**, and then click **Proxy Details** and go to [step 3](#). Otherwise, go to [step 4](#).



3. In the **Proxy details** dialog box, select **Access the server via a proxy**. Then type the proxy server address and port number. If necessary, type a username and password that give access to the proxy server. If the username needs to be qualified to indicate the domain, use the form domain\username. Click **OK**.



4. In the **Properties for Sophos AutoUpdate** dialog box, click **OK**.

Sophos Anti-Virus will update itself automatically from the update source that you specified. By default, it will do this every 60 minutes, provided that the computer is connected to the internet or can access your company's intranet.

- If a red circle with a white cross in it appears over the Sophos Anti-Virus system tray icon, Sophos Anti-Virus failed to update itself. For help, contact Sophos [technical support](#).

You have finished installing and configuring SAV Interface. To check that it is working, go to [section 2](#).

1.2 Install SAV Interface from an EM Library CID

You can install SAV Interface on a computer from a central installation directory (CID) created by EM Library either

- by using Sophos Enterprise Console to add the computer to a group of computers protected by Sophos Anti-Virus (refer to the *Sophos Endpoint Security and Control network startup guide*, “Search for computers and add them to groups” and “Protect computers” sections), or
- by manually running the Sophos Anti-Virus setup program from the CID (refer to the *Sophos Endpoint Security and Control network startup guide*, “Protect Windows and Mac computers that need manual installation” section).

Unless you are licensed to use Sophos Anti-Virus, you must disable on-access scanning. If you use the first method above, you must create a group and configure its anti-virus policy to disable on-access scanning. Then add the computer to this group. If you use the second method above, when you have installed SAV Interface, you must disable on-access scanning ([section 1.1.2](#)).

When you have installed SAV Interface, it will be kept up to date automatically.

To check that SAV Interface is working, go to [section 2](#).

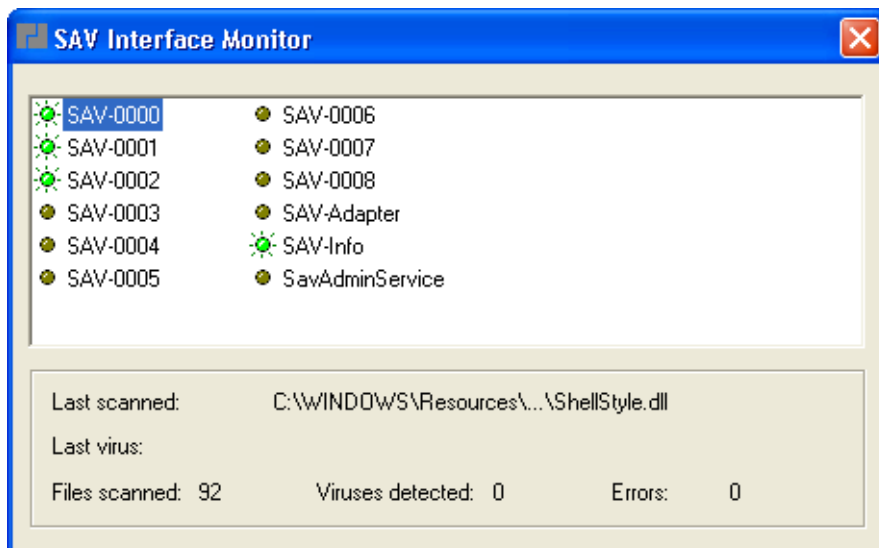
2 Checking that SAV Interface is working

You can check that SAV Interface is working by running a utility called SAV Interface Monitor, which shows information about SAV Interface activity.

If you installed SAV Interface on Windows 2000 or later, download the utility from Sophos support knowledgebase article 13137 (www.sophos.com/support/knowledgebase/article/13137.html). Run the self-extracting archive to install and run the utility.

If you installed Sophos Anti-Virus on Windows NT, run savimon.exe from the Sophos Anti-Virus installation folder.

The **SAV Interface Monitor** window is displayed.



If any applications are or have been using SAV Interface, the SAV Interface Monitor window displays a list of SAV Interface objects which have been created by those applications.

A green light by a SAV Interface object shows that it is currently active:



Select a SAV Interface object to see the following information in the lower panel:

- the name of the last item scanned for viruses
- the last virus discovered
- the total number of items scanned, viruses found and errors encountered.

You cannot view a remote computer using savimon.exe in a terminal server, or remote desktop, session. The status details are not displayed correctly. You can however use Virtual Network Computing (VNC) to run savimon.exe remotely.

If SAV Interface is *not* working properly, and you have followed the installation and updating instructions in this guide, contact [Sophos technical support](#).

Technical support

For technical support, visit www.sophos.com/support.

When contacting technical support, provide as much information as possible, including

- Sophos software version number(s)
- operating system(s) and patch level(s)
- the exact text of any error messages.

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