



## Why use this service?



McAfee specialise in creating security solutions that will protect large enterprises with a single server.

The reporting and management capabilities that come with this software give you the ability to manage and report on the level of antivirus protection you have.

Typically, ePO must be installed onto a server computer. We understand that many small businesses do not want the responsibility and cost of running their own server.

Computer Image specialise in supporting small to medium sized businesses. By applying big business techniques in creative ways we allow you to get the most from your software.

For this antivirus product we host your site data, just like companies host websites.



## Added benefits



Computer Image believes that just managing your antivirus software is only part of the solution. Keeping your staff and management aware of new virus technology, and constantly reviewing your antivirus policies is the only way to ensure that disastrous damage cannot be caused by the next generation of viruses.

**Hands On Action when you need it:** Sometimes the best way to fight a virus attack is to have a real person on site watching your network and reacting to the situations that arise.

Computer Image combines the reduced cost of managing your antivirus system with a wealth of local knowledge of the Australian market.

**VirusScan Light Weight Client:** (known as the VirusScan Thin Client or TC). This product is an easily deployed, very compact version of the On Access scanning system available in the full VirusScan product. With no user interface it can only be administered via the ePO Console and as a further benefit - cannot be disabled by the end user.

## What you need



**McAfee Active Virus Defence (AVD) licenses:** The AVD licenses must be purchased separately to this service and must be correctly licensed. Computer Image can supply and ensure license compliance throughout the term of the management contract.

If you have another antivirus product currently licensed, please contact Computer Image for competitive cross-grade pricing.

**Internet Connection:** All computers that you want managed must be able to communicate with the Internet. This can include computers behind firewalls that perform NAT (Network Address Translation).

For networks, this connection must be permanent.

**Workstations:** The benefits of this system begin to apply when you have five or more computers to be protected. If you have more than 200 computers you may want to consider running your own ePO server.

**System Requirements (Agent):** Pentium or Celeron 166MHz CPU with at least 32MB of RAM. Windows 95, 98, ME, NT4, 2000, XP, Server 2003. Internet Explorer.



## Terminology Toolkit

- ▶ **DAT updates:** Antivirus data files (DATs) contain the code signatures of all known viruses. These signatures are updated at least every week, sometimes more frequently. McAfee products update their DATs by downloading just the changes since the last download, reducing network bandwidth requirements.
- ▶ **Engine Updates:** This is used to detect new styles of viruses and provide improved technology for cleaning and preventing virus infections. These are generally released every few months. Being a version behind is ok - but two or more could mean newer viruses could get through.
- ▶ **Hotfixes:** Are released occasionally to fix code errors in a product. Computer Image deploy these as required. These are not QA tested to the same level as application updates.
- ▶ **Application Upgrades:** Represent major feature changes or product improvements. These also need the latest operating systems to run. Computer Image will install the latest product upgrade when appropriate.

