Update scenarios for Service Pack 2 of AntiVir 10 via Security Management Center (SMC)

Support

06/2011

Contents

Note: Please check the restart-settings of your AntiVir Professional configuration before migrating to SP2 to avoid unintended restart behavior.

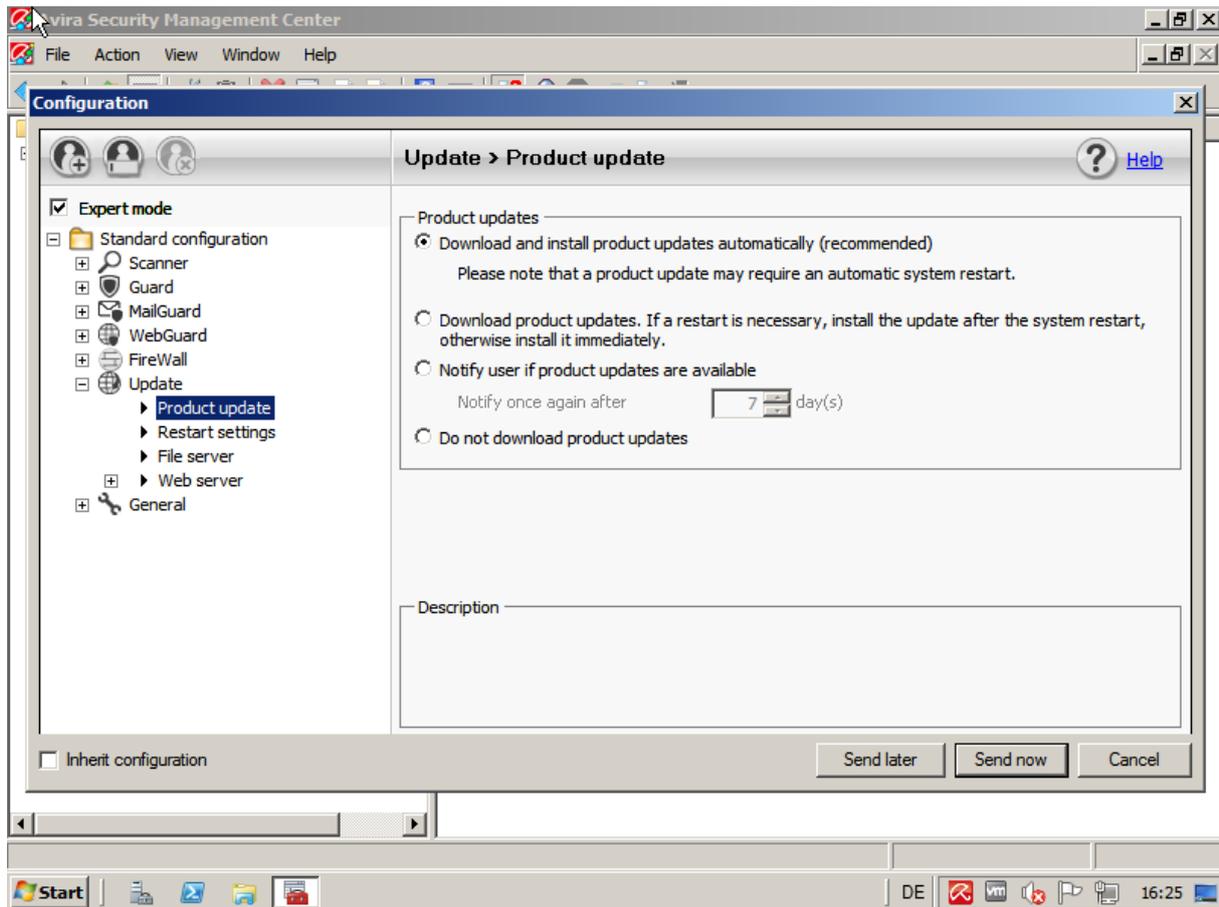# 1. Verify the settings for the product update and restart

1.1 Product update settings

The configuration will be opened by right-clicking on "Configure" within the desired group for the product "Avira AntiVir Professional 10 (Windows), EN":
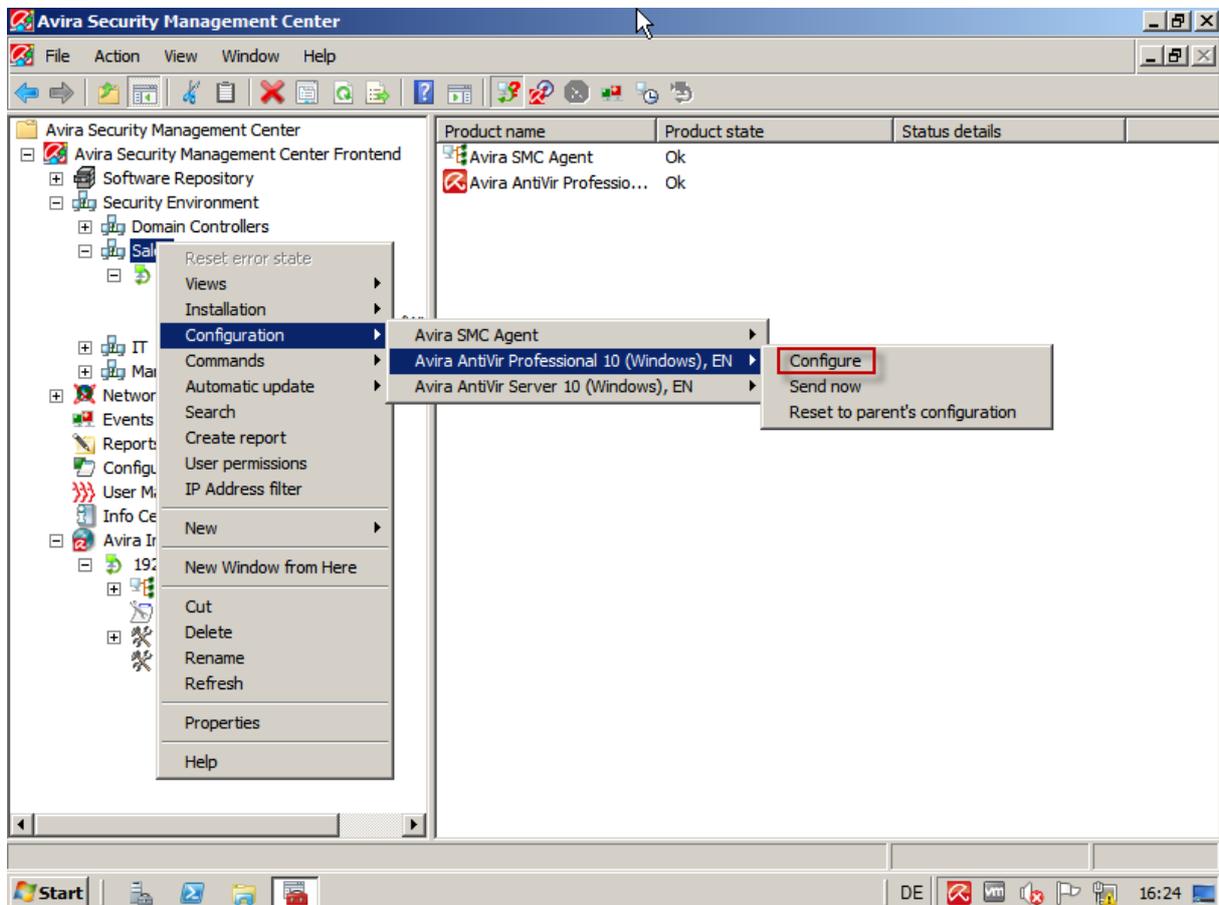
With activated "Expert mode", you will find the respective settings for the product update at "Update" within the category "Product update":


In order to install the product update, make a selection between the first two options.

**Standard:** "Download and install product updates automatically (recommended)"

1.2 Restart settings

We strongly advise you to verify the reboot settings and modify them if necessary.

Choose the configuration by right-clicking on "Configure" within the desired group for the product "Avira AntiVir Professional 10 (Windows), EN:
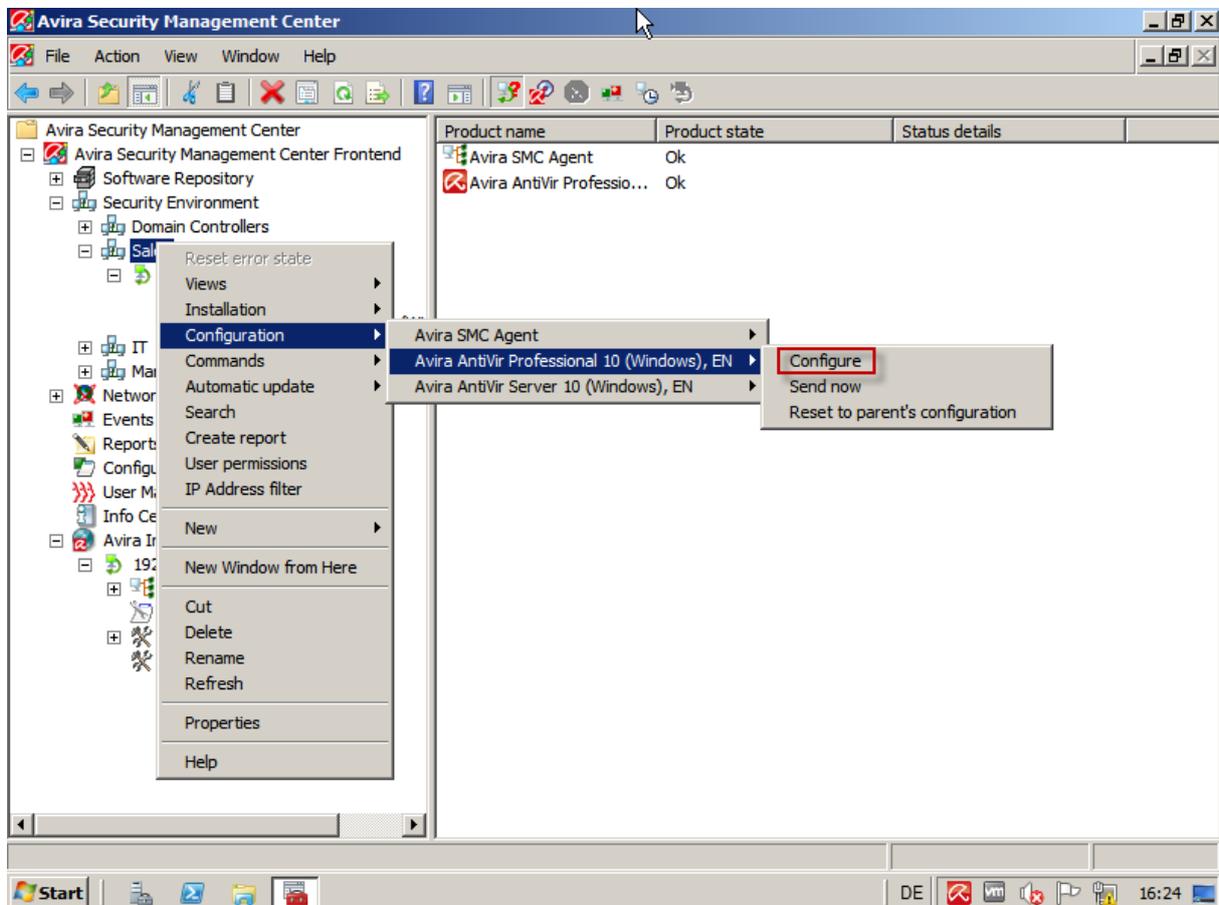
With activated "Expert mode", you will find the respective settings for the product update at "Update" within the category "Restart settings":
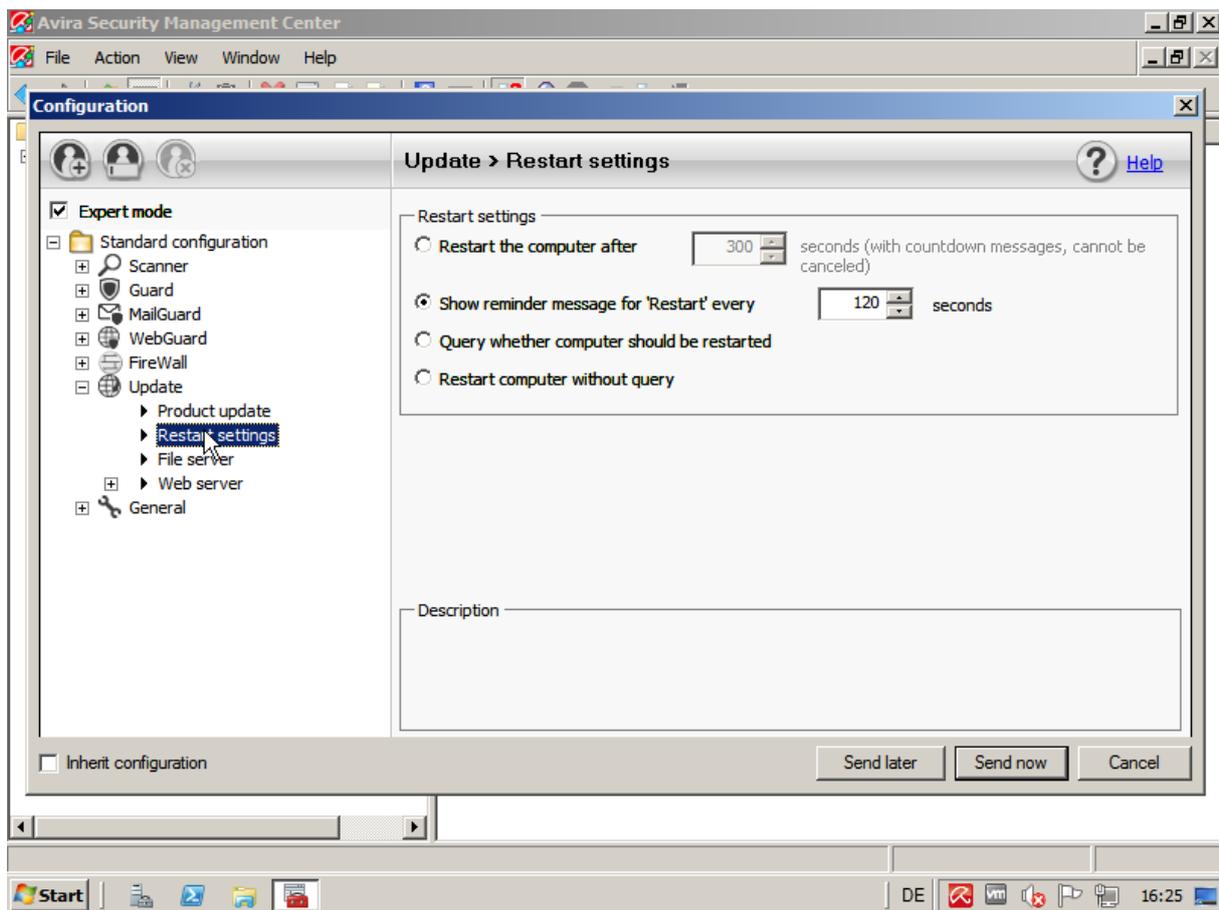
Select the desired reboot setting.

We always recommend the default configuration if you are uncertain!

**Default:** "Show reminder message for 'Restart' every 120 seconds"

2. Starting the product update manually via command

2.1 Visible manual update using commands

Information: It is our general recommendation to start updates using the invisible mode, as long as products are used in the SMC environment - regardless of whether it is a standard update or product update.
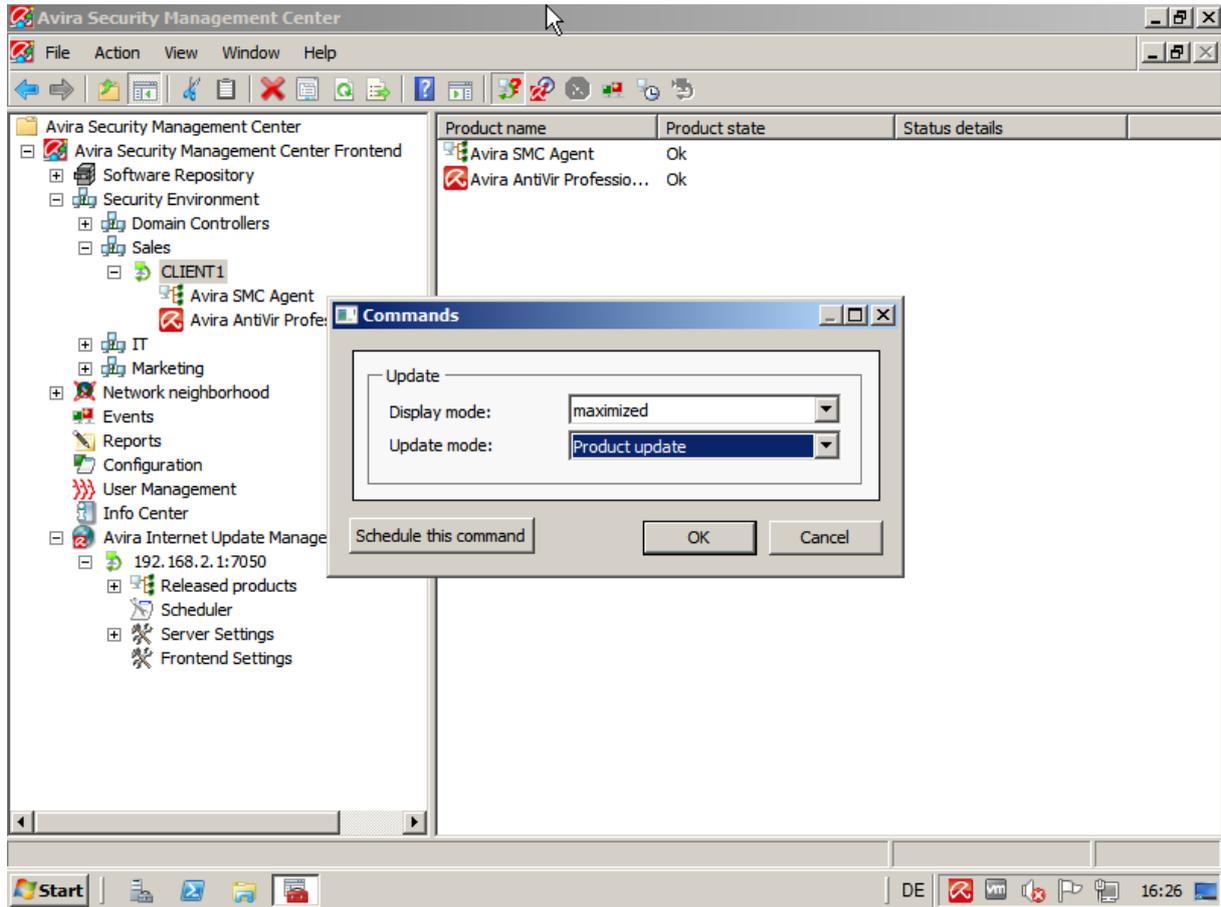The aim is therefore to disrupt the user as little as possible in their daily work.To start the product updates, select the option "Start Update" by right-clicking on "Commands" in the desired group for the product "Avira AntiVir Professional 10 (Windows), EN":

Important: By clicking on *Start update* the update will be applied to the whole group, if selected!
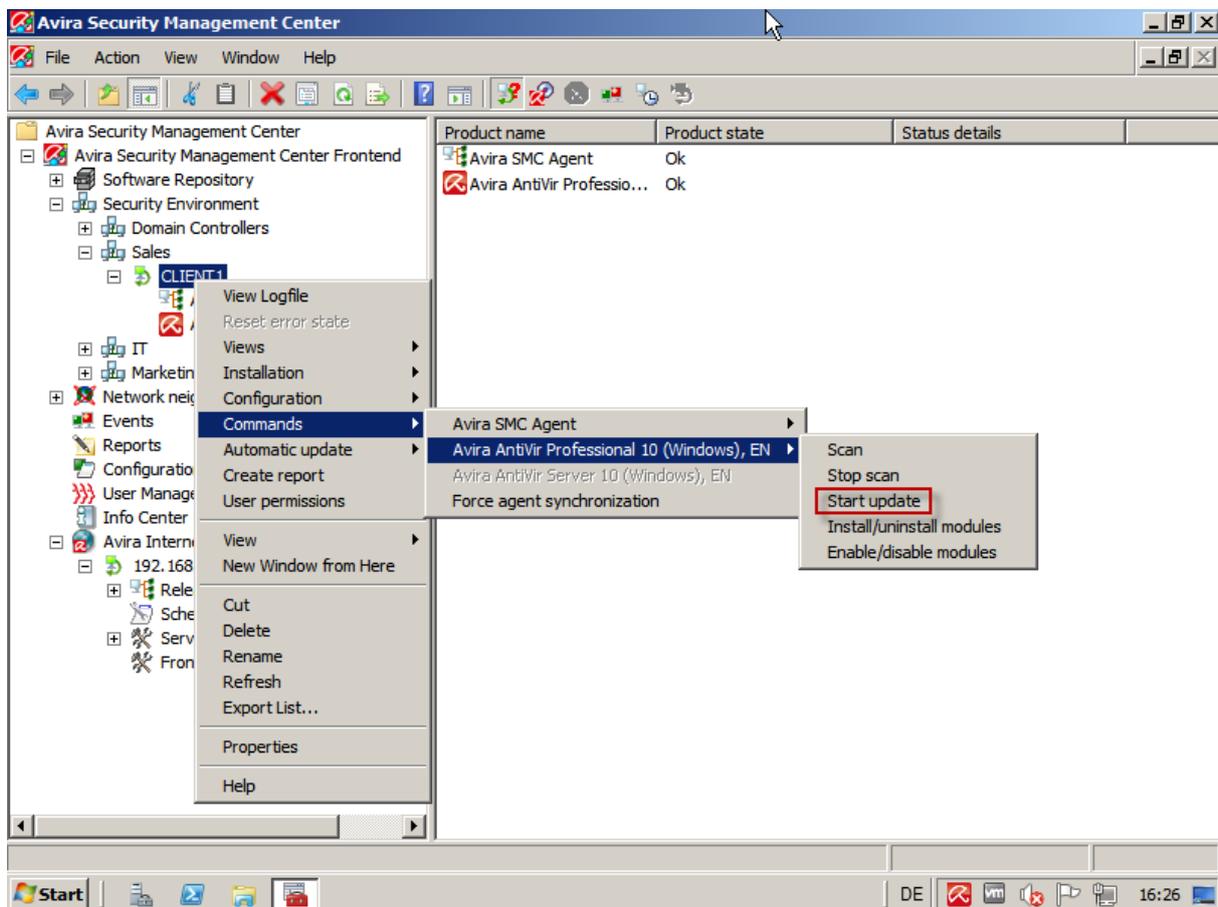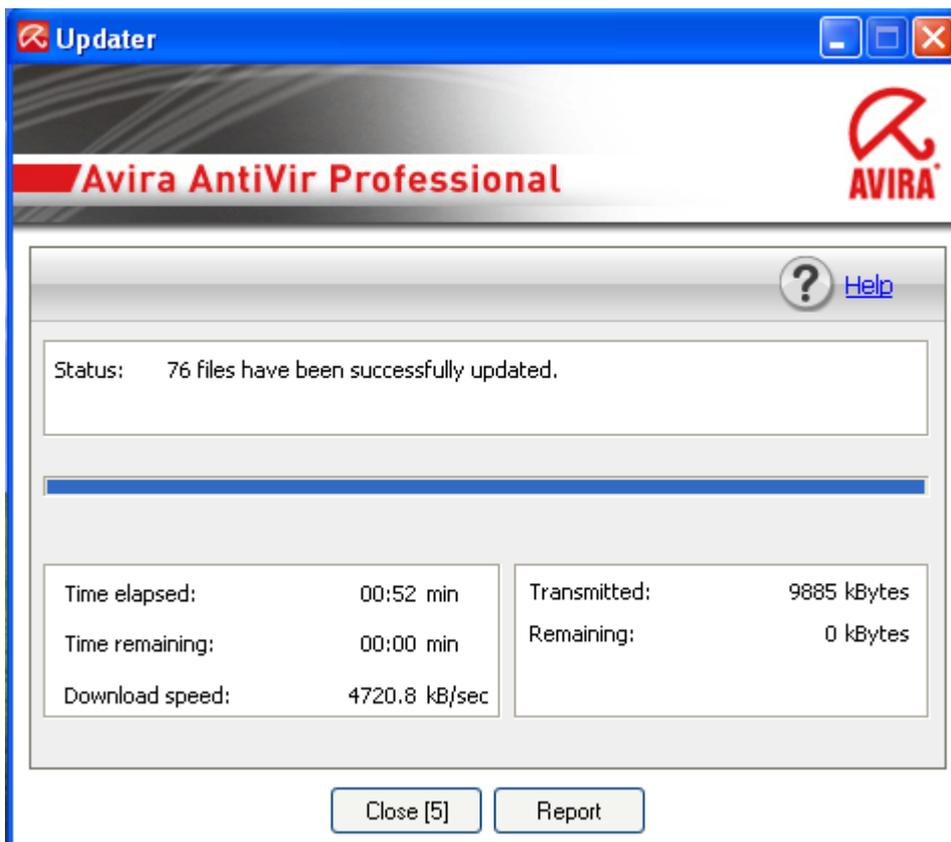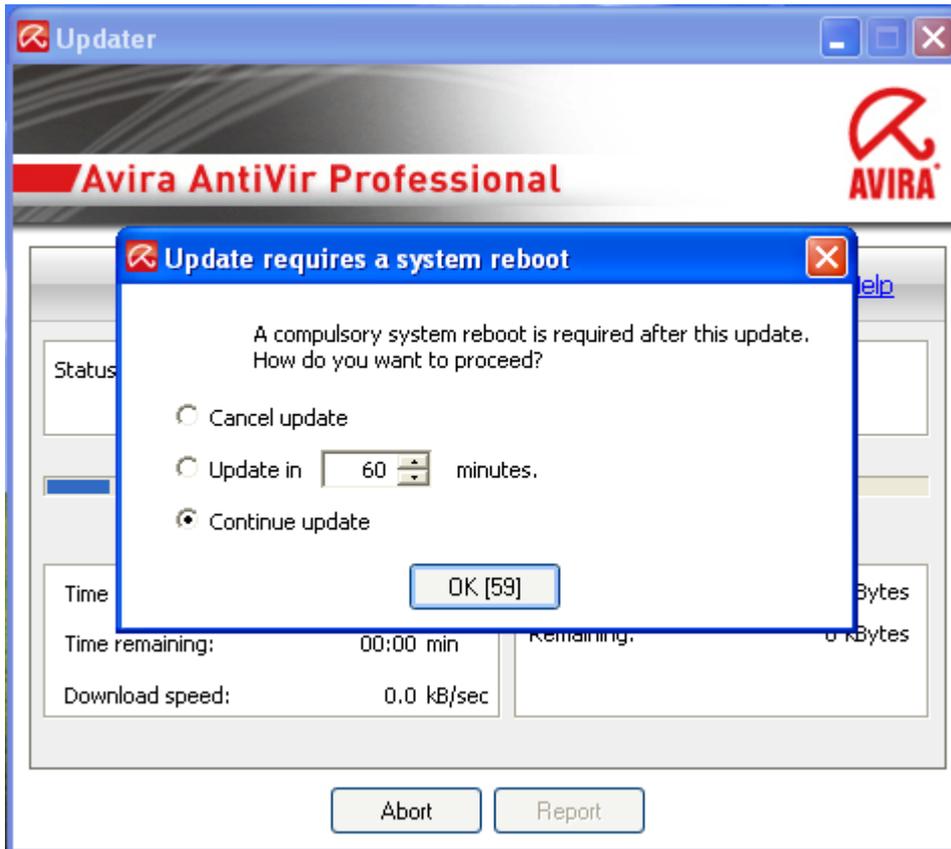

The command can be transferred to the clients on the network with the display modes "maximized" or "invisible" as well as with the update modes "Standard update" or "product update".
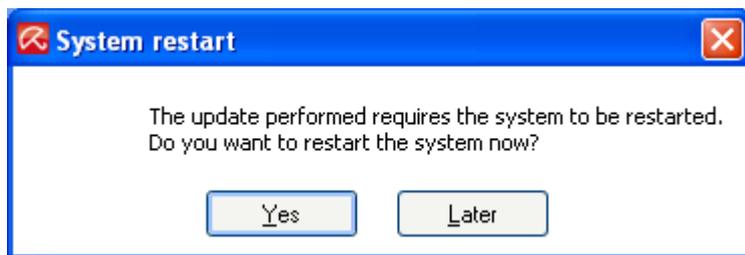
In this case, choose "maximized" and "Product update":

Now it will show the following dialogs on the client:

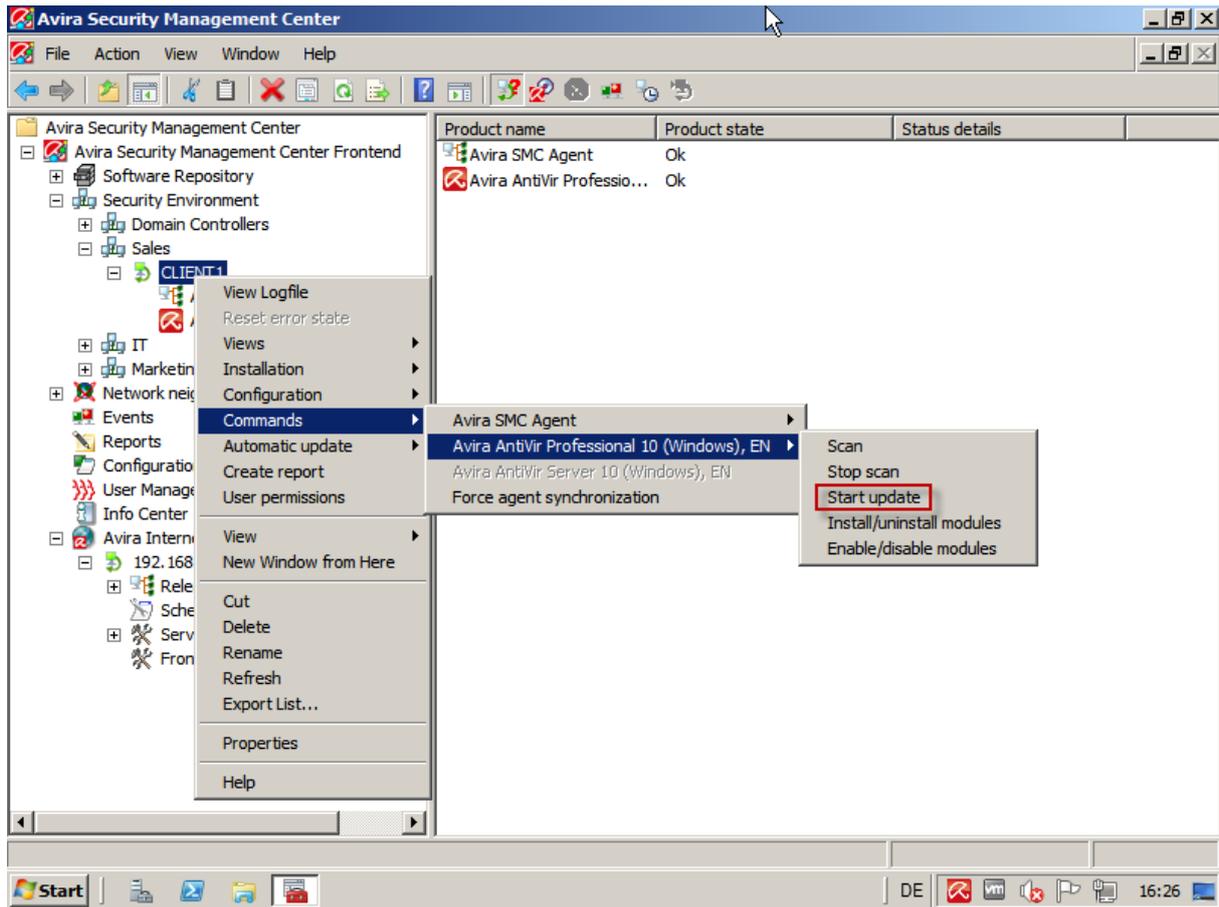The restart dialog will appear after the successful update:

This should be confirmed with *Yes*. If *Later* has been selected, the window will reappear after about 2 minutes. This continues until the restart has been completed.

After the restart AntiVir Professional 10 has been updated to service pack 2.


2.2 Invisible manual update using commands

To start the product updates, select the option *Start Update* by right-clicking on "Commands" in the desired group for the product
"Avira AntiVir Professional 10 (Windows), EN":

Important: If selected the update will be applied to the entire group by clicking on *Start update.*

The command can be transferred to the clients on the network with the display modes "maximized" or "invisible" as well as with the update modes "Standard update" or "product update".

In this case, choose "invisible" and "Product update":
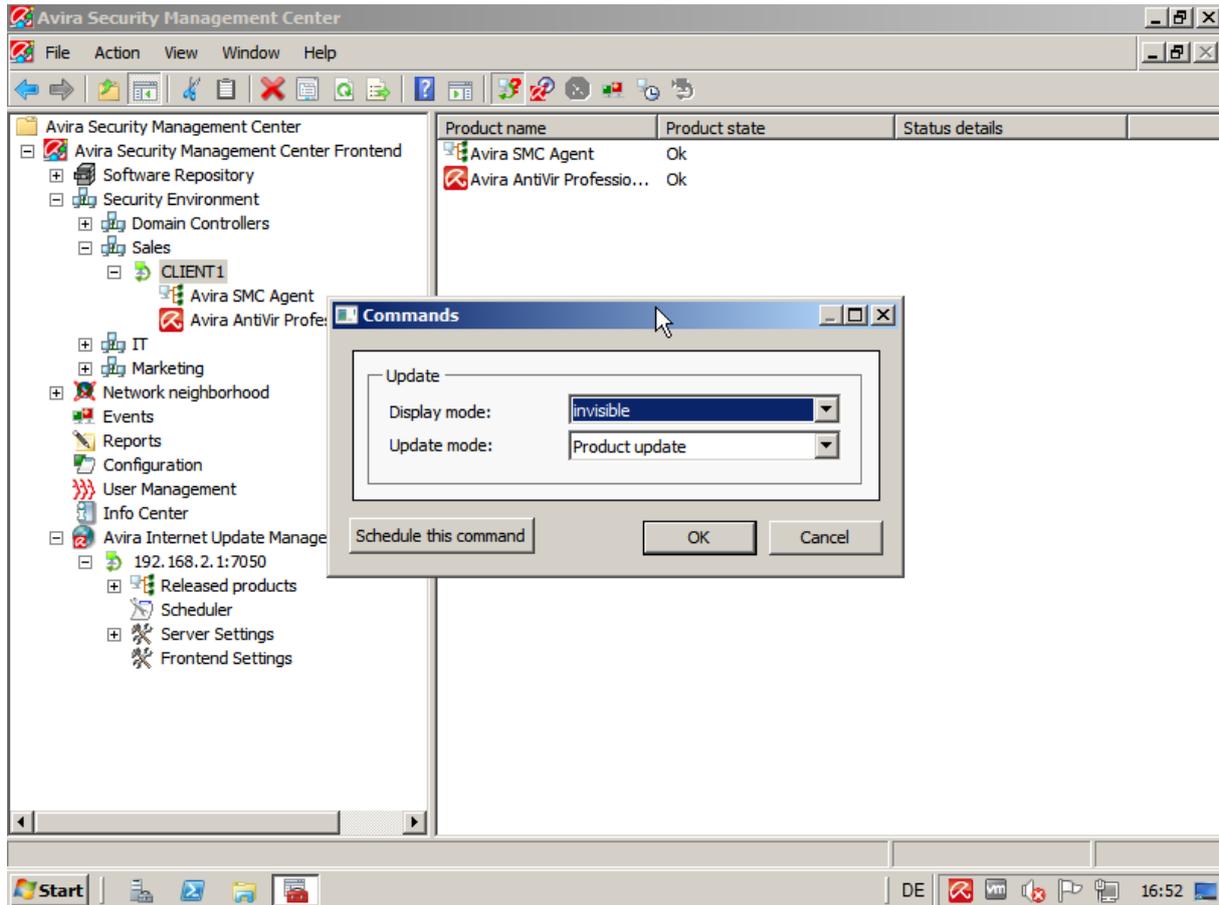
Once the command has been sent, the Avira updater will be started in the background:

The restart dialog will appear after the successful update:
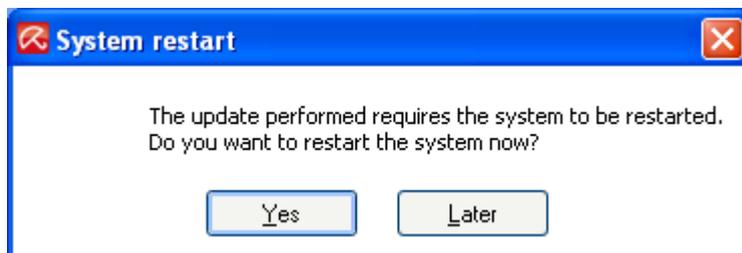
This should be confirmed with *Yes*. If *Later* has been selected, the window will reappear after about 2 minutes. This continues until the restart has been completed.

After the restart AntiVir Professional 10 has been updated to service pack 2.

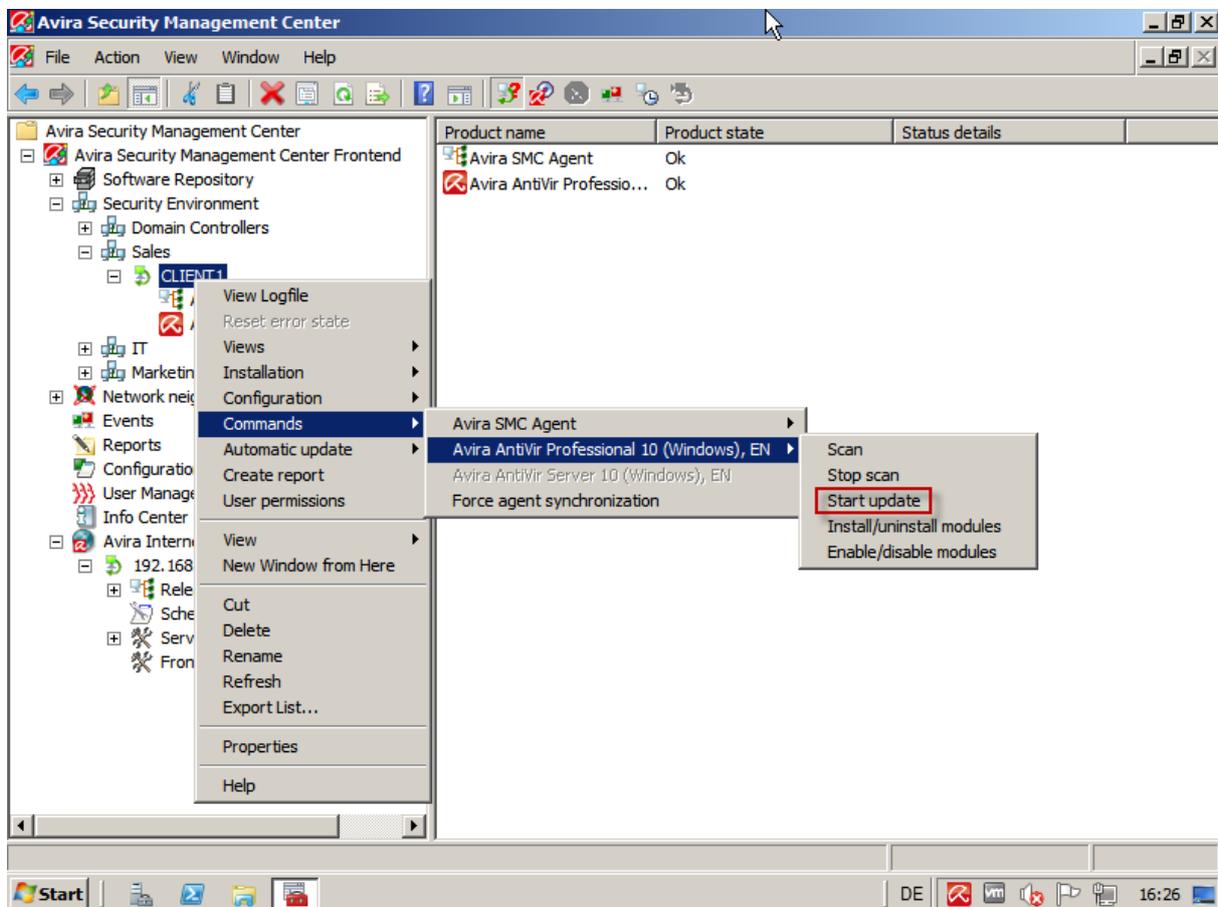# 3. Starting product updates automatically using scheduled tasks

3.1 Automatic visible product updates using scheduled tasks

Information: It is our general recommendations to start updates using the invisible mode, as long as products are used in the SMC environment - regardless of whether it is a standard update or product update.
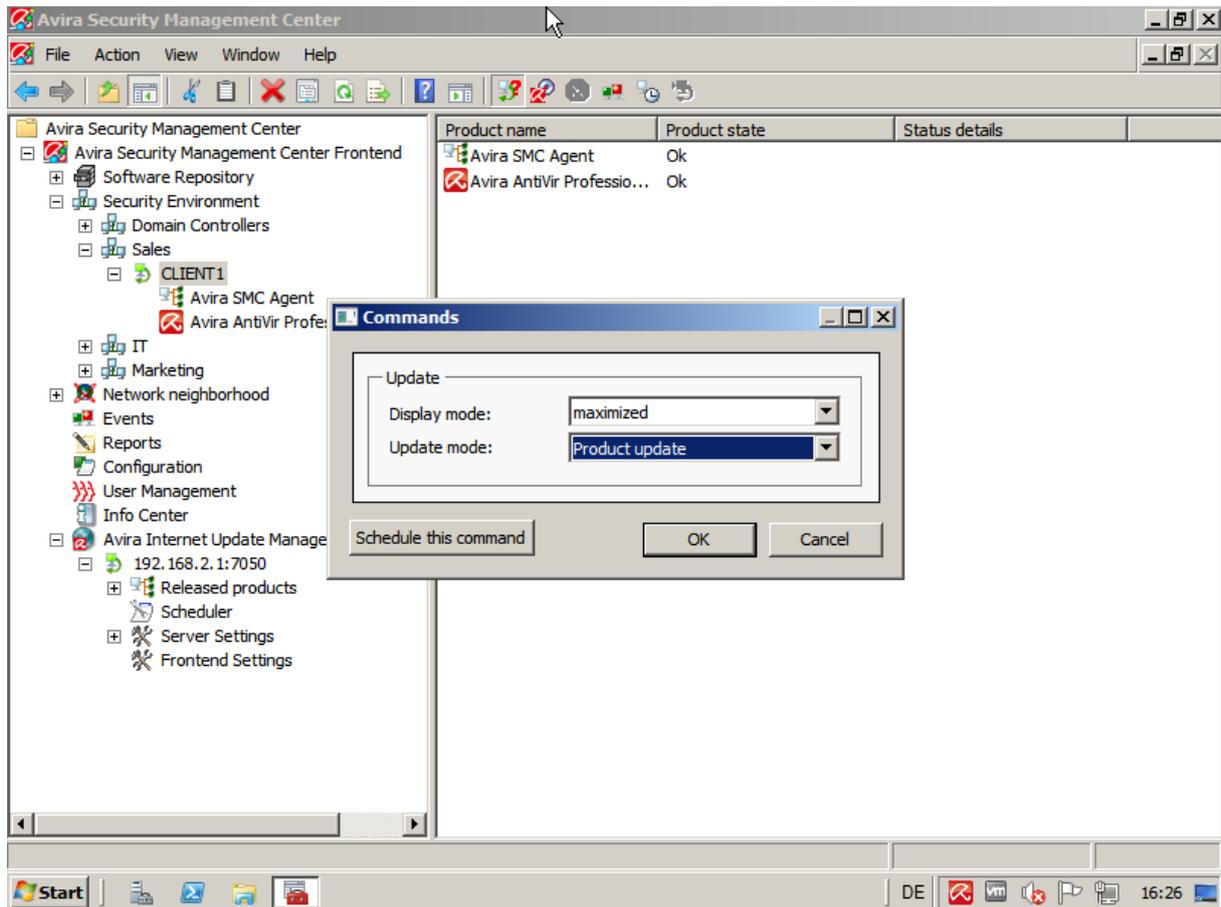The aim is therefore to disrupt the user as little as possible in their daily work.

To start the product updates, select the option "Start Update" by right-clicking on "Commands" in the desired group for the product "Avira AntiVir Professional 10 (Windows), EN":

Important: If selected the update will be applied to the entire group by clicking on *Start update*.
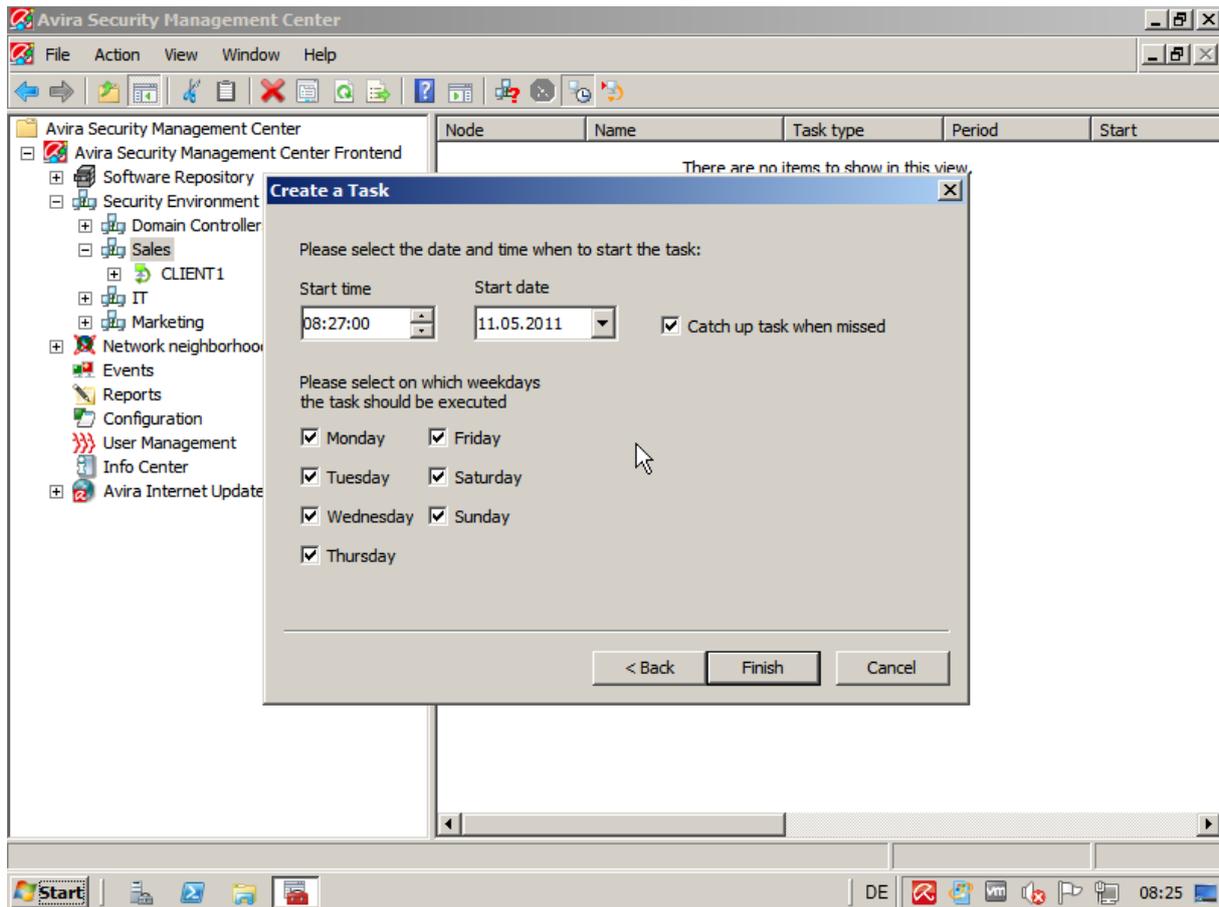

The command can be transferred to the clients on the network with the display modes "maximized" or "invisible" as well as with the update modes "Standard update" or "product update".
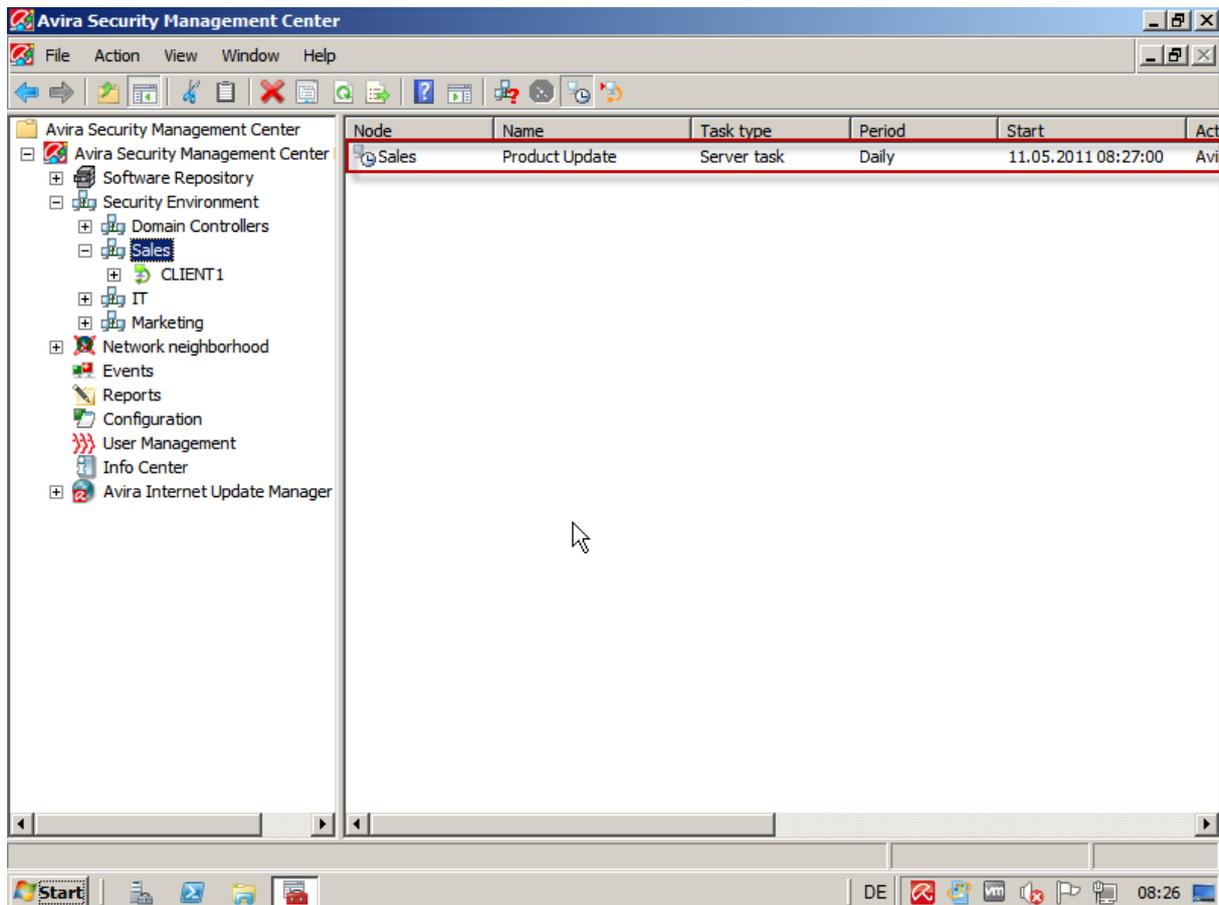
In this case, choose "maximized" and "Product update":

You can create this command by clicking on *Schedule this command*:

Set the desired start time for the product update. You can find the scheduled task now again in the view "tasks":
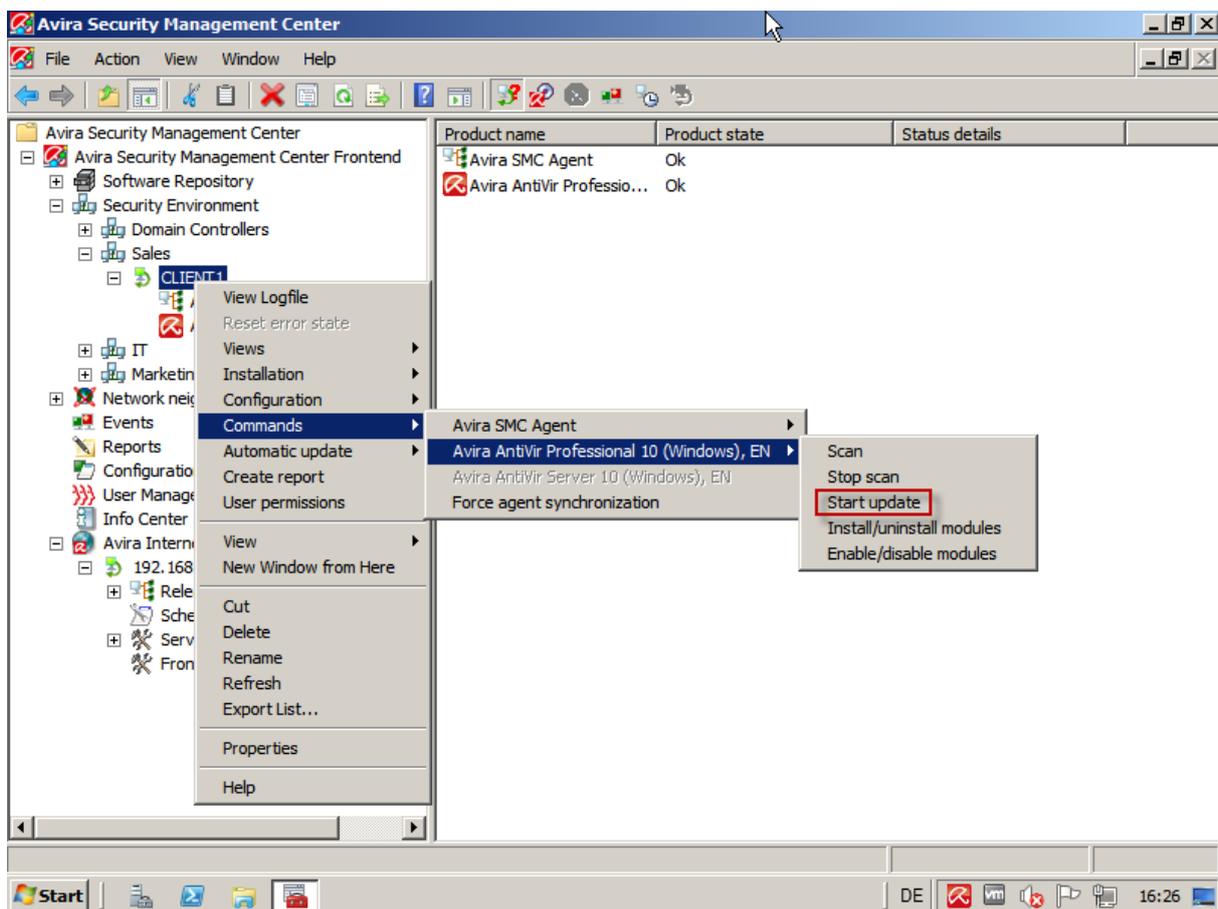

Now the job is automatically executed by the SMC Agent (see 2.1) and the restart dialog will appear on the client after a successful product update.

After the restart AntiVir Professional 10 has been updated to service pack 2.

## 3.1 Automatic invisible product updates using scheduled tasks

To start the product updates, select the option "Start Update" by right-clicking on "Commands" in the desired group for the product
"Avira AntiVir Professional 10 (Windows), EN":

Important: If selected the update will be applied to the entire group by clicking on *Start update.*
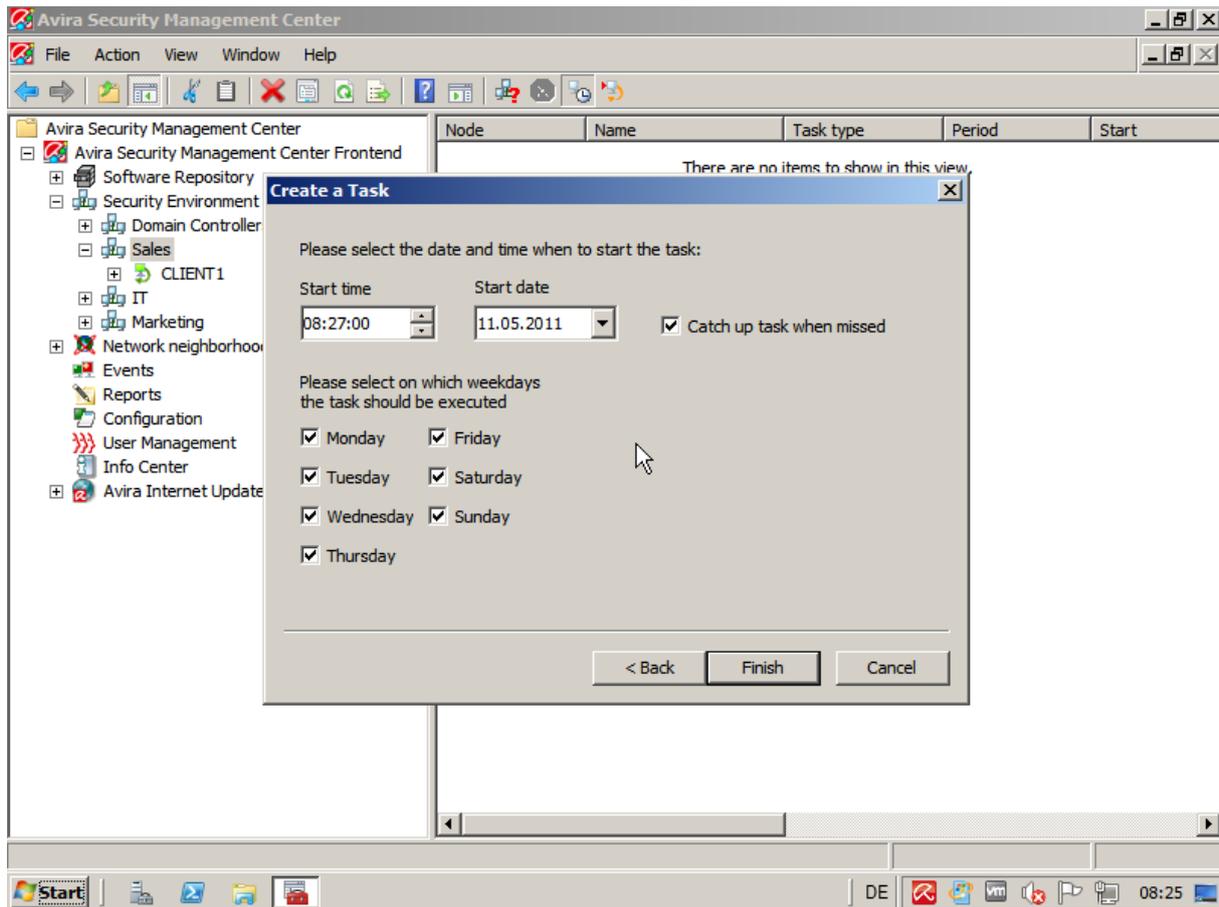

The command can be transferred to the clients on the network with the display modes "maximized" or "invisible" as well as with the update modes "Standard update" or "product update".
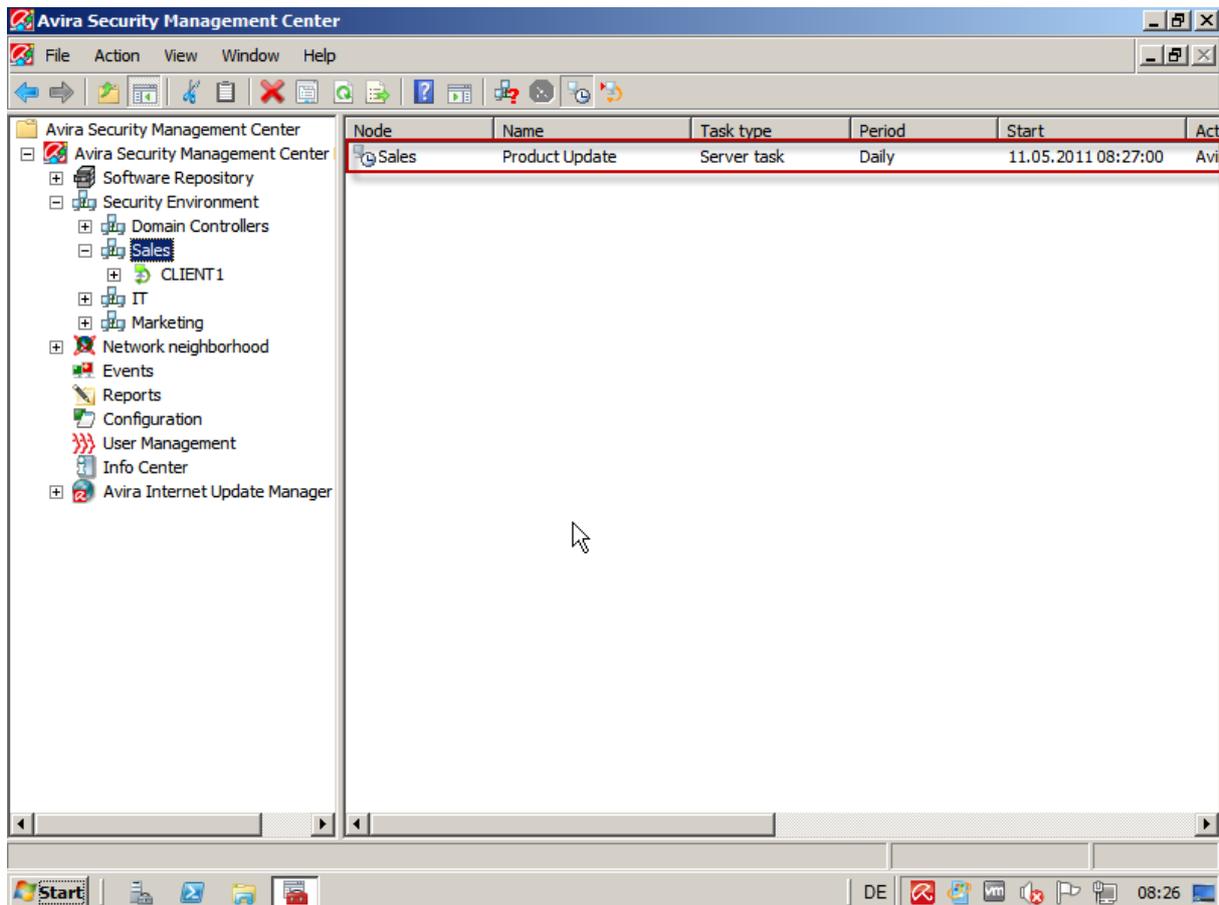
In this case, choose "invisible" and "Product update":
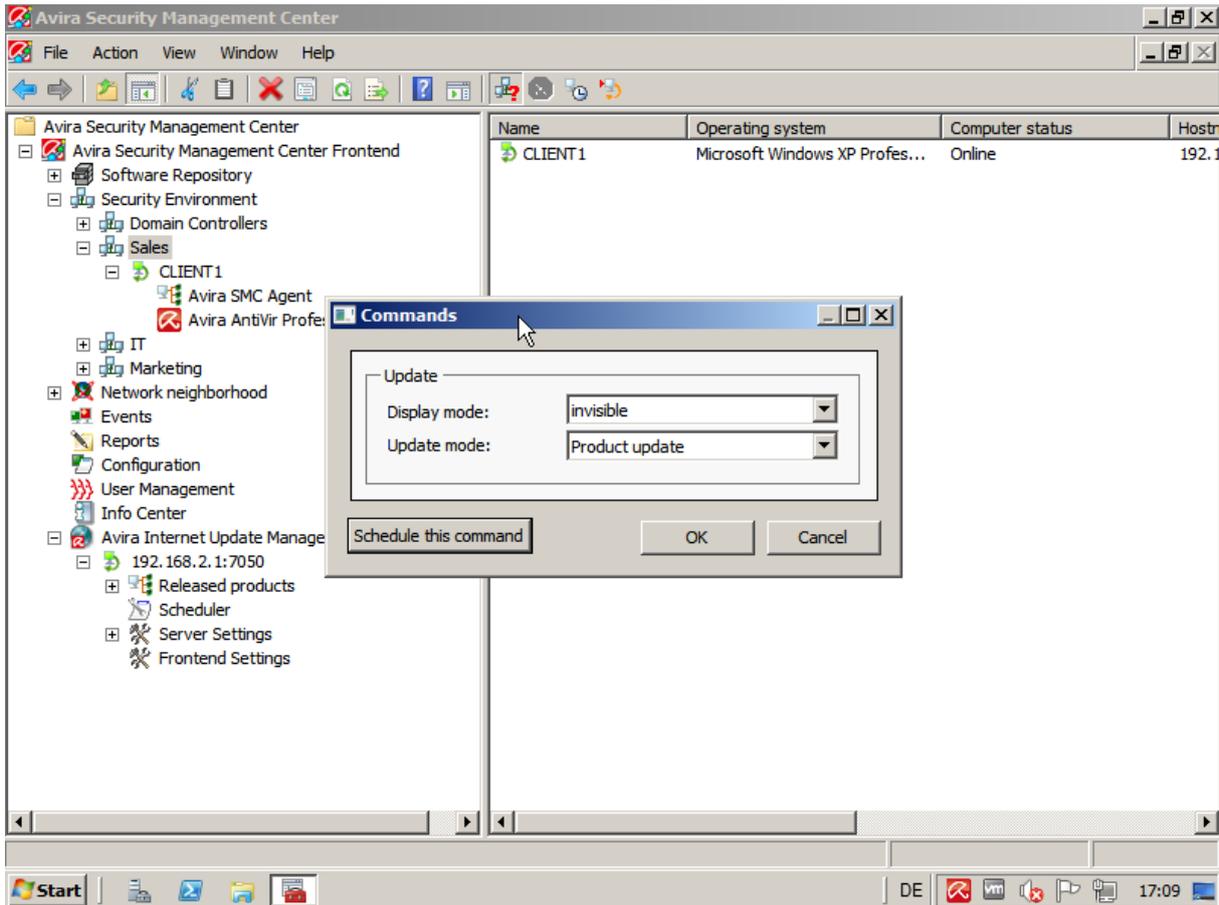
You can create this task by clicking on *Schedule this command*:

Set the desired start time for the product update. You can find the scheduled task now again in the view "tasks":


Now the job is automatically executed by the SMC Agent (see 2.2) and the restart dialog will appear on the client after a successful product update.

After the restart AntiVir Professional 10 has been updated to service pack 2.

4. Additional information

4.1 Behavior with logged-out users

If a computer should be in the log-in mode at the scheduled time,
the computer will not restart with the default configuration for the reboot behavior.
Instead, it will show a reboot-dialog when the user logs in.
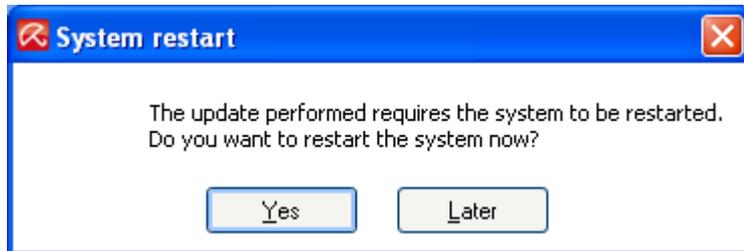
4.2 Behavior with locked accounts

If the account of a computer should be in the locked mode at the scheduled time,
the computer will not restart with the default configuration for the reboot behavior.
Instead, it will show the same reboot-dialog as in 4.1 when the user logs in.