

Quick Heal®

ADMINISTRATOR'S GUIDE

**Quick Heal Admin Console Standalone
Update Manager**

Quick Heal Technologies (P) Ltd.

<http://www.quickheal.com>

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ABOUT THIS DOCUMENT

This administrator's guide contains all the information you need to install and use Quick Heal Admin Console Standalone Update Manager. Once familiar you can also use it for reference. Full care has been taken to incorporate all details with the latest developments in the shipping.

The following are the list of conventions used in this document:

Convention	Meaning
Bold Font	Menu titles, commands, window titles, dialog elements, etc.
	Additional Information, Important Information, Notes etc.
To do this 1. Step 1 2.	Actions that must be performed
Switch	Command line switches.

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INTRODUCING QUICK HEAL ADMIN CONSOLE STANDALONE UPDATE MANAGER

Quick Heal Admin Console Standalone Update Manager is a tool that is used to download and manage the updates for Quick Heal Admin Console. It provides you the flexibility to download updates on a single machine.

Quick Heal Admin Console Standalone Update Manager is provided, in case the Server, on which Quick Heal Admin Console is installed, does not have an Internet connection due to security concerns. In such a scenario users need to install Quick Heal Admin Console Standalone Update Manager on a machine that is connected to the Internet. The machine having Quick Heal Admin Console Standalone Update Manager will download the updates. The location where the updates are downloaded need to be turned into a website by the Administrator using IIS or Apache server and the resulting URL and Port number will be used by the Update Manager, integrated with Quick Heal Admin Console on the server to fetch the updates from this machine. The clients on the network, in turn, can fetch the latest updates from the server.

INSTALLATION AND UNINSTALLATION

INSTALLING QUICK HEAL ADMIN CONSOLE STANDALONE UPDATE MANAGER

To install Quick Heal Admin Console Standalone Update Manager on the system having Internet access, launch the installation wizard and perform the following steps:

1. The **Welcome** screen is displayed. Click **Next** to continue the installation.

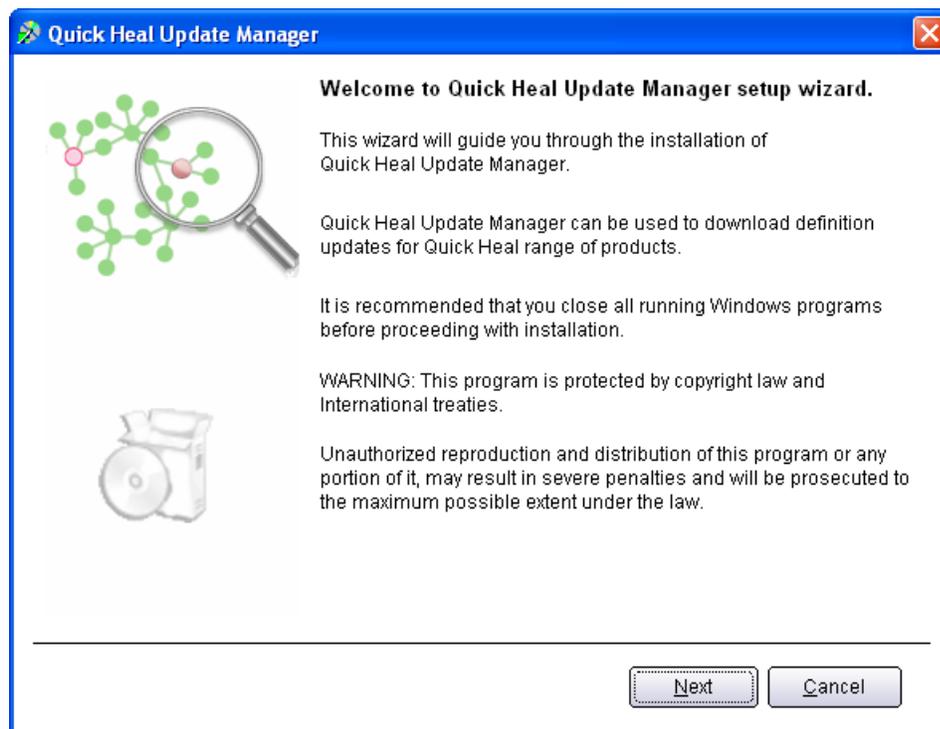


Figure 2-1: Welcome Screen

2. The **Software License Agreement** screen appears. Read the License Agreement carefully. If you disagree with the terms of the license agreement then click **Cancel** to exit the installation process; else select **I Agree** in the **Do you agree to all the terms of this license?** drop-down box and click **Next** to continue the installation process.

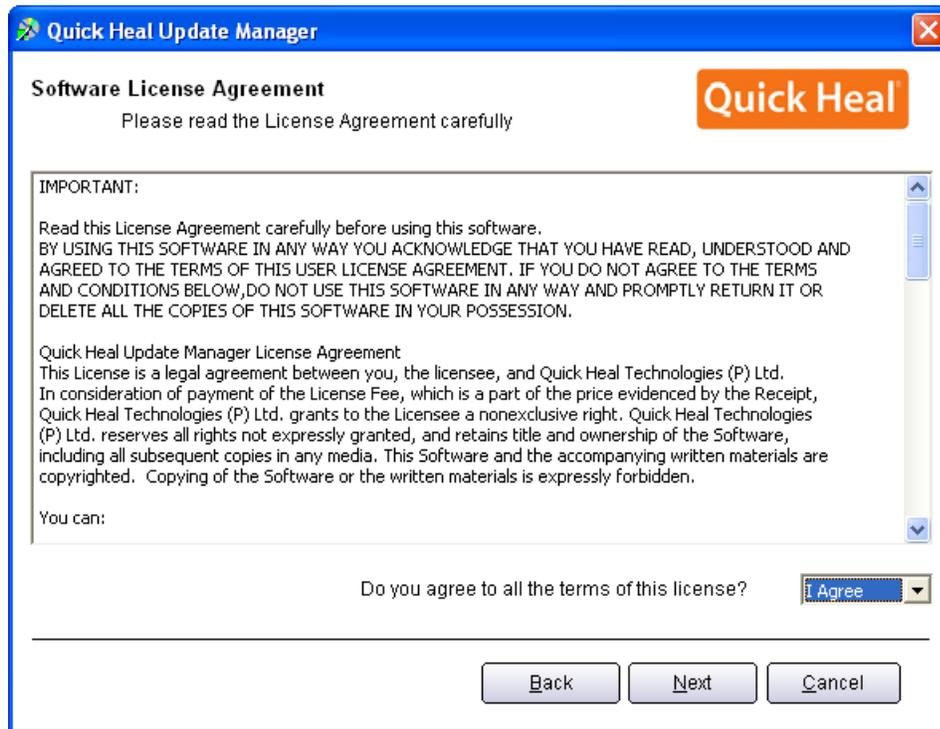


Figure 2-2: Software License Agreement

3. The **Installation Folder** screen appears. The default installation path for Quick Heal Admin Console Standalone Update Manager will be displayed. You can click **Browse** and select a different path for installation, if required; else click **Next** to continue installation.

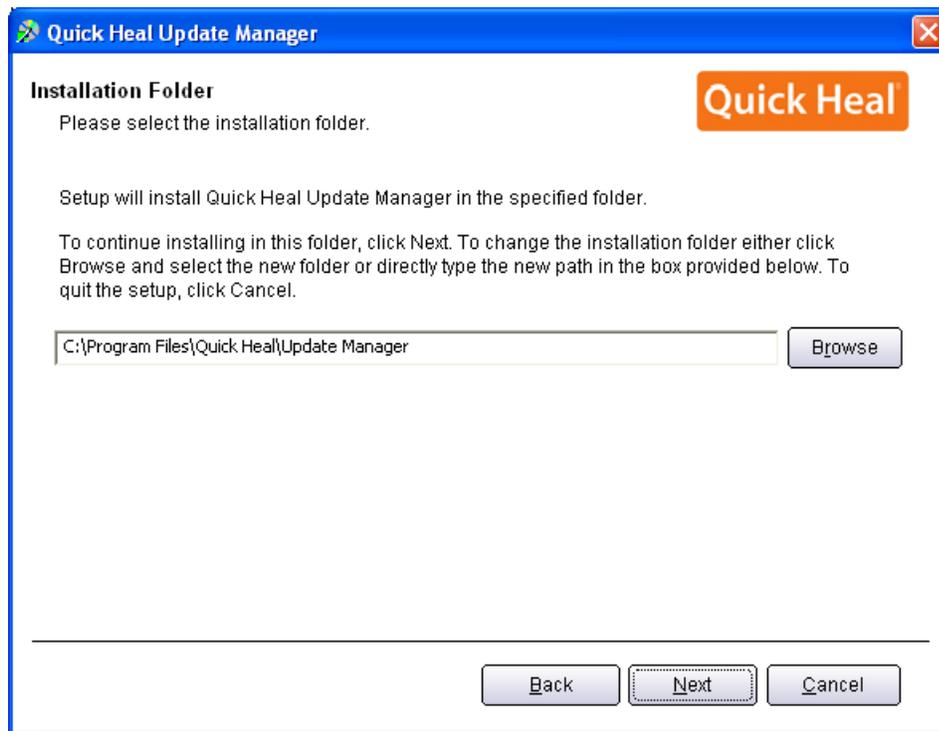


Figure2-3: Installation Folder

4. The installation begins and upon completion a screen appears that says **Quick Heal Update Manager has been successfully installed.** Click **Finish** to complete the installation process.

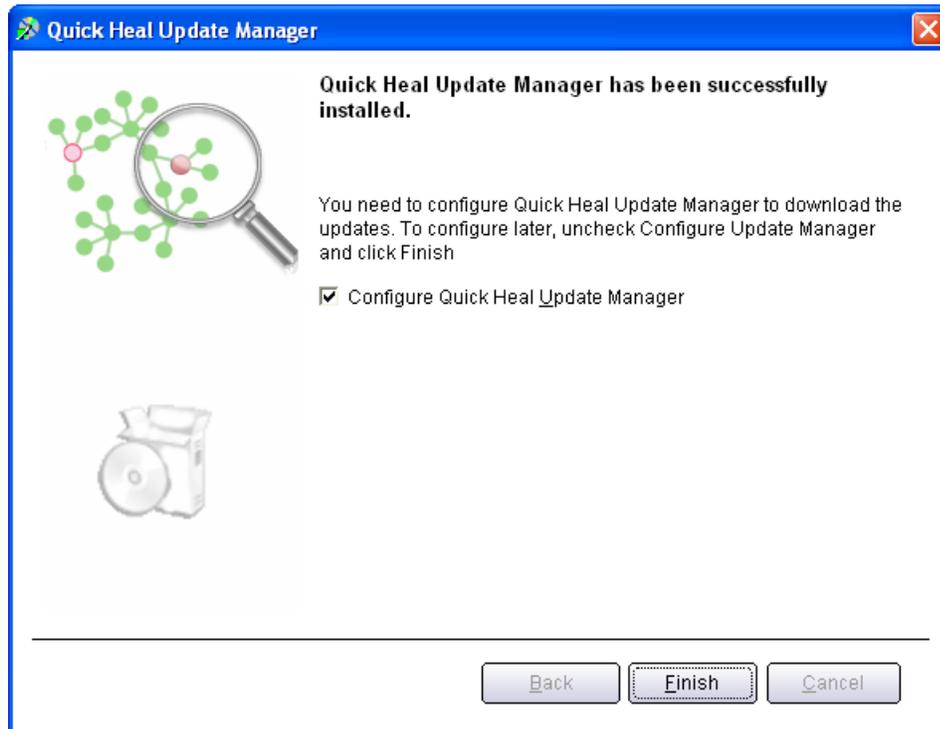


Figure 2-4: Installation Successful

UNINSTALLING QUICK HEAL ADMIN CONSOLE STANDALONE UPDATE MANAGER

To uninstall Quick Heal Admin Console Standalone Update Manager, please perform the following steps:

1. Click **Start -> Programs -> Quick Heal Update Manager -> Uninstall Quick Heal Update Manager**.
2. The **Quick Heal Update Manager Uninstallation Wizard** window appears. Click **Next** to continue.
3. Quick Heal Update Manager will be uninstalled from your system. Click **Finish** to complete the uninstallation.

FEATURES OF QUICK HEAL ADMIN CONSOLE STANDALONE UPDATE MANAGER

Update Manager has the following four features:

- [Status](#)
- [Configuration](#)
- [Connection Settings](#)
- [Reports](#)

STATUS

Status contains information about the update downloaded by Update Manager. It displays the Version, Service Pack and Virus Database Date of the Quick Heal product accompanying the console.

CONFIGURATION

Configuration lets you customize and configure the Update Manager. To access Configuration please perform the following steps:

1. Click **Start -> Programs -> Quick Heal Update Manager -> Quick Heal Update Manager.**
2. Click **Configuration.**

The panel on your right contains the following configurations:

Enable Automatic Updates	Checking this box enables automatic download of updates. By default, this feature is enabled. It is recommended that you do not disable this feature.
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Select the updating mode

Download from Internet Center	Selecting this option will enable download of updates from the default Internet Center. By default, this feature is selected.
Download from specified URL	Selecting this option will let you specify the URL for downloading the updates. If the system containing the Update Manager is not connected to the Internet, then it can use the updates downloaded by a system having Internet connection. In this case, the URL will be the path where the updates are downloaded in the system with Internet connection. <ol style="list-style-type: none">1. Enter the URL in Server.2. Enter the port number in Port.

Select the updates you want to download.

Check the Quick Heal product specific to your Admin Console, for which you need to download the updates.

Download Admin Console Service Pack	Checking this box enables the download of Quick Heal Admin Console Service Pack. By default this feature is enabled.
--	--

Download updates to

This text box specifies the location where the updates will be downloaded. All systems in the network will take the updates from this centralized location.

Always take backup before downloading new update	Checking this box enables backup of existing updates before the new updates are downloaded. These backups are used in case a rollback to previous update is required. By default this feature is enabled.
Delete report after	Checking this box enables deletion of reports as per the time interval specified in the provided drop-down box. By default this feature is enabled and the default value of time interval in the drop-down box is 10 days.

Prevent unauthorized access to settings

Enable password protection	Checking this box enables password protection for Configuration and Connection Settings feature of Update Manager. To add password protection, please perform the following steps: <ol style="list-style-type: none">1. Click Change Password button.2. Type your existing password in Enter Old Password (This will not be applicable when you are using it for the first time).3. Type your new password in Enter New Password.4. Re-type your new password in Confirm New Password.5. Click OK button to finish the password protection process or click Cancel button to exit.
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Clicking **Apply** button saves the changes made in settings or configurations.

Clicking **Default** button restores the default settings and configurations.

There are two more buttons that are accessible at all times. They are:

- Update Now
- Rollback

Update Now	Clicking this button will download the updates of Quick Heal product accompanying the console.
Rollback	Clicking this button will take the Update Manager back to the previous update state. This feature will work only if Always take backup before downloading new update option is checked or enabled in the Configuration section of Update Manager. The steps for performing Rollback are as follows: <ol style="list-style-type: none">1. Click Rollback button.2. Quick Heal product for which the Rollback will be performed is displayed.3. Click Rollback.

CONNECTION SETTINGS

If a proxy server is being used on the network, then you need to enter the IP address (or domain name) and the port number of the proxy server in the Connection Settings. To access Connection Settings, please perform the following steps:

1. Click **Start -> Programs -> Quick Heal Update Manager -> Quick Heal Update Manager**.
2. Click **Connection Settings**.

To enable HTTP proxy settings, please perform the following steps:

1. Select **HTTP from Connection Type** drop-down box.
2. Check **Enable Proxy**.
3. Select **HTTP Proxy / Sock4 / Sock5** in **Proxy Type** as per your settings.
4. Type the IP Address of the proxy server or domain name (e.g. proxy.yourcompany.com) in **Server**.
5. Type the port number of the proxy server (e.g. 80) in **Port**.
6. If required, type your login credentials in **User Name** and **Password** in **Authenticate in case of firewall or proxy server** section.

Clicking **Apply** button saves the changes made in settings or configurations.

Clicking **Default** button restores the default settings and configurations.

REPORTS

The Reports section contains a log of updates or rollback activity. It provides details such as the Date, Time and Status of the updates or rollback activity. To access Reports, please perform the following steps:

1. Click **Start -> Programs -> Quick Heal Update Manager -> Quick Heal Update Manager**.
2. Click **Reports**.

You can perform the following actions on reports:

1. **View**: Highlight the concerned report and click View to get complete details of the downloaded update or rollback.
2. **Delete**: Highlight the concerned report and click Delete to delete the report.
3. **Delete All**: Click Delete All to delete all the reports in the section.

While viewing a report, the following actions can be performed:

1. Click **Previous** to view the previous report.
2. Click **Next** to view the next report.
3. Click **Save As** to save a copy of the report in '.txt' format on your local machine.
4. Click **Print** to take a printout of the report.
5. Click **Close** to exit from the report window.

IMPLEMENTING QUICK HEAL ADMIN CONSOLE STANDALONE UPDATE MANAGER

The Update Manager accompanying Quick Heal Admin Console can download the updates from the Quick Heal Internet Centre. This is possible only if the server having Quick Heal Admin Console is connected to the Internet. There may be situations when a server is not connected to the Internet due to security or other reasons. In such cases, an alternative was required to download updates from the Internet. This led to conceptualizing the Quick Heal Admin Console Standalone Update Manager.

Quick Heal Admin Console Standalone Update Manager can be installed on a system in the network that is connected to the Internet. This system will download Quick Heal Admin Console updates, builds and service packs. The Update Manager of Quick Heal Admin Console will then fetch the updates from this system and in turn, the clients in the network will fetch the updates from the Server.

To implement Quick Heal Admin Console Standalone Update Manager successfully, please perform the following steps:

1. Install Quick Heal Admin Console Standalone Update Manager on a machine having Internet connection. To perform installation, please check [Installing Quick Heal Admin Console Standalone Update Manager](#).
2. Ensure that the server having Quick Heal Admin Console and the system connected to the Internet having Quick Heal Admin Console Standalone Update Manager is connected to each other.
3. Configure the necessary settings in Configuration and Connection Settings. To know more about configuration and settings, please check [Configuration](#) and [Connection Settings](#).
4. In **Select the updating mode** under **Configuration** of Quick Heal Admin Console Standalone Update Manager, select **Download from Internet Center** and click **Apply** to save the settings.
5. Configure the Update folder of Standalone Update Manager into a website using the web server. The Update folder will be available in the folder where Quick Heal Admin Console Standalone Update Manager is installed. For example, if the Standalone Update Manager is installed on the C drive, then the Update folder will be available in the following location: **C:\Program Files\Quick Heal\Update Manager\Update**. Use this path as the home directory for configuration of the website on the web server.
6. Now, on the server having the Quick Heal Admin Console, open the Update Manager and select **Download from specified URL** under **Select the updating mode** in **Configuration**.
7. Enter the URL and Port Number in **Server** and **Port** text boxes respectively. The URL can be the IP Address of the system having Standalone Update Manager and the Port will be the port number used to configure the website on the web server. For example, the URL can be <http://192.168.100.1> and port number can be 8080.
8. Click **Apply** to save the settings.

Quick Heal Admin Console Standalone Update Manager and the Update Manager on the server accompanying the Admin Console are now in sync. The updates downloaded by the Standalone Update Manager from Quick Heal Internet Center will be fetched by the Update Manager of the server. This will in turn be fetched by the clients in the network.

TECHNICAL SUPPORT

If you call Technical Support and have the necessary information on hand we will be able to help you more efficiently.

Where should I call?

You can call to our toll free support number **18002333733. (For Indian Users only).**

When is the best time to call?

Quick Heal Technologies (P) Ltd. provides technical support between 10:00 AM to 6:00 PM (Indian Standard time).

What should I be ready with, before calling?

- Your Serial Number which is included in the boxed version of the products. If you have purchased our products on-line then you will find the Serial Number in the mail confirming your order.
- Information about your computer: brand, processor type, RAM capacity, the size of your hard drive and free space on it, as well as information about other peripherals.
- Your operating system: name, version number, language.
- What is the version of installed anti-virus and what is the virus database.
- What software is installed on your computer?
- Is your computer connected to a network? If yes - contact your system administrators first. If they can't solve your problem they should contact technical support themselves.
- Details: when did the problem first appear? What had you been doing before the problem appeared?



Very often this information allows us to resolve your problem quickly.

What should I say to the technical support personnel?

Please be as specific as possible and provide maximum details. Remember that the specialist is basing on the information that you provide.

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