Symantec Technical Support maintains support centers globally. Technical Support’s primary role is to respond to specific queries about product feature and function, installation, and configuration. The Technical Support group also authors content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec’s maintenance 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 Web-based support that provides rapid response and up-to-the-minute information
- Upgrade insurance that delivers automatic software upgrade protection
- Global support that is available 24 hours a day, 7 days a week worldwide. Support is provided in a variety of languages for those customers that are enrolled in the Platinum Support program
- Advanced features, including Technical Account Management

For information about Symantec’s Maintenance Programs, you can visit our Web site at the following URL:
www.symantec.com/techsupp/ent/enterprise.html
Select your country or language under Global Support. The specific features that are available may vary based on the level of maintenance that was purchased and the specific product that you use.

Contacting Technical Support

Customers with a current maintenance agreement may access Technical Support information at the following URL:
www.symantec.com/techsupp/ent/enterprise.html
Select your region or language under Global 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 recreate the problem.

When you contact Technical Support, please have the following information available:
- Product release level
- Hardware information
- Available memory, disk space, 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/techsupp/ent/enterprise.html
Select your region or language under Global Support, and then select the Licensing and Registration page.

Customer service
Customer service information is available at the following URL:
www.symantec.com/techsupp/ent/enterprise.html
Select your country or language under Global Support.
Customer Service is available to assist with 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 insurance and maintenance contracts
- Information about Symantec Value License Program
- Advice about Symantec’s technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs or manuals

Maintenance agreement resources
If you want to contact Symantec regarding an existing maintenance agreement, please contact the maintenance agreement administration team for your region as follows:
- Asia-Pacific and Japan: contractsadmin@symantec.com
- Europe, Middle-East, and Africa: semea@symantec.com
- North America and Latin America: supportsolutions@symantec.com
Additional enterprise services

Symantec offers a comprehensive set of services that allow you to maximize your investment in Symantec products and to develop your knowledge, expertise, and global insight, which enable you to manage your business risks proactively. Additional services that are available include the following:

- Symantec Early Warning Solutions: These solutions provide early warning of cyber attacks, comprehensive threat analysis, and countermeasures to prevent attacks before they occur.

- Managed Security Services: These services remove the burden of managing and monitoring security devices and events, ensuring rapid response to real threats.

- Consulting services: Symantec Consulting Services provide on-site technical expertise from Symantec and its trusted partners. Symantec Consulting Services offer a variety of prepackaged and customizable options that include assessment, design, implementation, monitoring and management capabilities, each focused on establishing and maintaining the integrity and availability of your IT resources.

- Educational Services: These services provide a full array of technical training, security education, security certification, and awareness communication programs.

To access more information about Enterprise Services, please visit our Web site at the following URL:

www.symantec.com

Select your country or language from the site index.
Technical support

Chapter 1 Using Symantec AntiVirus for Linux

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Using Symantec AntiVirus for Linux

This chapter includes the following topics:

- About Symantec AntiVirus for Linux protection
- About updating virus definitions
- Displaying status and product information
- About event notifications
- Running LiveUpdate

About Symantec AntiVirus for Linux protection

Symantec AntiVirus™ for Linux® includes real-time antivirus file protection through Auto-Protect scanning and file system scanning. Symantec AntiVirus for Linux provides the following types of protection:

Auto-Protect

Constantly monitors activity on your computer by looking for viruses and security risks when a file is executed or opened, and when modifications have been made to a file, such as renaming, saving, moving, or copying a file to and from folders.

Signature-based scanning

Searches for residual virus signatures in infected files, and for the signatures of security risks in infected files and system information. This type of search is called a scan. Your company’s administrator can initiate signature-based or pattern-based scans systematically to check the files on your computer for viruses and security risks, such as adware or spyware. An administrator can run scans on demand or schedule them to run unattended.
About the user interface

In the KDE™ and Gnome™ desktop environments, Symantec AntiVirus for Linux provides a yellow shield icon on the status tray to let you know that your computer is protected. If Symantec AntiVirus is disabled, the icon appears with a black exclamation point next to the shield; if Auto-Protect is disabled, the shield appears with a red circle and a slash through it.

If you are not using a KDE or Gnome desktop environment, you can use the Symantec AntiVirus sav command-line interface to see the same information and perform the same tasks.

What happens when a virus is detected

When a virus is detected during a scan, Symantec AntiVirus, by default, attempts to clean the virus from the infected file and repair the effects of the virus. If the file is cleaned, the virus is successfully and completely removed. If Symantec AntiVirus cannot clean the file, Symantec AntiVirus attempts a second action, quarantining the infected file so that the virus cannot spread. Your administrator can also configure Symantec AntiVirus for Linux to delete infected files.

If Symantec AntiVirus for Linux quarantines or deletes a file as the result of an administrator's scan, Symantec AntiVirus won't notify you about it. It is possible that one of your other applications will display an error message when Symantec AntiVirus denies the application access to the infected file or when the application cannot locate the infected file.

You do not need to take any action when a virus is detected. Your administrator configures Symantec AntiVirus to take appropriate action.

Scanning for security risks is not enabled by default in Symantec AntiVirus for Linux, but may be enabled by your administrator. If enabled, security risks can be detected and logged, but Symantec AntiVirus does not take any action on them.

Configuration settings and other Symantec AntiVirus for Linux tasks that are available to your administrator are described in the Symantec AntiVirus for Linux Implementation Guide.

About updating virus definitions

Every computer that runs Symantec AntiVirus has a copy of the virus and security risks definitions files. These files can become outdated as new risks are discovered. Symantec typically updates definitions files daily, or more
frequently if needed. It’s important to keep virus and security risks definitions files current to maintain the highest level of protection for your network.

Your administrator may update the definitions on your computer, or may want you to update them yourself using LiveUpdate. Talk to your administrator to find out whether you should run LiveUpdate yourself.

See “Running LiveUpdate” on page 13.

Displaying status and product information

You can display status and product information by either clicking the yellow shield icon on the status tray or by using command-line interface commands. You can use either method to display the versions of the program, scan engine, and virus definitions that are in use, the status of Auto-Protect, and whether or not a scan is in progress.

Displaying information from the user interface

If you are using a KDE or Gnome environment, you can display status and product information by using the user interface.

Figure 1-1 The Symantec AntiVirus Linux user interface main window

To display information from the user interface

◆ In the status tray, double-click the yellow shield icon.
Displaying information from the command line

You can display the same information from the command line on Linux that you would see graphically in a KDE or Gnome environment. You can use the `sav info` command to display general product information and determine whether or not a scan is in progress.

By default, `sav` is located in the `/opt/Symantec/symantec_antivirus` directory.

**To display the status of Auto-Protect**
- From the command line, type the following:
  ```shell
  /opt/Symantec/symantec_antivirus/sav info -a
  ```

**To display the virus definitions version**
- From the command line, type the following:
  ```shell
  /opt/Symantec/symantec_antivirus/sav info -d
  ```

**To display the current product version**
- From the command line, type the following:
  ```shell
  /opt/Symantec/symantec_antivirus/sav info -p
  ```

**To display the current scan engine version**
- From the command line, type the following:
  ```shell
  /opt/Symantec/symantec_antivirus/sav info -e
  ```

**To determine if a scan is in progress**
- From the command line, type the following:
  ```shell
  /opt/Symantec/symantec_antivirus/sav info -s
  ```

About event notifications

If you are using a KDE or Gnome desktop environment, and your administrator has not turned off notifications, Symantec AntiVirus may notify you when Auto-Protect finds a virus or security risk on the computer. If more than one virus or security risk is found, you can page through the information by using Next and Previous.

This notification is for your information only; no action is possible through the user interface. The information that appears in the user interface is also logged and available to your administrator.
Running LiveUpdate

You can update the virus and security risk definitions on your computer from the user interface or from the command line, unless your administrator has configured Symantec AntiVirus to prevent you from running LiveUpdate manually.

Starting a LiveUpdate from the user interface

You can start a LiveUpdate from the Symantec AntiVirus user interface.

To start a LiveUpdate from the user interface

1. In the Symantec AntiVirus status window, click LiveUpdate.

2. Follow the prompts from the wizard.

Starting a LiveUpdate from the command line

You can use the sav command to start a LiveUpdate.

By default, sav is located in the /opt/Symantec/symantec_antivirus directory.

To start a LiveUpdate from the command line

- From the command line, type the following:
  
  `/opt/Symantec/symantec_antivirus/sav liveupdate -u`
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