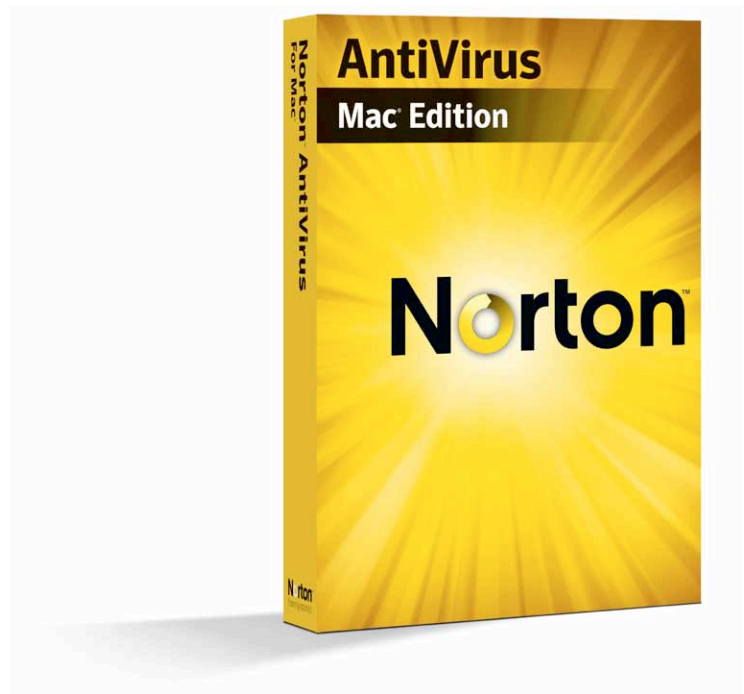# Norton AntiVirus for Mac and the Casper Suite

Deploying, Activating, Reporting on, and Updating Norton AntiVirus for Mac with the Casper Suite

Technical Paper
November 2010

Contents

Introduction

Target Audience

This guide is designed for system administrators planning to administer Norton® AntiVirus™ for Mac with the Casper Suite.

What's in This Guide

Each chapter in this guide provides step-by-step instructions on how to perform a different administrative task with the Casper Suite:

"Deploying and Activating Norton AntiVirus," explains how to activate and package a Norton AntiVirus Installer for deployment, upload it to the JSS, and deploy it using any one of the three available methods.

"Reporting on Norton AntiVirus," explains how to track licensing information and virus definition dates using the Casper Suite's reporting capabilities.

"Updating Norton AntiVirus," explains how to keep virus definition dates current by running a script available in the Casper Suite Resource Kit.

Overview

One of the most challenging aspects of using antivirus software in your environment is keeping the virus definition dates current. Administrators using Norton® AntiVirus™ for Mac can utilize the Casper Suite to overcome this challenge.

After deploying an activated Norton AntiVirus Installer, you can report on licensing and virus definition date information to determine where updates need to be deployed. You can then create a smart computer group based on clients that need to receive the update and run a script provided in the Casper Suite Resource Kit to initiate the LiveUpdate™ service on the fly.

Requirements

The following components are required to complete the instructions in this guide:

- Casper Suite v7.3 or later running in your environment
- Norton AntiVirus for Mac Installer media, v11.0 or later
- Composer application
- Casper Admin application
- Access to the JAMF Software Server (JSS)
- Casper Suite Resource Kit, available at http://www.jamfsoftware.com/downloads/ResourceKit.dmg

Important Concepts

This guide refers to the following Casper Suite concepts:

- Package and script management
- Policies
- Licensed software capabilities
- Extension attributes
- Advanced computer searches
- Smart computer groups

You can learn more about these concepts in the *Casper Suite Administrator's Guide*, available at http://jamfsoftware.com/libraries/pdf/products/documentation/Casper_Suite_7.3_Documentation.pdf.

This guide also refers to the following Norton AntiVirus concepts:

- Configuration and activation of a Norton AntiVirus Installer
- LiveUpdate
- Virus definition dates

More on these concepts can be found in the *Norton AntiVirus for Macintosh 11.0 User Guide,* available at http://www.symantec.com/norton/support/productdetail/manuals.jsp?pvid=navm_11.

Deploying and Activating Norton AntiVirus

This section explains how to deploy and activate Norton AntiVirus with the Casper Suite.

Packaging the Norton AntiVirus Installer

The first step to deploying Norton AntiVirus is to package an activated version of the installer using the Composer application.

1. Open Composer.

2. Click the **New Package** button in the toolbar.

3. Select **Normal Snapshot** in the **New Package** pane and click **Choose**.

4. Specify a name for the package (such as, "Norton AntiVirus Installer") and click **Begin**.

5. When the initial snapshot is complete, launch the Norton AntiVirus Installer and follow the onscreen instructions to activate it.

6. When prompted to install updates for Norton AntiVirus, click **Yes**.

7. When the installation is complete, click **Restart** on the **Installation Successful** pane to restart the computer.

8. Customize settings in the Norton AntiVirus Installer as desired.

9. Return to Composer and click the **Build Package** button to initiate the final snapshot.

10. When the final snapshot is complete, click the **Build as DMG** button to build the package.

Uploading the Norton AntiVirus DMG

After packaging the Norton AntiVirus Installer as a DMG, upload it to the JSS using the Casper Admin application.

1. Open Casper Admin.

2. Drag the Norton AntiVirus DMG from a Finder window into Casper Admin.

3. Select the DMG in the package repository and click the **Info** button in the toolbar.

4. Click the **Info** tab and assign a category.

5. Click the **Options** tab and specify a priority.
   The recommended priority for installer packages is "10". For more information on choosing priorities, see the "Managing Packages" section in the *Casper Suite Administrator's Guide*.

6. Select the **Requires Reboot** option.
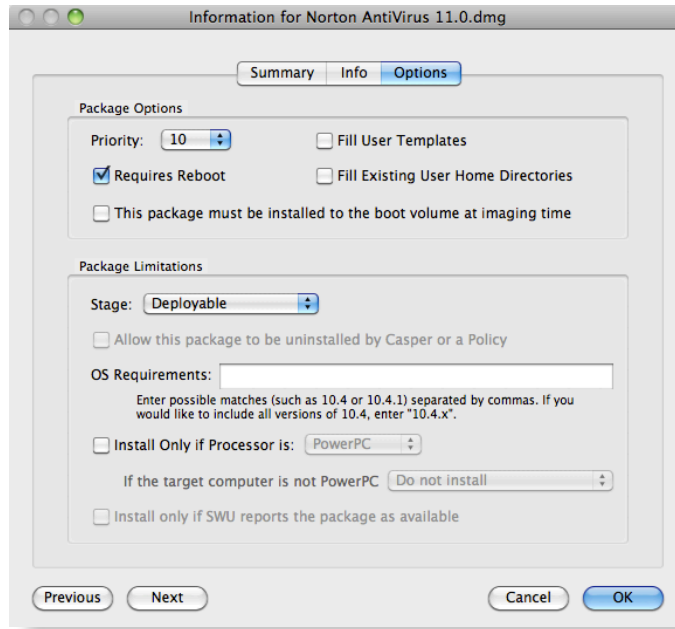
7. Configure additional options as needed and click the **OK** button.

8. Type **Command + S** to save your changes, and then quit the application.

Deploying the Norton AntiVirus DMG

The Norton AntiVirus DMG can be deployed in several ways:

- Remotely, using a policy or Casper Remote
- At imaging time
- Using the Self Service application

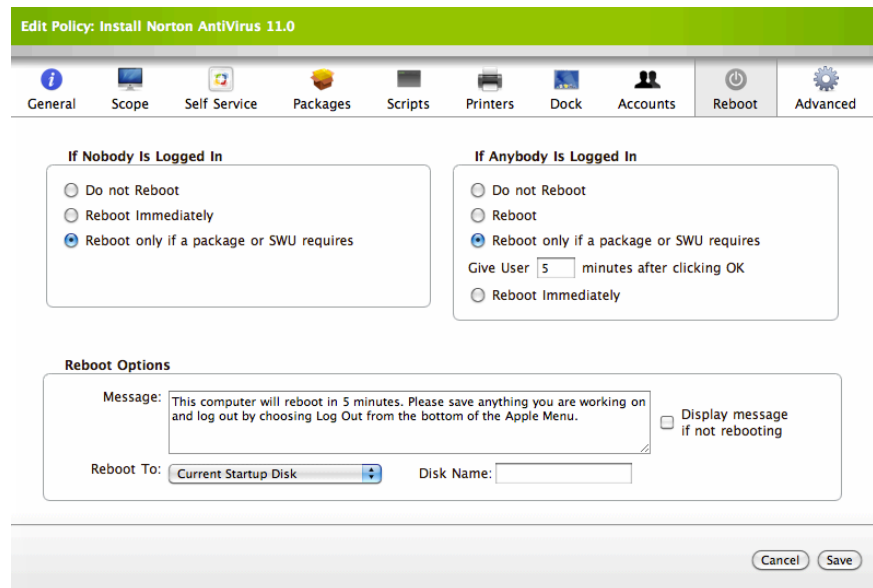When the Norton AntiVirus DMG is deployed remotely or during the imaging process clients automatically submit updated inventory reports to the JSS.

Using a policy for deployment also activates the application automatically, since you customized the installer before packaging it with Composer.

To deploy the Norton AntiVirus DMG using a policy:

1. Log in to the JSS.

2. Click the **Management** tab.

3. Click the **Policies** link.

4. Click the **Create Policy** button in the toolbar.

5. Make sure that the **Install or uninstall a package** option is selected and click **Continue** to work through the rest of the Policy Assistant.

6. When you are done, click the **Edit Manually** button on the **Conclusion** pane.

7. Click the **Reboot** tab and configure reboot settings for the clients. Since the DMG is configured to require a reboot (the **Requires Reboot** option is selected in Casper Admin), clients automatically reboot if there are no users logged in. If users are logged in, a dialog appears and asks users if they want to reboot. If a user accepts, a reboot takes place 5 minutes after the user accepts the prompt.
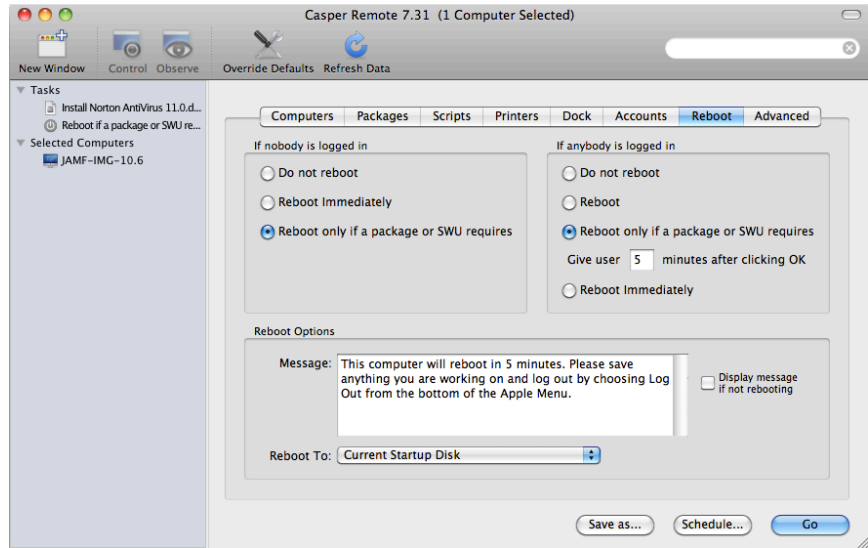

8. Click the **Save** button.

To deploy the Norton AntiVirus DMG using Casper Remote:

1. Open Casper Remote.

2. In the **Computers** list, select the checkbox next to each client on which you want to install Norton AntiVirus.

3. Click the **Packages** tab and select the checkbox next to the Norton AntiVirus DMG.

4. Click the **Reboot** tab and configure reboot settings for the clients. Since the DMG is configured to require a reboot (the **Requires Reboot** option is selected in Casper Admin), clients automatically reboot if there are no users logged in. If users are logged in, a dialog appears and asks users if they want to reboot. If a user accepts, a reboot takes place 5 minutes after the user accepts the prompt.

5. Click the **Go** button.

To deploy the Norton AntiVirus DMG at imaging time:

1. Open Casper Admin.

2. Drag the Norton AntiVirus DMG from the package repository to the imaging configuration in the sidebar.

3. Type **Command + S** to save your changes, and then quit the application. Clients reboot automatically after the imaging process is complete.

To deploy the Norton AntiVirus DMG using Self Service:

See the "Making Policies Available Through Self Service" section in the *Casper Suite Administrator's Guide*.

Reporting on Norton AntiVirus

After deploying Norton AntiVirus, you can generate reports to help you track licensing and virus definition date information.

To generate these reports, you must follow these steps:

1. Create a licensed software record to store licensing information in the JSS.

2. Create an extension attribute to collect virus definition dates from clients.

3. Update inventory to ensure all reports reflect up-to-date information.

After these step are complete, you can generate Licensed Software reports and view the virus definition dates across your environment.

You can also create a smart computer group that can be used to scope update policies.

Creating a Licensed Software Record

First, create a licensed software record to store the number of licenses owned by your organization and other licensing information, such as serial number(s) and purchasing information.

1. Log in to the JSS.

2. Click the **Settings** tab.

3. Click the **Licensed Software Management** link.

4. Click the **Licensed Software from Template** button in the toolbar.

5. Locate Norton AntiVirus in the **Name** list and click the **Create** link across from it.

6. Click the **Licenses** tab and click the **Add License** link.

7. Enter the serial number(s) for the product.

8. Specify the number of licenses owned by your organization.

9. Click the **Store License** button to store the information.

10. Click the **Save** button.

Creating an Extension Attribute

Next, create an extension attribute to collect virus definition dates from clients that have Norton AntiVirus installed.

1. Log in to the JSS.

2. Click the **Settings** tab.

3. Click the **Inventory Options** link.

4. Click the **Inventory Collection Preferences** link.

5. Click the **Extension Attributes** tab.

6. Click the **Add Extension Attributes From Template** link.

7. Click the disclosure triangle next to **AntiVirus**.

8. Locate the template for "Norton - Virus Definition Date" and click the **Add** link across from it.

9. Click the **Save** button.

Updating Inventory

Before generating reports, update client inventory in the JSS to ensure that the reports reflect accurate information. The quickest way to do this is with Casper Remote, which allows you to update inventory in the JSS on the fly.

1. Open Casper Remote.

2. In the **Computers** list, select the checkbox next to the clients that have Norton AntiVirus installed.

3. Click the **Advanced** tab and select the **Update Inventory** checkbox.

4. Click the **Go** button.

Generating a Licensed Software Report

Licensed Software reports let you track the license usage for a piece of software across your environment. You can view the following information in these reports:

- Number of licenses owned by your organization
- Number of licenses in use
- Clients to which the licenses are deployed

1. Click the **Inventory** tab in the JSS.

2. Click the **Licensing** link above the search field.

3. Leave the search field blank and click the **Search Licensing** button, or type the **Enter** key.

Viewing Virus Definition Dates

The easiest way to view virus definition dates is to perform an advanced computer search. These searches can also be saved, allowing you to run them again in the future.

Note: To view the virus definition date for a single client, perform a simple computer search and click the **Details** link across from the client you want to view virus definition dates for.

1. Click the **Inventory** tab in the JSS.

2. Click the **Advanced Search** link next to the search field.

3. Enter a name for the report, such as "Norton AntiVirus Definition Dates".

4. Select the **Save this Report** checkbox.

5. Click the **Display Fields** tab and select the checkbox next to the attributes you want to view in the report.

6. Click the **Search** button.

Creating a Smart Computer Group

After viewing reports to determine whether you need to deploy updates, create a smart computer group that you can use to quickly scope updates.

The following example shows how to create a smart computer group based on clients that have virus definition dates more than seven days old.

1. Click the **Management** tab in the JSS.

2. Click the **Smart Computer Groups** link.

3. Click the **Create Smart Group** button in the toolbar.

4. Enter a name for the smart computer group.

5. Locate **Extension Attributes Information** in the list of categories and click the **Add** (+) button next to it.

6. Click the attribute labeled **Norton - Virus Definition Date**.

7. Use the **Search Type** pop-up menu and **Criteria** text field to set values for your desired criteria. For example, to find the clients that have a virus definition date more than seven days old, select "more than x days ago" from the **Search Type** pop-up menu and enter "7" in the **Criteria** field. This example is shown in the following screen shot:

8. To send an email notification when membership changes occur, select the **Send Email Notification on Change** option.
   To send email notifications, you must have an SMTP server set up in the JSS and email notification privileges set up for the user you want to receive the notifications. For more information on enabling email notifications, see the "Enabling Email Notifications" section in the *Casper Suite Administrator's Guide*.

9. Click the **Save button**.

Updating Norton AntiVirus

One of the biggest challenges when using antivirus software is keeping the virus definition dates current.

With Norton Antivirus, updates to the virus definition dates are installed using LiveUpdate, a custom application that is included with software. Typically, LiveUpdate is initiated client-side, but the Casper Suite Resource Kit contains a script that allows you to initiate LiveUpdate on the fly.

Uploading the LiveUpdate Script

Before running the LiveUpdate script, upload it to the JSS using the Casper Admin application.

1. Open the Casper Suite Resource Kit.

2. Navigate to **Remote Management** > **AntiVirus** > **Symantec** to locate the `runSAVLiveUpdate.sh` script.

3. Open Casper Admin.

4. Drag the LiveUpdate script from the Casper Suite Resource Kit into Casper Admin.

5. Type **Command** + **S** to save your changes, and then quit the Casper Admin.

Running the LiveUpdate Script

Use a policy to run the LiveUpdate script on remote clients as they check in to the JSS. Scope the policy using the smart computer group that you created in the "Reporting on Norton AntiVirus" section of this document.

1. Log in to the JSS.

2. Click the **Management** tab.

3. Click the **Policies** link.

4. Click the **Create Policy** button in the toolbar.

5. Select the **Run a script** option and click **Continue** to work through the rest of the Policy Assistant.

6. When you are done, click the **Edit Manually** button on the **Conclusion** pane.

7. Click the **Advanced** tab and select the **Update Inventory** option.

8. Click the **Save** button.

Useful Links on Related Topics

JAMF Software Links

For more information about JAMF Software, the Casper Suite, and the Casper Suite Resource Kit, visit the JAMF Software website at http://www.jamfsoftware.com.

Symantec Links

For a complete documentation of processes related to Norton AntiVirus for Mac, download the *Norton AntiVirus for Mac 11.0 User Guide* at http://www.symantec.com/norton/support/productdetail/manuals.jsp?pvid=navm_11.