



文佳科技股份有限公司
Information Appliance Innovator

Avira

Management Console

AMC 安裝手冊



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1 系統需求

1.1 AMC Server(檔名為 **avira_management_console_server_en.exe**)

僅能安裝於 Server，病毒碼、軟體安裝檔皆儲存於此

1. Windows Server 2003 SP3
2. Windows Server 2003 x64 Edition
3. Windows Server 2008 (x32 或 x64)
4. Windows Server 2008 R2 64 Bit

1.2 AMC Frontend(檔名為 **avira_management_console_frontend_en.exe**)

是控制 Server 的前端管理程式

1. Windows XP (x32 或 x64)
2. Windows Vista (x32 或 x64)
3. Windows 7 SP1
4. Windows Server 2003 (x32 或 x64)
5. Windows Server 2008 (x32 或 x64)
6. Windows Server 2008 R2 64 Bit

1.3 AMC Agent(檔名為 **avira_management_console_agent_en.exe**)

安裝於用戶端

1. Windows XP (x32 或 x64)
2. Windows Server 2003 (x32 或 64) SP3
3. Windows Vista (x32 或 x64)
4. Windows 7 SP1
5. Windows Server 2008 (x32 或 x64)
6. Windows Server 2008 R2 64 Bit
7. Linux (ubuntu7、8、9)
8. Solaris Sparc 9* 和 10

在 64 位元 Linux 環境下使用：請使用所需的 32 位元程式庫。

*注意：2012 年 10 月 30 日起將不再支援 Sun Solaris 9 (SPARC)。

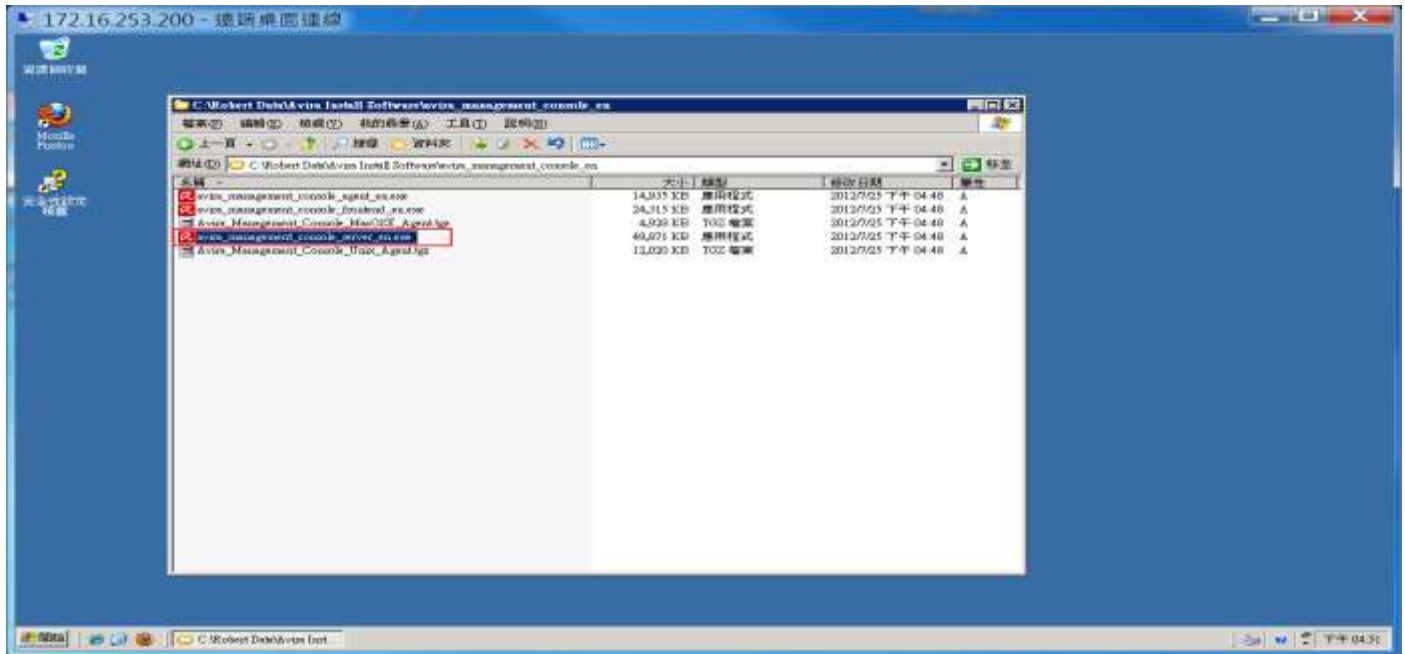
***Windows OS 需更新至最新 Service Pack**

2 安裝設定步驟

2.1 安裝 Avira AMC Server

安裝前Server或Client如果有防毒要先移除,Client有裝防火牆請先關閉

1. 開啟檔名為 avira_management_console_server_en.exe 的程式



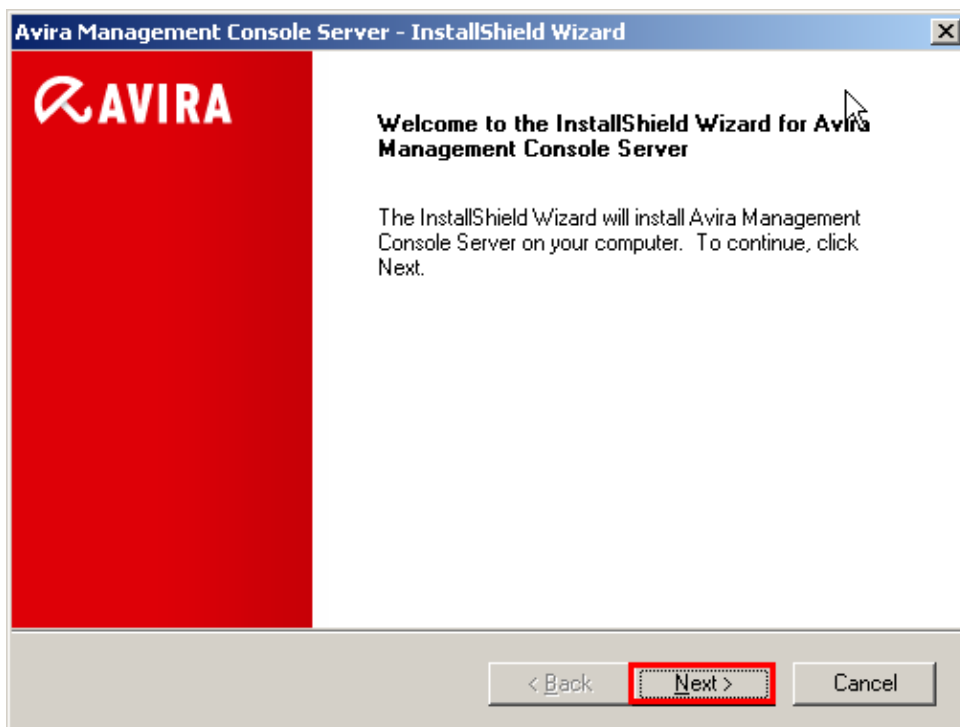
2. 執行



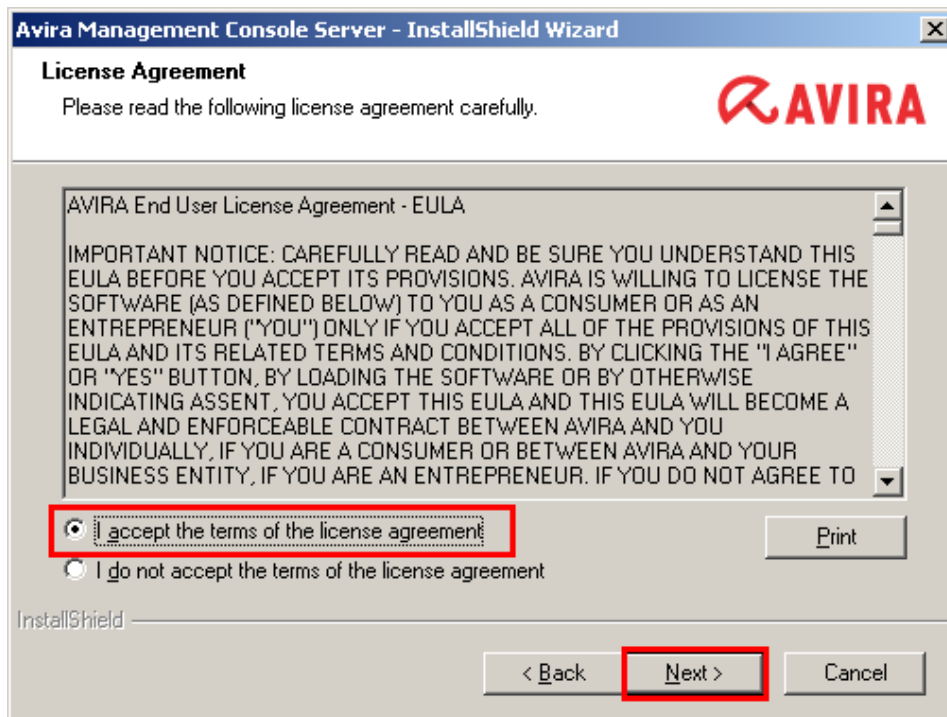
3. 版權宣告 點擊 Continue 繼續安裝



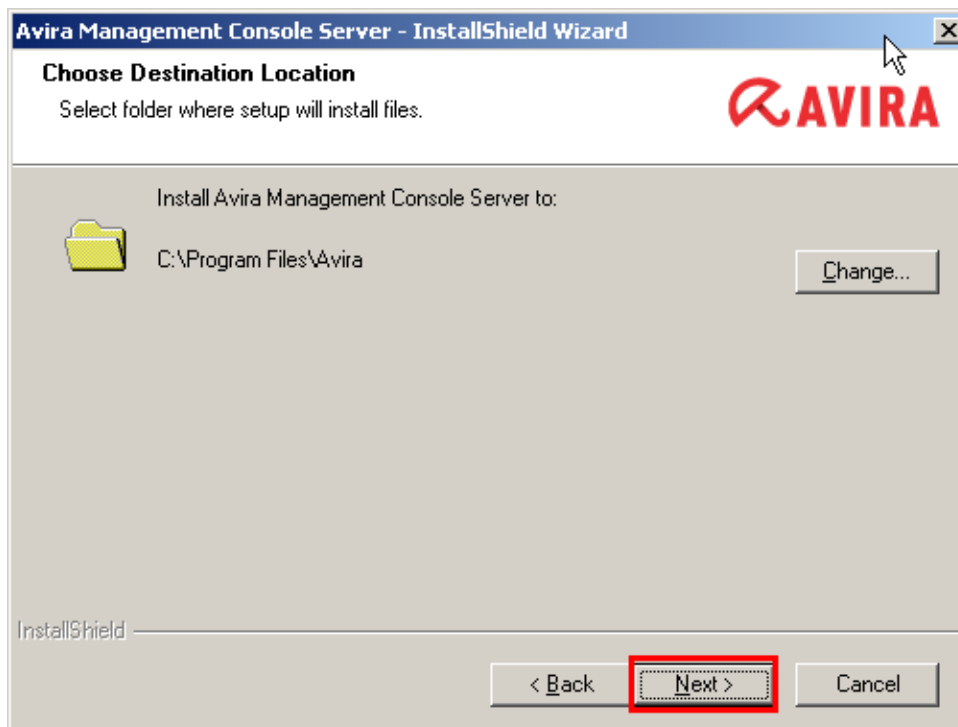
4. 歡迎畫面 點擊 Next



5. 授權合約 勾選 I accept the terms of the agreement→Next



6. 點擊 Next



7. Network Interface 可以選 伺服器 IP 或 伺服器名稱，最好是 IP 如果更換 Server 電腦只要 IP 一樣並重新安裝 AMC Server,客戶端就不需重新安裝 Agent 也能連到 Server 端
勾選 Create AMC Agent Network Share(後續 Client 手動安裝 Agent 會使用到)

8. 點擊 Next

9. 設定 AMC Server 管理帳號和密碼

Avira Management Console Server - InstallShield Wizard

AMC Server Service Account

The AMC Server service requires an administrative account to run properly.

Enter an account in one of the following formats: "user", "domain\user" or "user@domain". This account must have administrative rights on this computer.

Administrative account:

Account password:

< Back Next > Cancel

10. 點擊 Next

Avira Management Console Server - InstallShield Wizard

Create AMC Server User

The AMC Server requires an user account to log in through the AMC Frontend.

Please enter a user and password, that you want to use to log in to AMC / AUM Server through the AMC Frontend. This user will be automatically created in the AMC User Management.

AMC User:

AMC / AUM Password:

Verify AMC / AUM Password:

☒ Reuse account of AMC Server service as AMC user account

InstallShield

< Back **Next >** Cancel

11. 設定更新排程(可以先不要更新,不然無法做設定)

Avira Management Console Server - InstallShield Wizard

Configure Scheduler
Configure the scheduler settings for updates.

Scheduling

☒ **Enable scheduling** Please choose the time and date when the task should start

☐ **Once**

☐ **Hourly**

☒ **Daily** Start time: 上午 09:34:16 Start date: 2012/ 4/11

☐ **Weekly**

☐ **Monthly**

☐ **Every** 00 day(s) 01 hour(s) 00 minute(s) (min. 15 minutes)

< Back Next > Cancel

12. 確認 Windows 防火牆 選 Yes → Next

Avira Management Console Server - InstallShield Wizard

Configure Microsoft Windows-Firewall
Configure the exception handling for the Microsoft Windows-Firewall.

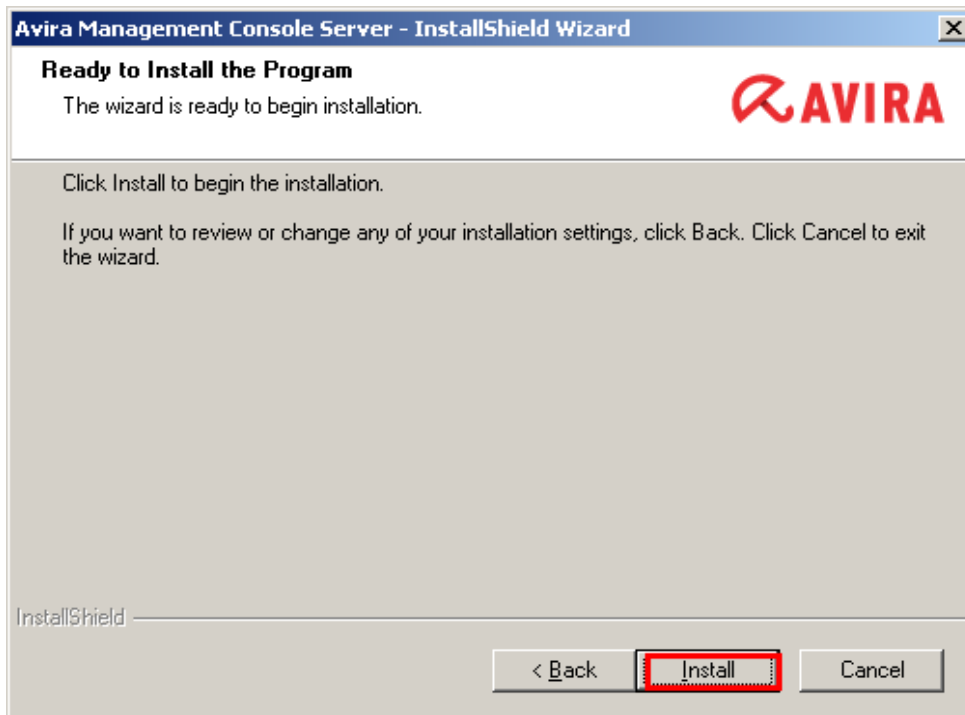
For correct communication of the AMC Server, its services have to be configured as exceptions in the Microsoft Windows Firewall. Shall the setup configure these exceptions?

☒ **Yes**

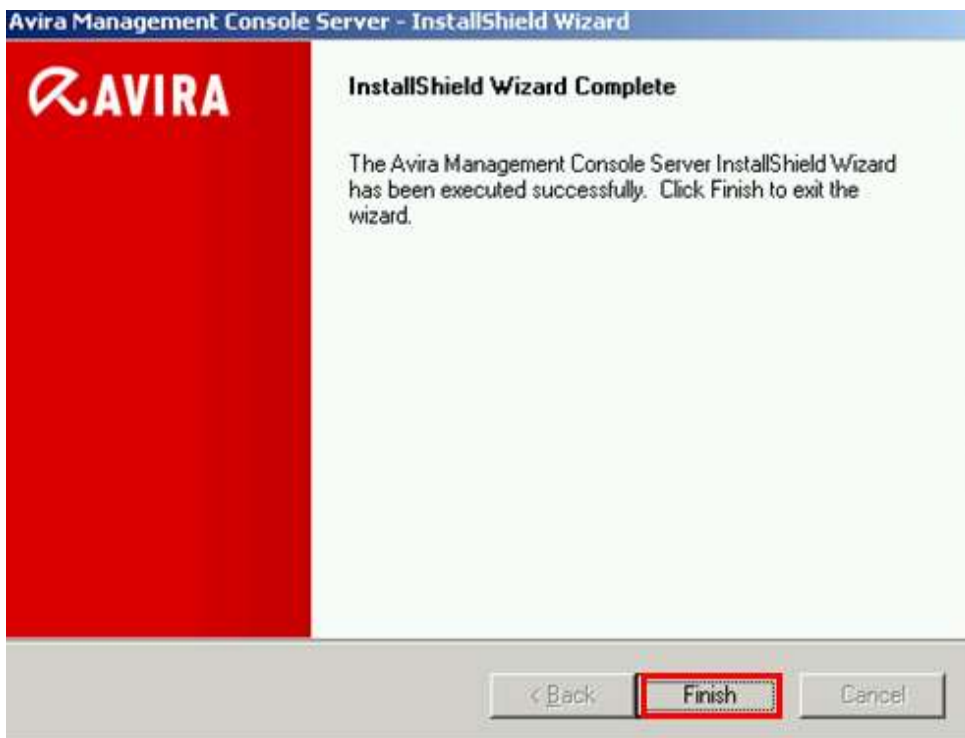
☐ **No**

< Back Next > Cancel

13. 安裝 點擊 Install

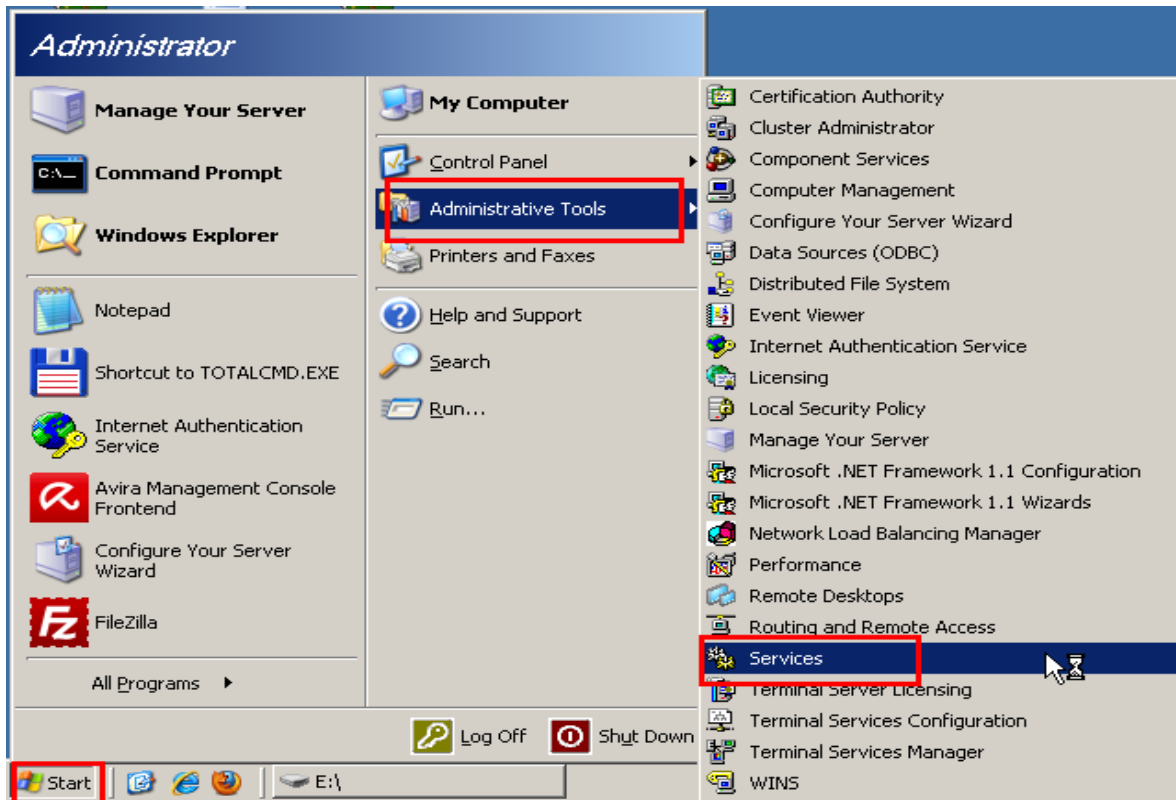


14. 安裝完成 點擊 Finish

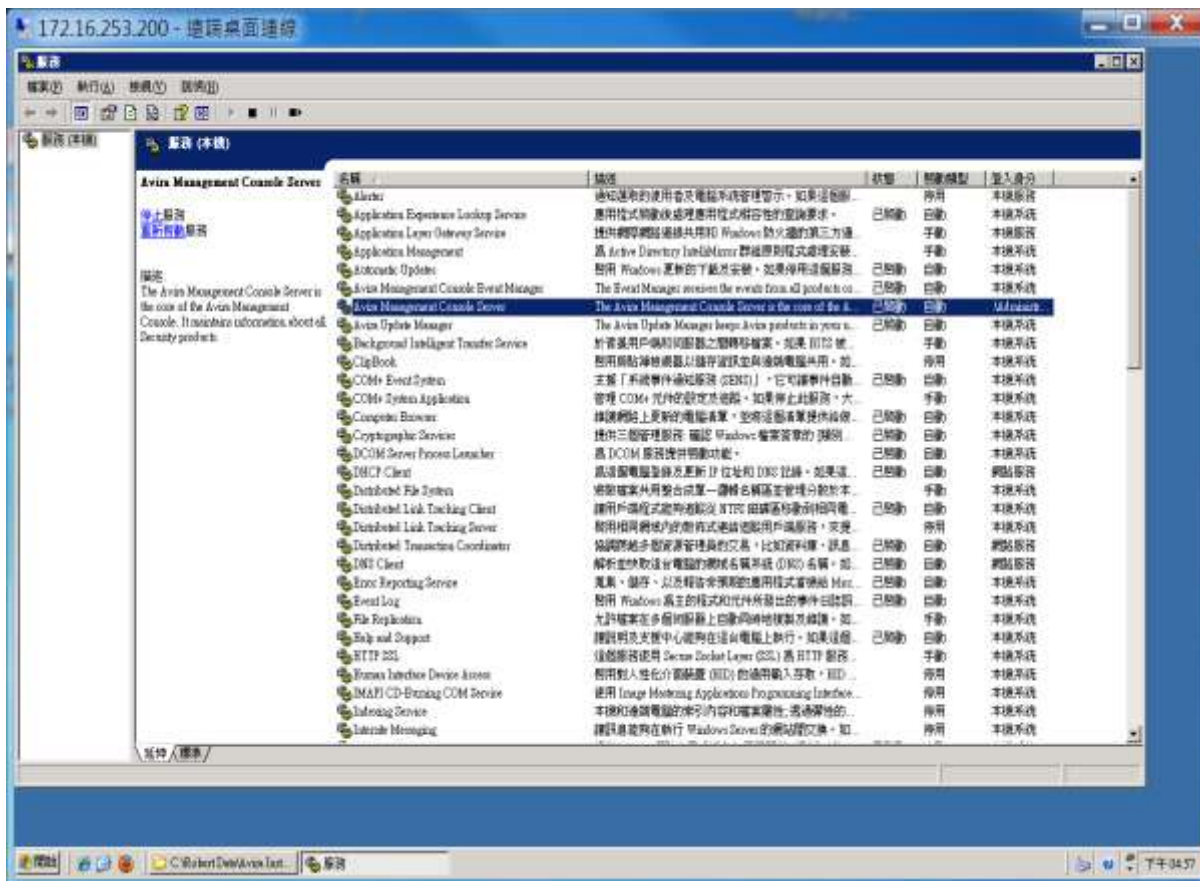


15. 確認 AMC Server 是否運作正常

Start→Administrative Tools→Services

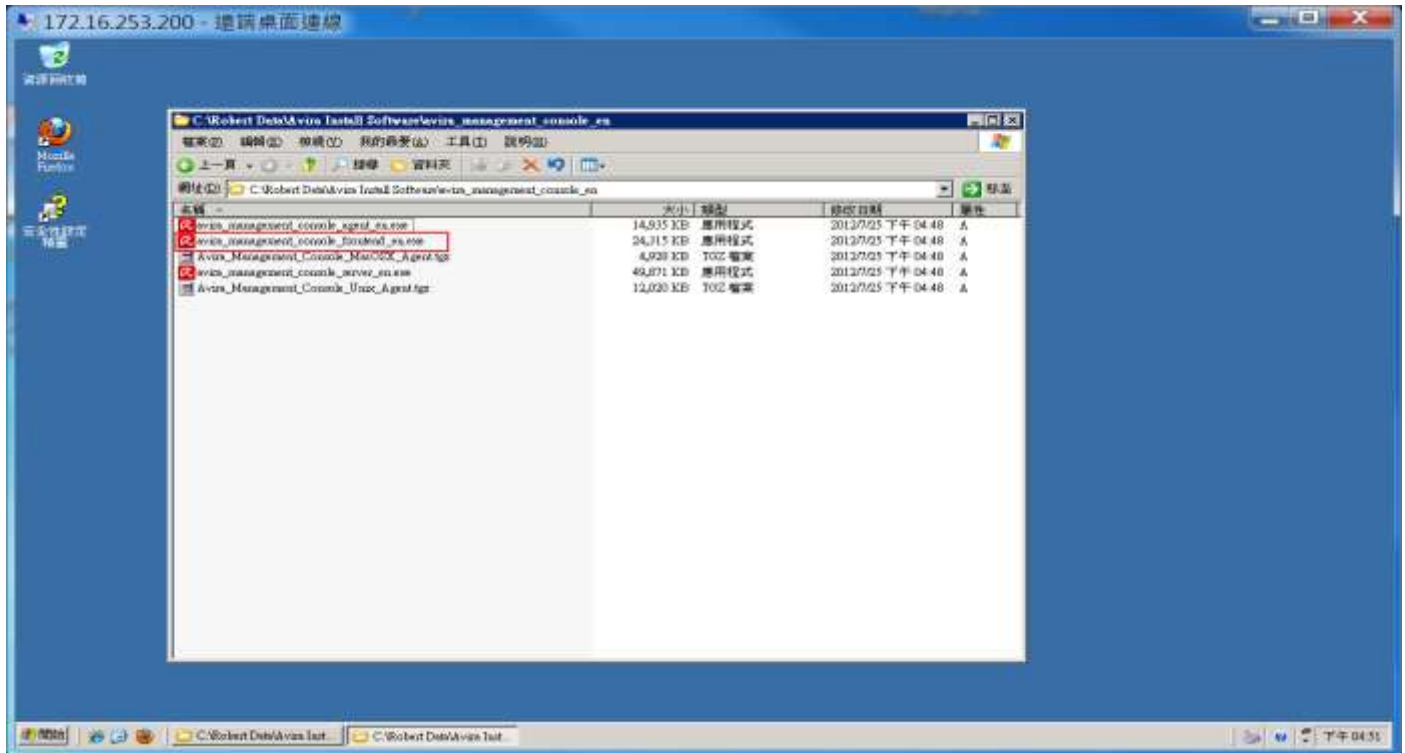


16. 可以看到安裝好的 Avira Management Console Server



2.2 安裝 Avira AMC Frontend

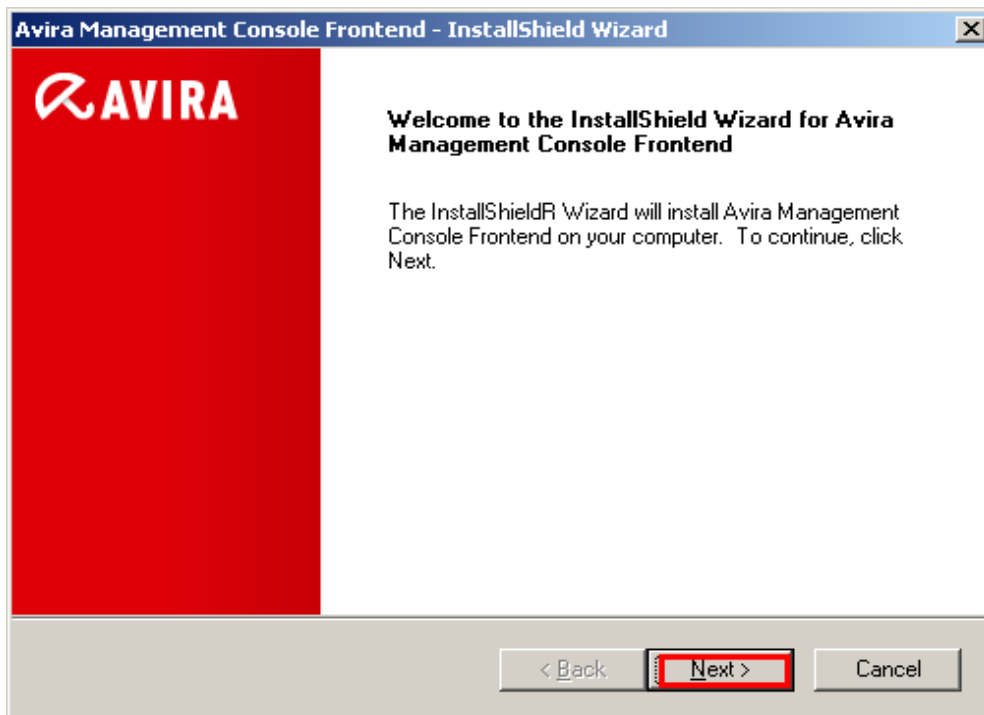
1. 開啟檔名為 avira_management_console_frontend_en.exe 的程式



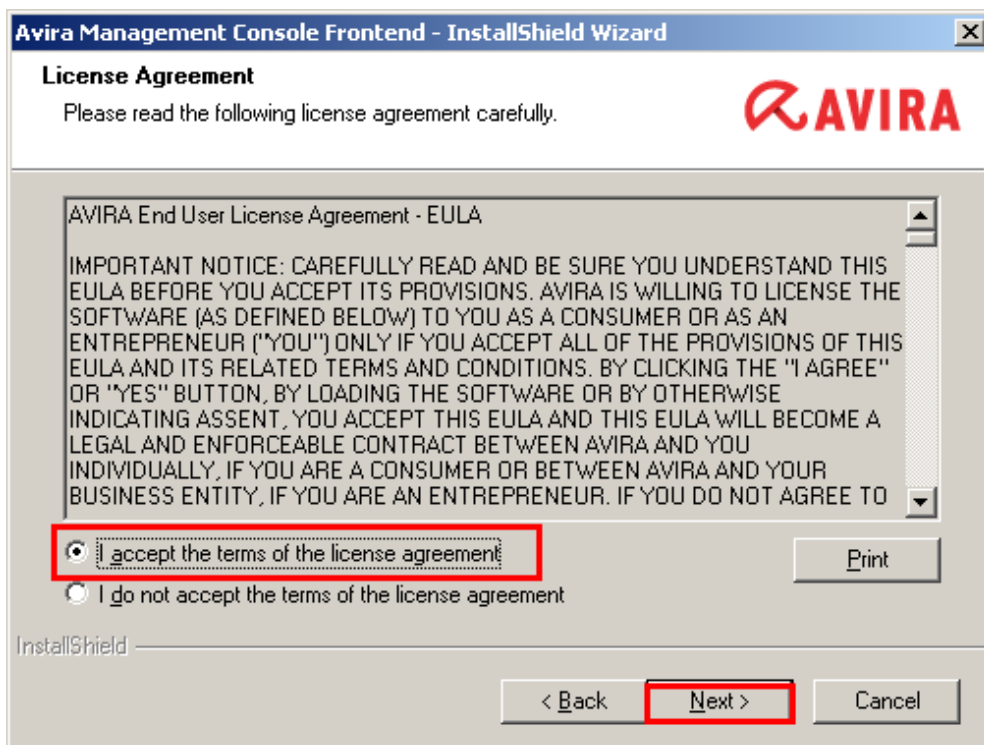
2. 版權宣告 點擊 Continue



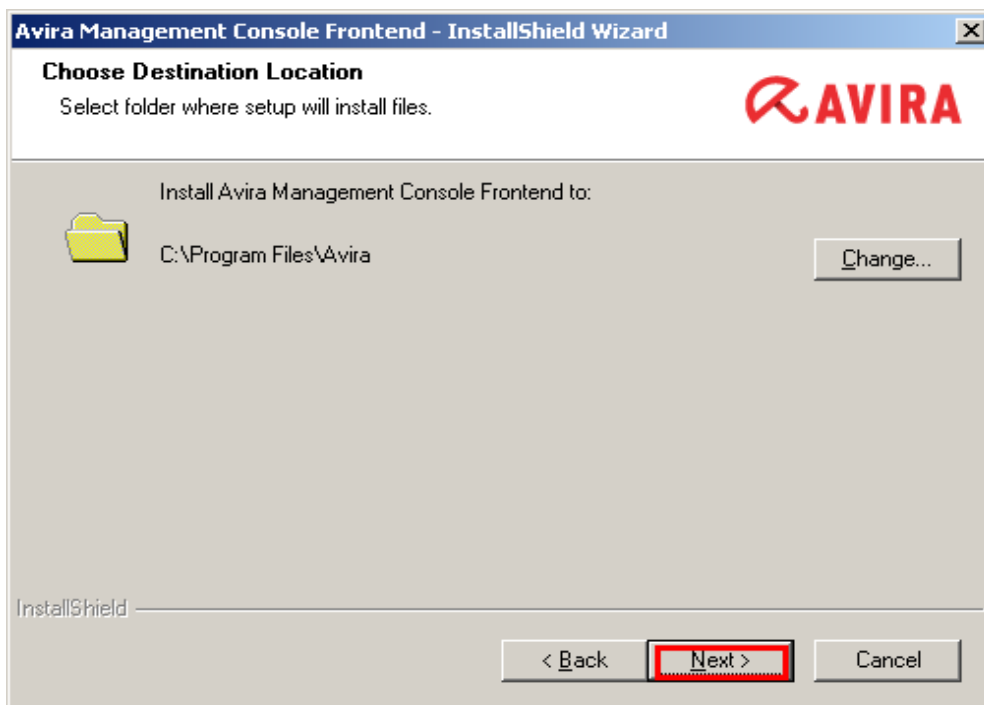
3. 歡迎畫面 點擊 Next



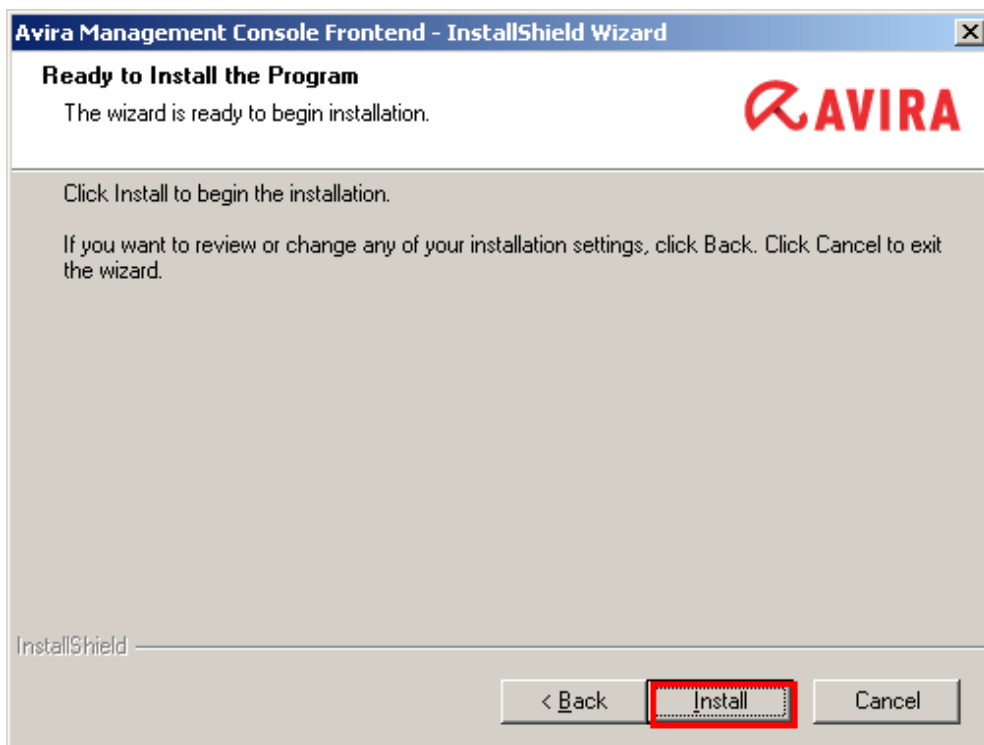
4. 授權合約 點選 I accept the terms of the agreement →Next



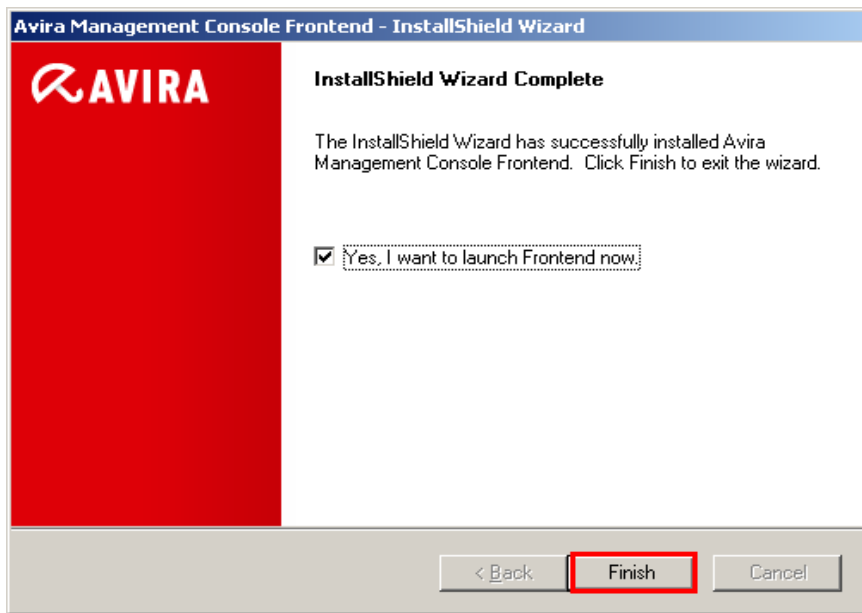
5. 選擇安裝目錄 點擊 Next



6. 安裝 點擊 Install

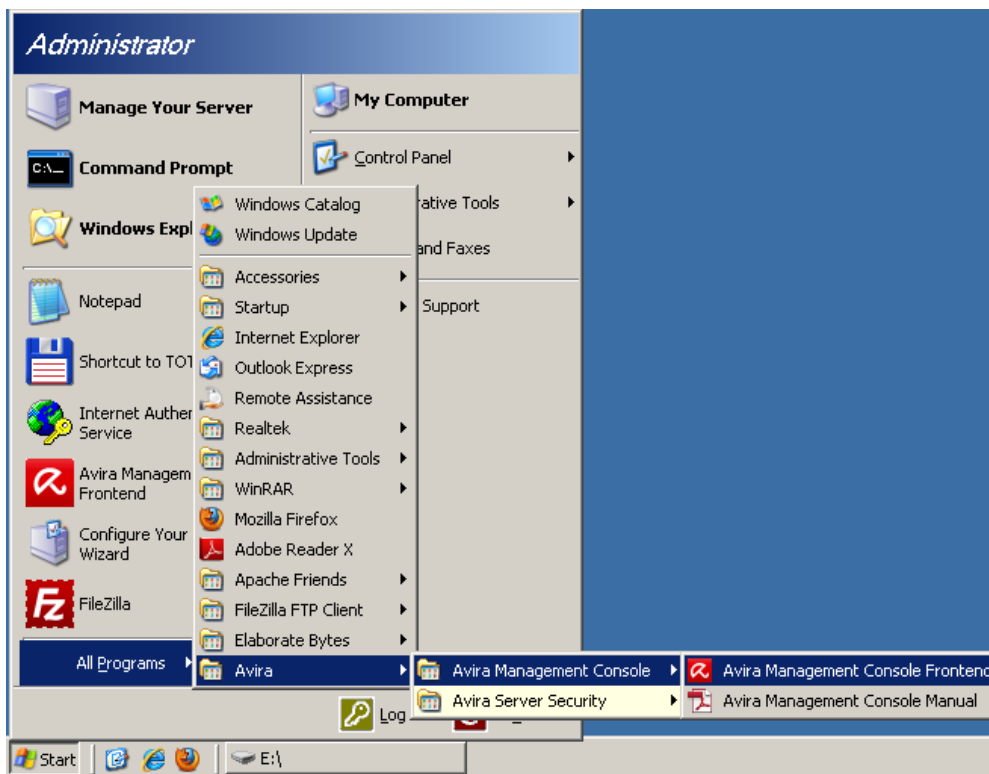


7. 安裝完成 點擊 Finish

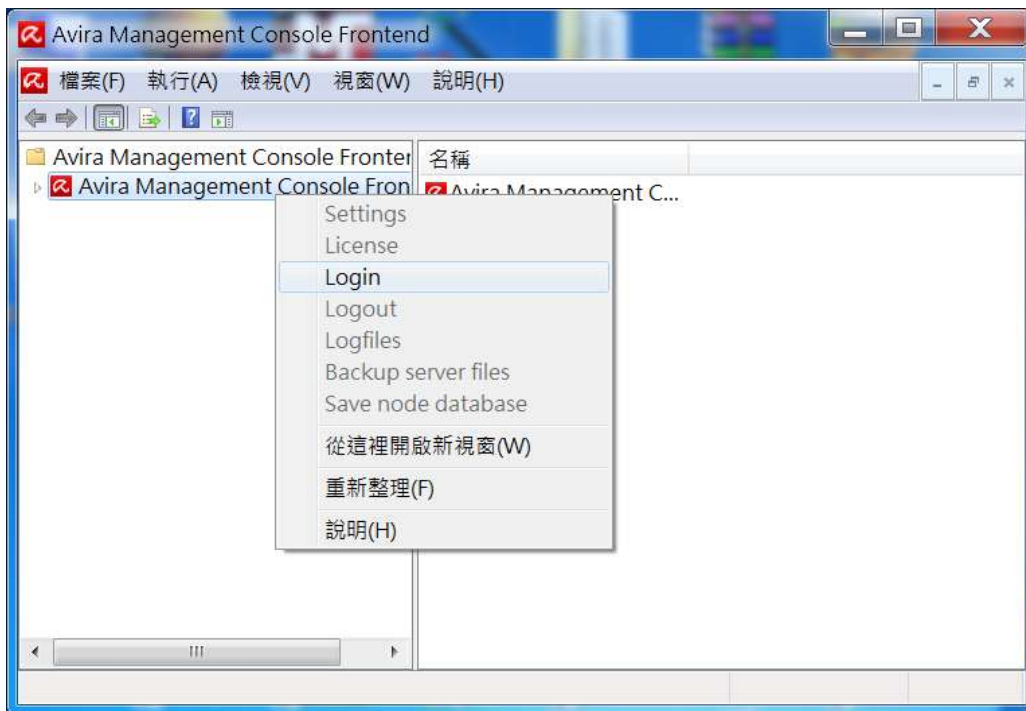


2.3 第一次登入 AMC

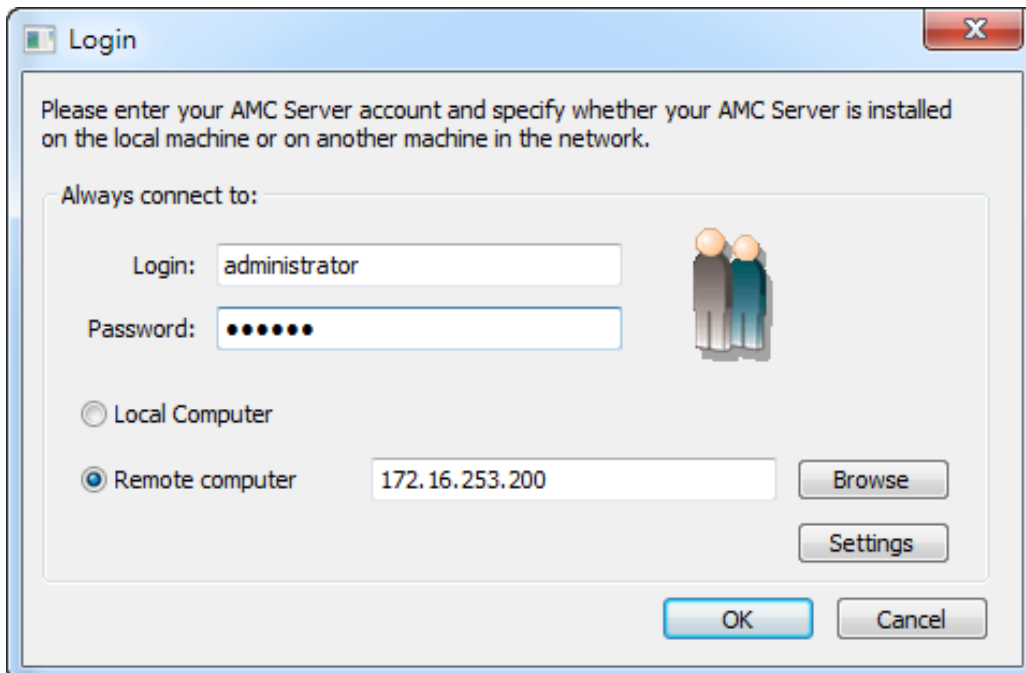
1.Start→All Programs→Avira→Avira Management Console→Avira Management Console Frontend



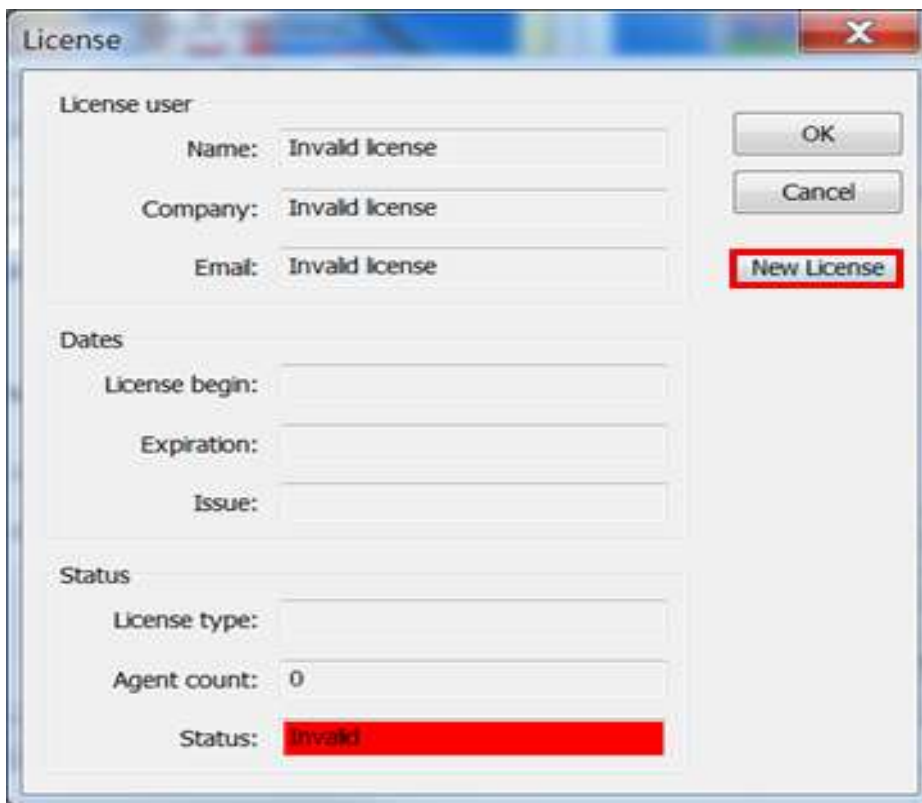
2. 右鍵 Avira Management Console Frontend 點擊 Login



3. 輸入 AMC Server 帳號密碼，AMC Server 跟 AMC Frontend 是在同一台則選擇「Local Computer」，不是就用「Remote Computer」並輸入 AMC Server IP



4. 點擊 New License 匯入金鑰

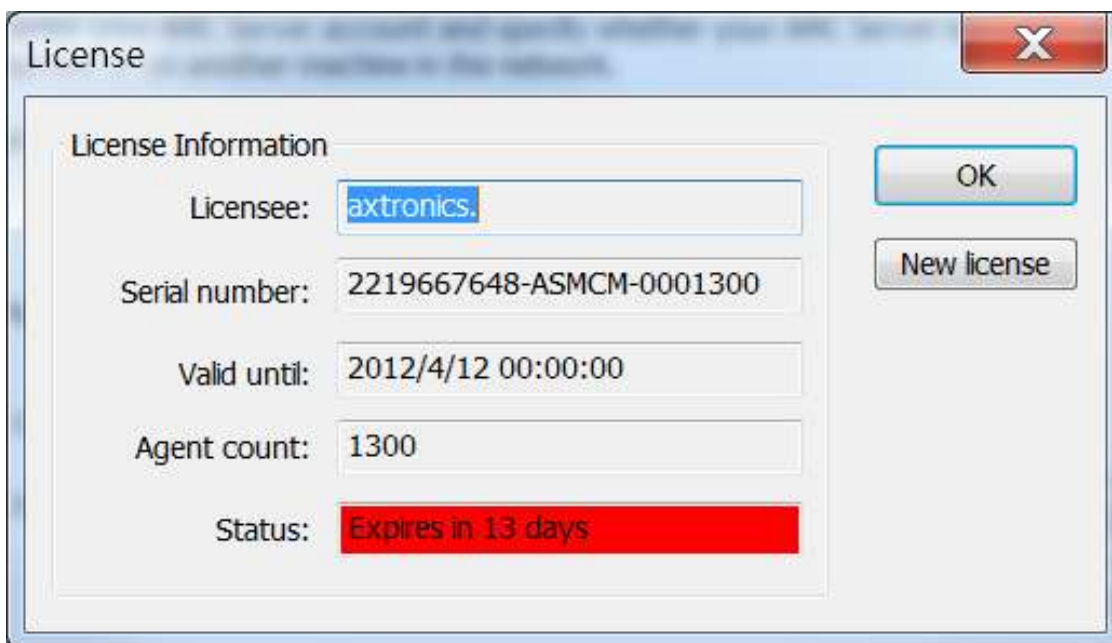


The 'License' dialog box displays the following information:

- License user:**
 - Name: Invalid license
 - Company: Invalid license
 - Email: Invalid license
- Dates:**
 - License begin:
 - Expiration:
 - Issue:
- Status:**
 - License type:
 - Agent count: 0
 - Status: Invalid

Buttons: OK, Cancel, and **New License** (highlighted with a red box).

5. 完成



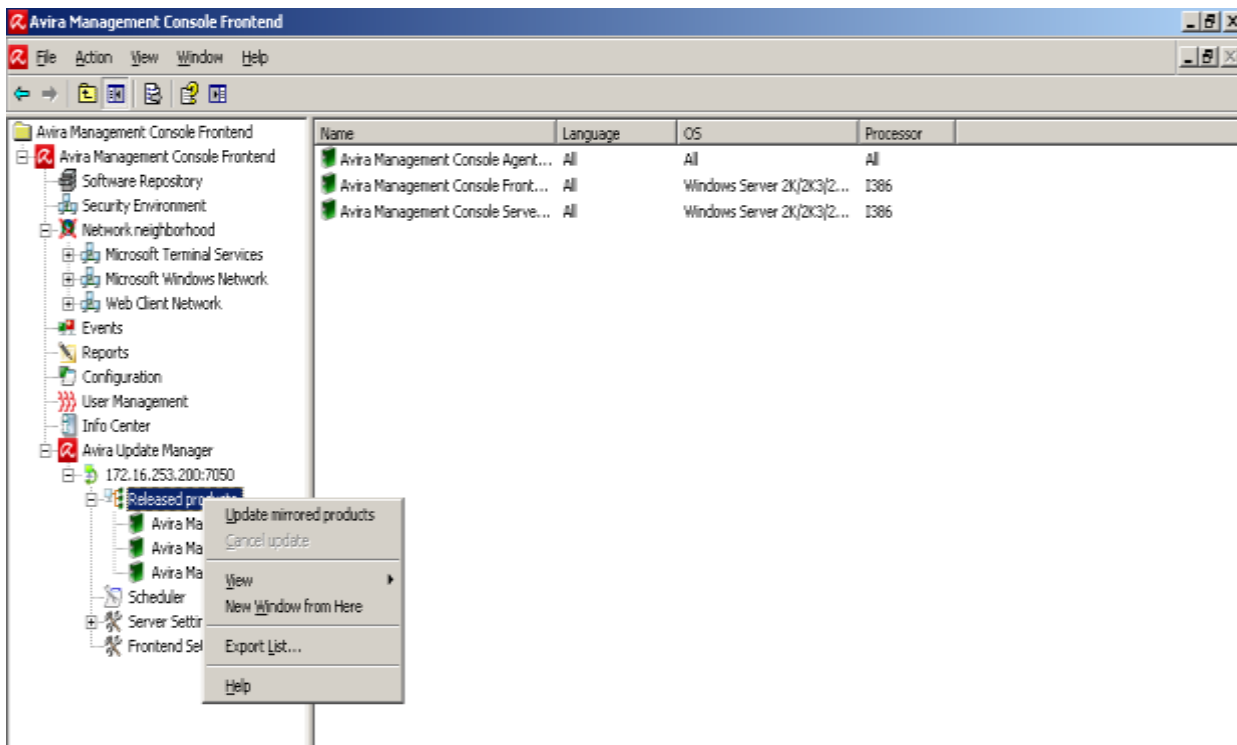
The 'License' dialog box displays the following information:

- License Information:**
 - Licensee: axtronics.
 - Serial number: 2219667648-ASMCM-0001300
 - Valid until: 2012/4/12 00:00:00
 - Agent count: 1300
 - Status: Expires in 13 days

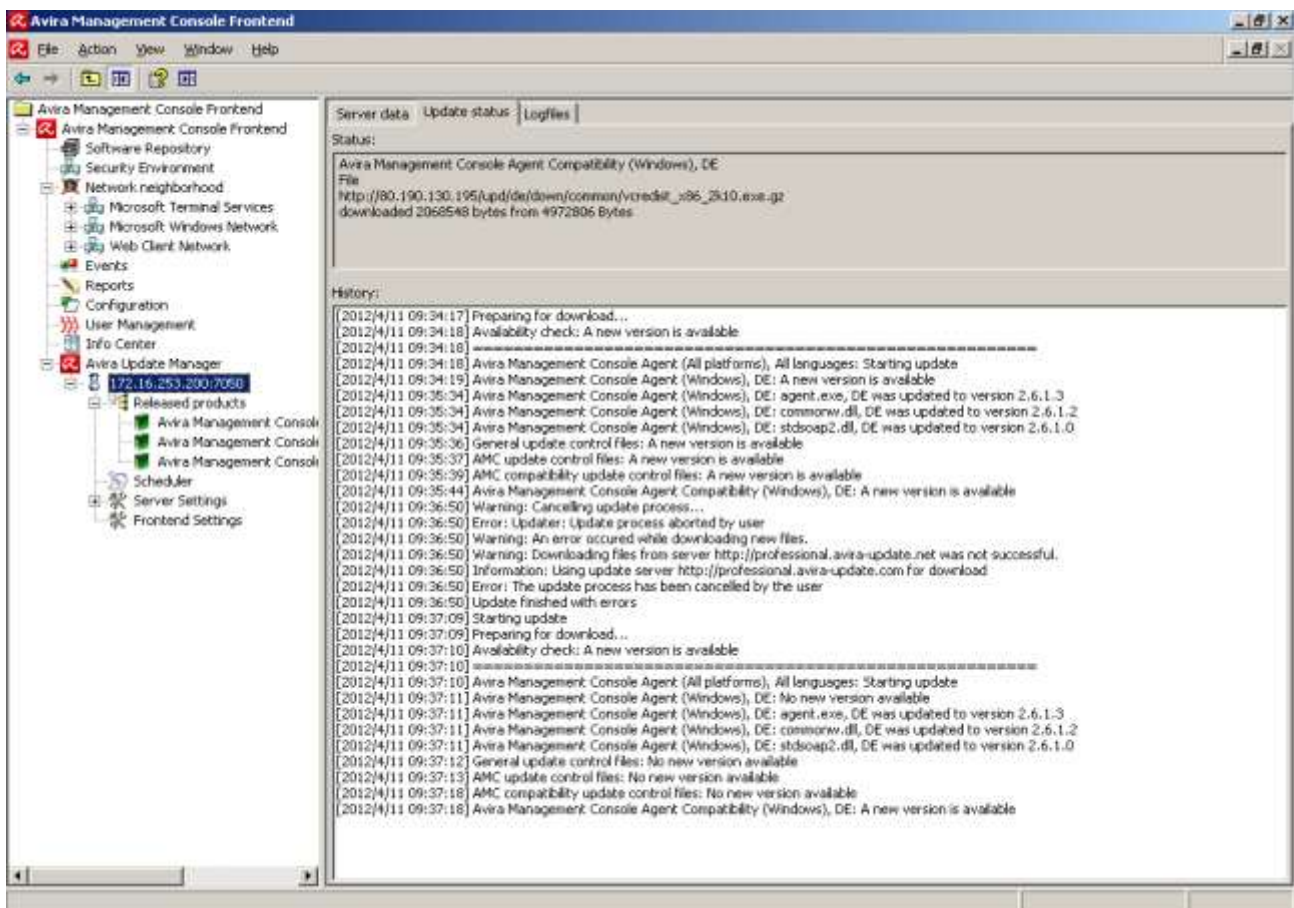
Buttons: OK and **New license**.

2.4 AMC 更新 Server(安裝 Client 前一定要將 AUM 更新到最新版本)

1. 點擊 Avira Update Manager → Released products → Update mirrored products



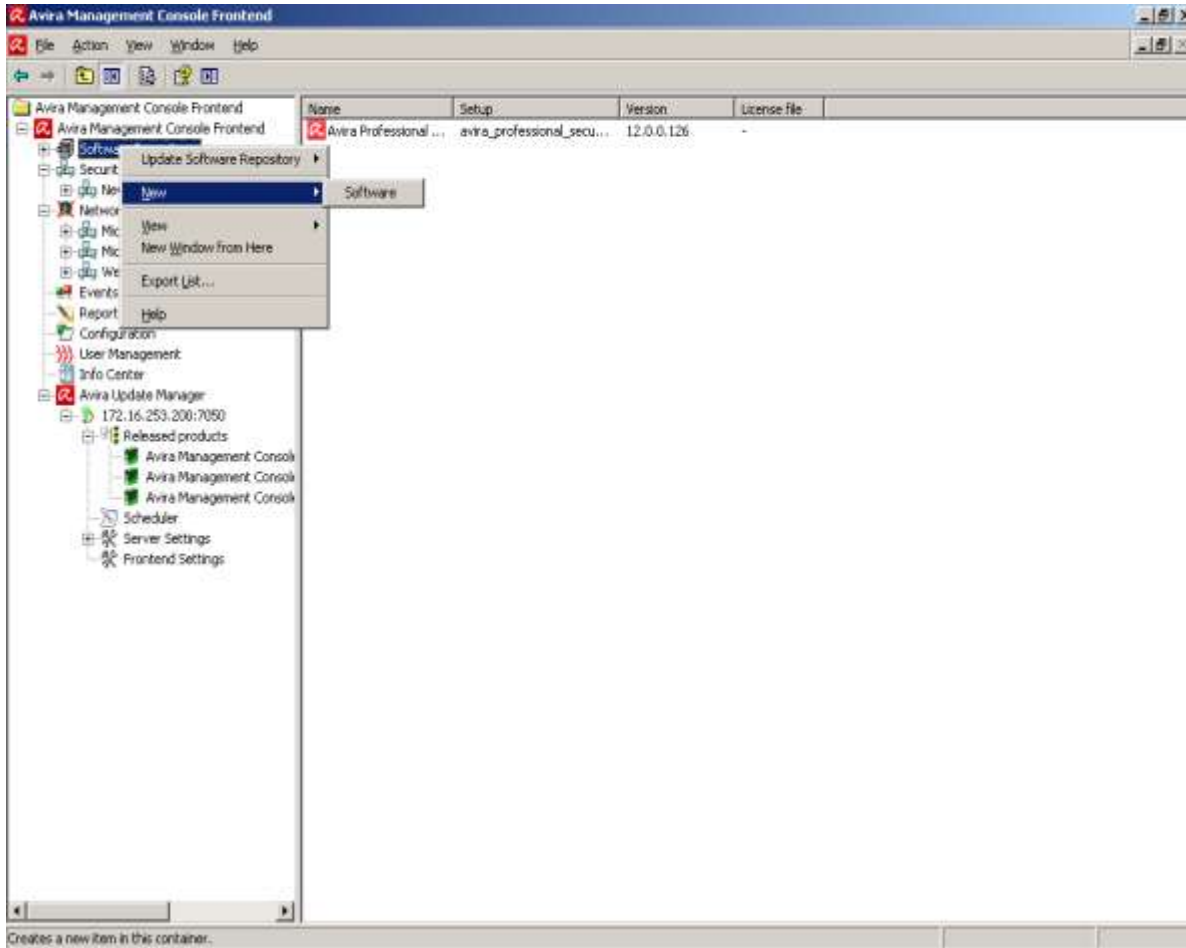
6. 在 Avira Update Manager 下的 Server IP(Ex:172.16.253.200:7050)中可看到更新情況,更新一般需要 2~3 小時



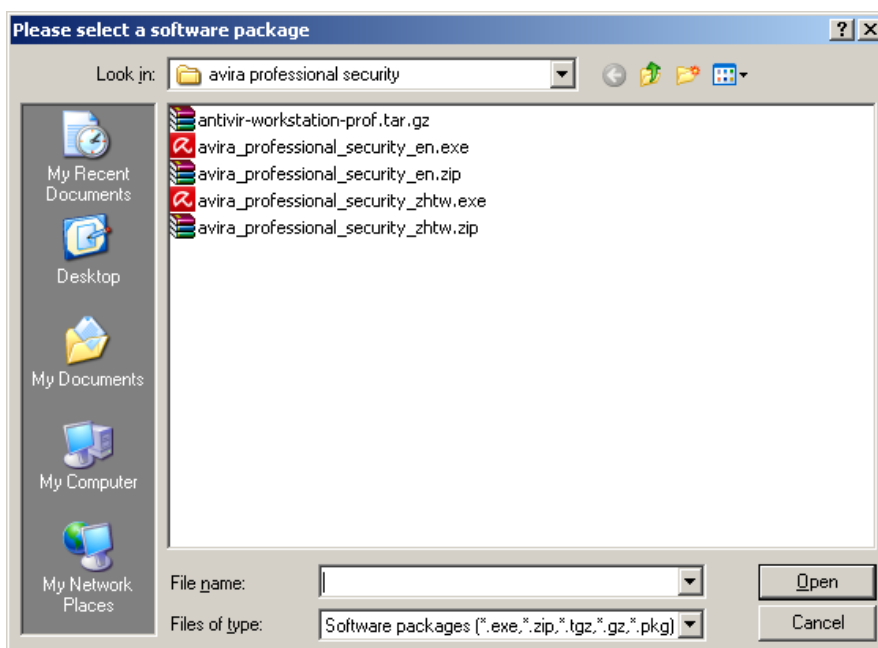
2.5 軟體匯入

在將 Client 端防毒軟體透過小紅傘 AMC Server 派送出去之前，您必須先使用 AMC Frontend 將要派送的小紅傘防毒軟體匯入「Software Repository 軟體儲藏庫」

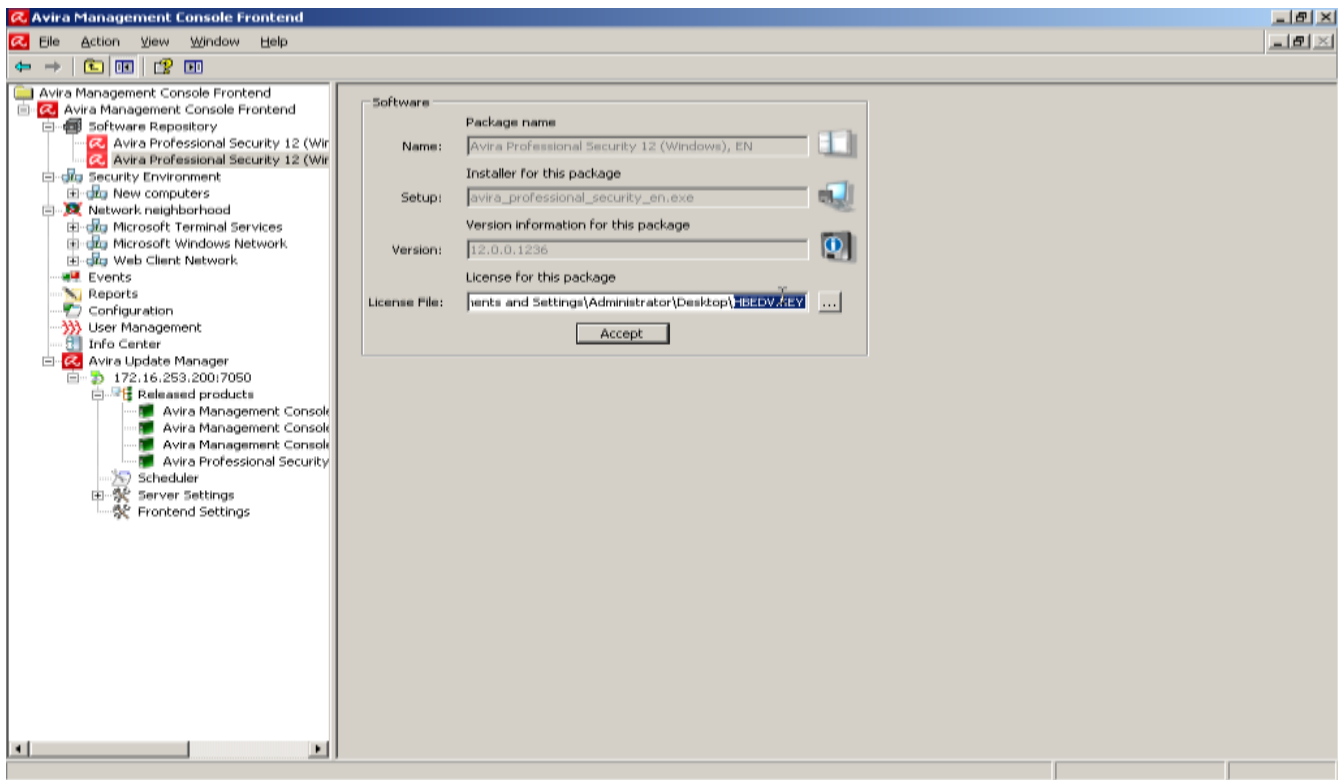
1. Software Repository → New → Software



2. 選取要加入的軟體,下面有英文版防毒軟體和中文版防毒軟體看你需要哪一種的或是兩種都選



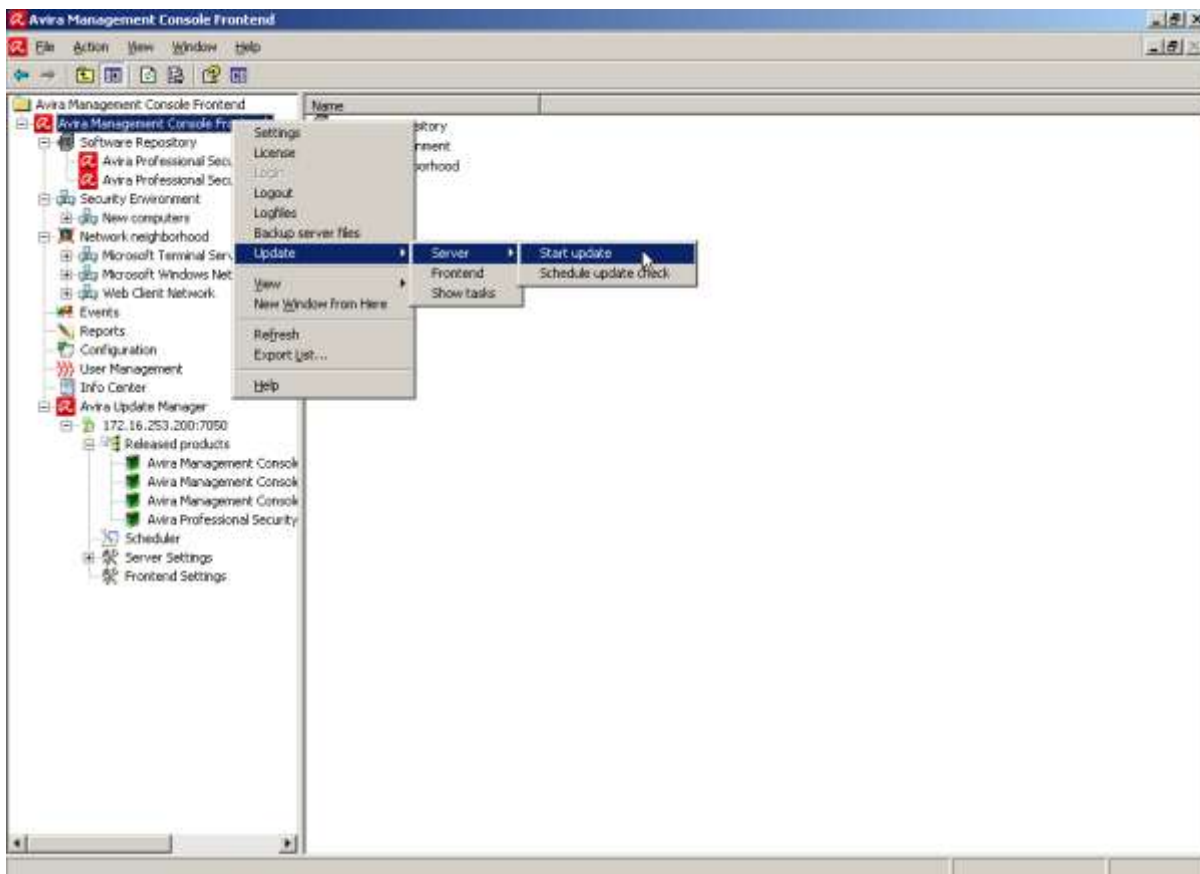
3. 在 License File: 按旁邊的 [...] 匯入 Key，然後按下 Accept



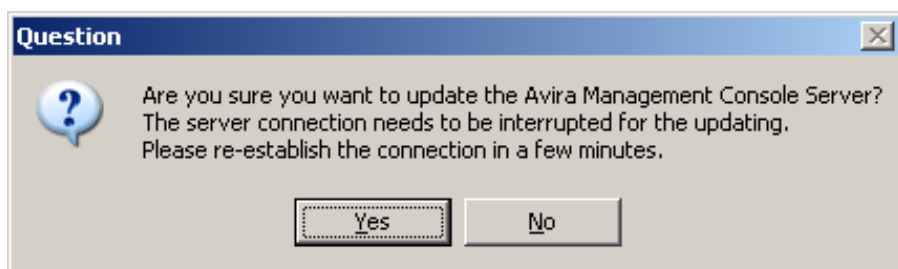
如需要匯入多項軟體重複 2.5-1.2.3 步驟

2.5.1 更新 AMC Server

1. 右鍵 Avira Management Console Frontend → Update → Server → Start update



2. 更新過程會與 AMC 中斷連線 點擊 YES

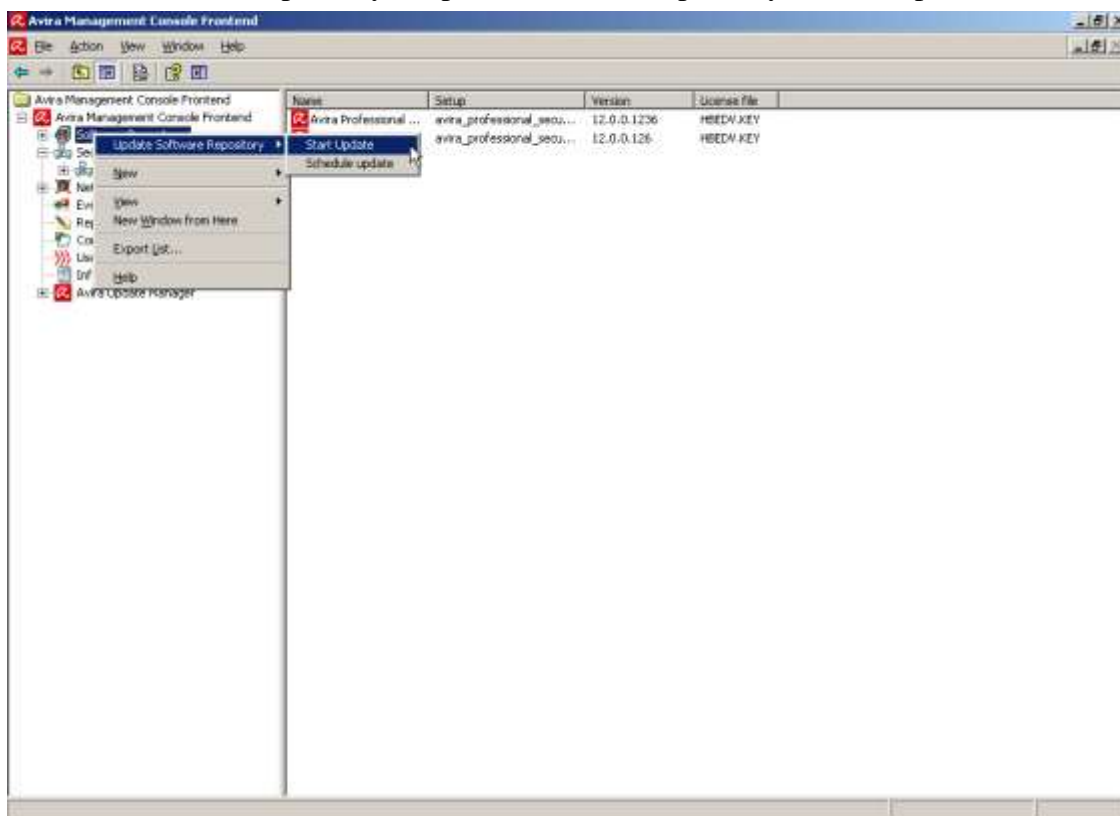


3. 需要重新登入 AMC Server

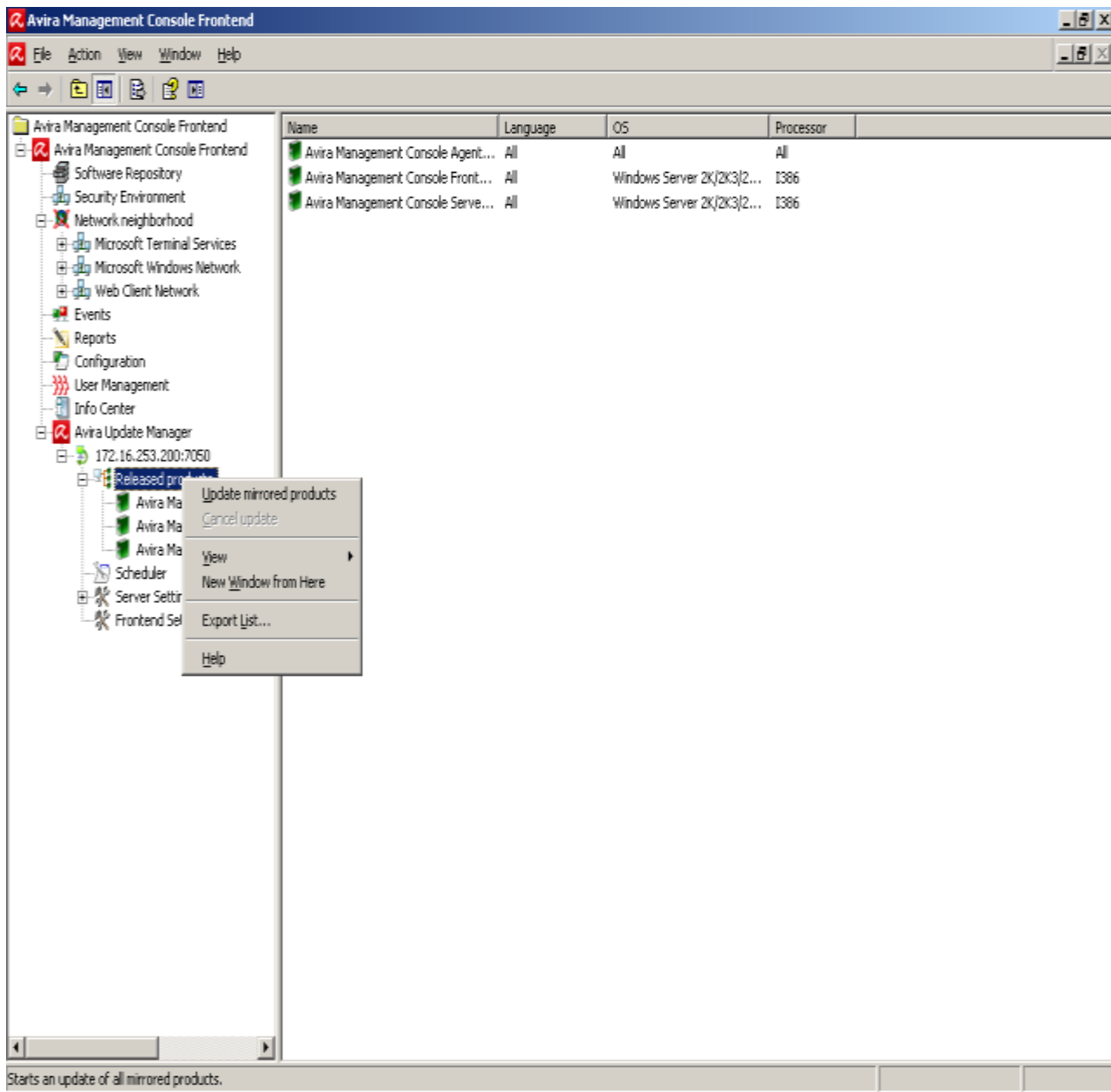


2.5.2 軟體儲藏庫更新

1. 右鍵 Software Repository→Update Software Repository→ Start Update



2. 點擊 Avira Update Manager → 右鍵 Released products → Update mirrored products



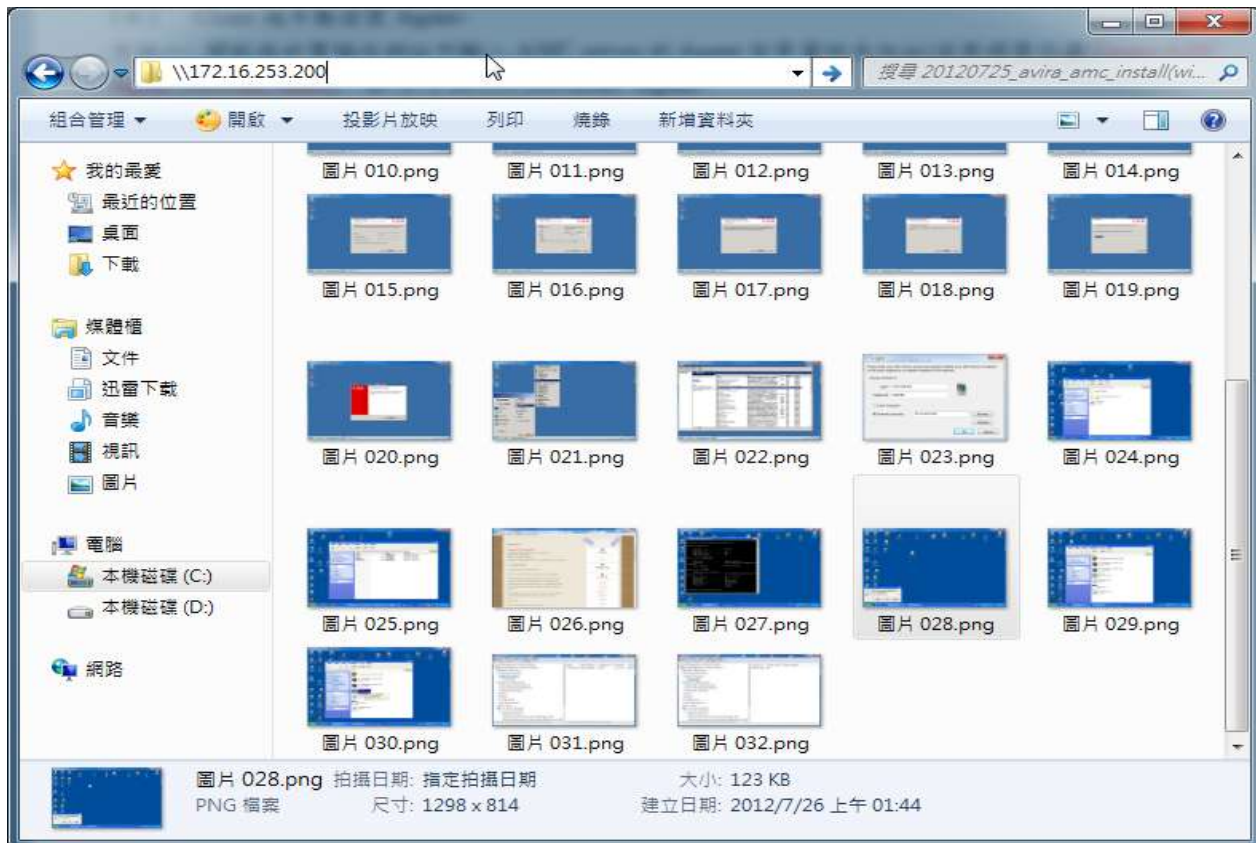
*日後加入新軟體到 Software Repository 都需再次更新 AMC Server，並更新 Update mirrored products

2.6 Client 端安裝 Agent

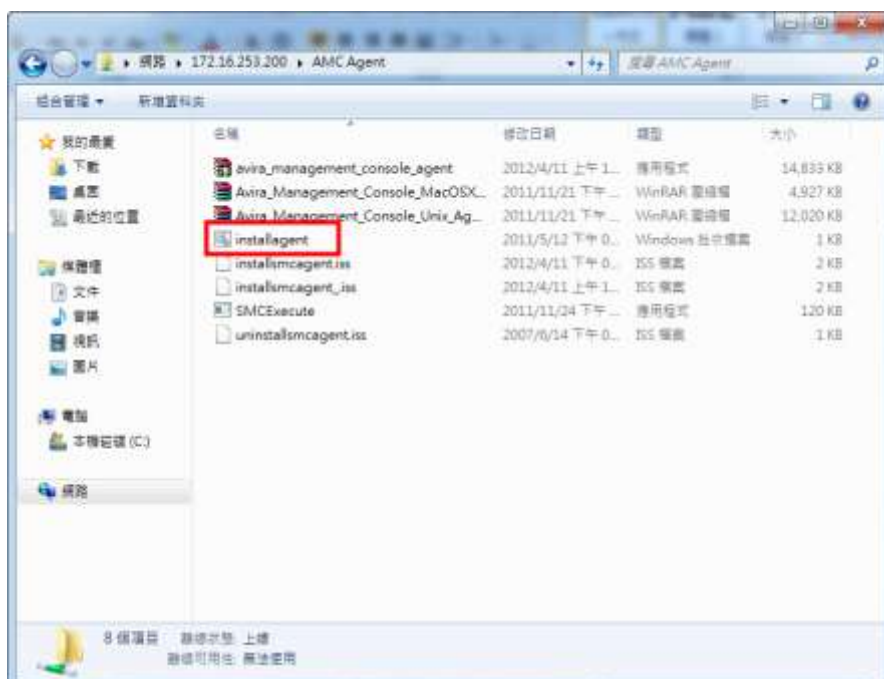
2.6.1 Client 端手動安裝 Agent

方法一：開啟我的電腦在網址列輸入 AMC server 的 Agent 安裝資料夾位址(安裝時需勾選 **Create AMC Agent Network Share**)，如\\172.16.253.200

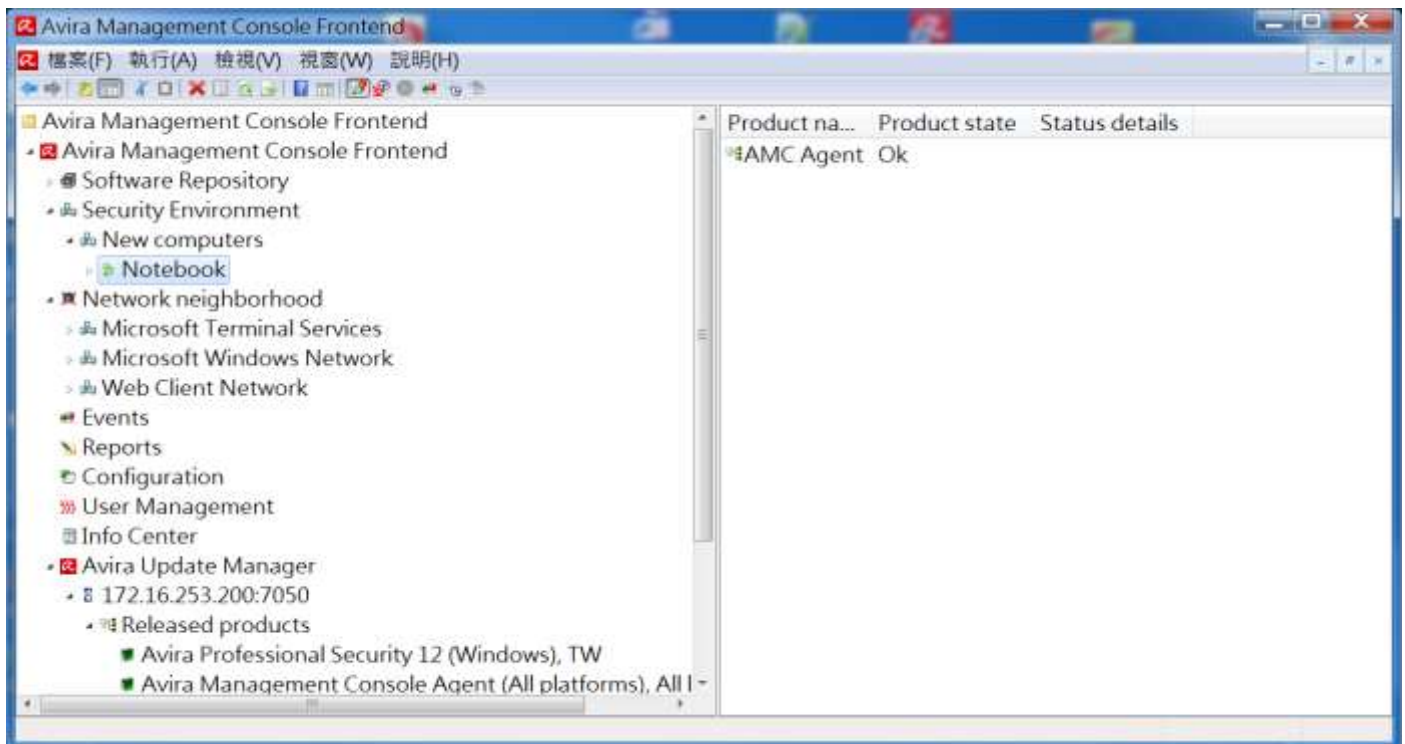
1. 輸入\\172.16.253.200



2. 點擊 installagent 就會自動安裝

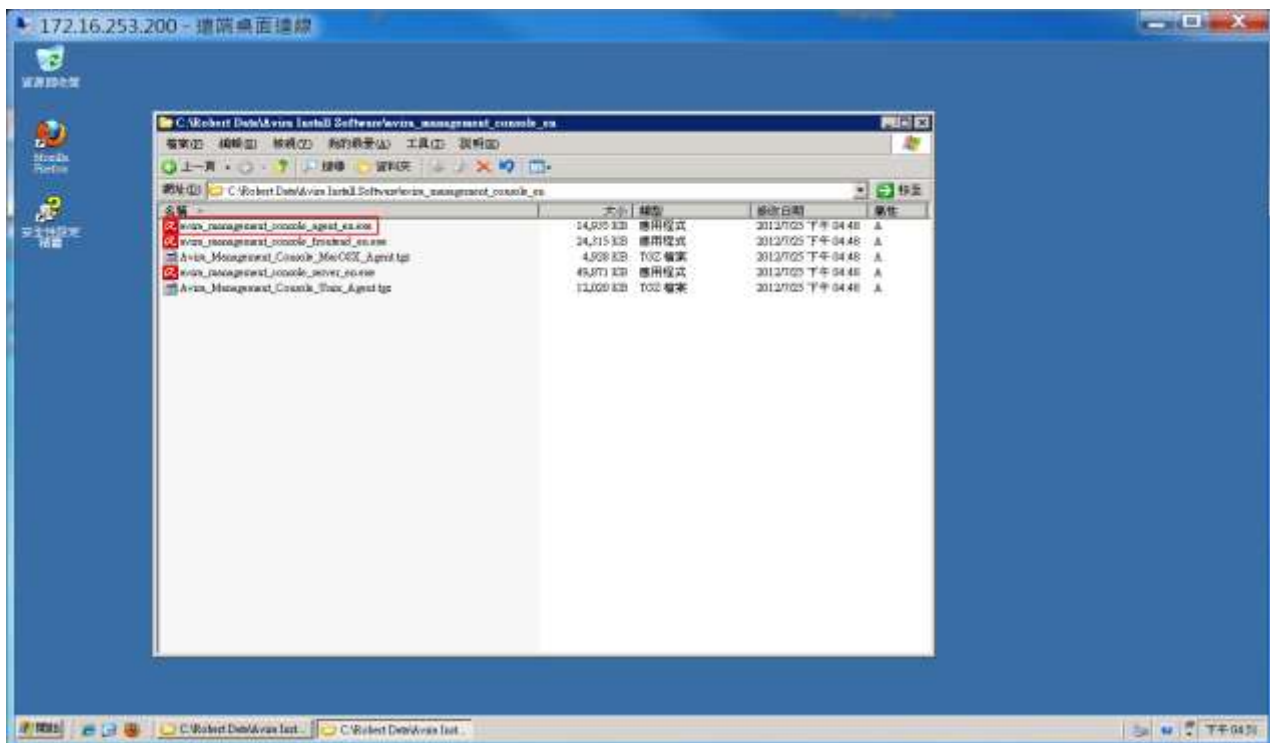


3. 成功後 AMC 中控台會看到裝 agent 的電腦



方法二：需自行輸入 IP

1. 開啟檔名為 avira_management_console_agent_en 的程式



2. 點擊 Continue



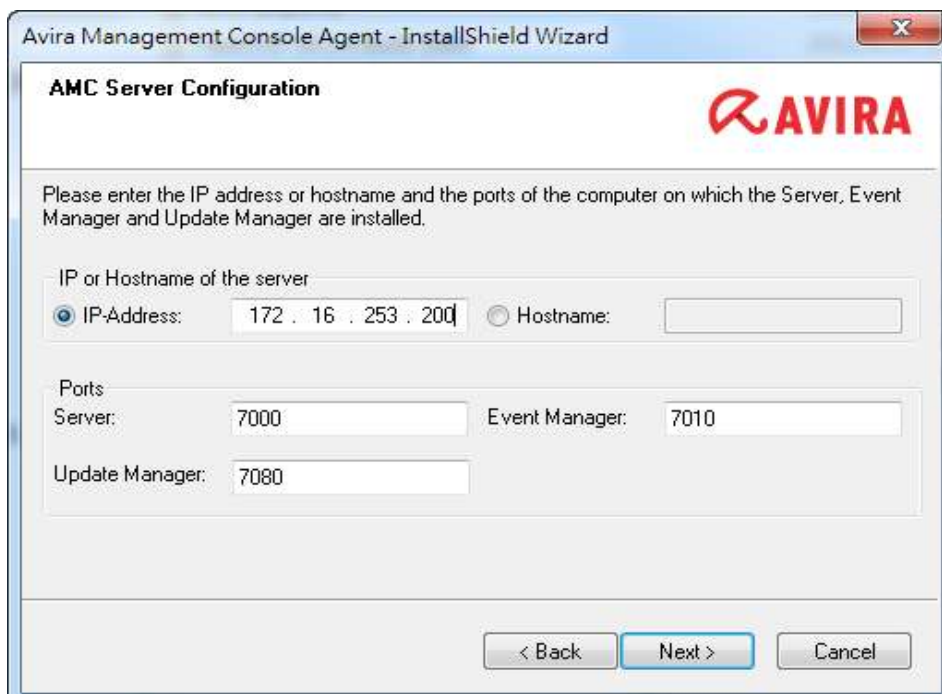
3. 點擊 Next



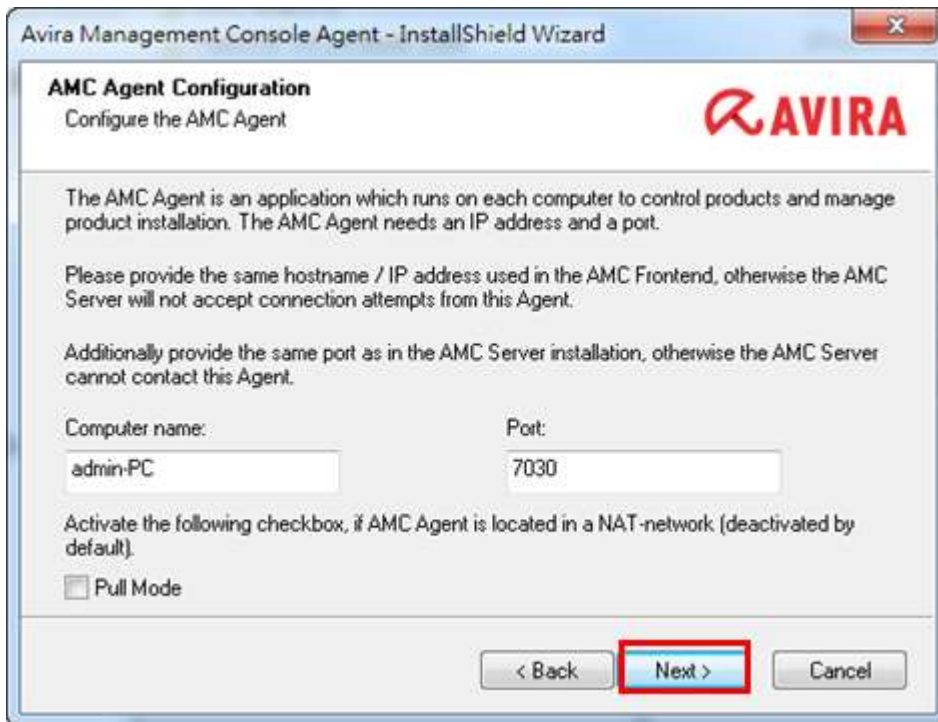
4. 按 I accept the terms of the license agreement 點擊 Next



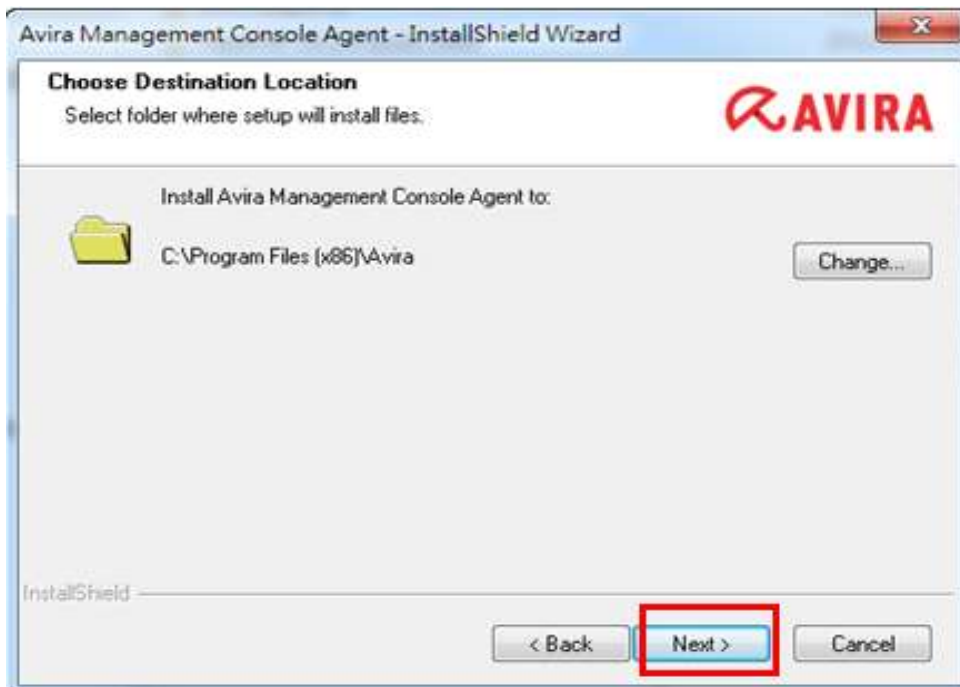
5. 輸入 Server IP 或 名稱 →Next



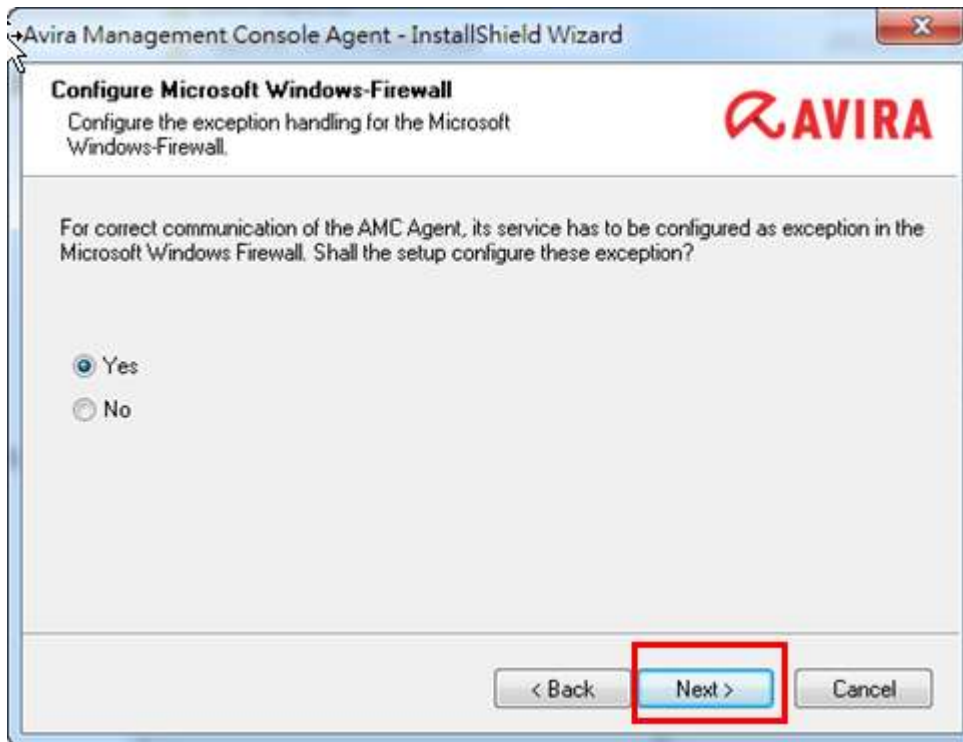
6. 點擊 Next



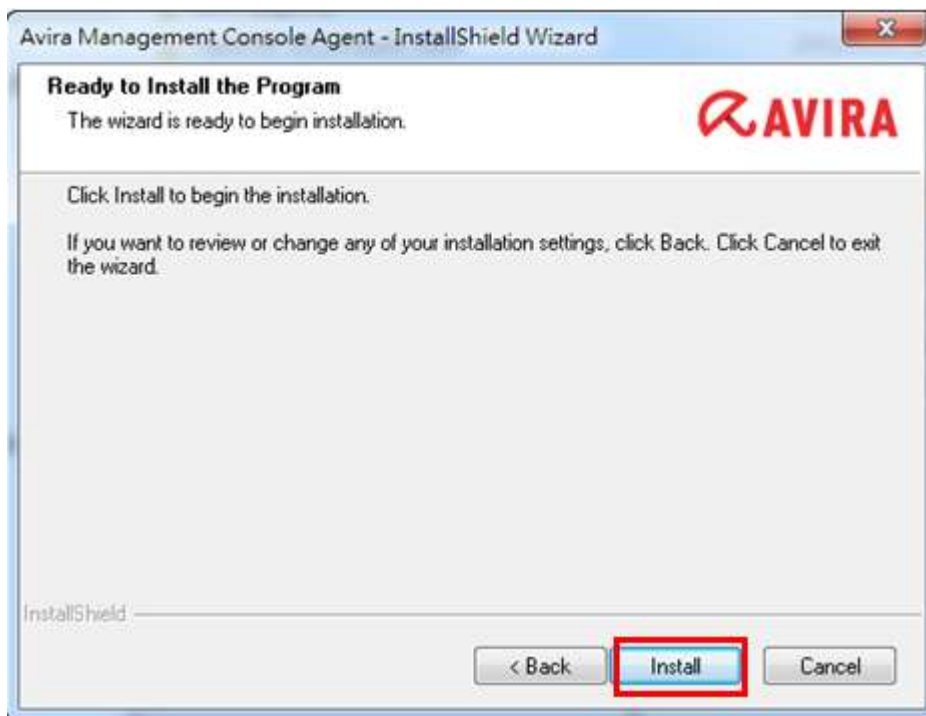
7. 點擊 Next



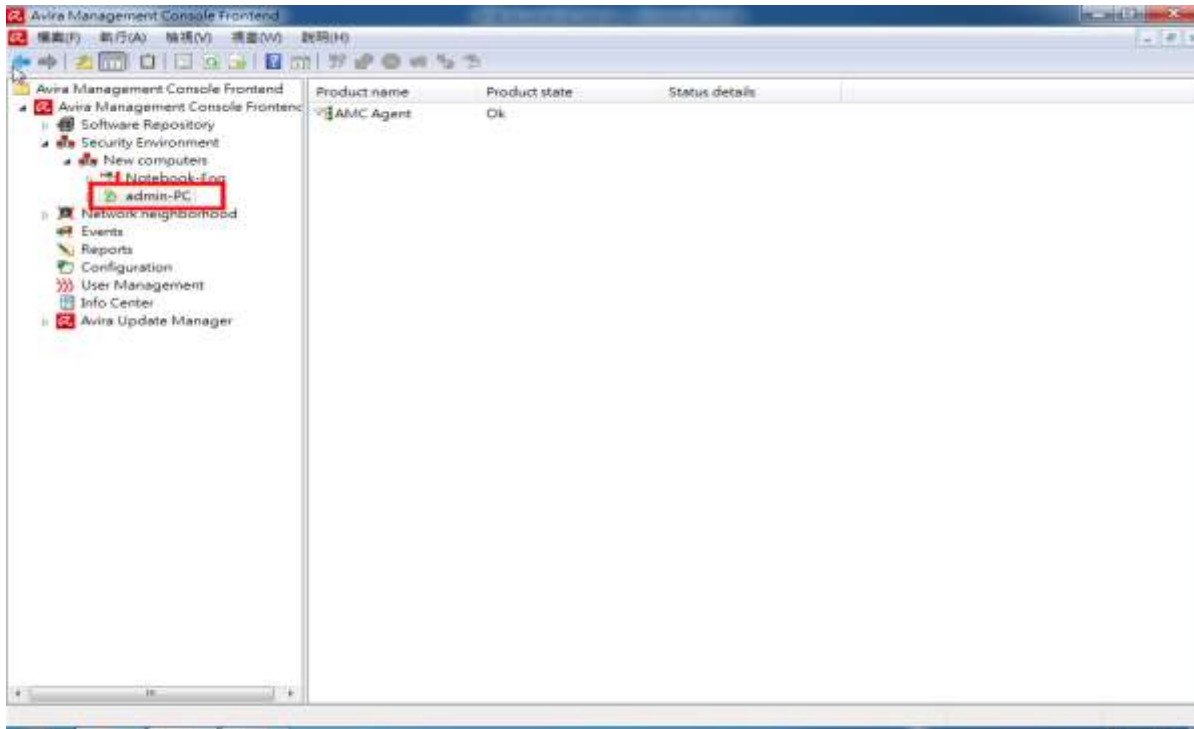
8. 點擊 Next



9. 點擊 Install



10. Security Environment 目錄下就會出現剛剛安裝 Agent 的電腦



2.6.2 AMC Server 端派送安裝 Agent

如有 Client 的管理權限,可以使用此方法

- (1) 停用簡單檔案共用規則:檔案總管→資料夾選項→檢視→使用簡易檔案共用(建議使用)
- (2) 防火牆”新增檔案及印表機共用”例外規則

上面的步驟 Windows7 不須設定

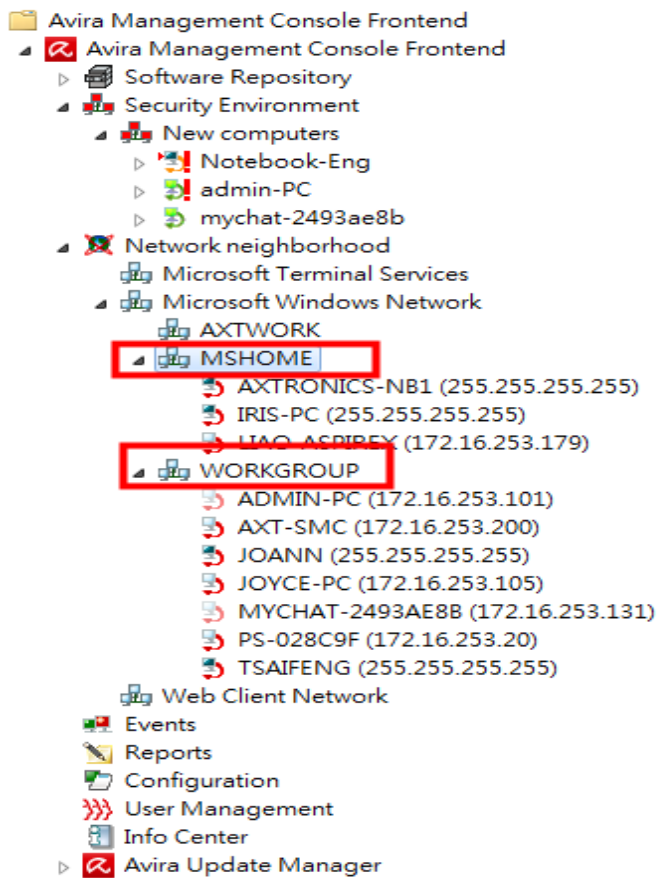
防火牆（派送安裝時須關閉）：如果 Client 端有使用防火牆，請確認已開啟下列 TCP 連接埠：
Out (TCP): 7000, 7001, 7010, 7020, 7021, 7030, 7050, 7051, 7080, 7100.

In (TCP): 7030

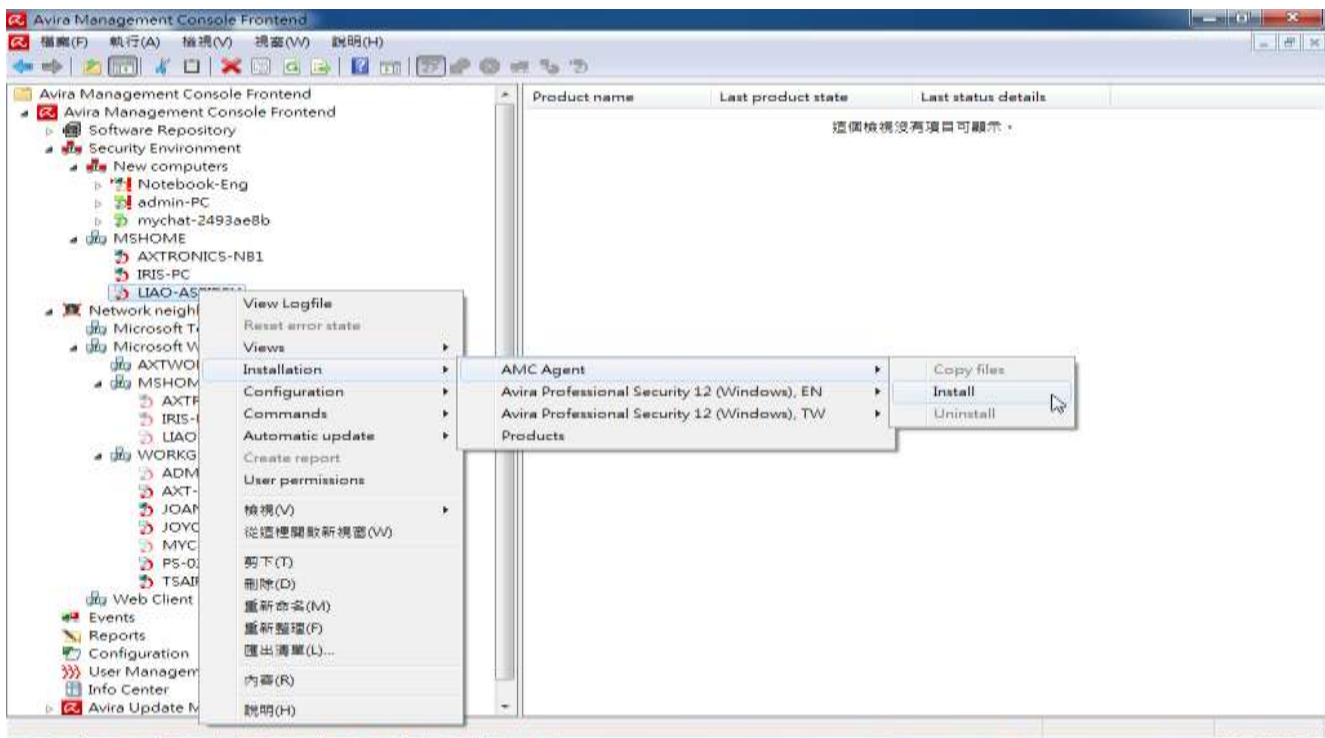
並且可以使用 ICMP 協定、已啟用 PING (incoming echo demands) 功能

來賓帳戶 (Guest account)：「控制台」→「使用者帳戶」中的「Guest」帳戶必須是已關閉的
派送者所使用的帳號必須具有 Client 端的管理權限。

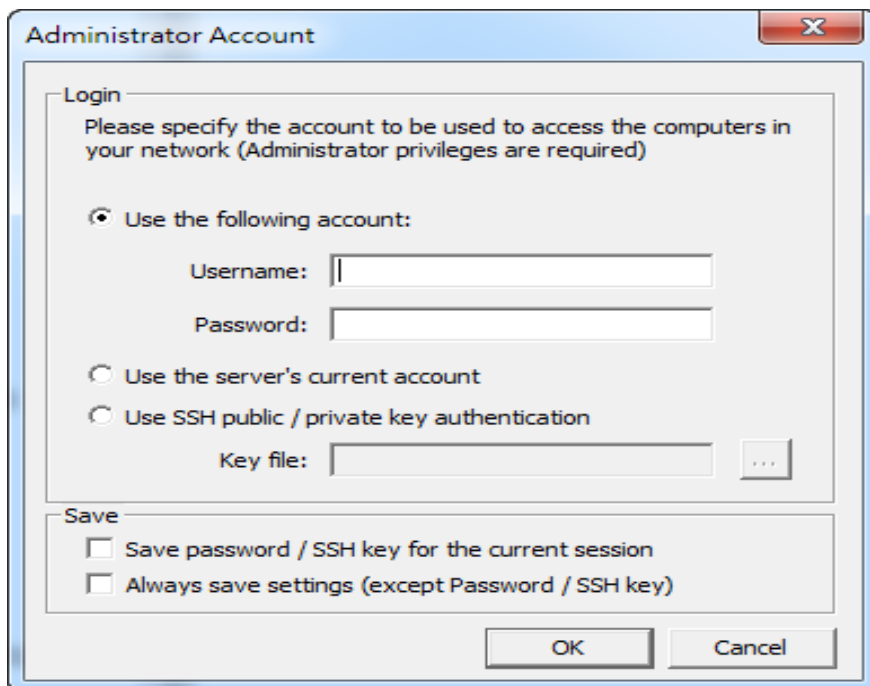
1. 拖曳圖中的Network neighborhood群組，至上方的Security Environment



2. 選擇要安裝的電腦 Installation→AMC Agent→Install

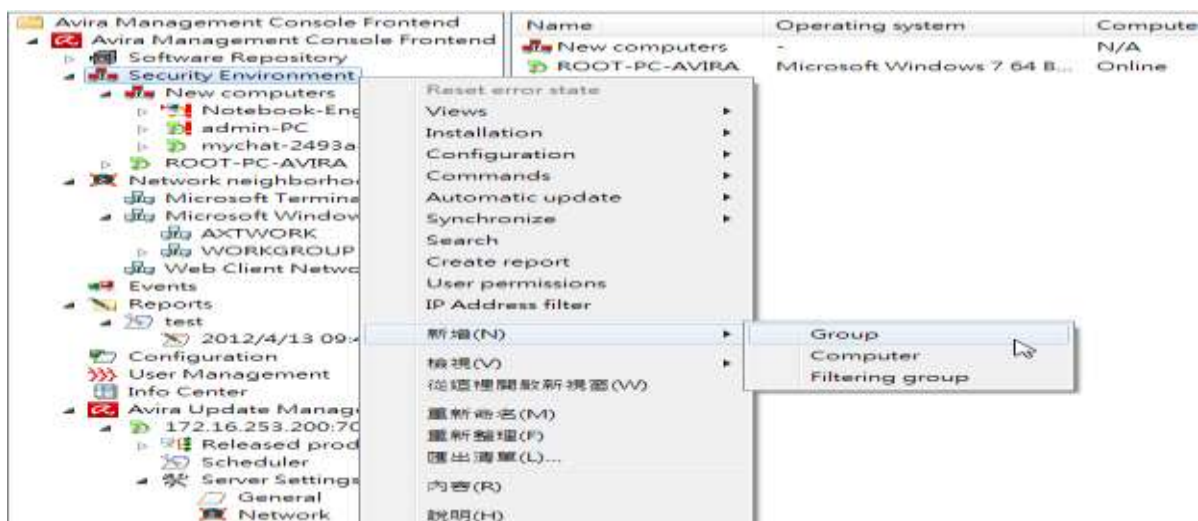


3. 輸入客戶端管理員之帳號密碼，之後點選 OK



2.6.3 如何使用虛擬群組

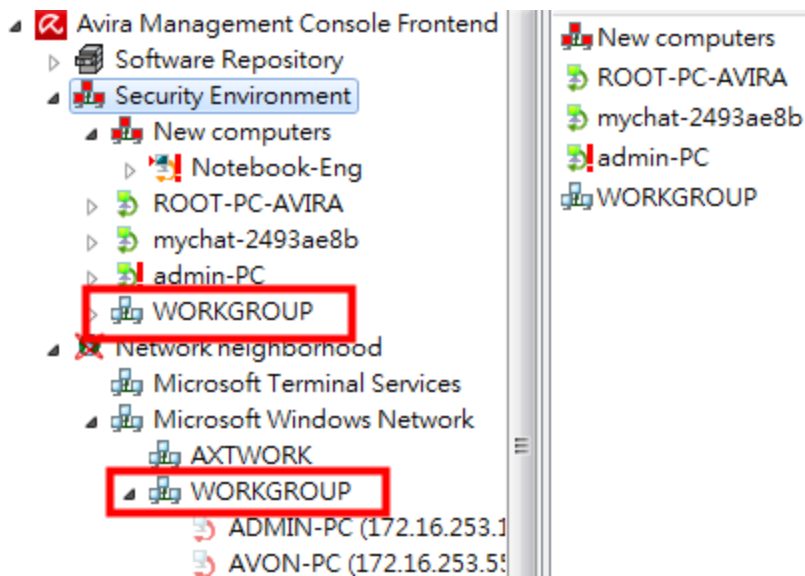
1. Security Environment → 新增 → Group



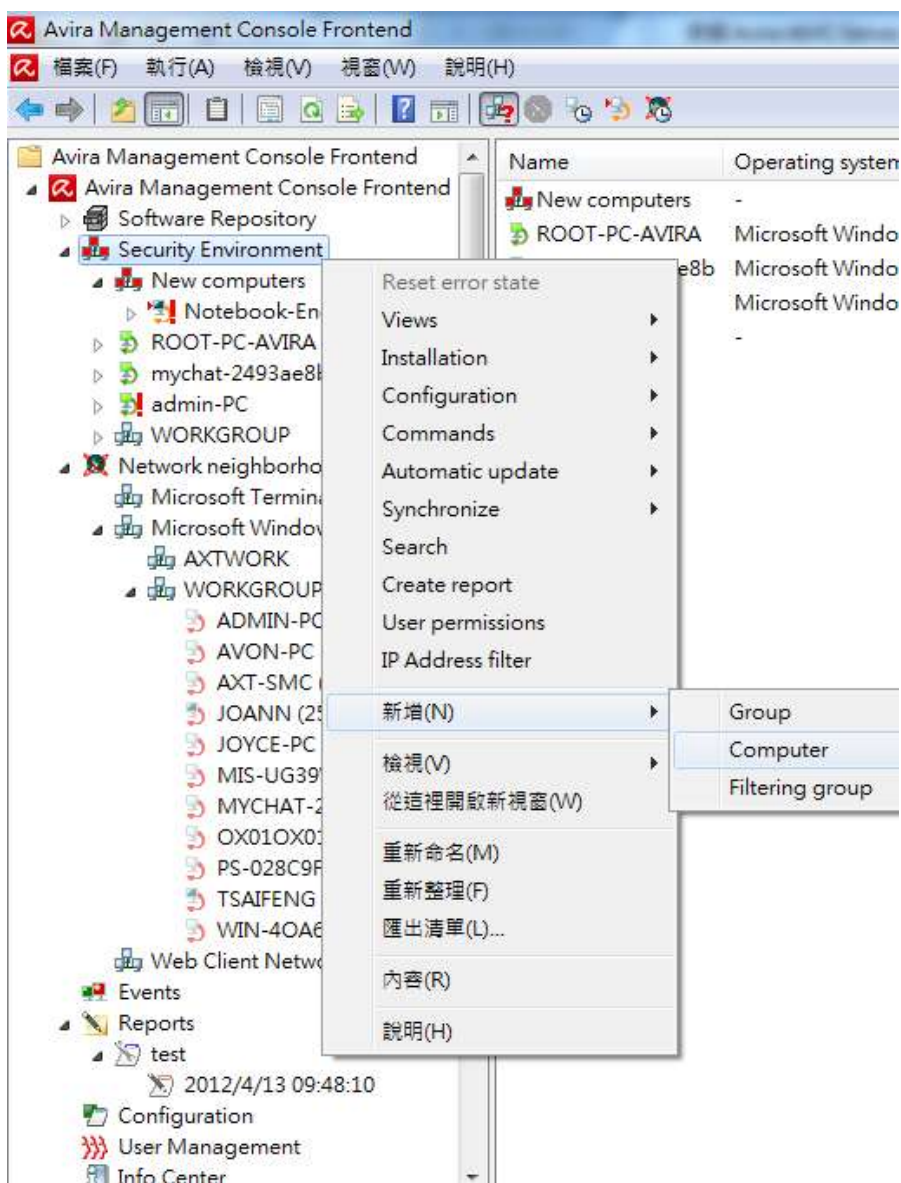
2. 輸入群組名稱 按 OK



3. 或是拖曳 Network neighborhood 裡的群組到 Security Environment



4. 也可以用指定 IP 來加入 Security Environment→新增→Computer



5. 輸入 IP 按 OK

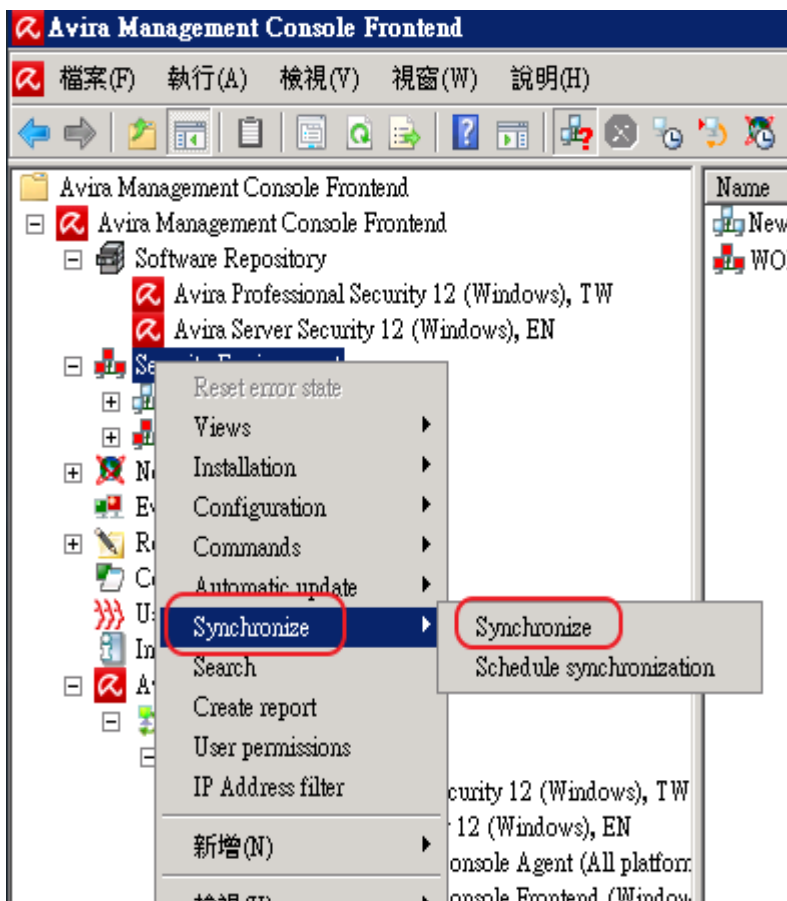


2.6.4 如何使用文字檔匯入群組

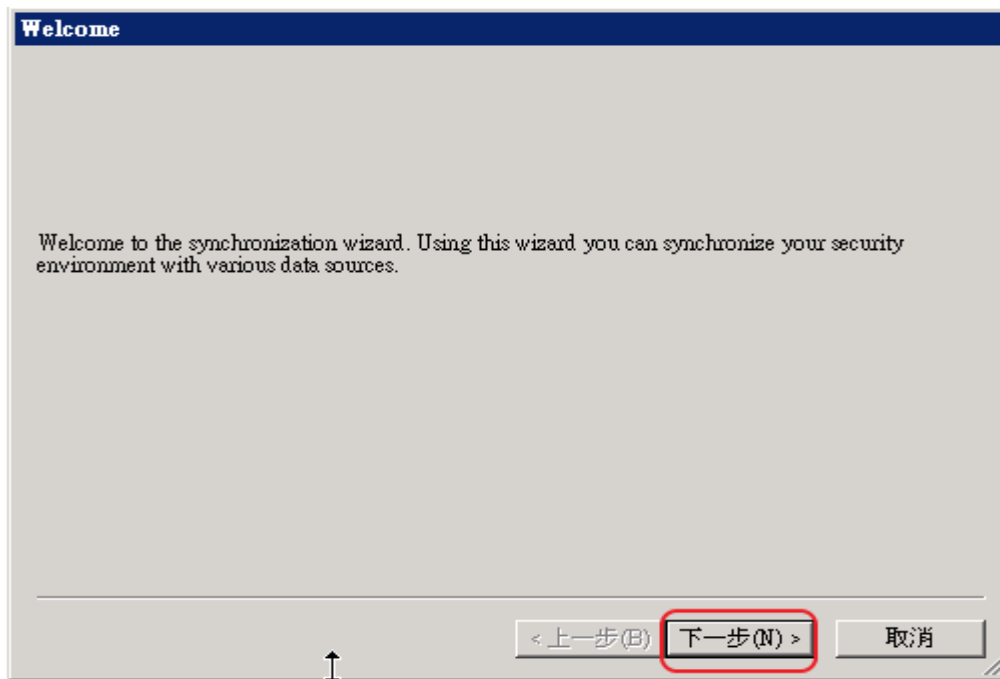
1. 文字檔格式為 群組名稱(可以自己取 Example:MIS),電腦名稱(一定要和真實的電腦名稱一樣,不然無法連回來),電腦 IP

```
Vlan-11,CT64-1,172.20.11.237
Vlan-11,IBM-DD58B7E37EC,172.20.11.238
Vlan-11,CLN120-2,172.20.11.20
Vlan-11,CLN-LEADER,172.20.11.66
Vlan-11,CLN-INJ,172.20.11.77
Vlan-11,DRAGON,172.20.11.74
Vlan-11,JOB-6,172.20.11.101
Vlan-11,JOB-4,172.20.11.144
Vlan-11,JOB1,172.20.11.145
```

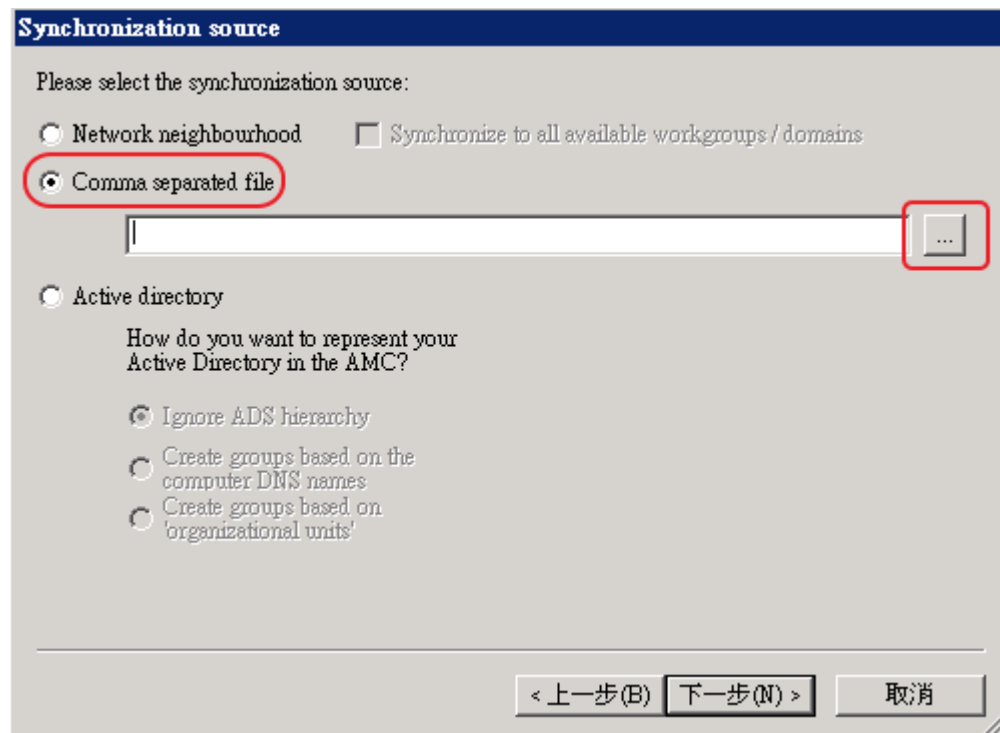
2. 右鍵點擊 Security Environment→Synchronize→Synchronize



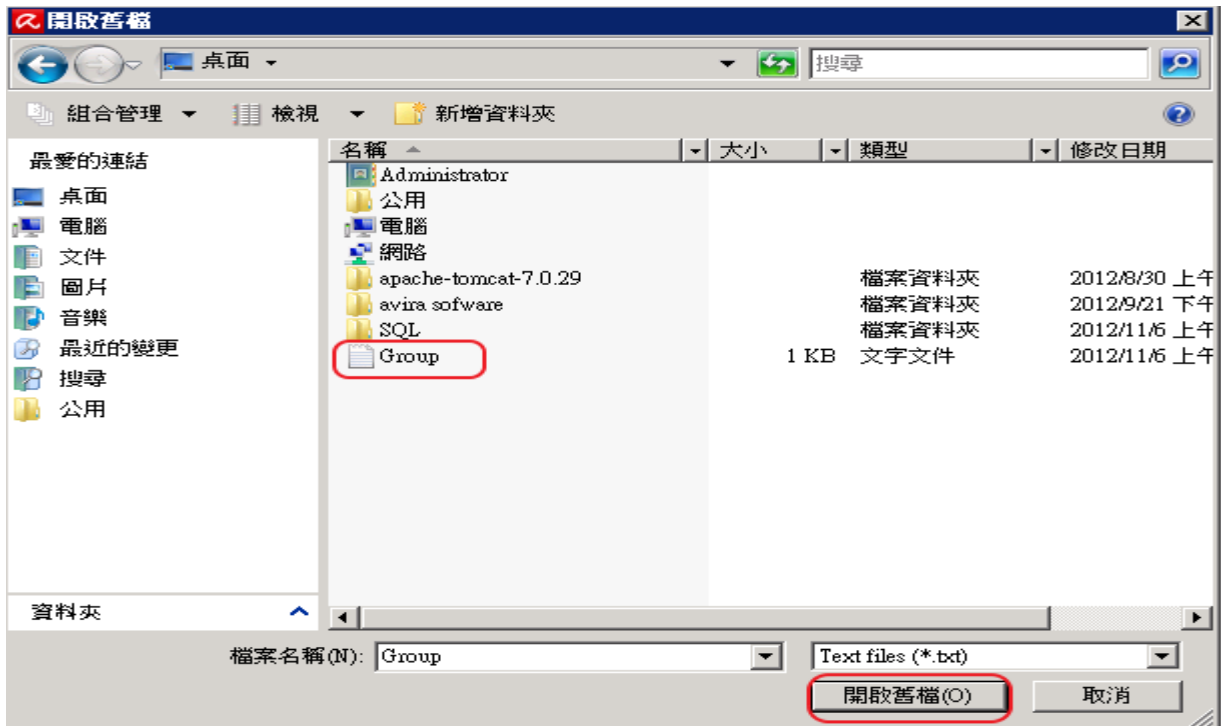
3. 點擊 下一步



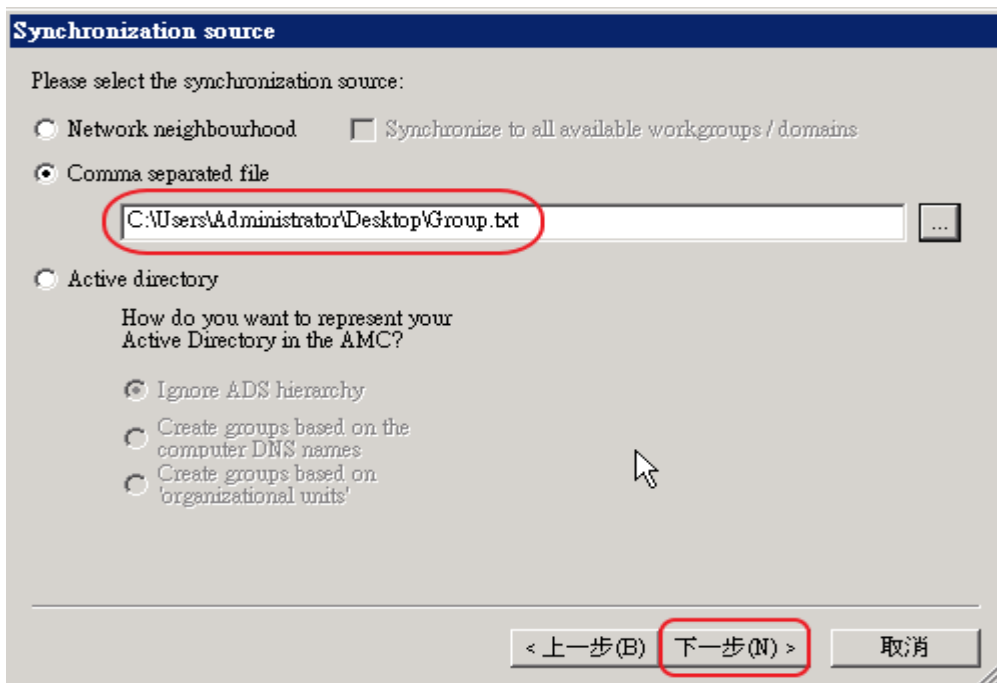
4. 選擇 Comma separated file → ...



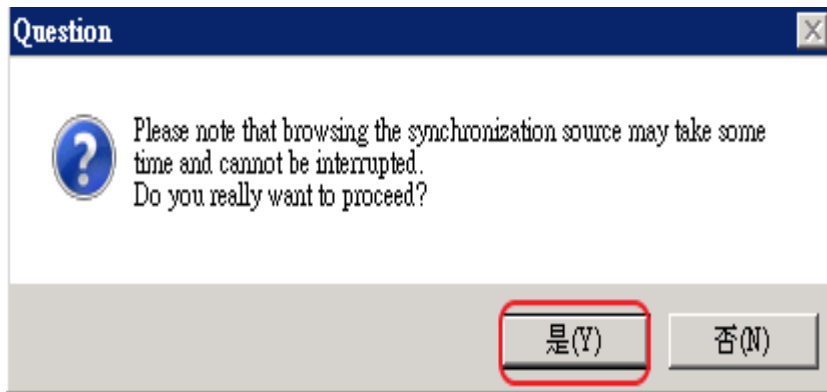
5. 選擇剛剛存好的文字檔→開啟舊檔



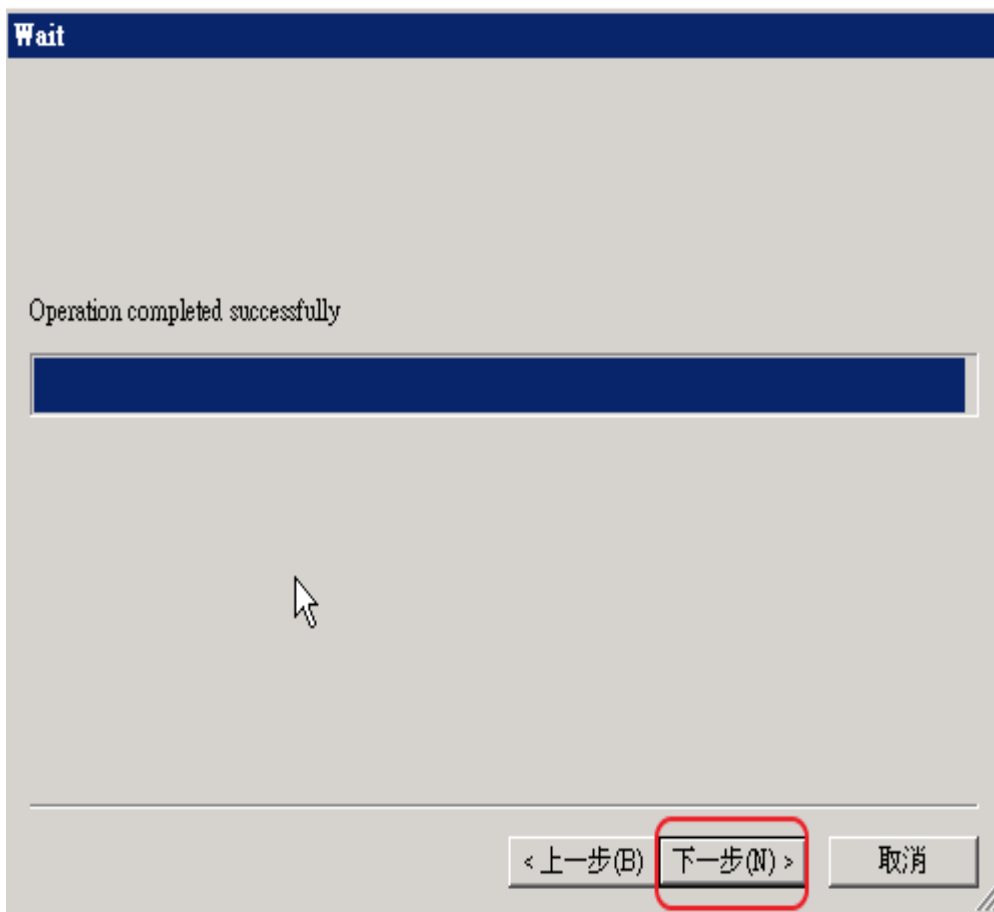
6. 點擊下一步



7. 點擊 是(Y)



8. 點擊 下一步



9. 在下方的電腦是在原本群組裡的電腦，表示要刪除原來的群組的電腦

Synchronize

Computers to be added to the security environment:

Name	Group	Hostname / IP
CT64-1	Vlan-11	172.20.11.237
IBM-DD58B7E37EC	Vlan-11	172.20.11.238
CLN120-2	Vlan-11	172.20.11.20
CLN120-2	Vlan-11	172.20.11.20
CLN120-2	Vlan-11	172.20.11.20

Remove selected computers from list

Computers to be removed from the security environment:

Name	Group	Hostname / IP
candy	WORKGROUP	172.16.253.131
CAROL	WORKGROUP	172.16.253.55
carol_1	WORKGROUP	172.16.253.55
FAX-SERVER	WORKGROUP	FAX-SERVER
FILESERVER	WORKGROUP	FILESERVER

Remove selected computers from list

< 上一步(B) 下一步(N) > 取消

10. 如果不刪除原來的群組，就要把在下方顯示的電腦刪除

Synchronize

Computers to be added to the security environment:

Name	Group	Hostname / IP
CT64-1	Vlan-11	172.20.11.237
IBM-DD58B7E37EC	Vlan-11	172.20.11.238
CLN120-2	Vlan-11	172.20.11.20
CLN120-2	Vlan-11	172.20.11.20
CLN120-2	Vlan-11	172.20.11.20

Remove selected computers from list

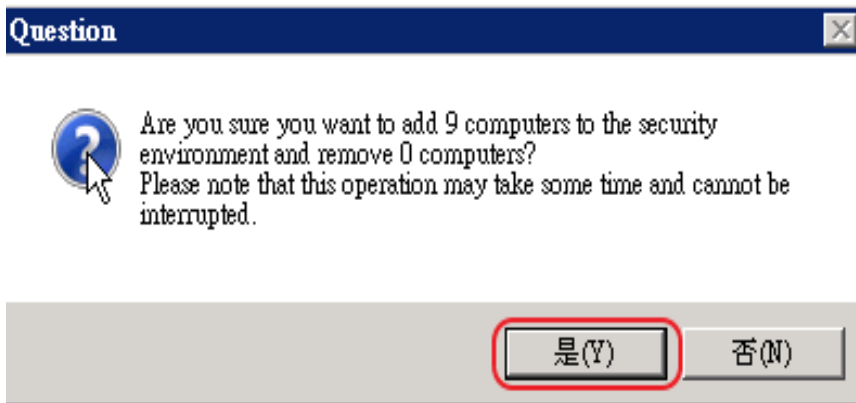
Computers to be removed from the security environment:

Name	Group	Hostname / IP

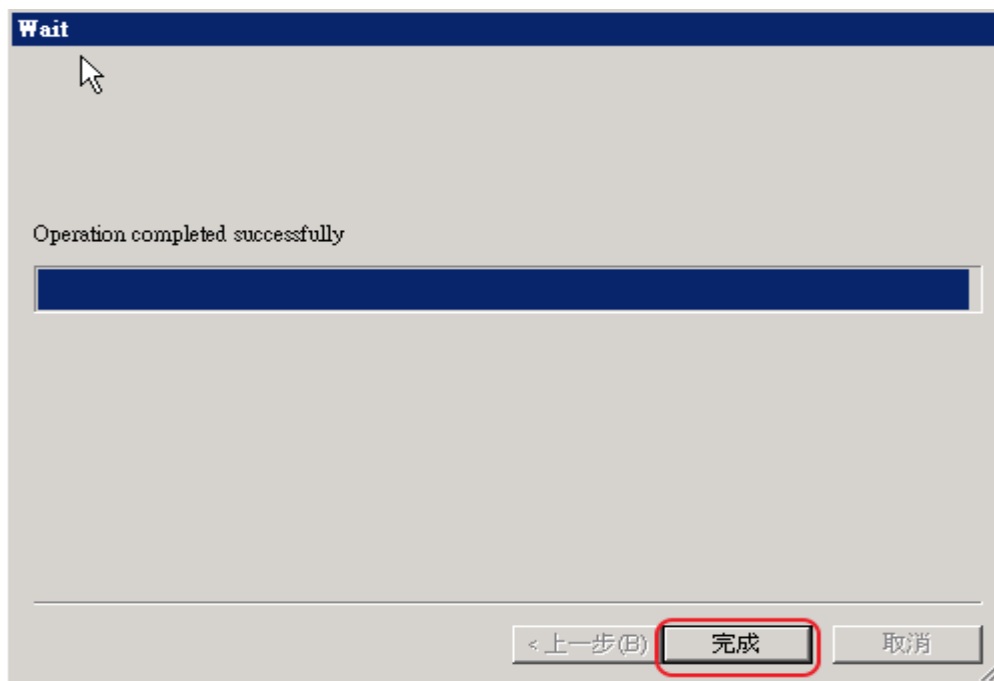
Remove selected computers from list

< 上一步(B) 下一步(N) > 取消

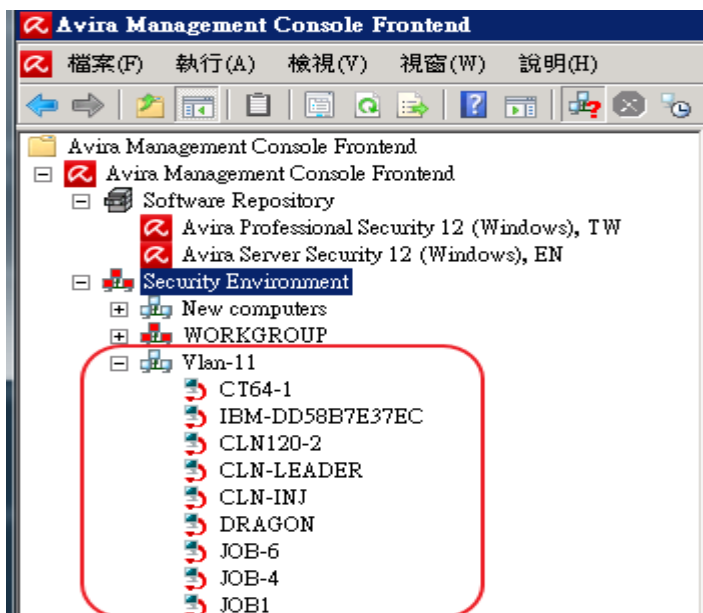
11. 意思為增加 9 台電腦到安全環境中，移除零台電腦，確認無誤就按 是(Y)



12. 匯入完成

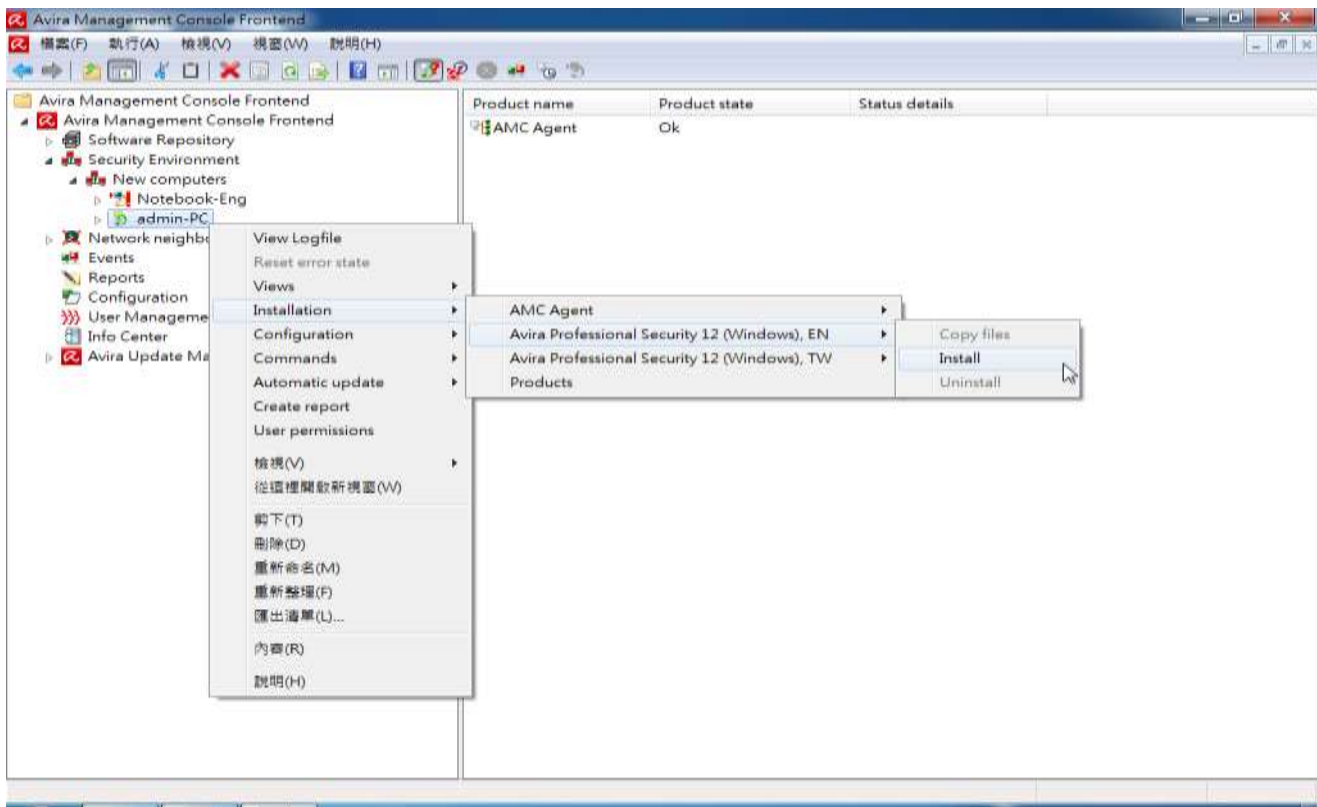


13. 匯入的電腦



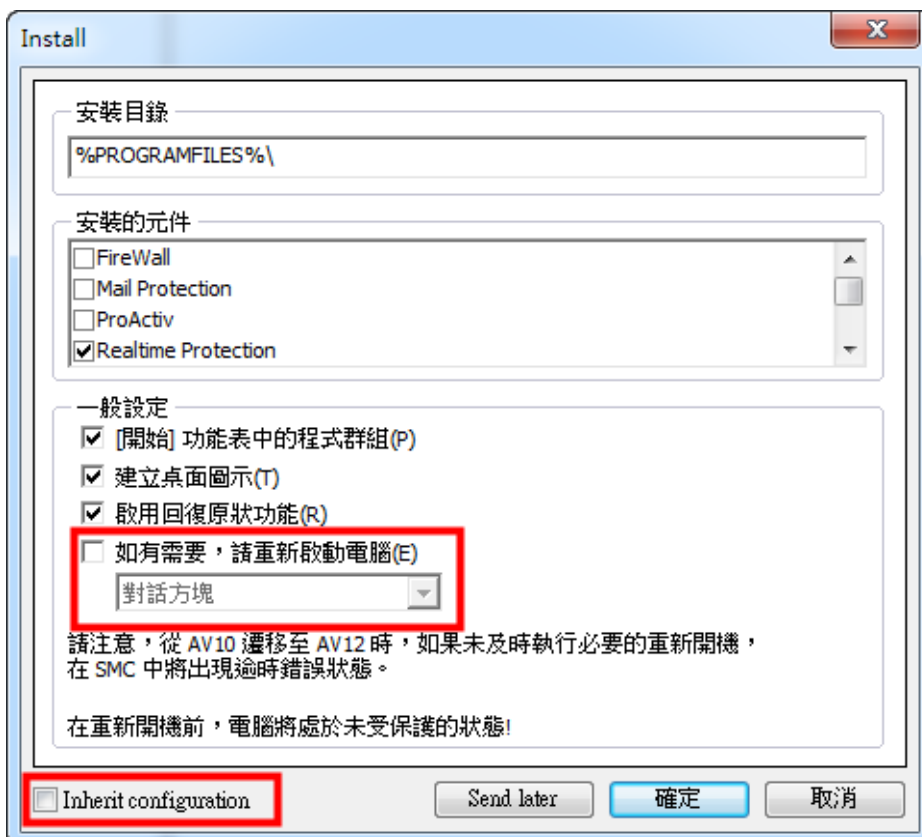
2.6.5 以 AMC 派送軟體(注意:客戶端電腦作業系統需更新至最新 Service Pack)

1. 在要安裝的電腦上按滑鼠右鍵 Installation 選取要派送的軟體

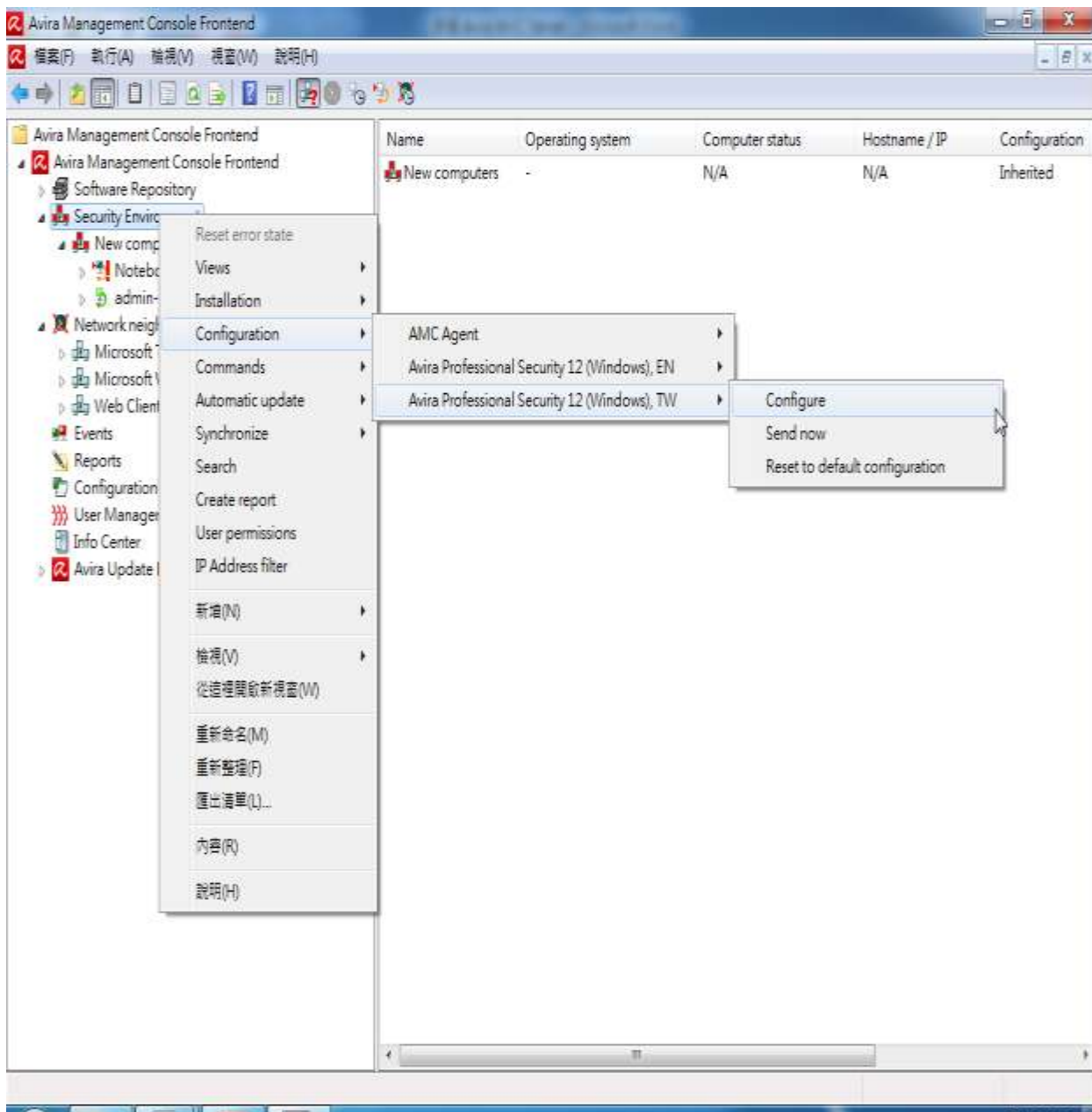


2. 安裝防毒元件

先將 Inherit configuration 取消勾選 和 如有需要，請重新啟動電腦 也取消勾選
然後選取要安裝的工具，再點擊確定 (建議除了 FireWall 外全部安裝)

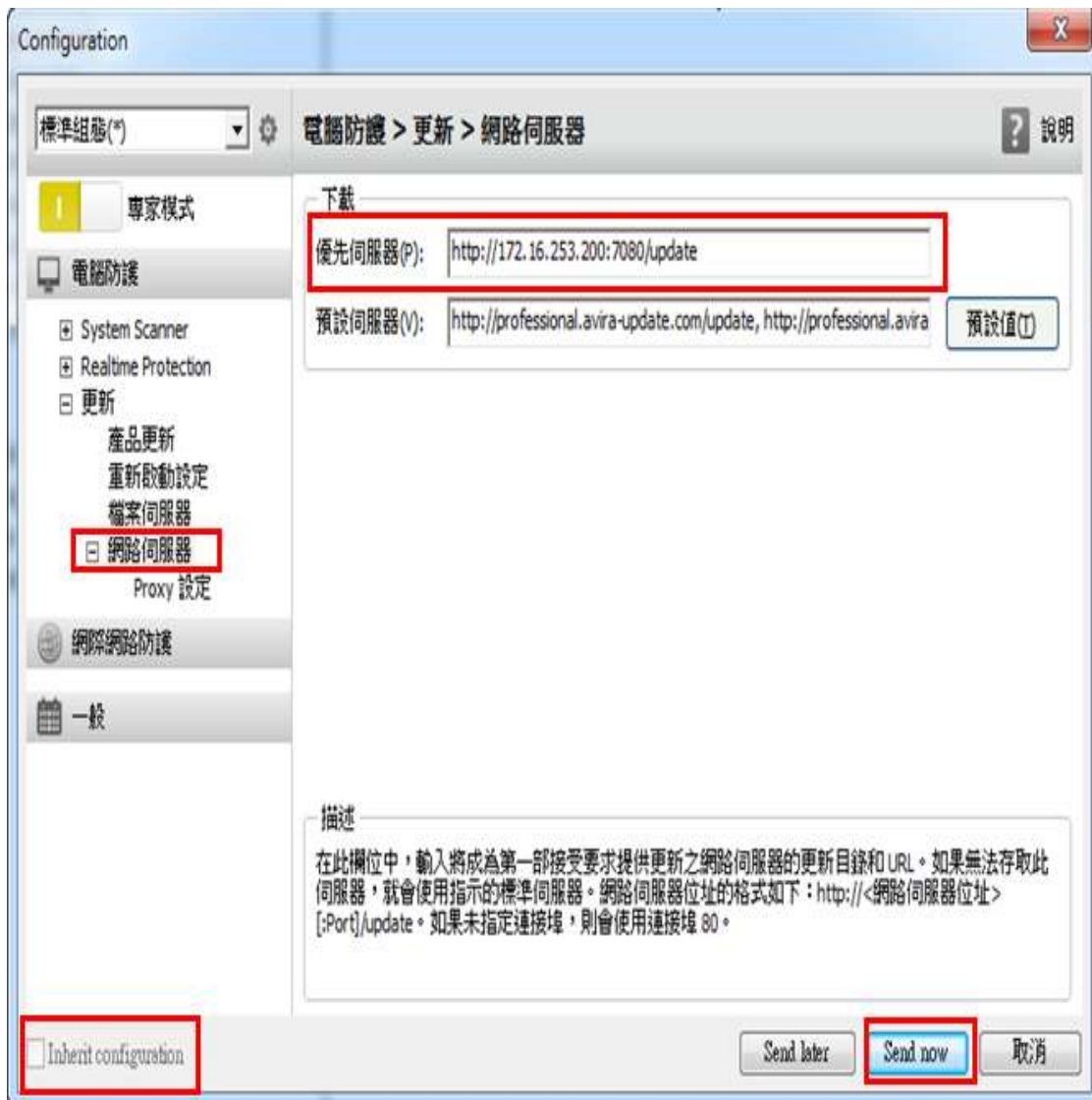


3. Security Environment → Configuration Avira Professional Security 12(Windows), TW → Configure



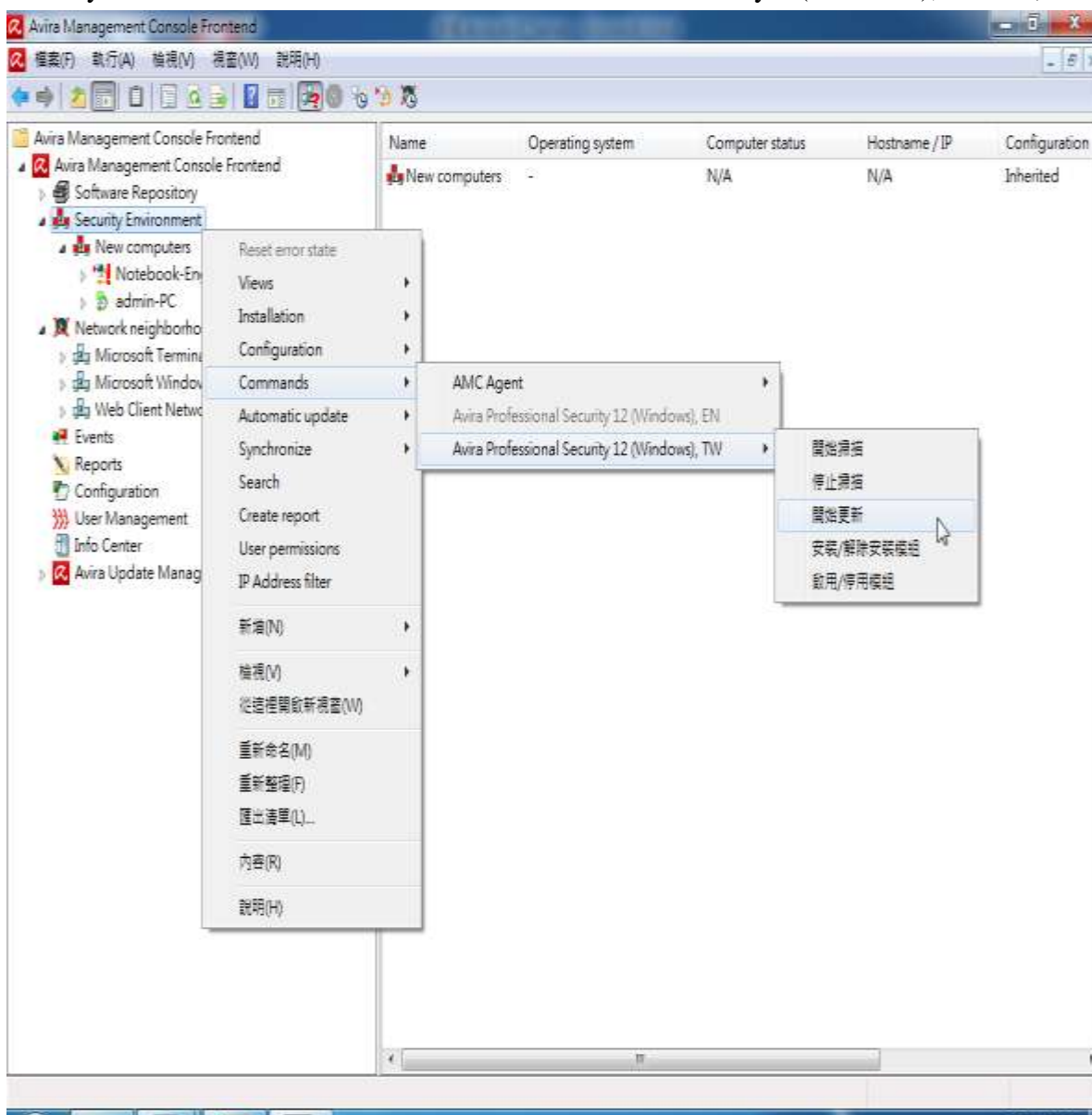
4. 設定更新網路伺服器

先將左下角 Inherit configuration 勾選取消，到更新裡的網路伺服器在左邊的 優先伺服器 填寫上 Server 位置(Ex:http://172.16.253.200:7080/update) →Send now

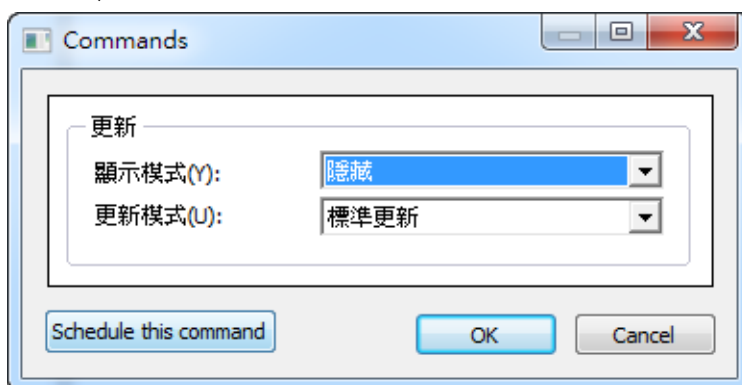


5. 強制 Client 端更新病毒碼

Security Environment → commands → AviraProfessionalSecurity12(Windows),TW → 開始更新



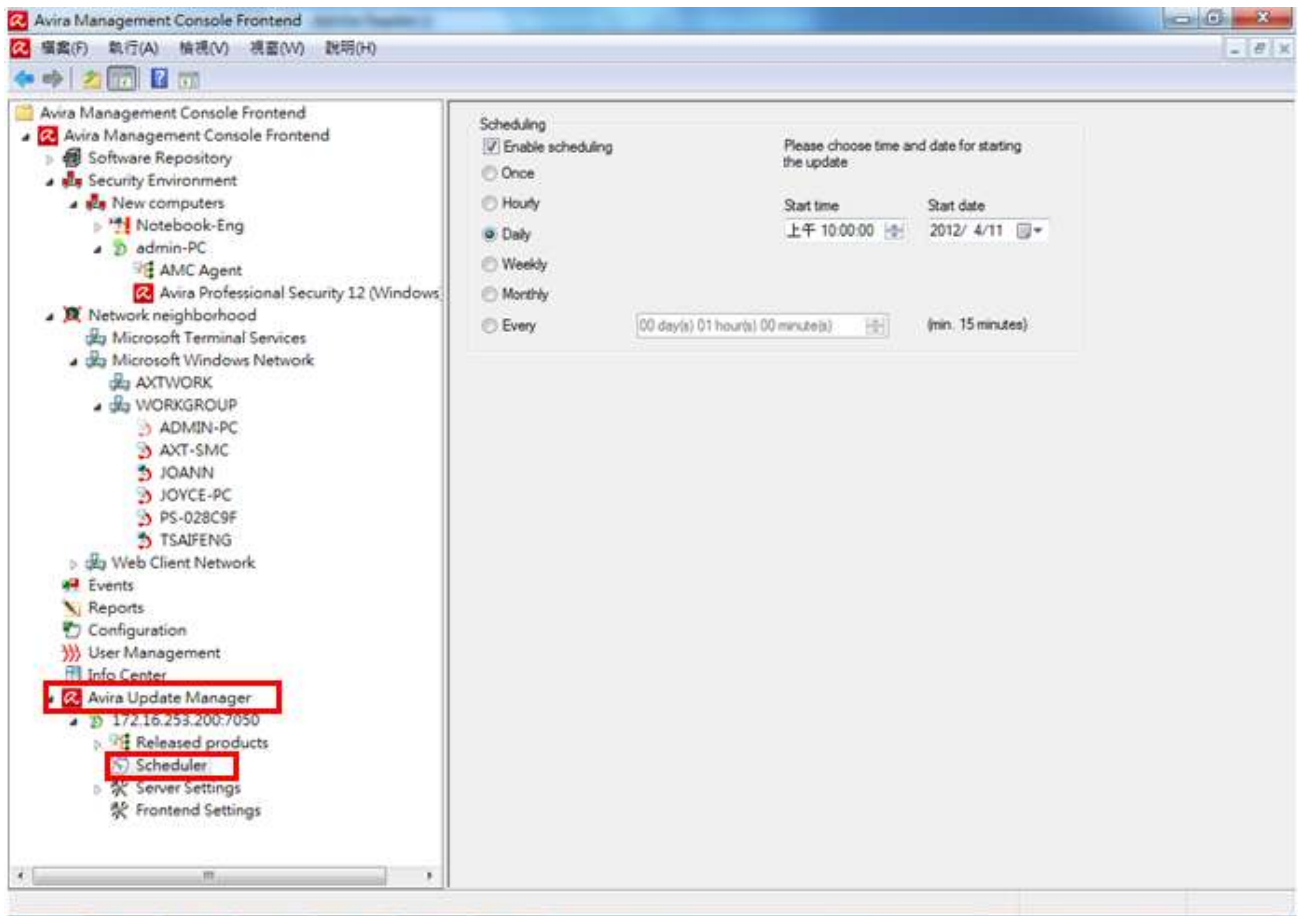
6. 點擊 OK



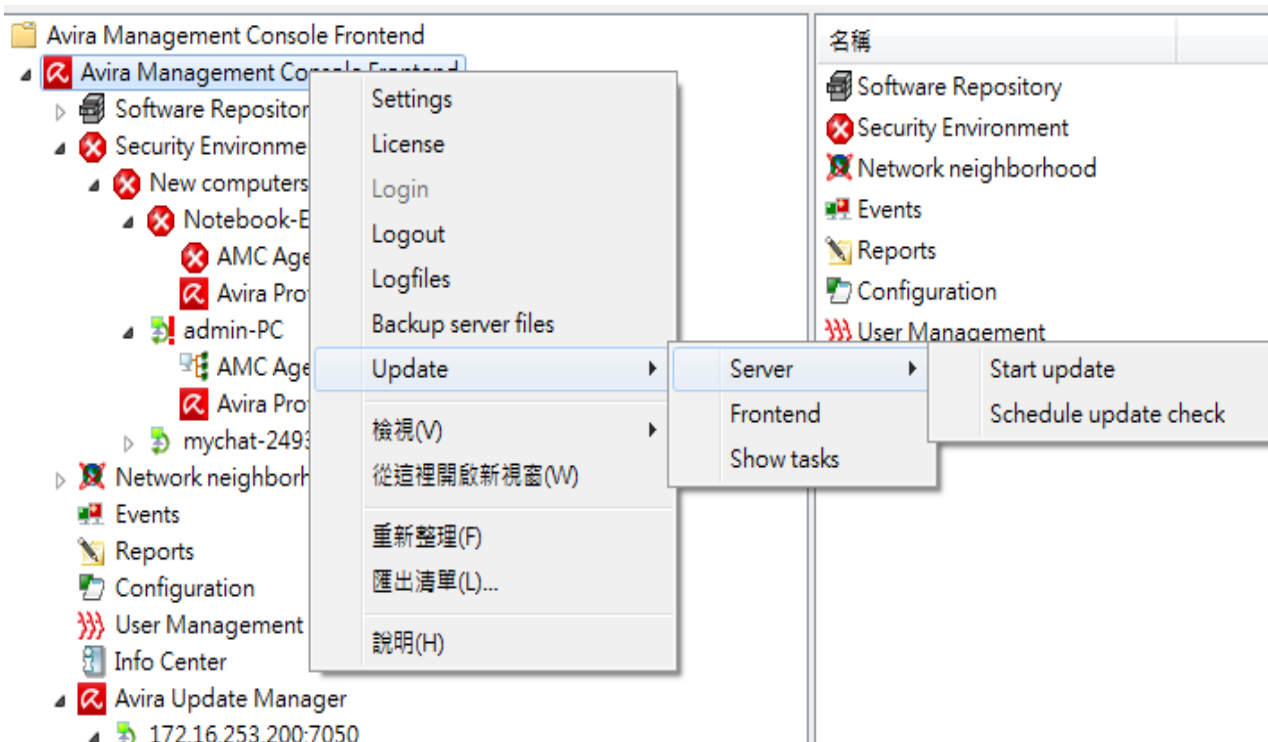
2.7 更新病毒碼

2.7.1 AMC 設定 Server 向原廠更新病毒碼

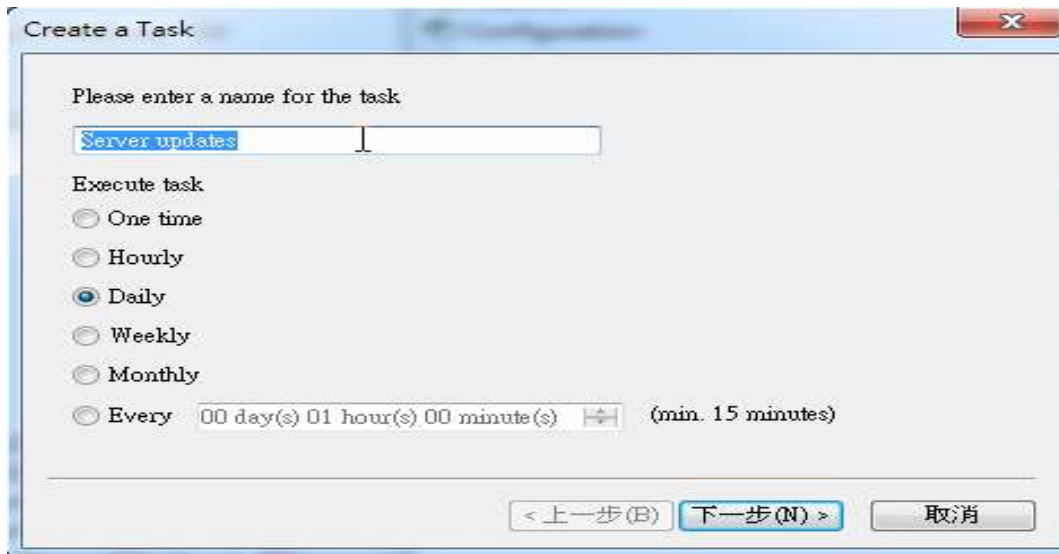
1. Avira Update Manager → Scheduler 設定更新時間



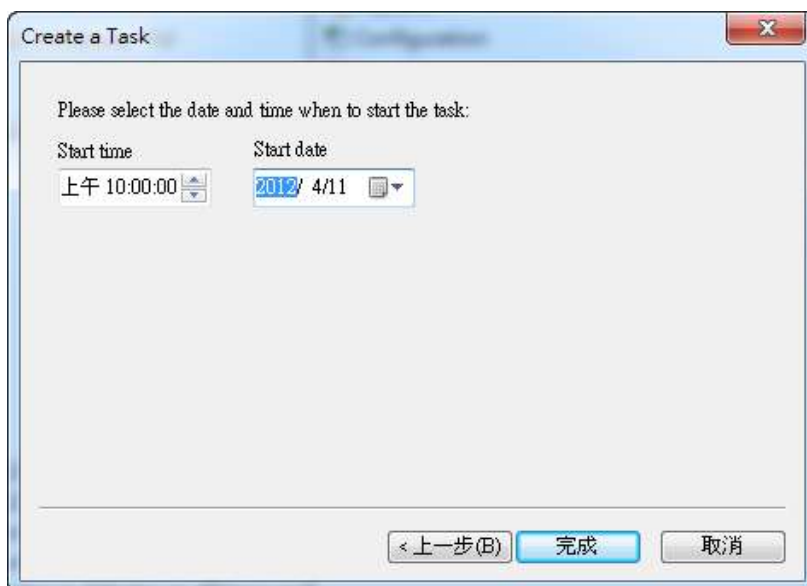
2. Avira Management Control Frontend→update→Server→Schedule update check



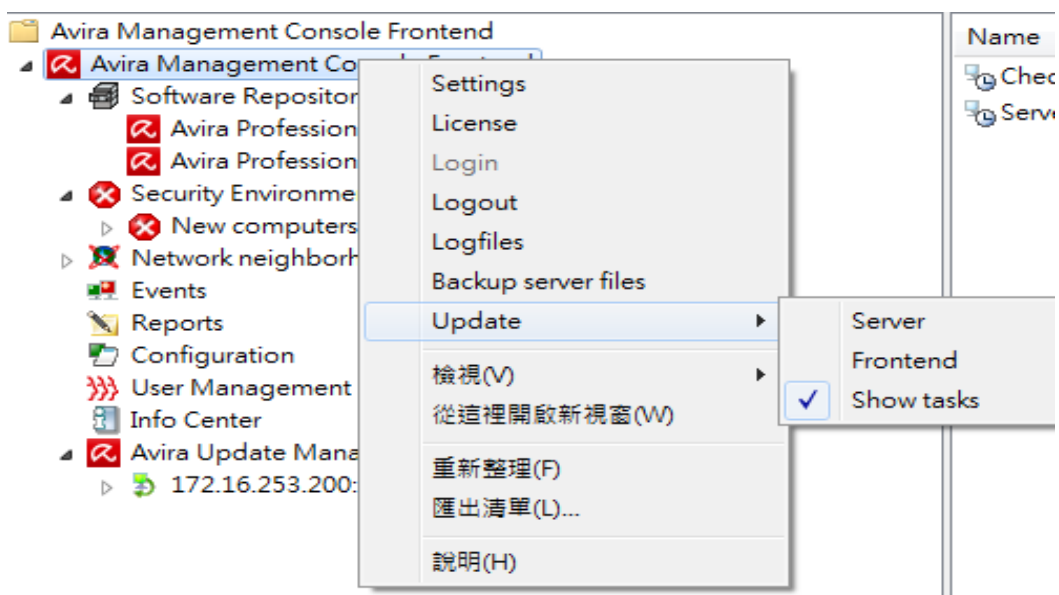
3. 設定名稱和時間



4. 完成

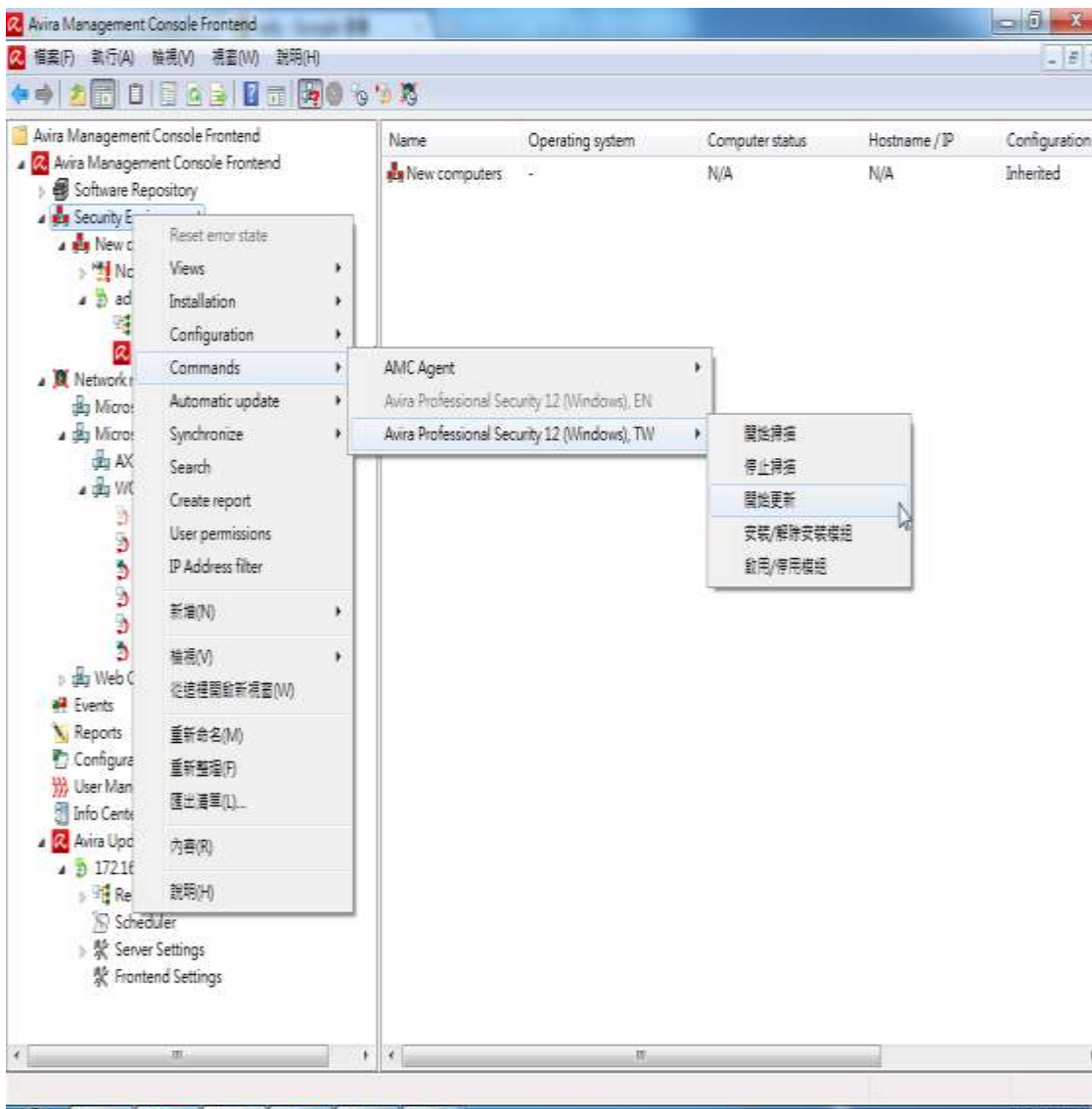


5. 顯示剛才安排的更新 右鍵 Avira Management Console Frontend→Update→Show tasks

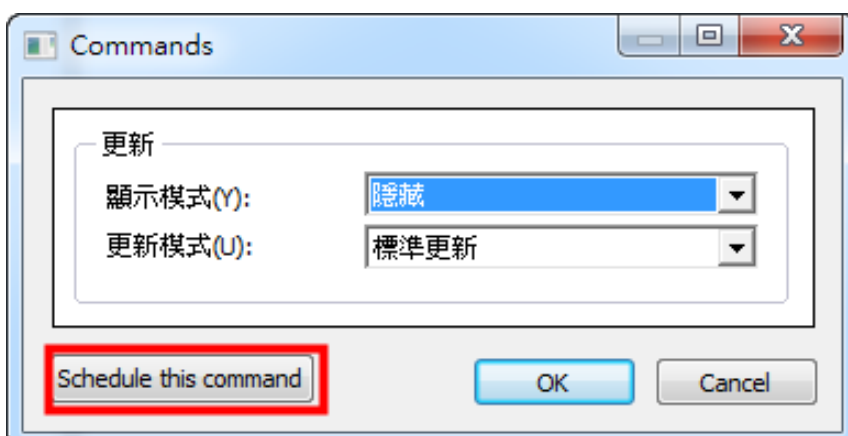


2.7.2 AMC 設定 Client 端向 Server 端升級病毒碼

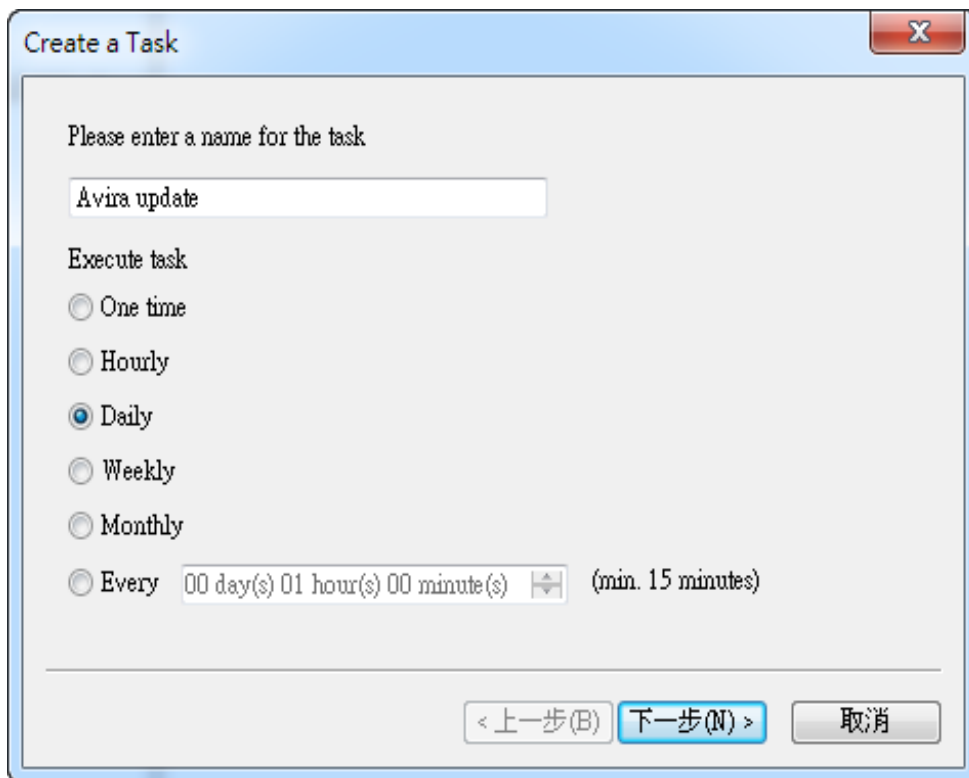
1. Security Environment → Command → Avira Professional Security 12 (Windows), TW → 開始更新



2. 點擊 Schedule this command



3. 設定任務名稱和時間



Create a Task

Please enter a name for the task

Avira update

Execute task

☐ One time

☐ Hourly

☒ Daily

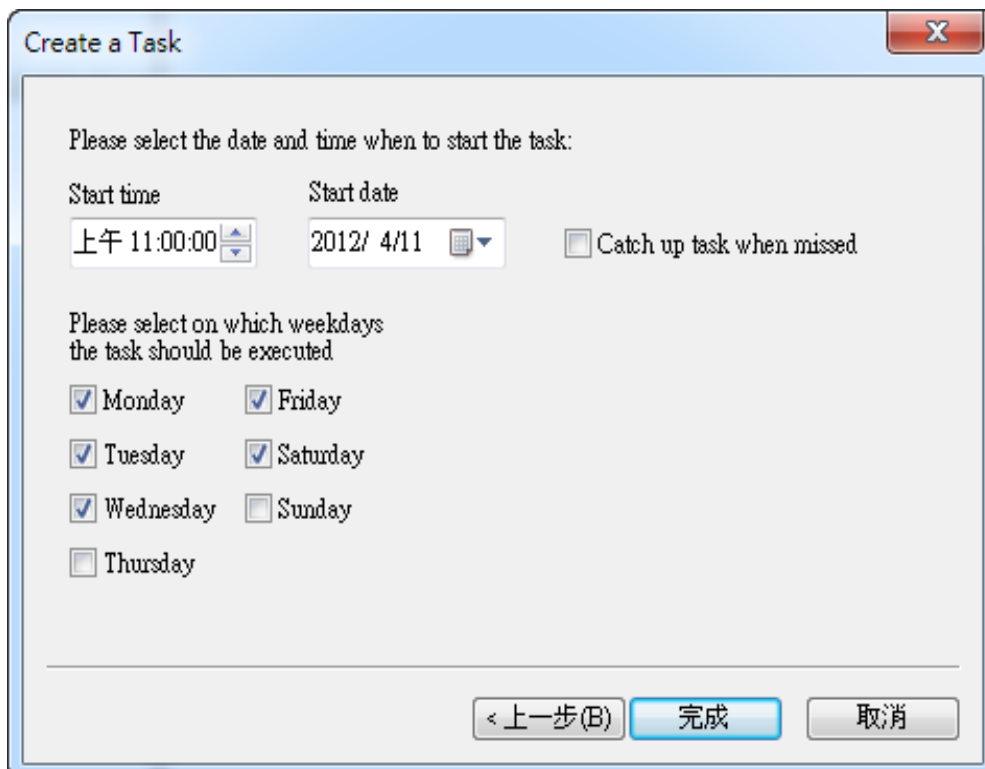
☐ Weekly

☐ Monthly

☐ Every 00 day(s) 01 hour(s) 00 minute(s) (min. 15 minutes)

< 上一步(B) **下一步(N) >** 取消

4. 設定時間 和星期幾更新



Create a Task

Please select the date and time when to start the task:

Start time Start date

上午 11:00:00 2012/ 4/11 ☐ Catch up task when missed

Please select on which weekdays the task should be executed

☒ Monday ☒ Friday

☒ Tuesday ☒ Saturday

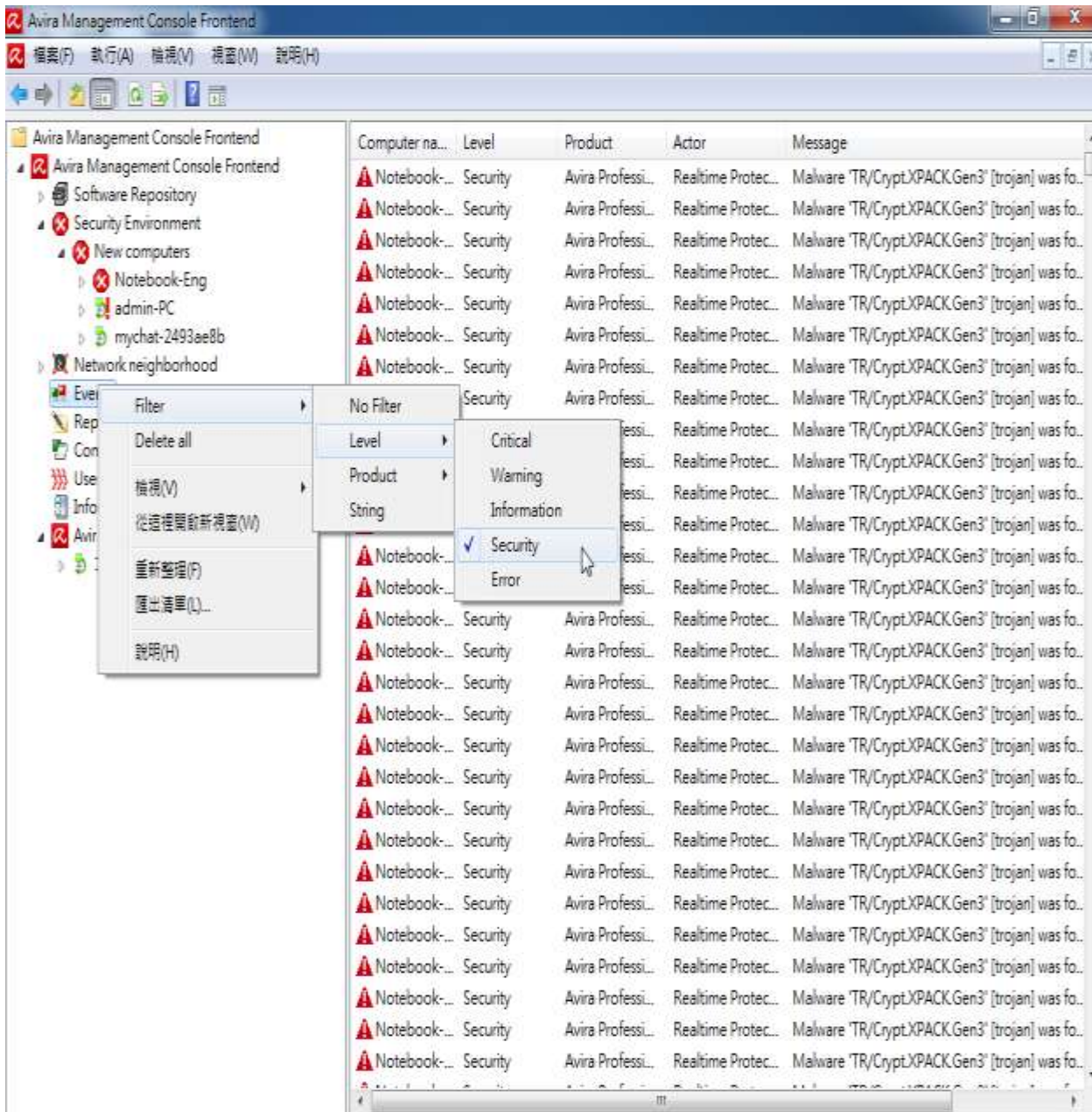
☒ Wednesday ☐ Sunday

☐ Thursday

< 上一步(B) **完成** 取消

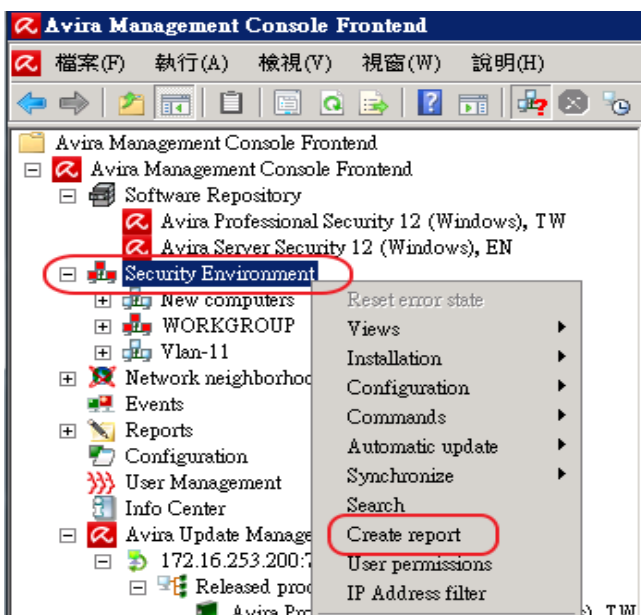
5. Avira 查看控管網域 PC 中毒警告狀況

由 Avira Management Console Frotend -> events 查看

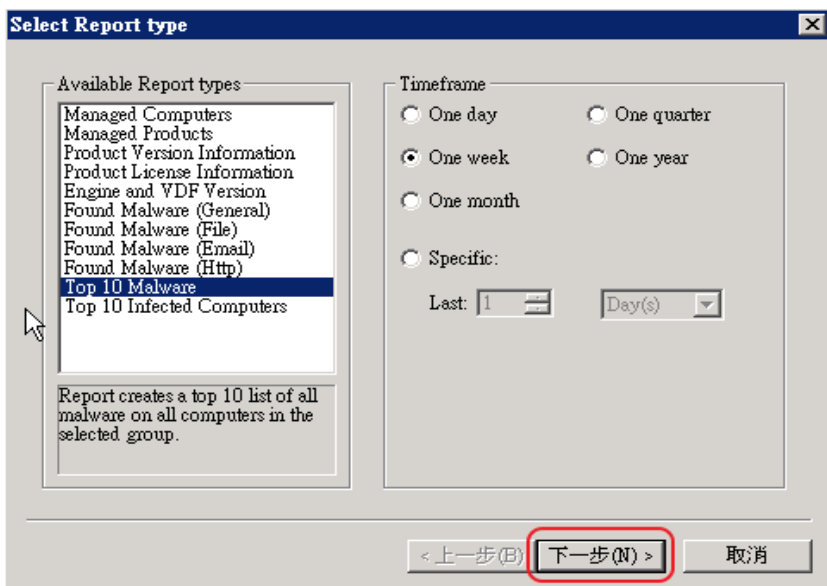


2.8 設定報表

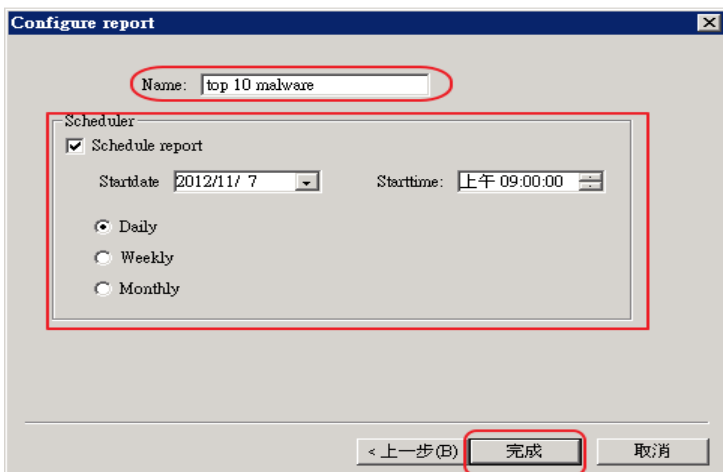
1. 右鍵 Security Environment→Create report



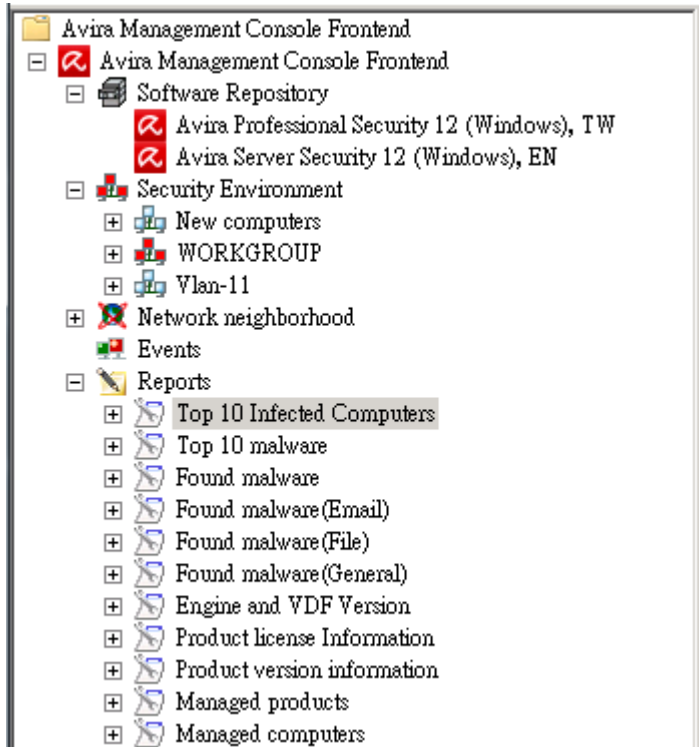
2. 選擇需要的報表，點擊 下一步



3. 設定報表名稱、輸出報表的時間，完成

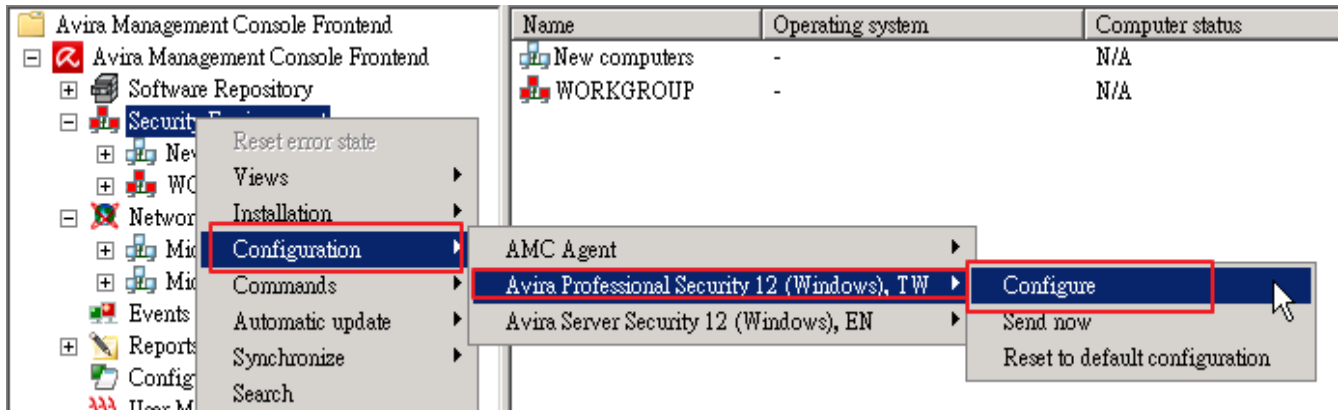


4. 設定好的報表

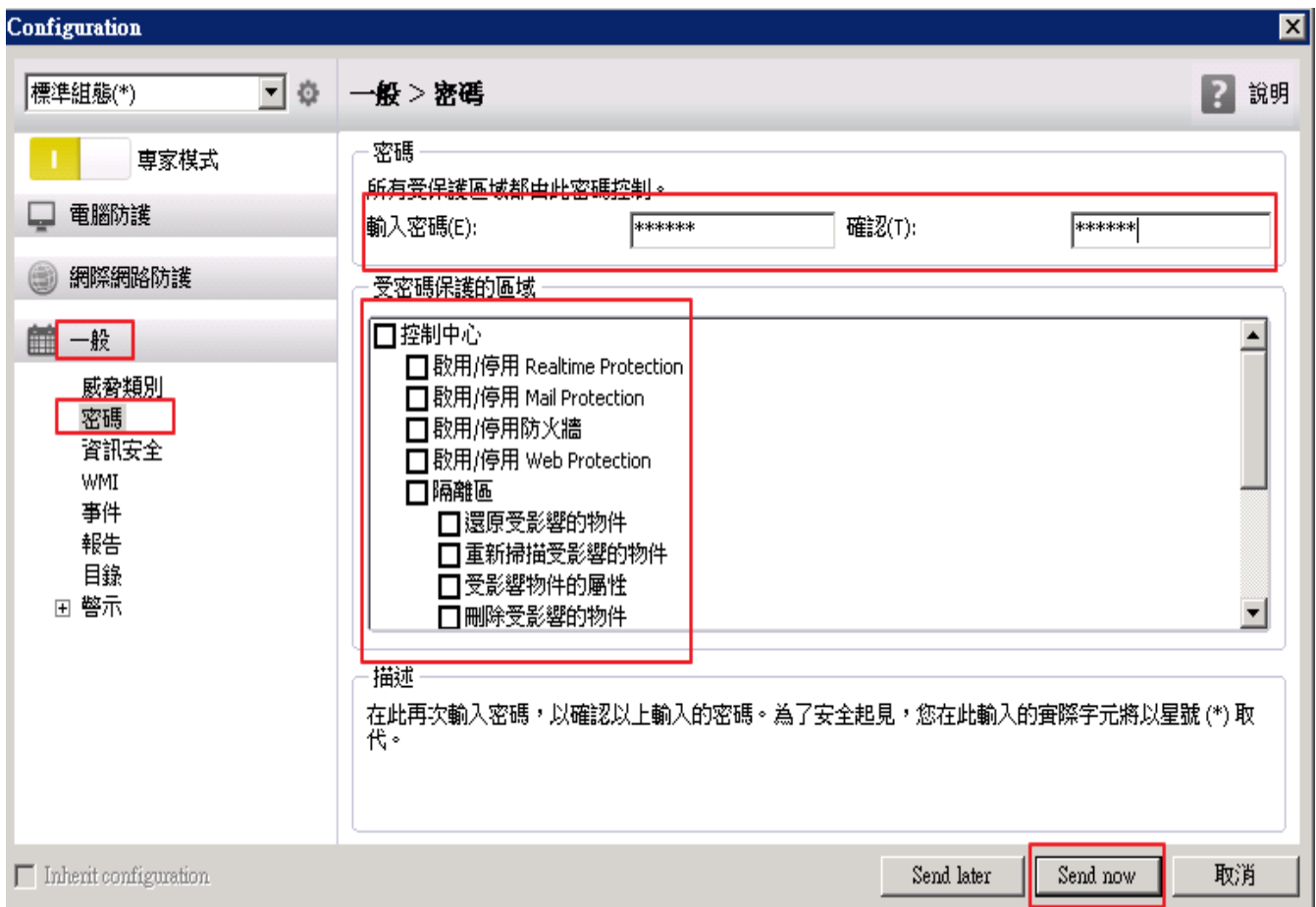


2.9 設定使用者的權限

1. 右鍵 Security Environment→Configuration→Professional Security→Configure



2. 點擊一般→密碼→設定密碼→設定要控管的選項→Send now



3 常見問題

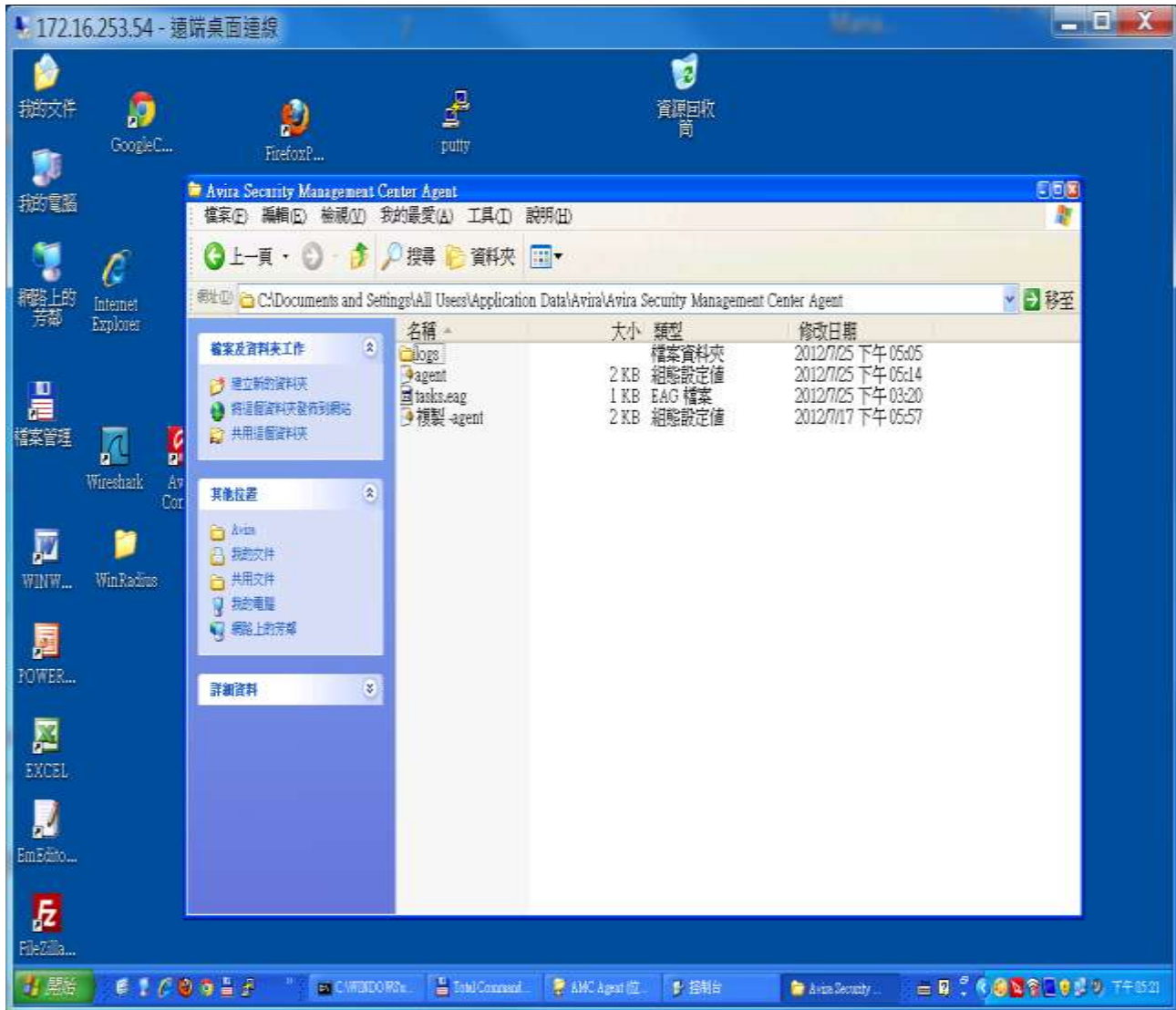
3.1 安裝問題

如安裝不成功，可以在 Client 端的目錄下找到 log

作業系統是 Win7 在 C:\ProgramData\Avira\Avira Security Management Center Agent\logs

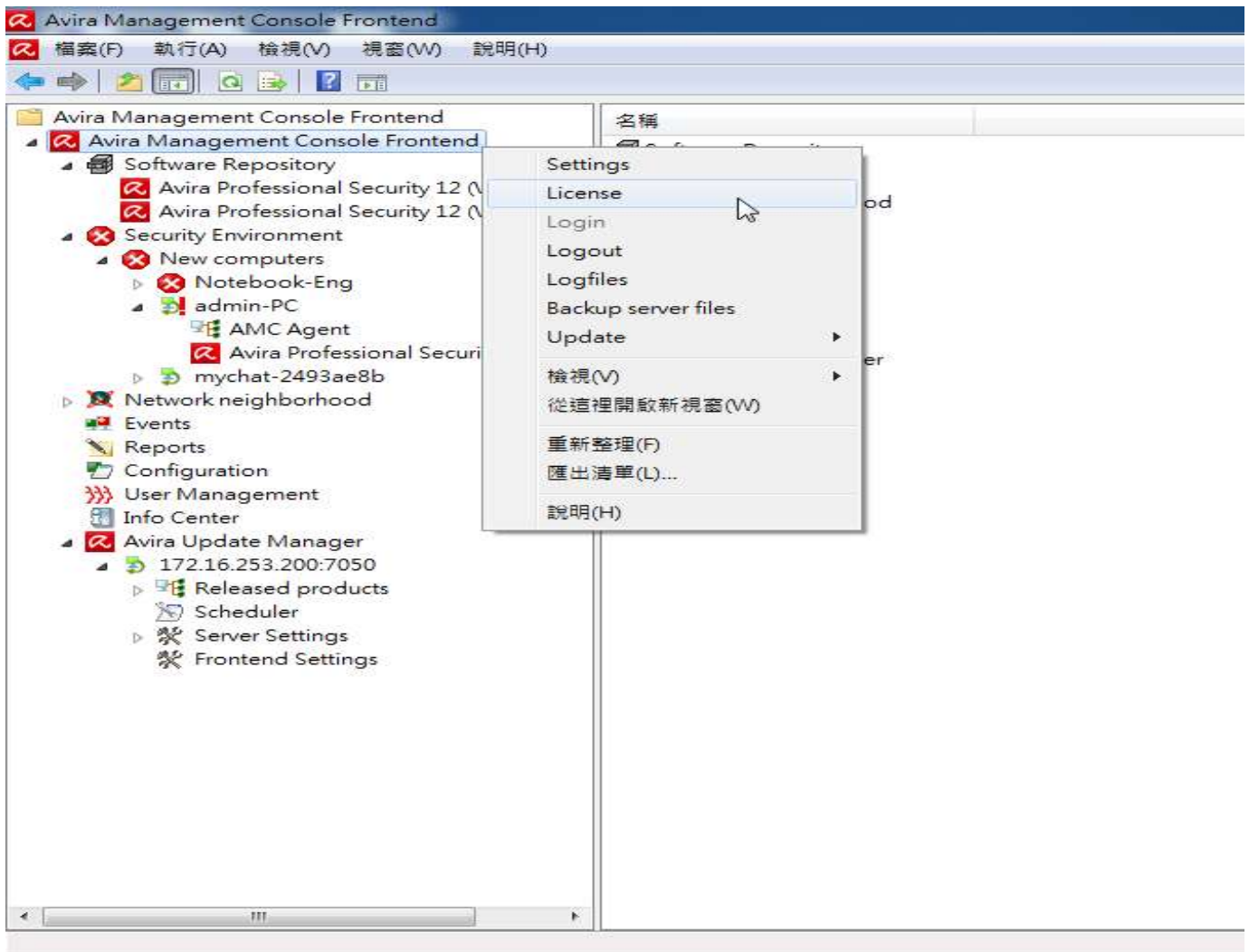
作業系統是 WinXP 在

C:\Documents and Settings\All Users\Application Data\Avira\Avira Security Management Center Agent\logs

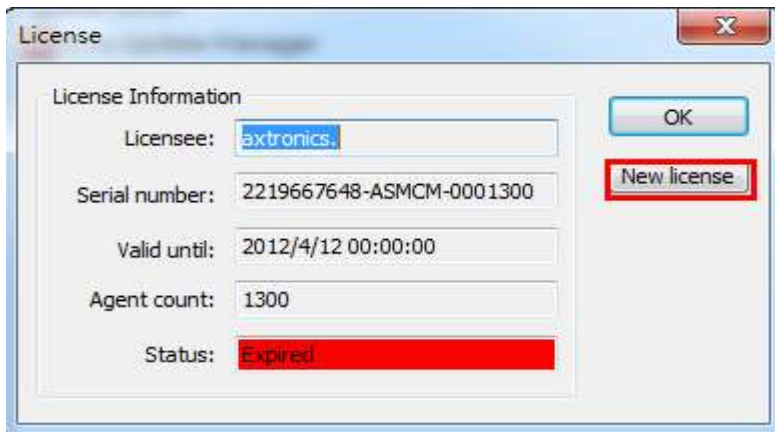


3.2 AMC 和 Client 端更新 License

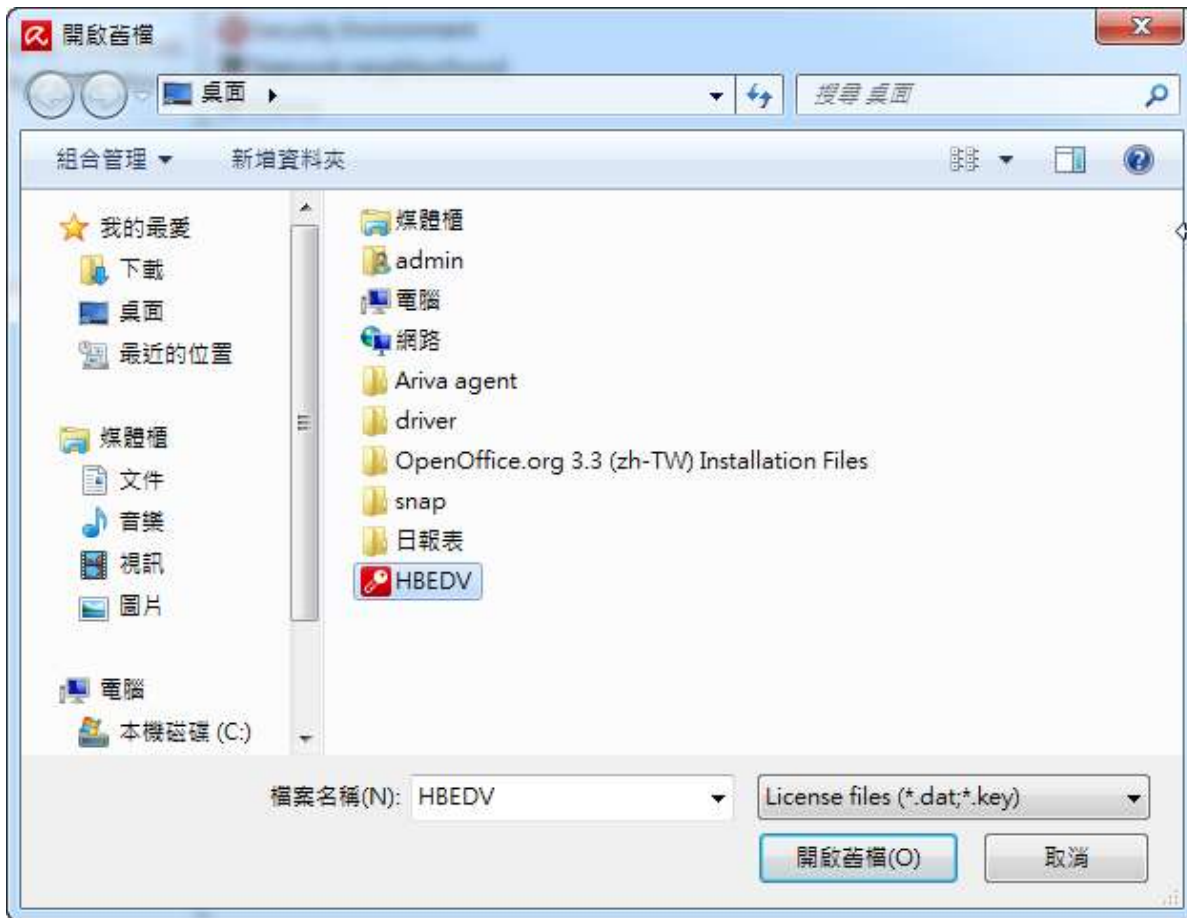
1. 右鍵 Avira Management Console Frontend → License



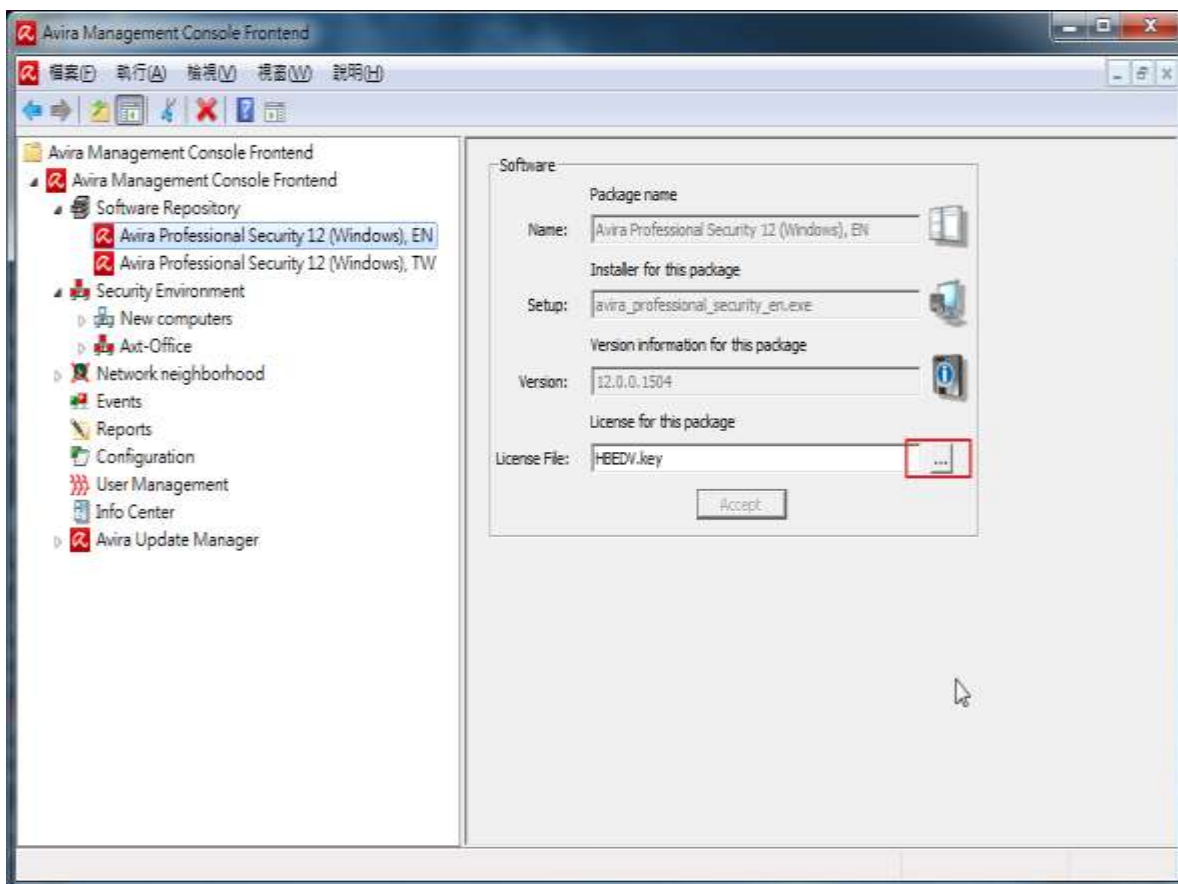
2. 點擊 New license



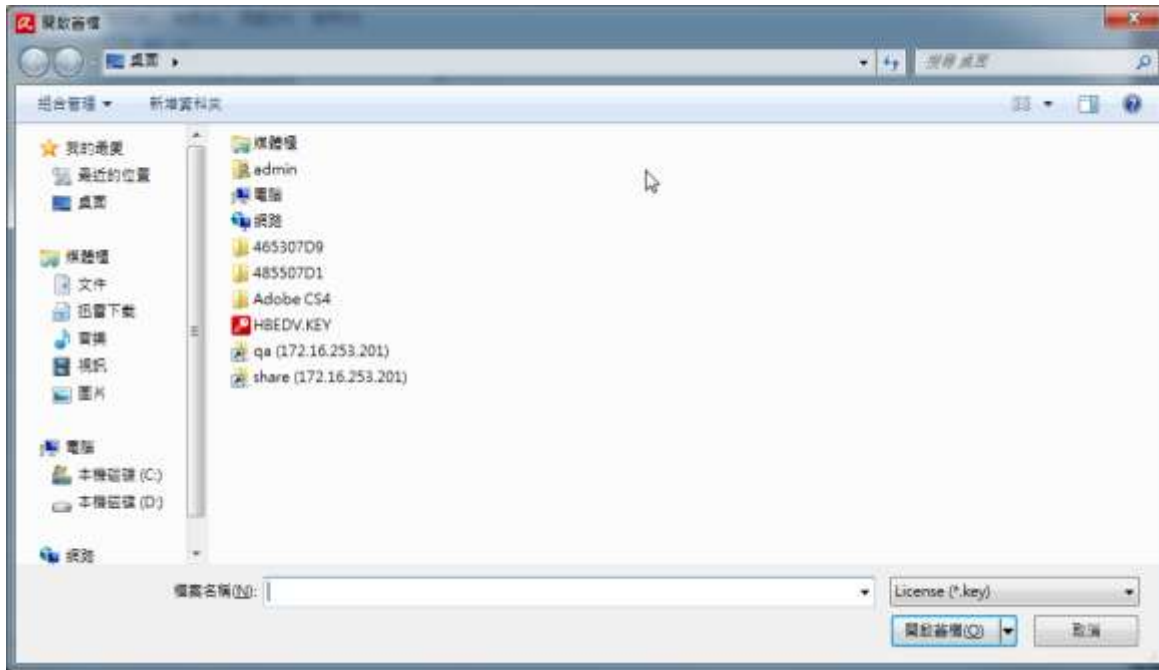
3. 選擇新的 License



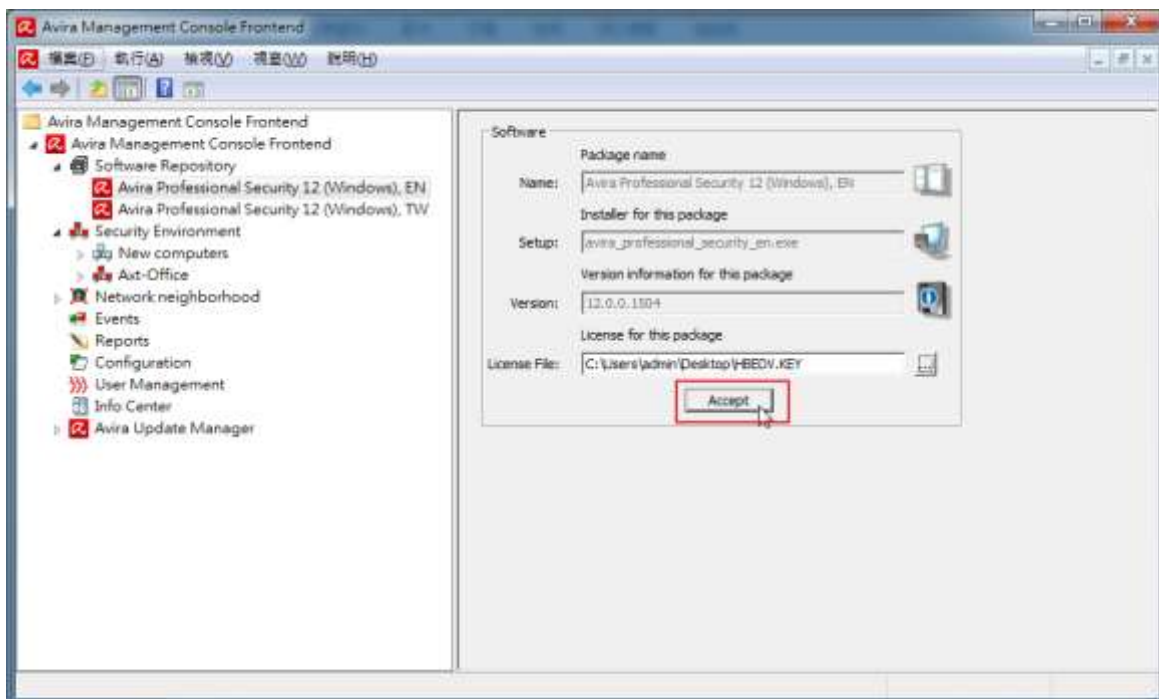
4. AMC 軟體更新 License，點擊要更新 License 的軟體的再點擊“...”



5. 選擇新的 License



6. 按 Accept，完成更新

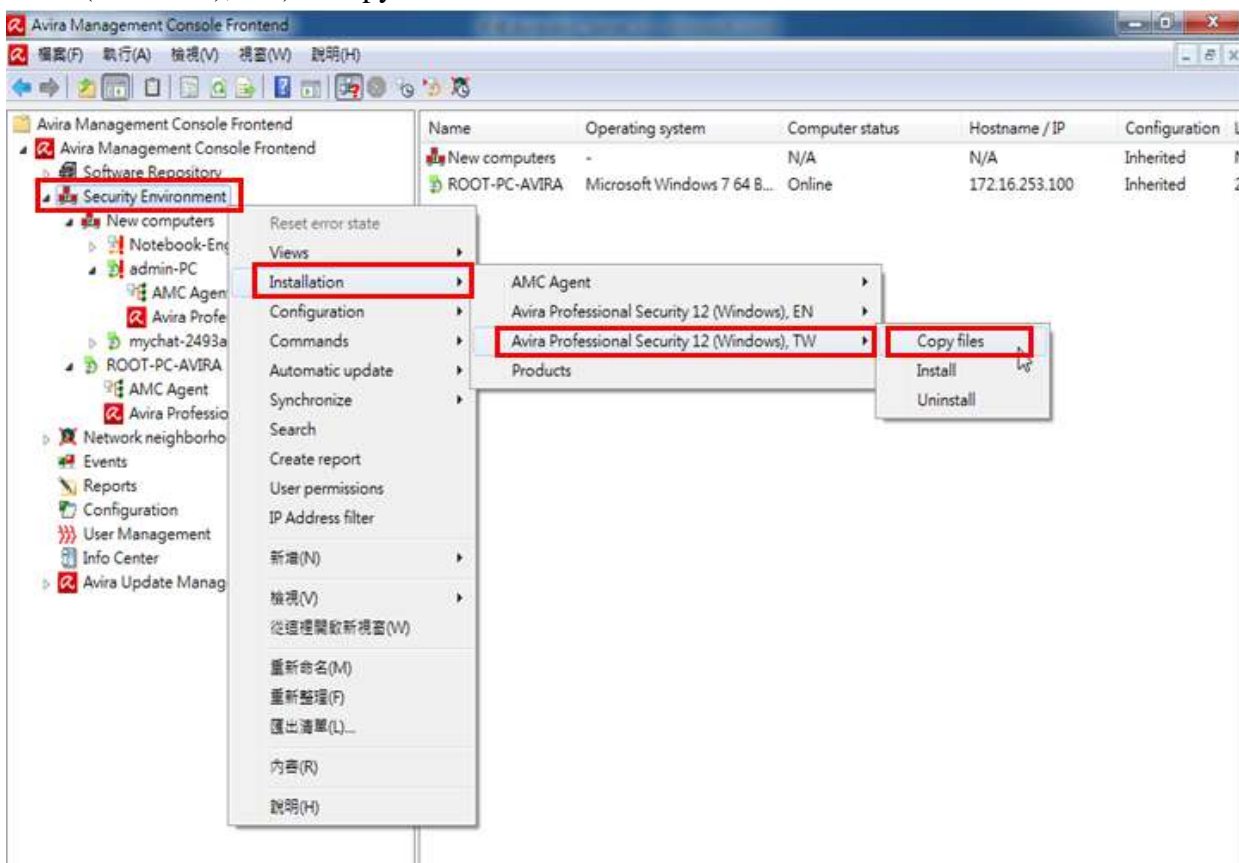


7. AMC 更新 Client 的 License

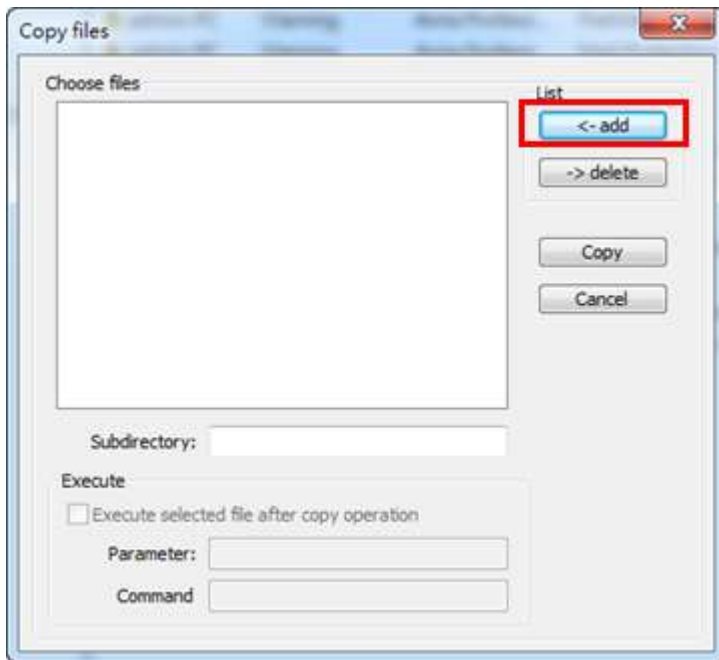
下圖是 Client 端 還未更新 License 時的畫面



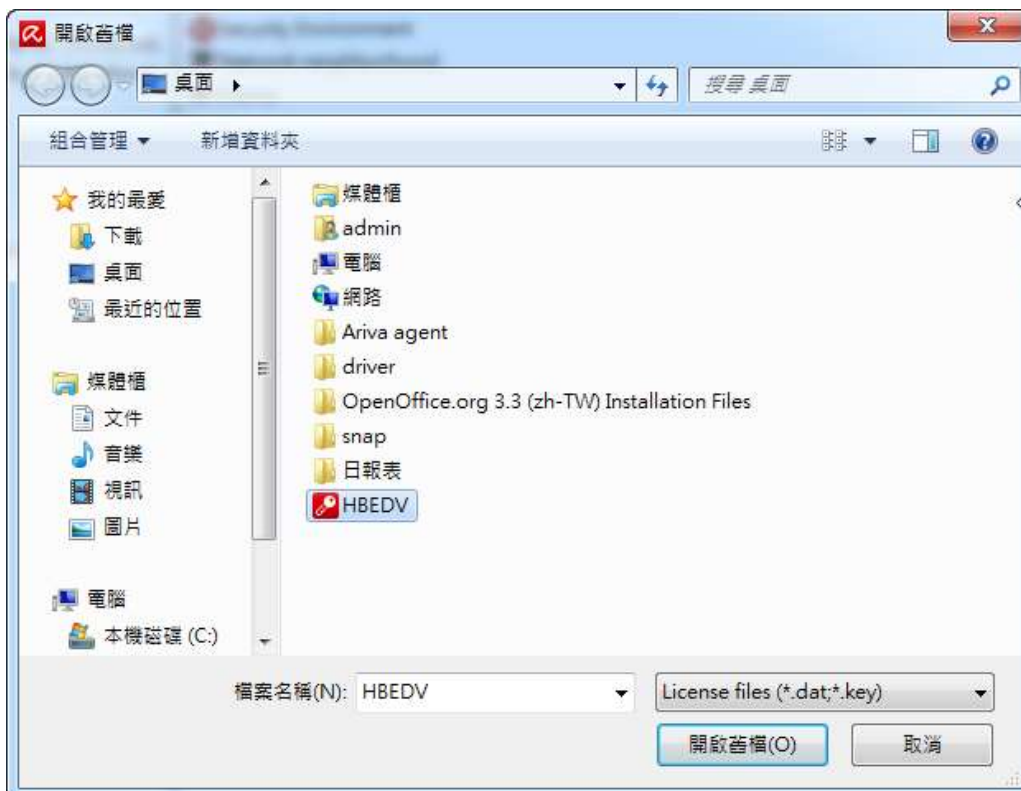
8. 右鍵 Security Environment→Installation→要更新 license 的版本(EX:Avira Professional Security 12(Windows),TW)→Copy files



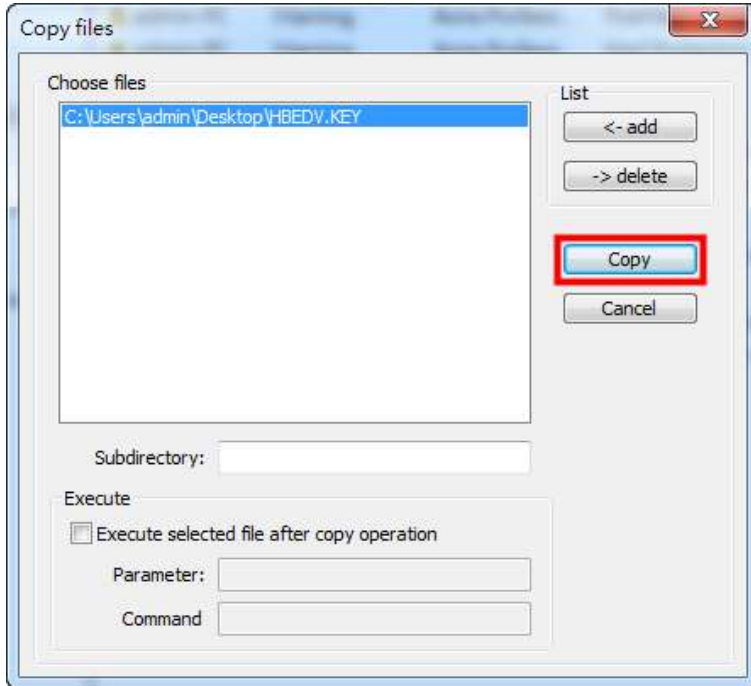
9. 點擊 <-add



10. 找到新的 license ,點擊開啟舊檔



11. 點擊 Copy



12. 在 client 端過一段時間後會看到更新的使用期限



13. 或是過一段時間在右鍵 Events→Filter→Level→Warning 可以看到

The screenshot shows the Avira Management Console Frontend interface. On the left, there is a tree view with the following structure:

- Avira Management Console Frontend
 - Software Repository
 - Security Environment
 - New computers
 - Notebook-Eng
 - admin-PC
 - mychat-2493ae8b
 - ROOT-PC-AVIRA
 - Network neighborhood
 - Events
 - Report
 - Config
 - User M
 - Info Ce
 - Avira L

The main window displays a table of events. The table has the following columns: Computer na..., Level, Product, Actor, Message, and Time. The table contains several rows of events, all with a 'Warning' level. A red box highlights the first three rows of the table, which are:

Computer na...	Level	Product	Actor	Message	Time
mychat-24...	Warning	Avira Professi...	AMC Agent	The license expires in 28 day(s).	2012/4/...
Notebook-...	Warning	Avira Professi...	AMC Agent	The license expires in 0 day(s).	2012/4/...
admin-PC	Warning	Avira Professi...	AMC Agent	The license expires in 28 day(s).	2012/4/...

A context menu is open over the 'Events' item in the left tree view. The menu has the following options:

- Filter
 - No Filter
 - Level
 - Critical
 - Warning (selected)
 - Information
 - Security
 - Error
 - Product
 - String
- Delete all
- 檢視(V)
- 從這裡開啟新視窗(W)
- 重新整理(F)
- 匯出清單(L)...
- 說明(H)

3.3 小紅傘圖標意義

圖示	意思
	綠色螢幕，綠色箭頭 代表：AMC Agent 建立成功
	藍色螢幕，紅色箭頭 代表：AMC Agent 還沒建立
	藍色螢幕，橘色箭頭 代表：AMC Agent 沒有連到 AMC
	黑色螢幕，橘色箭頭 代表：電腦是關閉的或是電腦沒有連接到網路，但是 AMC Agent 是安裝好的
	黑色螢幕，紅色箭頭 代表：電腦是關閉的或是電腦沒有連接到網路，但是 AMC Agent 還沒安裝
	黑色螢幕或藍色螢幕，橘色箭頭，左邊的紅色標籤 代表：已保存設定好的操作，但是電腦是關閉的或是電腦沒有連接到網路或電腦上的 Agent 無法連到 AMC
	綠色螢幕，綠色箭頭，左邊的紅色標籤 代表：已保存設定好的操作，使用 PULL 設定和 AMC 同步
	AMC 正在嘗試建立連接或是正在執行命令
	電腦有錯誤
	警告或通知電腦
	虛擬電腦群組
	過濾的安全環境或分組過濾
	軟體庫中的軟體
	AMC Agent 建立在電腦上

	軟體建立在電腦上
	在測試模式下更新檔案，準備開始
	錯誤狀態，必須掃描電腦，產品，群組