



***BITDEFENDER
UPDATE
SERVER***

Administrator's Guide

BitDefender Update Server *Administrator's Guide*

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1. What Is BitDefender Update Server?

BitDefender Update Server allows you to set up a BitDefender update location within the local network. Having a local update location, you can configure update policies and assign them to clients so that the BitDefender products update from this local mirror instead of updating from the Internet.

By using a local BitDefender update location, you can reduce Internet traffic (only one computer connects to the Internet to download updates) and achieve faster updates. Moreover, you do not have to worry about updating the BitDefender products installed on computers that are not connected to the Internet.

BitDefender Update Server is completely automated. In order to update the client products from the local network, you only have to install BitDefender Update Server and assign policies for the client products to update from the local update server.

Once installed, BitDefender Update Server automatically downloads the updates for the BitDefender Business Client products available in the installation package (both the 32-bit and 64-bit version). Moreover, when other client products request updates (for example, a BitDefender server security solution or a BitDefender Business Client product in a different language), BitDefender Update Server automatically downloads updates for those clients.

The local update address that must be configured on the BitDefender client products must follow one of these syntaxes:

- `http://update_server_ip:port`
- `http://update_server_name:port`

The default port is 7074. Configure and assign update policies using such an update location to set the BitDefender client products to update from the local mirror.

2. Installation and Removal

In this chapter you can find all the information you need to successfully install BitDefender Update Server on a dedicated computer. The removal procedure is described at the end of this chapter.

For installation scenarios where BitDefender Update Server and BitDefender Management Server are installed on the same computer, please refer to the BitDefender Management Server Administrator's Guide.

- *“System Requirements”* (p. 2)
- *“Obtaining the Installation File”* (p. 2)
- *“Installing BitDefender Update Server”* (p. 3)
- *“Upgrade”* (p. 4)
- *“Repairing, Modifying or Removing the Installation”* (p. 4)

2.1. System Requirements

You can install BitDefender Update Server on any computer running Windows 2000 or a newer Windows operating system.

Supported browsers (for configuration and management):

- Internet Explorer 6 (+) for Windows 2000
- Internet Explorer 7 (+) for Windows operating systems newer than Windows 2000
- Mozilla Firefox 2.0 (+)

2.2. Obtaining the Installation File

To install BitDefender Update Server you need the BitDefender Management Server installation file. You can download the setup file from the BitDefender website: <http://www.bitdefender.com>. Follow the links to download an evaluation version of BitDefender Client Security, the business security solution that integrates BitDefender Management Server. You will have to fill in a form and you will receive an e-mail at the address you have provided in this form. The e-mail contains a link to the download location.

Depending on the computer platform on which you install BitDefender Update Server, choose the 32-bit or the 64-bit version of the setup file.

2.3. Installing BitDefender Update Server

There are several installation scenarios:

- BitDefender Update Server is installed together with BitDefender Management Server on the same computer. For detailed information, please refer to the BitDefender Management Server Administrator's Guide.
- BitDefender Update Server is installed on a dedicated computer (separately from BitDefender Management Server).

To install BitDefender Update Server on a dedicated computer, follow these steps:

1. Locate the installation file on the computer and double-click it to start the installation wizard. Please note that you need at least 3 GB of free space on the system partition, or otherwise the installation will likely fail.
2. Click **Next**.
3. Please read the License Agreement, select **I accept the terms in the License Agreement** and click **Next**.
4. Click **Custom**.
5. Choose to install only BitDefender Update Server: right-click all other components of the installation package and choose not to install them.
6. Click **Next**.
7. If you want to change the port on which BitDefender Update Server accepts connections, type a new value in the edit field. It is recommended that you use the default port (7074).



Important

Please take the following into account:

- Provide port values between 1 and 65535.
 - The BitDefender Update Server port must not be used by other applications installed on the system.
 - Keep a record of this port number. You will need to know it later, when configuring the BitDefender client products to download their updates from the local update server.
8. Click **Next**. If the port is in use, you will be prompted to set a new port.
 9. Click **Install**.
 10. Wait until the installation is completed and then click **Finish**.
 11. Configure the local firewall to allow the port on which BitDefender Update Server is set to accept connections.

2.4. Upgrade

If an older version of BitDefender Update Server is already installed and used in the local network, you can easily upgrade it to the current version. The BitDefender Update Server settings will be preserved during the upgrade.

Follow these steps:

1. Copy or download the installation file to the computer on which BitDefender Update Server is installed.
2. Double-click the installation file to start the installation wizard.
3. Click **Next**.
4. Please read the License Agreement, select **I accept the terms in the License Agreement** and click **Next**.



Note

If you do not agree to these terms click **Cancel**. The installation process will be abandoned and you will exit setup.

5. Click **Upgrade** to replace the older version with the newer one.
6. Wait until the upgrade is completed and then click **Finish**.

2.5. Repairing, Modifying or Removing the Installation

If you want to repair, modify or remove the installation of BitDefender Update Server, follow the path from the Windows Start menu: **Start** → **All Programs** → **BitDefender Management Server** → **Modify, Repair or Remove**.

Click **Next** and choose the desired option:

- **Repair** - to re-install all program components installed by the previous setup.
If you choose this option, a new window will appear. Click **Repair** to start the repairing process.
- **Modify** - to modify the current installation. For detailed information, please refer to the BitDefender Management Server Administrator's Guide.
- **Remove** - to remove all installed components.
If you choose this option, a new window will appear. Click **Remove** to start the removal process.

3. Configuration and Management

Refer to the following topics to find out how to configure and manage a BitDefender update location in the local network using BitDefender Update Server.

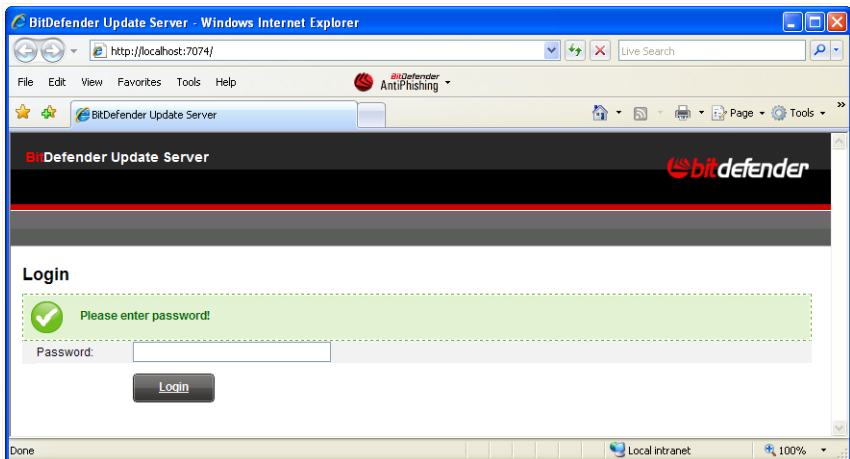
- “*Accessing Management Panel*” (p. 5)
- “*What You Have to Do After Installation*” (p. 6)
- “*Managing Client Products and Downloaded Updates*” (p. 7)
- “*Configuring Settings*” (p. 9)
- “*Changing Login Password*” (p. 11)

3.1. Accessing Management Panel

BitDefender Update Server has a web-based interface, which facilitates easy configuration and monitoring from any computer connected to the network.

To access the BitDefender Update Server management panel, do any of the following:

- Open a web browser and type the server address using one of these syntaxes:
 - `http://update_server_ip:port`
 - `http://update_server_name:port`
- On the computer on which BitDefender Update Server is installed, go to the Windows Start menu and follow the path: **Start** → **Programs** → **BitDefender Management Server** → **BitDefender Update Server**.



Login Page

Type the login password in the corresponding field and click **Login**. The default password is `admin`.

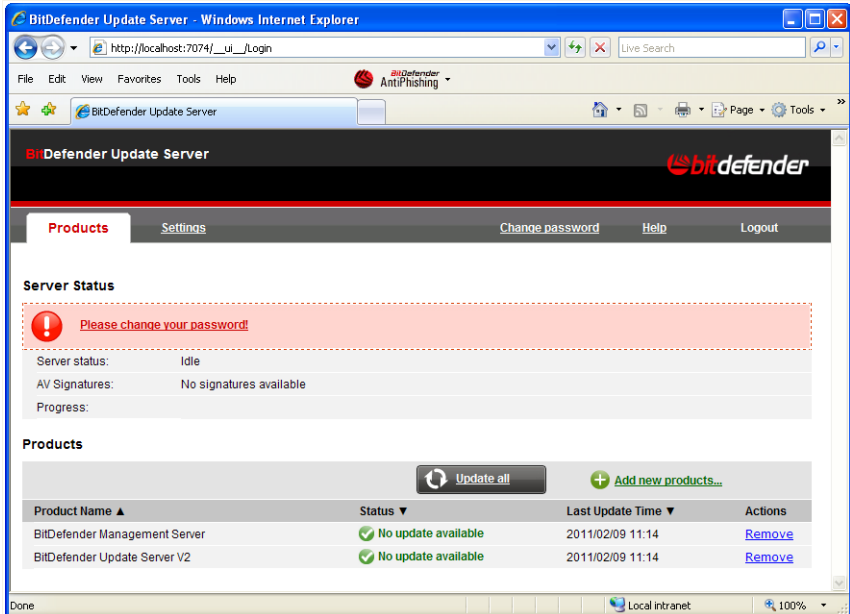
3.2. What You Have to Do After Installation

This is what you have to do after installation:

1. Change the default `admin` password to prevent unauthorized access. For more information, please refer to *“Changing Login Password”* (p. 11).
2. If the computer on which BitDefender Update Server is installed connects to the Internet through a proxy server, you must configure the proxy settings.
 - a. Access the BitDefender Update Server management panel.
 - b. Click **Settings** in the upper menu.
 - c. Select the **Use proxy settings** check box.
 - d. Specify the proxy settings to be used. For more information, please refer to *“Configuring Settings”* (p. 9).
3. Configure the client products installed in the network to download updates from the local update server. The local update address that must be configured on the BitDefender client products must follow one of these syntaxes:
 - `http://update_server_ip:port`
 - `http://update_server_name:port`The default port is 7074. Configure and assign update policies using such an update location to set the BitDefender client products to update from the local mirror.

3.3. Managing Client Products and Downloaded Updates

To manage the client products for which updates are downloaded and to see update information, access the management panel, the **Products** page (displayed by default after logging in).



Products Page

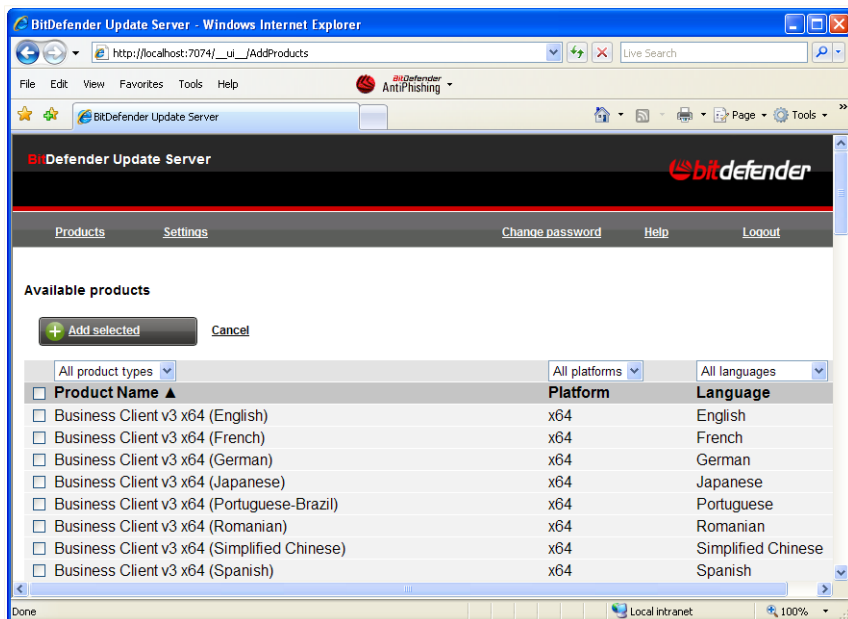
You can see BitDefender Update Server statistics and the list of client products for which updates are downloaded. The status and time of each client product's latest update are displayed.

Downloading Latest Updates

To download the updates available for all the products in the list, click **Update all**.

Adding New Products

To select additional products to be updated by BitDefender Update Server, click **Add new products**. A new page is displayed.



Available Products

You can see the list of additional BitDefender client products that can be updated using BitDefender Update Server. To browse easily through the list, you can filter products by type, platform and language.

Select the check box corresponding to the desired products and click **Add selected**.

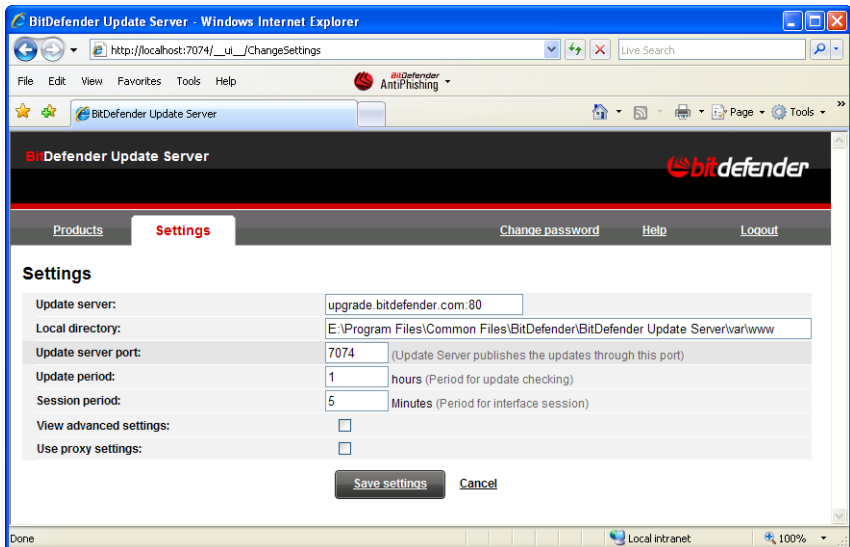
Removing Products

To remove a product from the list of updated products, click the corresponding **Remove** link in the **Actions** column. When you remove a client product from the list:

1. BitDefender Update Server will no longer download updates for that client product. However, if the client product later connects to BitDefender Update Server to check for updates, it will be automatically added to the list.
2. The updates downloaded for that client product are removed if they are not used by another product in the list. For example, malware signatures are common to all language versions of a specific product and platform (32-bit or 64-bit).

3.4. Configuring Settings

To configure the BitDefender Update Server settings, access the management panel and click **Settings** in the upper menu. A new page is displayed.



Settings Page

The following settings can be configured:

- **Update server.** By default, BitDefender Update Server will download updates on the local computer from `upgrade.bitdefender.com:80`. This is a generic address that is automatically resolved to the closest server that stores BitDefender malware signatures in your region.

To check for and download updates from a local update server (**cascading configuration**), replace the Internet update address with the address of the local update server. Use one of these syntaxes:

- `http://update_server_ip:port`
- `http://update_server_name:port`

The default port is 7074.

- **Local directory.** If you want to change the folder the updates are downloaded to, type the path to the new folder in this field.
- **Update server port.** In this field you can change the BitDefender Update Server port configured during installation. The default port is 7074. The BitDefender Update Server port must not be used by other applications installed on the system.



Note

If you change the port at a time when BitDefender Update Server is already in use, the update location of all BitDefender products configured to download updates from the local update server must be changed accordingly.

- **Update period.** By default, BitDefender Update Server downloads updates from the Internet update location every hour. If you want to change the update period, type a new value in this field.
- **Session period.** By default, you are automatically logged out of the management panel after 5 minutes of inactivity. If you want to change the maximum allowed period of inactivity, type a new value in this field. You can set this period between 1 and 30 minutes.
- **View advanced settings.** Select this check box to view and configure advanced settings.
 - Gateway roles.** BitDefender Update Server can act as gateway for data sent by the BitDefender client products installed in the network to the BitDefender servers. This data may include anonymous reports regarding virus and spam activity, product crash reports and data used for online registration. Enabling the gateway roles is useful for traffic control and in networks with no Internet access.



Note

You can disable the product modules that send statistical or crash data to BitDefender Labs anytime you want. You can use policies to remotely control these options on the computers managed by BitDefender Management Server.

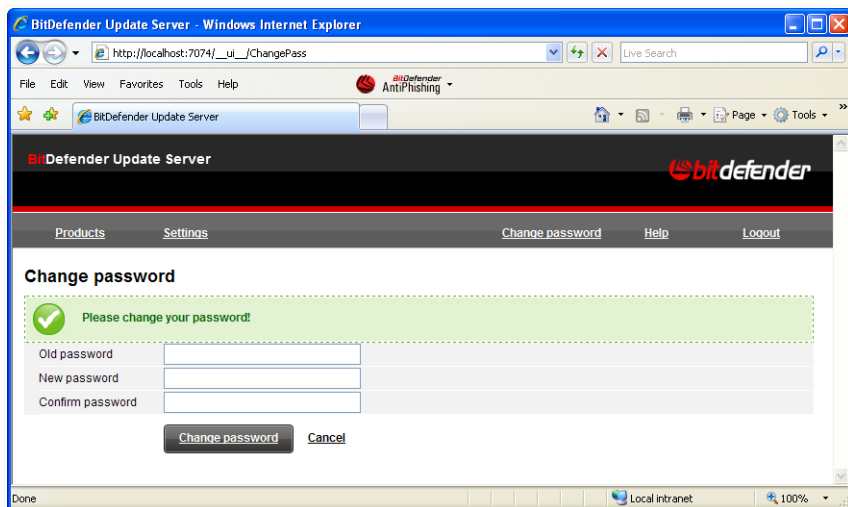
- Download not-selected locations.** BitDefender Update Server automatically downloads updates for any BitDefender client product that requests them (even if you have not selected that product in the **Products** page). If you want only updates for the authorized products to be downloaded, clear this check box.
- Allow update for unused products.** BitDefender Update Server checks for and downloads updates regularly for all BitDefender products that request updates. If you want to stop downloading updates that have not been requested for some time, clear this check box and specify the inactivity period.
- **Use proxy settings.** Select this check box if your company connects to the Internet through a proxy. You must fill in the following fields:
 - Proxy Address** - type in the IP address of the proxy server.
 - Proxy Port** - type in the port used to connect to the proxy server.
 - Proxy Username** - type in a user name recognized by the proxy.
 - Proxy Password** - type in the valid password of the previously specified user.

If you select **Use proxy cache**, BitDefender Update Server will first check the proxy server's cache for recently downloaded updates and will use such updates, if available. This option is not recommended, but it may be useful if you pay your Internet connection for traffic.

Click **Save settings** to save the changes.

3.5. Changing Login Password

To change the login password, access the management panel and click **Change Password** in the upper menu. A new page is displayed.



Change Password Page

You must fill in the following fields:

- **Old password** - type in the old password.
- **New password** - type in the new password.
- **Confirm password** - type in the new password again.

Click **Change password** to change the password.

4. Cascading Configuration

You can set up BitDefender local update servers to download BitDefender updates from another local update server instead of the Internet. This particular configuration is known as cascading configuration.

Cascading configuration is generally used in geographically distributed computer networks, when one of the following conditions apply:

- Only the central network has direct Internet access (the other networks may connect through the central network or they may not have Internet access at all).
- The connection to the central network is faster (or more convenient in some other way) than the direct Internet connection.

To set up a cascading configuration:

1. Install and set up the local update server that will download BitDefender updates from the Internet. No special configuration is required for this update server to allow distribution of BitDefender updates to other local update servers (updates are automatically available to both BitDefender clients and other local update servers, provided they are properly configured).
2. Configure the update servers in the isolated networks to download updates from the main update server. This is what you have to do:
 - a. Access the management panel and click **Settings** in the upper menu.
 - b. In the **Update Server** field, replace the Internet update address with the address of the local update server that downloads updates from the Internet. Use one of these syntaxes:
 - `http://main_update_server_ip:port`
 - `http://main_update_server_name:port`The default port is 7074.
 - c. Make sure the update servers can communicate. The easiest way to test this is to go to the **Products** page, add a new product to the list and start an update. If the update cannot be performed, check your network and firewall configurations.
3. There are no changes in how you configure the BitDefender client products to update from their local update server.

5. Getting Help

In this chapter you can find out how and where to get help and how to contact us.

- “*Support*” (p. 13)
- “*Contact Information*” (p. 15)

5.1. Support

BitDefender strives to provide its customers with an unparalleled level of fast and accurate support. If you experience any issue with or if you have any question about your BitDefender product, go to our [online Support Center](#). It provides several resources that you can use to quickly find a solution or an answer. Or, if you prefer, you can contact the BitDefender Customer Care team. Our support representatives will answer your questions in a timely manner and they will provide you with the assistance you need.



Note

You can find out information about the support services we provide and our support policy at the Support Center.

5.1.1. BitDefender Support Center

BitDefender Support Center, available at <http://www.bitdefender.com/businesshelp>, is the place where you will find all the assistance you need with your BitDefender product.

You can use several resources to quickly find a solution or an answer:

- BitDefender Knowledge Base
- BitDefender Support Forum
- Video Tutorials
- Product Documentation

You can also use your favorite search engine to find out more information about computer security, the BitDefender products and the company.

BitDefender Knowledge Base

The BitDefender Knowledge Base is an online repository of information about the BitDefender products. It stores, in an easily accessible format, reports on the results of the ongoing technical support and bugfixing activities of the BitDefender support and development teams, along with more general articles about virus prevention, the management of BitDefender solutions with detailed explanations, and many other articles.

The BitDefender Knowledge Base is open to the public and freely searchable. The extensive information it contains is yet another means of providing BitDefender customers with the technical knowledge and insight they need. All valid requests for information or bug reports coming from BitDefender clients eventually find their way into the BitDefender Knowledge Base, as bugfix reports, workaround cheatsheets or informational articles to supplement product helpfiles.

The BitDefender Knowledge Base for business products is available any time at <http://www.bitdefender.com/businesshelp>.

BitDefender Support Forum

The BitDefender Support Forum provides BitDefender users with an easy way to get help and to help others. You can post any problem or question related to your BitDefender product.

BitDefender support technicians monitor the forum for new posts in order to assist you. You may also get an answer or a solution from a more experienced BitDefender user.

Before posting your problem or question, please search the forum for a similar or related topic.

The BitDefender Support Forum is available at <http://forum.bitdefender.com>, in 5 different languages: English, German, French, Spanish and Romanian. Click the **Business Protection** link to access the section dedicated to business products.

Video Tutorials

The video tutorials will walk you step-by-step through configuring the product.

The main goal is to replace the need for specialized help using product video tutorials that provide information specifically on how to use and configure BitDefender. For instance, instead of calling the BitDefender support for guidance or trying to follow complicated procedures, you can watch and follow the steps presented by the video tutorials.

To view the Video Tutorials for business products, go to **Support Center** > Video Tutorials.

Product Documentation

Product documentation is the most complete source of information about your product.

You can check and download the latest version of documentation for BitDefender business products at **Support Center** > Documentation.

5.1.2. Asking for Assistance

You can contact us for assistance through our online Support Center:

1. Go to <http://www.bitdefender.com/businesshelp>.

2. Search the Knowledge Base for articles that may provide a solution to your problem.
3. Read the relevant articles or documents and try the proposed solutions.
4. If you have not found a solution, click **Contact Us** in the the left-side menu.
5. Use the contact form to open an e-mail support ticket or access other available contact options.

5.2. Contact Information

Efficient communication is the key to a successful business. During the past 10 years BITDEFENDER has established an unquestionable reputation by constantly striving for better communication so as to exceed the expectations of our clients and partners. Should you have any questions, do not hesitate to contact us.

5.2.1. Web Addresses

Sales Department: sales@bitdefender.com
Support Center: <http://www.bitdefender.com/businesshelp>
Documentation: documentation@bitdefender.com
Local Distributors: <http://www.bitdefender.com/partners>
Partner Program: partners@bitdefender.com
Media Relations: pr@bitdefender.com
Job Opportunities: jobs@bitdefender.com
Virus Submissions: virus_submission@bitdefender.com
Spam Submissions: spam_submission@bitdefender.com
Report Abuse: abuse@bitdefender.com
Web site: <http://www.bitdefender.com>

5.2.2. Local Distributors

The BitDefender local distributors are ready to respond to any inquiries regarding their areas of operation, both in commercial and in general matters.

To find a BitDefender distributor in your country:

1. Go to <http://www.bitdefender.com/site/Partnership/list>.
2. The contact information of the BitDefender local distributors should be displayed automatically. If this does not happen, select the country you reside in to view the information.
3. If you do not find a BitDefender distributor in your country, feel free to contact us by e-mail at sales@bitdefender.com. Please write your e-mail in English in order for us to be able to assist you promptly.

5.2.3. BitDefender Offices

The BitDefender offices are ready to respond to any inquiries regarding their areas of operation, both in commercial and in general matters. Their respective addresses and contacts are listed below.

United States

BitDefender, LLC

PO Box 667588

Pompano Beach, FL 33066

United States

Phone (sales&technical support): 1-954-776-6262

Sales: sales@bitdefender.com

Web: <http://www.bitdefender.com>

Support Center: <http://www.bitdefender.com/businesshelp>

Germany

BitDefender GmbH

Airport Office Center

Robert-Bosch-Straße 2

59439 Holzwickede

Deutschland

Phone (office&sales): +49 (0)2301 91 84 222

Phone (technical support): +49 (0)2301 91 84 444

Sales: vertrieb@bitdefender.de

Website: <http://www.bitdefender.de>

Support Center: <http://www.bitdefender.de/businesshelp>

UK and Ireland

Business Centre 10 Queen Street

Newcastle, Staffordshire

ST5 1ED

UK

Phone (sales&technical support): +44 (0) 8451-305096

E-mail: info@bitdefender.co.uk

Sales: sales@bitdefender.co.uk

Website: <http://www.bitdefender.co.uk>

Support Center: <http://www.bitdefender.co.uk/businesshelp>

Spain

BitDefender España, S.L.U.

Avda. Diagonal, 357, 1º 1ª

08037 Barcelona

España

Fax: (+34) 93 217 91 28

Phone (office&sales): (+34) 93 218 96 15

Phone (technical support): (+34) 93 502 69 10

Sales: comercial@bitdefender.es

Website: <http://www.bitdefender.es>

Support Center: <http://www.bitdefender.es/businesshelp>

Romania

BITDEFENDER SRL

West Gate Park, Building H2, 24 Preciziei Street

Bucharest, Sector 6

Fax: +40 21 2641799

Phone (sales&technical support): +40 21 2063470

Sales: sales@bitdefender.ro

Website: <http://www.bitdefender.ro>

Support Center: <http://www.bitdefender.ro/businesshelp>