

CENTRALCOMMAND



CentralCOMMAND is a centralized management package that allows administrators to prepare the Command AntiVirus (CSAV) installation for deployment across the network from one location.



NOTE: CentralCOMMAND can be used to administer **only** Command AntiVirus for Windows® Version 4.70 and later.

CentralCOMMAND contains the following administrative tools that allow you to download Command AntiVirus updates and upgrades, deploy the Command AntiVirus Pre-installation Convenience Pack to machines across your network, customize features and settings prior to deploying CSAV, and advertise CSAV across your network. All of the tools are installed by default.

- **Command AntiVirus Deployment Prep Wizard** – Allows you to deploy the CSS Remote Agent, install the Command AntiVirus Pre-installation Convenience Pack, create an administrative image, create a customized transform file (.MST), and advertise CSAV across your network.



If you are using **only** Active Directory to customize and deploy Command AntiVirus across your network, you do not need to use this wizard.



NOTE: A shortcut to the CSAV Deployment Prep Wizard is created in the CentralCOMMAND folder of the Windows Start menu.

- **System Policy Template for Windows Installer** – Allows administrators using Windows NT® and Windows 95, Windows 98, and Windows Me to configure the settings for the Windows Installer.
 - **System Policy Template for Command AntiVirus** – Allows you to configure the settings for Command AntiVirus.
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- **Custom Installation Wizard for Command AntiVirus** – Allows you to customize the Command AntiVirus installation by adding or removing features, creating customized scan tasks, and configuring Command AntiVirus settings. You can also import settings from a previous version of Command AntiVirus.



NOTE: A shortcut to the Custom Installation Wizard is created in the CentralCOMMAND folder of the Windows Start menu.

- **Command AntiVirus Download Manager** – allows you to download Command AntiVirus updates and upgrades and to apply them to administrative images.



NOTE: A shortcut to the CSAV Download Manager is created in the CentralCOMMAND folder of the Windows Start menu.

The deployment method you chose to install Command AntiVirus across your network and your need to schedule downloads, determines what tools you should use. For more information on your deployment options, refer to the **Network Administration** chapter of the *Command AntiVirus for Windows Administrator's Guide*.

SYSTEM REQUIREMENTS

To install and operate CentralCOMMAND, you must have:

- At least **one** of the following Microsoft Windows 32-bit platforms installed:

Windows NT® 4.0 with Service Pack 4 or higher

Windows NT® Server edition 4.0 with Service Pack 4 or higher

Windows 2000 Professional

Windows 2000 Server

Windows 2000 Advanced Server

Windows XP Professional

Windows XP Home

- Microsoft Internet Explorer 5.0 or higher installed
- Windows Active Directory Service Interface (ADSI) client



NOTE: The ADSI client program is packaged with the CentralCOMMAND installation files. To install the client, double-click the **ADS.EXE** file.

INSTALLATION

The following instructions will help you to install CentralCOMMAND quickly and easily. The default installation installs all of the required components.

We suggest that you read through these instructions prior to installing the product. This will allow you to better anticipate any choices that you may need to make during the installation process.

INSTALLING



To install and use CentralCOMMAND on Windows NT, Windows 2000, or Windows XP, **one** of the following conditions **must** be met:

- You are a member of the Administrators group on the local machine
- System policy is set so that you have elevated privileges for installations



NOTE: The CentralCOMMAND installation is in a Microsoft Installer (.MSI) package format. For machines that do not have the Windows Installer, the installation **SETUP.EXE** installs the Windows Installer and then launches the **CCOMMAND.MSI**.

After installing the Windows Installer, the user may need to restart the computer. After the computer restarts, Setup continues.



NOTE: Before running the installation program, we strongly recommend that you exit all Windows programs.

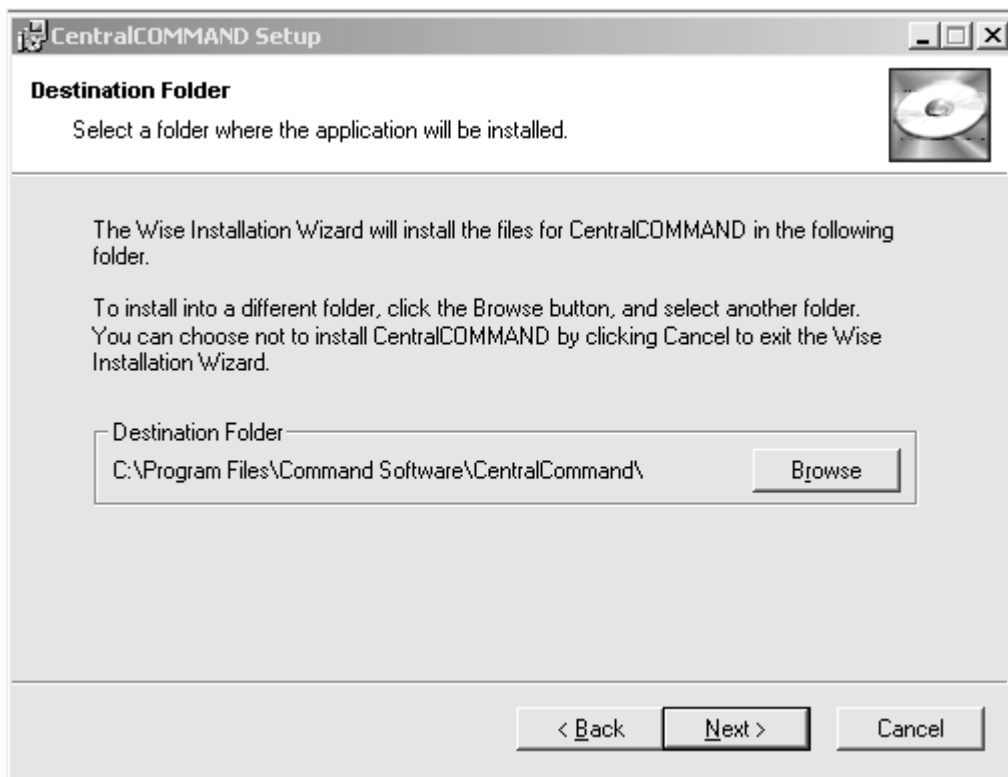
To install CentralCOMMAND, follow these steps:

1. Insert the CD-ROM.
2. Click the **Start** button on the Windows task bar.
3. Click **Run**.
4. Click **Browse** to search the CD for the **CENTRALC** folder.
5. Open that folder.
6. In the **File of type** drop-down, select **All Files**.
7. To run the setup program, double-click **SETUP.EXE**.

The system returns to the **Run** dialog box.

8. Click **OK**. The system displays the **Welcome** dialog box.

9. Click **Next**. The system displays the **License Agreement**.
10. To accept the license agreement, select **I accept the License Agreement** and click **Next**. The system displays the **Destination Folder** dialog box:



Destination Folder Dialog Box

11. In the **Destination Folder** text box, type where you want the files installed. The default is: `C:\Program Files\Command Software\CentralCommand`



NOTE: You can use the **Browse** button to select a different folder.

12. Click **Next**. The system displays the **Updating System** dialog box. Please wait while the program copies the CentralCOMMAND files to your system.



NOTE: You can click **Cancel**, **Exit Setup** and then **OK** to cancel the installation and exit the setup program.

When the copying is complete, the system displays a dialog box informing you that CentralCOMMAND has been successfully installed.

13. Click **Finish** to exit.

PREPARING FOR DEPLOYMENT

Before you can install Command AntiVirus across your network, there are several steps that you need to take to prepare for the installation. For more information, refer to **Preparing For The Installation** located in the **Network Administration** chapter of this administrator's guide.

The Command AntiVirus Deployment Prep Wizard allows administrators with mixed environments to prepare the network for the deployment of Command AntiVirus 4.70 or higher quickly and easily. Using this wizard you can perform the following tasks:

- Install the Command AntiVirus Pre-installation Convenience Pack onto Windows NT machines across your network



You can install the Command AntiVirus Pre-installation Convenience Pack onto Windows 95/98/Me machines by placing the **CSS Remote Agent RunP** that is created by the wizard in an e-mail or logon script. For more information, refer to **Starting The Installation Process** located in the **Network Administration** chapter of this administrator's guide.

- Perform an administrative installation to a Software Distribution Point (SDP)
- Customize CSAV features and settings
- Advertise CSAV across your network

COMMAND ANTIVIRUS DEPLOYMENT PREP WIZARD



If you are using **only** Active Directory to customize and deploy Command AntiVirus across your network, you do **not** need to use this wizard.



If you are using Windows 95/98/Me, click the link in the **Welcome** dialog box of the wizard to find out more about Windows 95/98/Me workstation administration.

Using this wizard you can:

- Deploy the CSS Remote Agent from a network server on to selected machines.

This agent allows you to install the prerequisite component files (Command AntiVirus Pre-installation Convenience Pack) and to apply administrative rights to install (advertise) to the CSAV installation package.

- Install the prerequisite component files that prepare the machines for the installation of CSAV.



You can install the Command AntiVirus Pre-installation Convenience Pack onto Windows 95/98/Me machines by placing the CSS Remote Agent RunP that is created by the wizard in an e-mail or logon script. For more information, refer to **Starting the Installation Process** located in the **Network Administration** chapter of this administrator's guide.

- Create an administrative image. These are the files created from performing an administrative installation to a shared network folder (SDP).
- Create a customized transform file (.MST).
- Advertise CSAV across your network.

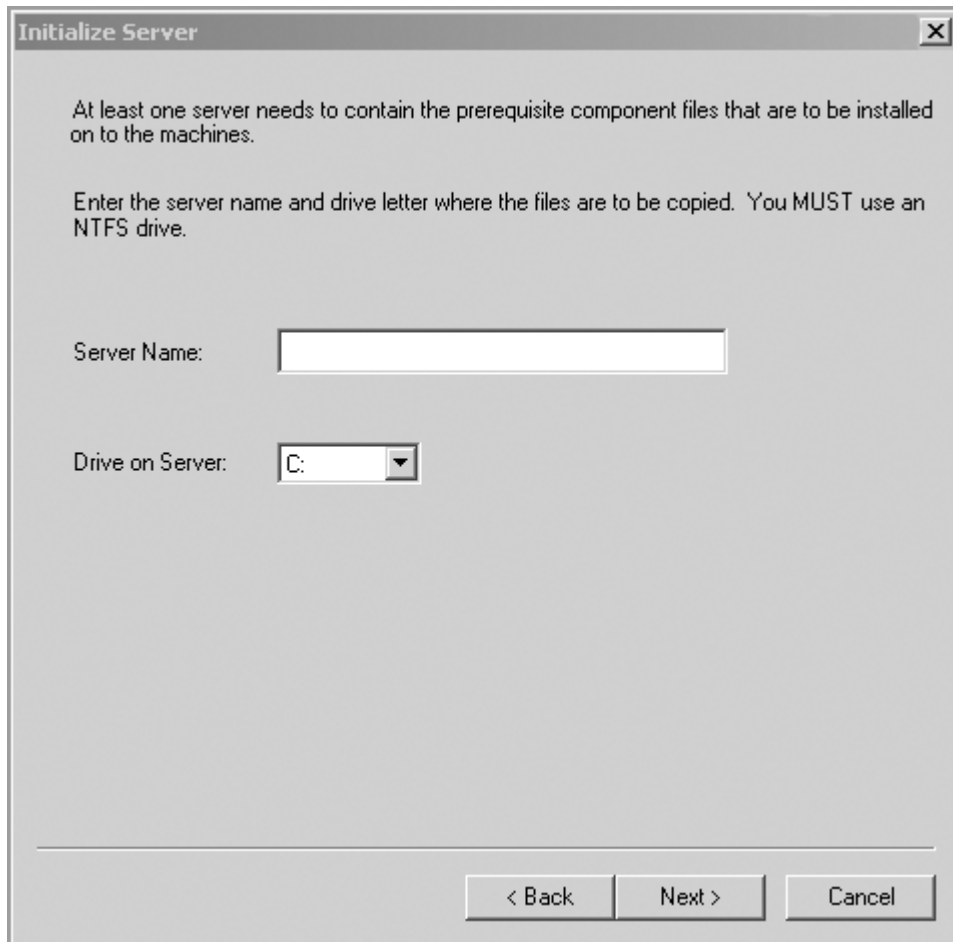
The wizard is easy to use. Just make your selections, and click **Next** to continue. If you do not need to perform the specified action on a page, you can select the **Skip Page** check box to go to the next page.

Here are just a few points to remember.

- To go back to the previous dialog box, click **Back**.
- To exit the wizard during the process, click **Cancel**.
- To exit the wizard after you have completed the process, click **Finish**.

To start the wizard, follow these steps:

1. Click the **Start** button on the Windows taskbar.
2. Select **Programs**.
3. Select **CentralCOMMAND**.
4. Click **Command AntiVirus Deployment Prep Wizard**. The system displays the **Welcome** dialog box.
5. Click **Next**. The system displays the **Initialize Server** dialog box:



The image shows a Windows-style dialog box titled "Initialize Server". The dialog has a close button (X) in the top right corner. The main text reads: "At least one server needs to contain the prerequisite component files that are to be installed on to the machines." Below this, it says: "Enter the server name and drive letter where the files are to be copied. You MUST use an NTFS drive." There are two input fields: "Server Name:" followed by a text box, and "Drive on Server:" followed by a dropdown menu currently showing "C:". At the bottom of the dialog are three buttons: "< Back", "Next >", and "Cancel".

Initialize Server Dialog Box



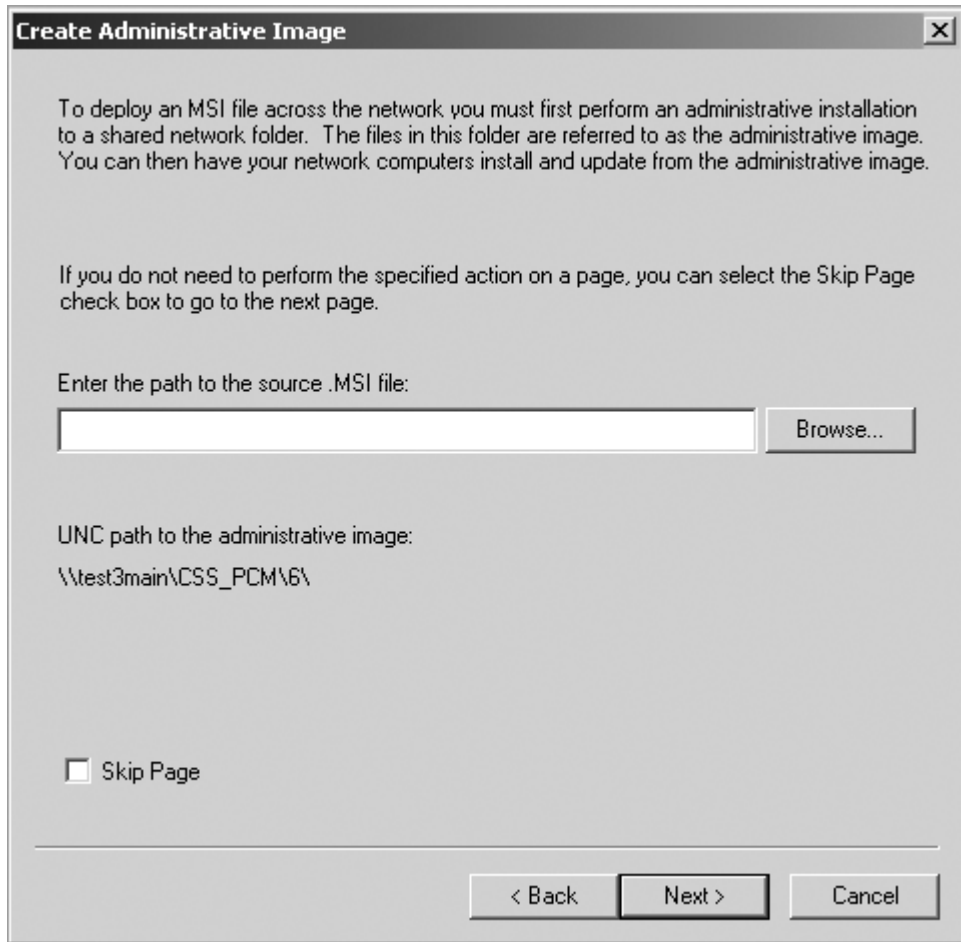
NOTE: At least **one** server needs to contain the prerequisite component files that are to be installed onto the machines.

6. In the **Server Name** text box, type the name of the server where the prerequisite component files are to be copied.
7. In the **Drive on Server** text box, click the drop-down arrow to select the drive letter.



NOTE: You must select an NTFS drive.

8. Click **Next**. The system displays the **Create Administrative Image** dialog box:



Create Administrative Image Dialog Box

This dialog box allows you to perform an administrative installation to a shared network folder. The folder is referred to as the Software Distribution Point (SDP). The files in the folder are referred to as the administrative image. You can then have your network computers install and update from the administrative image.

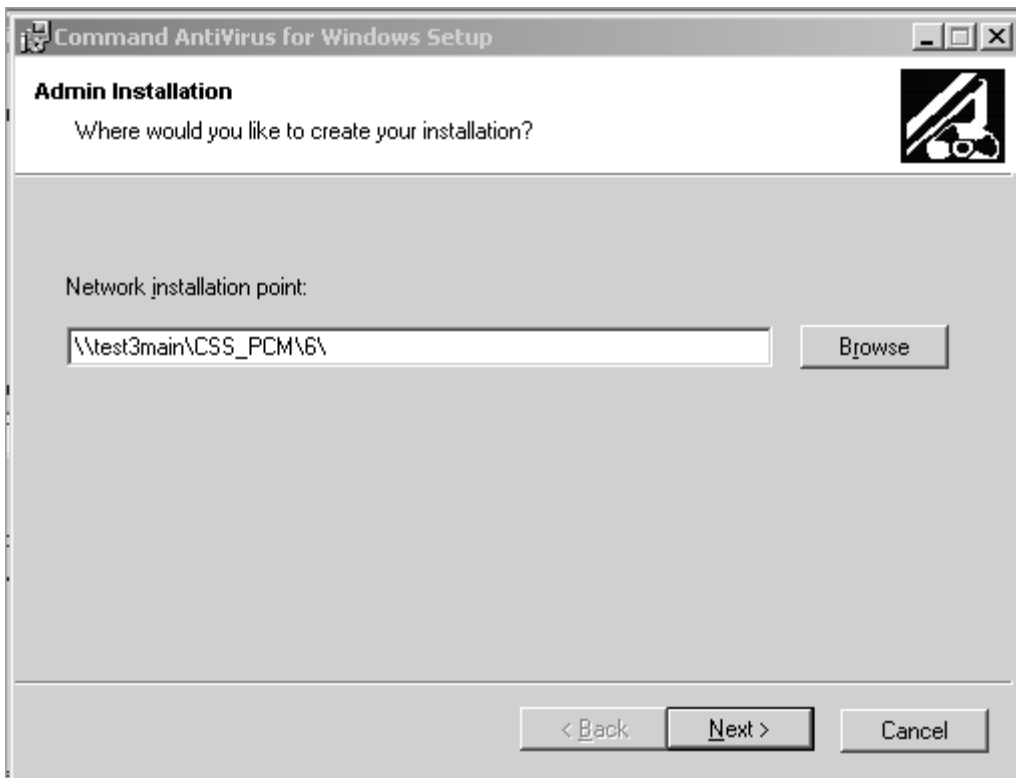
- In the **Enter the path to the source .MSI file** text box, type the path to the Command AntiVirus .MSI file.



NOTE: You can use the **Browse** button to search for the file.

The wizard automatically generates a folder to store the administrative image. This folder is created on the server and the NTFS drive that you previously selected. The path to the folder is displayed under **UNC path to the administrative image**.

- Click **Next**. The system displays the **Admin Installation** dialog box:



Admin Installation Dialog Box

11. Click **Next**. The system displays the **Admin Installation Verify Ready** dialog box.
12. Click **Next** to begin creating the administrative image. The system displays the **Updating System** dialog box. Please wait while the program copies the files to the SDP.



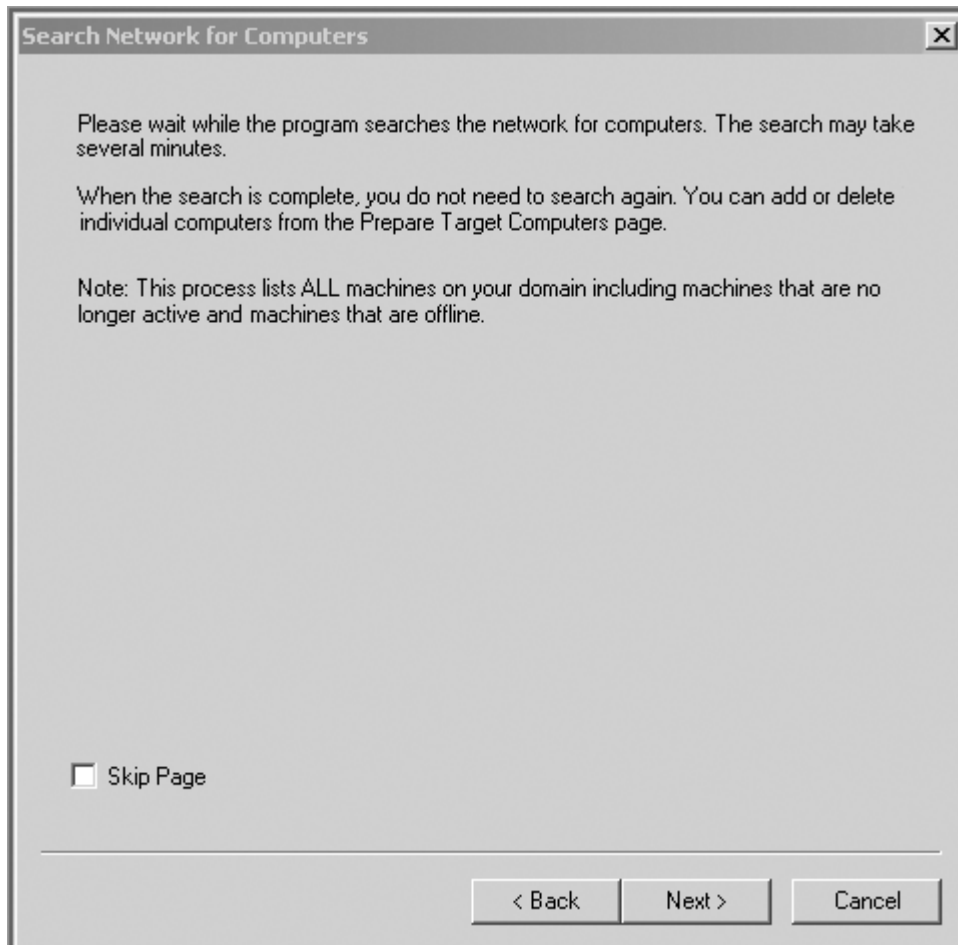
NOTE: You can click **Cancel**, **Exit Setup**, and then **OK** to cancel the installation and exit the setup program.

When the copying is complete, the system displays a dialog box informing you that Command AntiVirus for Windows has been successfully installed.



NOTE: We recommend that you copy the administrative image to another location in your network. This provides a backup copy when an installation needs to be repaired. This copy is **only** for backup purposes. Command AntiVirus can only be installed from the location from which it was advertised.

13. Click **Finish** to continue. The system displays the **Search Network for Computers** dialog box:



Search Network for Computers Dialog Box

14. Click **Next** to continue.

Please wait while the program searches the network for computers. The search may take several minutes.

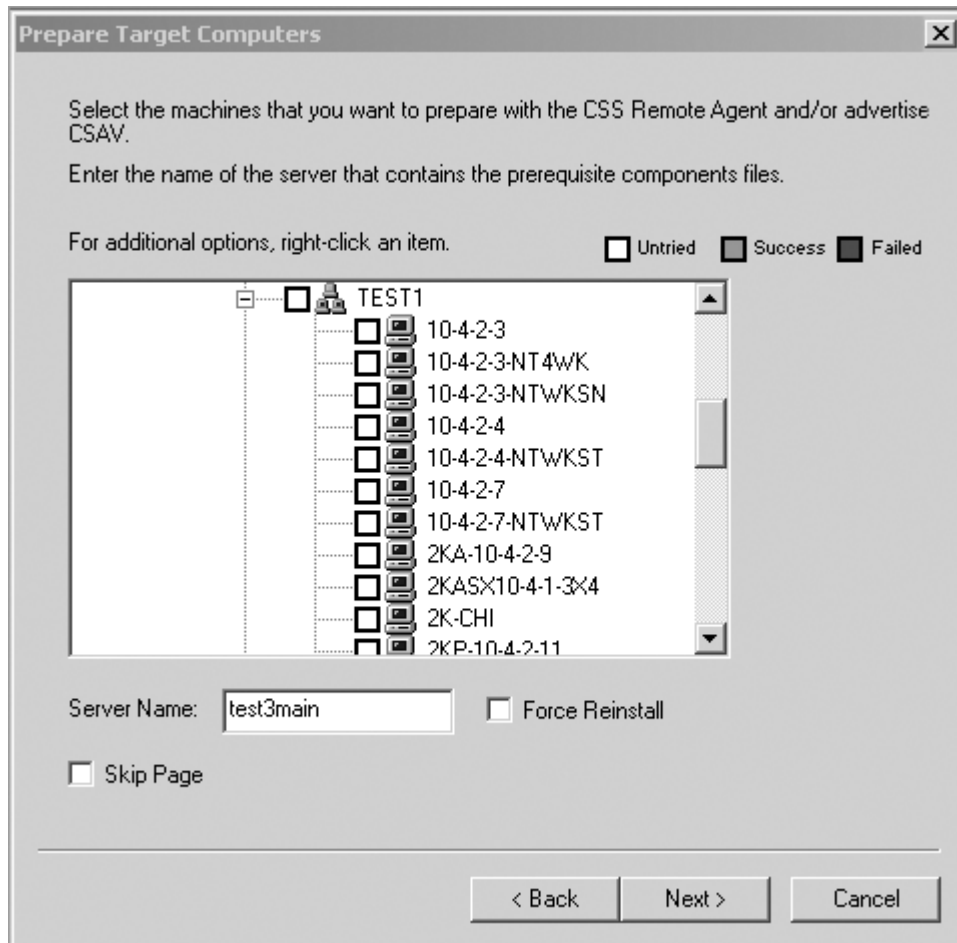


NOTE: This process lists all of the machines on your domain including machines that are no longer active and machines that are offline.

When the search is complete, the system displays the **Prepare Target Computers** dialog box.



NOTE: You do not need to search again. You can add or delete individual computers from the **Prepare Target Computers** dialog box:

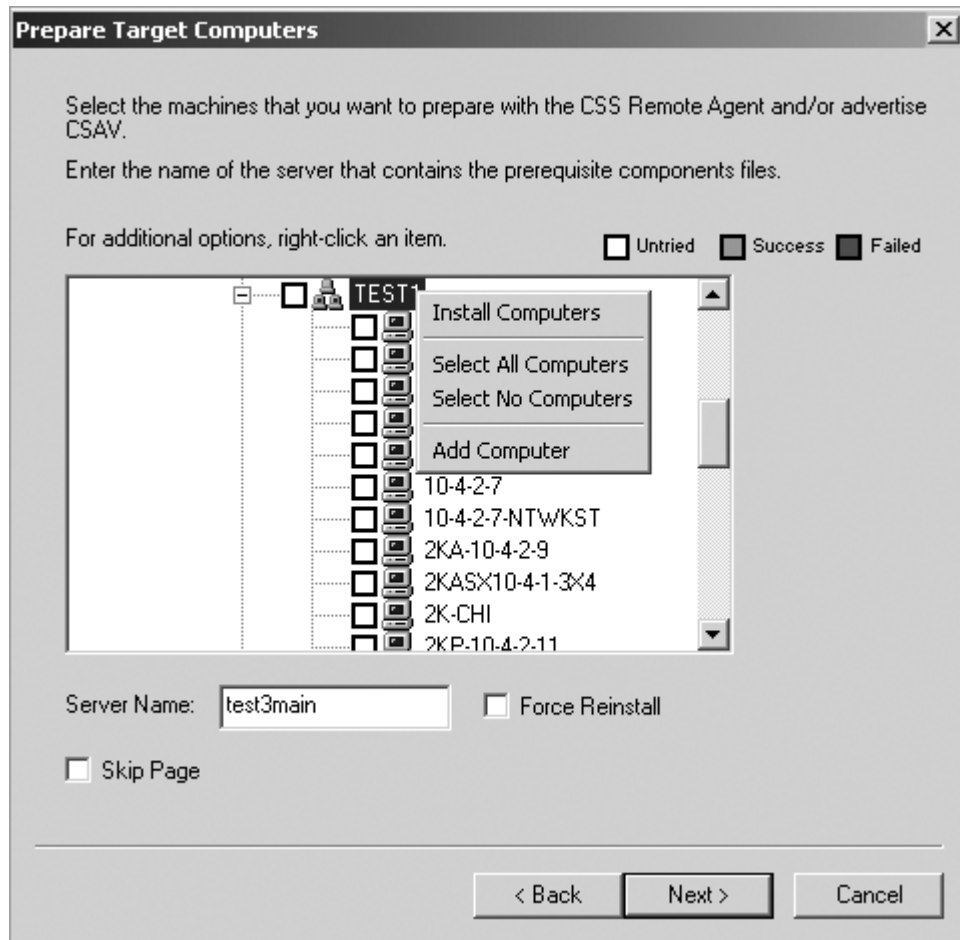


Prepare Target Computers Dialog Box

15. In the **Target Computers** list, select the machines on which you want to install the CSS Remote Agent. You can also select the machines on which you want to advertise CSAV. Click the plus sign (+) to the left of a domain to expand it, for example, **TEST1**.

You can select an entire domain or individual machines by clicking the check box to the left of the domain or machine name. For example, to select **all** of the machines in the **TEST1** domain, click the check box to the left of **TEST1**.

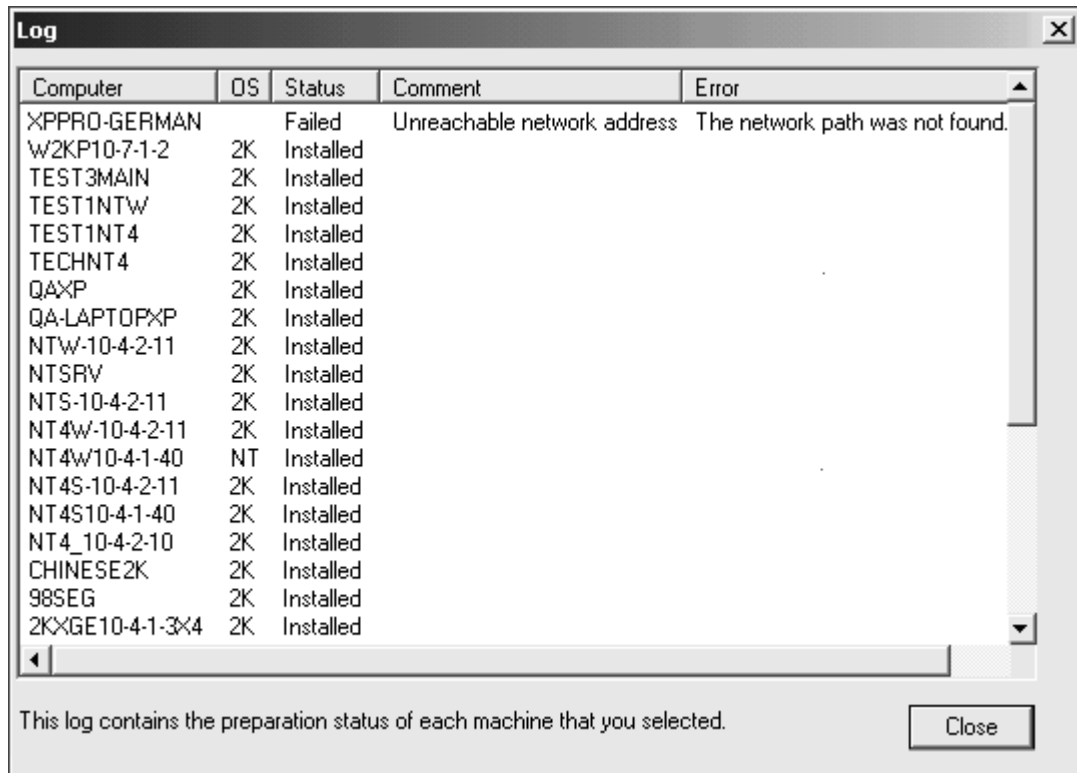
You can also click **Select All Computers** from the drop-down menu. Using the right mouse button (right-click), click a domain name. The system displays a drop-down menu:



Prepare Target Computers – Domain Drop-down Menu

From this menu you can:

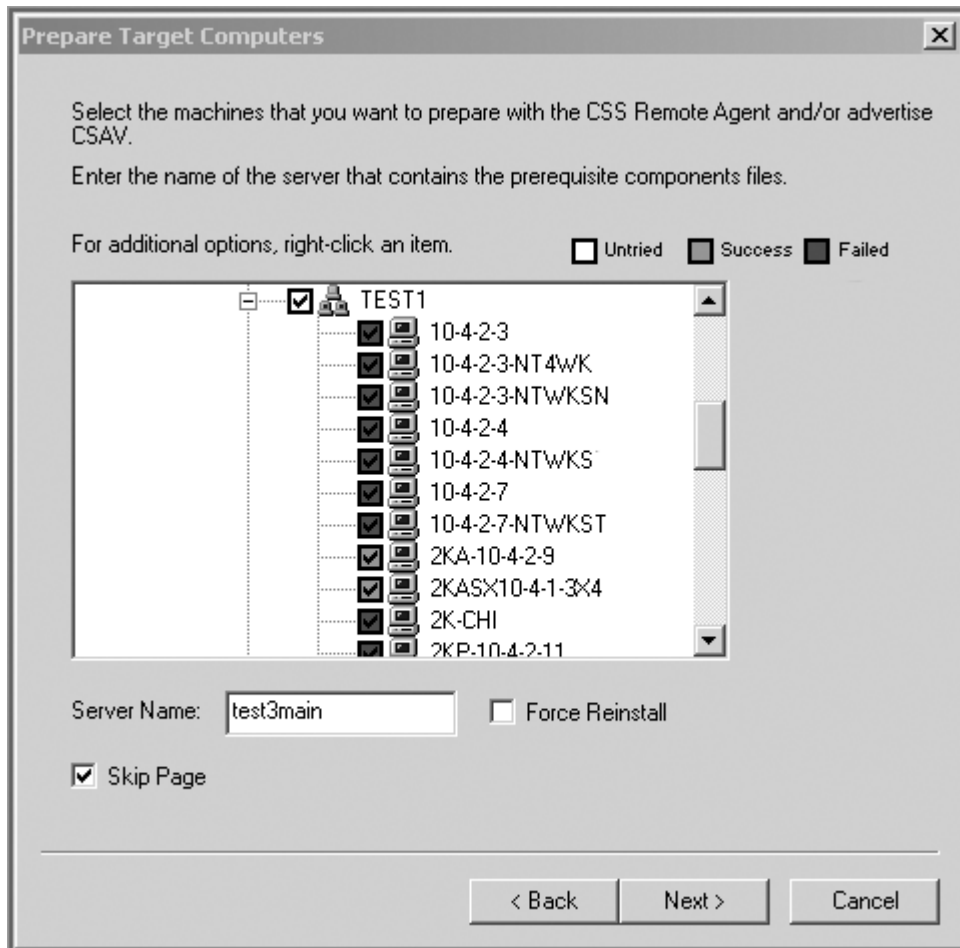
- **Install Computers** – Installs the prerequisite components on the machines that you selected in that particular domain.
 - **Select All Computers** – Selects all machines in that particular domain
 - **Select No Computers** – Clears all selected machines in that particular domain.
 - **Add Computers** – Adds a computer to the **Target Computers** list for that particular domain.
16. In the **Server Name** text box, type the name of the server that contains the prerequisite component files.
 17. Click **Next**. Please wait while the machines are prepared. When the preparation is complete, the system displays the **Log**:



Log

This log contains details of the installation on each machine that you selected. It specifies the computer name, the operating system, whether it installed or failed. If applicable, it also specifies the reason for a failure and the error that occurred.

- Click **Close**. The system returns to the **Prepare Target Computers** dialog box:

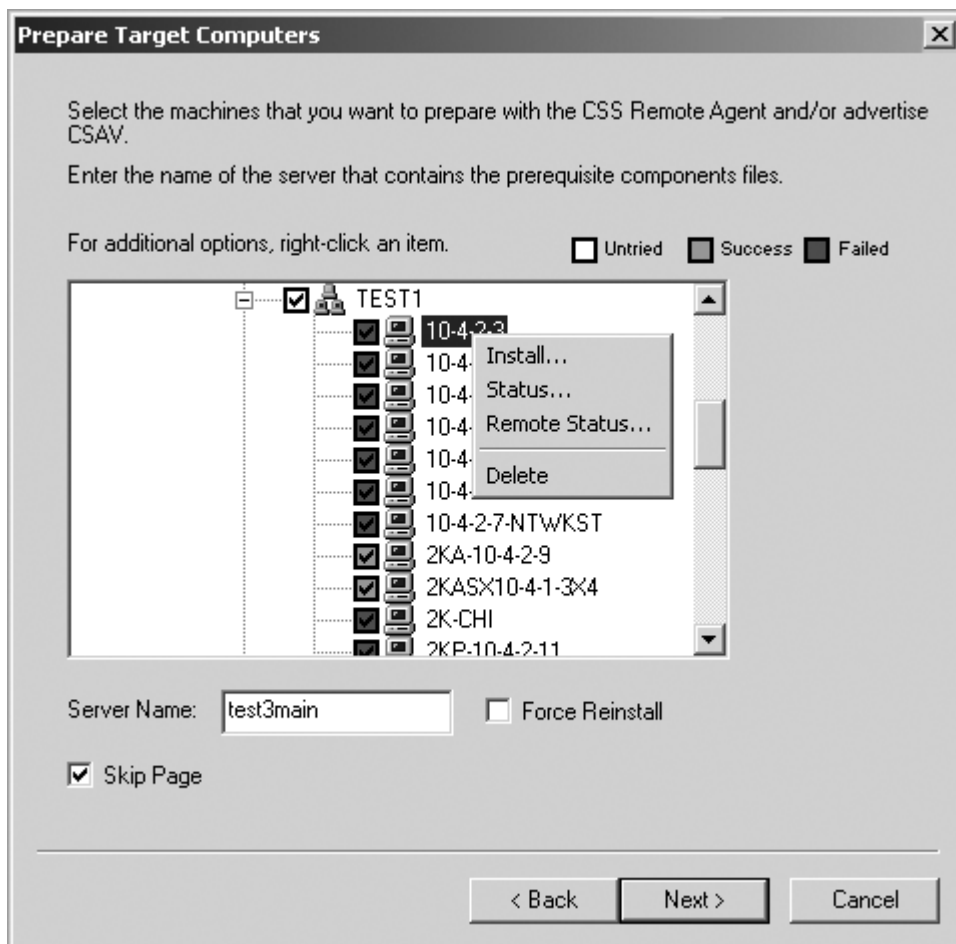


Prepare Target Computers Dialog Box – Machines Selected

The check boxes of the machines that you selected are now color coded to reflect the status of the installation. Green represents a successful installation. Red represents a failed installation.

To reinstall on the selected machines, click the **Force Reinstall** check box.

For additional options, right-click a machine name. The system displays a drop-down menu:

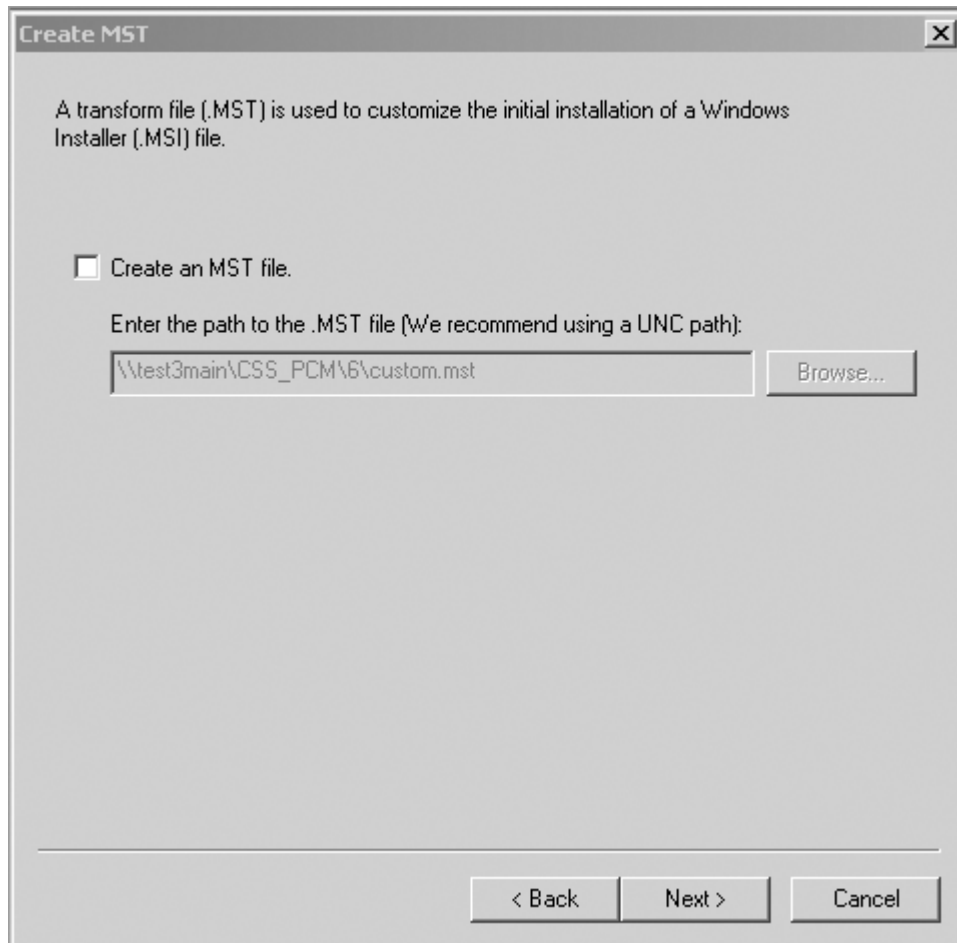


Prepare Target Computers – Machine Drop-down Menu

From this menu, you can select **one** of the following options:

- **Install** – Installs the prerequisite components on that particular machine.
- **Status** – Displays the details of the installation on that particular machine.
- **Remote Status** – Allows you to view the two prerequisite component status files. This allows you to make sure that the prerequisite component files were installed and started correctly.
- **Delete** – Deletes that particular machine from the **Target Computers** list.

19. Click **Next**. The system displays the **Create MST** dialog box:

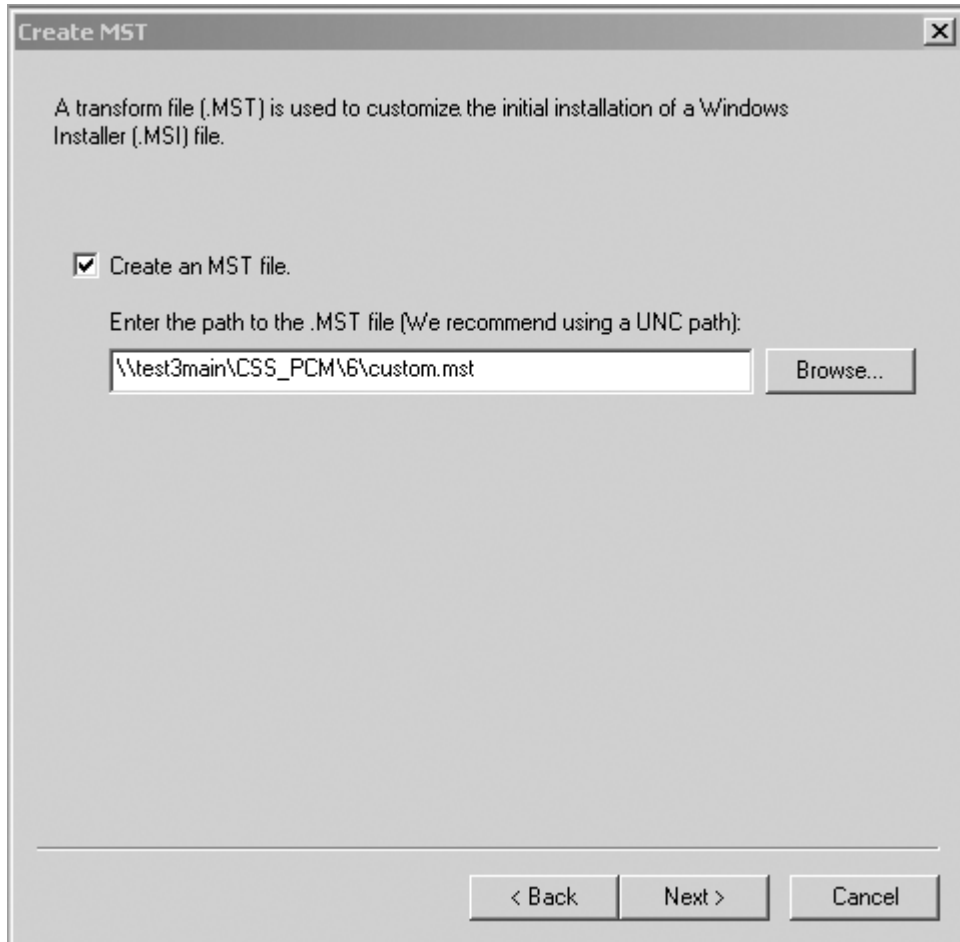


Create MST Dialog Box

This dialog box allows you to create a custom Windows installer transform (MST file). The MST file contains your customized installation features and settings.

20. Select **one** of the following options:

- If you do **not** want to customize CSAV, click **Next**, and go to **Step 23**.
- If you want to create an MST file, select the **Create an MST file** check box. The system redisplay the **Create MST** dialog box with the **Enter the path to the .MST file** text box active:



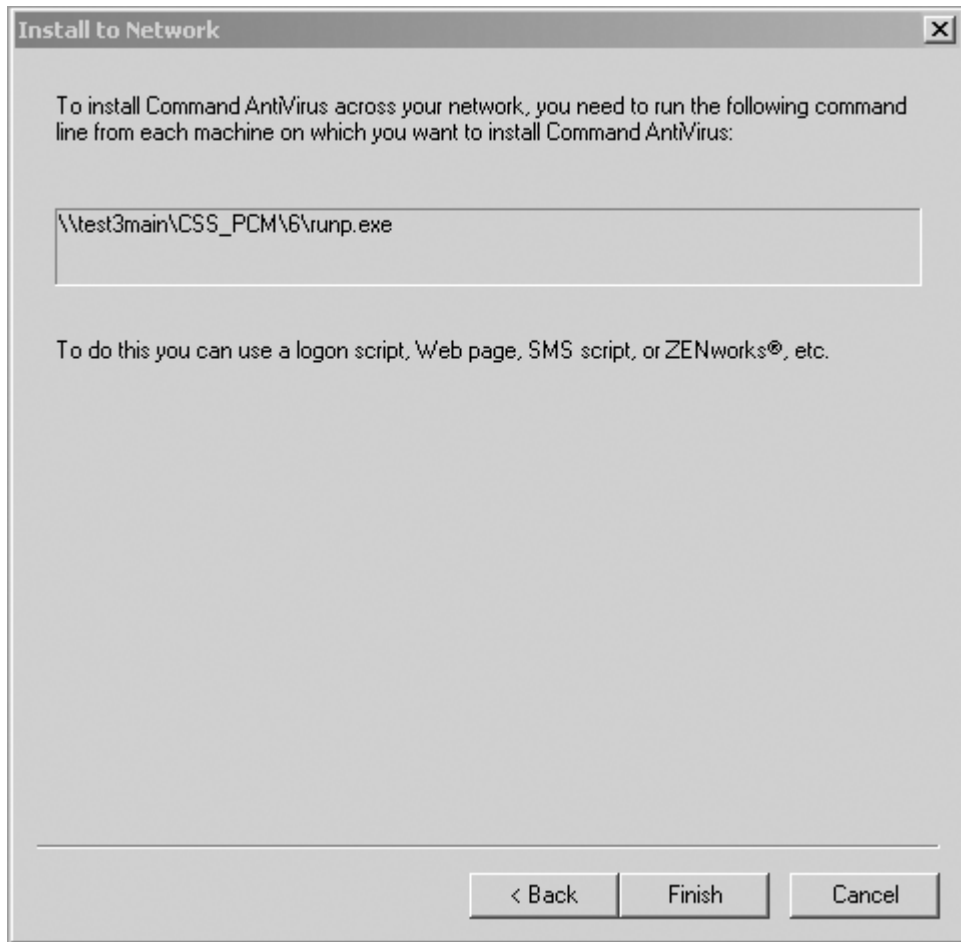
Create MST Dialog Box - Path Available

You can accept the default path or use the **Browse** button to select a new path. We recommend using a Universal Naming Convention (UNC) path.

21. Click **Next**. The system displays the Custom Installation Wizard for Command AntiVirus **Welcome** dialog box.

Follow the instructions on the screens to complete the customization. For more information, refer to **Custom Installation Wizard** located later in this chapter.

22. The system displays the **Install to Network** dialog box:

**Install to Network Dialog Box**

This dialog box provides you with a command line that you can copy and paste into a logon script, web page, SMS script, or ZENworks®, etc.

To install Command AntiVirus across your network, you need to run the command line from each machine on which you want to install Command AntiVirus.



For Windows 95/98/Me machines, you must also include the RunP to install the prerequisite component files.

For more information, refer to **Starting The Installation Process** located in the **Network Administration** chapter of the *Command AntiVirus for Windows Administrator's Guide*.

23. Click **Finish** to exit the wizard.

CUSTOMIZING YOUR CSAV INSTALLATION SETTINGS

CentralCOMMAND contains several tools that allow administrators to customize features and settings prior to deploying Command AntiVirus throughout the network. These tools include the:

- System Policy Template for Windows Installer
- System Policy Template for Command AntiVirus
- Custom Installation Wizard for Command AntiVirus

Using the System Policy templates, you can customize the Windows Installer and the Command AntiVirus settings. You can then apply these settings to computers throughout the network by adding the System Policy Templates to System Policy in Windows NT and Windows 95/98/Me or Group Policy in Windows 2000/XP.

Using the Custom Installation Wizard for Command AntiVirus you can import Command AntiVirus settings from a previous version, add or remove features, and create custom scan tasks. If you are not using the System Policy Template for Command AntiVirus, you can also use the wizard to customize Command AntiVirus settings. The wizard then saves the changes to a Windows Installer transform (.MST file) that can be deployed with the Command AntiVirus installation .MSI to computers throughout the network.

The following sections describe each tool in detail.

SYSTEM POLICY TEMPLATE FOR WINDOWS INSTALLER

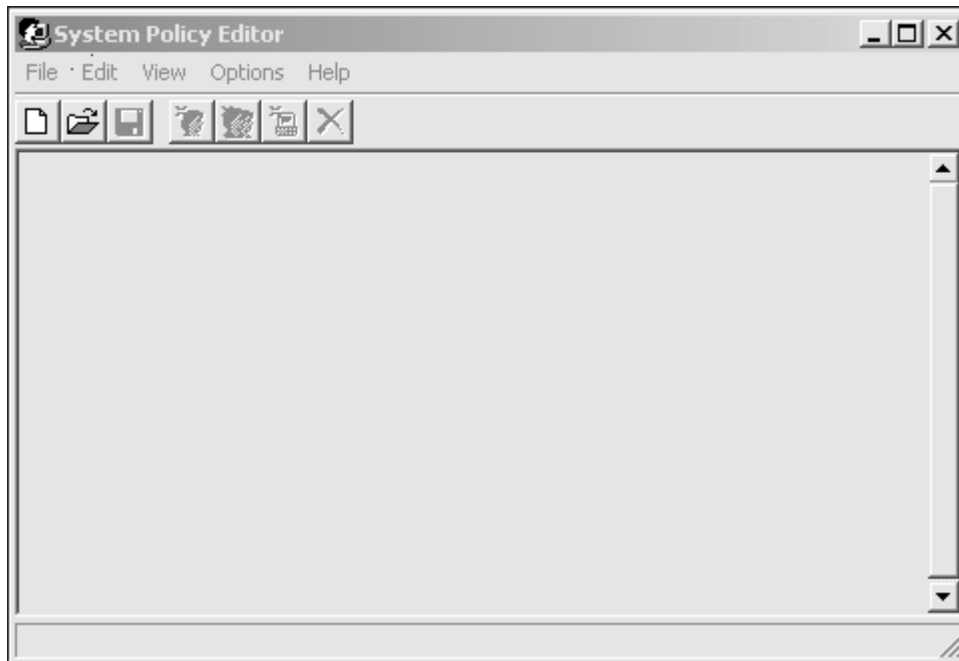


The System Policy Template for Windows Installer (**INSTLR11.ADM**) allows administrators using Windows NT 4.0 and Windows 95/98/Me to set the Windows Installer installation policies for computers on the network. These policies control aspect of the Windows Installer's behavior such as security, logging, and rollback.

Once you have added the template to System Policy, you can open the template to configure the installation settings.

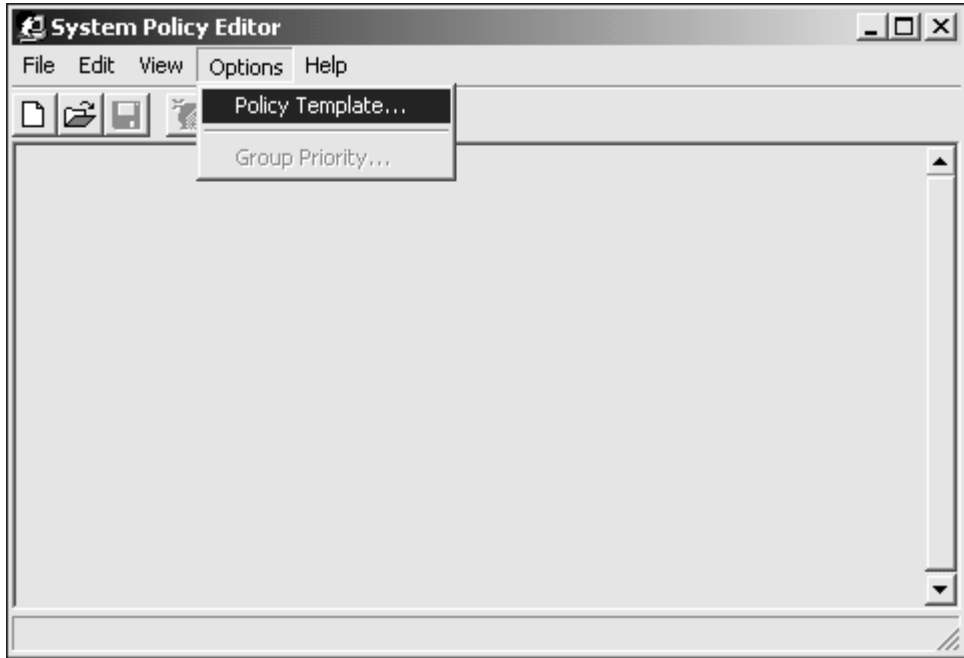
To add the template to **Policy Template Options** in System Policy and customize the Windows Installer settings, follow these steps:

1. Click the **Start** button on the Windows task bar.
2. Click **Run**.
3. In the text box, type **poledit**.
4. Click **OK**. The system displays the System Policy Editor:



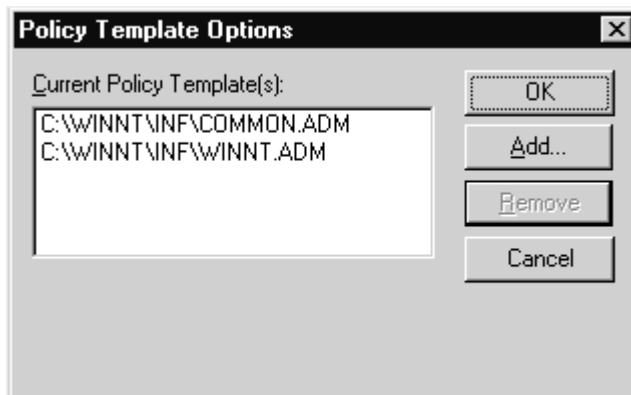
System Policy Editor Main Window

5. On the menu bar, click **Options**. The system displays a drop-down menu:



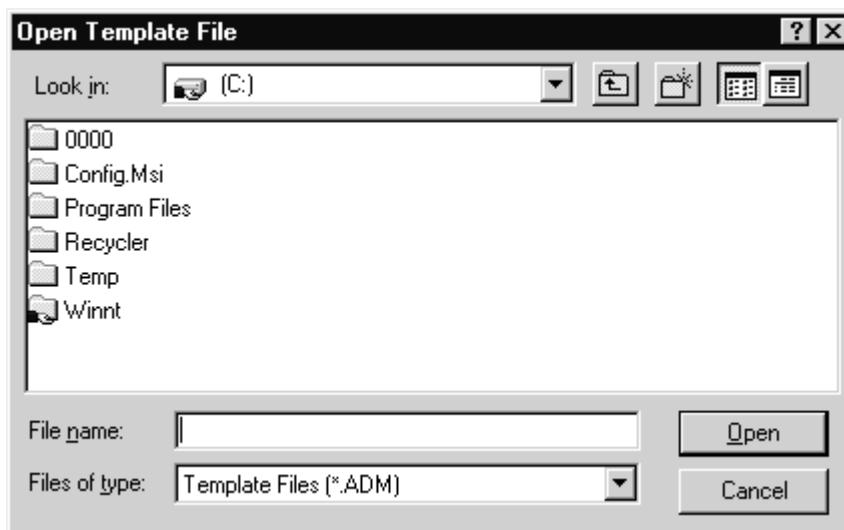
Options Drop-down Menu

6. Click **Policy Template**. The system displays the **Policy Template Options** dialog box:



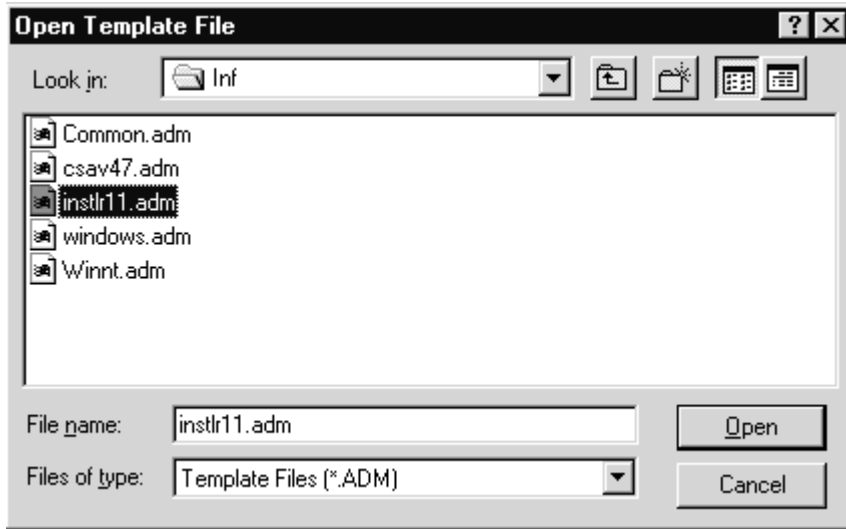
Policy Template Options Dialog Box

7. Click **Add**. The system displays the **Open Template File** dialog box:



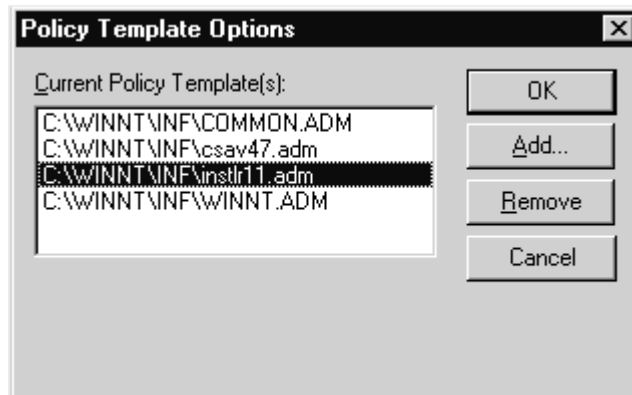
Open Template File Dialog Box

- Browse to the **C:\Winnt\inf** folder.



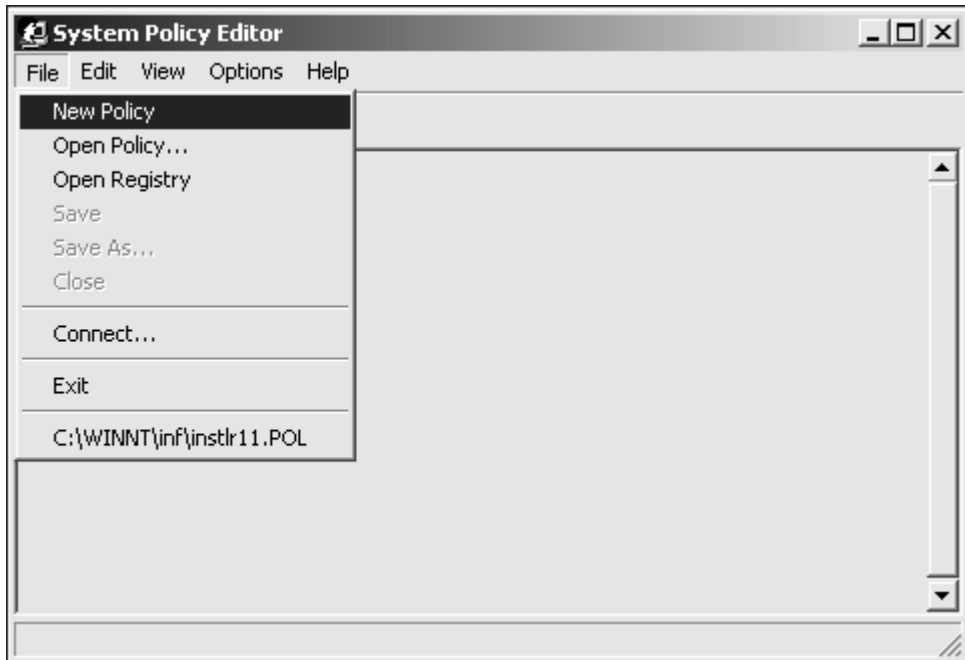
Open Template File Dialog Box – Inf\Winnt Folder

- Select **INSTLR11.ADM**, and click **Open**. The system returns to the **Policy Template Options** dialog box. The **INSTLR11.ADM** file is now added to the **Current Policy Templates** list:



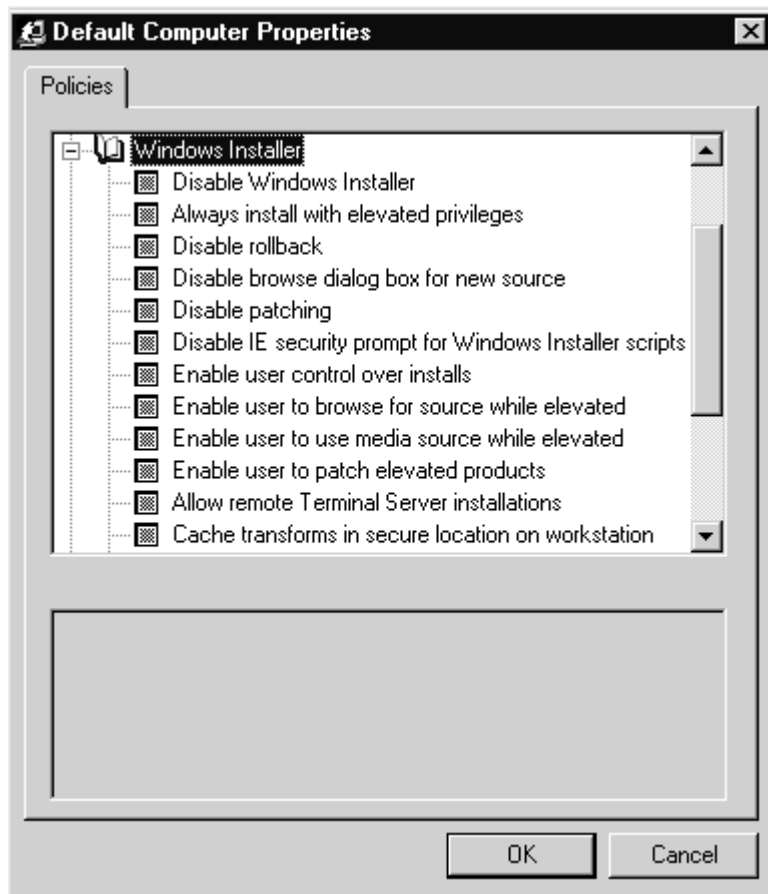
Current Policy Templates – INSTLR11.ADM Added

10. Click **OK**. The system returns to the System Policy Editor.
11. On the menu bar, click **File**. The system displays the drop-down menu:



File Drop-down Menu

12. Click **New Policy**. The system displays the **Default Computer** and **Default User** icons.
13. Double-click the **Default Computer** icon. The system displays the **Default Computer Properties** dialog box.
14. Locate Windows Installer, and click the plus sign (+) to expand the folder. The settings are displayed with a check box to the right of the setting:



Default Computers Properties Dialog Box

15. Select the check boxes of the settings that you want to apply, and click **OK**. The system returns to the System Policy Editor.

16. On the menu bar, click **File**, and then **Save As**. The system displays the **Save As** dialog box.
17. In the **Save in** list, browse to the:
 - **If using an NT server** – **Netlogon** folder of the Primary Domain Controller.
 - **If using a Novell® server** – **Public** folder of the preferred server.
18. In the **File name** text box, type the name of the policy, for example,
 - **In Windows 95/98/Me** – CONFIG.POL
 - **In Windows NT** – NTCONFIG.POL
19. Click **Save**.

SYSTEM POLICY TEMPLATE FOR COMMAND ANTIVIRUS

The System Policy Template for Command AntiVirus (**CSAV47.ADM**) allows you to set the Command AntiVirus installation policies for computers on the network before you install Command AntiVirus. Once you have added the template to Group Policy in Windows 2000 and Windows XP or System Policy in Windows 95/98/Me and Windows NT, you can open the template to configure the installation settings for the items on the Command AntiVirus **Preferences** menu. For more information, refer to **Using the Preferences Menu** in the *Using Command AntiVirus* chapter of the *Command AntiVirus for Windows Administrator's Guide*.

Using Group Policy



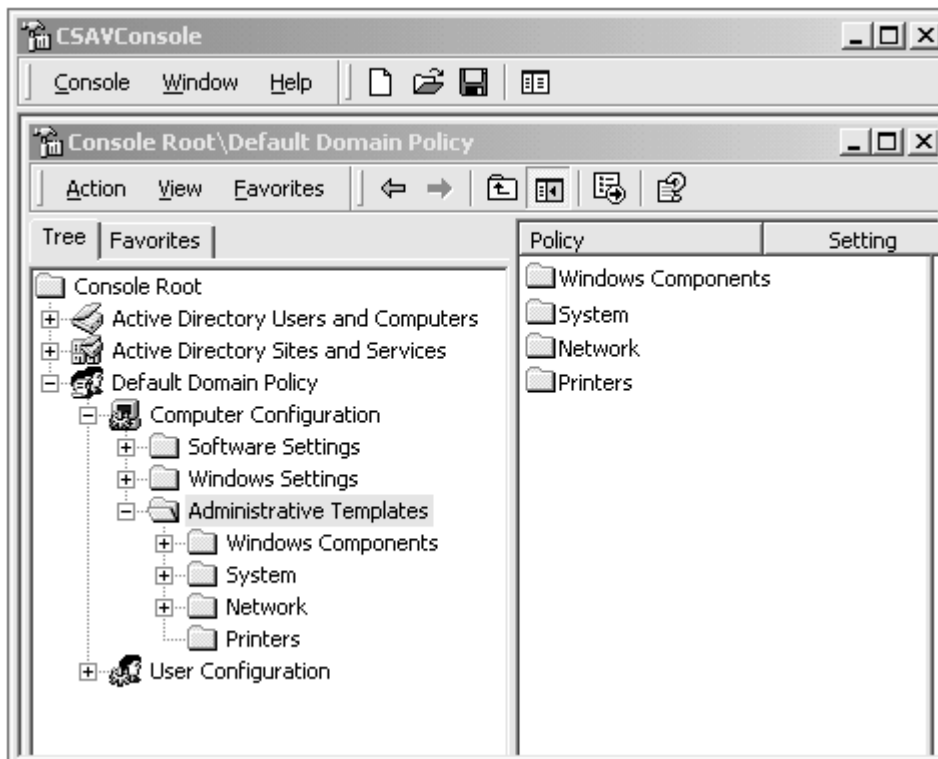
To add the template to the **Computer Configuration/Administrative Templates** folder in Group Policy and customize the Command AntiVirus settings, follow these steps:



NOTE: If you have not created a **Microsoft Management Console** file, you can access the **Computer Configuration/Administrative Templates** by running **gpedit.msc**.

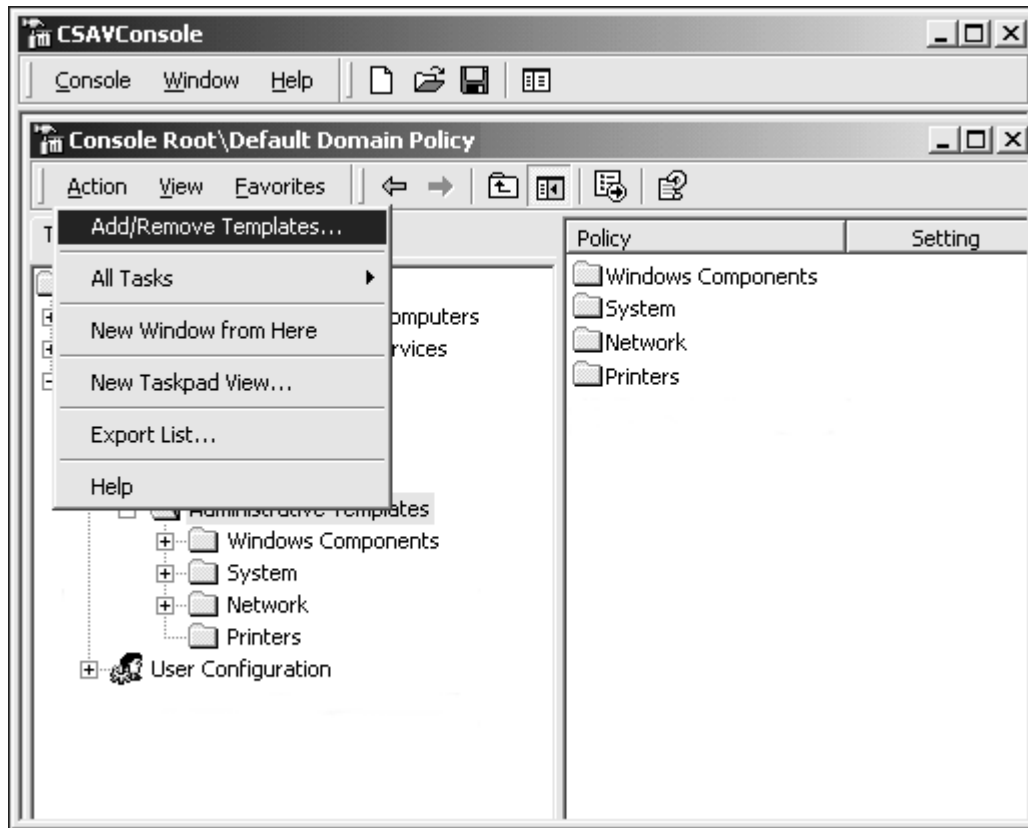
For more information on creating a Microsoft Management Console file, refer to **Configuring Group Policies** in the *Network Administration* chapter of the *Command AntiVirus for Windows Administrator's Guide*.

1. Click the **Start** button on the Windows task bar.
2. Click **Run**.
3. In the text box, type **mmc**.
4. Click **OK**. The system displays the **Microsoft Management Console**.
5. In the **Console Root Tree** of the **Microsoft Management Console**, click the plus sign (+) to the left of the Group Policy object that you selected for Command AntiVirus, for example, **Default Domain Policy**. This action expands this item. Then, expand **Computer Configuration** and **Administrative Templates**:



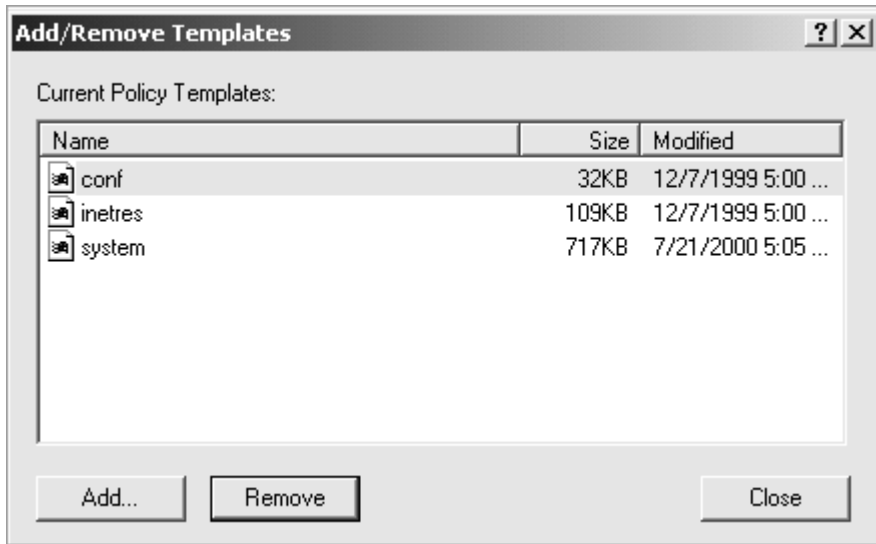
Microsoft Management Console – Administrative Templates

6. Select **Administrative Templates**.
7. On the menu bar, click **Action**. The system displays a drop-down menu:



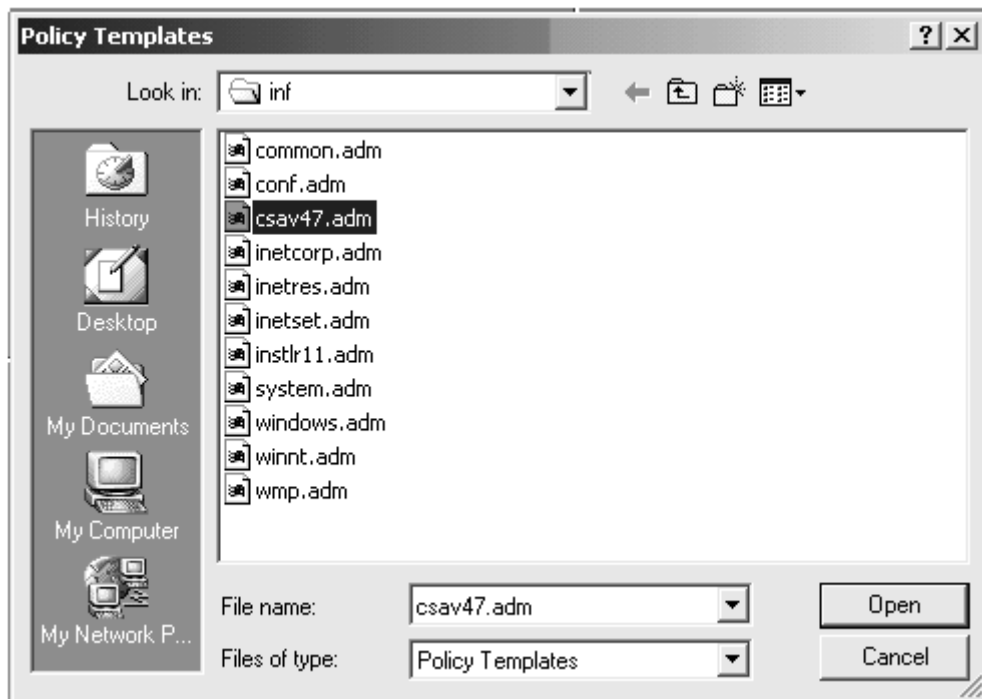
Action Drop-down Menu

8. Click **Add/Remove Templates**. The system displays the **Add/Remove Templates** dialog box:



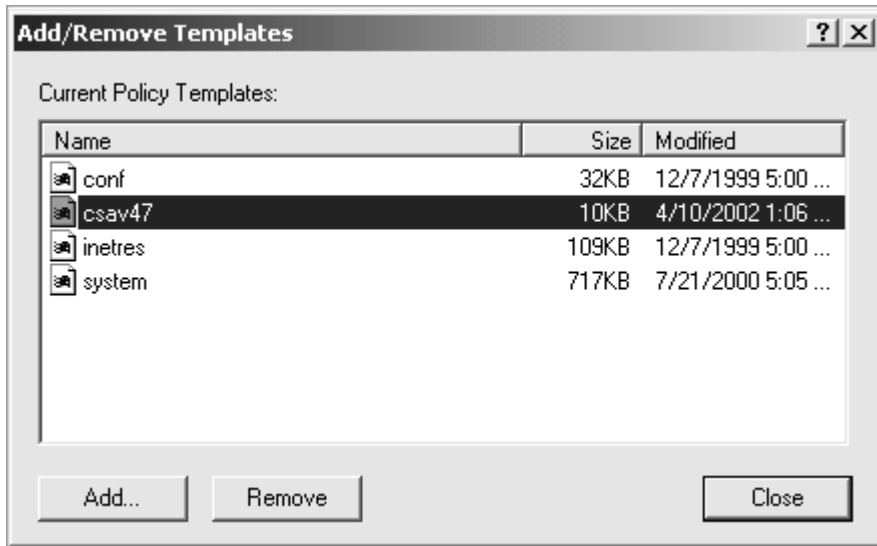
Add/Remove Templates Dialog Box

9. Click the **Add** button. The system displays the **Policy Templates** dialog box:



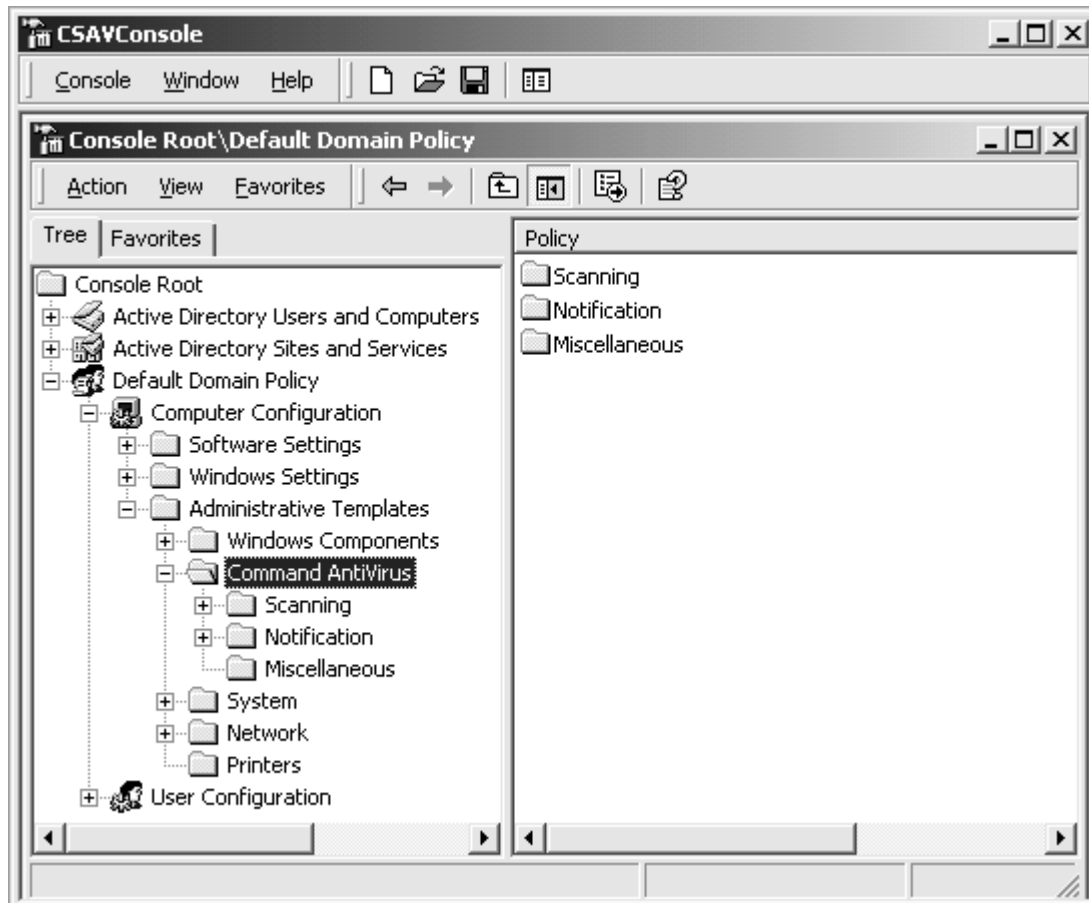
Policy Templates Dialog Box

10. Select **CSAV47.ADM**, and click **Open**. The system returns to the **Add/Remove Templates** dialog box. The **CSAV47.ADM** file is now added to the **Current Policy Templates** list:



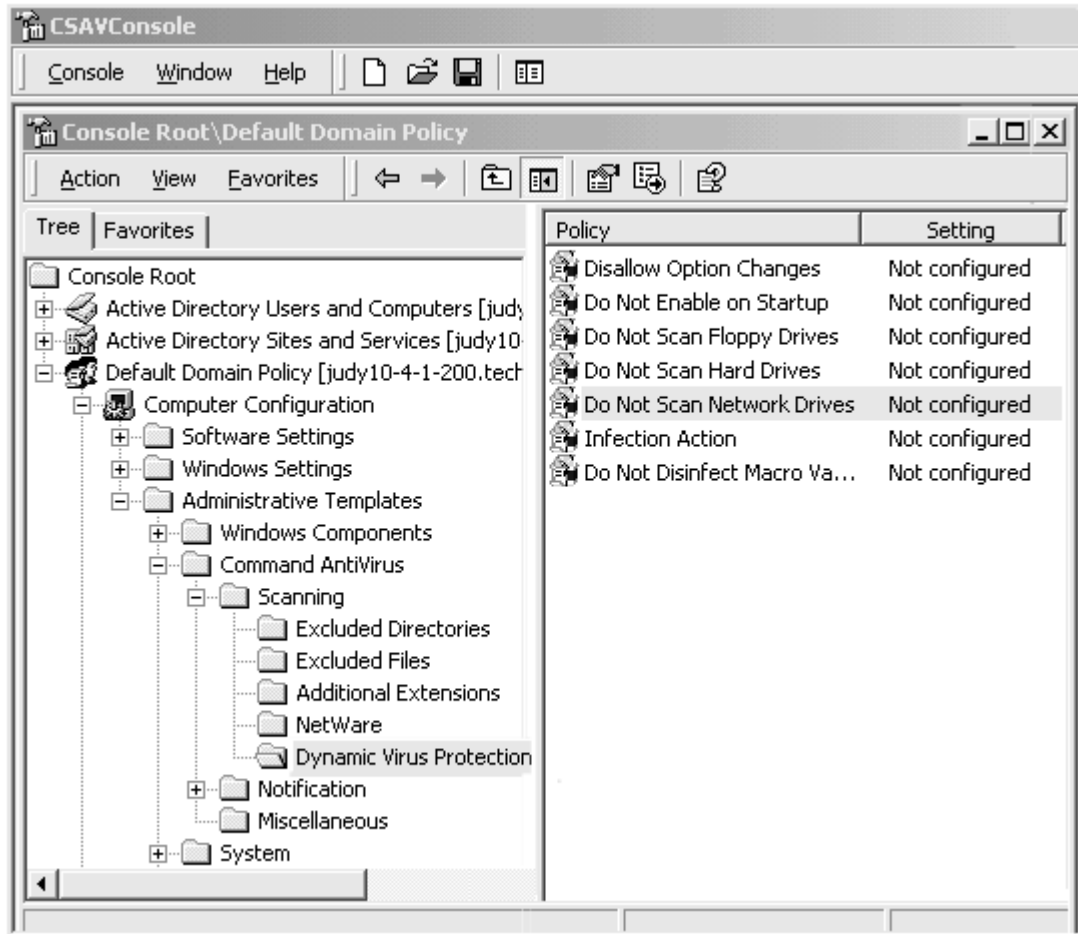
Add/Remove Templates Dialog Box – CSAV Added

11. Click **Close**. The systems returns to the **Microsoft Management Console**. The **Command AntiVirus** folder is now added to the **Computer Configuration/ Administrative Templates** folder.
12. Click the plus sign (+) to the left of **Command AntiVirus** to expand the folder:



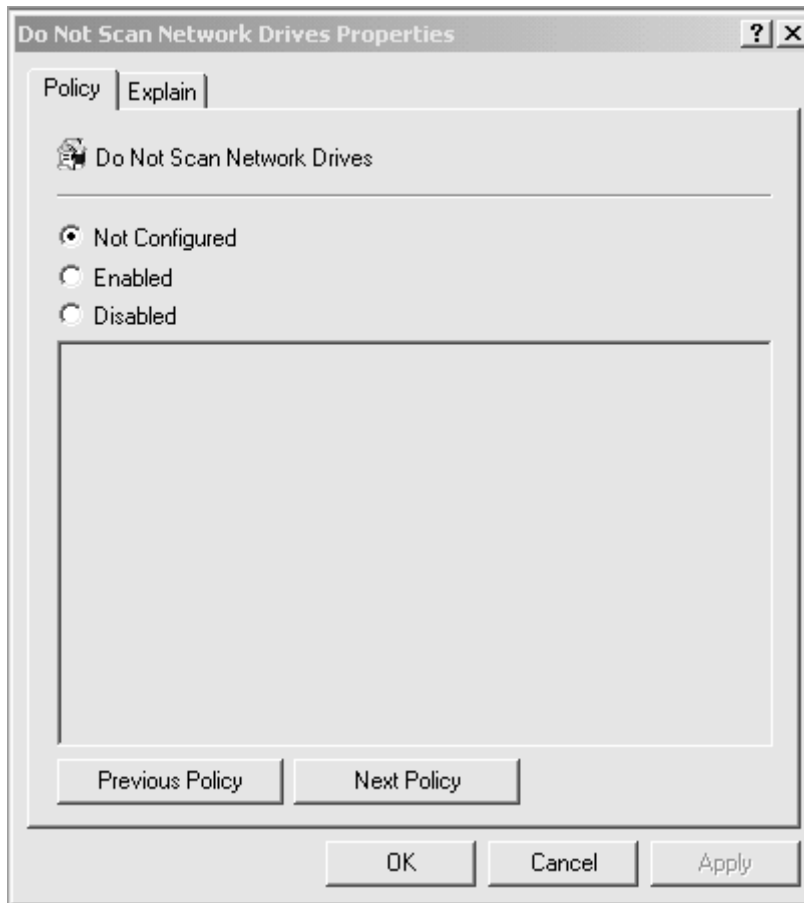
Administrative Templates – Command AntiVirus

13. Expand **Scanning**, and select a **Preference**, for example, **Dynamic Virus Protection**. The settings for **Dynamic Virus Protection** are displayed in the right-hand pane. The right-hand pane also shows the present **Status** of each setting, for example, **Configured** or **Not configured**.



Dynamic Virus Protection – Do Not Scan Network Drives

14. Double-click a setting, for example, **Do Not Scan Network Drives**, to configure it. The system displays the **Do Not Scan Network Drives Properties** dialog box:

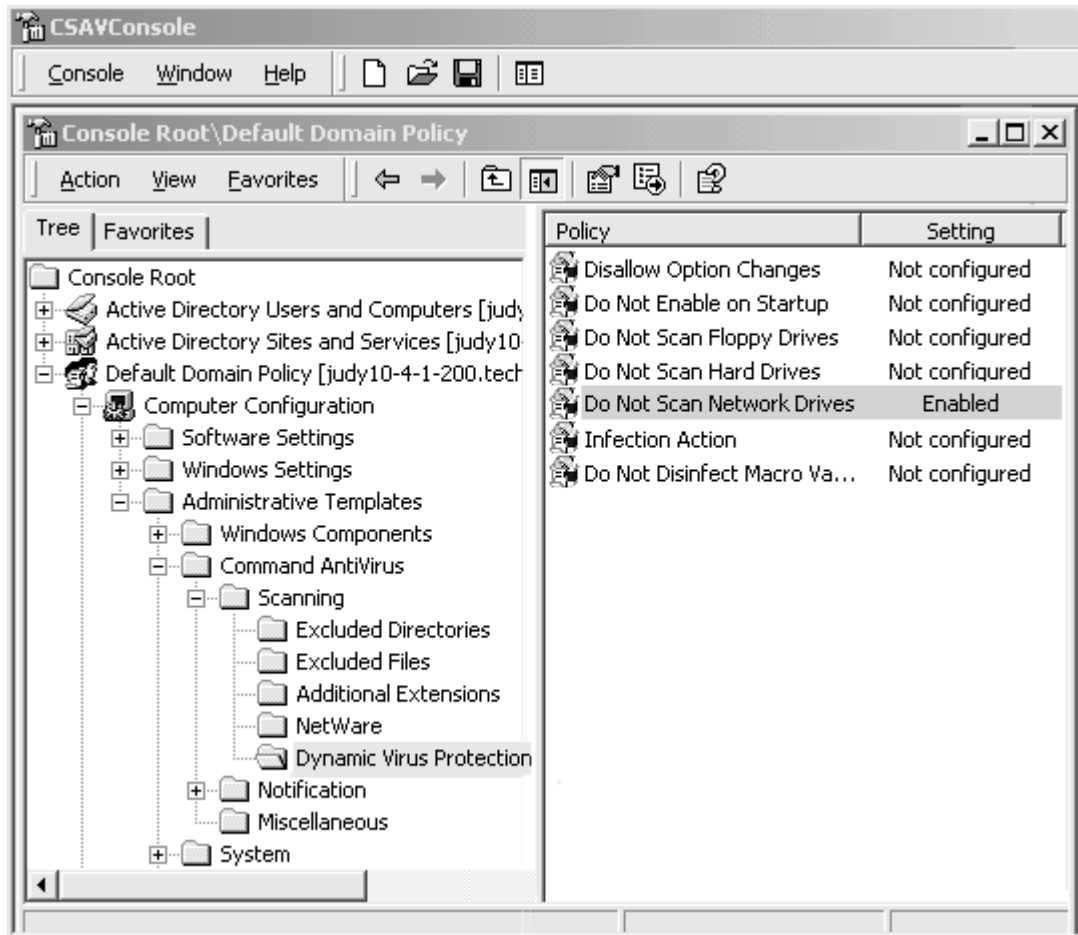


Do Not Scan Network Drives Properties Dialog Box

15. Select **Enabled**, and click **OK**. The system returns to the **Microsoft Management Console**. **Do Not Scan Network Drives** is now **Enabled**.



NOTE: You can also use the **Previous Policy** and **Next Policy** buttons to configure other settings. The setting that you have just configured is saved by default.



Dynamic Virus Protection – Do Not Scan Network Drives Enabled

- Repeat Steps 13 through 15 for each **Preference** and setting that you want to customize.

Using System Policy



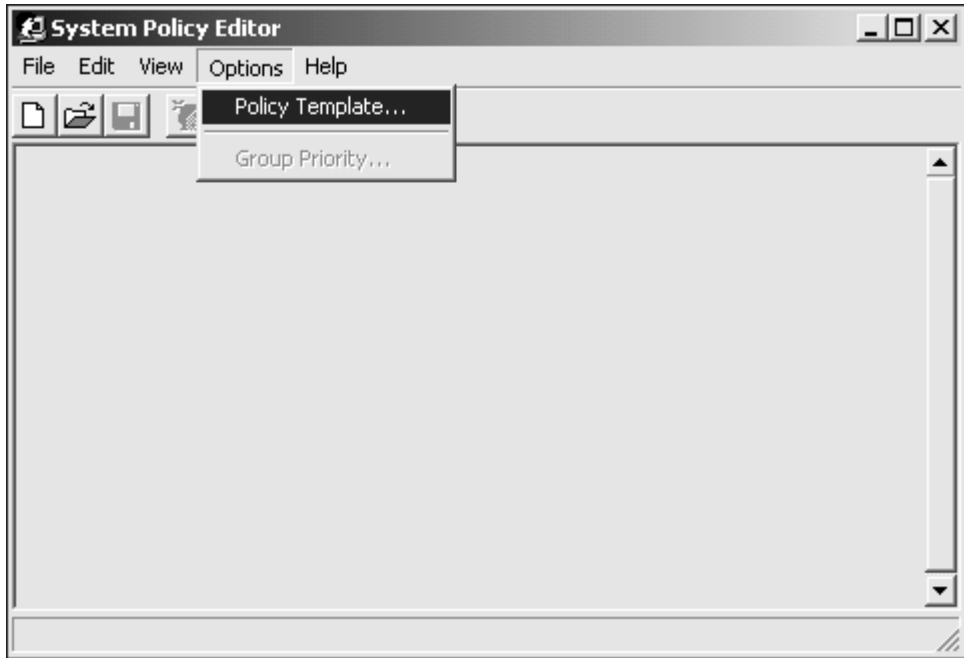
To add the template to System Policy and customize the Command AntiVirus settings, follow these steps:

1. Click the **Start** button on the Windows task bar.
2. Click **Run**.
3. In the text box, type **poledit**.
4. Click **OK**. The system displays the System Policy Editor:



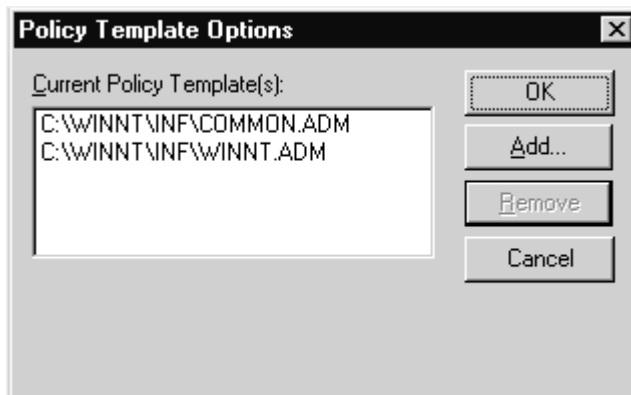
System Policy Editor Main Window

5. On the menu bar, click **Options**. The system displays a drop-down menu:



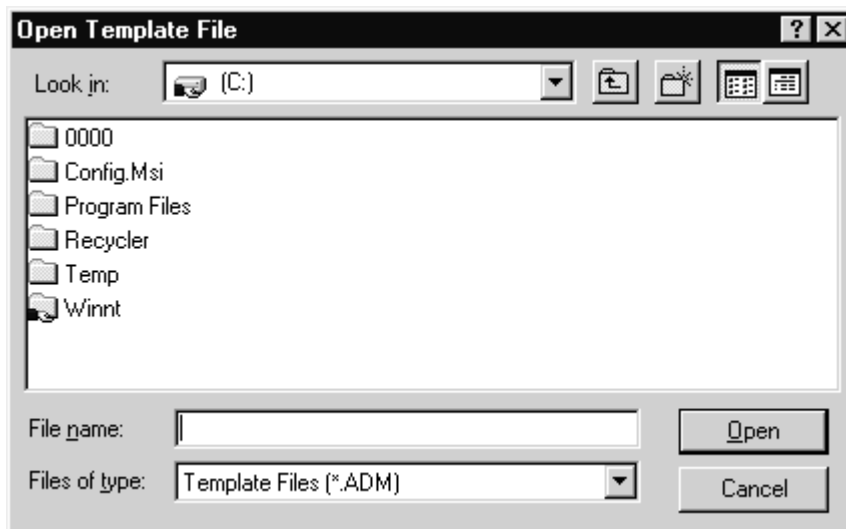
Options Drop-down Menu

6. Click **Policy Template**. The system displays the **Policy Template Options** dialog box:



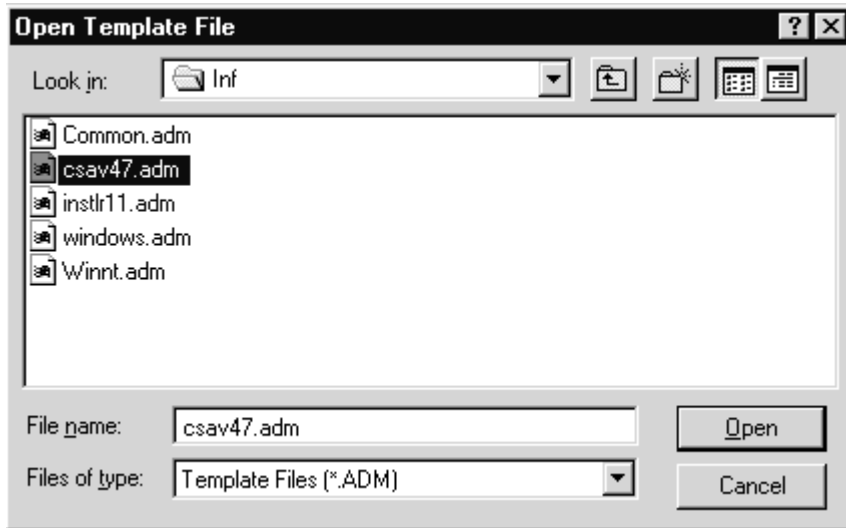
Policy Template Options Dialog Box

7. Click **Add**. The system displays the **Open Template File** dialog box:



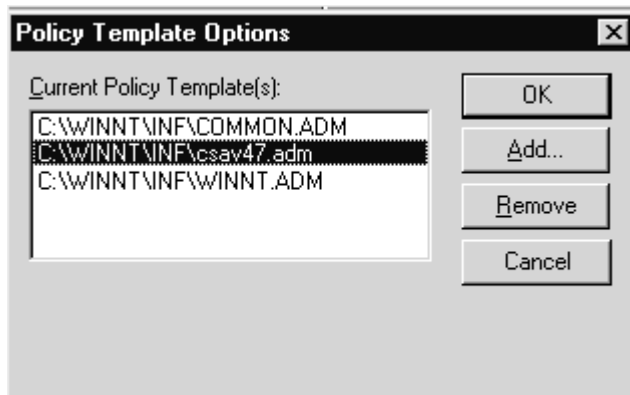
Open Template File Dialog Box

- Browse to the **C:\Winnt\inf** folder:



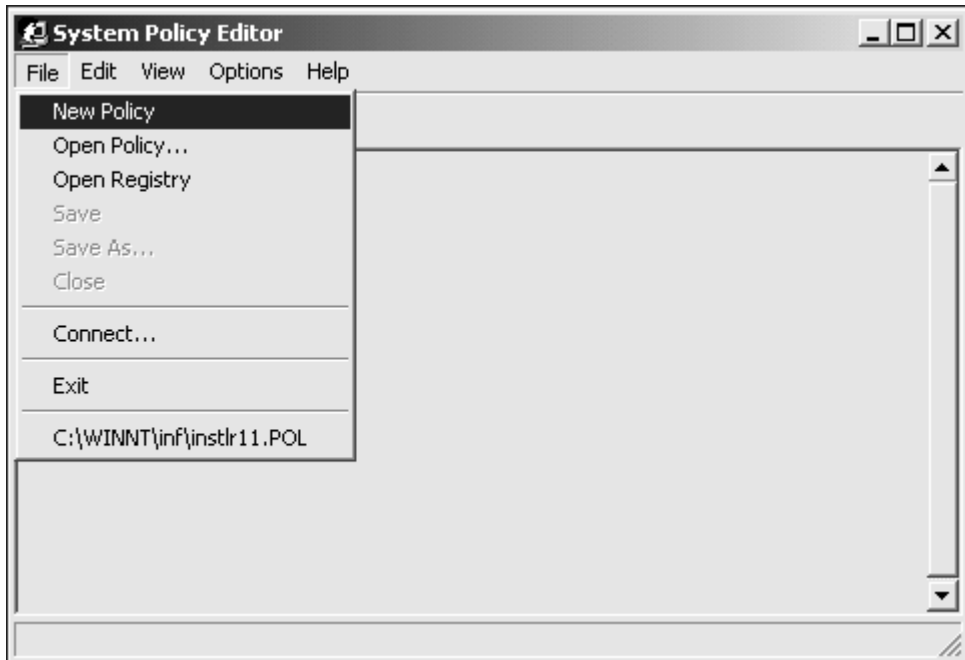
Open Template File Dialog Box – InfCSAV47 Folder

- Select **CSAV47.ADM**, and click **Open**. The system returns to the **Policy Template Options** dialog box. The **CSAV47.ADM** file is now added to the **Current Policy Templates** list:



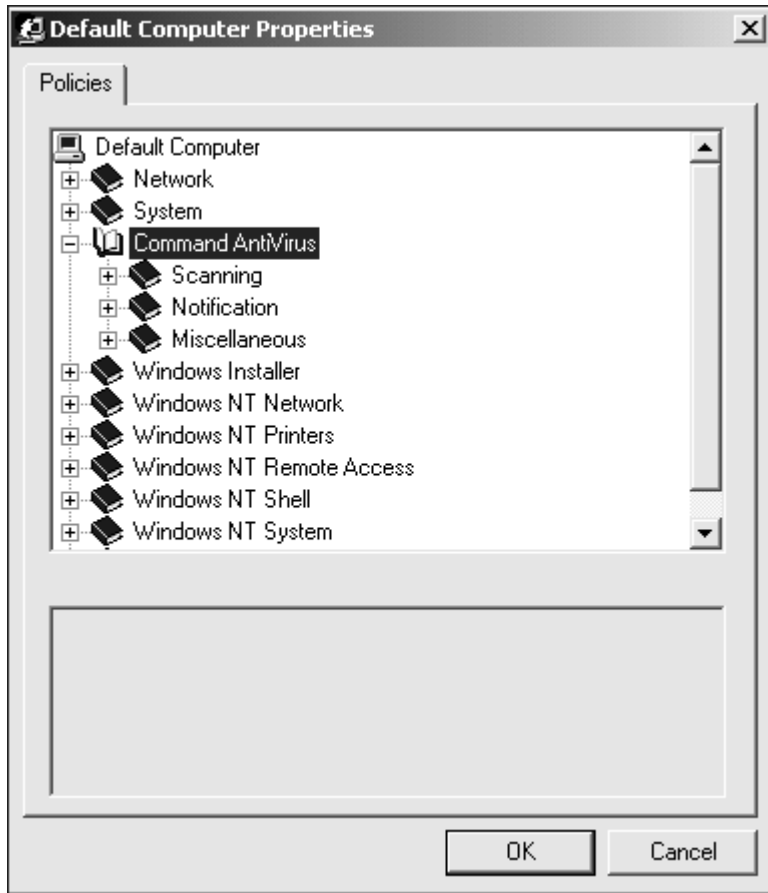
Current Policy Templates List – CSAV47.ADM Added

10. Click **OK**. The system returns to the System Policy Editor.
11. On the menu bar, click **File**. The system displays the drop-down menu:



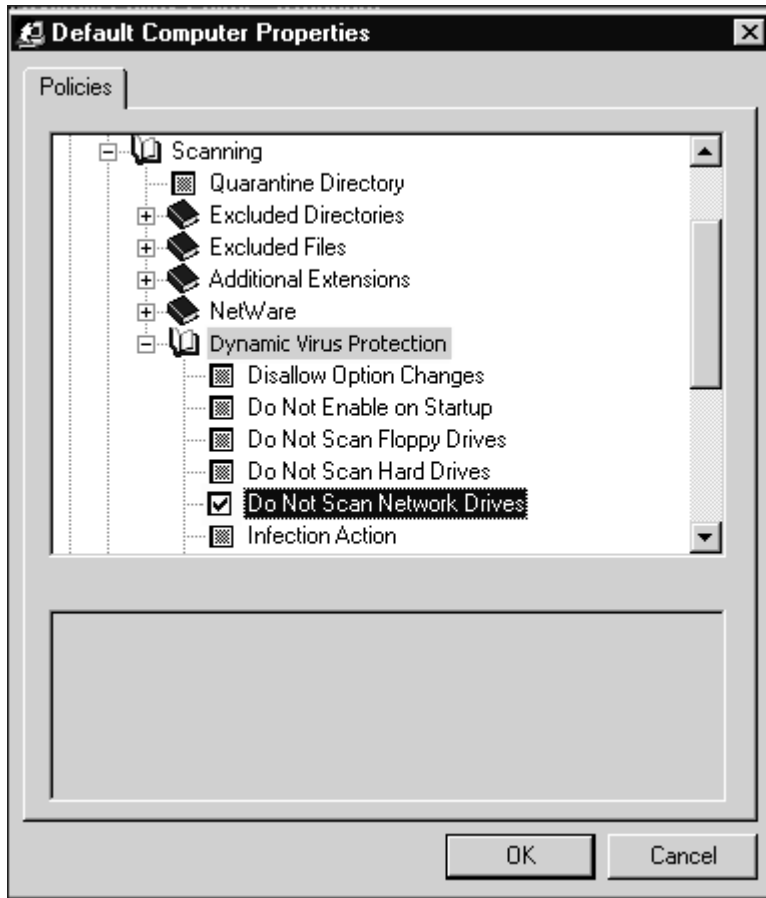
File Drop-down Menu

12. Click **New Policy**. The system displays the **Default Computer** and **Default User** icons.
13. Double-click the **Default Computer** icon. The system displays the **Default Computer Properties** dialog box.
14. Locate **Command AntiVirus**, and click the plus sign to expand the folder:



Default Computer Properties Dialog Box

15. Expand **Scanning**, and expand a **Preference**, for example, **Dynamic Virus Protection (DVP)**. The settings for **Dynamic Virus Protection** are displayed with a check box to the left of the setting.



Default Computer Properties Dialog Box – DVP

16. Select the check boxes of the settings that you want to apply, for example, **Do Not Scan Network Drives**.
17. Repeat Steps **15** through **16** for each **Preference** that you want to customize.
18. Click **OK**. The system returns to the System Policy Editor.

19. On the menu bar, click **File**, and then **Save As**. The system displays the **Save As** dialog box.
20. In the **File name** text box, type the name of the policy, for example, **CSAV47.POL**, and click **Save**.

CUSTOM INSTALLATION WIZARD

The Custom Installation Wizard for Command AntiVirus allows you to customize the installation features and settings before you install Command AntiVirus over the network onto multiple computers.

Using the wizard, you can import Command AntiVirus settings from a previous version, add or remove features, and create custom scan tasks. If you are not using the System Policy Template for Command AntiVirus, you can also use the wizard to customize the Command AntiVirus settings.

The wizard uses the Command AntiVirus Windows Installer package (MSI file) to create a custom Windows installer transform (MST file) that contains your customized installation features and settings. You can then deploy the MST file with the Command AntiVirus installation MSI file to computers throughout the network.



NOTE: You can use the wizard to create a new MST file or to modify an existing file. No changes are made to the Command AntiVirus MSI file.

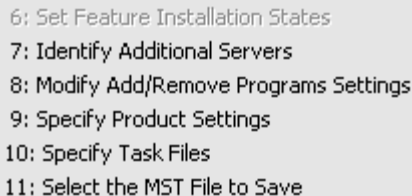
The Custom Installation Wizard for Command AntiVirus contains the following customization options:

- **Set Feature Installation States** – Allows you to select the features that you want to install and how they will be installed. You can also select whether the feature is displayed or hidden during the installation process and when the user is adding or removing features after CSAV is installed.
- **Identify Additional Servers** – Allows you to specify additional network servers that have a copy of the installation folder tree. If you install features to run from the server or to be installed when the feature is first accessed, this option ensures that there is always access to an available network server.

- **Modify Add/Remove Programs Settings** – Allows you to modify the information that is displayed in the Windows **Support Info** dialog box for Command AntiVirus. You can access this information through the Windows **Add/Remove Programs** dialog box in the Control Panel by selecting Command AntiVirus and clicking support information.
- **Set Product Settings** – Allows you to modify the default installation settings for the items on the Command AntiVirus **Preferences** menu.

The wizard is easy to use. Just make your selections and click **Next** to continue. Here are just a few points to remember.

- To go back to the previous dialog box, click **Back**.
- To exit the wizard during the process, click **Cancel**.
- To save your changes to the MST file, click **Finish**.
- To exit the wizard after you have completed the process, click **Exit**.
- To go to any page in the wizard, click the down arrow to the right of the page number in the upper-right corner of the dialog box. The system displays the following drop-down list box containing the wizard page names and numbers. Just click the page that you want. This option is available starting with **Page 6**.

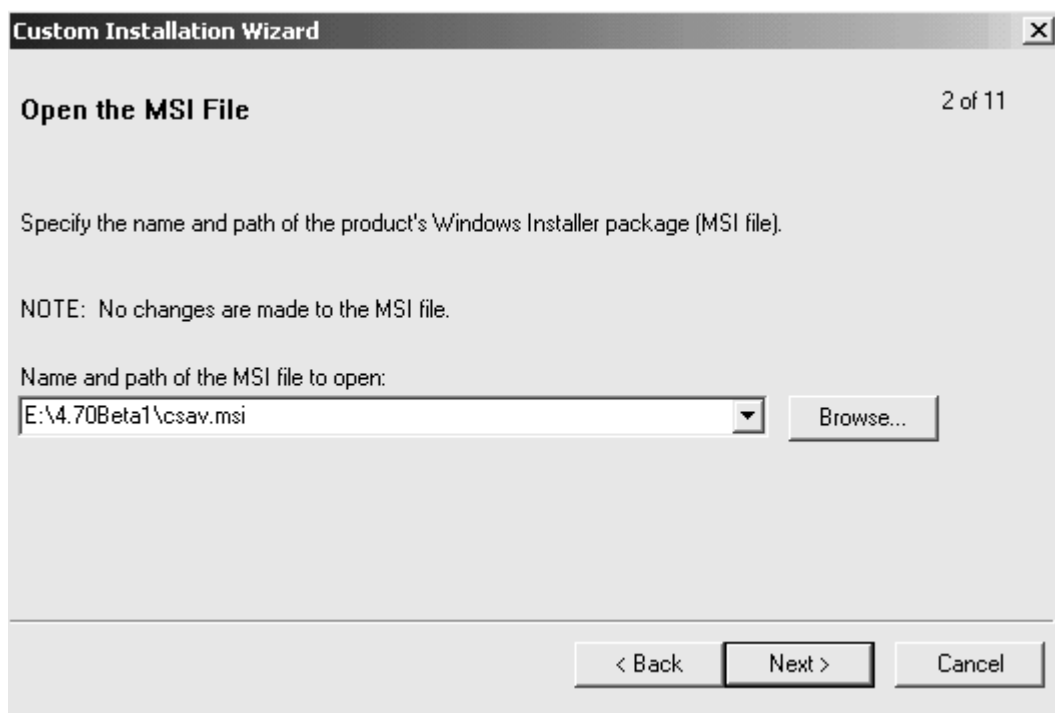


6: Set Feature Installation States
7: Identify Additional Servers
8: Modify Add/Remove Programs Settings
9: Specify Product Settings
10: Specify Task Files
11: Select the MST File to Save

Wizard Page Number Box

To start the wizard and create or modify an MST file, follow these steps:

1. Click the **Start** button on the Windows taskbar.
2. Select **Programs**.
3. Select **CentralCOMMAND**.
4. Click **Custom Installation Wizard**. The system displays the **Welcome** dialog box.
5. Click **Next**. The system displays the **Open the MSI File** dialog box:



Open the MSI File Dialog Box

- In the **Name and path of the MSI file to open** text box, type the path and name of the Command AntiVirus MSI file that you want to customize, for example:

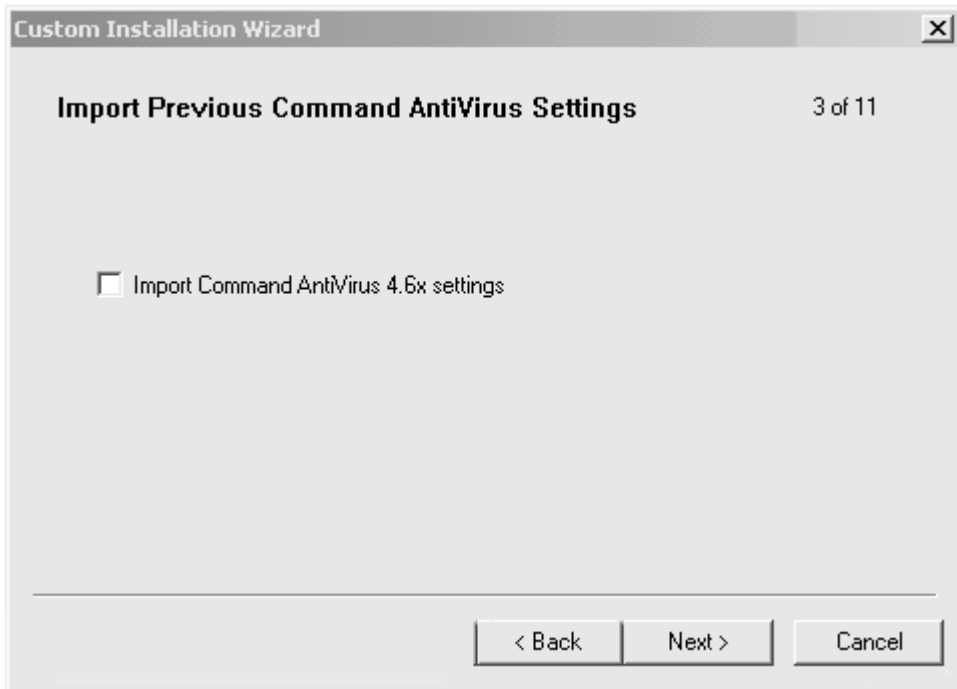
E:\4.70BETA1\CSAV.MSI



NOTE: You can also use the **Browse** button to search for the file. No changes are made to the MSI file.

If you are using the Custom Installation Wizard within the Command AntiVirus Deployment Prep Wizard, the path is set by default, and the text box is unavailable.

- Click **Next**. The system displays the **Import Previous Command AntiVirus Settings** dialog box:



Import Previous Command AntiVirus Settings Dialog Box

8. Select **one** of the following options:
- If you do not want to import settings, click **Next**, and go to **Step 11**.
 - If you want to import settings from a 4.6x version of Command AntiVirus, select the **Import Command AntiVirus 4.6x settings** check box, and click **Next**. The system displays the **Specify Paths to Previous Command AntiVirus Settings** dialog box:

The screenshot shows a dialog box titled "Specify Paths to Previous Command AntiVirus Settings" with a progress indicator "4 of 11". It contains two radio button options:

- Use a SETUP.INI from this location:
A text input field is followed by a "Browse..." button.
- Use a MSI from this location:
This option includes two sub-fields: "MSI Path" and "MST", each with its own "Browse..." button.

At the bottom of the dialog box, there are three buttons: "< Back", "Next >", and "Cancel".

Specify Paths to Previous Command AntiVirus Settings Dialog Box

This dialog box allows you to import settings from a previously configured Command AntiVirus 4.6x **SETUP.INI** file or **MST** file.

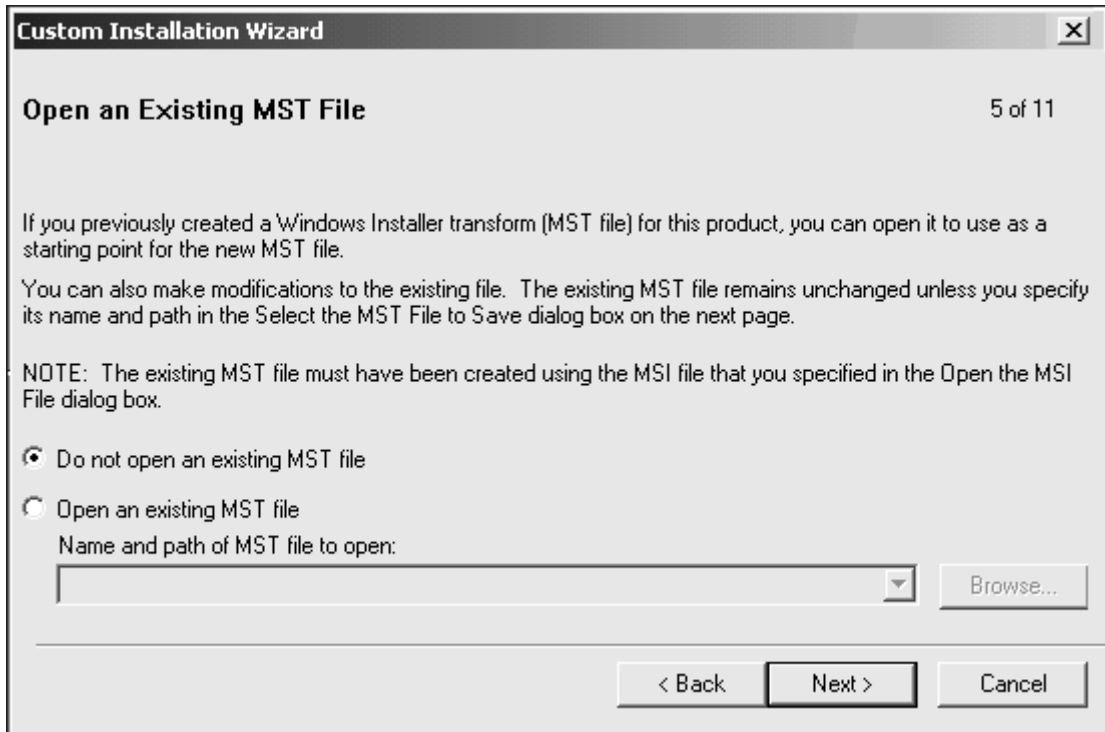
9. Select the file type you want to transfer from, for example, **Use a SETUP.INI from this location**, and in the text box, type the path to the file.



NOTE: If you selected **Use an MSI**, you need to provide the location of both the MSI and the MST files.

You can use the **Browse** button to locate the files.

10. Depending on the file type you selected in **Step 9**:
 - **Use a SETUP.INI from this location** – go to **Step 12**.
 - **Use an MSI** – click **Next**. The system displays the **Open an Existing MST File** dialog box:



Open an Existing MST File Dialog Box

11. If you have **not** previously created a Command AntiVirus MST file, select **Do not open an existing MST file**.

If you have previously created a Command AntiVirus MST file, you can open the existing MST file to use as a starting point for a new file. You can also make changes to the existing file.

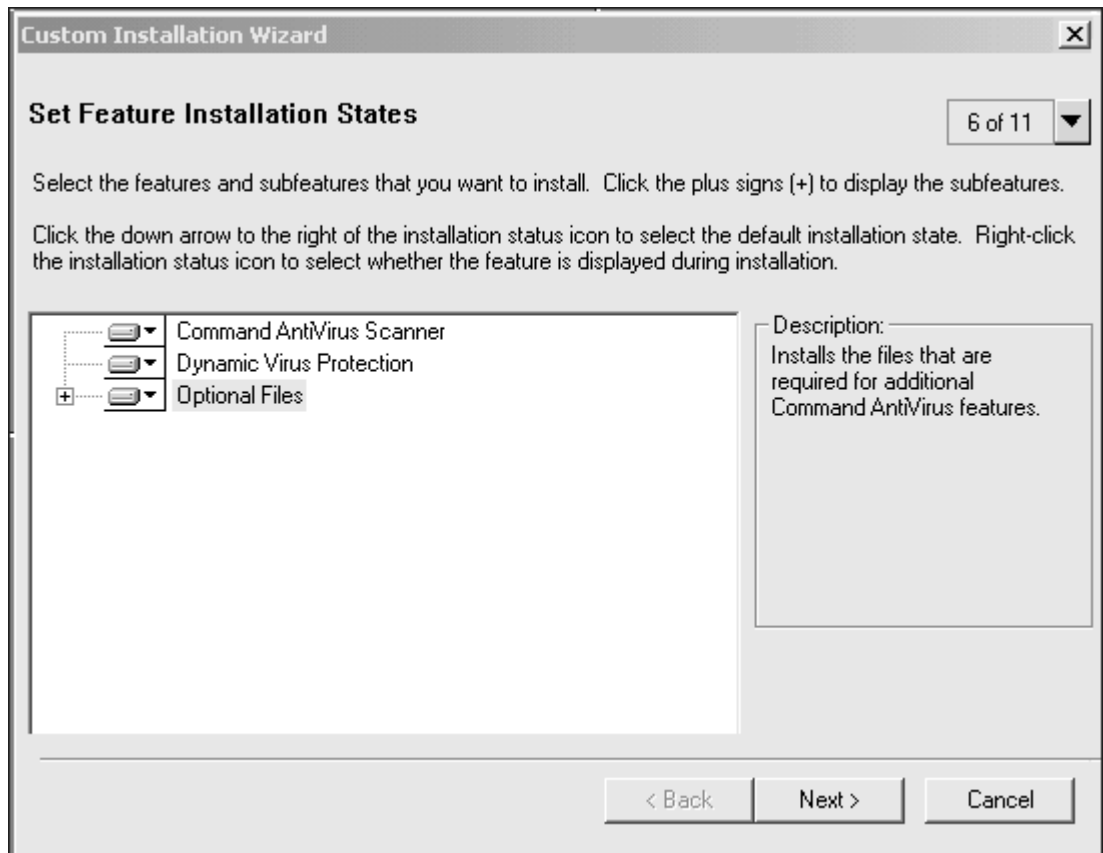
Select **Open an existing MST file**. Then, type the path and name of the MST file in the **Name and path of MST file to open** text box.



NOTE: You can also use the **Browse** button or select a previously opened MST file from the drop-down list box.

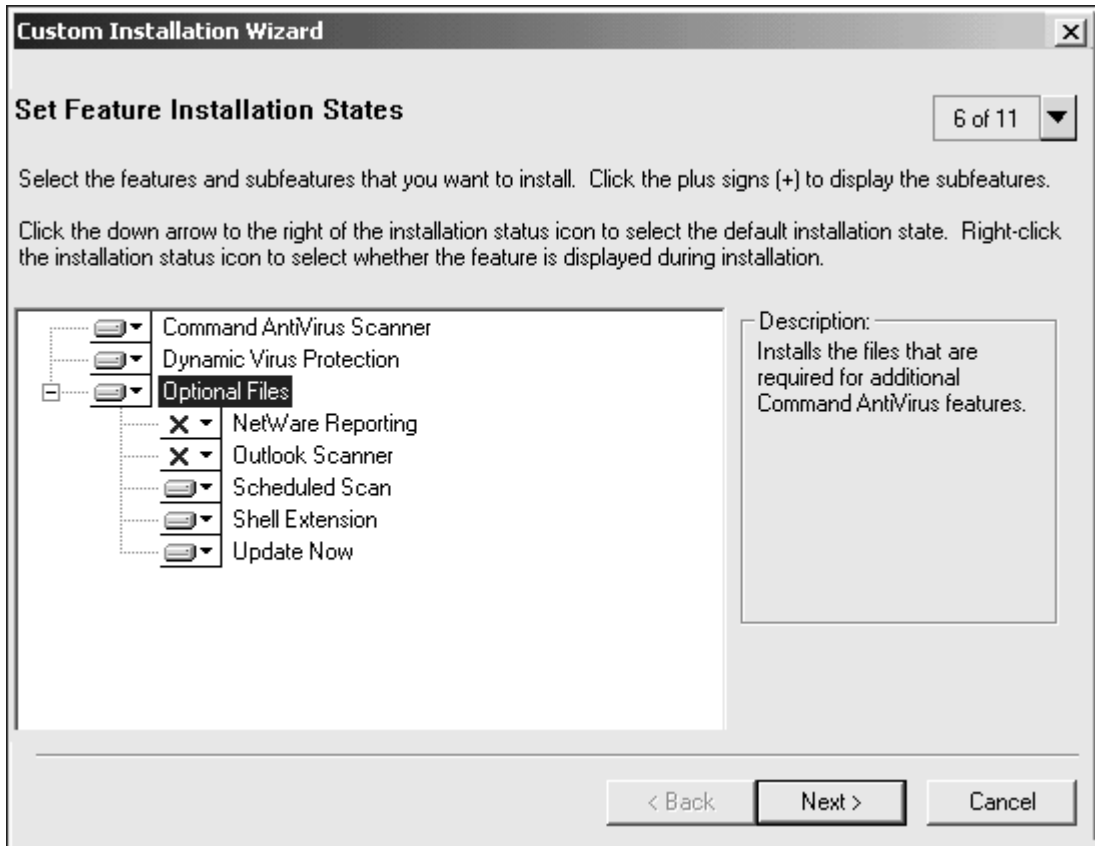
The existing Command AntiVirus MST file must have been created using the Command AntiVirus MSI file that you specified in the **Open the MSI File** dialog box. The MST file remains unchanged unless you specify its path and name in the **Select the MST File to Save** dialog on the next page.

12. Click **Next**. The system displays the **Set Feature Installation States** dialog box:



Set Feature Installation States Dialog Box

13. Select the features and subfeatures that you want to install. Click the plus signs (+) to display the subfeatures. You can view the description of each feature and subfeature by clicking its name.



Set Feature Installation States Dialog Box – Subfeatures Displayed

- **Command AntiVirus Scanner** – installs the files that are required to perform on-demand virus scans. This feature is installed by default.
- **Dynamic Virus Protection** – installs the files that are required to perform on-access virus scans. This feature is installed by default.
- **Optional Files** – installs the files that are required for additional Command AntiVirus features. This feature is installed by default.

Optional Files contains the following subfeatures:

- **NetWare Reporting** – installs the files that are required for a workstation to communicate with a server that is running Command AntiVirus for NetWare. This subfeature is **not** installed by default.




NOTE: For **NetWare Reporting** to work, the Novell® NetWare® client **must** be installed.

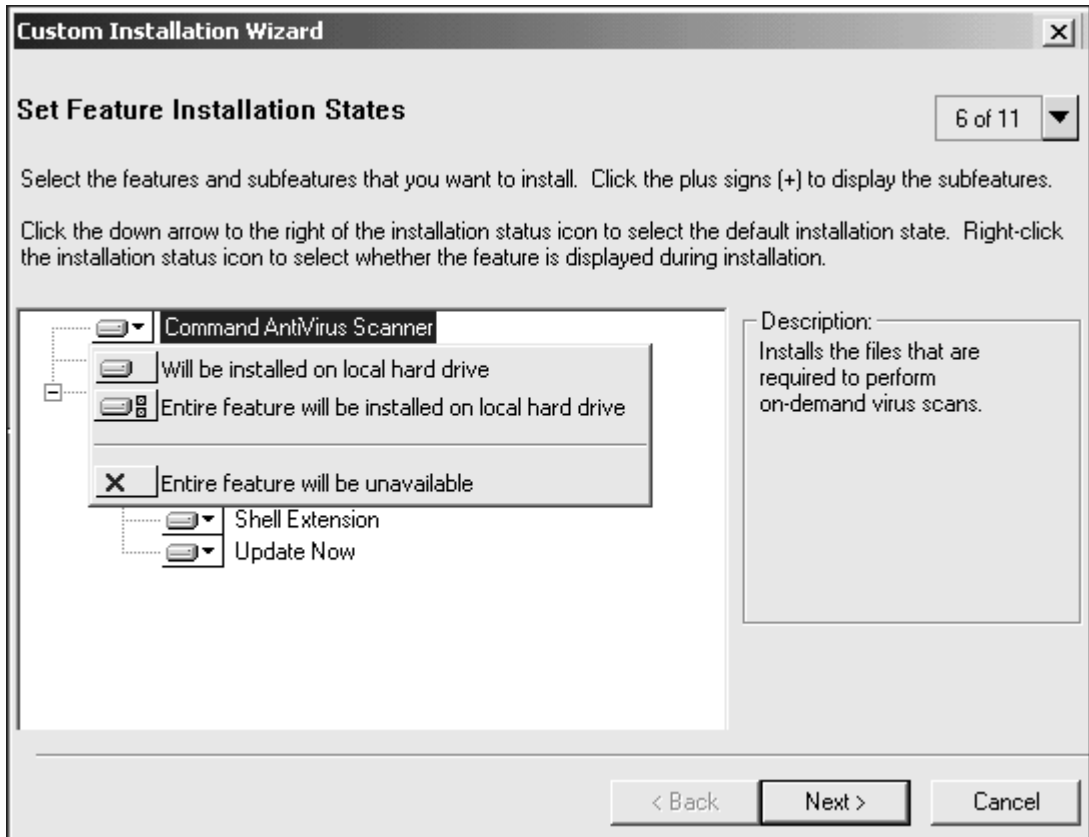
- **Outlook Scanner** – installs the files that are required to perform on-access virus scans of incoming and outgoing mail in Microsoft Outlook®. This subfeature is **not** installed by default.



NOTE: The Outlook Scanner does **not** apply to Microsoft Outlook Express.

- **Scheduled Scan** – installs the files that are required to perform scheduled virus scans. This subfeature is installed by default.
- **Shell Extension** – installs the files that are required to add the Command AntiVirus scan option to the shell shortcut menu. This subfeature is installed by default.
- **Update Now** – installs the files that are required to allow the end user to update definition files, components, and full product. This subfeature is installed by default.

To the left of each feature and subfeature is an icon that represents the present installation state. To view the explanation of each icon or to select a different installation state, click the down arrow  to the right of the icon. The system displays a drop-down menu:



Set Feature Installation States Dialog Box – Drop-down Menu



NOTE: When the installation state of a subfeature is different from the state of the feature, the icon of the feature has a gray background.

Depending on the feature or subfeature that you select, the drop-down menu contains all or some of the following items:



Will be installed on local hard drive – installs the selected feature or subfeature on the local hard drive. If you select a subfeature, this option also installs the parent feature. For example, if you select to install the **Outlook Scanner**, the **Optional Files** is also installed.



Entire feature will be installed on local hard drive – installs the selected feature and all of its subfeatures on the local hard drive. For example, if you select **Optional Files**, all of the subfeatures are also installed.


If you select a subfeature, this option installs the parent feature and the selected subfeature. For example, if you select to install **NetWare Reporting**, **Optional Files** is also installed.

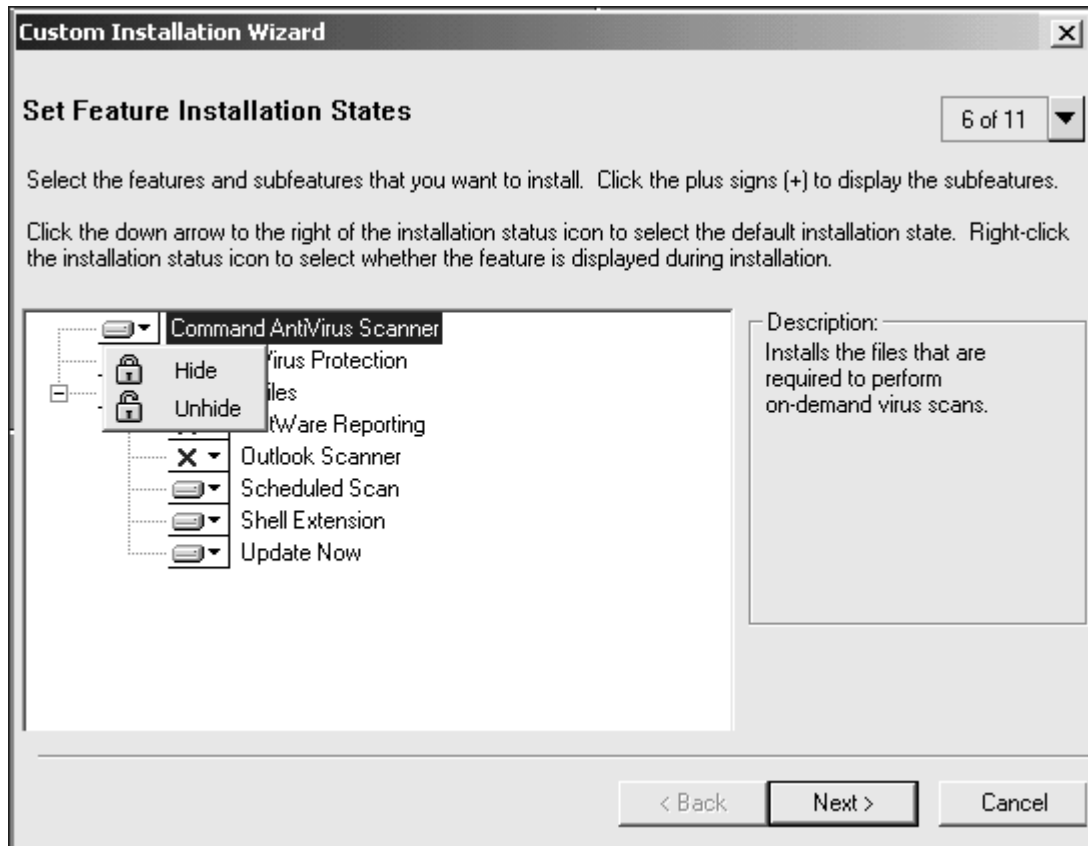


Entire feature will be unavailable – does not install the selected feature or any of its subfeatures.

To change the installation status for a selected feature or subfeature, click the appropriate icon. The program returns to the **Select Features** dialog box which now shows the installation status icon that you selected.

You can also select whether the feature is displayed during the installation process and when the user is adding or removing features after CSAV is installed.

Right-click the down arrow  to the right of the installation state icon of a feature or subfeature. The system displays a drop-down menu:



Set Feature Installation States Dialog Box – Hide/Unhide Drop-Down Menu

Select **one** of the following:

- **Hide** – The feature is **not** displayed during the installation process and when the user is adding or removing features in the Command AntiVirus installation program's **Add/Remove Application** dialog box. For more information, refer to **Installation Maintenance** in the *Installation* chapter.

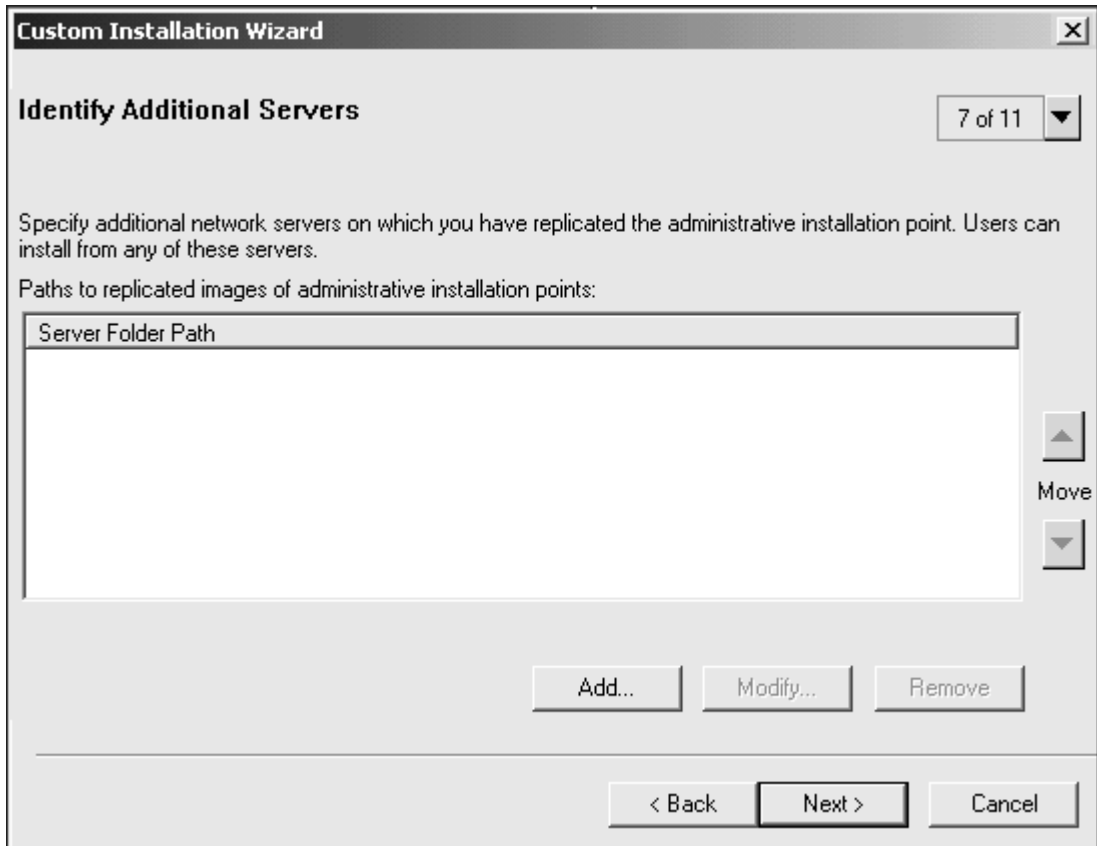
The feature is only hidden. It is installed and available to the user unless you set the installation state to **Entire feature will be unavailable**.



NOTE: If you hide a feature, then all of the subfeatures are also hidden.

- **Unhide** – The feature is displayed during the installation process and when the user is adding or removing features after CSAV is installed. This is the default.

14. Click **Next**. The system displays the **Identify Additional Servers** dialog box:



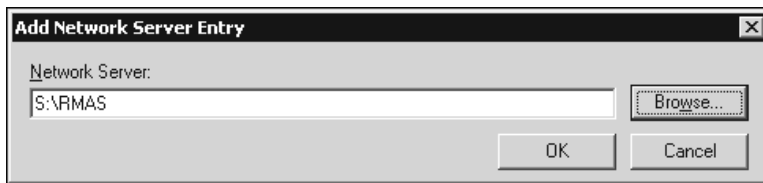
Identify Additional Servers Dialog Box

This dialog box allows you to specify additional network servers that have a copy of the installation folder tree. If you install features to run from the server or to be installed when the feature is first accessed, this option ensures that there is always access to an available network server.

Initially, the primary server is the server from which you installed Command AntiVirus. If this server is unavailable, an attempt is made to connect to each server in the list from top to bottom until a successful connection is made. If a connection is successful, the server that is connected now becomes the primary server.

If no server is available, the system prompts the user for the location of a server.

15. To add an additional network server, click **Add**. The system displays the **Add Network Server Entry** dialog box:



Add Network Server Entry Dialog Box

16. In the **Network Server** text box, type the path and name of the server that you want to add, for example:

S : \RMAS

The drive letter **must** be mapped on the user's computer. You can also specify a Universal Naming Convention (UNC) path.



NOTE: Make sure that you type in a **valid** path and name. You can use the **Browse** button to search for the server.

17. Click **OK**. The system returns to the **Identify Additional Servers** dialog box. The **Server Folder Path** list box now contains the server that you added.

Repeat **Steps 14** through **16** for each additional server that you want to add.



NOTE: To change a server, select a server in the list and click **Modify**. To delete a server, select a server in the list and click **Remove**. To change the position of a server in the list, select the server and click the up or down **Move** buttons.

18. Click **Next**. The system displays the **Modify Add/Remove Programs Settings** dialog box:

Custom Installation Wizard [X]

Modify Add/Remove Programs Settings

 8 of 11

Modify the following values used by the Add/Remove Programs option in the Control Panel.

Properties (Windows 2000/XP only)

Publisher URL:

Product info and updates URL:

Help file path or URL:

Help telephone:

Contact person:

Policy Settings

Disable Modify button Disable Remove button Disable Repair button

< Back Next > Cancel

Modify Add/Remove Programs Settings Dialog Box

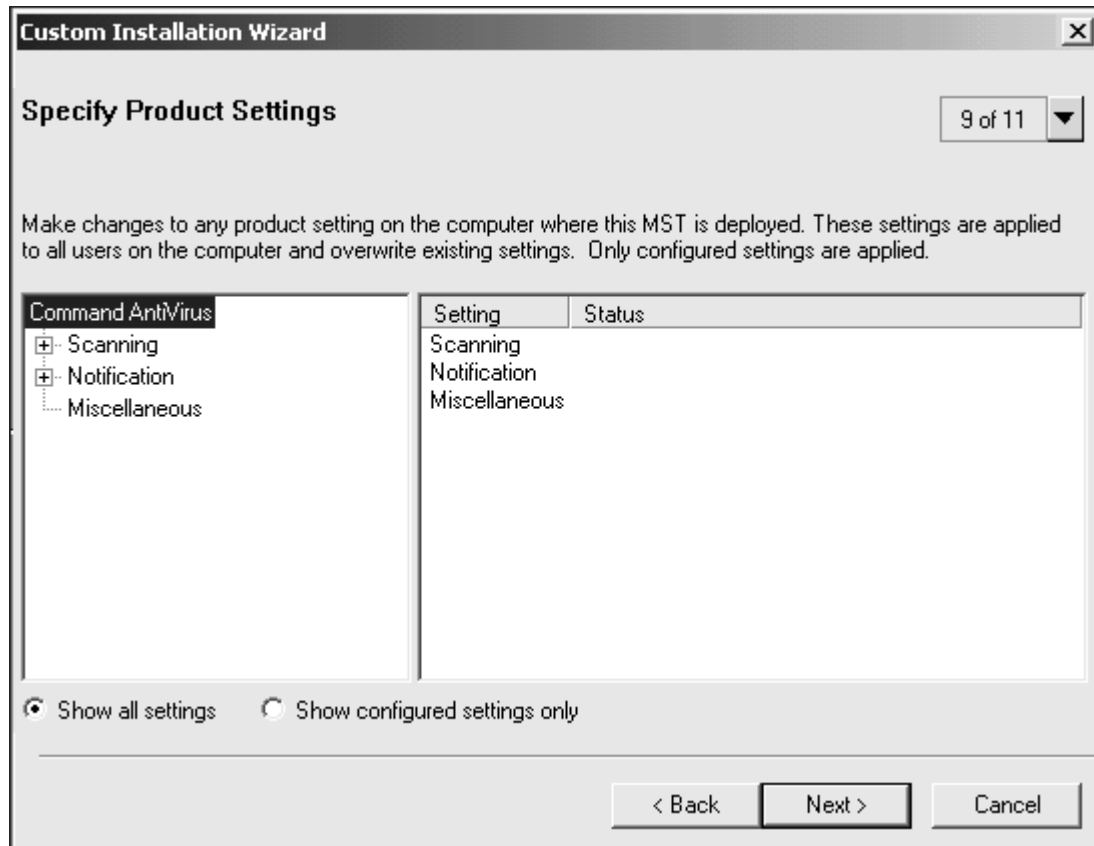
This dialog box allows you to modify the information that is displayed in the Windows **Support Info** dialog box for Command AntiVirus. You can access this information through the Windows **Add/Remove Programs** dialog box in the Control Panel. Select Command AntiVirus and click **support information**.

You can also disable the **Change** and **Remove** buttons for Command AntiVirus that are displayed in the Windows **Add/Remove Programs** dialog box and the **Repair** button that is displayed in the Windows **Support Info** dialog box for Command AntiVirus.

19. To change the default contact information, type the new information in the appropriate text boxes.
20. To disable the following buttons, select or clear the appropriate check boxes under **Policy Settings**. These check boxes are **not** selected by default.
 - **Disable Modify button** – Allows you to prevent the users from modifying Command AntiVirus. When this function is disabled, the **Change** button for Command AntiVirus that is displayed in the Windows **Add/Remove Programs** dialog box is dimmed.

For more information on making changes to Command AntiVirus after installation, refer to **Installation Maintenance** in the *Installation* chapter.
 - **Disable Remove button** – Allows you to prevent the users from removing Command AntiVirus through the Windows **Add/Remove Programs** dialog box. When this function is disabled, the **Remove** button for Command AntiVirus that is displayed in the Windows **Add/Remove Programs** dialog box is dimmed.

For more information on removing Command AntiVirus through the Command AntiVirus installation program's **Add/Remove Application** dialog box, refer to **Installation Maintenance** in the *Installation* chapter.
 - **Disable Repair button** – Allows you to prevent the users from reinstalling Command AntiVirus through the Windows **Support Info** dialog box for Command AntiVirus. When this function is disabled, the **Repair** button is dimmed.
21. Click **Next**. The system displays the **Specify Product Settings** dialog box:



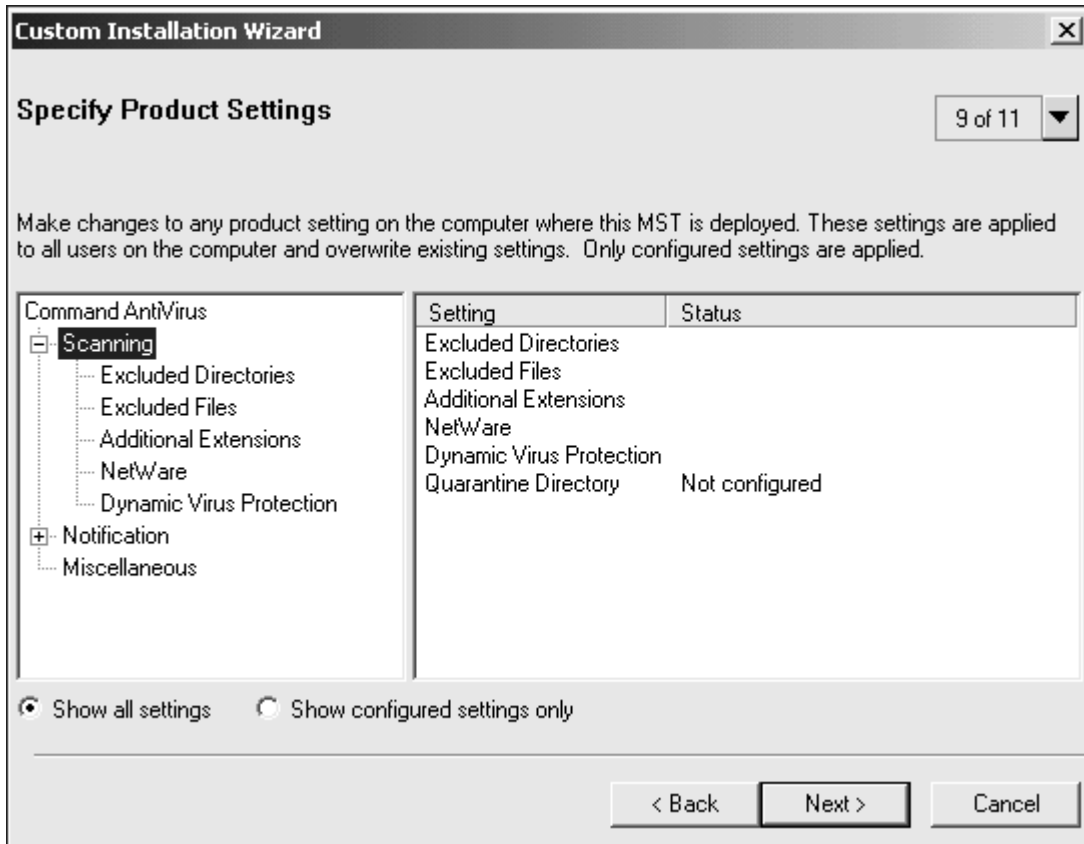
Specify Product Settings Dialog Box

This dialog box allows you to modify the default installation settings for the items on the Command AntiVirus **Preferences** menu. For more information, refer to **Using the Preferences Menu** in the *Using Command AntiVirus* chapter of the *Command AntiVirus for Windows Administrator's Guide*.



NOTE: If you have already configured these settings in the System Policy Template for Command AntiVirus and are going to use this **.ADM** file to set System Policy for this installation, you do not need to configure the settings here.

22. Click the plus sign (+) to the left of a **Preference** folder, for example, **Scanning**, to expand the folder:



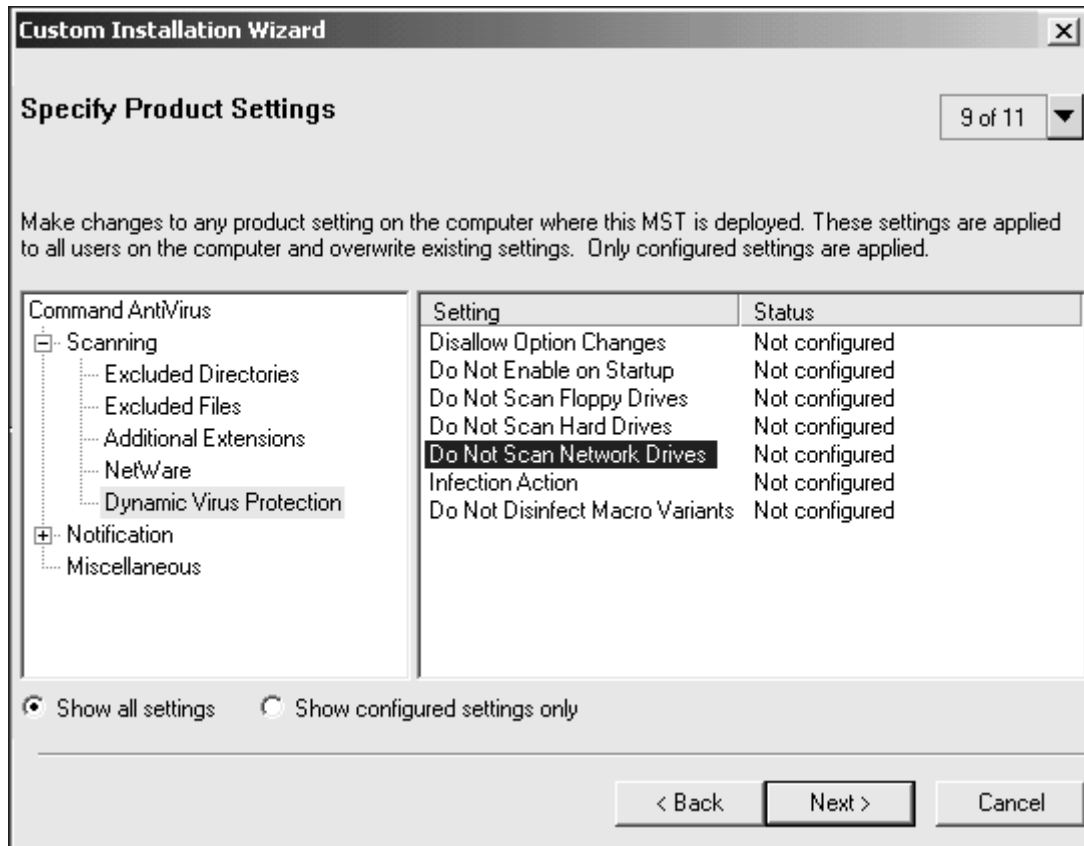
Specify Product Settings Dialog Box – Scanning Expanded

The **Specify Product Settings** window has two panes. The left-hand pane contains a list of the Command AntiVirus **Preferences** that you can configure.

When you select a **Preference**, by default, the right-hand pane contains a list of **Settings** for this **Preference**. The right-hand pane also shows the present **Status** of each setting, for example, **Configured** or **Not configured**.

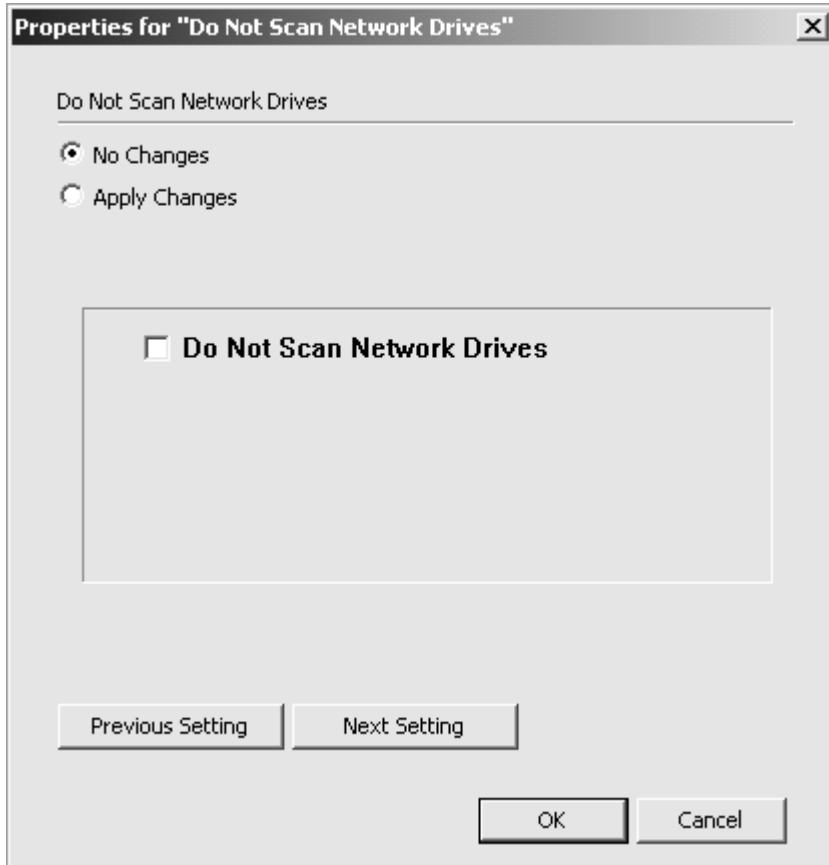
Below the **Set Product Settings** window, there are two radio buttons that determine the list of **Settings** that you see in the right-hand pane. They are:

- **Show all settings** – lists all of the settings that you can configure.
 - **Show configured settings only** – lists only the settings that you have configured.
23. In the left-hand pane, select a **Preference**, for example, **Dynamic Virus Protection**. The settings for **Dynamic Virus Protection** are displayed in the right-hand pane. The right-hand pane also shows the present **Status**, for example, **Not configured**:



Specify Product Settings – DVP – Do Not Scan Network Drives – Not Configured

- Double-click a setting, for example, **Do Not Scan Network Drives**, to configure it. The system displays the **Properties for “Do Not Scan Network Drives”** dialog box:

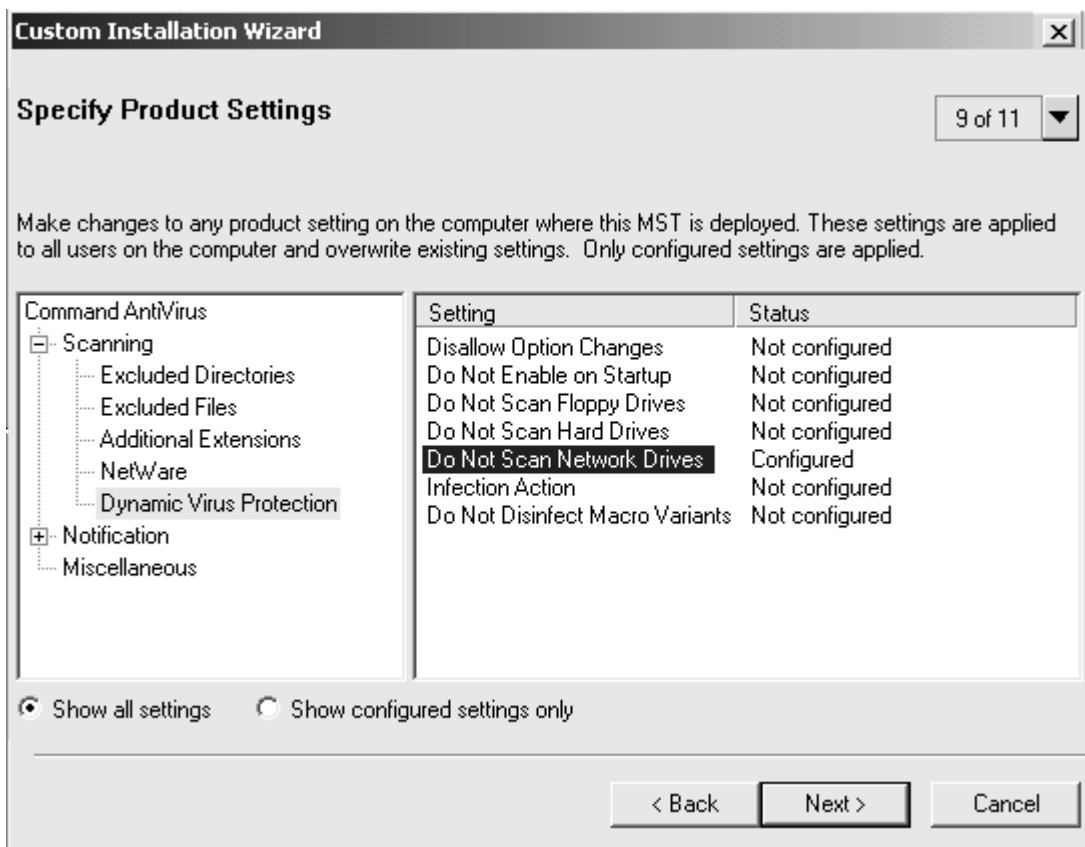


Properties for "Do Not Scan Network Drives" Dialog Box

25. Select **Apply Changes**.
26. Select the settings that you want, for example, **Do Not Scan Network Drives**, and click **OK**. The system returns to the **Specify Product Settings** dialog box, and the **Do Not Scan Network Drives** settings now shows **Configured**.

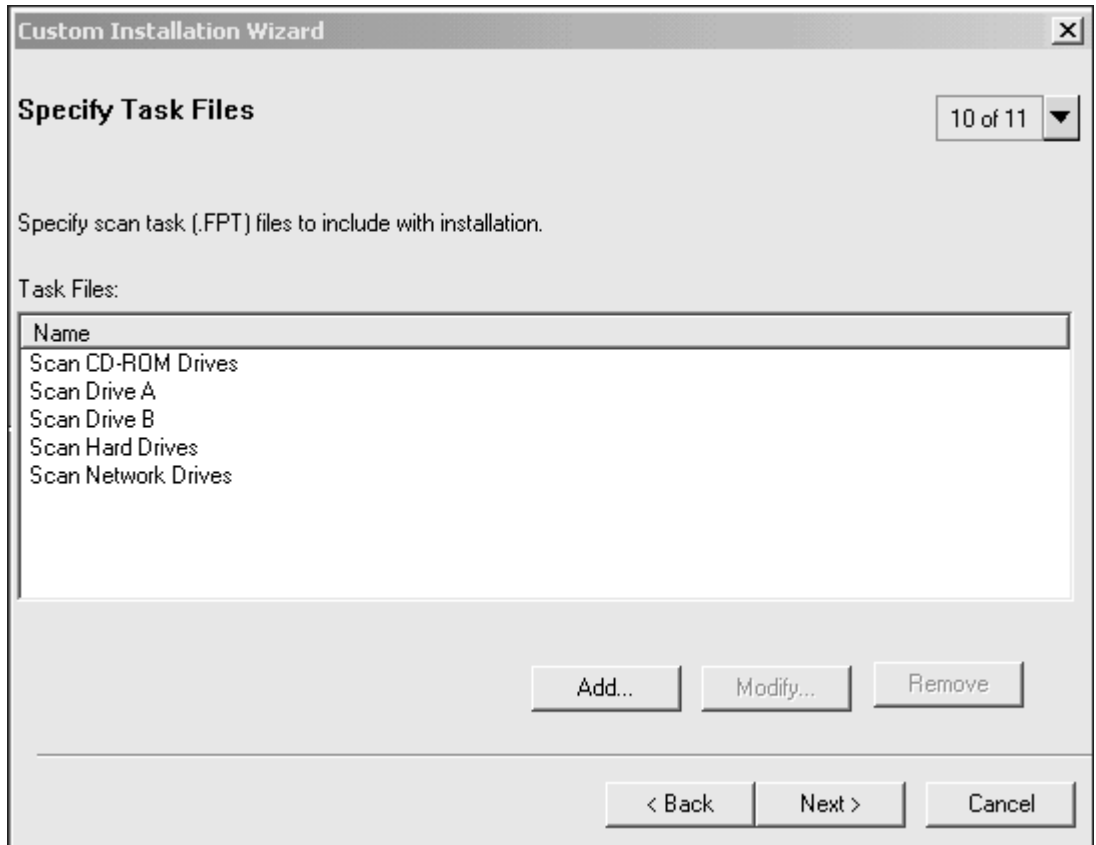


NOTE: You can also use the **Previous Setting** and **Next Setting** buttons to configure other settings. The setting that you have just configured is saved by default.



Specify Product Settings – DVP – Do Not Scan Network Drives – Configured

27. Repeat Steps 23 through 25 for each **Preference** and setting that you want to customize.
28. Click **Next**. The system displays the **Specify Task Files** dialog box:

**Specify Task Files Dialog Box**

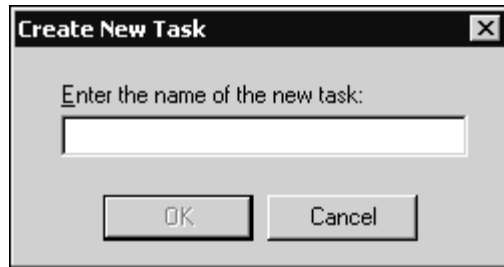
This dialog box allows you to customize the scan tasks that are available upon installation by:

- Creating new scan tasks.
- Modifying the **Properties** of the preconfigured **System Tasks** that come with Command AntiVirus.
- Removing the preconfigured **System Tasks** that come with Command AntiVirus.

29. Use the **Add**, **Modify**, or **Remove** buttons to customize the scan tasks.

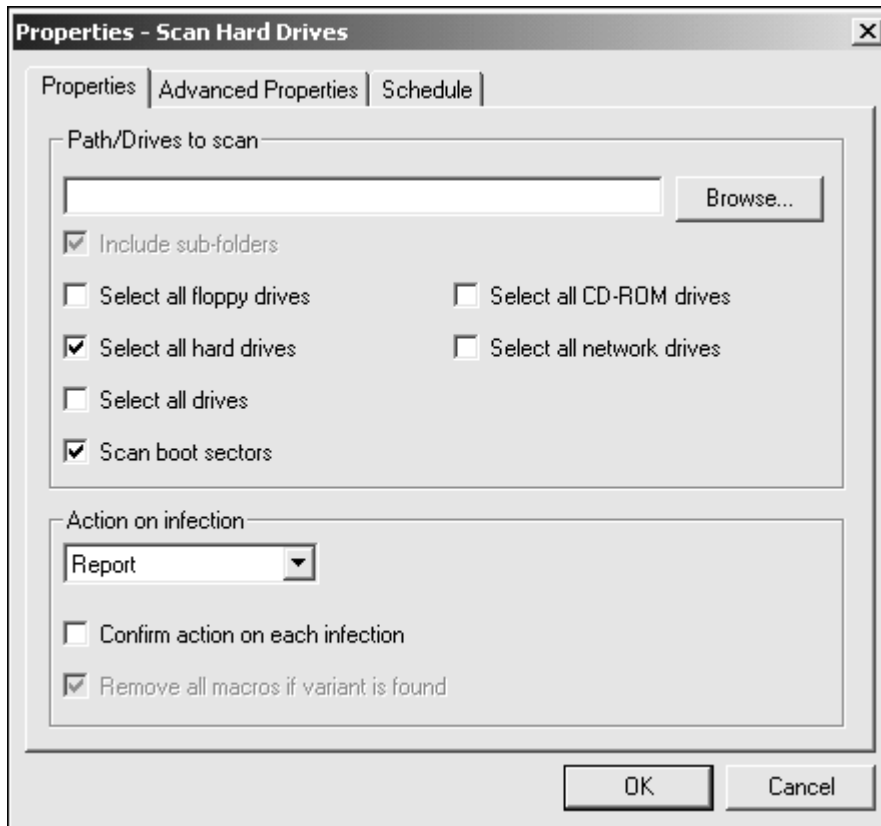
To create a new scan task, follow these steps:

- A. Click the **Add** button. The system displays the **Create New Task** dialog box:



Create New Task Dialog Box

- B. In the **Enter the name of the new task** text box, type the name of the new task, and click **OK**. The system displays the **Properties** dialog box:



Properties Dialog Box

- C. Accept the default settings, or customize the settings to your needs, and click **OK**.

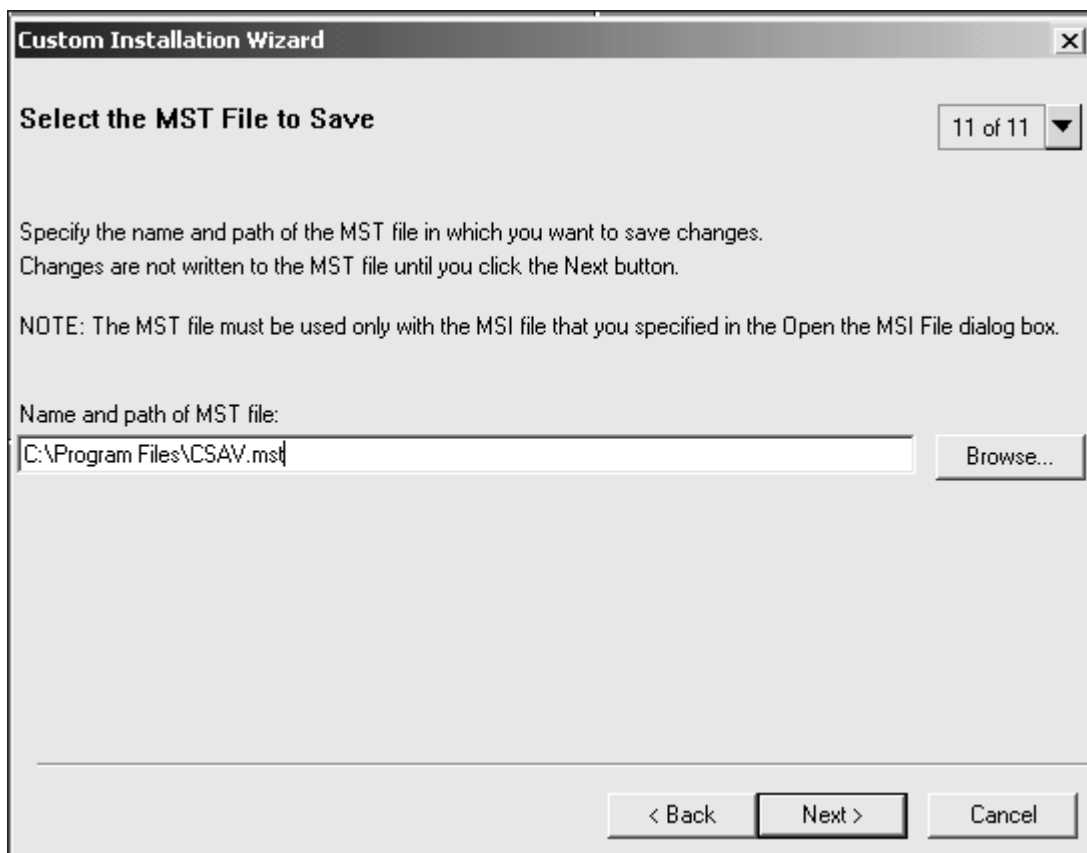
For more information, refer to **Configuring Scanning Properties** in the *Using Command AntiVirus* chapter of the *Command AntiVirus for Windows Administrator's Guide*.

To modify an existing scan task, follow these steps:

- A. Select a scan task, and click the **Modify** button. The system displays the **Properties** dialog box.
- B. Accept the default settings, or customize the settings to your needs, and click **OK**.

To remove an existing scan task, select a scan task, and click the **Remove** button.

30. Click **Next**. The system displays the **Select the MST File to Save** dialog box:



Select the MST File to Save Dialog Box

31. In the **Name and path of MST file** text box, type the path and name of the Command AntiVirus MST file in which you want to save the changes.



NOTE: If you are using the Custom Installation Wizard within the Command AntiVirus Deployment Prep Wizard, the path is set by default, and the text box is unavailable

For example, if you are creating a new MST file, type in a path and a file name including the .mst extension.

If you are updating an existing MST file, type in the path and the file name of the Command AntiVirus MST file that you previously opened in the **Open the MST file** dialog box. The system displays a dialog box asking you to confirm that you want to overwrite the existing file. Click **OK** to confirm.

The changes are not written to the MST file until you click Next.



NOTE: You can also use the **Browse** button to search for a file and/or path.

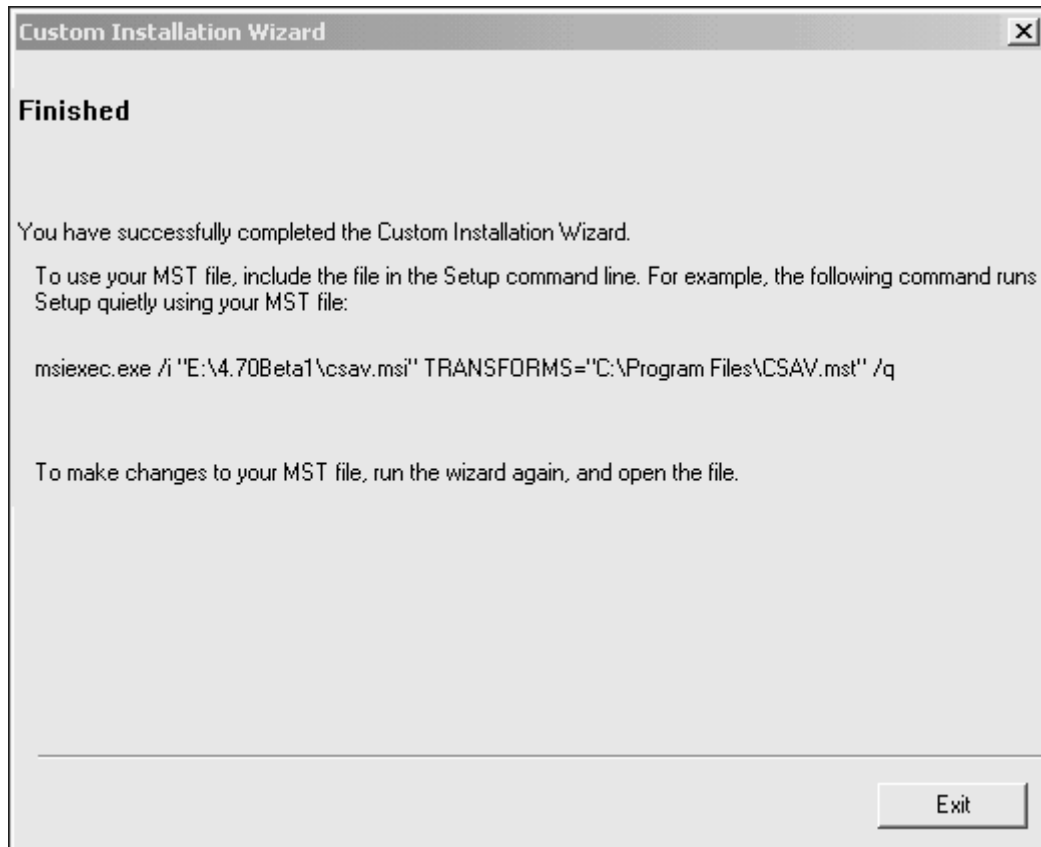
The Command AntiVirus MST file must be used only with the Command AntiVirus MSI file that you previously specified in the **Open the MSI File** dialog box.

For deployment, we recommend that the Command AntiVirus MST file be in the same folder as the Command AntiVirus MSI file.

32. Click **Next** to save your changes to the specified file. The system displays the **Finished** dialog box.



NOTE: If you need to modify your choices, click **Back**.



Finished Dialog Box

33. Click **Exit** to end the program.

If you want to make changes to an MST file, run the Command AntiVirus Custom Installation Wizard again, and open the MST file.



NOTE: For information on deploying your customized installation of Command AntiVirus to multiple users over the network, refer to **Deploying Command AntiVirus through Group Policy** located in the **Network Administration** chapter of the *Command AntiVirus for Windows Administrator's Guide*.

CONFIGURING THE DOWNLOAD PROCESS

This section contains information on configuring scheduled updates and upgrades of Command AntiVirus and applying these updates to administrative images using the Command AntiVirus Download Manager.

CSAV DOWNLOAD MANAGER

The Command AntiVirus Download Manager allows you to schedule automatic downloads of Command AntiVirus virus definition file (deffile) updates, component updates, and full product upgrades.

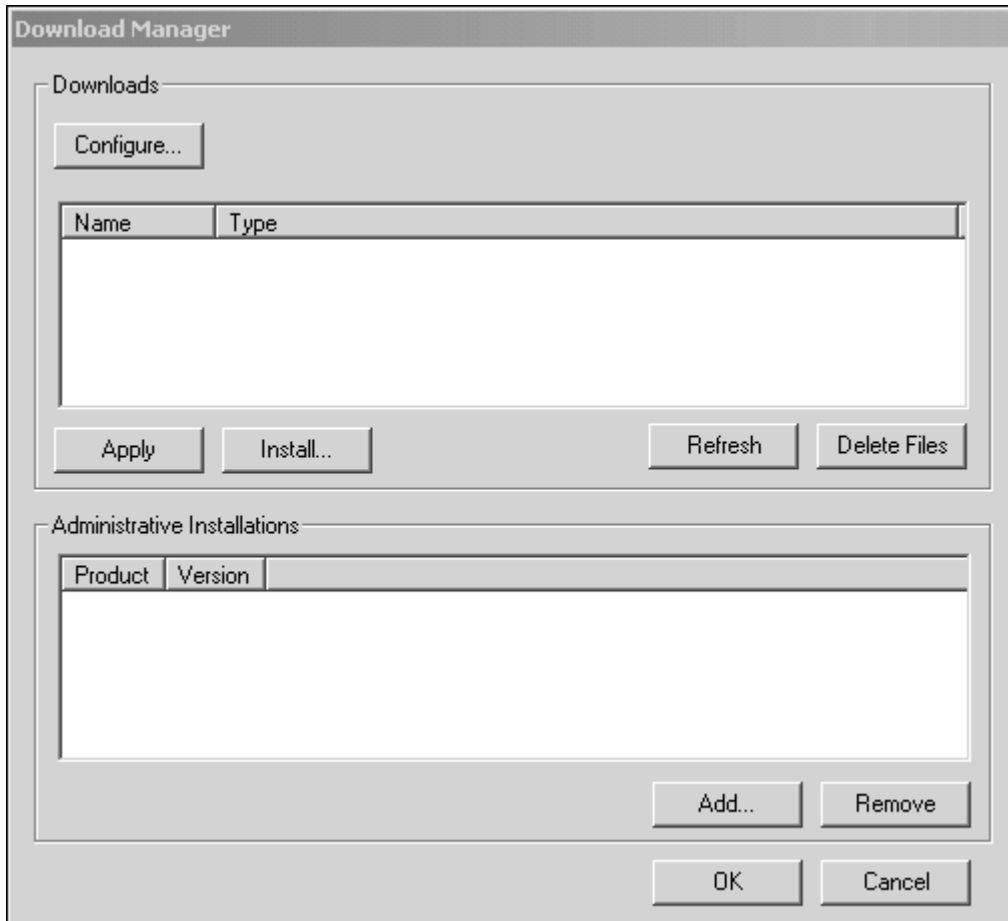
You can also configure the Command AntiVirus Download Manager to automatically apply the deffile and component updates to administrative images. Command AntiVirus for Windows contains an agent that detects a change in the administrative image and updates automatically the next time the user logs on to the machine. For more information, refer to **Updating CSAV** located in the **Network Administration** chapter of this administrator's guide.

From the **Download Manager Main** dialog box, you can:

- Configure the download process
- Apply downloaded updates to administrative images
- Create an administrative image from a downloaded upgrade of Command AntiVirus
- Refresh the **Downloads** window
- Delete downloaded files
- Add administrative images to the **Administrative Installations** window
- Remove administrative images from the **Administrative Installations** window

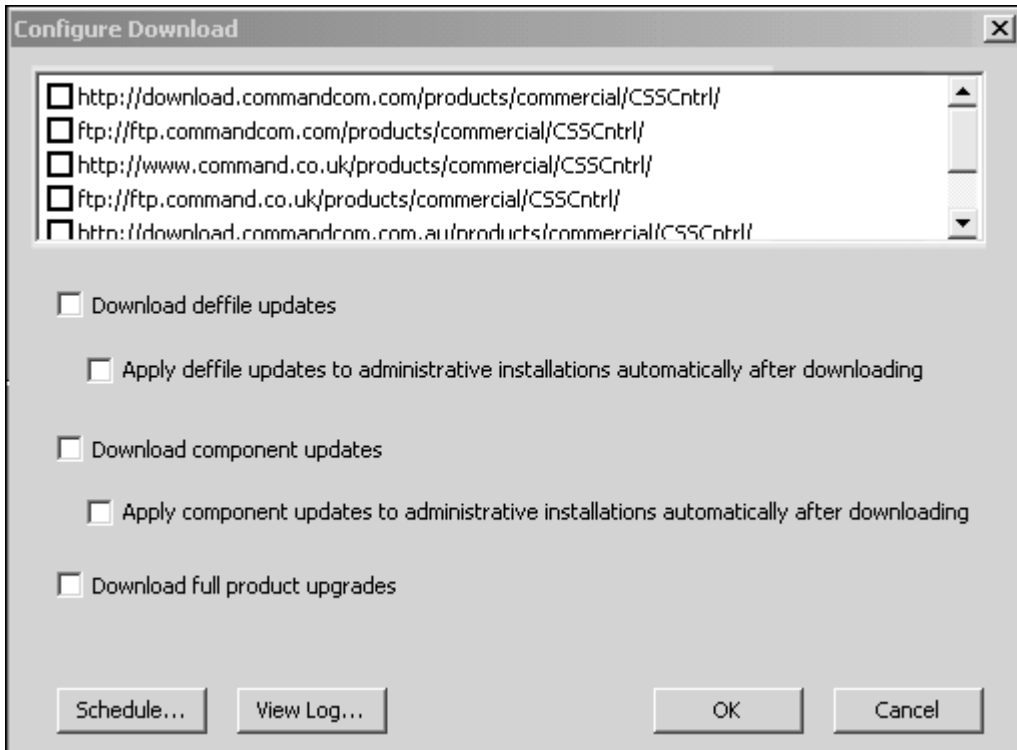
To start the Command AntiVirus Download Manager and configure the download process, follow these steps:

1. Click the **Start** button on the Windows taskbar.
2. Select **Programs**.
3. Select **CentralCOMMAND**.
4. Click **CSAV Download Manager**. The system displays the **Download Manager Main** dialog box:



Download Manager Main Dialog Box

5. Click **Configure**. The system displays the **Configure Download** dialog box:



Configure Download Manager Dialog Box

6. Under **Sites**, select the check boxes of the download sites that your are authorized for or have purchased from:
 - **Command Software US** – Select the Command Software web site and FTP site. These are the first and second check boxes.
 - **Command Software UK** – Select the Command Software UK FTP site and web site. These are the third and fourth check boxes.
 - **Command Software Australia** – Select the Command Software Australia web site. This is the fifth check box.

When you select a check box, the system displays a **User Name and Password** dialog box. Enter a valid user name and password for the selected site, and click **OK**.



NOTE: After you enter a **valid** user name and password for a specific **Site**, this dialog box does **not** display again as long as your user name and password for that site remains valid.

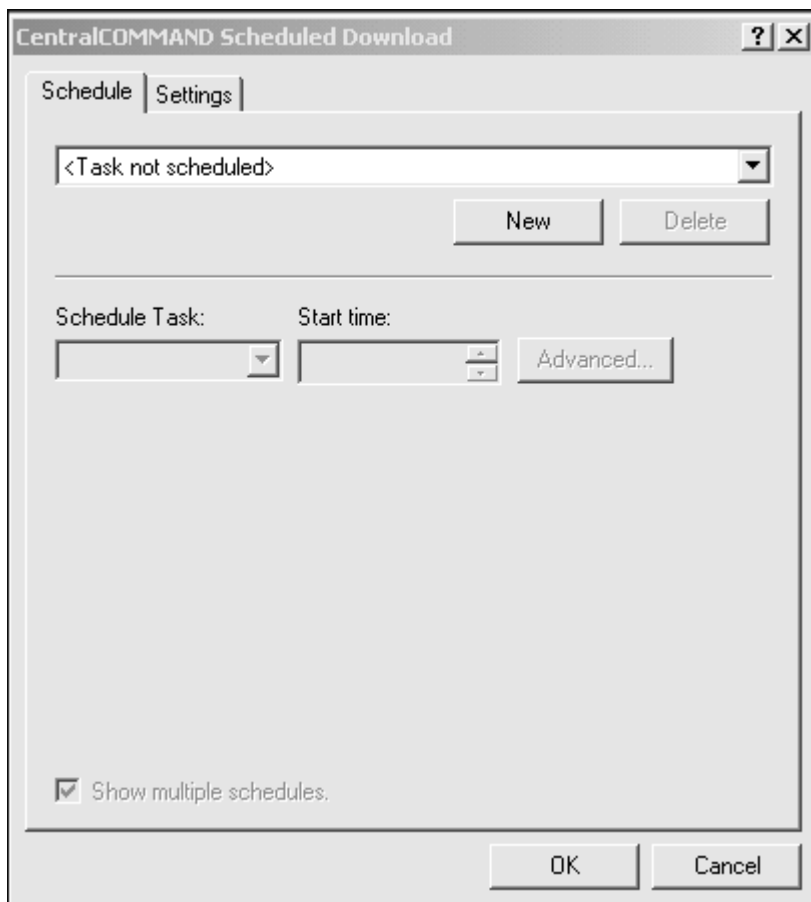
When a scheduled download takes place, the selected site at the top of the list is tried first. The selected site at the bottom is tried last.

7. Specify the type of updates and/or upgrades that you want to download. For the deffile and component updates, also specify if you want to apply the updates to administrative installations automatically after downloading the files.

Select one or more of the following check boxes:

- **Download deffile updates** – downloads the latest virus definition files if they have changed since the last download.
 - **Apply deffile updates to administrative installations automatically after downloading** – automatically applies the virus definition updates to administrative images after downloading.
- **Download component updates** – downloads the latest component updates if there are any since the last download.
 - **Apply component updates to administrative installations automatically after downloading** – automatically applies the component updates to administrative images after downloading.
- **Download full product upgrades** – downloads the latest version of Command AntiVirus if there are any since the last download.

- Click the **Schedule** button. The system displays the **CentralCOMMAND Scheduled Download** dialog box:

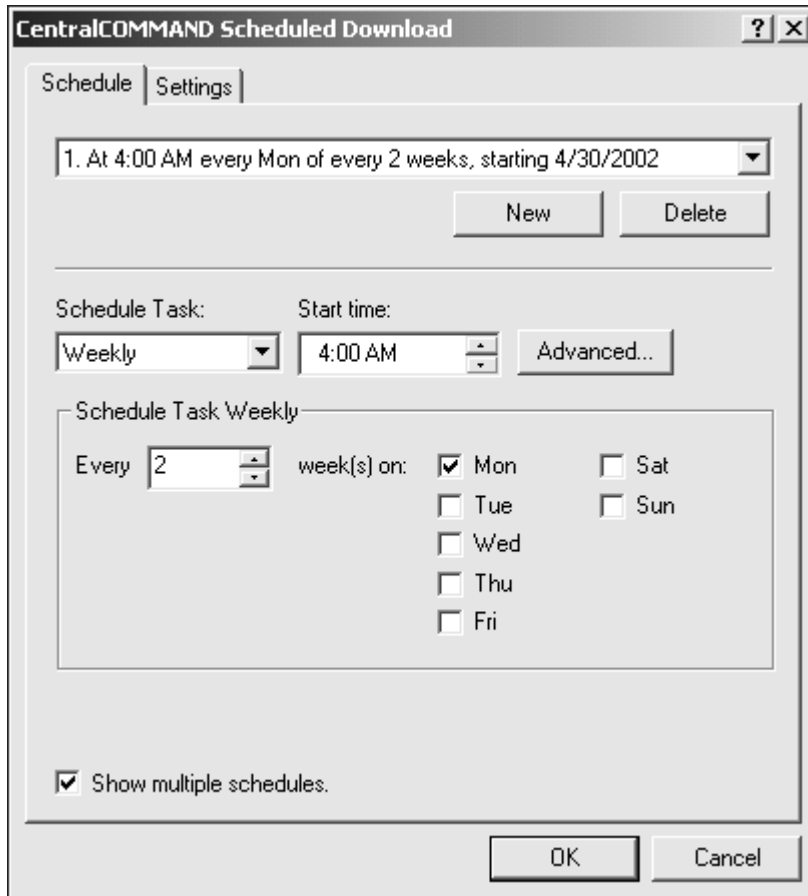


CentralCOMMAND Scheduled Download Dialog Box

- In the **Schedule** dialog box, click the **New** button to create a new task.
- In the **Schedule Task** list, click the drop-down arrow, and select how frequently you want the downloads to occur, for example, **Daily**, **Weekly**, **Monthly**, etc.

- Depending on the selection that you made in **Step 11**, make the appropriate selections under **Schedule Task XXX**.

For example, if you selected **Weekly**, under **Schedule Task Weekly**, select how often and the day of the week that you want the downloads to occur. If you want the download to occur every 2 weeks on a Monday, in the **Every** box select **2**, and then, select the **Mon** check box.



Schedule Dialog Box

12. In the **Start time** box, click the **up** or **down** arrows to select a time for the download to start, for example, 4 AM.
13. Click **OK** to save the schedule. The system returns to the **Configure Downloads** dialog box.

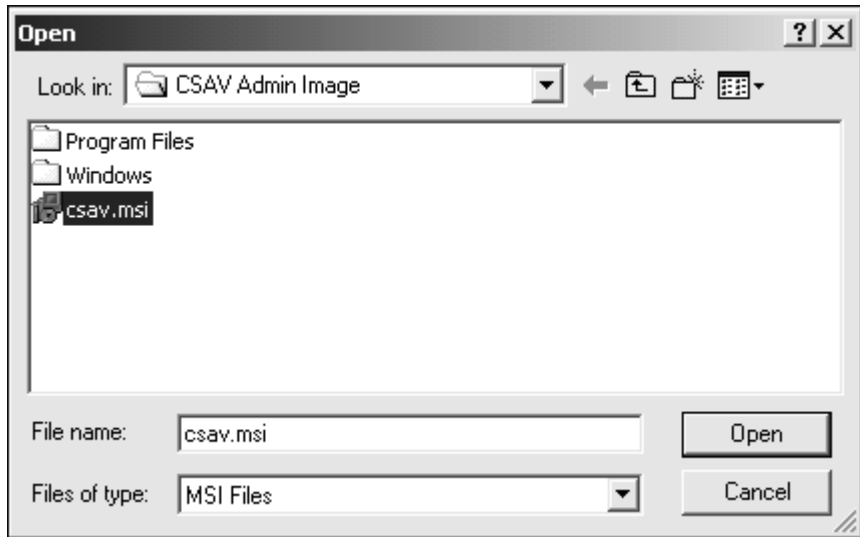


In Windows 2000, Windows XP, and Windows NT, the system first displays the **Set Account Information** dialog box. Enter a user name and password for an account that has Internet access to download the updates and the rights to apply the updates to administrative images.

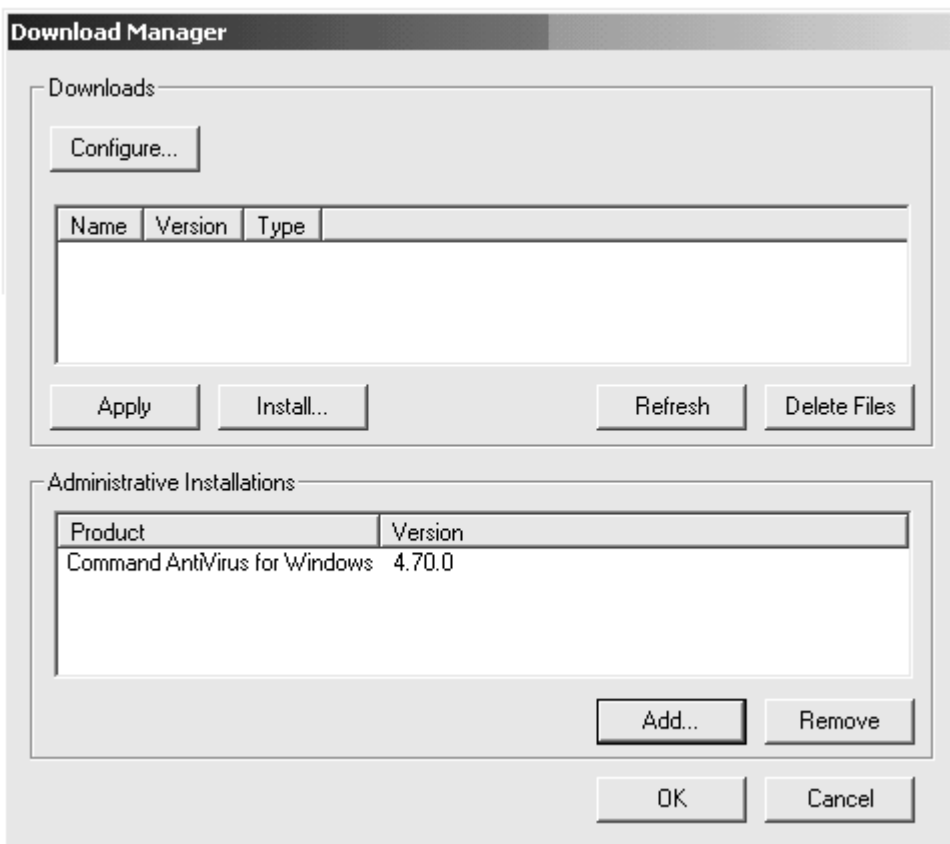


NOTE: You can view the details of the download by clicking the **View Errors** button. The system displays an **Error Log**.

14. Click **OK**. The system returns to the **Download Manager Main** dialog box.
15. Under **Administrative Installations**, click the **Add** button. The system displays the **Open** dialog box.
16. Browse to a folder that contains a Command AntiVirus administrative image that you want to apply the updates to, for example, Command AntiVirus 4.70.0:



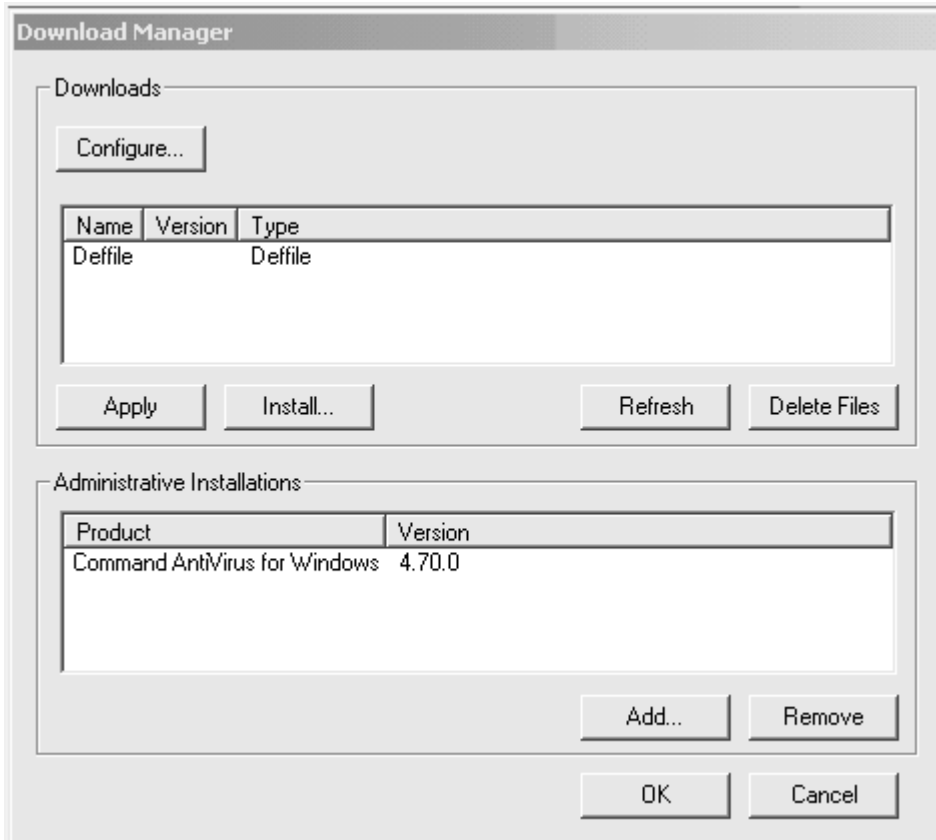
17. Select the **MSI**, and click **Open**. The system returns to the **Download Manager Main** dialog box. Command AntiVirus for Windows 4.70.0 is now shown in the **Administrative Installations** window:



Download Manager Main Dialog Box – Administrative Installations Window

- Repeat **Steps 16** and **17** for any additional administrative images that you want to add.

When the updates and upgrades are downloaded, the files are listed in the **Downloads** window of the **Download Manager Main** dialog box:



Download Manager Main Dialog Box – Downloads Window

If a download occurs while the **Download Manager Main** dialog box is open, the list is not updated until you click the **Refresh** button, or you close the **Download Manager Main** dialog box and reopen it.



To delete download files, select the file, and click the **Delete Files** button. This action deletes the file from the **Downloads** window and deletes the file from the download folder.

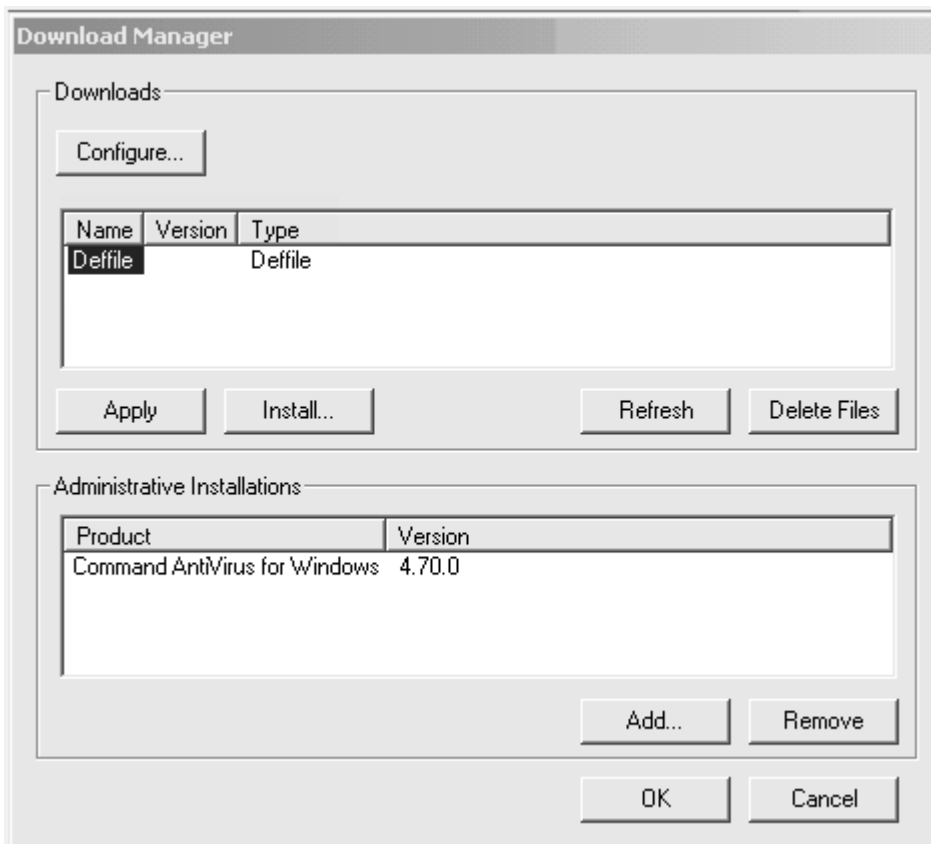


NOTE: If you selected to apply deffile and component updates to administrative installations automatically after downloading, the updates are applied to the administrative images listed in the **Administrative Installations** window. The updates are installed automatically the next time the user logs on to the machine.

To remove an administrative image from the list, select the image, and click the **Remove** button. This action only removes the image from the list. It does **not** delete any files.

Applying the Downloaded Updates Manually

If you did not select to apply deffile and component updates to administrative installations automatically after downloading, you can apply them manually.



Downloads Window – Apply Updates

To apply deffile and component updates to administrative installations manually, in the **Downloads** window, select an update, and click the **Apply** button. The update is applied to the administrative images listed in the **Administrative Installations** window. The updates are installed automatically the next time the user logs on to the machine.

Creating an Administrative Image of a Downloaded Upgrade

You can create an administrative image of a downloaded upgrade of Command AntiVirus by selecting the upgrade in the **Downloads** window, and clicking the **Install** button. The administrative image is added to the list in the **Administrative Installations** window.



If you are using the Command AntiVirus Deployment Prep Wizard to advertise CSAV, you **must** use this wizard to create an administrative image. For more information, refer to the Command AntiVirus Deployment Prep Wizard located previously in this chapter.

INSTALLATION MAINTENANCE

After you have installed CentralCOMMAND, you can reinstall or remove CentralCOMMAND through the installation program's **Application Maintenance** dialog box.



In Windows 2000 and Windows XP, you can also remove CentralCOMMAND by clicking the **Remove** button in the Windows **Add/Remove Programs** dialog box.

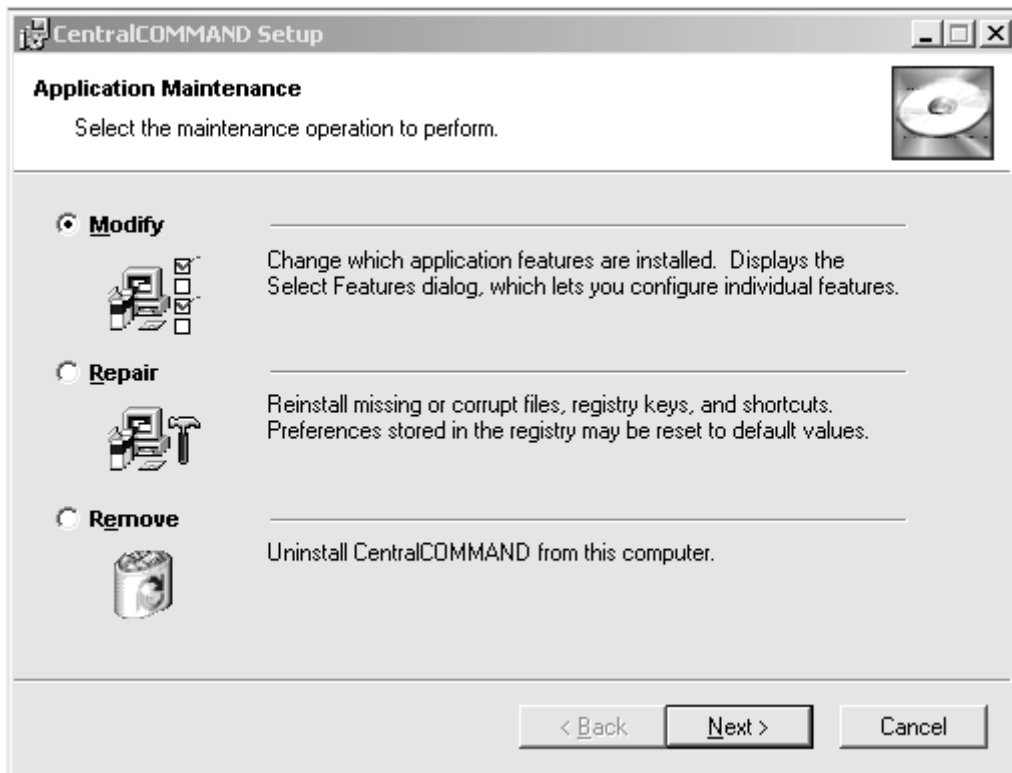


In Windows NT, Windows 2000, or Windows XP, to perform any of the installation maintenance tasks, **one** of the following conditions **must** be met:

- You are a member of the Administrators group on the local machine
- System policy is set so that you have elevated privileges for installations

To start the installation program, follow these steps:

1. Click the **Start** button on the Windows taskbar.
2. Select **Settings**.
3. Click **Control Panel**.
4. Double-click **Add/Remove Programs**. The system displays the **Add/Remove Programs** dialog box.
5. Select **CentralCOMMAND** from the list of currently installed programs, and click the **Add/Remove** or the **Change** button. The system displays the Command AntiVirus installation program's **Application Maintenance** dialog box:
The system displays the CentralCOMMAND installation program's **Application Maintenance** dialog box:



Application Maintenance Dialog Box

This dialog box contains the following operations:

- **Modify** – allows you to add or remove features or subfeatures.



NOTE: In CentralCOMMAND there are no features to add or remove.

- **Repair** – allows you to reinstall missing or corrupt files, registry keys, and shortcuts.
 - **Remove** – allows you to remove CentralCOMMAND completely.
6. Go to the instructions for the operation that you want to perform, for example, **Removing CentralCOMMAND**.

REINSTALLING CENTRALCOMMAND

You can repair the CentralCOMMAND through the installation program's **Application Maintenance** dialog box.



NOTE: For the conditions required to perform this operation and the instructions to start the installation program, refer the **Installation Maintenance** section located previously in this chapter.

This option allows you to reinstall missing or corrupt files, registry keys, and shortcuts.

To reinstall CentralCOMMAND, follow these steps:

1. In the CentralCOMMAND installation program's **Application Maintenance** dialog box, select **Repair**, and click **Next**. The system displays the **Ready to Repair the Application** dialog box.



NOTE: You can click **Back** to make a new selection, or you can click **Cancel**, **Exit Setup** and then **OK** to cancel the reinstallation and exit the setup program.

2. Click **Next** to begin the installation. The system displays the **Updating System** dialog box. Please wait while the program copies the CentralCOMMAND files to your system.



NOTE: You can click **Cancel**, **Exit Setup** and then **OK** to cancel the reinstallation and exit the setup program.

When the copying is complete, the system displays a dialog box informing you that CentralCOMMAND has been successfully installed.

3. Click **Finish** to exit.

REMOVING CENTRALCOMMAND

You can completely remove an installed version of CentralCOMMAND through the installation program's **Application Maintenance** dialog box.



NOTE: For the conditions required to perform this operation and the instructions to start the installation program, refer the **Installation Maintenance** section located previously in this chapter.



In Windows 2000 and Windows XP, you can also remove CentralCOMMAND by clicking the **Remove** button in the Windows **Add/Remove Programs** dialog box.

To remove CentralCOMMAND completely, follow these steps:

1. In the CentralCOMMAND installation program's **Application Maintenance** dialog box, select **Remove**, and click **Next**. The system displays the **Uninstall** dialog box.
2. Click **Next** to remove CentralCOMMAND. The system displays the **Updating System** dialog box. Please wait while the program removes the CentralCOMMAND files from your system.



NOTE: You can click **Cancel**, **Exit Setup** and then **OK** to cancel the uninstall and exit the setup program.

When the removal is complete, the system displays a dialog box informing you that CentralCOMMAND has been successfully uninstalled.

3. Click **Finish** to exit.

