Satellite Communications

SkyFile® Anti Virus

Installation guide

Date: 15-Jan-15

Ref: Version 3.00

AIRBUS
DEFENCE & SPACE

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1. DOCUMENT HISTORY

Date:	Version ref:	Modifications:	Author:
29-Sep-08	1.00	Original version	J-Marc DUC
08-Apr-13	2.00	Monthly update over the air	J-Marc DUC
15-Jan-15	3.00	SkyFile Mail v9.00 & Airbus design	J-Marc DUC

2.   SKYFILE® ANTI VIRUS, INTRODUCTION.

Benefit from our software SkyFile® Anti Virus in combination with SkyFile Mail.

The SkyFile Anti Virus software protects your remote computer assets from potentially harmful viruses. Fully automatic Anti Virus updates, notification and version verification ensure you keep your computers and Local Area Network safe even while at sea. It combats a wide range of threats such as viruses, Trojan horses and other **mal**icious soft**ware** (malware). It is a highly effective Anti Virus program and protects you against a range of viruses, Trojans, worms, spyware, adware and PUAs (Potentially Unwanted Applications), using Sophos based virus detection engine.

SkyFile Anti Virus delivers the same benefits as a shore-based Anti Virus program for your satellite communications. Thanks to high compression levels, this includes low speed data-terminals.

3.   SKYFILE ANTI VIRUS, SERVICE OVERVIEW.

SkyFile Anti Virus is a complete Anti Virus software, providing your vessels or remote PCs and networks with protection against viruses and other external threat sources. Once installed, the program is fully automatic and provides the same level of protection as your office-based Anti Virus software.

The compression (up to 50%) ensures that update files are small in size (average of total daily updates, around 40Kbytes) making it compatible even with low-speed data terminals such as Iridium and Inmarsat Mini M.

Automatic email notification ensures you always have the latest version of SkyFile Anti Virus.

SkyFile Anti Virus must be used together with SkyFile Mail, Airbus Defence and Space' messaging and compression tool that allows you to send reliable and cost-effective emails, e-faxes and SMS messages.

Daily updates are automatically delivered by email via SkyFile Mail.

Software updates are performed automatically for all registered PCs of your vessels or remote PC network thanks to SkyFile Mail's Automatic File Transfer (AFT) feature.

4. HOW TO BECOME A SKYFILE ANTI VIRUS USER?

Using SkyFile Anti Virus services requires a registration. A dedicated activation form is available on our website (www.satcom-airbusds.com or www.SkyFile.com) or can be ordered at Airbus Defence and Space Customer Care (asbc.customercare@astrium.eads.net).

Fill out the document (page 2 of the activation form is mandatory for SkyFile Anti Virus activations) and indicate the number of PC/Laptops which you want to protect with SkyFile Anti Virus system on board or on your Local Area Network.

Insert date and sign the activation form and send it back to Airbus Defence and Space Customer Care (asbc.customercare@astrium.eads.net).

5. HOW TO DOWNLOAD SKYFILE ANTI VIRUS SOFTWARE?

SkyFile Anti Virus software is not provided on a CD because it should be obsolete almost immediately. In order to provide our users an up-to-date Anti Virus software, SkyFile Anti Virus can be downloaded from the SkyFile Mail Remote Configuration website.

When SkyFile Anti Virus option has been activated by Airbus Defence and Space Customer Care, SkyFile Anti Virus menu is available.

5.1 REMOTE CONFIGURATION WEBSITE ACCESS BY ACCOUNT-OWNER.

Please go to SkyFile Mail Remote Configuration website via

http://www.webmail.SkyFile.com/cfg.htm
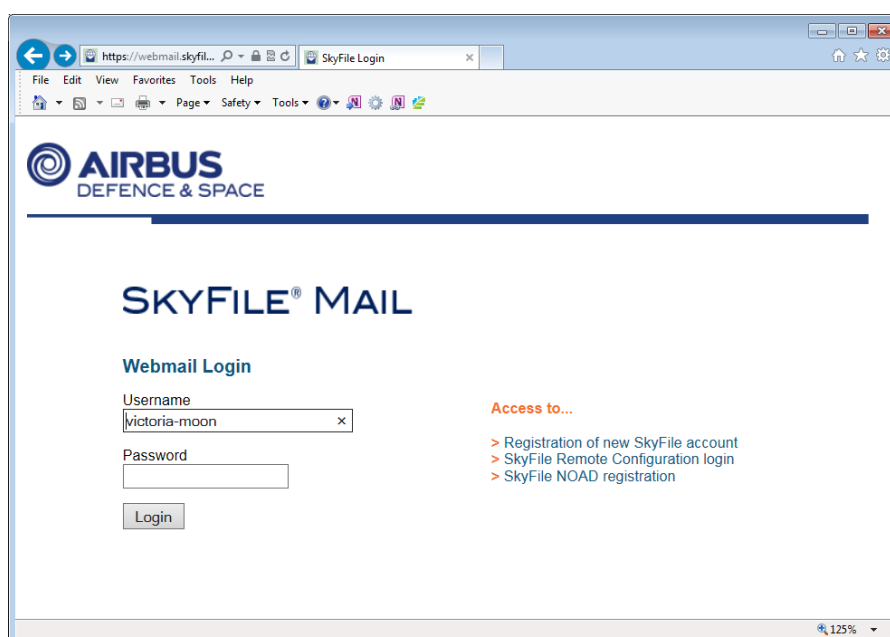
Please enter your **Master Username** and **password**.

<u>Note</u>: The SkyFile username, used for doing tests and screen-shots is "***Victoria-moon***"

Select "**Anti Virus**" Option

You access to SkyFile Anti Virus download page:
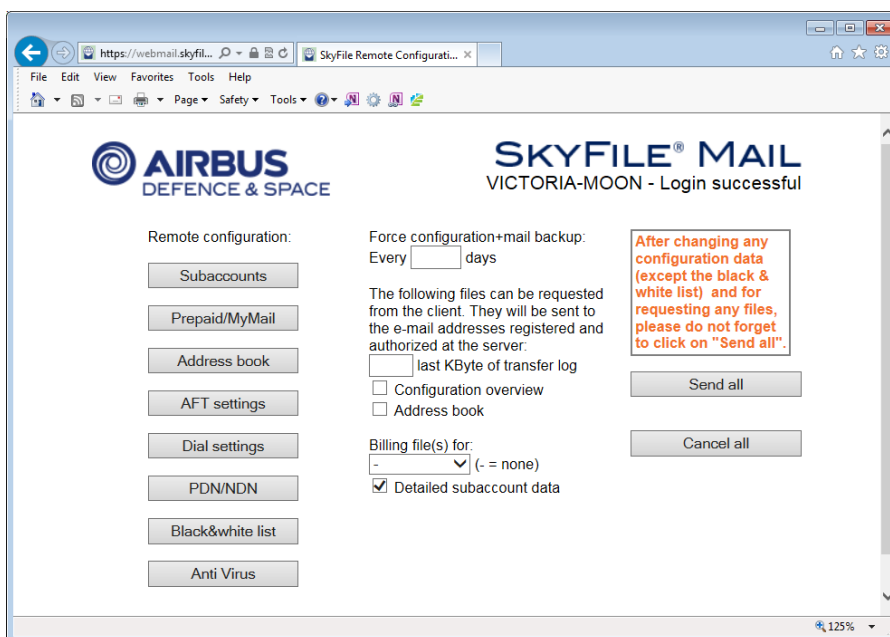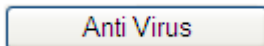
On the SkyFile Anti Virus page, you find two downloadable files:

- **SFAV_ENG.ZIP** (~100 MB): The newest monthly renewed installation package. The ZIP file contains the complete Sophos client software and the application "SETUP.EXE", developed by Airbus Defence and Space. This application manages the installation of the Sophos update repository on the ship and guides you through all steps of activation. You do not have to edit any XML files or use scripts.

- **SFAV_IDE.ZIP** (0-5 MB): Daily renewed "first time IDE update package". This file contains all virus pattern updates (IDE files) which are newer than the current SFAV_ENG.ZIP. This file helps you to minimize the necessary volume of online updates during the first usage.

Please download both files. This should be done as near as possible to the date of installation. Then go to the ship for installation.

Every month a new "SFAV_ENG" file is available on the Remote Configuration Tool website. It is recommended to update the Sophos Engine on a monthly basis but it is not mandatory.

The engine can accept daily updates during maximum 3 months. When the engine gets older, the master will get a popup window reminding him that he has to do an engine update. This happens after the engine gets 60days and 75days old. In addition to the popup message for the master a mail to the Remote Configuration registered addresses is sent with the same information.

After 3 months of usage, SkyFile Anti Virus will continue to protect your network against known viruses but no more against new ones.

5.2   Remote Configuration website access by third-party.

It might happen that you need to provide the access to your Remote Configuration website to a third-party. For instance, if the vessel is far away and if SkyFile Anti Virus Engine must be updated, you might need to provide the access-rights to the local ship-chandler or your local correspondent.

To avoid any problems of confidentiality and to preserve the privacy of SkyFile account parameters, you can provide the "generic" password: "**SFAV**". By entering the Master user name and "SFAV" as password, the user will only access to SkyFile Anti Virus downloading page. The other menu won't be accessible.

6.   SKYFILE ANTI VIRUS & IDE PACKAGE INSTALLATION

After downloading both required files (SFAV_ENG.ZIP and SFAV_IDE.ZIP), SkyFile Anti Virus can be installed on board.

For economic reasons, downloading should be done as near as possible to the date of installation.

After going to the ship, you have to launch first "SETUP.EXE in "SFAV_ENG.ZIP" with administrative privileges:

- Windows 2000 and XP prior to SP2: Re-login in Windows as administrator

- Windows XP SP2 normally asks for administration log-in when launching setup.

- Windows Vista & Windows 7 asks for the permission to execute set-up, click "yes"

6.1   SkyFile Anti Virus installation

NOTE: Please first check you have the administrator privileges on your PC.

- Please follow instructions given during the installation

- Please, read and accept the "SkyFile Anti Virus Sub Licence Agreement" then click on "**Continue**".

- When asked, please choose the type of installation between:

    o   Network installation

    o   Local workstation installation (only one PC is protected)

- To change the configuration afterwards (from one workstation to Local Area Network installation), please remove SkyFile Anti Virus and re-start the installation from the beginning.

- Continue to follow the instructions until the installation of your SkyFile Anti Virus is completed.

- Setup has created all necessary directories, network shares and also the SkyFile Mail API configuration.

At the end of the installation, the system confirms that the installation has been finished and asks the question if you have an update package "SFAV_IDE.ZIP" to install.

- Please click on "Yes" to install IDE package.
- if you have answered "yes" but do not really have an IDE package, you can restart the engine setup without a problem and at the end when the questions appears again you can answer "no".

6.2 SkyFile IDE package installation.

In a second step SETUP.EXE in SFAV_IDE.ZIP must be executed. It will add all IDE files which are newer than the engine database. All Sophos files will be located in a directory "Antivirus.DIR" within the SkyFile main directory, like "C:\SkyFile\Antivirus.DIR". This directory is opened as a network share by SETUP.EXE.

The share name is "\\<computername>\InterChk" e.g. \\PC1\InterChk.

All workstations in the ship's local network must have at least read access to this share.

- Please follow the instructions during SkyFile IDE package installation, until the final message indicating the good success of your installation.

- At the end of the installation, the system will tell you that "*SkyFile Anti Virus update repository is now installed*" and it will ask you the question "*Should the installation of the Anti Virus Client start now?*"

- If you click on "NO", the Sophos client can be started later executing "Setup_Workstation.bat".

On all other computers within the ship's LAN, the customer has to start the script "\\servername\Interchk\Setup_Workstation.bat". The installation does not show any options. If it does not work, detailed information may be obtained from the Windows event viewer.

After a successful installation you will see an icon in the system tray looking like a protection shield.

Depending on the network configuration, it might be grey and marked with a red error flag. In this case click on it with the right mouse button and open "Configure updates". Check here whether username and password might be required to enable correct network access to the network share \\<Computername>\InterChk.

6.3   Local Area Network installation & protection.

If you want to protect the other PCs/Laptops which are connected to your Local Area Network, please go the each PC and follow the short installation guide.

➔ Go to the first "slave" PC

➔ Select "My Network Places"

➔ Select the Interlink to the Master PC (for instance \\PC1\interchk)

➔ Start the script \\servername\Interchk\Setup_Workstation.bat. The installation does not show any options. Please, wait for complete installation.

6.4   General functions

The Sophos client on the master PC and on all client PCs in the local network will check frequently whether there are new files within the update repository. After the first installation there is no need to start any actions manually.

Even after the engine update (at least every 3 months), only the application "SETUP.EXE" must be started on the master PC. This will update the repository, and all Sophos clients will get these updates silently. To verify this, you can right-click the Sophos icon in the system tray and choose "Open Sophos client". Here you can check the product info in the help menu. In the same window of the Sophos client you can specify the protection options (on-access check, exceptions, scheduled drive checks and so on).

The version of the installed Sophos engine can be viewed in the new SkyFile Mail "Help" menu, please select "Anti Virus". Detailed information can be seen in the Sophos client software as well.

When the engine gets older, the master will get a popup window reminding him that he has to do an engine update. This happens after the engine gets **100 days** and **150 days** old.

In addition to the popup message for the master an email to the remote configuration address is sent with the same information (see below):

From: config-daemon@SkyFile.com [mailto:config-daemon@SkyFile.com]

Sent: lundi 1 septembre 2014 13:21

To: [*remoteconfig-address]*

Subject: [*Account-Name*] SkyFile Anti Virus engine is 120 days old

SkyFile Mail account [*Account-Name]* has installed the SkyFile Anti Virus engine version "10.3.3 VDL4.31E".

This engine is now 120 days old.

The SkyFile Anti Virus engine will only work properly

within its lifetime of 9 month. Please download a new

engine from the SkyFile Mail Remote Client Configuration website

and update this installation as soon as possible.

For more info, contact our Customer Care

Email: asbc.customercare@astrium.eads.net

Customer Care EMEA

Tel: +33 1 70 48 98 98

Customer Care Americas

Tel: +1 310 616 55 94

Tel: +1 855 769 39 59 (US toll Free)

Customer Care Asia Pacific

Tel: +65 64 29 83 11

Web: www.astrium-satcom.com

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7.   NOTIFICATIONS CREATED BY SKYFILE ANTI VIRUS

During the installation and usage of SkyFile Anti Virus several mails are generated. All these notifications are sent to the Remote Configuration addresses registered in Airbus Defence and Space' SkyFile Mail Administration Tool.

If you need to know how your Remote Configuration option is configured, please contact Airbus Defence and Space Customer Care.

7.1 First installation of SkyFile Anti Virus.

After successful installation of SkyFile Anti Virus and after the first connexion to SkyFile Mail server, you receive the following notification:

From: config-daemon@SkyFile.com [mailto:config-daemon@SkyFile.com]
Sent: jeudi 10 juillet 2012 11:41
To: *[remote configuration addresses]*
Subject: (*SkyFile Mail Account Name*) SkyFile Anti Virus activated

Dear Customer,

SkyFile Anti Virus has been installed on [*SkyFil Mail Account Name*] and had its first online contact. SkyFile Anti Virus updates will now be sent to account until you unsubscribe the service.

Client has requested IDE updates starting with 12.06.2014.

2987464 Bytes were delivered to the mailbox.

For more info, contact our Customer Care

Email: asbc.customercare@astrium.eads.net

Customer Care EMEA

Tel: +33 1 70 48 98 98

Customer Care Americas

Tel: +1 310 616 55 94

Tel: +1 855 769 39 59 (US toll Free)

Customer Care Asia Pacific

Tel: +65 64 29 83 11

Web: www.astrium-satcom.com

7.2 SkyFile Anti Virus Engine update

After successful installation of SkyFile Anti Virus new update, you receive the following notification:

From: config-daemon@SkyFile.com [mailto:config-daemon@SkyFile.com]

Sent: mardi 15 juillet 2014 15:48

To: [*Remote configuration addresses*]

Subject: (*SkyFile Mail Account Name*) SkyFile Anti Virus engine 10.3.3 VDL4.31E

SkyFile Mail account [*SkyFile Account Name*] has installed the

SkyFile Anti Virus engine version "10.3.3 VDL4.31E".

This engine was generated 09.07.2014.

For more info, contact our Customer Care

Email: asbc.customercare@astrium.eads.net

Customer Care EMEA

Tel: +33 1 70 48 98 98

Customer Care Americas

Tel: +1 310 616 55 94

Tel: +1 855 769 39 59 (US toll Free)

Customer Care Asia Pacific

Tel: +65 64 29 83 11

Web: www.astrium-satcom.com

7.3 SkyFile Anti Virus Expiring Engine (after 120 and 150 days of usage)

SkyFile Anti Virus Engine is fully efficient during 9 month maximum. After 120 and 150 days of usage, you will receive the following notification as a reminder:

From: config-daemon@SkyFile.com [mailto:config-daemon@SkyFile.com]

Sent: mardi 15 juillet 2014 15:48

To: [*Remote configuration addresses*]

Subject: (*SkyFile Mail Account Name*) SkyFile Anti Virus engine is 120 days old

SkyFile Mail account [*SkyFile Account Name*] has installed the

SkyFile Anti Virus engine version "10.3.3 VDL4.31E".

This engine is now 120 days old.

The SkyFile Anti Virus engine will only work properly

within its lifetime of 9 month. Please download a new

engine from the SkyFile Mail Remote Client Configuration website

and update this installation as soon as possible.

For more info, contact our Customer Care

Email: asbc.customercare@astrium.eads.net

Customer Care EMEA

Tel: +33 1 70 48 98 98

Customer Care Americas

Tel: +1 310 616 55 94

Tel: +1 855 769 39 59 (US toll Free)

Customer Care Asia Pacific

Tel: +65 64 29 83 11

Web: www.astrium-satcom.com

7.4 SkyFile Anti Virus New Engine available.

Each quarter, Sophos provides a new version of SkyFile Anti Virus engine. It is absolutely necessary to update your engine every quarter.

Each quarter, you will receive the following notification:

From: config-daemon@SkyFile.com [mailto:config-daemon@SkyFile.com]
Sent: jeudi 17 juillet 2014 13:45
To: [*Remote configuration registered addresses*]
Subject: (SkyFile Mail Account Name) SkyFile Anti Virus engine version 10.3.3 VDL4.31E (02.07.2014) available

Dear Customer,

there is a new SkyFile Anti Virus engine update available.

You can download it from http://webmail.SkyFile.com/cfg.htm

You must install an engine update at least every 9 months.

For more info, contact our Customer Care

Email: asbc.customercare@astrium.eads.net

Customer Care EMEA

Tel: +33 1 70 48 98 98

Customer Care Americas

Tel: +1 310 616 55 94

Tel: +1 855 769 39 59 (US toll Free)

Customer Care Asia Pacific

Tel: +65 64 29 83 11

Web: www.astrium-satcom.com

8. QUATERLY UPDATE OVER THE AIR

From **SkyFile Mail v8.25** and SkyFile Anti Virus v10.2.6, the users benefit from a new service allowing the captain to download the engine update via a satellite link (Over the air).

The quaterly update system removes the need for yearly manual updates that previously required an engineer to visit the vessel and update the system using solid media every three months.

By reducing the size of the updates from 100 Mbytes to between 7 and 20 Mbytes, updates can be done over the air, which whilst using bandwidth, is far more cost effective than visiting the vessel and manually updating the Anti Virus engine four times a year.

To benefit of the monthly update over the air, please contact Airbus Defence and Space Customer Care (asbc.customercare@astrium.eads.net) . A registration is required.

When the registration is effective, the captain receives a monthly notification informing him about the availability of a new and updated Anti Virus engine.

Here is the text received by the captain:
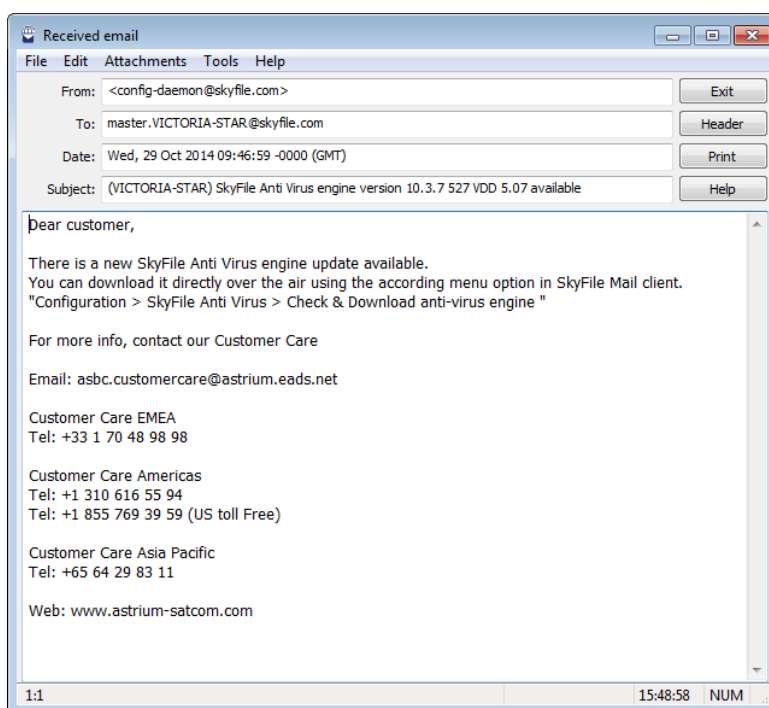
« Check and install updates of SkyFile modules » gives to the master a full picture of the sofware versions and if some of them have to be updated, including SkyFile Anti Virus

- • « INFO » gives to the master more information about the changes, the versions and the volume of data to be transfered

- • "DOWNLOAD" starts the downloading of the latest version of the engine.

After the reception of the new file, it can be installed from the same area. The button "Download" is just replaced by "Install"

9. SOPHOS INTERFACE

By clicking with the right-mouse on Sophos Icon, you can access to Sophos Anti Virus interface.
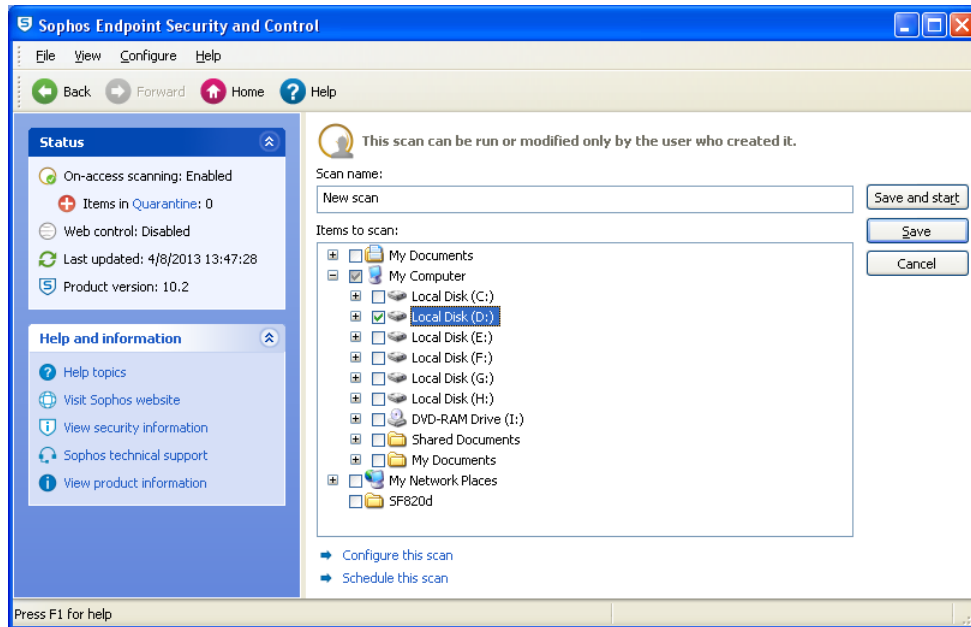
Some features can be modified or customized.

For more information about Sophos Anti Virus interface, please use the Online Help Menu.
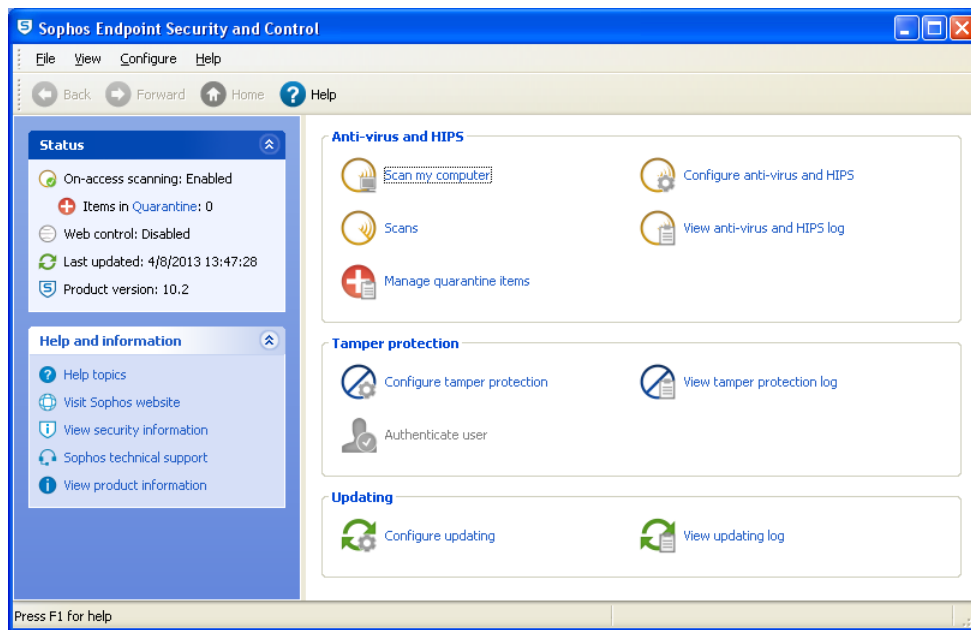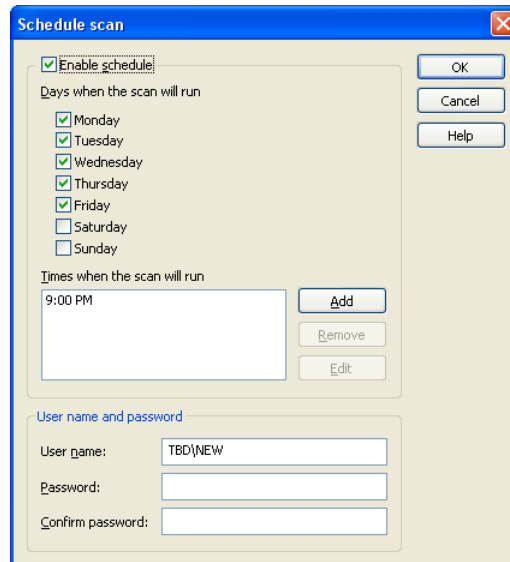
9.1   Set up a new scan.

If you need to setup a regular scan of your PC, please go to "**Scans**", then "**Select new scan**".

Select the repertories you want to scan

Select, "**Schedule this scan**".

Activate "**Enable schedule**" menu.

Configure your personal scan and confirm.

If you use a Windows system without a Windows login-password, you are not able to configure the scheduled scans.
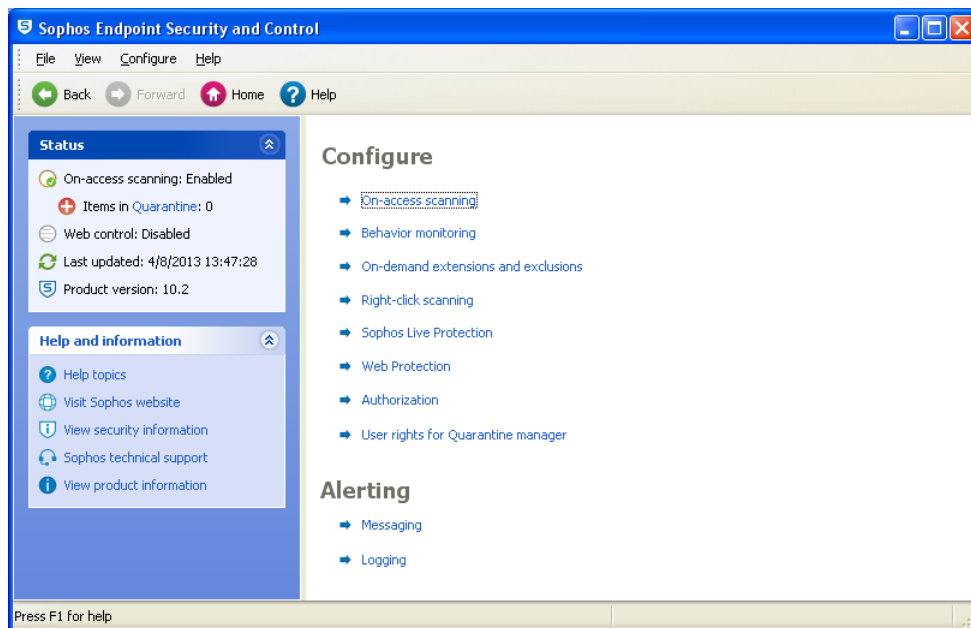
In that case, the scan is done on a **daily-basis**, at **09:00** local PC time, except on Saturday and Sunday.

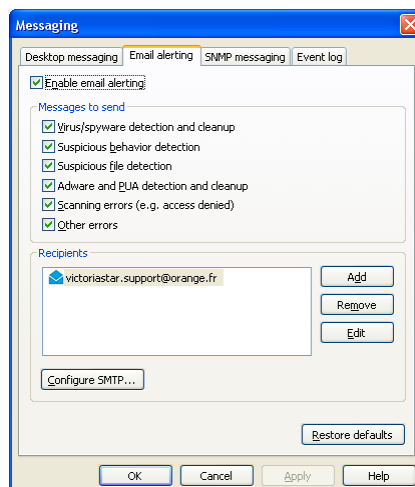The scan is done later if the PC is not running at that time.

9.2   Sophos Anti Virus interface, Messaging.

Your system can be configured to send alerts via email when viruses or suspicious files are detected.
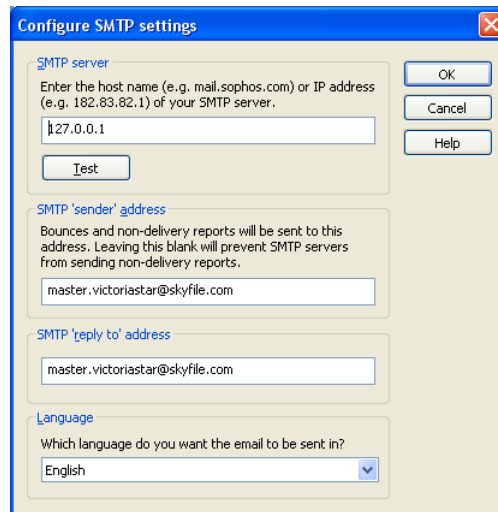
This menu is accessible by:

And "**Messaging**"

To be alerted via email, please configure the SMTP settings.

10. SKYFILE ANTI VIRUS DE-INSTALLATION

To remove SkyFile Anti Virus from your computer, please go to "**Control Panel**" – "**Add or Remove Programs**"

Please remove:

      a) **Sophos Anti Virus**

      b) **Sophos AutoUpdate**

      c) **SkyFile Anti Virus**

11. F.A.Q

11.1 PC privileges

The Sophos Anti Virus program running in Windows as a service has one known security hole. It can be stopped and disabled by a simple command-line like "NET STOP <service> if the logged-in user has administrative privileges (which often seems to be the case). Any new/unknown Trojan which made its way through the Anti Virus shield can stop the Sophos service and then download new parts of itself from anywhere.

This is not possible if the Windows user has restricted privileges only; in this case it is not possible to stop a service.

To avoid this issue, the PC should normally run with restricted privileges, though installs and engine updates require administrative rights, of course.

11.2 SkyFile Anti Virus and SkyFile Mail installation path

SkyFile Mail and SkyFile Anti Virus are, intentionally, installed into C:\.

Please, do not install the software into C:\Program files.

Current Windows versions do not allow write network access to this folder which would make it impossible to use subaccounts from other LAN workstations.

Under Vista and Windows 2008 applications have no right to write files into their own path if they are under C:\program files.

Trying to move the software from the original installation path to C:\Program files will leave registry entries unchanged (pointing to the previous path), so SkyFile Mail cannot work after this tricky circumvention of the setup program.

This is the reason why the setup program defaults to C:\SkyFilemail.

11.3 SkyFile Mail (or other software applications) run slowly after SkyFile Anti Virus' installation.

This can happen if a network drive is mapped on your computer.

By default, Sophos Anti Virus scans all the disks. If one of the drives is mapped with a network location containing a lot of files, scanning can slow down your PC's performances.

To exclude remote files from scanning operation:

- Right click on Sophos Anti Virus icon and select "Open Sophos Anti Virus"

- Go on **Configure Sophos Anti Virus/On-demand extensions and exclusions** menu

- Select Exclusions tab and click on "Add" button

- Select "Remote files" and "Save"

11.4 A red cross appears on Sophos Anti Virus icon.

That means that last SkyFile Anti Virus update failed so last .ide files were not received or not processed correctly.

- Check the update configuration: this should be \\<computername>\InterChk for a "Network installation" and SKYFILEDIR\Antivirus.dir\ESXP for a "local workstation installation" where SKYFILEDIR is your SkyFile mail directory

- If you have a "network installation", check your network cable is plugged

11.5 Where can I find information about Sophos Anti Virus?

Sophos Anti Virus documentation can be accessed through Sophos Anti Virus window ("Help Topics" in left menu) or on Sophos Web Site www.sophos.com

11.6 Sophos Anti Virus icon doesn't appear.

That means that the software is not launched correctly.

Reboot your PC or execute **setup_workstation.bat** under **/Antivirus.dir** in SkyFile directory.

11.7   How can I use Alerts / Messaging menu?

Alerting/ Messaging menu allows users to customize messaging. Please refer to Sophos Anti Virus documentation for more information (See point 3).

Note: Email alerting can only be used if your PC is connected with an SMTP server, which is not the case in most of the onboard configurations.

11.8   An Anti Virus software is already installed.

SkyFile Anti Virus cannot be installed in that case.
Remove your Anti Virus through "Add/Remove" menu in Windows parameters configuration.

11.9   How can I configure auto-scan?

You can only configure a customized scan if you are administrator of your PC and account is protected by a login and password.

In that case:

- Right click on Sophos Anti Virus icon and select "Open Sophos Anti Virus"

- Click on Set-up a new scan

- Choose scan name, items to scan, schedules.. and save it

If you don't have any password, a default scan is planned once a week (Friday, 12PM) and cannot be changed.

12. NEED SUPPORT?

If you have any questions, please contact your Key Account Manager or Customer Care:

Customer Care – Astrium Services Business Communications

Email:	asbc.customercare@astrium.eads.net
EMEA:	+33 (0)1 70 48 98 98
Americas:	+1 (310) 616-5594
	+1 855 769 39 59 (toll free)
Asia Pacific:	+65 64 29 83 11