

Installation & Setup Guide

Shavlik NetChk[®] Protect 7.8



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July 2009	Shavlik NetChk Protect 7.0, Rev A	Added note indicating that v7.0 is the last release that will support SQL Server 2000 as the back-end database.
August 2009	Shavlik NetChk Protect 7.0, Rev B	Update .NET and C++ prereq links, change db_executor role to STExec.
August 2009	Shavlik NetChk Protect 7.1	Add asset inventory info, remove support for SQL 2000 as back-end database.
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September 2010	Shavlik NetChk Protect 7.6	Update product branding, remove support for Windows NT 4.0, eliminate need to create the STExec role.
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Welcome to Shavlik NetChk® Protect

Welcome to Shavlik NetChk® Protect, a unified IT management platform used for managing and protecting Microsoft-based machines. NetChk Protect provides you with one centralized and common interface that you can use to perform several essential IT management functions.

Patch Management

Shavlik Technologies' industry-leading patch management function provides the ability to scan all of the Microsoft-based machines in your network and assess the current patch status of those machines. After a scan is performed you can generate reports that provide additional details about the patch "health" of each machine. Shavlik NetChk Protect can then be used to easily and automatically bring each machine up-to-date. You simply instruct the program to download and deploy the desired patches to the machines of your choosing. You can even dictate when the deployment will occur and if and when each machine should be restarted. In addition, NetChk Protect can provide e-mail alerts that notify you when patches are available and it can e-mail the results of scans and other information you wish to share with selected users.

The patch management function can be performed with or without agents. This unique blending of agentless and agent-based technologies gives you maximum flexibility while minimizing management overhead.

Asset Management

The asset management function enables you to track your software, hardware, and virtual assets. The function works with both physical and virtual machines. You can perform scans to detect and categorize the software and hardware contained on your physical and online virtual machines. You can also scan for the properties of your online and offline virtual machines. Detailed information about your software, hardware, and virtual assets is available immediately following a scan. You also have the ability to create reports that can be used to track your asset inventory over time.

Like the patch management function, the asset management function can be performed with or without agents.

Antivirus and Antispyware

Note: Threat management (antivirus & antispyware) is a separately licensable function. Contact your sales representative or sales@shavlik.com to add this function to your Shavlik NetChk Protect license.

The threat management function combines antivirus and antispyware into a single engine, enabling you to scan for and eliminate various threats that may exist on your Microsoft-based network machines. It gives you powerful protection against today's abundant and highly complex threats. It uses minimal system resources and will not significantly impair the performance of your machines. It is designed to run seamlessly and unobtrusively, keeping notification pop-ups and warnings to a minimum.

The threat management function provides two forms of threat protection:

- **Active Protection:** A real-time service that runs on agent machines and monitors for changes to specific security configuration settings and values that are frequently modified by malware programs. If it detects a change it responds immediately by changing the setting back to the original value, protecting the machine from the effects of the malware.
- **Scheduled Protection:** A scheduled service that runs periodically on agent machines. It performs scans and threat remediations using options defined by you, the administrator. Scheduled protection enables you to automatically perform scans and remove detected threats as often as once per hour.

The threat management function operates in an agent-based mode using the Shavlik NetPt[®] Agent feature. This enables you to get both patch management and antivirus protection in a single agent.

Power Management

Note: Power management is a separately licensable function. Contact your sales representative or sales@shavlik.com to add this function to your Shavlik NetChk Protect license.

The power management function enables you to control the power state of the machines in your organization. The primary reasons for using power management are to:

- Prepare your machines for maintenance tasks
- Reduce noise and power consumption
- Reduce operating costs
- Prolong battery life

You can shut down, restart, or awaken machines either immediately or on a scheduled basis. When you perform a scheduled restart you also have the ability to specify what power state to put the machines in: fully powered on, in sleep mode, or in hibernate mode. The power management function can be performed with or without agents.

Editions of the Program

There are several different editions of the program. The edition you have depends upon the type of program license you purchased. Each edition provides a different level of capabilities. To determine which edition you are running, look at the title bar on the main page of the program. Choosing **Help > About** will also provide edition details.

This section provides a synopsis of each available edition.

NetChk Protect, Full Edition

This is the full edition of the program. With NetChk Protect you can scan for missing patches, deploy missing patches, and view the results of these actions. You also have access to all the other features provided by the program, including power management capabilities, asset management capabilities, and the threat management capabilities provided by Shavlik NetPt Agent.

NetChk Protect, Audit Edition

The Audit edition allows you to perform agentless scans for missing patches and to evaluate the status of your machines. It does not allow you to deploy patches to your machines, nor does it provide access to the power and asset management functions or to the agent-based threat management capabilities of Shavlik NetPt Agent.

NetChk Protect, Trial Edition

NetChk Protect is available on a trial basis. This enables you to test all the capabilities of NetChk Protect, but only for 45 days. You are also limited to 50 license seats. When the trial license expires the program will only allow you to scan and deploy to the local machine.

NetChk Limited Edition

NetChk Limited is what you receive if you download the program from the Web site and do not enter a license key. As its name suggests, NetChk Limited is not a full-featured version of the program. It scans only a limited set of legacy Microsoft products. It does not allow you to deploy patches to your machines, nor does it provide access to the power and asset management functions or to the agent-based capabilities of Shavlik NetPt Agent.

NetChk vProtect

NetChk vProtect is designed to perform virtualization management tasks on virtual machines (VMs) and virtual machine templates. With NetChk vProtect you can scan your VMs for missing patches and you can deploy the missing patches to your VMs. NetChk vProtect will not allow you to perform asset management tasks, power management tasks, or antivirus/antispysware tasks, nor will it provide access to the agent-based capabilities that are available in the full edition of the program.

System Requirements

Console

Restrictions:

- A FAT file system cannot be used on a console machine
- If you install the console on a domain controller that uses LDAP certificate authentication, you may need to configure the server to avoid conflict issues between the SSL certificate and the NetChk Protect program certificate. There is no easy way to configure this on a Windows Server 2003-based domain controller and this combination is not recommended for use as a console.

Processor:

- Minimum: Pentium 4
- Recommended: 2.0 GHz CPU (multi-core machine if more than 1000 seat license)

Memory:

- Minimum: 1 GB of RAM
- Recommended: 2 GB of RAM (4 GB if more than 1000 seat license)

Video:

- 1024 x 768 screen resolution or higher (1280 x 1024 recommended)

Disk Space:

- 100 MB for application
- 2 GB or more for patch repository

Operating System (one of the following):

Note: NetChk Protect supports 32- and 64-bit versions of the listed operating systems for both console and target systems.

Minimum:

- Windows XP Professional, SP3 or later (SP2 or later if using 64-bit version)
- Windows Vista, SP1 or later, Business, Enterprise, or Ultimate Edition
- Windows 7, Professional, Enterprise, or Ultimate Edition

Recommended:

- Windows Server 2003 Family, SP2 or later
- Windows Server 2008 Family, excluding Server Core
- Windows Server 2008 Family R2, excluding Server Core

Database:

- Use of SQL Server database (SQL Server 2005, SQL Server 2005 Express Edition, SQL Server 2008, or SQL Server 2008 R2 Express Edition) is required. If you do not have access to a SQL Server database, the option to install SQL Server 2008 R2 Express will be provided during the prerequisite software installation process.

Note: SQL Server 2000 is not supported for use as a back-end database.

- Size: 1.5 GB

Prerequisite Software:

- MSXML 6.0 SP2 Hotfix (only required on console machines using Windows Vista SP1 or earlier)
- Windows Installer 4.5 or later (only required if installing SQL Server 2008 R2 Express during NetChk Protect installation)
- Use of Microsoft SQL Server 2005, SQL Server 2005 Express Edition, SQL Server 2008, or SQL Server 2008 R2 Express Edition
- SQL Native Client or SQL 2008 Native Client
- Microsoft .NET Framework 4.0 or later

Windows Account Requirements:

- In order to access the full capabilities of NetChk Protect, you must run under an account with administrator privileges

Configuration Requirements:

- When performing an asset scan of the console machine, Windows Management Instrumentation (WMI) service must be enabled and the protocol allowed to the machine. In Windows Firewall, on Windows XP/Windows 2003 machines the service is called Remote Administration, and on Windows Vista/Windows 7/Windows Server 2008 machines the service is called Windows Management Instrumentation (WMI)/Remote Administration.

Clients (agentless)**Browser:**

- Internet Explorer 5.5 or later required to receive patch deployments

Operating Systems (any of the following):

- Windows 2000 Professional
- Windows 2000 Server
- Windows 2000 Advanced Server
- Windows 2000 Datacenter Server
- Windows 2000 Small Business Server
- Windows XP Professional
- Windows XP Tablet PC Edition
- Windows XP Embedded
- Windows Server 2003, Enterprise Edition
- Windows Server 2003, Standard Edition
- Windows Server 2003, Web Edition
- Windows Server 2003 for Small Business Server
- Windows Server 2003, Datacenter Edition
- Windows Vista, Home Basic Edition
- Windows Vista, Home Premium Edition
- Windows Vista, Business Edition
- Windows Vista, Enterprise Edition
- Windows Vista, Ultimate Edition
- Windows 7, Home Premium Edition
- Windows 7, Professional Edition
- Windows 7, Enterprise Edition
- Windows 7, Ultimate Edition
- Windows Server 2008, Standard
- Windows Server 2008, Enterprise
- Windows Server 2008, Datacenter

- Windows Server 2008, Standard - Core
- Windows Server 2008, Enterprise - Core
- Windows Server 2008, Datacenter – Core
- Windows Server 2008 R2, Standard
- Windows Server 2008 R2, Enterprise
- Windows Server 2008 R2, Datacenter
- Windows Server 2008 R2, Standard - Core
- Windows Server 2008 R2, Enterprise - Core
- Windows Server 2008 R2, Datacenter – Core

Virtual Machines (offline virtual images created by any of the following):

- VMware ESX Server 3.0 or later
- VMware ESXi 3.0 or later
- VMware vCenter (formally VMware VirtualCenter) 2.0 or later
- VMware Workstation 4.0 or later
- VMware Player

Configuration Requirements

- Remote Registry service must be running
- Simple File Sharing must be turned off
- Server service must be running
- NetBIOS (tcp139) or Direct Host (tcp445) ports must be accessible
- When deploying patches on Windows Vista or later operating systems, the Windows Update service Startup type must be set to either **Manual** or **Automatic**.
- When performing an asset scan, Windows Management Instrumentation (WMI) service must be enabled and the protocol allowed to the machine (TCP port 135). In Windows Firewall, on Windows XP/Windows 2003 machines the service is called Remote Administration, and on Windows Vista/Windows 7/Windows Server 2008 machines the service is called Windows Management Instrumentation (WMI)/Remote Administration.

Products Supported (for patch program):

- See <http://xml.shavlik.com/data/supportedproducts.htm> for the current list

Disk Space (for patch program):

- Free space equal to five times the size of the patches being deployed

Supported Languages (for patch program):

- Arabic, Chinese (Simplified), Chinese (Traditional), Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Russian, Spanish, Swedish, Thai, Turkish

Clients Running NetPt Agent

Processor:

- 500 MHz or faster CPU

Memory:

- Minimum: 256 meg RAM
- Recommended: 512 meg RAM or higher

Disk Space:

Note: FAT file systems are not supported on agent machines.

- 30 MB for NetPt Agent client
- 500 MB or more for patch repository

Operating Systems (any of the following):

- Windows XP SP2 or later
- Windows Vista Family
- Windows 7 Family
- Windows Server 2003 Family
- Windows Server 2008 Family
- Windows Server 2008 Family R2

Prerequisite Software

- MSXML 3.0 or later

Port Requirements

These are the default port requirements. The port numbers are configurable.

	Inbound Ports (Basic NAT Firewall)							
	TCP 80	TCP 135	TCP 139 OR TCP 445		TCP 3121	TCP 4155	TCP 5120	TCP 443
Client System		X (For asset scans)	X	X		X (For listening agents)	X	
Console System					X			
Distribution Server	X		X	X				X

	Outbound Ports (Highly Restricted Network Environment)					
	TCP 80	TCP 139 OR TCP 445		TCP 3121	TCP 5120	UDP 9
Client System	X (For agents)	X	X	X (For agents)		
Console System	X	X	X		X	X (For WoL & error reporting)
Distribution Server						

Installation

Obtaining the Software

NetChk Protect is available for download from our Web-based download center: <http://www.shavlik.com/downloads.aspx>. The download center always has the most recent version of NetChk Protect that is available.

Installing the Prerequisites

Automatic Installation

The prerequisites can be automatically installed during the NetChk Protect installation.

Manual Installation

If you prefer to download and install the prerequisites yourself, you may do so using the following URLs.

Windows Installer 4.5

<http://www.microsoft.com/downloads/details.aspx?FamilyID=5a58b56f-60b6-4412-95b9-54d056d6f9f4>

.NET Framework 4.0

<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=9cfb2d51-5ff4-4491-b0e5-b386f32c0992&displaylang=en>

SQL Server 2008 R2 Express Edition (needed only if you don't already have a full edition of SQL Server)

<http://www.microsoft.com/express/Downloads/>

SQL Server 2008 Native Client (if using SQL Server 2008)

English

<http://download.microsoft.com/download/0/E/6/0E67502A-22B4-4C47-92D3-0D223F117190/sqlncli.msi> (x86)

<http://download.microsoft.com/download/A/D/0/AD021EF1-9CBC-4D11-AB51-6A65019D4706/sqlncli.msi> (x64)

French

<http://download.microsoft.com/download/2/1/2/212DDFE2-3F12-44A1-A96C-42AB89F951D2/sqlncli.msi> (x86)

<http://download.microsoft.com/download/6/8/B/68BD0291-CED3-4538-B6CB-10978DC4ED9C/sqlncli.msi> (x64)

German

<http://download.microsoft.com/download/0/9/7/0971CDDD-AE32-44F1-9075-4547E24ED463/sqlncli.msi> (x86)

<http://download.microsoft.com/download/7/7/B/77B0D929-34B5-4020-83D7-4F28CD2336C3/sqlncli.msi> (x64)

Japanese

<http://download.microsoft.com/download/D/C/D/DCD9DA3A-8736-467F-AD1F-B91F4FF4F5D6/sqlncli.msi> (x86)

<http://download.microsoft.com/download/8/7/F/87FAA8FF-9152-4ADA-9E7A-38375728FFFE/sqlncli.msi> (x64)

If your language is not listed the Microsoft SQL Server Native Client download is part of the collection found at:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=b33d2c78-1059-4ce2-b80d-2343c099bcb4&displaylang=en>

MSXML 6.0 SP2

The English version is provided in the installation package and does not need to be downloaded. If you have a non-English operating system, use the Web to find the Microsoft hotfix identified by KB960064.

SQL Server Pre-Installation Notes

NetChk Protect will store all scan, patch deployment, and threat remediation results in an SQL Server database. The SQL Server backend enables real-time collaboration and knowledge management amongst all individuals responsible for performing patch management and threat management tasks. Some of the benefits to using the SQL Server database include:

- High performance when scanning either a handful of machines or many machines
- Storage of data on a remote machine
- Ability for multiple Shavlik NetChk Protect consoles to share templates, comments, reports, and scan results

Before installing NetChk Protect please review the following SQL Server notes:

- Microsoft SQL Server 2005, SQL Server 2005 Express Edition, SQL Server 2008, or SQL Server 2008 R2 Express Edition is required.

If you do not have SQL Server, Microsoft SQL Server 2008 R2 Express Edition will be installed for you on the console machine by the NetChk Protect installation process.

- If you will be using Microsoft SQL Server 2008 R2 Express Edition you should consider downloading and installing Microsoft SQL Server Management Studio Express. This free software can be used to perform backups and to manage your database.
- Installation of SQL Express may fail if you have a SQL Native Client previously installed. It is strongly recommended that you uninstall SQL Native Client using **Add or Remove Programs** before running the installation program.
- You must have access to the specified SQL Server. The program will support either Windows authentication or SQL Server authentication to access the specified SQL server. Although administrative access is not required, this account does need permissions to create and populate the product database on the specified SQL Server. In addition, the NetChk Protect console machine background services must be able to access to the SQL Server. All background services run using the LocalSystem account on the console, so use the machine account when defining the console login account on SQL Server.

Note: For security purposes, Shavlik Technologies recommends using Windows authentication where possible. For information on configuring a remote SQL Server to accept Windows authentication credentials from the NetChk Protect console, see **SQL Server Post-Installation Notes**.

- In order to create the database, the user account you specify during the installation process must be assigned the *db-owner* role.
- If you are using SQL Server 2005 or 2008 on a remote machine, you must configure the server to allow remote connections. This can be done using the SQL Server Surface Area Configuration tool that is provided with SQL Server.
- If you want to use a clustered configuration for redundancy purposes it must be configured prior to installation. You then reference the virtual clustered instance during the installation process. Clustered configurations are not supported with SQL Server 2005 Express Edition or SQL Server 2008 R2 Express Edition.

Performing a New Installation

Important! If you are upgrading from a previous version do not perform this procedure. Instead, please see the upgrade guide available on our Web site:

<http://www.shavlik.com/support/onlinehelp.aspx>

1. Begin the installation by double-clicking the file named **NetChk_Protect_Setup_7.8.#.0.exe**.

The **Setup** dialog appears, indicating the status of the NetChk Protect prerequisites. The sample dialog shown here indicates that all but one of the prerequisites is installed.



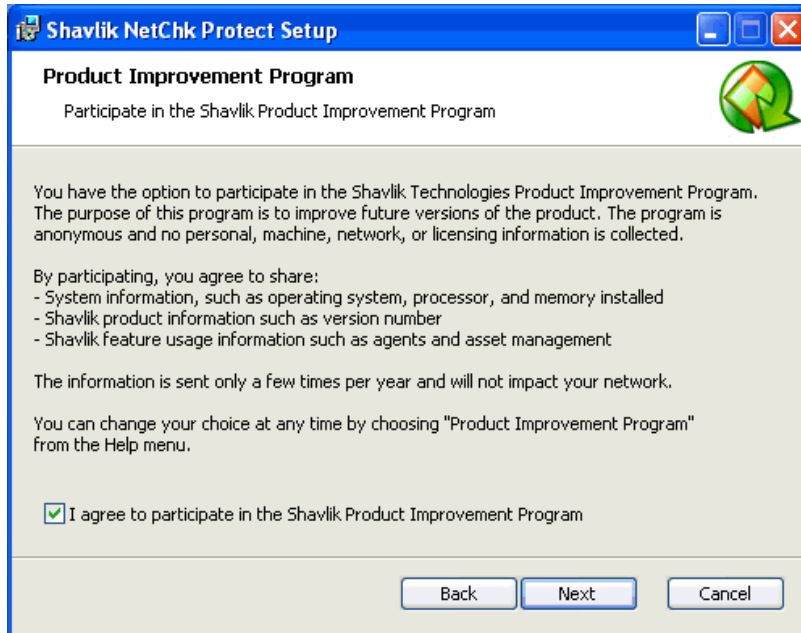
2. Click the **Install** button to install the missing prerequisites.
After the prerequisites have all been installed, the installation window reflects this fact. If any prerequisites were missing the installation program will request a system reboot before continuing. The installation program will restart automatically following the reboot.
3. To continue with the installation, click **Install**.
4. Read the information on the **Welcome** dialog and then click **Next**.
The license agreement is displayed. You must agree to the terms of the license agreement in order to install the program.
5. To continue with the installation, click **Next**.
The **Destination Folder** dialog is displayed.

6. If you want to change the default location of the program, click the browse button and choose a new location.

Tip: If you want a shortcut icon to be created and placed on your desktop, enable the **Create a shortcut on the desktop** check box.

7. Click **Next**.

The **Product Improvement Program** dialog is displayed.



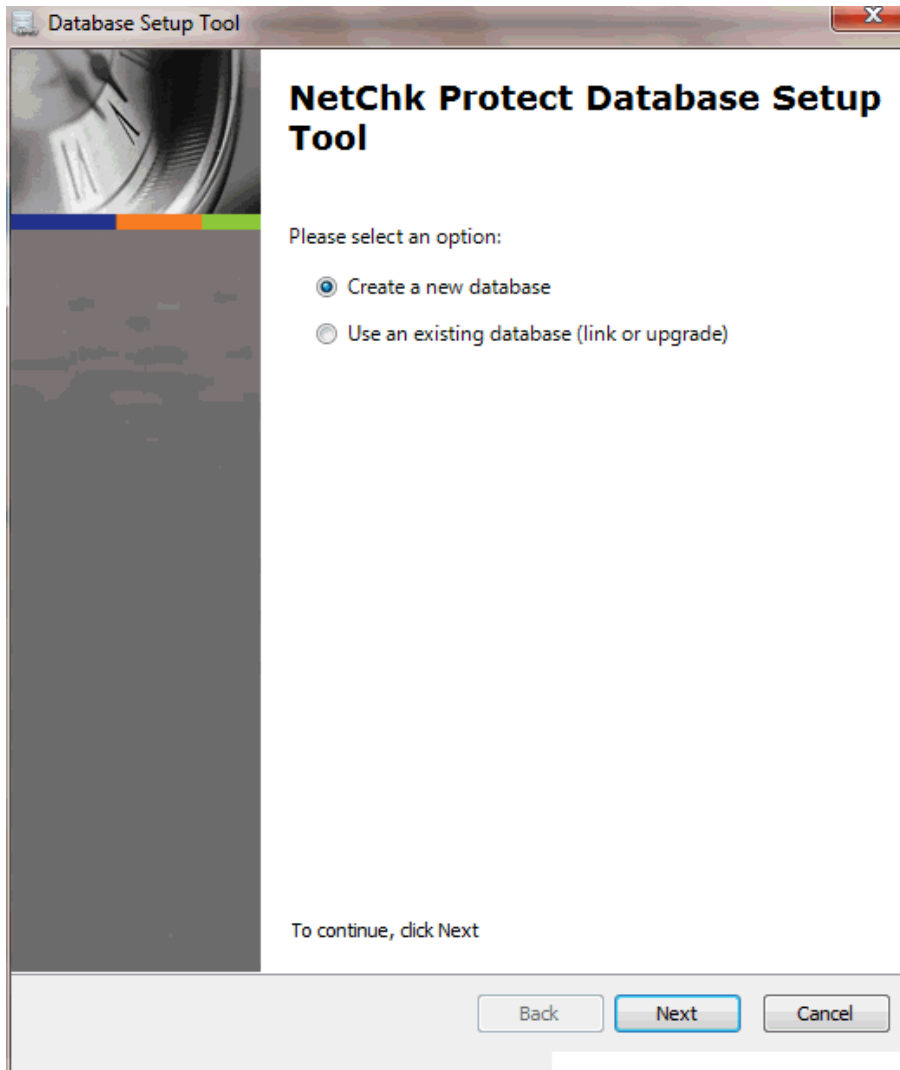
Read the description and decide if you agree to participate in the program. The program enables Shavlik Technologies to collect product usage information that will help improve future versions of the product.

8. Click **Next**.

The **Ready to install** dialog is displayed.

9. To begin the installation click **Install**.

Near the end of the installation process the **Database Setup Tool** dialog is displayed.



10. If you have a previously installed NetChk Protect database that you wish to use, select **Use an existing database** and then click **Next**. Otherwise, select **Create a new database** and then click **Next**.

A dialog similar to the following is displayed:

The screenshot shows the 'Database Setup Tool' window with the following configuration:

- SQL Database Configuration:** Please define a connection for your new Shavlik NetChk SQL database.
- Choose a database server and instance:**
 - Server name: JOEA-D620\SQLEXPRESS
 - Database name: ShavlikScans
- Choose how interactive users will connect to the database:**
 - Authentication method: Integrated Windows Authentication
 - User name: (empty)
 - Password: (empty)
 - Test server connection button
- Choose how services will connect to the database:**
 - Using Integrated Windows Authentication with remote databases requires Kerberos.
 - Use alternate credentials for console services
 - Authentication method: Integrated Windows Authentication
 - User name: (empty)
 - Password: (empty)
- Navigation buttons: Back, Next, Cancel

11. Use the boxes provided to define how users and services will access the SQL Server database.

Choose a database server and instance

- **Server name:** You can specify a machine or you can specify a machine and the SQL Server instance running on that machine.
- **Database name:** Specify the database name you want to use. The default database name is **ShavlikScans**.

Choose how interactive users will connect to the database

Specify the credentials you want the program to use when a user performs an action that requires access to the database.

- **Integrated Windows Authentication:** This is the recommended and default option. NetChk Protect will use the credentials of the currently logged on user to connect to the SQL Server database. The **User name** and **Password** boxes will be unavailable.
- **Specific Windows User:** Select this option only if the SQL Server database is on a remote machine. This option will have no effect if the database is on the local (console) machine. (See *Supplying Credentials* in the **NetChk Protect Administration Guide** for more information about local machine credentials.) All NetChk Protect users will use the supplied credentials when performing actions that require interaction with the remote SQL Server database.

- **SQL Authentication:** Select this option to enter a specific user name and password combination when logging on to the specified SQL Server.

Caution! If you supply SQL authentication credentials and have not implemented SSL encryption for SQL connections, the credentials will be passed over the network in clear text.

- **Test Server Connection:** To verify that the program can use the supplied interactive user credentials to connect to the SQL Server database, click this button.

Choose how services will connect to the database

Specify the credentials you want the background services to use when making the connection to the database. These are the credentials that the results importer, various agent operations, and other services will use to log on to SQL Server and provide status information.

- **Use alternate credentials for console services:**
 - If the SQL Server database is installed on the local machine you will typically ignore this option by **not** enabling this check box. In this case the same credentials and mode of authentication that you specified above for interactive users will be used.
 - You will typically only enable this check box if the SQL Server database is on a remote machine. When the database is on a remote machine you need an account that can authenticate to the database on the remote database server.
- **Authentication method:** Available only if **Use alternate credentials for console services** is enabled.
 - **Integrated Windows Authentication:** Selecting this option means that the machine account will be used to connect to the remote SQL Server. The Kerberos network authentication protocol must be available in order to securely transmit the credentials. The **User name** and **Password** boxes will be unavailable.

Note: If you choose **Integrated Windows Authentication** the installation program will attempt to create a SQL Server login for the machine account. If the account creation process fails, see *SQL Server Post-Installation Notes* on page 17 for instructions on manually configuring a remote SQL Server to accept machine account credentials. Do this after you complete the NetChk Protect installation process but before you start the program.
 - **Specific Windows User:** Select this option to enter a specific user name and password combination. NetChk Protect's background services will use these credentials to connect to the SQL Server database. This is a good fallback option if for some reason you have difficulties implementing integrated Windows authentication.
 - **SQL Authentication:** Select this option to provide a specific user name and password combination for the services to use when logging on to SQL Server.

12. After providing all the required information, click **Next**.

Note: If the installation program detects a problem with any of the specified credentials, an error message will be displayed. This typically indicates that a user account you specified does not exist. Make a correction and try again.

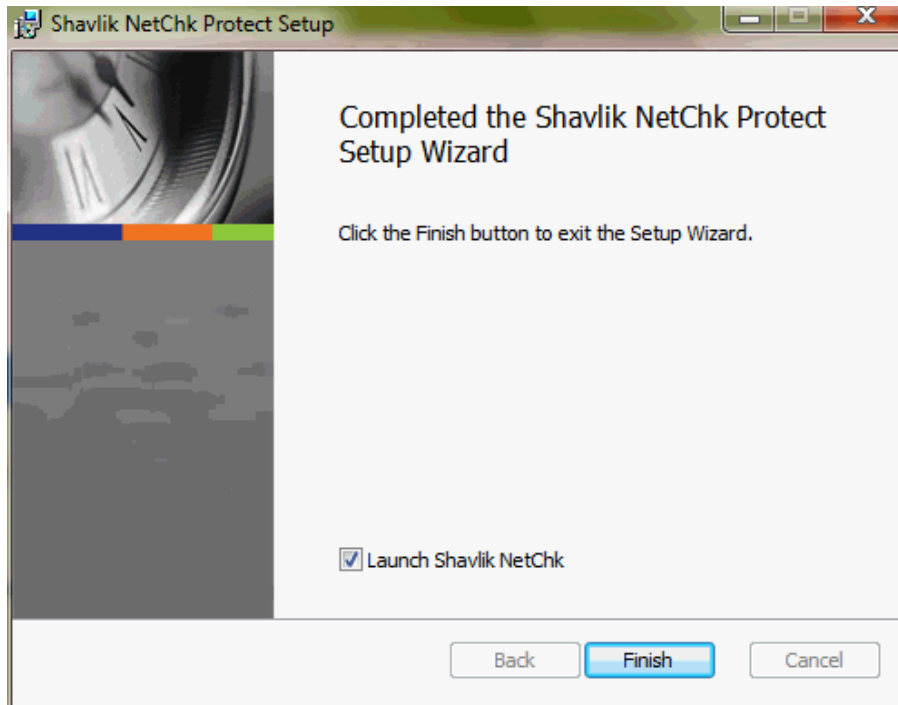
The program will create, link to, or upgrade the database. When the database operation is complete the **Database Installation Complete** dialog is displayed.

13. Click **Next**.

The **Installation Complete** dialog is displayed.

14. Click **Finish**.

The **Completed** dialog is displayed.



16. If you want to start NetChk Protect immediately, enable the **Launch Shavlik NetChk** check box and then click **Finish**; otherwise, just click **Finish**.

Installation Log Files

If you have an installation question or issue that requires help, please locate the installation log files before contacting the Shavlik Technologies Technical Support staff. The installation logs are located in the following directory:

- On Windows Vista and other newer operating systems: **C:\Users\user name\AppData\Local\Temp**
- On earlier Windows operating systems like Windows XP: **C:\Documents and Settings\user name\Local Settings\Temp**

There are three installation log files within the directory:

- Main installation log file: NetChkSetup_*date_time*.log
- Prerequisite installation log file: PreSetup*date*.log
- Windows Installer log file: NetChkInstall_*date_time*.log

SQL Server Post-Installation Notes

Manually Configuring a Remote SQL Server to Accept Machine Account Credentials

Note: The manual process described here is required only if the automated account creation process failed during product installation.

To get NetChk Protect to interact properly with a remote SQL Server you must configure the server to accept machine account credentials. The best time to do this is immediately after you have installed NetChk Protect but before you actually start the program. You can, however, perform these steps after starting the program. Any scans you may have initiated prior to this that required interaction with a remote SQL Server database probably failed.

This section describes how to configure a remote SQL Server to accept Windows authentication (machine account) credentials from the NetChk Protect console. For security purposes, Shavlik Technologies recommends using Windows authentication where possible. Microsoft SQL Server Management Studio is used as the editor in the following examples but you can use a different tool if you prefer.

1. The NetChk Protect console and SQL Server must be joined to the same domain or reside in different domains that have a trusted relationship.

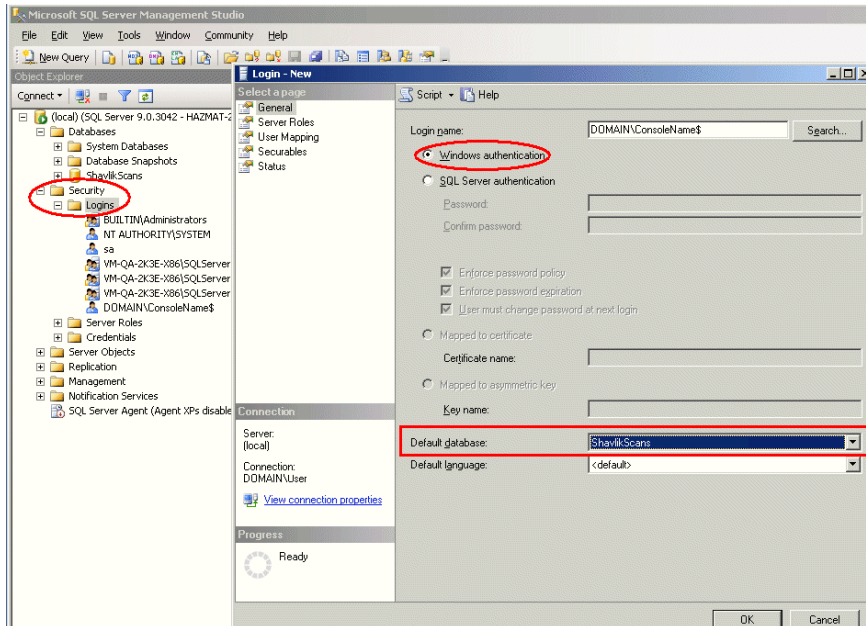
This is so the console and the server can compare credentials and establish a secure connection.

2. On SQL Server, create a new login account for NetChk Protect to use. (You must have *securityadmin* privileges in order to create an account.)

To do this: Within the **Security** node, right-click **Logins** and select **New Login**. Type the login name using a SAM-compatible format (domain\machine name). The machine account is your console's machine name and must contain a trailing \$.

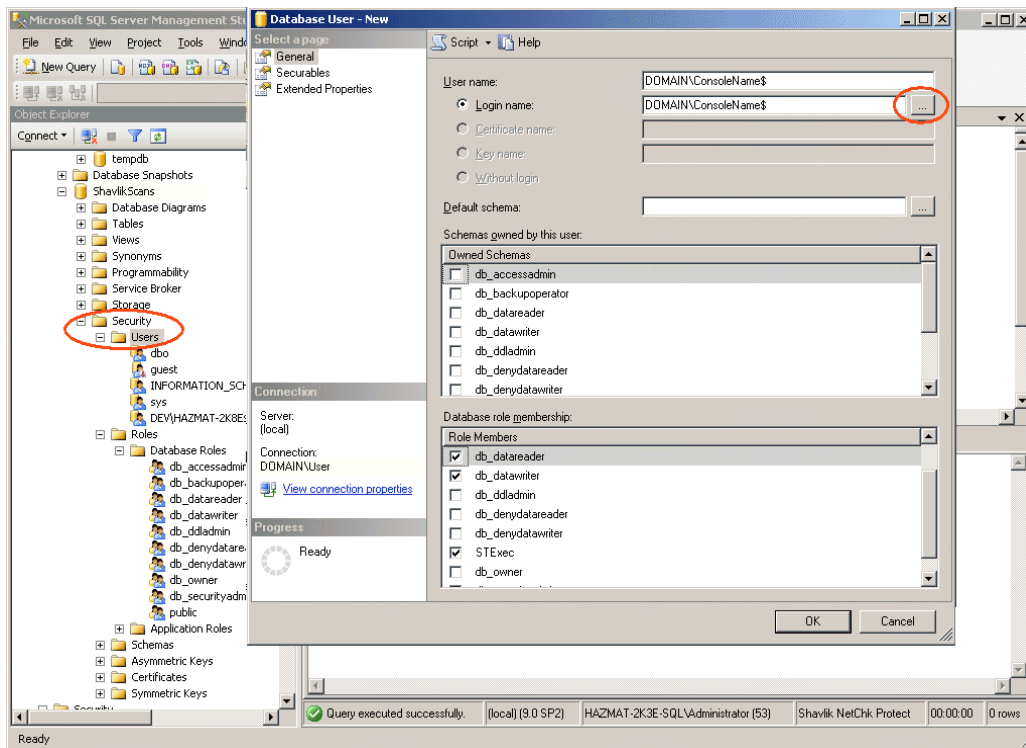
Note: Do not use the **Search** option. You must manually type the name because it is a special name.

Make sure you choose **Windows Authentication** and that the **Default database** box specifies the NetChk Protect database. For example:



3. For the NetChk Protect database, create a new user login using the console machine account.

Right-click the **Users** folder, select **New User**, browse to find the **Login name**, and then paste the name in the **User name** box. Assign the user the **db_datareader**, **db_datawriter**, and **STExec** roles. For example:



4. Start NetChk Protect.
5. Perform any troubleshooting as necessary.

- You can use the SQL Server activity monitor to determine if connection attempts are successful when performing a patch scan.
- If you ran NetChk Protect before creating the SQL Server user account, some services may fail to connect to SQL Server. You should select **Control Panel > Administrative Tools > Services** and try restarting the services.
- If the connection attempts are failing you can view the messages in the SQL Server logs to determine why the failures are occurring.

Allowing Other Users Access to the Program

Note: This section also applies if you are using the role-based administration feature.

If you wish to allow other users access to the program, you may need to configure SQL Server so that the users have the necessary database permissions. Specifically, when using Windows integrated authentication, users without administrative rights on the database machine must be granted read and write permission to all tables and views. They must also be granted execute permission to all stored procedures in the NetChk Protect application database. They may not otherwise be able to start NetChk Protect.

One way to grant these permissions is to assign your users the *db_owner* role. For security reasons, however, this may not be the best solution. A safer alternative is to grant execute permission at the database level. You do this by assigning the users in question to the STExec role.

For more details on granting the necessary database permissions, see the following article: <http://www.sqldbatips.com/showarticle.asp?ID=8>

Performing Periodic Maintenance on the Database

NetChk Protect provides the ability to perform periodic maintenance on the database by automatically removing old scans, rebuilding index files, and performing backups. See *Database Maintenance* in the Help file for details.

Getting Started

Starting NetChk Protect

Note: In order to access the full capabilities of NetChk Protect, you must run under a Windows account with administrator privileges.

You can start NetChk Protect two ways:

- Select **Start > All Programs > Shavlik Technologies > Shavlik NetChk Protect**
- Double-click the NetChk Protect icon on your desktop

If this is the very first time you've started the program you will be prompted to run the Setup Wizard. The home page is displayed immediately on subsequent startups.

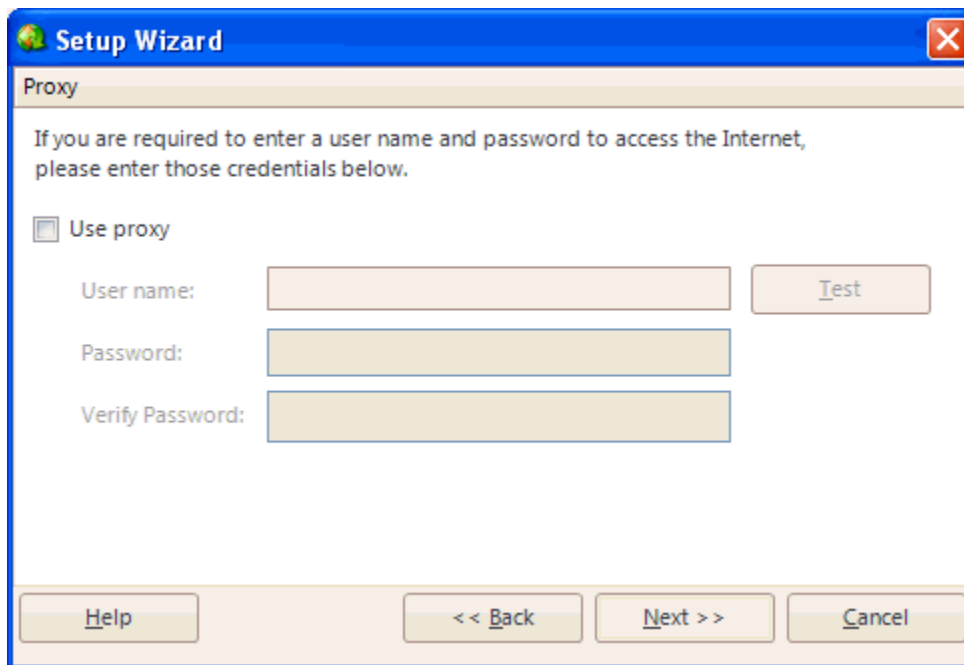
Running the Setup Wizard

When NetChk Protect is run for the first time, the Setup Wizard gathers pieces of information that will aid in quickly performing a successful scan. The Setup Wizard can also be run at any time by choosing **Tools > Setup Wizard**.

The first dialog box that appears is simply an informational dialog.

1. After reading the welcome message, click **Next**.

The Setup Wizard now checks the proxy settings in Internet Explorer and conducts an Internet connectivity test to determine whether or not further proxy server settings are necessary. If NetChk Protect is unable to access the Internet with these settings a dialog similar to the following will appear.



If you are required to enter a user name and password each time you launch your browser and browse the Internet, please enter those credentials here. It may be necessary to specify a domain as part of your user name (for example: mydomain\my.name). These

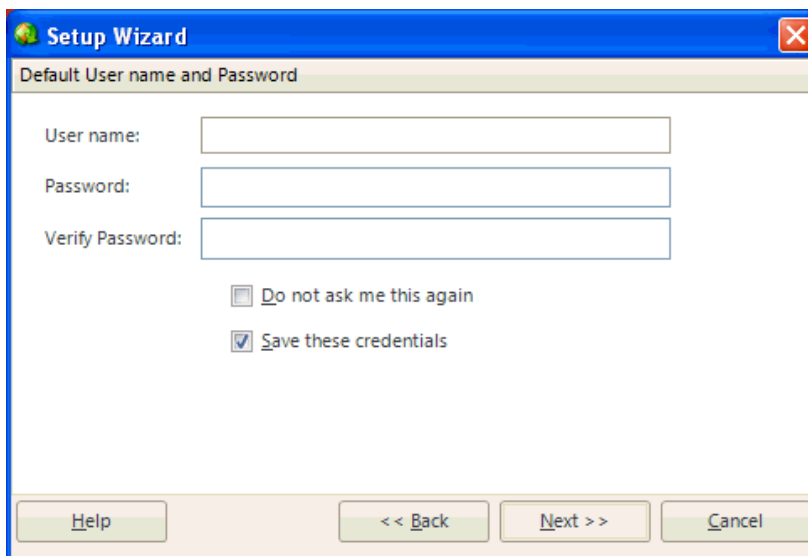
settings can be modified later by going to **Tools > Options > Proxy**. You may test your settings by clicking **Test**.

Important! If you are using a proxy server for HTTP, then you must enable the **Bypass proxy server for local addresses** check box in the browser's proxy server settings. To access these settings, on the **Tools** menu in Internet Explorer, click **Internet Options**, click the **Connections** tab, and then click **LAN Settings**. Enabling the **Bypass proxy server for local addresses** check box specifies that the proxy server should not be used when the NetChk Protect console connects to a computer on the local network.

2. After specifying your proxy server information, click **Next**.

The next dialog prompts you for your user name and password credentials. These credentials are not used for the normal scan process, they are used during the rescan process (after deployment). The credentials you provide in this dialog are supplied to the NetChk Protect Service and are presented during a rescan operation for the purpose of patch validation (unless alternate credentials are provided from a machine group using the **Credentials** button).

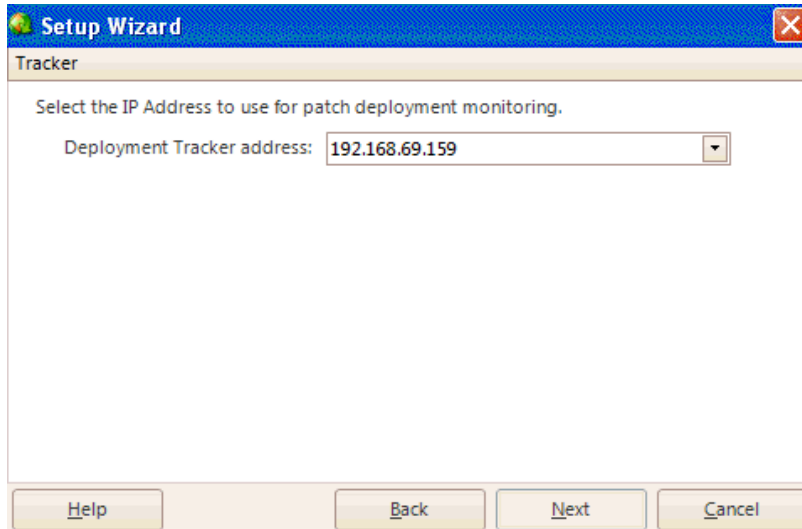
These credentials can be modified later by selecting **Tools > Options > Default Credentials**.



The screenshot shows a Windows-style dialog box titled "Setup Wizard" with a subtitle "Default User name and Password". It contains three text input fields: "User name:", "Password:", and "Verify Password:". Below the fields are two checkboxes: "Do not ask me this again" (unchecked) and "Save these credentials" (checked). At the bottom, there are four buttons: "Help", "<< Back", "Next >>", and "Cancel".

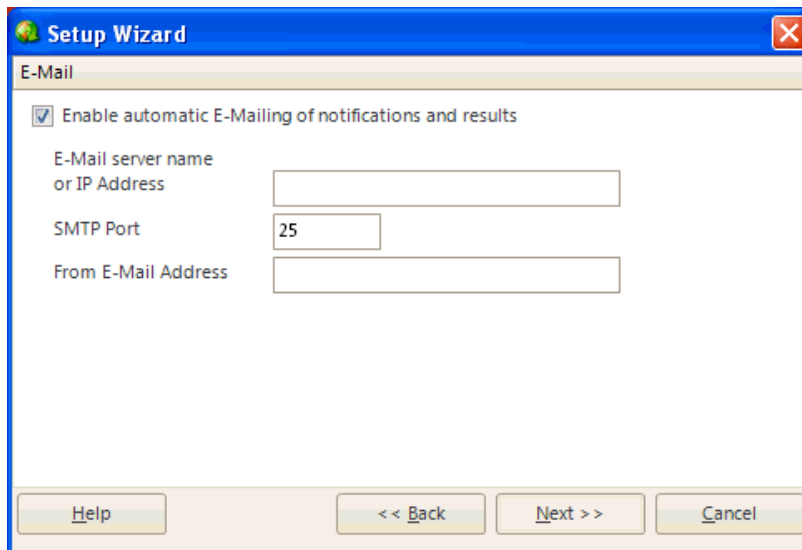
3. After specifying your credentials, click **Next**.

The **Tracker** dialog enables you to specify the IP address used by NetChk Protect Deployment Tracker. If you are on a multi-homed machine, it is necessary to choose the IP address that corresponds to the network that will be scanned. If desired, you can elect to specify the console host name rather than the IP address.



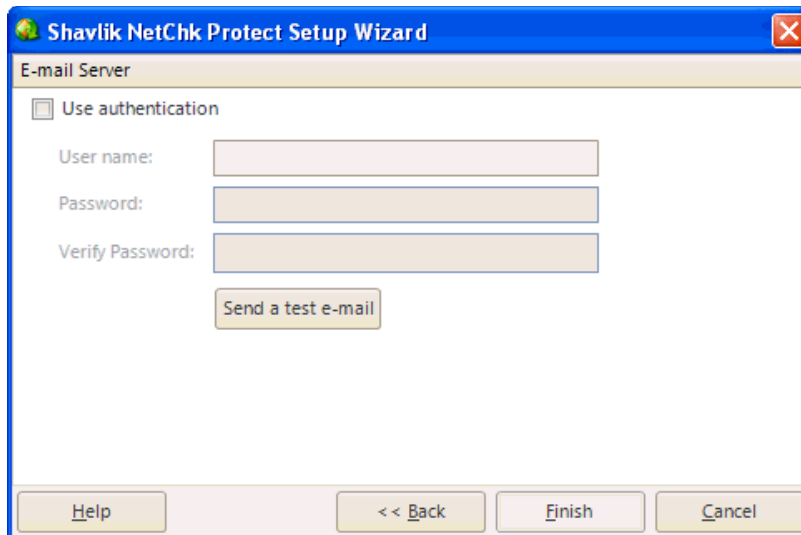
4. After specifying the address, click **Next**.

The next dialog that appears enables you to specify if you want to use the automatic e-mail feature of NetChk Protect. This feature enables you to send e-mail alerts, reports, and messages to specified users. To use this feature, enable the **Enable automatic E-Mailing of notifications and results** check box and then specify the name or IP address of the SMTP server you use. In the **From E-Mail Address** box type the e-mail address that should be used within the e-mail message.



5. If you have not elected to use the automatic e-mail feature, click **Finish** and skip the following step. Otherwise, after specifying your e-mail settings, click **Next**.

This dialog enables you to verify the authentication information required by your SMTP server and to test your setup.



6. After specifying the required information, click **Finish**.

If the machine on which NetChk Protect is installed has multiple network adapters or has multiple IP addresses, it is necessary to choose the IP address that corresponds to the network that will be scanned. On the dialog box that appears, select an appropriate IP address from the **IP Address for NetChk Protect Deployment Tracker** drop-down menu. If it is necessary to change this information later, you can do so by choosing **Tools > Options > Deployment** and changing the IP address in the **Deployment Tracker address** field.

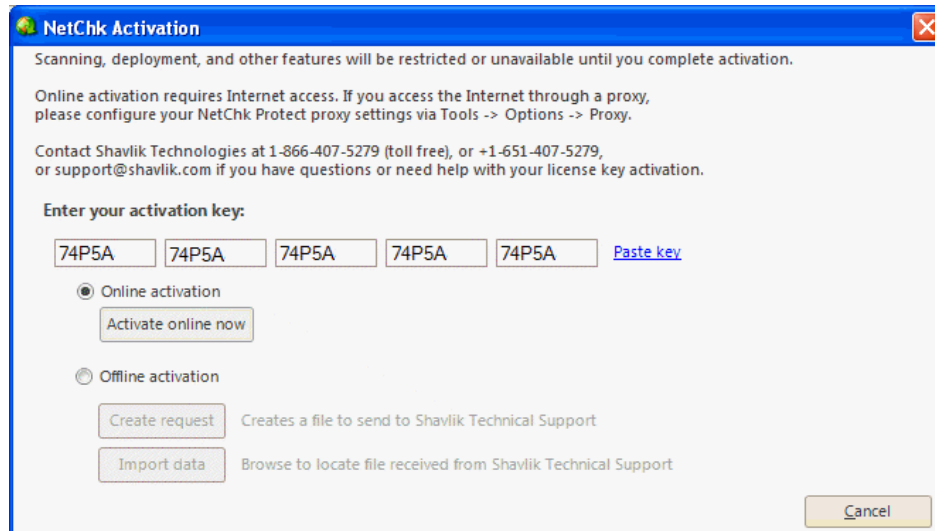
This completes the initial configuration of NetChk Protect.

Activating NetChk Protect

Until you activate NetChk Protect you are very limited in the actions you are allowed to perform. You activate the program by entering a valid activation key. To activate NetChk Protect:

Note: If you are only interested in using NetChk Limited you can skip this section. A license key is not required to perform the functions provided by NetChk Limited.

1. If you have an electronic copy of your license key copy it to your computer's clipboard.
Your license key is typically sent to you in an e-mail from Shavlik Technologies when you purchase the product.
2. From the NetChk Protect menu select **Help > Enter License Key**.
The **Activation** dialog appears.



The program should automatically detect the activation key and paste it in the appropriate boxes.

- (Optional) If the activation key did not automatically populate in the boxes (or if you didn't copy the key into your computer's clipboard until after you launched this dialog), click **Paste key**.

You can also manually type your activation key if you prefer.

If You Have an Internet Connection

- Select **Online activation**.
- Click **Activate online now**.

If the activation is successful the message **NetChk Protect product activation successfully completed** is displayed near the bottom of the dialog.

- Click **Close**.

If You Do Not Have an Internet Connection

1. Select **Offline activation**.

2. Click **Create request**.

A text file is generated, saved to your computer, and opened within Notepad. The location of the text file on your computer is specified in the first couple of sentences in the file.

3. Move the text file to a computer that has an Internet connection.

4. E-mail the file to **license@shavlik.com**.

Shavlik Technologies will process the license information and e-mail you back the processed license file.

5. When you receive the processed license file, move the file to the console computer.

6. Within NetChk Protect, select **Help > Enter License Key**.

7. On the NetChk Protect **Activation** dialog select **Offline activation**.

8. Click **Import data** and then open the file you received from the Shavlik Technologies Support group.

NetChk Protect will process the file and the program will be activated.

How Licenses are Tracked

When a patch deployment is performed, NetChk Protect records the machine name in the database if it does not already exist. From there, the number of remaining seats available for deployment is reduced by one for each target. If you elect to use NetPt Agent, each agent machine is allocated a license and also counts against the total number of license seats available. When scanning virtual machines, a machine is counted only once even if it is scanned both in online (powered on) mode and offline (powered off) mode.

You can easily find out how many license seats have been used by choosing **Help > About**. The dialog below indicates that NetChk Protect is licensed to deploy patches to 1000 machines and that 12 licenses have been used.



Note: Threat management (antivirus & antispyware) and power management are separately licensable add-ons to Shavlik NetChk Protect.

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