

Symantec LiveUpdate™ Administrator 2.3.1 User's Guide

Symantec LiveUpdate™ Administrator 2.3 User's Guide

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Documentation version: 2.3

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Symantec's support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and/or Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers software upgrades
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- Premium service offerings that include Account Management Services

For information about Symantec's support offerings, you can visit our Web site at the following URL:

www.symantec.com/business/support/

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

Contacting Technical Support

Customers with a current support agreement may access Technical Support information at the following URL:

www.symantec.com/business/support/

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level

- Hardware information
- Available memory, disk space, and NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
 - Error messages and log files
 - Troubleshooting that was performed before contacting Symantec
 - Recent software configuration changes and network changes

Licensing and registration

If your Symantec product requires registration or a license key, access our technical support Web page at the following URL:

www.symantec.com/business/support/

Customer service

Customer service information is available at the following URL:

www.symantec.com/business/support/

Customer Service is available to assist with non-technical questions, such as the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs or manuals

Support agreement resources

If you want to contact Symantec regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

Asia-Pacific and Japan	customercare_apac@symantec.com
Europe, Middle-East, and Africa	semea@symantec.com
North America and Latin America	supportsolutions@symantec.com

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Introducing LiveUpdate Administrator

This chapter includes the following topics:

- [About LiveUpdate Administrator](#)
- [What's new in LiveUpdate Administrator](#)
- [What you can do with LiveUpdate Administrator](#)
- [Where to get more information about LiveUpdate Administrator](#)

About LiveUpdate Administrator

LiveUpdate Administrator is an enterprise Web application that allows you to manage updates on multiple internal Central Update servers, called Distribution Centers. Using LiveUpdate Administrator, you download updates to the Manage Updates folder, and then send the updates to production distribution servers for Update clients to download, or to testing distribution centers, so that the updates can be tested before they are distributed to production.

You can download and distribute updates on schedule, allowing you to create a low maintenance, reliable system that can be set up once, and then run automatically. Updates can also be manually downloaded and distributed as needed.

Updates are downloaded from an external site to an internal LiveUpdate Administrator server. From there, the updates can either be sent immediately to a production distribution center to be downloaded by Update clients, or sent to a testing center, so that the updates can be tested. Once the updates have passed your testing requirements, they are sent to the production center, on a schedule you determine.

What's new in LiveUpdate Administrator

LiveUpdate Administrator includes the following new features and enhancements:

Automatic execution of distribution schedules	You can now execute the distribution schedules automatically after a download completes.
Email notification	You can now configure LiveUpdate Administrator to send email notifications to specified recipients when download or distribution tasks do not complete successfully. LiveUpdate Administrator enables you to send email notifications when tasks are complete and when the disk space is low. LiveUpdate Administrator also supports sending email through the mail servers that require SMTP authentication.
Rapid configuration restore	Within the management console, you can select an option to back up the entire configuration of LiveUpdate Administrator to a single file. In the unlikely event that a re-installation is required, this file can be used to rapidly restore the previously active configuration.
Enhanced automatic maintenance	LiveUpdate Administrator now automatically performs routine maintenance and purging tasks. These tasks ensure that it remains reliable and responsive, regardless of how active LiveUpdate Administrator is or the length of time it has been online.
Automatic task execution	In addition to scheduling when a distribution task runs, you can also choose to automatically run a distribution task directly after a specified download task completes successfully.

What you can do with LiveUpdate Administrator

Using LiveUpdate Administrator, you can set up and manage Download and Distribution Centers, also called Central Update Servers. The Distribution and Download Centers can be either intranet HTTP, HTTPS, FTP, or UNC servers, or a directory on a standard file server.

Where to get more information about LiveUpdate Administrator

The Symantec Web site provides regularly updated information on LiveUpdate Administrator. This information includes product updates, user forums, tutorial videos, troubleshooting guidelines, and knowledge base articles.

On the Web, go to the following URLs:

www.symantec.com/techsupp/

www.symantec.com/connect

Installing and using LiveUpdate Administrator

This chapter includes the following topics:

- [Before you install](#)
- [System requirements for LiveUpdate Administrator](#)
- [Installing LiveUpdate Administrator](#)
- [Post-installation tasks](#)
- [Uninstalling LiveUpdate Administrator](#)

Before you install

Before you install LiveUpdate Administrator, you should become familiar with where the installation program installs the software. Also ensure that your environment meets the system requirements.

The default location for installation is as follows:

64-bit	C:\Program Files (x86)\Symantec\LiveUpdate Administrator
32-bit	C:\Program Files\Symantec\LiveUpdate Administrator.

[Table 2-1](#) lists the installed components for LiveUpdate Administrator.

Table 2-1 LiveUpdate Administrator components

Component name	Install location
PostgreSQL DBMS	<install path>\pgsql
Database	<install path>\pgsql\data
Tomcat servlet engine	<install path>\tomcat
LiveUpdate Administrator Web application	<install path>\tomcat\webapps\lua
Manage Updates folder	<div><div>■ Windows 2008, Windows 7, and Windows Vista: <App_data_path>\ProgramData\LiveUpdate Administrator\Downloads For example, C:\ProgramData\LiveUpdate Administrator\Downloads</div><div>■ Windows 2003, XP, and Windows 2000: <App_data_path>\All Users\LiveUpdate Administrator\Downloads For example, C:\Program Data\LiveUpdate Administrator\Downloads</div></div>

See “[System requirements for LiveUpdate Administrator](#)” on page 14.

System requirements for LiveUpdate Administrator

This section includes system requirements for the main LiveUpdate Administrator components.

The installer package is approximately 60 MB. This size does not include the JRE that is required for LiveUpdate Administrator to function. The installed size is approximately 200 MB, which includes the JRE.

[Table 2-2](#) describes the system requirements for LiveUpdate Administrator.

Table 2-2 System requirements

Requirement	Description
Software	<p>Windows 2008 Server</p> <p>Windows 2003 Server with Service Pack 2 or higher</p> <p>Windows 2000 Server with Service Pack 4 or higher</p> <p>Windows 7</p> <p>Windows Vista with Service Pack 1 or higher</p> <p>Window XP Professional with Service Pack 3 or higher</p> <p>Java™ Runtime Environment (JRE) 1.6 (32-bit)</p> <p>Internet Explorer 8.x, 7.x, 6.x or Firefox 3.x</p> <p>TCP/IP network protocol enabled</p>
Hardware	<p>200 MB hard disk space for LiveUpdate Administrator, the JRE, and third-party tools.</p> <p>A minimum of 10 GB hard disk space for the Manage Updates folder and for the temporary download folder: \TempDownload. Updates are copied to the TempDownload folder before their distribution.</p>

Note: Windows 64-bit versions are supported, except for Windows XP. Please also note though, that you must use a 32-bit JRE.

Note: To ensure optimal LiveUpdate Administrator operations, usage of a Server operating system is strongly recommended.

Symantec recommends using either IIS or Apache Server for hosting your remote distribution center locations. Refer to your operating system's documentation for additional information.

To install LiveUpdate Administrator, you must log on as at least a power user with Administrator privileges. You must be able to create new local users and to create new services.

By default, LiveUpdate Administrator uses the following ports:

7070	Used by LiveUpdate Administrator.
7071	Used by Tomcat for shutdown commands. While LiveUpdate Administrator works if this port is closed, Tomcat shutdown operations will not.

7072 Used by PostgreSQL database.

If other applications are using these ports when you install LiveUpdate Administrator, you are prompted to enter alternate port numbers.

If a firewall is enabled for IP packets that are sent from LiveUpdate Administrator system, destination IP ports (such as HTTP (80), HTTPS(443), and FTP(23)) should be allowed for communication. LiveUpdate Administrator communicates with the Distribution Centers using these ports.

Problems may occur when you use a terminal service for installation. You should install LiveUpdate Administrator directly from the console.

Note: Ensure that MSVCR71.DLL is in the C:\Windows\system32 folder. You can copy this file from C:\Program Files\Java\jdk1.6.0_XX\bin if it is not present. The Tomcat service may not load if this file is not present in the system32 folder.

Installing LiveUpdate Administrator

When you install LiveUpdate Administrator, the Java Runtime Environment (JRE) 1.6 update 27, Apache Tomcat 7.0.21, and PostgreSQL database 9.0.4 applications are also installed. The LUA Apache Tomcat and LUA PostgreSQL services for LiveUpdate Administrator are installed and started. LiveUpdate Administrator is ready to use once the installation is complete. Both services are set to run automatically.

To install LiveUpdate Administrator

- 1 On the Symantec Endpoint Protection product DVD, locate the following installer file:

`\Tools\LiveUpdate\LUAESD.exe`

This file can also be downloaded from the following location:

ftp://ftp.symantec.com/public/english_us_canada/liveupdate

- 2 Run `LUAESD.exe`, and then follow the on-screen instructions.
- 3 In the **Destination Folder** window, do one of the following:

Click Next

Selects the default folders that the installed LiveUpdate Administrator application will use.

Note: The default location for Windows Vista and Windows 2008 cannot be changed after installation since this is applicable for all operating systems.

The default LiveUpdate Administrator installation location is as follows (Tomcat, the PostgreSQL database, LiveUpdate Administrator files, and the documentation are also installed to this folder):

■ **64-bit**

C:\Program Files (x86)\Symantec\LiveUpdate Administrator\

■ **32-bit**

■ C:\Program Files\Symantec\LiveUpdate Administrator\

The default folder for storage of downloaded content updates is as follows:

■ **Windows 2008, Windows 7, and Windows Vista**

C:\ProgramData\LiveUpdate Administrator\Downloads\

■ **Windows 2003, XP, and 2000**

C:\Documents and Settings\All Users\Application Data\LiveUpdate Administrator\Downloads\

Click Change

Lets you change the location of the installation file folder or the Manage Updates folder.

4 At the **LiveUpdate Administrator User Setup** window, type your user name, password, confirm password, and email address, and then click **Next**.

5 Click **Install**.

If any or all of the default ports are currently used, you are prompted. You can then specify alternate ports for LiveUpdate Administrator to use.

You must restart LiveUpdate Administrator services after you stop the programs that use these ports. You do not need to stop the service if you use a port other than the default.

6 Click **Finish** when the installation is complete.

Running LiveUpdate Administrator

LiveUpdate Administrator installation program adds a shortcut in the **Programs** menu under **LiveUpdate Administrator > LiveUpdate Administrator**. The installation also adds a shortcut to the desktop.

Note: LiveUpdate Administrator user interface is best viewed using a screen resolution of 1024 x 768 or higher.

To run LiveUpdate Administrator

- 1 Do one of the following:
 - Click Start, and go to **Programs > LiveUpdate Administrator**, and then click **LiveUpdate Administrator**.
 - Double-click LiveUpdate Administrator icon on the desktop.
- 2 On the **LiveUpdate Administrator** window, enter your user name and password and click **Log On**.

If you forget your password, you can request that a temporary password be sent to the email address that you specified during installation. Use this temporary password to sign in to LiveUpdate Administrator. After you sign in, you are prompted to reset your password. For security, the temporary password is valid only for a limited time.

Using a remote connection to LiveUpdate Administrator

You can connect to LiveUpdate Administrator (LUA) computer remotely. To connect, use the following command structure:

```
http://Hostname_of_LUA_computer:7070/lua
```

or

```
http://IP_address_of_LUA_computer:7070/lua
```

If you have specified a different port number during installation, use that port number instead of 7070.

Managing updates with LiveUpdate Administrator

With LiveUpdate Administrator, you can do any of the following tasks:

- Create a list of products that are used in your environment.
- Designate a source server (optional) from which to download updates.

■ Create Download and Distribution centers.

You can also schedule updates for automatic downloading and distribution. You can define the types of updates that you want to download, and whether or not they need to be tested before they are distributed.

LiveUpdate Administrator uses the following icons to assist you in determining if all updates are scheduled for download and distribution. The icons also indicate when more information is available:



Displays detailed information about the item.



Displays that all products in the **My Product** list are covered in Distribution, Download schedules, and centers.



Displays that some of the products in the **My Product** list are covered in Distribution, Download schedules, and centers.



Displays that none of the products in the **My Product** list are covered by Distribution, Download schedules, and centers.

See [“Understanding My Products Overview”](#) on page 21.

Using LiveUpdate Administrator Home page

Using LiveUpdate Administrator Home page you can check the status of LiveUpdate Administrator download and distribution requests, view the Event Log, and view system statistics. Using Quick Links, you can create a new distribution center, new download center, or create a new distribution schedule.

The My Products Overview box lets you know if your products are included in download and distribution schedules, and if they are included in a distribution center profile. Depending upon your configuration settings, product coverage can be full, partial, or none.

Note: The inactivity time-out for LiveUpdate Administrator is 120 minutes, after which you will need to log back on.

Viewing Download and Distribution activities

The Download and Distribution Recent Activity box displays the ten most current requests. This information is refreshed every 60 seconds for download activity and every 15 seconds for distribution activity. The following information is available:

Task	Mode of the request, either Manual or Automatic. If the request is Automatic (scheduled), then the name of the schedule appears.
Type	Type of the request, Download or Distribution.
Started	The time the request was started.
Last Change	The time when the status of the request was updated.
Status	The status of the request.
%	The percentage completed.

To view the details for a specific request, click on the ellipses button to the right of the % column.

You can view a full list of requests by clicking the full request report link. This will take you to the Download & Distribute/Activity Monitor page.

Events on the Activity Monitor page can be filtered by type, status and time. You can sort the events by type, when the event was started, changed, or by event status.

See [“Using the Activity Monitor”](#) on page 43.

See [“About Download and Distribution status”](#) on page 44.

Viewing Event Log activity

The Event Log Recent Critical Events box displays the 10 most recent critical events that are generated by LiveUpdate Administrator. This information is refreshed every 15 seconds. The following events are reported:

Created	When the event was generated.
Type	The LiveUpdate Administrator module that generated the event.
Description	Event specifics. Hover the mouse over the event or navigate to the Event Log to see the entire event detail.
User	The user who generated the event.

You can view a full list of all events, including descriptions, by clicking the event report link. This will take you to the Event Log where you can filter events by event type, users, and severity. You can also designate a specific date or a range of dates for the report. The Event Log can be exported to a comma separated file. Events can also be deleted by the Administrator.

See [“About LiveUpdate Administrator Event Log”](#) on page 53.

Viewing System Statistics

System Statistics lets you know the amount of space that is being used by LiveUpdate Administrator and its databases.

Free Disk Space	Indicates the amount of available disk space in MB on the local hard drive, where the Manage Updates folder and LiveUpdate Administrator are installed.
Used by database	Indicates the space in MB used by the LiveUpdate Administrator database.
Used by updates	Indicates the space in MB used by the update database.

Using Quick Links

Quick Links are links to where you can add a new Distribution Center, Download Schedule, or Distribution Schedule. You can also access these pages by clicking on the Configure/Distribution Centers and Download & Distribute/Schedules tabs.

Understanding My Products Overview

Coverage indicates whether all of the products in your Site List have been assigned to distribution centers and have been associated with distribution and download schedules. The amount of coverage is indicated as follows:



All products and components have been assigned to distribution centers and associated with download and distribution schedules.



Some products or components have been assigned to distribution centers and associated with download and distribution schedules.



No products or components have been assigned to distribution centers and associated with download and distribution schedules.

Coverage information is provided for the following components:

- Distribution Center Coverage indicates whether or not the products in your Site List are included in a Distribution Center profile. The coverage is calculated using only Product Distribution centers. Testing centers are not used to calculate coverage.
- Download Schedule Coverage indicates that the products in your Site List are associated with defined Download schedules.
- Distribution Schedule Coverage indicates whether or not all products in your Site List are associated with a distribution schedule. The coverage is calculated

using only Product Distribution centers. Testing centers are not used to calculate coverage.

The Product Coverage Details link takes you to the My Products window. To view coverage information for each product, click on the + sign to expand the product information.

Post-installation tasks

After installation, you should do the following tasks:

- Click the **Configure** tab, then click **Update Product Catalog**. This procedure downloads the latest product catalog from Symantec. The product catalog contains a listing of which products and versions are available for LiveUpdate Administrator to download updates.
- Add the products for which you want to download updates.
To add products to the **My Products** list, click the **Configure** tab, and on the **My Products** window, click **Add New Products**.
See “[Using My Products](#)” on page 26.
- Configure Source Servers (optional).
By default, updates are downloaded from one of the Update servers at the following location:
<http://liveupdate.symantecliveupdate.com>.
However, you can identify and configure one or more local servers from which clients can download updates. You can also designate the servers that can be used in case they fail.
To add a new source server, click the **Configure** tab, click **Source Servers**, and then click **Add**.
See “[Configuring Source Servers](#)” on page 27.
- Configure the Distribution Centers that you want to use for distributing updates.
By default, two Distribution Centers are created during installation of LiveUpdate Administrator, a Testing Distribution Center, and a Production Distribution Center. When updates are tested, they can then be marked as "passed." Then they are sent to the production distribution center using a schedule you determine.
You can create a list of products that are associated with the distribution center. All locations in the distribution center are in sync with the product updates of the products that are configured in the list.
For example, if you want to download only the virus definitions for all of your products, you can select the products, and then specify the virus definitions component.

See [“Working with distribution centers”](#) on page 29.

Uninstalling LiveUpdate Administrator

You can uninstall LiveUpdate Administrator using Add/Remove Programs in the Control Panel.

Configuring LiveUpdate Administrator

This chapter includes the following topics:

- [Configuring LiveUpdate Administrator](#)
- [Updating the My Product Catalog](#)
- [Using My Products](#)
- [Using coverage information](#)
- [Configuring Source Servers](#)
- [Working with distribution centers](#)
- [Working with failover servers](#)
- [Working with host files](#)
- [Configuring LiveUpdate Administrator preferences](#)
- [Backing up and restoring your LiveUpdate Administrator configuration](#)

Configuring LiveUpdate Administrator

By using the **Configure** pages, you can add and manage the products for which you want LiveUpdate Administrator to download updates. You can also add and manage the source servers and distribution centers and modify general LiveUpdate Administrator settings.

Updating the My Product Catalog

If your product does not appear in the list of available products, you may need to update the Product Catalog. This populates the list with the latest available products, which you can then add to your Site List.

To update the Product Catalog

- 1 Click the **Configure** tab.
- 2 On the left pane in the **My Products** window, under **My Products Tasks**, click **Update Product Catalog**.

Using My Products

You can add and delete the products for which you want LiveUpdate Administrator to download updates. You can also view the coverage details for each product.

See [“Understanding My Products Overview”](#) on page 21.

To add a product to the product list

- 1 On the **My Products** window, click **Add New Products**.
- 2 Under **Product line**, select the name of the product that you want to add from the list.
- 3 Click **OK**.

If your product is not listed, you need to update the Product Catalog.

See [“Updating the My Product Catalog”](#) on page 26.

To add more products to the product list, perform steps 1 - 3.

To delete a product from the product list

- 1 On the **My Products** window, click the box next to the product that you want to delete from the product list.
- 2 Click **Delete Selected Products**.
- 3 Click **Confirm Delete** to delete the product.

Using coverage information

You can use the information in the Download Schedule, Distribution Schedule, and Distribution Center Coverage columns to determine whether all of your products and components are included in distribution and download schedules, and are a part of a distribution center. Depending upon how you have configured

your product updates for downloading and distribution, coverage can be full, some, or none.

Configuring Source Servers

You can designate a list of failover servers that can be used in cases where the primary server is not available. LiveUpdate Administrator tries to connect to these servers in the order in which they appear in the user interface. When you download updates, LiveUpdate Administrator attempts to download from the source server. If the server is not available, LiveUpdate Administrator attempts to download from the failover server. The number of times that LiveUpdate Administrator attempts to connect is configurable through the Preferences option.

When you configure LiveUpdate Administrator to use a server, you need the following information:

Source server name	Enter a unique name for the server.
Priority	Enter a number from 1 to 5 to denote the priority of the server. 1 is the highest. LiveUpdate Administrator downloads updates from the server with the highest priority if updates with the same timestamp are available on all source servers.
Hostname/IP address	The URL which is used to connect to the server. LiveUpdate Administrator validates this entry.
Root directory	The root directory on the server where downloading and distributing occur.
Login id	Used for authentication. If necessary, enter the domain name (domain\username). For example, enterprise\Firstname_Lastname.
Password	Used for authentication.
Confirm password	Used for authentication.
Protocol	Select one of the following: <ul style="list-style-type: none">■ HTTP■ HTTPS■ FTP■ UNC

Port (if other than default)	<p>The default ports are:</p> <ul style="list-style-type: none">■ HTTP: 80■ HTTPS: 443■ FTP: 21 <p>Port information is not required for UNC.</p>
Use proxy	<p>Check this option if you use a proxy server.</p>
Proxy hostname/IP address	<p>The URL that is used to connect to the server. LiveUpdate Administrator validates this entry.</p>
Proxy login id	<p>Used for authentication. If necessary, enter the domain name (domain\username). For example, enterprise\Firstname_Lastname.</p>
Proxy password	<p>Used for authentication.</p>
Confirm proxy password	<p>Used for authentication.</p>
Proxy protocol	<p>Select one of the following:</p> <ul style="list-style-type: none">■ HTTP■ HTTPS■ FTP■ UNC
Port (if other than default)	<p>The default ports are:</p> <ul style="list-style-type: none">■ HTTP: 80■ HTTPS: 443■ FTP: 21 <p>Port information is not required for UNC.</p>

To add a Source Server

- 1 On the **Configure** tab, under **Source Servers**, click **Add**.
- 2 In the **New Source Server** window, enter the information for the server.
- 3 Do one of the following:
 - To save the new source server, click **OK**.
 - To save the new source server, and add a failover server for the new source server, click **Save and Add Failover**.
 - Click **Cancel** to cancel adding a new server.

To edit a Source Server

- 1 On the **Configure** tab, under **Source Servers**, select the server you want to delete, then click **Edit**.
- 2 When you have finished editing the information for the server, do one of the following:
 - Click **OK** to save your changes.
 - Click **Apply** to save the changes and continue editing.
 - Click **Test** to test the server connection.

To delete a Source Server

- 1 In the **Configure** tab, under **Source Servers**, select the server you want to delete, then click **Delete**.
- 2 Click **Cancel** to cancel the deletion.
- 3 Click **Confirm Delete** to delete the language from the site list.

To reset to defaults

- 1 In the **Configure** tab, under **Source Servers**, in the left pane, click **Reset to defaults**.
- 2 Do one of the following:
 - Click **Cancel** to cancel resetting to the defaults.
 - Click **Confirm reset** to confirm resetting to the defaults.

The source and failover servers are removed.

Working with distribution centers

A Distribution Center represents a single server or group of servers to which updates are distributed from a LiveUpdate Administrator. Each single server within a Distribution Center is defined as a 'Location.'

You can also add your own production and testing distribution centers. You can copy or edit the information for each distribution center and delete distribution centers. Once you have created a distribution center, you define a list of products for that distribution center. The product list applies to the entire distribution center. You can select an entire product line, or only add specific components, such as software updates or virus definitions. Once you have created your product list, it appears on the **Distribution Center** details page. The product list is displayed, along with details for the selected components.

Note: If you are setting up a remote distribution center using IIS and HTTP, you may need to enable WebDAV to accept PUT requests. Otherwise, you may see a status message that the server is unreachable.

Coverage information is displayed at the product level to indicate if all components were selected.

See [“Understanding My Products Overview”](#) on page 21.

You can also define multiple servers, called locations. By default, updates are distributed to all locations in a distribution center. Once an update has been distributed to a location, it is not distributed again. We recommend using either IIS or Apache for distribution center locations. Please refer to your operating system's documentation for additional information.

If you use an UNC share location server, and the user is an account on a remote system, ensure that the user has read/write access to the named share. The login ID for a UNC location server should be in the format `computername\username`, where `computername` is the name of the computer where the UNC share resides.

Note: A maximum of ten distribution locations per distribution center is recommended.

You can enable bandwidth throttling for each location. This lets you manage distribution in the environments that have both high bandwidth and low bandwidth networks. You can enable bandwidth to consume between 50 and 90 percent of resources. The default is 80 percent. In addition to enabling bandwidth throttling for specific locations, you can enable it for all location servers under **Configure > Preferences**.

To add a new distribution center

- 1 On the **Configure** tab, in the **Distribution Centers** window, click **Add**.
- 2 Enter the following information for the distribution center:

Distribution center name	Enter a unique name for this distribution center
Distribution center type	Select either Production or Testing from the drop-down menu.
Description	Enter a meaningful description that helps you identify this distribution center.

- 3 To specify a location, in the **Locations** box, click **Add**.
A distribution center must have at least one location.
- 4 In the **New location server** window, enter the information for the server.
- 5 Click **Save** to save the new location, or **Save and add another** to continue adding new locations, or click **Cancel** to cancel adding a new location.
- 6 In the **Edit Distribution Center** window, add products to this distribution center by clicking **Add** next to the Product List box.
- 7 Select the products you want to add, and then click **OK**.
You can add all products or expand a product and select specific components, such as Virus Definitions.
- 8 In the **Edit Distribution Center** window, click **OK** to save the changes and leave this window, or **Apply** to continuing editing the Distribution Center.

To delete a distribution center

- 1 On the **Configure** tab, in the **Distribution Centers** window, select the distribution center you want to delete, and then click **Delete**.
- 2 Click **Confirm Delete** to finish deleting the distribution center.

To delete a location

- 1 On the **Configure** tab, in the **Distribution Centers** window, select the distribution center whose Location List contains the location you want to delete, and then click **Edit**.
- 2 On the **Edit Distribution Center** window, select the location you want to delete, and then click **Delete**.
- 3 Click **Confirm Delete** to finish deleting the location.

Working with failover servers

A failover server is used when a connection to the source server fails. LiveUpdate Administrator then attempts to download from a failover server that you designate. If that connection also fails, LiveUpdate Administrator retries downloading from the source server. LiveUpdate Administrator makes three attempts by default. You can change the number of times LiveUpdate Administrator attempts to connect in the Configure/Preferences/Server Connection option.

See [“Configuring LiveUpdate Administrator preferences”](#) on page 33.

To add a failover server

- 1 Select the source server that you want to associate with a failover server by doing one of the following:
 - In the **Configure/Source Servers** window, on the left pane, click **Add Failover Server**. Then, in the drop-down list, select the source server that you want to add a failover server for.
 - In right pane, under **Source Servers**, click on the server that you want to add a failover server for, and then click **Add**.
 - If you are in the process of adding a new Source Server, in the **New Source Server** window, click **Add** next to the Failover Servers box.
- 2 Enter the information for the server.
- 3 Do one of the following:
 - Click **OK** to add the failover server.
 - Click **Save and Add Another** to continue adding additional failover servers.
 - Click **Cancel** to cancel the addition of the failover server.

To change the order of a failover server

- 1 On the **Source Servers** window, click the name of the source server, and then click **Edit**.
- 2 Click the name of the failover server that you want to move, and then click **Move Up** or **Move Down**.

To promote a failover server to primary server

- 1 Click **Configure > Source Servers**.
- 2 In the **Source Servers** list, click the name of the Source Server to which the failover server belongs, and then click **Edit**.
- 3 On the **Edit Source Server** window, in the **Failover Servers** box, click on the failover server that you want to promote, and then click **Primary**.
- 4 Click **Confirm make primary**.

This promotes the failover server to be the primary Source Server. The previous primary Source Server becomes a new failover server.

Working with host files

When a LiveUpdate client is installed (as it is with most Symantec products), by default it is configured to connect to the Internet-based Symantec LiveUpdate server to retrieve updates. To direct LiveUpdate clients to retrieve updates from

a specific Distribution Server instead, you must modify the configuration of the LiveUpdate client.

Users typically modify the client configuration through the administration console of the installed Symantec product, which is more convenient and the preferred method. However, you can also create a custom LiveUpdate configuration file (which is referred to as a LiveUpdate host file) through the LiveUpdate Administrator console. You can then copy this custom host file to client computers as required. When client computers run LiveUpdate, they connect to the server that is specified in the custom host file and download content from that location. To use this method, you must copy the custom host file to the LiveUpdate installation folder on client computers. By default, LiveUpdate is installed to the following folder:

C:\Program Files\Symantec\LiveUpdate (64-bit)

C:\Program Files\Symantec\LiveUpdate (32-bit)

To generate a host file for Windows LiveUpdate clients

- 1 Click the **Configure** tab, and then click **Client Settings**.
- 2 Select the distribution center that you want to create a host file for, and then click **Export Windows Settings**.
- 3 Click **Save**.
- 4 Select the location to save the file, and then click **Save**.

The file for Windows clients should be saved as Settings.Hosts.LiveUpdate.

To generate a host file for Java LiveUpdate clients

- 1 Click the **Configure** tab, and then click **Client Settings**.
- 2 Select the distribution center that you want to create a host file for, and then click **Export Java Settings**.
- 3 Click **Save**.
- 4 Select the location to save the file, and then click **Save**.

The file for Java LiveUpdate clients should be saved as liveupdt.hst.

Configuring LiveUpdate Administrator preferences

You can configure LiveUpdate Administrator display and environment settings, database maintenance scheduling, email notification recipients, logging modes and event thresholds.

You can also set schedules and rules for purging older updates, both in the Manage Updates folder and in Distribution Centers. When you download updates, they

are copied to the Manage Updates location that you specified during installation. LiveUpdate Administrator distributes updates to your Distribution Centers, where they remain until you remove them. You can purge old updates from your Distribution Centers to free disk space. By default, updates in Distribution Centers are purged daily. However, you can change this setting to never purge updates automatically, or to purge them monthly or weekly.

All updates in the Manage Updates folder, except for the latest three revisions, are set to be purged daily by default. However, you can specify rules for the Manage Updates folder purge to determine which updates to delete, based upon the age of the revision or when the updates were initially downloaded. For example, you can purge updates older than 10 revisions back or purge the updates that were downloaded more than 10 days back.

Note: Even with a single content update revision, LiveUpdate Administrator can typically provide incremental content updates to connecting clients that have content outdated for up to 12 months.

Typically, Symantec recommends that you configure LiveUpdate Administrator to store no more than three update revisions. The primary reasons are to ensure that it is possible to rollback to a previous version of content in the unlikely event of corrupted content or a false positive, while also minimizing disk space usage.

A purge does not delete the latest revision even if it satisfies the purge rule. For example, a revision may be more than 10 days old, but it is not deleted if it is the latest revision.

You can enable bandwidth throttling for all locations. Bandwidth throttling lets you manage the amount of network resources that are used during distribution. You can also enable bandwidth throttling for specific locations.

See [“Working with distribution centers”](#) on page 29.

By default, HTTP Delete is disabled in Web servers and you need to enable the HTTP Delete operation. The default Distribution Centers that ship with LiveUpdate Administrator already have the Delete operation enabled. If you have created new Distribution Centers, then you need to add the Delete functionality by implementing `doDelete` in the servlet.

You can specify the number of times that LiveUpdate Administrator attempts a server connection. When you initiate a download request or distribution request, LiveUpdate Administrator attempts to connect to the server that you have designated. If LiveUpdate Administrator cannot establish a connection to the server, then it assumes that the server is not available. You can specify a timeout period of 10 seconds to 60 seconds. The default is 30.

The number of times that LiveUpdate Administrator attempts a connection is determined by the value in the Retry field. By default, it will attempt to connect 3 times, however you can set the Retry counter from 2 to 5 times.

You can also set the amount of time that LiveUpdate Administrator waits between connection attempts. Using the Interval setting, you can set LiveUpdate Administrator to wait from 5 seconds to 60 seconds between attempts. The default is 15 seconds.

The Email Server is used by LiveUpdate Administrator for notifying specified administrators if Download or Distribution tasks fail to complete successfully. It also can also be used as part of the password recovery process for administrators that may have forgotten their password for LiveUpdate Administrator console access. You can specify the SMTP server that LiveUpdate Administrator should connect to when sending email to users. It is possible to specify SMTP server authentication credentials, if required. This server handles all outgoing emails. The From Address controls who email notifications will appear to arrive from.

The preferences that you can configure are as follows:

Display	Maximum rows per page. The number of rows that are displayed. The default is 25.
Environment Variables	Temporary Directory This is the location where LiveUpdate Administrator copies updates before distribution. The default location is C:\TempDownload.
Purge updates in Manage Updates folder	How often Select how often you want to purge older updates. The options are: Never/Daily/Weekly/Monthly. The default is Daily, with the purge set to run at 12 A.M. Rule Older than xx revisions back (1-10). The default is 3. Retrieved more than xx days back (1-31). The default is 3.
Purge updates in Distribution Centers	How often Select how often you want to purge older updates. The options are: Never/Daily/Weekly/Monthly. The default is Daily, with the purge set to run at 12:30 A.M.

Database Maintenance

Database Optimization:

Refers to how frequently optimization-standard.bat is automatically executed. By default, this batch file initiates a PostgreSQL database vacuum and logs the results to the LiveUpdate Administrator 'logs' directory.

Activity Monitor:

Refers to how much historical download and distribution job data LiveUpdate Administrator should retain. LiveUpdate Administrator may progressively become less responsive if more than the default amount of historical data is retained.

Bandwidth Throttling

Enable bandwidth throttling

Bandwidth throttling is disabled by default. To apply bandwidth throttling to all locations, click **Apply to all location servers**.

Bandwidth throttling consumption

When enabled, the default is 80%. You can set bandwidth throttling from 50 to 90 percent.

Login Security

Minimum password length

The default length is 8 characters.

Logging

Debug Mode

Off by default. Turn this on only if instructed to by Technical Support.

Event threshold

INFORMATIONAL (default) or CRITICAL.

Server Connection

Timeout: The default is 30 seconds.

Retry: The default is 3 times.

Retry Interval (seconds): The default is 5.

Email Server

SMTP Server Name: FQDN/Hostname/IP of the target SMTP server

From Address: Who the LiveUpdate Administrator-generated emails should appear to be sent from

Authentication: Enable this option as required and specify credentials.

Email Notification	Enable Email Notification if required and specify recipients. Separate recipients with a semi-colon. Select the Notify when tasks are complete: option if required.
--------------------	--

To configure LiveUpdate Administrator preferences

- 1 Click the **Configure** tab, and then click **Preferences**.
- 2 Click **Update** to save your changes.

To restore the settings to the defaults, click **Reset To Defaults**.

To restore default configuration settings

- 1 Click **Configure > Preferences**.
- 2 On the **Configure Application Preferences** window, click **Reset To Defaults**.
- 3 Click **Confirm**.

Backing up and restoring your LiveUpdate Administrator configuration

You can back up the entire configuration of LiveUpdate Administrator to a single, compressed file. In the unlikely event that a re-installation is required, you can use this file to rapidly restore the previously active configuration.

When you first login to the console after a new installation of LiveUpdate Administrator, an option to restore an exported configuration file appears.

Note: This option to restore an exported configuration only appears on the first console login after you install a new LiveUpdate Administrator.

To back up your LiveUpdate Administrator configuration

- 1 On the **Configure** tab, click **Export**.
- 2 Click **Export configuration recovery file**.
- 3 In the **File Download** dialog box, click **Save**.
- 4 In the **Save As** dialog window, browse to the folder where you want the back up file saved.
- 5 In the **File name** box, specify a file name.
 A default file name automatically appears, but you can change this name if you want. Ensure, however, the file extension remains .zip.
- 6 Click **Save**.

To restore your LiveUpdate Administrator backup configuration file

- 1** Open the LiveUpdate Administrator console.
- 2** On the **Hometab**, in the **Configuration Restore** pane, click **here**.
- 3** In the **Configuration Restore** dialog box, browse to the configuration backup file, and then click **OK**.

A message appears indicating the configuration is successfully restored.

Managing download and distribution schedules

This chapter includes the following topics:

- [Scheduling downloads](#)
- [Executing distribution schedules automatically after the completion of a download](#)
- [Scheduling distribution](#)
- [Using the Activity Monitor](#)
- [About Download and Distribution status](#)

Scheduling downloads

You can configure LiveUpdate Administrator to download updates automatically. You specify how often you want to update and for which products you want to download updates for. You can also run manual download and distribution requests, and view the Activity Monitor, which lists LiveUpdate Administrator download and distribution requests.

You can download updates for all products and components. Or you can fine-tune downloads so that only virus definitions, or software updates, or other components are downloaded. For example, if you use Symantec Endpoint Protection, you may want to set up a schedule that downloads content updates three times a day. This schedule is typically how frequently Symantec Endpoint Protection clients receive content updates if they receive them directly from the Symantec Endpoint Protection Manager.

To create a new download schedule

- 1

On the **Download & Distribute** tab, in the **Schedules** window, click **Add Download**.
- 2

In the **Add Download Schedule** box, type the following:

Distribution schedule name	Descriptive name for this schedule
Status	Enabled or Disabled
Description	Description for this schedule
- 3

In the **Select Products** box, click **Add**.
- 4

Select the products and components that you want to add to this schedule. To expand the product list, click on the plus sign (+), and then select specific components. Or, check **All Products** to add all products and components to the download schedule.
- 5

Click **Add**.
- 6

Select the test status that you want to assign to the schedule.
By default, the test status is set to Skip Test. Set the status to Must Test to test the updates before you distribute them.
- 7

In the **Select Schedule** box, set the download schedule.
- 8

Click **OK** to save the schedule, or click **Cancel** to cancel this action.

To run a manual download request that is based on an existing schedule

- ◆

In the right pane, under **Schedules**, select an existing Download Schedule, and then click **Run Now**.

To run a new manual download request

- 1

In the left pane, under **Scheduling Tasks**, click **Manual Download Request**.
- 2

In the **Manual Download Request - Step 1 of 2** window, select the products that you want to add to this request by clicking **Add**.
- 3

In the **Select products to be added** window, select the product or components that you want to add and then click **OK**.
- 4

Select the test status for this download request: **Skip Test** or **Must Test**.
The default is Skip Test.
- 5

Click **Next**.

- 6 In the **Manual Download Request - Step 2 of 2** window, select the updates that you want to download.

You can select all products and components, or you can select specific components, such as software updates or virus definitions.

- 7 Click **Next** to start the download request.

To delete a download schedule

- 1 On the **Download & Distribute/Schedules** list, click the box beside the schedule that you want to delete.
- 2 Click **Delete**.
- 3 Click **Confirm Delete** to finish deleting the schedule or click **Cancel** to cancel the deletion.

Executing distribution schedules automatically after the completion of a download

The Symantec LiveUpdate Administrator enables you to execute distribution schedules automatically as soon as the download is complete.

To execute distribution schedules automatically after the completion of a download

- 1 Perform the steps to create a new download.
See [“Scheduling downloads”](#) on page 39.
- 2 Select **Run selected Distribution Schedules automatically after this download completes**.
- 3 Select distribution schedules from the **Available Distribution Schedules** list.
- 4 Click **Add** or **Add all**.
- 5 Click **Ok**.

Scheduling distribution

After you download updates, they can be sent to a testing distribution server or to a production distribution server where your LiveUpdate clients can download them.

When you add a distribution schedule, you also select the products and components that you want to associate with the schedule. This list of products and components is compared with the updates in the Manage Updates folder. Any revisions that are not already distributed are then distributed in the current session.

To add a new distribution schedule

- 1 On the **Download & Distribute** tab, in the **Schedules** window, click **Add Distribution**.
- 2 In the **Add Distribution Schedule** box, specify the following:
 - Distribution Schedule name
 - Status, either Enabled or Disabled
 - Description
- 3 Click **Add** to select the products and components for which updates are distributed.
- 4 Select the products and components that you want to add to this schedule.
To expand the product list, click on the plus sign (+), and then select specific components. Or, check **All Products** to add all products and components to the distribution schedule.
- 5 Click **Add**.
- 6 In the **Distribute Content To** box, select the distribution center type: **Testing**, **Production**, or both. Then, select the Distribution Centers.
You can select all Distribution Centers or a subset of the centers.
- 7 Select a distribution schedule.
- 8 Click **OK** to save the schedule or click **Cancel** to cancel this action.

To run a manual distribution request based on an existing schedule

- ◆ In the right pane under **Schedules**, select an existing Distribution Schedule, and then click **Run Now**.

To run a new manual distribution request

- 1 In the left pane under **Scheduling Tasks**, click **Manual Distribution Request**.
- 2 In the **Manual Distribution Request Step 1 of 2** window, click **Add** to select the products that you want to distribution with this request.
- 3 In the **Select products to be added** window, select the products or the components, then click **OK**.
- 4 In the **Manual Distribution Request Step 1 of 2** window, select the Distribution Center Type: **All**, **All Production Centers**, or **All Testing Centers**.
- 5 Select the Distribution Center: **All** or **Subset**.

- 6 Click **Next**.
- 7 In the **Manual Distribution Request Step 2 of 2** window, select the updates that you want to distribute, and then click **Next**.

Using the Activity Monitor

You can view the details of all download and distribution tasks in the Activity Monitor.

For each task, the following information is available:

Task	The description of the task. If it is a scheduled task, the name of the task is displayed. Otherwise, the description is Manual.
Type	The type of the task, either Distribution or Download.
Started	The date and time when the task was started.
Last Change	The date and time that the task was last changed.
Status	The status of the update.
%	Percentage of completion.

You can filter activities by using the Show Filters icon to the right of the Activity box. You can filter activities by type, status, and time, either by the start time or by when the last change occurred.

Viewing task details

You can view details for specific tasks.

Task details include information about the following:

- Status of the task
- Whether or not the update needs to be tested
- Total size of the update
- Time the task was started
- Product and component for which the update was downloaded
- Name of the update file

To view task details

- ◆ Click on the ellipses option that appears to the right of the % column for the task that you want to view.

About Download and Distribution status

You can find out the status of your download and distribution tasks in the Activity Monitor and by viewing the details of the task. The status that is displayed can help you determine if your task was successful, or help you to troubleshoot a problem.

The following types of status are displayed:

- Download task status
- Distribution task status
- Download update status
- Distribution update status

The following describes the possible status of download tasks:

Status	Description
CREATED	The download task has been created.
COMPLETE	The download task is complete.
FAILURE	The download task has failed.
CANCELLING	The download task is in the process of being canceled.
CANCELLED	The download task is canceled.
RETRIEVING	Download from source server is started.
COMMITTING	The download task to the temporary directory is complete. Updates are being moved to the Manage Updates folder and the database is being updated.

The following describes the possible status of distribution tasks:

Status	Description
CREATED	The distribution task has been created.
COMPLETE	The distribution task is complete.
FAILURE	The distribution task has failed.
CANCELLED	The distribution task is canceled.

The following describes the possible status of download update tasks:

Status	Description
NOT_FOUND	<p>The task is successful, but an update for one of the products that are listed in the product catalog was not found on the source server.</p> <p>The product catalog contains the list of updates applicable for a given product.</p>
SKIPPED	<p>The reasons for this status are as follows:</p> <ul style="list-style-type: none"> ■ Updates were previously downloaded and will not be downloaded again. ■ After being downloaded, an update was deleted from the temporary directory. ■ The size of the update differs from the size that is listed in the catalog.
EXIST	The product catalog and updates have already been downloaded and will not be downloaded again.
IN_PROGRESS	The download is in progress.
DOWNLOADED	The download is complete.
COMPLETE	The downloaded content has been moved to the Manage Updates folder.
FAILED	The download has failed.
CORRUPT	The downloaded update or one of its associated files has failed validation.
CREATED	The update is about to be downloaded.

The following describes the possible status of distribution update tasks:

Status	Description
FILENOTFOUND	The update was not found in the Manage Updates folder.
COPYFAIL	The update could not be copied to the temporary directory.
TRANSFERFAIL	The upload failed or there was no space available.
CREATED	The upload is pending and not yet started.
FAILED	Generic failure.
SKIPPED	The file is being skipped because it is a part of another update task and will be uploaded at that time.

Status	Description
ALREADY_PRESENT _ON_SERVER	The file has already been uploaded during a previous distribution task.
TEMP_FILE_ NOT_FOUND	The file is not available in the temporary directory.
CORRUPT	The update or its associated catalog file has failed.

Note: Never manually delete content updates from the file system that LiveUpdate Administrator downloaded or distributed. The correct way to delete these content updates is through the LiveUpdate Administrator console.

Managing updates

This chapter includes the following topics:

- [Managing updates for products](#)
- [Testing updates](#)

Managing updates for products

Manage Updates is where you can manage all of the updates for the products you have selected in **My Products**. You can view, approve, and delete updates.

If you have not added any products to **My Products**, an error message appears, and you are prompted to create a list of your products.

The default location for downloaded updates is as follows:

Windows 2008/7/Vista	C:\Program Data\Symantec\LiveUpdate Administrator\Downloads
Windows 2003/XP/2000	C:\Documents and Settings\All Users\Application Data\LiveUpdate Administrator\Downloads

Note: The default location cannot be changed after the initial installation of the LiveUpdate Administrator.

You can view the contents of the download folder using either the list view or the details view. The list view displays all of the current downloaded updates and definitions for all products. Updates from older revisions do not appear. However, you can use the detail view to view older updates.

Updates are listed by Product/Component name, Test Status, Criticality and Distribution Coverage. You can filter the view by product name, test status (state), and within a range of dates.

You can filter or search for updates by Update Name, Criticality, Type, or File Name. You can also show only updates for a specific product, or for updates based on criticality or by the date that the update was downloaded.

Criticality is used to designate the urgency of the update. Product/Component is the name and component name for which updates are downloaded.

The possible criticality values are as follows:

Critical	Reserved for the most critical updates such as vulnerabilities or Category 5 outbreak content.
Recommended	All product updates that represent patches to address defects and security updates.
Optional	New features and product enhancements.

When you expand the **Product/Component** list, you can view the following information for each product update as follows:

File Name	The actual server-side name of the update package that is retrieved. It is always a compressed file, although the .zip extension is not always used.
Test Status	<div>This information indicates the test status of the update.</div> <div>The following states are possible:</div> <div><div>■ Corrupt</div><div>■ Failed</div><div>■ Faulty</div><div>■ Not required</div><div>■ Passed</div><div>■ Pending</div><div>■ Retest</div><div>■ Unknown</div><div>■ Untested</div></div>

Distribution Coverage	<p>This information indicates if the current revision is distributed to all Distribution Centers.</p> <p>The following values are possible:</p> <ul style="list-style-type: none">■ Revision is distributed to all Distribution Centers■ Revision is distributed to some of the Distribution Centers■ Revision is not distributed to any of the Distribution Centers.
-----------------------	---

Viewing update details

You can view details about a specific update component by clicking on the ellipses option (...) that appears to the right of the **Distribution Coverage** column.

The **Update Details** window shows the revision details and the distribution status for specific product component.

The following information appears in the **Revision Details** box:

Name	The name of the component.
Criticality	Possible values are: Critical, Recommended, and Optional.
Type	Type refers to the data type of the update. For example, Content or Fixtool.
File Name	The name of the update package that is retrieved.
Size	<p>Indicates the size of the compressed file on the server in bytes.</p> <p>This number is translated into KB and is displayed on the Update wizard to indicate to the user the size of the selected update package.</p>
Reboot Required	Indicates whether a reboot is required after installing the update.

Type refers to the data type of the update. Possible values are as follows:

Content	Security Response updates for virus definitions, Intrusion Prevention and Detection signatures, spam definitions, crimeware definitions and so on.
Patch	Product updates that contain fixes for defects.
Setting	Product updates for configuration files.
Information	Product updates that are for messaging only.
Help	Product updates for Help content.
Documentation	Manuals and other documentation generally delivered in PDF format.

Tip	Helpful hints.
Fixtool	Stand-alone fix tools to address product errors not addressed through product updates or patches.

The **Distribution Status** box shows the following information:

Distribution Center	The name of the Distribution Center.
Center Type	The distribution center type, either Production or Testing.
Distribution Revision	The update revision that was distributed to the distribution center. If a revision has been locked, then a padlock appears to the left of the date.
Locked/Unlock To	If a revision has been locked to the distribution center, then the Unlock option appears. If the revision has not been locked, then the Lock To option appears.
Locked warning	If a locked revision is not the most current, then a warning appears.

Deleting revisions

You can delete revisions from the **Manage Updates** folder. All updates and TRI files are deleted. If you delete the current revision, any older revisions still in the folder become the current revision and are downloaded during the next download event. Locked revisions cannot be deleted.

To delete an update revision

- 1 In the **Manage Update** window, expand the **Product / Component** list.
- 2 Select the revision that you want to delete.
- 3 Click **Delete**.

Locking and unlocking revisions

You can lock an update revision to a specific distribution center. When the revision is locked, new revisions are downloaded, but they are not available to that distribution center. A padlock appears beside the distributed revision in the **Distribution Status** list.

To lock a revision

- 1 In the **Manage Updates** window, expand the **Product/Component** list.
- 2 Click the ellipses option to the right of the **Distribution Coverage** column for the update that you want to lock.

- 3 In the **Update Details** window, in the **Distribution Status** box, select the Distribution Center that you want to lock, and then click **Lock To**.
 - 4 In the **Manage Updates - Add Lock** window, select the revision you want to lock, and then click **OK**.
 - 5 In the **Manage Updates - Confirm Add Lock** window, click **OK**.
- To unlock a revision
- ◆ In the **Manage Update** details window, click **Unlock**.

Testing updates

When you create a download schedule or run a manual download request, you must set the testing status of the updates that you download. Updates can be marked as either Skip Test or Must Test. Updates that do not have to be tested can be sent directly to a production distribution center and are available for immediate downloading.

Each downloaded update has an associated testing state. The testing state lets you know whether the update has been tested and what stage the update is in.

The possible testing states are as follows:

Untested	The update has not been tested, but must be tested before it can be distributed to a production distribution center. This content has not yet been placed to a testing distribution server.
Passed	The update has been successfully tested and is ready to be sent to a production distribution center.
Failed	The update has failed testing. This update cannot be distributed to a production distribution center.
Test Not Required	The update does not require testing before being distributed to a production distribution center.
Faulty	The update initially passed testing, and was distributed to a production distribution center, but was later found to have problems.
Retest	The update that has been found to be faulty, or has failed testing, and you want to retest it.

You can view the test status of downloaded updates in Manage Updates. Updates that have been marked Untested can be sent to a testing distribution center, where they can then be distributed for further testing. After you have completed testing the updates, you can then mark them as Passed or Failed. Passed updates can then

be sent to production distribution centers. Failed updated can be resent to the testing distribution center for further testing and the status changed to Retest.

Updates that you distribute to production distribution centers are either marked as Skip Test or Passed. If you find any issues with the updates after they have been distributed to a production center, you can mark them as Faulty and send them back to a testing center for further testing (the status is changed to Retest).

Only updates that are marked as Passed or Skip Test can be sent to a production distribution center. LiveUpdate Administrator will not allow updates marked Test Failed or Faulty to be sent to any production distribution center. Updates that are marked Untested will not be automatically sent to a production distribution center, but you can send them to a testing distribution center.

Note: Some update components are shared between products. If you have specified that updates for a particular product must be tested, any shared component updates will automatically be set to Must Test, and will display a status of Untested when they are downloaded.

If you set the status of an update to Must Test, but have not yet tested it, LiveUpdate Administrator sets the testing state to Untested. Otherwise, the status is set to Testing Not Required.

If the update state is Untested, LiveUpdate Administrator will send the update to the appropriate testing distribution center. This can happen automatically, based upon a schedule that you determine, or you can distribute the update for testing manually.

Once you have completed testing the update, you set the status to Test Passed or Test Failed. Updates marked as Test Passed will then be available to production distribution centers.

If the update has failed, you can retest the update, delete the update, or simply leave it in the Manage Updates folder.

If you have distributed an update to a production distribution center, and later determine that it is problematic, you can mark the update Test Faulty. This will prevent future operations from distributing the update to production distribution centers.

Viewing events and generating troubleshooting information

This chapter includes the following topics:

- [About LiveUpdate Administrator Event Log](#)
- [About troubleshooting information](#)

About LiveUpdate Administrator Event Log

LiveUpdate Administrator Event Log lets you view information about the events that LiveUpdate Administrator generates. You can filter events by event type, users, and severity. You can also designate a specific date or a range of dates for the report and export the report to a comma-separated file. Events can also be deleted from the log.

The following information is available in the Event Log:

Created	The date and time when the event was generated.
Event Type	The module that generated the event. The possible values are: Download, Schedule, Distribute, Log on/Log off, Server, and Catalog/Site List.
Severity	The severity of the event.
User	The user who generated the event. For purge events, LiveUpdate Administrator uses LUA Startup to initiate the process. This name appears in the list of users.

Description The description of the event.

You can change how events are logged.

See [“Configuring LiveUpdate Administrator preferences”](#) on page 33.

About troubleshooting information

The LiveUpdate Administrator can automatically collect environmental and troubleshooting data. This troubleshooting data may reduce the time that is taken for Symantec Technical Support to identify the cause for a LiveUpdate Administrator issue.

The following information is collected in the troubleshooting file for analysis:

- Current processes running
- Current services running
- Application logs
- Application configuration files
- Network configuration
- List of application files
- Application thread dump
- Updates being managed
- Database Dump
- MSinfo - Windows information

Generating the troubleshooting file

The LiveUpdate Administrator sometimes may not function as desired. To identify the exact issue, you require environmental and troubleshooting information. LiveUpdate Administrator enables you to collect the troubleshooting information in an `luadebuginfo.zip` file. You can generate this file and send it to Symantec Technical Support to identify the root cause of the issue.

To generate the troubleshooting file

- 1 On the LiveUpdate Administrator user interface, click **Troubleshoot**.
- 2 Click **Begin**.
- 3 Click **Save**.

4 Select the location in your system where you want to save this file.

5 Click **Save**.

See [“About troubleshooting information”](#) on page 54.

Managing users

This chapter includes the following topics:

- [About user management](#)
- [About roles](#)
- [Adding users](#)

About user management

The **LiveUpdate Administrator Manage Users** page is where you add and modify LiveLiveUpdate Administrator users. You can log off any user that is currently logged onto the system. You can also send an email to LiveLiveUpdate Administrator users, and view user details.

The **Manage Users** window displays the following information:

User	The logon name of the user
First Name	Required
Last Name	Required
Role(s)	A user can be an Administrator or a User
Status	Displays the logon status of the user

To send an email to a user, click the envelope icon to the right of the Status column. To view and edit the details for a user, click the ellipses icon to the right of the envelope icon.

About roles

The LiveUpdate Administrator has two user roles: Administrator and User. The Administrator role has complete access to the system. The User role restricts users to the following activities:

- Manual download
- Manual distribution
- Change status of updates in Manage Updates
- Change profile

For the rest of the modules, users have Read Only access.

Adding users

To add a new user, you need the following information:

User name	Must be at least four characters long
Password	Must be at least eight characters long
First name	Required
Last name	Required
Email address	Required
Role	Administrator or User

To add a user

- 1 On the **Manage Users** window, click **Add**.
- 2 Enter the information for the new user.
- 3 Click **OK** to save the new user, or **Clear All** to clear the form.

To delete a user

- ◆ Check the box beside the user's name, and then click **Delete**.

To force a user to log off

- ◆ Check the box beside the user's name, and then click **Force Log Off**.

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