



# Administrator's Guide

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Quick Heal™ Admin Console

Cat Computer Services Pvt. Ltd.  
<http://www.quickheal.com>

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## About This Document

This user guide contains all the information you need to install and use Quick Admin Console. 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.

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## Introducing Quick Heal Admin Console

Quick Heal Admin Console protects small and enterprise networks from Viruses, Trojans, Worms, Backdoors, Hackers, other malwares e.g. Spyware, Riskware, Pornware. As an integrated solution, it protects desktops, laptops, and network servers. A Web-based management console gives administrators apparent access to all clients and servers on the network. It coordinates automatic deployment of AntiVirus, security policies, signature pattern updates, and software updates on every client and server.

### Web Console Server

The Web console is the central point for monitoring across the entire network, as well as for configuring server and client settings. It gives you complete control over desktop and notebook computer antivirus settings. Open the Web console from any computer on the network that has the required Web browser and communication protocols.

### Update Manager

Update Manager is a tool which is used to download updates for selected platforms under Quick Heal Admin Console. Update Manager provides you the facility to download all product updates on a single machine. All Quick Heal Admin Console Client will take updates from this centralized location as per the product and platform. It displays status of all available updates including information of all types of updates like major, patch, weekly and daily. It also displays virus database date of all the updates.

### Login Script Setup

Login Script Setup is used to deploy Quick Heal Client on remote systems when they log on to the selected domain. Login Script Setup assigns a script called **QHAC3.BAT** to selected users. Assigned Login Script will install Quick Heal Client on the system when users logged in to the domain.

### Client Packager

Client Packager can compress Quick Heal client setup and update files into a self-extracting file to simplify delivery via email, CD-ROM, or similar media. It also includes an email function that can open your default email client and allow you to send the package from within the Client Packager tool.

## How does Quick Heal Admin Console works?

Quick Heal Admin Console runs on Windows NT 4.0 (Intel), Windows 2000, Windows XP Professional or Windows 2003 Server. Quick Heal Admin Console is used to manage Central Installation, which contains installation copies of Quick Heal Anti-Virus for Windows NT/2000/XP and Windows 95/98/Me. Using Quick Heal Admin Console, the administrator can deploy Quick Heal Anti-Virus remotely on the specified computers, groups or domains, which are the part of same domain. Whenever the server copy of Quick Heal Anti-Virus is updated, all computers configured to update from it will be automatically updated with out the user's intervention. Quick Heal Admin Console monitors these processes and allows the administrator to see which computers have Quick Heal Anti-Virus installed, what is the virus database date of Quick Heal and whether Online Protection is active, if virus is active in memory of workstations. If it detects that any workstation's Quick Heal is uninstalled then it reinstalls Quick Heal remotely without the user intervention. This makes the computer and network always protected from the virus threats.

## Installing Quick Heal Admin Console

Quick Heal Admin Console has a very simple installation procedure. While you are installing, simply read each installation screen, follow the instructions, and then click Next to continue.

### Getting Prepared

Before installing Quick Heal Corporate remember following important guidelines:

- If you have any other anti-virus software/hardware loaded on server and workstations uninstall it before proceeding with Quick Heal Admin Console installation. It is not recommended to have two anti-virus software installed on same computer as this may give unpredictable results and will also slow down the computer.
- Quick Heal Admin Console requires approximately 500 MB of free disk space on server and 200 MB on workstations.
- Close all open programs before proceeding with Quick Heal Admin Console installation on the system.
- Network should be configured with TCP/IP protocols.
- To install on the server, you must have administrator or domain administrator rights on the server.
- In order to use Login Script Setup Windows 2000/2000 Advanced/2003 server should be properly configured with Active Directory services.

### System Requirements

Quick Heal Admin Console has Client Server architecture. For our convenience we will refer to the system on which the Management Console will be installed as 'Console' and rest all workstations/nodes of the network as Clients.

**Console can be installed on system with any one of below operating systems:**

- Microsoft Windows NT 4.0 series (Service Pack 6a)
- Microsoft Windows 2000 series (Service Pack 3 or above)
- Microsoft Windows XP Professional Edition only
- Microsoft Windows Server 2003

**Minimum system requirement for Console system**

- 300 MHz Intel Pentium processor or equivalent
- 256MB of RAM
- 500MB of free disk space
- Monitor that supports 800\*600 resolution at 256 colors or higher

**Additional software required for Console system**

Console needs to have Web Server services of either Microsoft IIS or Apache Web Server on the system. If Microsoft IIS is to be configured as web server, the version requirements are follows:

- IIS Version 4.0 on Windows NT 4.0
- IIS Version 5.0 on Windows 2000
- IIS Version 5.1 on Windows XP
- IIS Version 6.0 on Windows Server 2003

**If Apache is to be configured as web server, the version requirement is as follows:**

- Apache Web Server 2.0 or above

### **Other essential configuration on Console system**

- Administrator or Domain Administrator access on the console system.
- File and printer sharing for Microsoft Networks installed.
- Transmission control Protocol/Internet Protocol (TCP/IP) support installed.
- Internet Explorer 5.5 or above.

## **Client side requirements**

### **Desktops Supported**

- Microsoft Windows ME/98SE/95
- Microsoft Windows NT 4.0 Server/Workstations
- Microsoft Windows 2000 Professional/Server/Advanced Server
- Microsoft Windows XP Home/Professional Edition
- Microsoft Windows Server 2003 Standard/Enterprise/Web

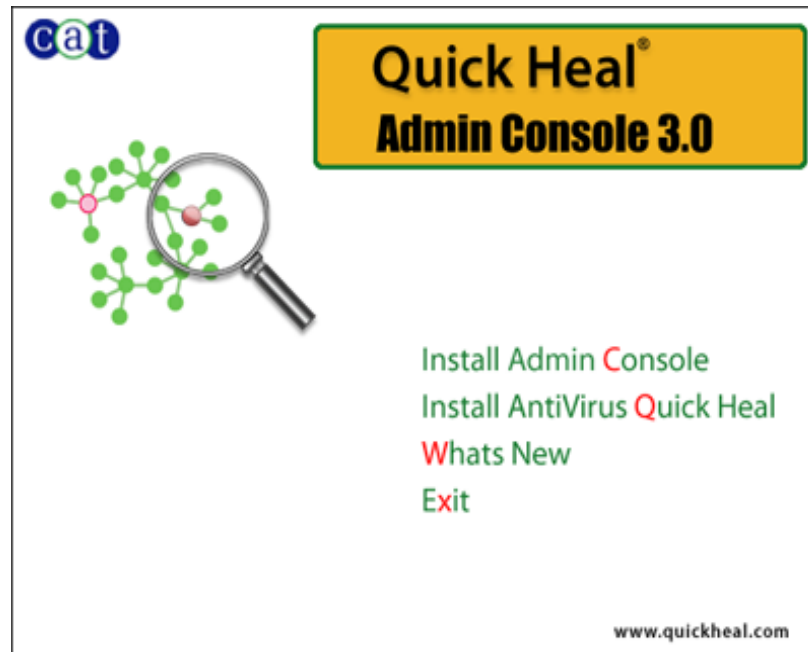
### **Minimum system requirements of Client side system**


- 128MB of RAM
- 200MB of free disk space
- For Windows NT 4.0 – Service Pack 6a
- For Windows 2000 – Service Pack 3 or above
- Internet Explorer 5.5 or higher
- Under Windows NT/2000/XP/2003 you must install with administrative privilege.



## Installing Quick Heal Admin Console

To start with installation, insert Quick Heal CD in the CD-Drive. Quick Heal CD will Auto Run and provide you a list of option.



1. Click **Install Admin Console** to initiate the installation procedure. In case if auto run doesn't start then explore the CD.
2. Installation Wizard will come. Click **Next**.
3. Read the License Agreement carefully. If you agree select **I agree** and click **Next**. If you disagree then click **Cancel** to terminate the setup.
4. Click on **Browse** if you wish to install Quick Heal Admin Console on a different location. To proceed with default installation path click **Next**.
5. Quick Heal Admin Console installer will scan your system for virus infection and verify the installed system components.
6. Select one of the following Web server:
  - a) **IIS Server**: Select **IIS Server** to install Quick Heal Admin Console on an existing IIS installation. In case if IIS Server is not installed/configured then you may proceed with installation using Apache Web Server 2.0 provided in Quick Heal Admin Console installer.
  - b) **Apache Web Server**: Select **Apache Web** Server to install Apache 2.0x on an existing installation. If an Apache Web server version 2.0 or later installation is not found, Apache will be installed automatically.  
 Before installing the Apache Web server, refer to the Apache Web site for the latest information on upgrades, patches, and security issues: [www.apache.org](http://www.apache.org).
7. Click **Next**.
8. The Server information screen appears. Select one of the following:
  - a) **Domain Name**: Provide the target server domain name. You can also use the server's fully qualified domain name (FQDN) if the client has access to a DNS server, which can resolve the FQDN with the client's IP address.
  - b) **IP address**: Provide the target server's IP address. Selecting IP address is not recommended if your network is configured using DHCP.
9. Under **HTTP Port** number, type a port to use as the server listening port. The Quick Heal Admin Console server's address will be the following:  
`http://{Quick_Heal_Admin_Console_Server_name}:{port number}/qhscan`
10. You also have the option of enabling Secured Socket Layer (SSL) security. Select the **Enable Secure Socket Layer** check box. Type an SSL port number. If you enable SSL, this port number will serve as the server's listening port. The Quick Heal Admin Console server's address will be as follows:  
`https://{Quick_Heal_Admin_Console_Server_name}:{port number}/qhscan`
11. Click **Next**.

12. A message box will be prompted to verify and confirm the web server settings. In case if you wish to modify the settings again then click **No**. To continue with existing settings click **Yes**.
13. If you are "using a proxy server on your network" or "using Socks Version 4 & 5 network" then you need to enter the IP address (or domain name) and port of the proxy, SOCKS V4 & SOCKS V5 server in the Connection settings. Username & password are mandatory for the logon credential. Following Quick Heal Admin Console modules require these changes: **Registration Wizard, Update Manager and Messenger**.

#### To enable and configure proxy settings

1. Select **Enable proxy settings**.
2. Choose **HTTP Proxy, Socks V 4 or SOCKS V 5** as per your settings and then do the following:
  - In **Server**, type IP address of the proxy server or domain name (For example: proxy.yourcompany.com).
  - In **Port**, type the port number of the proxy server (For example: 80).
  - In **User name and Password**, type your server logon credentials, when required.
14. Click **Next**. Client Setting screen will appear.
15. On client/workstation by default Quick Heal will be installed as per the path specified in this screen. Type the client Installation path. Path can be provided using either %PROGRAMFILES% or %BOOTDRIVE% variable. e.g. %PROGRAMFILES%\Cat Computer Services\Quick Heal or %BOOTDRIVE%\Quick Heal
16. Specify the **Client Agent Communication Port**. Quick Heal clients communicate with server to fetch the important instruction such Scanning, Updates and submitting the log to Quick Heal Admin Console. These activities are performed using this Port Number and hence it is very important. Please verify that this port number is not used by any other application in the network. Click **Next**.
17. A message prompt will appear to verify and confirm the **Client Agent Communication Port**. If you wish to change the port number then click **No**. To continue with installation click **Yes**.
18. Authentication screen appears. Create Quick Heal Admin Console Administrator password to access the Web console and for clients to unload/uninstall the client program. Confirm the passwords in the text boxes. This helps prevent unauthorized users from accessing the Web console and modifying your settings or removing the clients. Password for Administrator and Clients must be created, the password for Administrator and Client should not be same, otherwise installation will not proceed.
19. Next screen will contain installation summary. If you wish to change or review the settings click on **Back**. To proceed with installation click **Next**.
20. Please wait while installation continues.
21. Read the important information relating to **Quick Heal Admin Console**.
22. Click **Next**.
23. To **Register Quick Heal Admin Console and Configure Update Manager**. Click **Next**. If you wish to perform these tasks later then unselect the above options and click **Next**.
24. Click **Finish** to complete the installation.

## Registration

After installation of Quick Heal Admin Console, it is strongly recommended that you should register and activate it immediately. Otherwise without activation client deployment will not start.

**Registration can be done by either of the following options:**

On-line with Internet Access on same system

Off-line using Internet Access on some other system

### Registering On-line with Internet Access on same system

To register Quick Heal Admin Console online with Internet connection, please proceed with the following process:

1. Launch Quick Heal Admin Console Registration Wizard click **Start-> Programs -> Quick Heal Admin Console -> Activate Admin Console.**
2. Click **Next.**
3. Choose **Yes** to "**I have Internet access on this computer**" and click **Next.**
4. Select "**Register the copy for first time**"
5. Provide "**Product Key**", "**Purchased From**" and "**Register for**" details.
6. Click **Next.**
7. Enter your personal details.
8. Click **Next.**
9. Before submitting just verify the details you have provided. If you want to modify any of the information click **Back.** Otherwise click **Next.**
10. It will take few seconds to register and activate your copy. Please stay connected to Internet during this process.
11. On completion you will get successful activation message. This message box will also display **Activation Number** and **License Subscription** validity information for your copy. Activation Number is very important, so please note it down on your User Guide or any other safe place for future reference. You will be asked for this activation number when communicating with Technical Support or during re-activation.
12. Click **Finish** to complete the registration process.



1. You can find Product Key for your copy pasted on your User Guide and / or inside the box. If you have purchased the software online using credit card then you will find the Product Key in the e-mail confirming your order.
2. Kindly stay connected to the Internet during the Registration process.

## Registering Off-line using Internet Access on some other system

In case if Internet connection is not available on your system, you will need to register Quick Heal Admin Console by filling the registration form on our website. You can visit off-line activation page on our web site at <http://www.quickheal.com/admininfo.htm> with any system having Internet Connection. For example: Cyber cafe.

### This involves following important steps

- Getting details of your Quick Heal Admin Console installation
- Visiting and filling off-line registration web form through some other system having Internet access
- Receiving license.key file
- Activating the Quick Heal Admin console using newly obtained license.key file.

### Detail procedure

When filling the registration form on our website you would also need following information of your installed copy:

- Product Key
- Installation Number
- A Valid E-mail address.



1. You can find **Product Key** inside the User Guide or inside the box. If you have purchased the software online using credit card then you will find the **Product Key** in the e-mail confirming your order.
2. Installation Number is available in Off-line Registration section of Quick Heal Admin Console Registration Wizard. Choose **No** to '**I have Internet access on this computer**' and click **Next** to get the **Installation Number**.

### Obtaining License File

Once the Product Key and Installation Number are verified, you will have access to the company Information page wherein you are required to fill the relevant contact details. Once the registration details are submitted successfully an unique License.key file will be generated. This license.key file will be sent to you via e-mail on the e-mail address provided by you at the time of registration. You will also get an option to download your License.key file on successful registration/activation. Take this License.key file to the system where activation needs to be done.

### Activating Offline

Now proceed with the following process to activate your copy:

1. Launch Quick Heal Admin Console Registration Wizard click **Start-> Programs -> Quick Heal Admin Console -> Activate Admin Console**.
2. Click **Next**.
3. Choose **No** to **I have Internet access on this computer**.
4. Click **Next**.
5. Click **Browse** and open the **License.Key** file.
6. On completion you will get successful activation message. This message box will also display **Activation Number** and **License Subscription validity** for your copy. Activation Number is very important, so please note it down on your User Guide or any other safe place for future reference. You will be asked for this activation number when communicating with Technical Support or during re-activation.
7. Click **Finish** to complete the registration process.

## Reactivating Quick Heal Admin Console

If due to any reason you need to reinstall Quick Heal Admin Console, it is necessary to reactivate your copy after reinstallation. Reactivation is very easy and similar to the registration process. The changes in case of Reactivation are:

- On a system where you have Internet access, you are required to choose "**Reactivate the copy**" option and provide the **Product Key** and **Activation Number** of your copy and click **Next** to proceed with reactivation.
- Reactivation through Off-line is just similar to the corresponding registration process. You only have to remember your **Activation Number** and provide it whenever it is being asked for, during reactivation process.

## Configuring Update Manager

Update Manager is a tool which is used to download updates for selected platforms under Quick Heal Admin Console. Update Manager provides you the facility to download all product updates on a single machine. All Quick Heal Admin Console Client will take updates from this centralized location as per the product and platform.

### To open Update Manager

1. Click on **Start->Programs->Quick Heal Admin Console**.
2. Click on **Update Manager**.

### To View the status of Updates downloaded

1. Open **Update Manager**.
2. Click on **Status**.

It will display status of all available updates. Status contains the information of all types of updates like major, patch, weekly and daily. It also displays virus database date of all types of downloaded updates.

### To Configure Update Manager

1. Open **Update Manager**.
2. Click on **Configuration**.
3. Specify Password.
4. Clicking on **OK** will display a wizard in the right panel containing following.

<b>Enable Automatic Update</b>	Automates the Quick Heal Admin Console update process.
<b>Select the Updates you want to download</b>	You can select platforms for which you want to download updated in this section.
<b>Download updates to</b>	Update manager saves downloaded update in the folder specified in this section. All Quick Heal Clients will take the updates from this centralized location.
<b>Always take backup before downloading new update</b>	Enabling this option will take the backup of existing update before downloading new update. These backup are used to rollback to previous update if required.
<b>Delete reports after</b>	You can delete reports at scheduled interval by enabling this option.
<b>Prevent unauthorized access to settings</b>	To protect Update Manager options from being changed without your permission, you can choose to protect it by enabling password protection. If you specify a password, you are asked to enter a password every time when you want to change configuration or connection settings.

5. Click on **Apply** to save changed settings.
6. Click on **Update Now** to start download of updates.

### To Rollback Updates

Rollback is used to rollback to previous update. This option will only be available if you have enabled "**Always take backup before downloading new update**" option. To rollback Update, take below given steps:

1. Click on **Rollback**.
2. Select the Product you want to rollback.
3. Click on **Rollback**.

## To Configure Connection Settings

If you are using a proxy server on your network then you need to enter the IP address (or domain name) and port of the proxy server in the Connection Settings.

To configure HTTP proxy settings, take below given steps.

Select **Enable Proxy**.

Choose **HTTP Proxy, SOCKS V4 or SOCKS V5** as per your settings and then do following.

- In server, type **IP Address** of the proxy server or domain name( For example proxy.yourcompany.com )
- In **Port**, type the port number of the proxy server (For example : 80)
- In **User name and password**, type your server logon credentials, when required

Click on **Apply** to save settings.

## To view reports

1. Open **Update Manager**.
2. In the left pane of the Update Manager click on **Reports**.

**Reports** contain a list of activity logs of update manager with details such as date, time & status of update.

- Click on **View** to view details about the selected log entry. The detail information consists of additional information regarding downloaded updates. To see previous log, press **Prev**. To see Next log, press **Next**.
- Click on **Delete** to delete selected update log.
- Click on **Delete All** to delete all update logs.



**Print** and **Save As** add-ons are given in Activity Logs.

## Uninstalling Quick Heal Admin Console

If due to any reason you wish to uninstall Quick Heal Admin Console, please proceed with the following process.

1. Go to **Start Menu->Programs->Quick Heal Admin Console** group and click **Uninstall Admin Console**.
2. Quick Heal Admin Console Uninstaller will prompt for the Admin Password.
3. Specify **Admin Password**.
4. Click on **Next**.
5. Select "**Restart System Now**" to restart the system immediately or "**Restart system later**" to restart system later.
6. Click on **Finish** to complete uninstallation of Quick Heal Admin Console.



- If you have assigned login script to install client by Login Script Setup to domain servers, then uncheck it through Login Script setup before proceeding with uninstallation.
- If you have configured Quick Heal Admin Console site with Apache Web Server then uninstallation wizard will prompt you to uninstall Apache Web Server. Select "**Uninstall Apache Server**" only if no other site is running on Apache.
- Before proceeding with uninstallation, ensure that all other running programs are closed.

## Getting Started with Quick Heal Admin Console

This chapter explains how to use the Quick Heal Admin Console and how to configure basic settings.

### Exploring the Quick Heal Admin Console

Web Console is also installed during the installation of Quick Heal Admin Console. This section explains how to navigate the web console.

#### To open the Web console:

1. On any computer on the network, open a Web browser and type:
2. `http://{Quick_Heal_Admin_Console_Server_name}:{port number}/qhscan` in the address bar.
3. If using SSL, type
4. `https://{Quick_Heal_Admin_Console_Server_name}:{portnumber}/qhscan` in the address bar.
5. The browser displays the Quick Heal Admin Console login page.
6. Type the Administrator password in the **Password** text box, and then click **Login**. The browser displays the **Summary** screen of the Web console.

### Summary

When you access the Quick Heal Admin Web console, the **Summary** screen appears. You can also click **Summary** in the sidebar. Here you can view a summary of the following:

#### Scanner Status

You will get AntiVirus status of the server where Quick Heal Admin console is installed.

**Version, Service Pack** (if applied) and **Virus Database** details of AntiVirus Quick Heal are available here.

#### Clients Information

View the number of Quick Heal clients that are deployed, online, offline, and up-to-date. Operating system including Service packs details is also available where Quick Heal clients are installed.

Click **Refresh** to refresh the screen.

#### Infection Report

View the latest infection sources, viruses, and clients with virus incidents.

**Number of Client incident reports:** Number of infected clients across the network

**Most recent infection from:** Most recently infected client. Click on client name's link to see more details about the infection.

**Most recent infection virus name:** Name of recently detected virus across the network.

Click **Update Now** to launch the Update Now page where you can update clients system.

Click **Scan Now** to launch the Scan Now page where you can scan the clients system.

Click **Refresh** to refresh the page.

## Client Deployment

Quick Heal client can be deployed using various different methods as listed below:

- [Notify Install](#)
- [Installing using internal Web page](#)
- [Remote Install](#)
- [Login Script Setup](#)
- [Installing using Client Packager](#)

### Notify Install

You can use Quick Heal Admin Console to configure an email message using default email client that notifies users on your network to install Quick Heal Admin Console client.

#### To notify clients to install Quick Heal client:

1. On the sidebar, click **Client Deployment** and **Notify Install**.
2. The **Notify Install** screen appears.
3. Type the email address. In case of multiple recipients insert a semi colon (;) between email addresses.
4. Modify the subject line of the message if necessary.
5. Click **Send Notification**. The default mail program opens. **Send** the mail using email program.

At the user end, user has to click on the link provided in email. The link will open Quick Heal Client installation web page. Click **Install** to proceed with Quick Heal client installation. After Quick Heal Client installation is finished, Quick Heal AntiVirus installation will be initiated by Quick Heal Client.

### Installing using internal Web page

Users can install the Quick Heal client from the internal Web server. This is a very convenient way to deploy the Quick Heal client since you only have to instruct the users in your organization to go to the internal Web page and click **Install Quick Heal Client**. Email your users the following Instructions to install the Quick Heal client from the internal Web server.

Your users must have Microsoft Internet Explorer 5.5 or above to successfully download the client setup files. User may be prompted for **Internet Explorer – Security Warning** while accessing the page. Click **Install** to proceed with installation.

#### To install from the internal Web page:

1. Open Internet Browser and type the address from one of the following:

**Quick Heal Admin Console server with IIS/Apache web server having SSL enabled:**

`https://{Quick_Heal_Admin_Console_Server_name}:{port}/qhscan`

**Quick Heal Admin Console server IIS/Apache web server without SSL:**

`http://{Quick_Heal_Admin_Console_Server_name}:{port}/qhscan`

2. Click **Install Quick Heal Client** on the main page of the Quick Heal Admin Console server.
3. Click **Install** to proceed with Quick Heal client installation.

After Quick Heal Client installation is finished, Quick Heal AntiVirus installation will be initiated by Quick Heal Client.



## Remote Install

Remote install can be used to deploy Quick Heal client on Windows NT/2000/XP (Professional)/Server 2003 computers connected to the network. You can also install on multiple computers at the same time. Before proceeding with Remote Install please go through with following important requirements and changes:



1. Remote installation of Quick Heal is not supported on Windows 95/98/ME and Windows XP Home Edition. To install Quick Heal on above operating systems, you can use other methods of installation i.e. Notify install, Login Script and Client Packager provided in Quick Heal Admin Console.
2. For remote installation on Windows XP Professional Edition, following changes are requiring to be done at client side:
  - a. Click on **Start** and go to **Run**.
  - b. Type **gpedit.msc**.
  - c. Go to Local Computer Policy -> Computer Configuration -> Windows Settings -> Security Settings -> Local Policies -> **Security Options**.
  - d. Click on **Network Access**: Sharing and security model for local accounts.
  - e. Select **Classic** - local users authenticate as themselves.
  - f. Click on **OK**.
3. **Restart** the system. Remote install is not supported with the users having blank password on Windows XP and 2003 based systems.
4. Remote install is not supported with domain user and password on the client machine. To install Quick Heal Client you need to supply login credentials of local user having administrative privileges.

### To install with Remote Install:

1. On the sidebar, click **Client Deployment** and **Remote Install**.
2. The **Remote Install** page opens. The domains, workgroup and computers list displays under the **Network Places** all the Windows domains on your network.
3. From the list of computers, select a computer, and then click **Add >>**. A prompt will appear requiring a user name and password to the target computer. You need to have administrator rights to the target computer.
4. Type the local user name and password of the target computer, and then click **Ok**. The target computer appears in the selected computers list.
5. Repeat these steps until the list displays all the Windows computers to install Quick Heal client.
6. Click **Install** to install Quick Heal client to your target computers.

When Quick Heal Client completes the installation to a target computer, the installation status will appear in the **Result** field of the selected computers list.

## Login Script Setup

Using Login Script Setup, you can automate the installation of the Quick Heal client on unprotected computers while they log on to the domain controller. Login Script Setup adds a batch program called QHAC3.BAT to the server login script. QHAC3.BAT performs the installation of the appropriate version of the Quick Heal client as per the client operating system. Login Script Setup assigns a script called **QHAC3.BAT** to selected users. Assigned Login Script will install Quick Heal Client on the system when users logged in to the domain.

### To open Login Script Setup

1. Click on **Start-> Programs-> Quick Heal Admin Console**.
2. Click on **Login Script Setup**.
3. Enter admin password of Quick Heal Admin Console and click on **OK**.
4. The Login Script Setup displays a tree showing all domains in your network.

### To assign Login Script

1. Select the **Domain**.
2. Double Click on **Domain Name**.
3. Specify **User Name** and **Password** of the user having administrative privileges of the selected domain.
4. It will display all users of the selected domain in the right panel.
  - a. To assign login script to single or multiple users, Select them from the list.
  - b. Click on **Check All** to select all users.
  - c. Click on **Uncheck All** to deselect the selected users.
5. Check **"Overwrite existing Login Script"** if you want to overwrite already assigned login script of selected users.
6. Click on **Apply** to assign login script to selected users.
7. When Client logs in to domain server, assigned login script will deploy Quick Heal Client on the system.



- Users who do not have administrative privileges under domain are shown in red color.
- Quick Heal Client will only get deployed from users having administrative privileges on Windows NT/2K/XP/2003 based system.

### To Close Login Script Setup

Click on **Close** to close Login Script Setup.

## Installing using Client Packager

Client Packager can compress Quick Heal client setup and update files into a self-extracting file to simplify delivery via email, CD-ROM, or similar media. It also includes an email function that can open your default email client and allow you to send the package from within the Client Packager tool.

When users receive the package, they just have to double click the setup program. Quick Heal clients installed through Client Packager communicates to Quick Heal Admin Console server. This tool is especially useful when deploying the client setup on low-bandwidth remote offices.

### To create a Quick Heal Client package using Client Packager:

1. Click on **Start->Programs-> Quick Heal Admin Console-> Client Packager**.
2. Specify the folder path where you wish to save Quick Heal Client Packager, once it has been created. Either type the folder path in the text box or click **Browse** to choose the path.
3. Click **Create**.

### Sending the package via email

You need to have Microsoft Outlook installed to use the Client Packager email function.

### To send the package from the console:

1. Click **Send mail**. The default email client will open.
2. The email with the default subject and message appears. Edit the default subject and message if necessary. Click **To** and specify the recipients of this package. Click **Cc** or **Bcc** to furnish copies to other recipients in your organization.
3. Click **Send**.

## Remote Un-install

You can remove Quick Heal Client along with AntiVirus program from computers on your network remotely using the Quick Heal Admin Console.

### Warning:

Removing Quick Heal client from a computer may expose that computer and network to virus threats.

#### To remove the client using Remote Uninstall:

1. On the sidebar, click **Client Deployment** and **Remote Un-install**. **Remote Un-install** page appears.
2. Select the computer from which you want to uninstall Quick Heal client. To uninstall Quick Heal Client from all computers, click **Select All**. You can also schedule uninstallation from those computers which are not online or not present in the network by selecting Show off-line clients
3. Click **Start Un-install Notification**. The server sends a communication to the client to run the client uninstallation program.

#### To stop notifications:

If you want to stop notifications to clients that have not yet started the client uninstallation program, do the following:

1. Select the clients that you no longer want to remove.
2. Click **Stop Un-install Notification**. Clients that have not yet started the client uninstallation will skip the uninstallation request. However, clients that are already running the uninstallation program can not stop the uninstallation procedure.

## Client Manager

### Configuring client settings

Quick Heal Admin Console provides a way to remotely configure settings of all the clients that are registered to the server.

#### To open and configure client settings

1. Load Quick Heal Admin Console and login to the web based Interface.
2. Click on the Client Manager on the sidebar.
3. Select the Client Settings on the submenu that appears.
4. Client Settings page will appear with various categories.
5. Configure any setting under various categories provided.
6. Click on the Apply

Following categories along with options will be displayed on the page

#### Scanner Settings

Here you can configure following Manual Scan settings of the client.

<b>What Item to Scan</b>	You can select to scan only executable files or all files
<b>How to respond when a virus is found</b>	<p>You can select how the scanner has to respond when a virus is found during manual scan. Following options are provided:</p> <p>Repair automatically, quarantine if unsuccessful – All the infected files will be repaired automatically. Files that are not repairable will be quarantined.</p> <p>Delete automatically – To delete all the infected files automatically.</p> <p>Prompt – This will display a prompt to the user to select the action to take when a infected file is detected.</p> <p>Report only – To leave all the infected file as is and generate a report of all the infections detected.</p>
<b>Scan Packed Files</b>	To scan packed executable file inside an executable file.
<b>DNA Scan</b>	Enables DNA Scan for detection of unknown malwares without signature.
<b>Scan Mailboxes</b>	Select this to enable email scanning inside mailbox files.
<b>Scan Archive Files</b>	Select this to scan files inside compressed files like .ZIP, .ARJ etc.
<b>Archive Scan Level</b>	You can set the level that specifies how deep an archive file is to be scanned.

### On-line Protection Settings

Here you can configure following settings of Real-Time Scanner.

<b>Load on-line protection at startup</b>	Enable real-time protection to load every time the system is started.
<b>DNA Scan</b>	Enables DNAScan for detection of unknown malwares without signature.
<b>Display Alert to User</b>	In case of Windows NT/2000/XP and above systems you can enable alert message. This will display a message indicating virus name and file name, whenever any infected file is detected by the on-line protection.
<b>How to respond when a virus is found</b>	You can select how the scanner has to respond when a virus is found during manual scan. Following options are provided:  Deny access – To completely block access to infected file .  Repair automatically, delete if unsuccessful – All the infected files will be repaired automatically. Files that are not repairable will be deleted.  Delete automatically – To delete all the detected infected files.

### Data Protection Settings

Here you can enable or disable Data theft protection feature at the client. This feature enables you to block access to external devices that can be used to copy information from the client systems. For example external devices like pen drive, memory stick, mass storage drives etc.



This feature is provided only in Quick Heal Total Security protection at clients.

You have following option to configure:

<b>Block write access to removable drives</b>	To block write access to removable devices like pen drive etc. They can still be used to read information from.
<b>Block access to removable drives</b>	To completely block access to removable drives.

### Firewall Settings

You can enable or disable firewall protection at clients. Firewall protection can be enabled or disabled only for clients based on Windows NT 4.0/2000/XP/2003. Firewall protection on Windows 98/ME cannot be configured or changed remotely.

### E-mail Protection Settings

In this category you can enable or disable email protection of the client. When e-mail protection is enabled all the emails that are received at the client end will be scanned before they are saved to inbox. You can also enable anti-spam feature of email protection if you have Quick Heal Total Security for clients.

### Update Settings

You can configure following Quick Update settings in this category:

<b>Enable Automatic Update</b>	To enable automatic update.
<b>Silent Update</b>	Enable this to make the update process work in background without any user interface at client end.
<b>Show Update notification window to user</b>	Enable this to display Update Notification message to user at client end.
<b>Update Mode</b>	You can configure Quick Update at clients to either  Download updates from Admin Console Server or  Download updates from Internet.

### General

In this category you can select to protect the client configuration settings with password so that the user at the client cannot change them.

## Internet Settings

In this category you can configure proxy settings that you wish the client programs to use when accessing HTTP services over the network. If you have a proxy server configured for HTTP services just enable the proxy settings in this category then type the name of the proxy sever and its port number. If the proxy server requires a user name and password type them in the fields provided.

## Excluding Clients from Global Settings

Some times there are certain clients in the network where we wish to have different settings. You can exclude clients from All client settings or schedule scan settings that are applied to all the clients.

### To exclude client from applying global settings:

1. Load Quick Heal Admin Console and login to the web based Interface.
2. Click on the Client Manager on the sidebar.
3. Select Exclude Clients on the submenu that appears.
4. A screen will appear that will list all the deployed clients list on the left hand side of the page.
5. Select the clients you wish to exclude from global settings. Selected clients will appear in the list shown on the right side of the page.
6. Enable Exclude Global settings/Client settings check box if you want to exclude the selected clients from global settings.
7. Enable Exclude schedule scan check box if you want to exclude the selected clients from schedule scan.
8. Click Save.

## Importing and Exporting Client Configuration

When you have multiple installation of Quick Heal Admin Console on physically separate different networks or in case if you are planning to re-install Quick Heal Admin Console for some reason you can have the Client configuration saved on a external file. This provides simple and easy way to configure identical settings across different installations or even during re-installation process.

### Following categories of configured settings can be exported to an external file.

- All client settings
- Clients schedule scan settings
- Exclude clients settings

### To Export configured settings:

1. Load Quick Heal Admin Console and login to the web based Interface.
2. Click on the Client Manager on the sidebar.
3. Select Export Settings on the submenu that appears.
4. Export client settings page will appear.
5. You can view various current client configuration by clicking on the links provided on the page
6. Click Export to save the settings to external file.
7. File Download dialog with progress bar will appear.
8. A prompt will be displayed that will ask – Do you want to save the file? Click on Save to proceed.
9. Save As dialog will appear.
10. Select the drive and folder in which you wan to store the exported settings file.
11. Click Save. Export settings file will be saved to the given location.
12. Click close on the File Download dialog.

### To Import settings that were exported earlier:

1. Load Quick Heal Admin Console and login to the web based Interface.
2. Click on the Client Manager on the sidebar.
3. Select Import Settings on the submenu that appears.
4. Import client settings page will appear.
5. Specify the settings file name along with complete path in the Import Settings from edit box. Click on the Browse button to navigate to the file using folder dialog.
6. Click Import button.
7. New page will appear that will allow you to select which category of settings you want to import.
8. Select the check box against each category that you want to import.
9. Click Import

## Scan Now

You can run Scan Now on clients remotely using the Quick Heal Admin console. It is recommended running Scan Now on computers that you suspect to be infected.

### To run Scan Now:

1. On the sidebar, click **Client Manager** and **Scan Now**. Scan Now page appears containing list of computers.
2. Select the client on which you want to run Scan Now. If you wish to run Scan Now on multiple computers the select clients by pressing Shift button of your keyboard. To select all clients, click **Select All**. You can also schedule to run Scan Now on those clients who are not online or not present in the network by selecting Show **off-lines clients**.
3. Click **Start Notification** to send the communication to clients.

### To change Scan Now settings:

1. On the sidebar, click **Client Manager** and **Scan Now**.
2. Click **Scan Settings**. The **Scan Settings** screen appears.

Here you can configure following Scan Now settings of the client.

<b>What Item to Scan</b>	You can select to scan only executable files or all files
<b>How to respond when a virus is found</b>	<p>You can select how the scanner has to respond when a virus is found during manual scan. Following options are provided:</p> <p>Repair automatically, quarantine if unsuccessful – All the infected files will be repaired automatically. Files that are not repairable will be quarantined.</p> <p>Delete automatically – To delete all the detected infected files.</p> <p>Prompt – This will display a prompt to the user for him to select the action to take when an infected file is detected.</p> <p>Report only – To leave the entire infected file as is and generate a report of all the infections detected.</p>
<b>Scan Packed Files</b>	To scan packed executable file inside an executable file.
<b>DNA Scan</b>	Enables DNA Scan for detection of unknown malwares without signature.
<b>Scan Mailboxes</b>	Select this to enable email scanning inside mailbox files.
<b>Scan Archive Files</b>	Select this to scan files inside compressed files like .ZIP, .ARJ etc.
<b>Archive Scan Level</b>	You can set the level that specifies how deep an archive file is to be scanned.

### To stop Scan Now currently running on clients:

1. Select the clients on which to stop Scan Now.
2. Click **Stop Scan Now**.

### To stop notifications:

1. Select the clients no longer to run Scan Now.
2. Click **Stop Notification**. Clients who have not yet started Scan Now will skip the request. However, clients that are already running Scan Now will not be affected. To stop Scan Now on these clients, click **Stop Scan Now**.

## Update Now

You can update clients manually by pushing updated components on the server to the clients using Manual Deployment.

### To run Update Now:

1. On the sidebar, click **Client Manager** and **Update Now**. Update Now page appears containing list of computers.
2. Select the client for which you want to push the update. If you wish to run push the update to the entire clients on network, click **Select All**.
3. Click **Notify Update Now** to send the communication to clients.



You can also see the clients those are not updated for more then last three days by selecting **Select computers with out-of-date Quick Heal**

### To stop Notification:

1. On the sidebar, click **Client Manager** and **Update Now**. Update Now page appears containing list of computers.
2. Click **Stop Notification**. Clients who have not yet started updating will skip the request. However, clients that are already updating will not be affected.

## Schedule Scan

You can schedule the client to scan automatically at predetermined time and intervals. You can schedule the scan at daily and weekly. This will supplement other automatic protection features to ensure that your computer remains virus-free.

You can easily schedule custom scan. Frequency can be set for daily and weekly scans. Further you can also schedule the task to repeat at specific intervals.

### To schedule the scan:

1. On the sidebar, click **Client Manager** and **Schedule Scan**. Schedule Scan page appear.
2. In the **Tools** pane, click on **Schedule Scan**. Quick Heal Scan Scheduler wizard will appear.
3. Select **Enable Schedule Scan**.
4. Set the frequency and time at which you want to run the scan on clients. Most of the frequency options include additional options (Every day (s), hrs and Repeat Task) that let you further refine your schedule scan.
5. Under **Scan Setting**, you can specify specific items to be scanned, action required to be taken if a virus is found and use of advance options while scanning. By default, setting has been set for adequate options for scanning.
6. When you are done, click **Apply**.



You can also schedule to run Scan on those clients who are not online or not present in the network by selecting **Show Notify schedule scan if client is off-line**.



## Administrator Settings

### Password

To prevent unauthorized users from modifying your settings or removing the Quick Heal client from computers on network, Quick Heal Admin console is password-protected. Quick Heal Admin Console requires you to specify a console password; however, you can modify your password from the Quick Heal Admin console.

#### To change the console password:

1. On the sidebar, click **Administrator Settings** and **Password**. The **Console Password** page appears.
2. Type your current password in the **Old password** text box.
3. Type your new password in the **New password** text box, and then retype that password in the **Confirm password** text box.
4. Click **Apply**.

### Admin Server

The Admin server allows you to use the Quick Heal Admin console to perform key administrative tasks for Quick Heal clients. During installation Quick Heal Admin Console installer automatically sets up a Web server. However, if you wish to use a different admin server then you must specify the new Admin Server's IP and port to ensure it maintains server-client communication and that you can still gain access to the Web console. For example, if you change the IP address of the server manually or if you assign a dynamic IP address to it, you need to reconfigure the Web server settings of Quick Heal Admin Console.

#### To configure the Admin Server:

1. On the sidebar, click **Administrator Settings** and **Admin Server**. The **Admin Server** page appears.
2. Type the server name or IP address of the Quick Heal Admin Console server.
3. Type the port number that the Quick Heal Admin Console server uses.
4. Click **Apply**.

### Inactive Clients

When you uninstall Quick Heal client from a computer, the program automatically notifies the server. When the server receives this notification, it removes the client icon in the computer tree to show that the client does not exist anymore.

However, if the client is removed using other methods, such as reformatting the computer hard drive or deleting the client files manually, Quick Heal Admin Console will not be aware of the removal and it will display the client as inactive. If a user unloads or disables the client for an extended period of time, the server also displays the client as inactive.

To have the display of active clients protected under Quick Heal Admin Console only, you can configure Quick Heal Admin Console to automatically remove inactive clients from the computer protection list.

#### To automatically remove inactive clients:

1. On the sidebar, click **Administrator Settings** and **Inactive Clients**. The **Inactive Clients** page appears.
2. Select the **Enable automatic removal of inactive clients** check box.
3. Select how many days after Quick Heal Admin Console considers a client is inactive.
4. Click **Apply**.

## Update Manager

Update Manager tool which is used to download updates for selected platforms under Quick Heal Admin Console. Update Manager provides you the facility to download all product updates on a single machine. All client of Quick Heal Admin Console will take updates from this centralized location as per the product and platform.

### Status

Under Status you will find the latest information of the updates downloaded by Update Manager. To check updates status:

1. On the sidebar, click **Update Manager** and **Status**. The **Update Manager Status** page appears.

<b>Computer Name</b>	Displays the name of the computer where Update Manager is installed and downloading the updates.
<b>IP Address</b>	Displays the IP address of the computer where Update Manager is installed.
<b>Status</b>	Provide information about the Update Manager whether it is running or turned off.
<b>Update Now</b>	Notify Update Manager to check and download the updates.
<b>Rollback</b>	This is an important feature which can be used in emergency situation. In case of emergency or due to any reason if you found that the updates are inconsistent and you wish to restore to the previous updates so that the clients those who are not updated, do not update until the new updates arrived.

### Settings

To Configure Update Manager

1. On the sidebar, click **Update Manager** and **Status**. The **Update Manager Status** page appears.

<b>Enable Automatic Update</b>	Automates the Quick Heal Admin Console update process.
<b>Always take backup before downloading new update</b>	Enabling this option will take the backup of existing update before downloading new update. These backup are used to rollback to previous update if required.
<b>Delete reports after</b>	You can delete reports at schedules interval by enabling this option.

Click on **Apply** to save changed settings.

## Client Reports

Quick Heal Admin Console provides latest information of all clients and keeps comprehensive logs about virus incidents, policies and updates. It gives the latest status of all the connected online clients and gives the last update report of the off-line clients. Use these logs to assess your organization's virus protection policies and to identify clients that are at a higher risk of infection. Also use these logs to verify if the clients are updated with latest updates.

### To view Status and Report

On the sidebar, click **Client Report**. The **Client Report** page appears.

This page displays following details of clients:

<b>Computer Name</b>	Displays the name of the computer.
<b>Domain</b>	Displays the domain to which the selected client logins.
<b>IP Address</b>	Displays the IP address of the client.
<b>Client Type</b>	If the client is installed as Admin Console Server or Client.
<b>Status</b>	Provides status like whether the client is online or offline.
<b>Excluded for</b>	Displays the list of clients are excluded from Client Settings or Schedule Scanning implied by the Administrator.
<b>Installation Status</b>	Provides the client installation status. Whether Quick Heal Client is installed or not.
<b>Product Version</b>	Displays selected client Quick Heal version.
<b>Virus Database Date</b>	Provides the virus database date of client.
<b>Last Scan Date</b>	Provides the scan date, when the last scan was performed.
<b>Virus Count</b>	Number of virus found since it was last reset.

You are given with the list of systems that are under the control of Admin Console with status information that can be viewed by selecting the system and clicking on the **View Status** button at the bottom.

#### To View Status of a client

1. On the sidebar, click **Client Reports**. The **Client Report and Status** page appears.
2. From among the list of computers displayed select the client whose status has to be checked.
3. Click on the **View Status** button at the bottom of the page. The **Client Status** page appears.

The Status page that appears displays following information about the selected client.

<b>IP Address</b>	Displays the IP address of the client.
<b>Status</b>	Provides status like whether the client is online or offline.
<b>Computer Name</b>	Displays the name of the computer.
<b>Domain</b>	Displays the domain to which the selected client logs in.
<b>OS Platform</b>	Displays the operating system on the client.
<b>Product Name</b>	Displays the product type at client.
<b>Product Version</b>	Displays selected client Quick Heal version.
<b>Product Services Pack</b>	Displays selected client Quick Heal service pack.
<b>Date Installed</b>	Date of installation of Quick Heal protection on client.
<b>Virus Database Date</b>	Virus Database date of the client Quick Heal.
<b>Online Protection status</b>	Status of On-line protection at client. (Disable/Enable)
<b>DNAScan Status</b>	Status of DNAScan at client. (On/Off)
<b>Email protection</b>	Status of email protection at client. (On/Off)
<b>Automatic Update</b>	Status of Automatic. (enabled/disabled)
<b>Virus Count</b>	Number of virus found since it was last reset.
<b>Last Virus Found</b>	Name of the last virus found.
<b>Last Virus found on</b>	Date on which the last virus was found.
<b>Last scan time</b>	Scan time of the last scan performed.
<b>Last connected on</b>	Date and time when the client agent has communicated status with Server
<b>Default Email client</b>	Email client configured as default email client at client end.
<b>Default Browser</b>	Default browser at the client.

#### To Reset Virus Count of a client

1. On the sidebar, click **Client Reports**. The **Client Status and Report** page appears.
2. From among the list of computers displayed select the client whose Virus Count is to be reset.
3. Click on the View Status button at the bottom of the page. The Client Status page appears.
4. Click on the Reset Virus Count button at the bottom of this page.

### To View Virus Log of a client

1. On the sidebar, click **Client Reports**. The **Client Status and Report** page appears.
2. From among the list of computers displayed select the client whose Virus Log is to be checked.
3. Click on the **View Log** button at the bottom of the page. The Client Virus Log page appears. This button provides details only when infection occurred on client

Virus Log page displays the table that has entries for each virus detected at the client end. Each virus detection entry displays following information about the incident:

<b>Computer Name</b>	Displays the name of the computer.
<b>Domain</b>	Displays the domain to which the selected client logins.
<b>User Name</b>	This is the user name who was login, when the virus was detected on the client.
<b>File Name</b>	Displays the infected file name and path
<b>Virus Name</b>	Displays the virus name.
<b>Action Taken</b>	Action taken when virus was detected.
<b>Date Installed</b>	Date of installation of Quick Heal protection on client.
<b>Date</b>	Date and time when virus was detected on the client.
<b>Version</b>	Quick Heal version
<b>Module</b>	Quick Heal component name that detected the virus. It can be on-line protection or email protection or the scanner.

## License Manager

License Manager manages Quick Heal Admin License. You can check the status of your Quick Heal Admin Console license, add new licenses to your existing setup and renew your license using License Manager.

### Status

#### To check the status

Click on the sidebar, click **License Manager**. The **License Manager** page appears displaying the current status.

Status provides following information.

<b>Company Name</b>	Displays the name of the company to which Quick Heal Admin Console is registered.
<b>Product Key</b>	Displays the Product Key of Quick Heal Admin Console. Product key is used to register Quick Heal Admin Console.
<b>Activation Number</b>	Displays the Activation number of Quick Heal Admin Console. Activation number is obtained after successful registration of Quick Heal Admin Console. This number is used in case you uninstall Quick Heal Admin Console and wants to reactivate it.
<b>Subscription Valid till</b>	Displays expiry date of Quick Heal Admin Console license.
<b>Maximum number of systems under console</b>	Displays total number of systems which can be protected with Quick Heal Admin Console.

Click on **Additional License** to add or increase the current license subscription.

Click on **Renew My Subscription** to renew the current license subscription.

### Additional License

If you want to add licenses to your existing license then you need to obtain additional key from Quick Heal. To obtain additional Key you need to fill order form provided in Quick Heal Admin Console and submit it to Quick Heal Team. Once you received additional key, proceed with following.

#### To add the license

On the sidebar click **License Manager** and **Additional License**. The **Additional License** page appears.

#### Online Addition of licenses.

- Enter Additional Key in the 4 Boxes provided.
- Click on **Submit**.

#### Offline Addition of licenses

If you do not have internet connection on the system, you can also add licenses through offline Addition method. To add licenses offline take below given steps.

- Visit <http://www.quickheal.com/html/offaradmin/> with the Additional key and other license information i.e. Product Key, Activation Number, Installation Number.
- Fill the additional license form.
- Upon filling additional license form you will be provided with license key file.
- Specify the path of additional license key in Offline Addition license page and click on **Submit**.

Upon successful addition of licenses you will be able to deploy Quick Heal Client on added number of systems.

## Renewal

If you want to renew your license, then you need to obtain Renewal key from Quick Heal. To obtain renewal Key you need to fill order form provided in Quick Heal Admin Console and submit it to Quick Heal Team. Once you received renewal key, proceed with following.

### To renew the license subscription

On the sidebar click **License Manager** and **Renewal**. The **Renewal** page appears.

#### Online Renewal of license.

- Enter Renewal Key in the 4 Boxes provided on Renewal Page.
- Click on **Submit**.

#### Offline Renewal of license

If you do not have internet connection on the system, you can also renew licenses through offline renewal method. To renew licenses offline take below given steps.

- Visit <http://www.quickheal.com/html/offaradmin/> with the Renewal key and other license information i.e. Product Key, Activation Number, Installation Number.
- Fill the Renewal license form.
- Upon filling renewal license form you will be provided with license key file.
- Specify the path of Renewal key in Offline Renewal license page and click on **Submit**.

Your license will get renewed after successful renewal of licenses.

## License Order Form

This page will help you print or e-mail license order form for additional license or renewal license for your existing Admin Console License.

This is an off-line activity and only helps you in creating the License information sheet along with the order details. You still need to contact your vendor and place the order for any of your license requirement. While placing order for either additional license or renewal license you will have to submit the copy of order form which you will be generating by following the instructions on this page.

### To create and print additional license order form

1. On the sidebar click **License Manager** and **License Order From**. The **License Order From** page appears.
2. Select **Additional license for existing Admin Console license**.
3. Enter the number of systems on which additional license is required.
4. Click **Create Order Form**. Additional License form will be displayed.
5. Get it Print by clicking on **Print** button.
6. Sign the form and send it to your vendor or Cat Computer Services Pvt. Ltd. To process the order.

### To create and print renewal license order form

7. On the sidebar click **License Manager** and **License Order From**. The **License Order From** page appears.
8. Select **Renewal license for existing Admin Console license**.
9. Enter the duration of license from the list provided. Renewal can be done for 12, 24 and 36 months only.
10. Click **Create Order Form**. Renewal License form will be displayed.
11. Get it Print by clicking on **Print** button.
12. Sign the form and send it to your vendor or Cat Computer Services Pvt. Ltd. To process the order.

## Technical Support

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

### **When is the best time to call?**

Cat Computer Services provides technical support between 10.00 AM to 18.00 PM (Indian Standard time).

### **What should I be ready with, before calling?**

- Your Product Key which is included in the boxed version of the products. If you have purchased our products on-line then you will find the Product Key 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.



## Contact Us

Head Office		World wide Online support centre
<p>Cat Computer Services (P) Ltd. 603 Mayfair Towers II, Wakdewadi, Shivajinagar, Pune 411 005, India. Tel: +91-20-66025985 Fax: +91-20-66025985 E-mail: <a href="mailto:info@quickheal.com">info@quickheal.com</a> Web: <a href="http://www.quickheal.com">http://www.quickheal.com</a></p>		<p>Cat Computer Services (P) Ltd. Office No 201, 1<sup>st</sup> Floor, Sunrise Apartment, 775/3 Ketkar Path, Opposite Kamala Nehru Park, Pune – 411 004, India. Tel: +91-20-65223883/ 65223892 E-mail: <a href="mailto:support@quickheal.com">support@quickheal.com</a> Web: <a href="http://www.quickheal.com">http://www.quickheal.com</a></p>
Distribution Centers and Support Offices in India		
<p><b>Ahmedabad</b></p> <p>Cat Computer Services (P) Ltd. B - 610, Gopal Palace, Opp. Choice Restaurant, Near Shiromani Complex, Nehrunagar – Shivranjani Cross Road, Ambavadi, Ahmedabad – 380 015 Tel: +91-79-65130996 Mobile: +91-9375492324 Support: +91-9328272878</p>	<p><b>Bangalore</b></p> <p>Cat Computer Services (P) Ltd. #1422, 37<sup>th</sup> 'B'Cross, 11<sup>th</sup> Main, 4<sup>th</sup> 'T' Block, Jayanagar, Bangalore – 560 041 Tel: +91-80-51211549 Mobile: +91-9341040350/ 9341966844 Support: +91-9342540390/ 9343093174 E-mail: <a href="mailto:banglore@quickheal.com">banglore@quickheal.com</a></p>	<p><b>Baroda</b></p> <p>Cat Computer Services (P) Ltd. C/o. Rachaita Inc. 215, Race Course Towers, Race Course Circle, Opp City Bank, Near Pasha Bhai Park, Baroda - 390 007 Tel: +91-265-6621369 Mobile: +91-9824508753 Support: +91-9327239265 E-mail: <a href="mailto:baroda@quickheal.com">baroda@quickheal.com</a></p>
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<p>For more details please visit <a href="http://www.quickheal.com">http://www.quickheal.com</a></p>		