

# **ADMINISTRATOR'S GUIDE**

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**THIRTYSEVEN4 ADMIN CONSOLE 4.5**

**Thirtyseven4, LLC.**

**<http://www.thirtyseven4.com>**

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## About This Document

This administrator's guide contains all the information you need to install and use Thirtyseven4 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.

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

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

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## Introducing Thirtyseven4 Admin Console

Thirtyseven4 Admin Console protects small and enterprise networks from Viruses, Trojans, Worms, Backdoors, Hackers and other malwares such as Spywares, Riskwares, Pornwares, etc. It is an integrated solution that protects desktops, laptops and network servers. It features a Web-based management console that gives access to all clients and servers on the network, to the administrators. It also 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 configuring server and client settings. It gives you complete control over the antivirus settings of desktop and notebook computers. You can 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 that is used to download and manage the updates for Thirtyseven4 Admin Console for the selected platforms. It provides you the flexibility to download all product updates on a single machine. It also provides the facility of automatically updating Thirtyseven4 Admin Console for enhancements or bug fixes.

### **Login Script Setup**

Login Script Setup is used to deploy Thirtyseven4 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 Thirtyseven4 Client on the system when users log in to the domain.

### **Client Packager**

Client Packager can compress Thirtyseven4 client setup and update files into a self-extracting file to simplify delivery via email, CD-ROM, or similar media. Client Packager can be created with or without Thirtyseven4 installer. 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 Thirtyseven4 Admin Console Work?

Thirtyseven4 Admin Console works on the Client/Server architecture where the console manages all the client agents deployed on the network. The console and client agents can be installed on almost all flavors of Microsoft Windows operating systems. Refer [System Requirements](#) for a detailed description of console, client agent system requirements and compatibilities.

Using Thirtyseven4 Admin Console, the Administrator can deploy Thirtyseven4 AntiVirus remotely on the specified computers, groups or domains, which are the part of same domain. Whenever the server copy of Thirtyseven4 AntiVirus is updated, all computers configured to update from the server will be automatically updated without user intervention. Thirtyseven4 Admin Console monitors these processes so that an administrator can view, the computers that have Thirtyseven4 AntiVirus installed, the virus database date of Thirtyseven4, whether Virus Protection is active, and if viruses are active in the memory of workstations. If any virus is found active in memory of workstation(s) then that particular workstation(s) gets disconnected from the network. If it detects that Thirtyseven4 is uninstalled in any workstation(s), then it reinstalls Thirtyseven4 remotely without user intervention. This keeps the computer and network safe from virus threats.

## Network Deployment Scenarios for Thirtyseven4 Admin Console

Network Setup differs from one organization to the other based on the size and the architecture of the network setup. Some organizations may prefer a simple network setup with one server and multiple clients, while others may opt for a network setup with subnets or DHCP servers. If the organization has a huge network setup, then they might opt for server with multiple LAN cards where a single server may cater to the needs of networks with different IP range.

Thirtyseven4 realizes the varying network setup in organizations and has provided Installation recommendation for three prominent network setups. Each of the following scenarios provides recommendation for installing Thirtyseven4 Admin Console suitable to the concerned network setup.

### Scenario 1

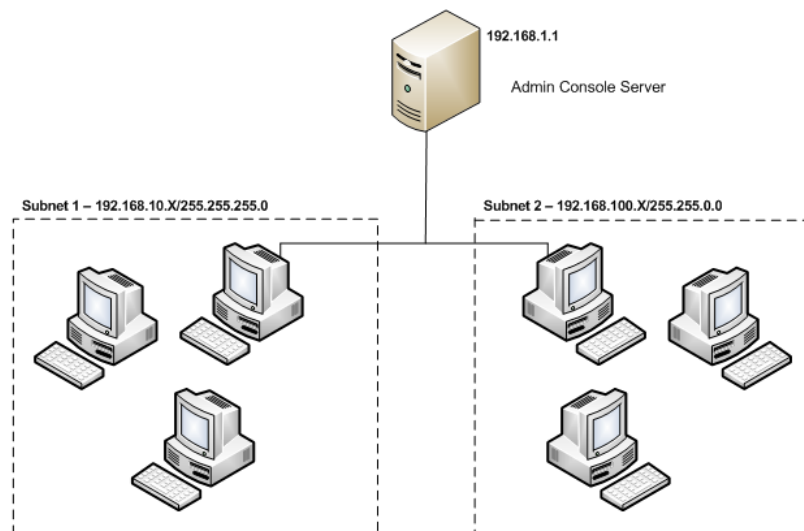
#### TITLE

Installing Thirtyseven4 Admin Console on a network with Subnets configured using Static IP Address

#### NETWORK SETUP DESCRIPTION

The entire network is configured using static IP Addresses and the network comprises of subnets connected to the main server. Thirtyseven4 Admin Console will be installed on the server and Thirtyseven4 client agents will be deployed on the client systems in the subnet.

#### NETWORK REPRESENTATION



## THIRTYSEVEN4 RECOMMENDATION

- Before installation, ensure that the server and clients are all connected by pinging server to clients and vice-versa.
- The server system, on which Thirtyseven4 Admin Console will be installed, should be configured using static IP address.
- During installation of Thirtyseven4 Admin Console select **IP Address** in the **Server Information Screen** which is the sixth screen of installation.

## Scenario 2

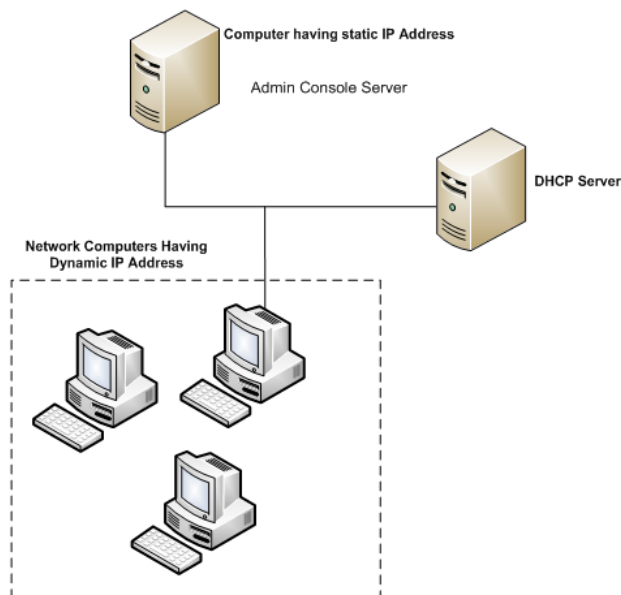
### TITLE

Installing Thirtyseven4 Admin Console on a network with clients configured using DHCP server

### NETWORK SETUP DESCRIPTION

The entire network is configured using a DHCP server. Thirtyseven4 Admin Console will be installed on server system and Thirtyseven4 client agents will be deployed on the client systems.

### NETWORK REPRESENTATION



## THIRTYSEVEN4 RECOMMENDATION

- Before installation, ensure that the server and clients are all connected, by pinging server to clients and vice-versa.
- The server system, on which Thirtyseven4 Admin Console will be installed, and the DHCP server system should be configured using static IP address.
- During installation of Thirtyseven4 Admin Console select **IP Address** in the **Server Information Screen** which is the sixth screen of installation.

## Scenario 3

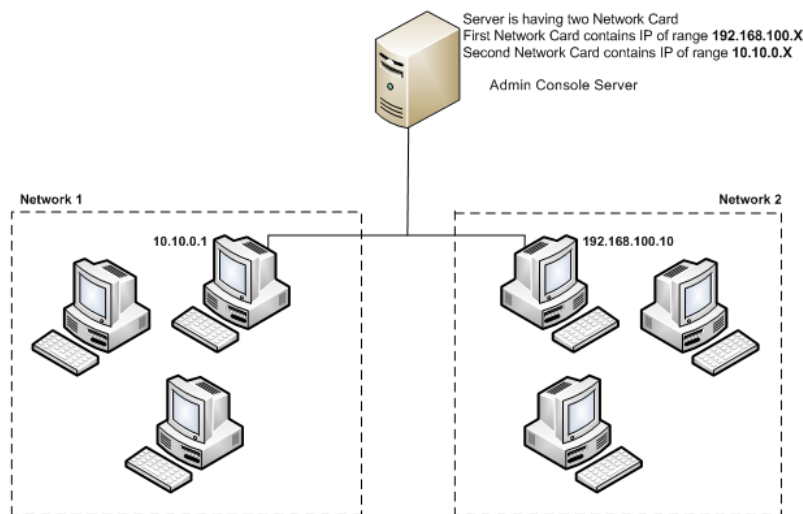
### TITLE

Installing Thirtyseven4 Admin Console on a server with two Network cards

### NETWORK SETUP DESCRIPTION

The server consists of two Network cards, each catering to a network of different IP Range (Ex: One network has the IP Range of 10.10.0.1 and the other network has the IP Range of 192.168.100.10). Thirtyseven4 Admin Console will be installed on the server with the two Network cards and Thirtyseven4 clients will be installed on all client systems of both the network.

### NETWORK REPRESENTATION



### THIRTYSEVEN4 RECOMMENDATION

- Before installation, ensure that the server and clients are all connected, by pinging server to clients and vice-versa. Try to ping using IP Address and System Name.
- The server system, on which Thirtyseven4 Admin Console will be installed, should be configured using static IP address.
- During installation of Thirtyseven4 Admin Console select **Domain Name** in the **Server Information Screen** which is the sixth screen of installation. 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.

## Installing Thirtyseven4 Admin Console

Thirtyseven4 Admin Console has a simple installation procedure. During installation, read each installation screen, follow the instructions, and then click Next to continue.

### Getting Prepared

Before installing Thirtyseven4 Admin Console remember the following important guidelines:

- If you have any other anti-virus software/hardware loaded on server and workstations uninstall it before proceeding with Thirtyseven4 Admin Console installation. It is not recommended to have two anti-virus software installed on same computer, as it may give unpredictable results, and will also slow down the computer.
- Close all open programs before proceeding with Thirtyseven4 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 Server / Windows 2000 Advanced Server / Windows 2003 Server / Windows 2008 Server / Windows 2008 Server R2 should be properly configured with Active Directory services.

### System Requirements

Thirtyseven4 Admin Console works on 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 2000 Professional / Server / Advanced Server
- Microsoft Windows XP Professional (32-bit/64-bit)
- Microsoft Windows Server 2003 Web / Standard / Enterprise (32-bit/64-bit)
- Microsoft Windows Vista Home Basic / Home Premium / Business / Enterprise / Ultimate (32-bit/64-bit)
- Microsoft Windows 2008 Server Web / Standard / Enterprise (32-bit/64-bit)
- Microsoft Windows 2008 Server R2 Web / Standard / Enterprise (64-bit)
- Microsoft Windows 7 Home Basic / Home Premium / Professional / Enterprise / Ultimate (32-bit/64-bit)

**Minimum system requirement for Console system**

- 300 MHz Intel Pentium processor or equivalent
- 256 MB of RAM
- 1.5 GB 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 5.0 on Windows 2000
- IIS Version 5.1 on Windows XP
- IIS Version 6.0 on Windows Server 2003
- IIS Version 7.0 on Windows Vista and above

**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**

### **Windows Workstations supported**


- Microsoft Windows 2000 Professional / Server / Advanced Server
- Microsoft Windows XP Home (32-bit) / Professional Edition (32-bit/64-bit)
- Microsoft Windows Server 2003 Web / Standard / Enterprise (32-bit/64-bit)
- Microsoft Windows Vista Home Basic / Home Premium / Ultimate / Business / Enterprise (32-bit/64-bit)
- Microsoft Windows Server 2008 Web / Standard / Enterprise (32-bit/64-bit)
- Microsoft Windows Server 2008 R2 Web / Standard / Enterprise (64-bit)
- Windows 7 Home Basic / Home Premium / Professional / Enterprise / Ultimate (32-bit/64-bit)

### **Minimum system requirements for Windows clients**

- 256 MB of RAM
- 1 GB of free disk space
- 1 GHz 32-bit (x86) or 64-bit (x64) processor for Windows Vista, Windows 2008 Server and Windows 7
- 1 GB of RAM for Windows Vista and Windows 7
- 512 MB of RAM for Windows 2008 and Windows 2008 R2
- For Windows 2000 – Service Pack 3 or above
- Internet Explorer 5.5 or higher
- Administrative privilege is required for installation

## Installing Thirtyseven4 Admin Console

To start with installation, insert Thirtyseven4 Admin Console CD in the CD-Drive. The CD will automatically run and provide you a list of option.

1. Click **Install Admin Console** to initiate the installation procedure. In case 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 **Browse** if you wish to install Thirtyseven4 Admin Console on a different location. To proceed with default installation path, click **Next**.
  5. Thirtyseven4 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 Thirtyseven4 Admin Console on an existing IIS installation. If IIS Server is not installed /configured then you may proceed with the installation using Apache Web Server 2.0 provided in Thirtyseven4 Admin Console installer.
    - b) **Apache Web Server**: Select Apache Web Server to install Apache 2.0 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 Thirtyseven4 Admin Console server's address will be the following: `http://{Thirtyseven4_Admin_Console_Server_name}:{port number}/qhscan405`
  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 Thirtyseven4 Admin Console server's address will be as follows: `https://{Thirtyseven4_Admin_Console_Server_name}:{port number}/qhscan405`
  11. Click **Next**.
  12. A message box will be prompted to verify and confirm the web server settings. In case 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 Thirtyseven4 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 Settings screen will appear.
15. On client/workstation by default Thirtyseven4 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%\Thirtyseven4\Thirtyseven4 or %BOOTDRIVE%\Thirtyseven4.

16. Specify the **Client Agent Communication Port**. Thirtyseven4 clients communicate with server to fetch the important instruction such Scanning, Updates and submitting the log to Thirtyseven4 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** to proceed with the installation.
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. The Authentication screen appears. Create Thirtyseven4 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. Passwords for Administrator and Clients must be created. The password for Administrator and Client should be different; else installation will not proceed.
19. The next screen will contain installation summary. If you wish to change or review the settings click **Back**. To proceed with installation click **Next**.
20. You will get a prompt which informs that Network connection on the system will be temporarily disabled if you continue with Thirtyseven4 Admin Console installation on the system. To continue with installation click **OK**. In case you wish to install later choose **Cancel**.
21. Please wait while installation continues.
22. Read the important information relating to **Thirtyseven4 Admin Console**.
23. Click **Next**.
24. To **Register Thirtyseven4 Admin Console** and **Configure Update Manager**. Click **Next**. If you wish to perform these tasks later then unselect the above options.
25. Click **Finish** to complete the installation.

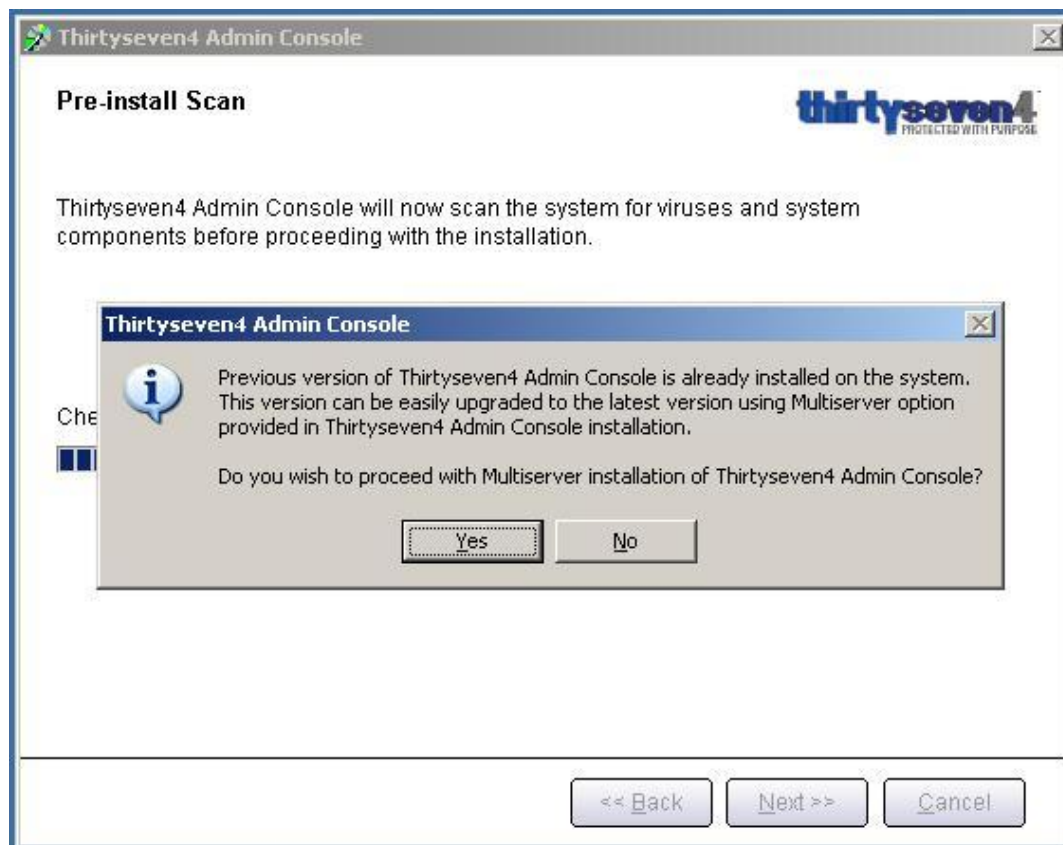
## Installing Multiple Thirtyseven4 Admin Console Server

Thirtyseven4 Admin Console multiple server installation is a unique feature of Thirtyseven4 Admin Console. Now Administrator can install higher version admin console where lower version admin console is already installed. This feature enables Administrators to easily migrate to latest version of Thirtyseven4 Admin Console by taking simple steps.

### Upgrading Thirtyseven4 Admin Console old version to Admin Console new version

To upgrade Thirtyseven4 Admin Console, take below given steps:

1. The new version of Thirtyseven4 Admin Console should be installed on the server that already has the old version of Thirtyseven4 Admin Console.
2. During installation, the new version of Thirtyseven4 Admin Console will detect the existing settings and display the following prompt during installation:



**Figure 3-1:** Pre-install Scan

3. Click **Yes** to proceed with multiserver installation.
4. Upon completion of installation of the new version Thirtyseven4 Admin Console, open the older Thirtyseven4 Admin Console and perform the following steps:
  - a) Click **Administrator Settings** -> **Admin Server**.
  - b) Type the Server Name or IP Address of the new version of Thirtyseven4 Admin Console in **Server Name/IP** textbox
  - c) Type the port number of the new Admin Console in **Port** textbox.
  - d) Click **Apply** button.

This will send a notification to all Thirtyseven4 clients about the new version and they will be redirected to the new version.

5. The new version will check for any old clients in the network. Upon detection it will automatically uninstall existing old clients and install new clients.
6. Once all the clients are upgraded, you can uninstall old Thirtyseven4 Admin Console from system. Before uninstallation, note down the Product key and activation number of your Thirtyseven4 Admin Console which will be required for reactivation of new Thirtyseven4 Admin Console.
7. After uninstallation of old version, reactivate new Thirtyseven4 Admin Console with your existing Product key and activation number.



- You can upgrade all lower version clients to higher version within 30 days period only.
- If you have configured lower version Thirtyseven4 Admin Console site with IIS on Windows XP and 2K based system and with SSL support enabled, then you will not be able to configure higher version Thirtyseven4 Admin Console site with SSL support on above operating systems. In this case you can install higher version Thirtyseven4 Admin Console with Apache Web Server.
- If you've installed an earlier version of Thirtyseven4 Admin Console then do not uninstall Apache Server during uninstallation of the earlier version of Thirtyseven4 Admin Console.

## Post Installation Tasks

### Registration

After installation of Thirtyseven4 Admin Console, it is strongly recommended that you register and activate Thirtyseven4 Admin Console immediately. Otherwise without activation client deployment will not start.

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

- Online with Internet Access on same system
- Offline using Internet Access on some other system

### Registering Online with Internet Access on same system

To register Thirtyseven4 Admin Console online with Internet connection, please proceed with the following process:

1. Launch Thirtyseven4 Admin Console Registration Wizard click **Start** -> **Programs** -> **Thirtyseven4 Admin Console 4.5** -> **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, Register for** and **Name** details.
6. Click **Next**.
7. Enter your personal details.
8. Click **Next**.
9. Before submitting, verify the details you have provided. If you want to modify any of the information click **Back**, else 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.



- You can find the **Product key** 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 email confirming your order.
- Kindly stay connected to the Internet during the Registration process.

## Registering Offline using Internet Access on some other system

In case Internet connection is not available on your system, you will need to register Thirtyseven4 Admin Console by filling the registration form on our website. You can visit offline activation page on our web site at <http://67.228.120.78/useract/offadmin> with any system having Internet Connection. For example: Cyber cafe.

### This involves following important steps

- Getting details of your Thirtyseven4 Admin Console installation
- Visiting and filling offline registration web form through some other system having Internet access
- Receiving **license.key** file
- Activating the Thirtyseven4 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:

- a. Product key
- b. Installation Number
- c. A Valid Email address.



- You can find the **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 email confirming your order.
- Installation Number is available in Offline Registration section of Thirtyseven4 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 a unique License.key file will be generated. This license.key file will be sent to you via email on the email 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

1. Launch Thirtyseven4 Admin Console Registration Wizard click **Start** -> **Programs** -> **Thirtyseven4 Admin Console 4.5** -> **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 Thirtyseven4 Admin Console

If due to any reason you need to reinstall Thirtyseven4 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 Offline 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 that is used to download and manage the updates for Thirtyseven4 Admin Console. It provides you the flexibility to download all product updates on a single machine. It also provides the facility of automatically updating Thirtyseven4 Admin Console for enhancements or bug fixes. All Thirtyseven4 Admin Console Clients will fetch the updates from this centralized location.

### How to open Update Manager

To open Update Manager, click **Start -> Programs -> Thirtyseven4 Admin Console 4.5 -> Update Manager**.

### Features of Update Manager

Update Manager offers four features. They are:

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

#### Status

Status contains information about the updates downloaded by Update Manager. It displays the Version, Service Pack and Virus Database Date of the Thirtyseven4 product accompanying the console.

#### Configuration

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

1. Click **Start -> Programs -> Thirtyseven4 Admin Console 4.5 -> Update Manager**.
2. Click **Configuration**.
3. Type the Super Administrator Password and click **OK**.

The panel on your right contains the following configurations:

<b>Enable Automatic Updates</b>	Checking this box enables automatic update of Thirtyseven4 Admin Console. By default, this feature is enabled. It is recommended that you do not disable this feature.
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#### Select the updating mode

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

#### Select the updates you want to download

Check the Thirtyseven4 product specific to your Admin Console, for which you need to download the updates.

<b>Download Admin Console Service Pack</b>	Checking this box enables the download of Thirtyseven4 Admin Console Service Pack. By default, this feature is enabled.
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#### Download updates to

This text box specifies the location where the updates will be downloaded. All Thirtyseven4 Clients will take the updates from this centralized location.

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

## Prevent unauthorized access to settings

<b>Enable Password Protection</b>	Checking this box enables password protection. This feature also allows you to change password of Update Manager. Enabling password protection prompts you to enter the password the first time you access either Configuration or Connection Settings feature of Admin Console. To change the password, please perform the following steps: <ol style="list-style-type: none"><li>1. Click <b>Change Password</b> button.</li><li>2. Type your existing Super Administrator Password in <b>Enter Old Password</b>.</li><li>3. Type your new password in <b>Enter New Password</b>.</li><li>4. Re-type your new password in <b>Confirm New Password</b>.</li><li>5. Click <b>Ok</b> button to finish the password change process or click <b>Cancel</b> button to exit without changing the password.</li></ol>
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Clicking **Apply** button saves the changes made in settings or configurations.

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

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

- Update Now
- Rollback

<b>Update Now</b>	Clicking this button will download the updates of Thirtyseven4 Admin Console.
<b>Rollback</b>	Clicking this button to take the Update Manager back to the previous update state. This feature will work only if <b>Always take backup before downloading new update</b> option is checked or enabled in the Configuration section of Update Manager. The steps for performing Rollback are as follows: <ol style="list-style-type: none"><li>1. Click <b>Rollback</b> button.</li><li>2. The Thirtyseven4 product for the Admin Console will be displayed.</li><li>3. Click <b>Rollback</b>.</li></ol>

## Connection Settings

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

1. Click **Start** -> **Programs** -> **Thirtyseven4 Admin Console 4.5** -> **Update Manager**.
2. Click **Connection Settings**.
3. Type the Super Administrator Password, and click **OK**.

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

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

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

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

## Reports

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

1. Click **Start** -> **Programs** -> **Thirtyseven4 Admin Console 4.5** -> **Update Manager**.
2. Click **Reports**.

You can perform the following actions on reports:

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

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

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

## Uninstalling Thirtyseven4 Admin Console

If due to any reason you wish to uninstall Thirtyseven4 Admin Console, please proceed with the following steps:

1. Go to **Start Menu** -> **Programs** -> **Thirtyseven4 Admin Console 4.5** group and, click **Uninstall Admin Console**.
2. Thirtyseven4 Admin Console Uninstaller will prompt for the Password.
3. Enter Super Administrator Password.
4. Click **Next**.
5. Select **Restart System Now** to restart the system immediately or, **Restart system later** to restart system later.
6. Click **Finish** to complete uninstallation of Thirtyseven4 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 Thirtyseven4 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 Thirtyseven4 Admin Console

This chapter explains how to use the Thirtyseven4 Admin Console and how to configure basic settings.

### Exploring the Thirtyseven4 Admin Console

Web Console is also installed during the installation of Thirtyseven4 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:  
http://{Thirtyseven4\_Admin\_Console\_Server\_name}:{port number}/qhscan405 in the address bar.
2. If using SSL, type  
https://{Thirtyseven4\_Admin\_Console\_Server\_name}:{port number}/qhscan405 in the address bar.
3. The browser displays the Thirtyseven4 Admin Console login page.
4. Type the Username as 'administrator' in the **User Name** textbox and Super 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 Thirtyseven4 Admin Web console, the Summary screen appears. You can also click Summary in the sidebar. Here you can view a summary of the following:

#### Thirtyseven4 Admin Console

You will get Version and Service Pack (if applied) of Thirtyseven4 Admin console.

#### Thirtyseven4 AntiVirus on Server

You will get **Version**, **Service Pack** (if applied) and **Virus Database** details of Server's Thirtyseven4 AntiVirus.

#### Infection Report

View the latest infection sources, viruses, and clients with virus incidents. Threat Meter displays current threat level of your network. Following are the threat levels:

- **Normal:** Means less than 12% of clients had detected viral infection in last 24 hours.
- **Elevated:** Means less than 24% of clients had detected viral infection in last 24 hours.
- **High Alert:** Means less than 36% of clients had detected viral infection in last 24 hours.
- **Critical:** Means more than 36% of clients had detected viral infection in last 24 hours.

Through scanning of entire network is recommended if Threat Level on the threat meter is **High Alert** or **Critical**.

**Number of Client incident reports for last 24 hours**

This displays the report of number of infected clients across the network for last 24 hours.

**Number of Client incident reports**

This displays the number of infected clients across the network.

**Most recent infection from**

This displays the most recently infected client. You have to click client name's link to see more details about the infection.

**Most recent infection virus name**

This displays the name of recently detected virus across the network.

**Number of Clients disconnected from network**

This displays the count of number of clients disconnected from the network.

**Clients**

View the number of deployed, online and offline Thirtyseven4 Clients. Operating systems including Service packs details are also available where Thirtyseven4 clients are installed. The Pie-Chart summary screen provides a simple and current status of client information for easy reference.

**Deployment Status**

This displays the number of clients deployed in the network as well as number of unprotected system across your network. Click **Enumerate Now** to get up-to-date count of unprotected system across your network.

**Update Status**

You can view the update status of clients which are up-to-date, clients that have not been updated since three days, clients that are not updated since last week and clients not updated since last fifteen days.

- 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 **Export** to export the Summary page in Comma Separated Value (CSV) format, which is supported by Microsoft Excel.
- Click **Refresh** to refresh the page.

## Client Deployment

Thirtyseven4 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 Thirtyseven4 Admin Console to configure an email message using default email client that notifies users on your network to install Thirtyseven4 Admin Console client.

#### To notify clients to install Thirtyseven4 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 the link provided in email. The link will open Thirtyseven4 Client installation web page. Click **Install** to proceed with installation. After Thirtyseven4 Client installation has finished, Thirtyseven4 AntiVirus installation will be initiated by Thirtyseven4 Client.

### Installing using internal Web page

Users can install the Thirtyseven4 client from the internal Web server. This is a very convenient way to deploy the Thirtyseven4 client since you only have to instruct the users in your organization to go to the internal Web page and click Install Thirtyseven4 Client. Email your users the following Instructions to install the Thirtyseven4 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:  
**Thirtyseven4 Admin Console server with IIS/Apache web server having SSL enabled:**  
`https://{Thirtyseven4_Admin_Console_Server_name}:{port number}/qhscan405`  
  
**Thirtyseven4 Admin Console server IIS/Apache web server without SSL:**  
`http://{Thirtyseven4_Admin_Console_Server_name}:{port number}/qhscan405`
2. Click **Install** Thirtyseven4 Client on the main page of the Thirtyseven4 Admin Console server.
3. Click **Install** to proceed with Thirtyseven4 client installation.

After Thirtyseven4 Client installation is finished, Thirtyseven4 AntiVirus installation will be initiated by Thirtyseven4 Client.

## Remote Install

Remote install can be used to deploy Thirtyseven4 client on 2000/XP (Professional)/Server 2003/Vista/Server 2008/Win7 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:

- ! • On Windows Vista and above operating systems, Remote Installation is possible only with 'Built-in Administrator' account. To enable 'Built-in Administrator' account on computers running Windows Vista and above operating systems please perform the following steps:
  - a. Open command prompt in administrative mode.
  - b. Type 'net user administrator /active: yes' and, press **Enter**.
  - c. Change the password of 'Built-in Administrator' from **Control Panel -> User Accounts**.
- For remote installation of Admin Console Client on Windows XP Professional Edition, please perform the following steps before proceeding with Remote Installation of Thirtyseven4 clients:
  - a. Double click **My Computer** icon on the Desktop.
  - b. Click **Tools -> Folder Options**.
  - c. Click the **View** tab.
  - d. Uncheck the option **Use simple file sharing** to disable it.
  - e. Click **Apply** button.
- Remote Installation of Thirtyseven4 is not supported on Windows XP Home Edition. To install Thirtyseven4 client on Windows XP Home Edition other methods of installation can be used, like Notify Install, Login Script and Client Packager.
- Remote Install is not supported with the users having blank passwords on Windows XP and above operating systems.
- Remote Install is not supported with domain user and password on workstations. To install Thirtyseven4 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**. You can also search computer by **Find** computer facility. Any computer in your network can be search without enumerating the network. 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 Thirtyseven4 client.
6. Click **Install** to install Thirtyseven4 client to your target computers.

When Thirtyseven4 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

### Installing Login Script Setup

Login Script Setup is used to deploy Thirtyseven4 Client on remote systems when the user logs on to the selected domain. Login Script Setup assigns a script called QHAC3.BAT to selected users in the domain. This script will install the Thirtyseven4 Client on the system when the user logs into the concerned domain.

### Opening Login Script Setup

To open the Login Script Setup, please perform the following steps:

1. Click **Start -> Programs -> Thirtyseven4 Admin Console 4.5**.
2. Click **Login Script Setup**.
3. Type the Super Administrator Password of Thirtyseven4 Admin Console and click **OK**.

The Login Script Setup application opens. The left panel of the application contains a tree-like structure that displays all the domains on your network.

### Assigning Login Script

To assign Login Script, please perform the following steps:

1. Double-click the **Domain**.
2. Click the **Domain Name**.
3. Enter the **User Name** and **Password** of the user having administrative privileges of the selected domain. A list of all users of the selected domain is displayed in the right panel.
  - a. Select a user or multiple users from the list to assign login script.
  - b. Click **Check All** to select all users.
  - c. Click **Uncheck All** to deselect all the selected users.
4. Check **Overwrite existing Login Script** if you want to overwrite the existing assigned login script of selected users.
5. Click **Apply** to assign login script to selected users.

When a user logs in to domain server, the assigned login script will deploy the Thirtyseven4 Client on the user's system.



- Users who do not have administrative privileges under the domain are shown in red color.
- The **Result** for a user can either be **Assigned** or **Not Assigned**. If the **Result** of a user is **Assigned**, then it indicates that a script is assigned to that user. If the **Result** of a user is **Not Assigned** then it indicates that no scripts are assigned to that user.
- Thirtyseven4 client will only get deployed from users having administrative privileges on Windows 2000 and above operating systems.

## Closing Login Script Setup

Click the **Close** button to exit the Login Script Setup application.

## Installing using Client Packager

Client Packager can compress Thirtyseven4 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.

In Admin Console 4.5, Client packager can be created with or without Thirtyseven4 installer. Client agent installer including Thirtyseven4 installer is helpful where network bandwidth has limitations to download the Thirtyseven4 installer from Admin Console server for the deployment. In such case create Client agent installer including Thirtyseven4 installer and burn into a CD or copy it into a USB removable disk for the deployment on clients.

When users receive the package, they just have to double click the setup program. A Thirtyseven4 client installed through Client Packager communicates to Thirtyseven4 Admin Console server. This tool is especially useful when deploying the client setup on low-bandwidth remote offices.

### To create a Thirtyseven4 Client package using Client Packager:

1. Click **Start** -> **Programs** -> **Thirtyseven4 Admin Console 4.5** -> **Client Packager**.
2. Select the **Client Packager** with the Thirtyseven4 installer or without Thirtyseven4 installer
3. Specify the folder path where you wish to save Thirtyseven4 Client Packager, once it has been created. Either type the folder path in the text box or click **Browse** to choose the path.
4. 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**.

## Firewall Exception Rules

Operating systems like Windows have their own Firewall bundled with it. Sometimes users may prefer to retain the firewall bundled with their operating system. In such cases Thirtyseven4 Admin Console creates exception rules for firewalls bundled with the operating system. These exception rules are created during installation of Thirtyseven4 Admin Console. For the system on which Thirtyseven4 Admin Console is installed, the exceptions will be automatically created during installation and for Thirtyseven4 client the exception will automatically be created during deployment of Thirtyseven4 clients.

The system with Thirtyseven4 Admin Console will require three exception rules: one for the server, one for its own client and one for the admin console site configured on it. The following are the exception rules for console:

- Agent Server 4.5
- Client Agent 4.5
- Admin Console Site Port 4.5

The system with Thirtyseven4 client will require one exception rule to be created. The following is the exception rule for clients:

- Client Agent 4.5

## Remote Uninstall

You can remove Thirtyseven4 Client along with AntiVirus program from computers on your network remotely using the Thirtyseven4 Admin Console.

### 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 Thirtyseven4 client. To uninstall Thirtyseven4 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 offline 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 cannot stop the uninstallation procedure.

Click **Find** to search the computer among the list. It will search the exact computer without exploring the network.

Select the **Show Computers within subgroup** to display the name of the computers which are in subgroup among the list of computers without exploring the network.

## Client Manager

### Configuring Client Settings

Thirtyseven4 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 Thirtyseven4 Admin Console and login to the web based Interface.
2. Click **Client Manager** on the sidebar.
3. Select **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 **Apply**

Following categories along with options will be displayed on the page:

#### Scan Settings

Scan Settings allows you to configure the on-demand scan settings of the client. It provides two options:

- **Automatic**  
Selecting this option configures scan settings that provides optimum protection to the clients.
- **Advanced**  
Selecting this option allows you to customize the configuration of scan on clients. The following options are available:

<b>Select items to scan</b>	You can select to scan only executable files or all files
<b>Select action to be performed 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> <ul style="list-style-type: none"> <li>• <b>Repair</b> – All the infected files will be repaired automatically. Files that are not repairable will be deleted.</li> <li>• <b>Delete</b> – To delete all the infected files automatically.</li> <li>• <b>Skip</b> – To leave the entire infected file as is and generate a report of all the infections detected.</li> </ul>
<b>Scan Packed Files</b>	To scan packed executable file inside an executable file.
<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 for scanning in an archive file. The default scan level is 2. Increasing the default scan level may affect the scanning speed.
<b>Select action to be performed when virus found in archive file</b>	<p>You can select how the scanner has to respond when a virus is found in an archive file during an on-demand scan. The following options are available:</p> <ul style="list-style-type: none"> <li>• <b>Delete</b> – Deletes the entire archive file even if a single file within the archive is infected.</li> <li>• <b>Quarantine</b> - Quarantines the archive containing the infected file(s).</li> <li>• <b>Skip</b> – Leaves the infected archive file as it is and generates a report of all the infections detected.</li> </ul>

## Virus Protection Settings

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

<b>Load Virus protection at Startup</b>	Enable real-time protection to load every time the system is started.
<b>Display Alert messages</b>	You can enable alert message that will display a message indicating virus name and file name, whenever any infected file is detected by the virus protection.
<b>Select the action to be performed 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: <ul style="list-style-type: none"><li>• <b>Repair</b> – All the infected files will be repaired automatically. Files that are not repairable will be deleted.</li><li>• <b>Delete</b> – To delete all the detected infected files.</li><li>• <b>Deny Access</b> – To completely block access to infected file.</li></ul>

## DNAScan Settings

You can enable or disable DNAScan Protection at clients for safeguarding client systems against new and unknown malwares whose signatures are not present.

## Email Protection Settings

In this category you can enable or disable email protection of the client. When email protection is enabled all the emails that are received at the client end will be scanned before they are saved to inbox.

## Trusted Email Clients Protection

Email is the most common medium for spreading viruses and other malicious programs. Since email is most widely used for communication, newer viruses are using email as a very easy medium to spread. Virus authors are always looking for new methods to automatically execute their viral codes using some vulnerability amongst popular email clients. **Worms** are also using their own SMTP engine routine to spread their infection.

Trusted Email Clients Protection is an advanced option which authenticates email-sending application on the system before they are sending emails. This option will prevent new 'Worms' from further spreading from your system. It contains a default email client list, which is allowed to send emails. Email client in the default list are Microsoft Outlook Express, Microsoft Outlook, Eudora and Netscape Navigator.

### Firewall Settings

You can enable or disable firewall protection at clients.

### Browsing Protection Settings

Here you can enable/disable Browsing Protection for clients, which blocks malicious content from the websites before the user can access them.

### External Drives and Devices Settings

Here you can enable/disable the following options:

<b>Scan External Drives</b>	Enable or Disable scan of scan of USB-based external drives as soon as they are connected to the clients.
<b>Enable Autorun Protection</b>	If this feature is enabled, it disables the Autorun feature of the client operating system to protect the client against Autorun malwares from CDs, DVDs, USB-based drives, etc.

### Data Theft 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.

You have following option to configure:

<b>Read only and no write access to external drives</b>	To block write access to removable devices like pen drive etc. They can still be used to read information from.
<b>Block complete access to external drives</b>	To completely block access to removable drives.

### Disconnect infected clients from the network

This disconnects the infected client(s) from the network. The following options are available:

<b>When non-repairable virus found</b>	Disconnect the client if non-repairable virus found running in the memory.
<b>When suspicious file found by DNAScan</b>	Disconnect the client if any suspicious file is running in the memory.



- This feature is supported only on 32-bit operating systems only.

### Update Settings

You can configure the following Quick Update settings in this category:

<b>Enable Automatic Update</b>	To enable automatic update.
<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: <ul style="list-style-type: none"><li>• Download updates from Admin Console Server or</li><li>• Download updates from Internet.</li></ul>

**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 server and its port number. If the proxy server requires a user name and password, type them in the fields provided.

## Manage Policies

You can create different policies in this section. Each policy contains different client and schedule scan settings depending upon the requirements. For e.g. If you want DNAScan to be disabled for a particular group of clients then you can create a new policy and disable DNAScan in a newly created policy. Likewise, you can create different policies depending upon your clients requirements.

### To Create a new policy

1. On the sidebar, Click **Client Manager** and **Manage Policies**.
2. Click **New Policy**.
3. Type the **Policy Name**.
4. Configure the **Client Settings** and **Schedule Scan settings**.
5. Click **Apply**.



While creating a new policy, select **Let clients configure their own settings** if you want to allow clients to configure their settings by their own.

### To rename a policy

1. On the sidebar, Click **Client Manager** and **Manage Policies**.
2. Click the policy to be renamed.
3. Enter a new name in **Policy Name**.
4. Click **Apply**.

### To delete a policy

1. On the sidebar, Click **Client Manager** and **Manage Policies**.
2. Select the Policy to be deleted.
3. Click **Delete**.
4. A prompt will be displayed for confirmation. Click **OK**.
5. Policy will get deleted.



Before deleting, Policy should not be under any group or subgroup.

## Manage Groups

Group contains a number of clients who shares a same policy. In this section, you can create groups, subgroups to manage the clients. All clients within a group share the same policy. You can add, delete, rename or set the policy for a particular group. You can also move clients from one group to another. All the above actions can be performed by using the Right click menu. You can also Drag-drop particular group or client to move it to another group.

### To create a new group

1. On the sidebar, click **Client Manager** and **Manage Groups**.
2. Right click **Admin Console** and select **Add Group**.
3. Enter the **Group Name** and click **OK**.
4. A new group will be created under Admin Console.



Subgroup cannot be created under **Default** group.

### To create a sub group under a new group

1. On the sidebar, click **Client Manager** and **Manage Groups**.
2. Right click **Group** and select **Add Group**.
3. Enter the **Group Name** and click **OK**.
4. A new Subgroup will be created under the Group.

### To delete a group

1. On the sidebar, click **Client Manager** and **Manage Groups**.
2. Select the Group which you want to Delete
3. Right click **Group** and select **Delete Group**.
4. A prompt will be displayed for confirmation. Click **Yes**.
5. The selected Group including Subgroups will be deleted from Admin Console.

### To rename a group

1. On the sidebar, click **Client Manager** and **Manage Groups**.
2. Select the **Group** that you want to rename.
3. Right click the Group and select **Rename Group**.
4. Enter the new group name and click **OK**.
5. The new name will be assigned to the selected group.

### To set the policy to the group

1. On the sidebar, Click **Client Manager** and **Manage Groups**
2. Select the Group for which you want to set the policy.
3. Right Click the **Group** and Select **Set Policy**.
4. Select the Policy.
5. Select **Yes/No** to set the policy to all its subgroups.
6. The Policy will be applied to the Group.

### To change group of a client

1. On the sidebar, Click **Client Manager** and **Manage Groups**.
2. Select the client from the list.
3. Right click the selected client.
4. Select the **Group**.
5. The selected Client will be assigned to the new Group.

## Scan Now

You can run Scan Now on clients remotely using the Thirtyseven4 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 offline 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.

Under **Scan Setting**, you can specify quick scan or through scan, 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. Scan Settings allows you to configure the on-demand scan settings of the client. It provides two options:

- **Automatic**  
Selecting this option configures scan settings that provides optimum protection to the clients.
- **Advanced**  
Selecting this option allows you to customize the configuration of scan on clients. The following options are available:

<b>Select items to scan</b>	You can select to scan only executable files or all files
<b>Select action to be performed 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: <ul style="list-style-type: none"> <li>• <b>Repair</b> – All the infected files will be repaired automatically. Files that are not repairable will be deleted.</li> <li>• <b>Delete</b> – To delete all the infected files automatically.</li> <li>• <b>Skip</b> – To leave the entire infected file as is and generate a report of all the infections detected.</li> </ul>
<b>Scan Packed Files</b>	To scan packed executable file inside an executable file.
<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 for scanning in an archive file. The default scan level is 2. Increasing the default scan level may affect the scanning speed.
<b>Select action to be performed when virus found in archive file</b>	You can select how the scanner has to respond when a virus is found in an archive file during an on-demand scan. The following options are available: <ul style="list-style-type: none"> <li>• <b>Delete</b> – Deletes the entire archive file even if a single file within the archive is infected.</li> <li>• <b>Quarantine</b> - Quarantines the archive containing the infected file(s).</li> <li>• <b>Skip</b> – Leaves the infected archive file as it is and generates a report of all the infections detected.</li> </ul>



While scanning if any non-repairable virus is found active in memory of workstation then the particular workstation gets disconnected from the network.

**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**.

Click **Find** to search the computer among the list. It will search the exact computer without exploring the network.

Select the **Show Computers within subgroup** to display the name of the computers which are in subgroup among the list of computers without exploring the network.

## 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 than last three days by selecting **Select computers with out-of-date Thirtyseven4**.

### 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.

Click **Find** to search the computer among the list. It will search the exact computer even network is not explored.

Select the **Show Computers within subgroup** to display the name of the computers which are in subgroup among the list of computers without exploring the network.

## 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. Select **Enable Schedule Scan**.
3. 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.
4. Under **Scan Setting**, you can specify quick scan or through scan, 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.
5. 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 offline**.

## Importing and Exporting Policies

When you have multiple installation of Thirtyseven4 Admin Console on physically separate different networks or in case if you are planning to re-install Thirtyseven4 Admin Console for some reason you can have the policy configurations saved on an external file. This provides simple and easy way to configure identical settings across different installations or even during re-installation process. You can select the policy settings for exporting or importing.

**Following categories of configured policies can be exported to an external file.**

- Client Settings
- Clients Schedule Scan Settings

**To Export policy settings:**

1. Load Thirtyseven4 Admin Console and login to the web based Interface.
2. Click the **Client Manager** on the sidebar.
3. Select **Export Settings** on the submenu that appears.
4. Select the Policy to be exported and click **Export**.
5. Click **Download** to download the exported policy settings file.
6. Select the drive and folder in which you want to store the exported settings file.
7. Click **Save**.
8. Export settings file will be saved to the given location.

**To Import policy settings:**

1. Load Thirtyseven4 Admin Console and login to the web based Interface.
2. Click 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 of exported file along with complete path in the Import Settings edit box. Click 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 policies you want to import.
8. Select the check box against each policy which you want to import.
9. Click **Import**.

# Chapter 10

## Administrator Settings

### Password

To prevent unauthorized users from modifying your settings or removing the Thirtyseven4 client from computers on network, Thirtyseven4 Admin console is password-protected. Thirtyseven4 Admin Console requires you to specify a console password; however, you can modify your password from the Thirtyseven4 Admin console.

#### To change the console password:

1. On the sidebar, click **Administrator Settings** and **Password**. The **Console Password** page appears.
2. Type current Super Administrator Password in the **Old password** text box.
3. Type 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 Thirtyseven4 Admin Console to perform key administrative tasks for Thirtyseven4 clients. During installation Thirtyseven4 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 Thirtyseven4 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 Thirtyseven4 Admin Console server.
3. Type the port number that the Thirtyseven4 Admin Console server uses.
4. Click **Apply**.

## Inactive Clients

When you uninstall Thirtyseven4 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, Thirtyseven4 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 Thirtyseven4 Admin Console only, you can configure Thirtyseven4 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 Thirtyseven4 Admin Console considers a client is inactive.
4. Click **Apply**.

## Manage Users

### Types of Users

Thirtyseven4 Admin Console can be accessed by four kinds of users. They are:

- [Super Administrator](#)
- [Administrator](#)
- [Read Only](#)
- [Report Viewer](#)

### Super Administrator

A Super Administrator user has access to all the features of Thirtyseven4 Admin Console. There can only be one user with Super Administrator privileges. A Super Administrator can create, modify or delete users with Administrator, Read Only & Report Viewer privileges. The default username for Super Administrator is 'administrator'. A user with Super Administrator privileges is the only one who can uninstall Thirtyseven4 Admin Console.

### Administrator

A user with Administrator privileges has all the privileges of a Super Administrator, with two exceptions:

- A user with Administrator privileges cannot create another user with Administrator privileges.
- A user with Administrator privileges cannot uninstall Thirtyseven4 Admin Console.

### Read Only

A user with Read only privileges can view the settings maintained by the Administrator/Super Administrator but cannot modify it. He can also view reports and Status. A user with Read Only privileges cannot create/modify/delete any users. Users with Read only privileges can change their own password.

### Report Viewer

A user with Report Viewer privileges can only view reports and status of features. This user has no other privileges. Users with Report Viewer privileges can change their own password.

## Creating New Users

To create a new user, perform the following steps:

1. Click **Start** -> **Programs** -> **Thirtyseven4 Admin Console 4.5** -> **Thirtyseven4 Admin Console**.
2. Click **Administrator Settings** -> **Manage Users**.
3. Click **New User** button.
4. Type the username for the user in **User Name**.
5. Type the password for the user in **New Password**.
6. Re-type the password for the user in **Confirm New Password**.
7. Select the type of user you want to create in the **Type** drop-down box.
8. Click **Apply** to complete the process of new user creation or click **Back** to exit without creating new user.

## Modifying Existing Users

To modify the settings of an existing user, please perform the following steps:

1. Click **Start** -> **Programs** -> **Thirtyseven4 Admin Console 4.5** -> **Thirtyseven4 Admin Console**.
2. Click **Administrator Settings** -> **Manage Users**.
3. Click the user whose settings you want to modify.
4. You can modify any of the following fields:
  - a. **User Name**
  - b. **Password & Confirm Password**
  - c. **Type**
5. Click **Apply** to complete the modification process or click **Back** to exit without saving the modifications.

## Deleting Users

To delete an existing user of Thirtyseven4 Admin Console, please perform the following steps:

1. Click **Start** -> **Programs** -> **Thirtyseven4 Admin Console 4.5** -> **Thirtyseven4 Admin Console**.
2. Click **Administrator Settings** -> **Manage Users**.
3. Check the user/s you want to delete and click **Delete**.
4. A message box with the prompt **Do you really wish to delete the users?** is displayed.
5. Click **OK** if you wish to delete the user or click **Cancel** if you want to exit without deleting.

# Chapter 11

## Update Manager

Update Manager is a tool that is used to download and manage the updates for Thirtyseven4 Admin Console. It provides you the flexibility to download updates on a single machine. It also provides the facility of automatically updating Thirtyseven4 Admin Console for enhancements or bug fixes. All Thirtyseven4 Admin Console Clients will fetch the updates from this centralized location.

The Update Manager available within the Thirtyseven4 Admin Console application contains only few features that are available in the Update Manager application. Any change in settings made over here, will reflect in the Update Manager application.

## Status

Status contains information of all types of updates downloaded by Update Manager. It displays the Version, Service Pack and the Virus Database Date of the Thirtyseven4 product accompanying the console.

Additionally, it also provides details such as

<b>Computer Name</b>	Displays the name of the computer where Update Manager is installed.
<b>IP Address</b>	Displays the IP address of the computer where Update Manager is installed.
<b>Status</b>	Provides information about the Update Manager, whether it is online or offline.

Two more buttons are available under Status. They are:

- Update Now
- Rollback

<b>Update Now</b>	Clicking this button will send a <b>Notification</b> from Thirtyseven4 Admin Console to Update Manager to start downloading the updates. This process will occur in the background and will not be visible to the user. Click <b>Back</b> to go back to the <b>Status</b> page.
<b>Rollback</b>	Clicking this button to take the Update Manager back to the previous update state. This feature will work only if <b>Always take backup before downloading new update option</b> is checked or enabled in the Configuration section of Update Manager Application. The steps for performing Rollback are as follows: <ol style="list-style-type: none"><li>1. Click <b>Rollback</b> button. A pop-up window opens.</li><li>2. The Thirtyseven4 product for the Admin Console will be displayed.</li><li>3. Click <b>Rollback</b>. To begin the Rollback process or click <b>Cancel</b> to exit the process.</li></ol>

## Settings

The features available under Settings are as follows:

<b>Enable Automatic Updates</b>	Checking this box enables automatic update of Thirtyseven4 Admin Console. By default, this feature is enabled. It is recommended that you do not disable this feature.
<b>Always take backup before downloading new update</b>	Checking this box enables backup of existing updates before new updates are downloaded. These backups are used in case a rollback to previous update is required. By default this feature is enabled.
<b>Delete report after</b>	Checking this box enables deletion of reports as per the time interval specified in the provided drop-down box. By default this feature is enabled and the default value of time interval in the drop-down box is 10 days.

Click **Apply** button if any changes are made to the Settings.

# Chapter 12

## Client Reports

Thirtyseven4 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 offline 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

1. On the sidebar, click **Client Report**. The Client Report page appears.
2. Select the group to which client belongs in the left pane.
3. All reports of the clients belonging to that group will be displayed in the right pane.

This page displays following details of clients:

<b>Computer Name</b>	Displays the name of the computer.
<b>Group</b>	Displays the group to which the client is assigned
<b>Policy</b>	Displays the policy to which the client is grouped.
<b>Domain</b>	Displays the domain to which the selected client logs in.
<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>Installation Status</b>	Provides the client installation status. Whether Thirtyseven4 Client is installed or not.
<b>Product Version</b>	Displays selected client Thirtyseven4 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.

### To View Status of a Client

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

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 logins.
<b>OS Platform</b>	Displays the operating system on the client.
<b>Group</b>	Displays the group to which the client is assigned
<b>Policy</b>	Displays the policy to which the client is assigned
<b>Product Name</b>	Displays the product type at client.
<b>Product Version</b>	Displays selected client Thirtyseven4 version.
<b>Product Services Pack</b>	Displays selected client Thirtyseven4 service pack.
<b>Date Installed</b>	Date of installation of Thirtyseven4 protection on client.
<b>Virus Database Date</b>	Virus Database date of the client Thirtyseven4.
<b>Virus Protection status</b>	Status of Virus protection at client. (Enabled/Disabled)
<b>DNAScan Status</b>	Status of DNAScan at client. (Enabled/Disabled)
<b>Email protection status</b>	Status of email protection at client. (Enabled/Disabled)
<b>Automatic Update</b>	Status of Automatic update. (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 Internet Browser</b>	Default internet 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 the list of computers displayed select the client whose Virus Count is to be reset.
3. Click the **View Status** button at the bottom of the page. The **Client Status** window opens.
4. Click the **Reset Virus Count** button at the bottom of this page.

### To Export Client Status

1. On the sidebar, click **Client Reports**. The **Client Status and Report** page appears.
2. From the list of computers displayed select the client whose status details are to be exported to a file.
3. Click the **View Status** button at the bottom of the page. The **Client Status** window opens.
4. Click **Export** button to export Client Status in Comma Separated Value (CSV) format that is supported by Microsoft Excel.

### To Print Client Status

1. On the sidebar, click **Client Reports**. The **Client Status and Report** page appears.
2. From the list of computers displayed select the client whose status details are to be printed.
3. Click the **View Status** button at the bottom of the page. The **Client Status** window opens.
4. Click **Print** button to take a print-out of the Client Status.

Within the **Client Status** window, click **Close** button to exit from the **Client Status** window.

### To View Virus Logs of a Client

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

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>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 / Time</b>	Date and time when virus was detected on the client.
<b>Module</b>	Thirtyseven4 component name that detected the virus. It can be virus protection or email protection or the scanner.
<b>User Name</b>	Displays the username on which the infection found.
<b>Record details</b>	Displays the record details. Click the hyperlink called <b>View Details</b> . A window containing the <b>Record Details</b> opens. Click <b>Close</b> button to exit from this window.

### To Export Virus Logs

1. On the sidebar, click **Client Reports**. The **Client Status and Report** page appears.
2. From the list of computers displayed select the client whose virus logs are to be exported to a file.
3. Click the **View Log** button at the bottom of the page. The **Virus Logs** window opens.
4. Click **Export** button to export Virus Logs in Comma Separated Value (CSV) format that is supported by Microsoft Excel.

### To Print Virus Logs

1. On the sidebar, click **Client Reports**. The **Client Status and Report** page appears.
2. From the list of computers displayed select the client whose virus logs are to be printed.
3. Click the **View Log** button at the bottom of the page. The **Virus Logs** window opens.
4. Click **Print** button to take a print-out of the Virus Logs.

Within the **Virus Logs** window, click **Close** button to exit from the **Virus Logs** window.

### To Export Client Report and Status

1. On the sidebar, click **Client Reports**. The **Client Status and Report** page appears.
2. From the list of computers displayed select the client whose status and report is to be exported.
3. Click **Export** button to export Client Status Report in Comma Separated Value (CSV) format that is supported by Microsoft Excel.

### To Reset the Virus Count for all Clients

1. On the sidebar, click **Client Reports**. The **Client Status and Report** page appears.
2. Enable the option **Reset Virus Count for all Clients**.
3. Click the **Reset**. The virus count of all clients will get reset.

### To Remove the Client

1. On the sidebar, click **Client Reports**. The **Client Status and Report** page appears.
2. From the list of computers displayed select the offline client.
3. Click **Remove**. The client will get remove from the Admin Console.
4. When Client gets online then it will again display in Admin Console.

### To Sort the Client Reports

1. On the sidebar, click **Client Reports**. The **Client Status and Report** page appears.
2. Click the grid of the list of computers i.e. Computer Name, Group and Policy etc.
3. Clients will be sorted as per the requirement.

Click **Find** to search the client in the list.

Select the **Show Computers within subgroup** to also display clients under subgroups of a particular group.

# Chapter 13

## License Manager

License Manager manages Thirtyseven4 Admin License. You can check the status of your Thirtyseven4 Admin Console license, add new licenses to your existing setup and renew your license using License Manager.

### Status

#### To check the status

Click the sidebar, and then 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 Thirtyseven4 Admin Console is registered.
<b>Product key</b>	Displays the Product key of Thirtyseven4 Admin Console. Product key is used to register Thirtyseven4 Admin Console.
<b>Activation Number</b>	Displays the Activation number of Thirtyseven4 Admin Console. Activation number is obtained after successful registration of Thirtyseven4 Admin Console. This number is used in case you uninstall Thirtyseven4 Admin Console and wants to reactivate it.
<b>Subscription Valid till</b>	Displays expiry date of Thirtyseven4 Admin Console license.
<b>Maximum number of systems under console</b>	Displays total number of systems which can be protected with Thirtyseven4 Admin Console.

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

Click **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 Thirtyseven4. To obtain additional Key you need to fill order form provided in Thirtyseven4 Admin Console and submit it to Thirtyseven4 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 **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://67.228.120.78/useract/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 **Submit**.

Upon successful addition of licenses you will be able to deploy Thirtyseven4 Client on added number of systems.

## **Renewal**

If you want to renew your license, then you need to obtain Renewal key from Thirtyseven4. To obtain renewal Key you need to fill order form provided in Thirtyseven4 Admin Console and submit it to Thirtyseven4 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 **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://67.228.120.78/useract/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 **Submit**.

Your license will get renewed after successful renewal of licenses.

## **License Order Form**

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

This is an offline 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 Form**. The **License Order Form** 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. Take a print-out of the form by clicking **Print** button.
6. Sign the form and send it to your vendor or Thirtyseven4 L.L.C. to process the order.

#### **To create and print renewal license order form**

1. On the sidebar click **License Manager** and **License Order Form**. The **License Order Form** page appears.
2. Select **Renewal license for existing Admin Console license**.
3. Enter the duration of license from the list provided. Renewal can be done for 12, 24 and 36 months only.
4. Click **Create Order Form**. Renewal License form will be displayed.
5. Take a print-put of the form by clicking **Print** button.
6. Sign the form and send it to your vendor or Thirtyseven4 L.L.C. 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.

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

- Your Product key that is included in the boxed version of the product. If you have purchased our product 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.

## Contact Us

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### SUPPORT CENTER

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Thirtyseven4, L.L.C.

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Medina, Ohio 44258

United States

Phone number: 1-877-374-7581

Fax number: 1-866-561-4983

Email: [support@thirtyseven4.com](mailto:support@thirtyseven4.com)

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Sales: [sales@thirtyseven4.com](mailto:sales@thirtyseven4.com)

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