

## Installing Sophos Anti-Virus for Windows XP/2000/2003/Vista/Windows 7

### Step 1 – Download Sophos Anti-Virus

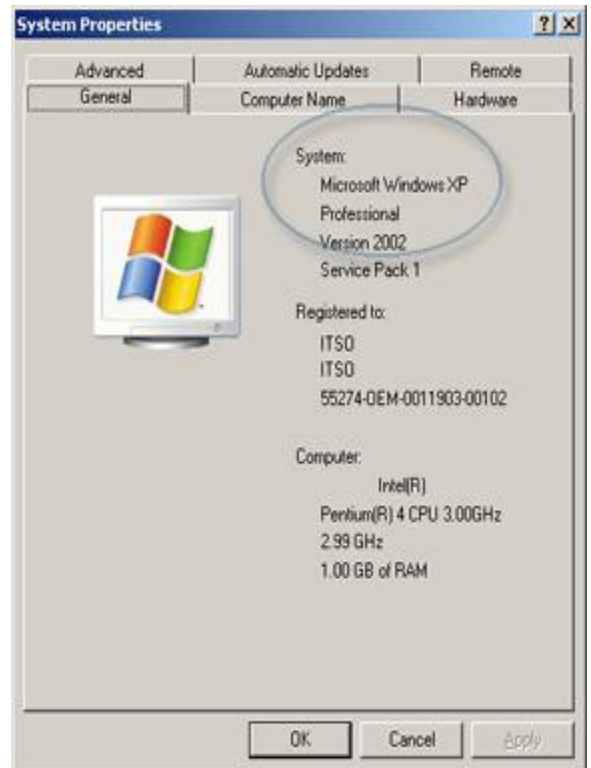
KU provides one Sophos Anti-Virus installer for all supported Windows platforms. KU no longer issues Sophos Anti-Virus clients for unsupported operating systems (Windows 95, 98, ME, NT, etc). If you are not sure which version of Windows you have installed on your computer, please follow the directions below.

**KU's Sophos Installer is tested and will work on the following Windows Operating System:**

- Windows 2000 - (Service Pack 4 and above)
- Windows XP - 32 & 64 bit (Service Pack 2 and above)
- Windows 2003 - 32 & 64 bit (Service Pack 1 and above)
- Windows Vista - 32 & 64 bit
- Windows 7 – 32 & 64 bit

**How do I find out which Windows I have?**

1. Right-click **My Computer** on your Desktop or Start button.
2. Click **Properties** in the menu that pops up.
3. Look for the word "**System**" near the top of the **System Properties** window that appears. Which Windows version you have (2000, 2003, XP, Vista, Windows 7, etc) is indicated there.



Once you have ascertained which version of Windows you have installed on your computer and that it is supported by KU, download the Sophos Anti-Virus Installer from the KU Information Security website. (**Login is required for downloading Sophos Clients**)

### Download Site:

<http://www.security.ku.edu/antivirus/download.jsp>

### Note:

**Please remember where on your computer you save the installer file. (For ease of installation we recommend you save the file to your desktop.)**

Once you have downloaded the appropriate setup executable, please continue to the next step.


## Step 2 - Remove all Anti-Virus Software

You must uninstall any other Anti-Virus software (**Including previous versions of Sophos Anti-Virus**) before attempting to install Sophos Anti-Virus. Failure to do so may result in your computer failing to function properly.

Some other Anti-Virus programs will **stop you** from installing Sophos Anti-Virus or otherwise interfere with it. Please follow the instructions below to uninstall any anti-virus software you may have on your computer (**This includes older versions of Sophos Anti-Virus**). As a general rule, you should never have more than one anti-virus product on your computer at a time.

### Uninstalling Anti-Virus Programs

1. Click **Start**, then click **Settings**, and then click **Control Panel** (Windows 2000), or click **Start**, then click **Control Panel** (Windows XP, 2003, Vista, Windows 7).
2. In Control Panel, double-click **Add/Remove Programs**.
3. Look for any other Anti-Virus programs including, but not limited to those listed below. Click **Remove** to uninstall them.
  - Avira
  - BitDefender
  - BullGuard
  - Command Anti-Virus
  - Kaspersky
  - LiveUpdate (Symantec Corporation)
  - LiveReg (Symantec Corporation)
  - McAfee Anti-Virus Products
  - Norton Anti-Virus
  - Sophos Anti-Virus
  - Sophos AutoUpdate
  - Sophos Remote Management System
  - Sophos Remote Update \*\*

\*\* To uninstall old versions of Sophos Remote Update, right-click the Blue Dots icon () down on your taskbar, near the clock, and choose **EXIT**. Then remove Remote Update from the Add/Remove Programs window.

**NOTE: If you are asked to restart your computer after uninstalling any of these applications, please do so, and then return here to begin Step 3.**

### Step 3 – Run the KU Sophos Setup executable

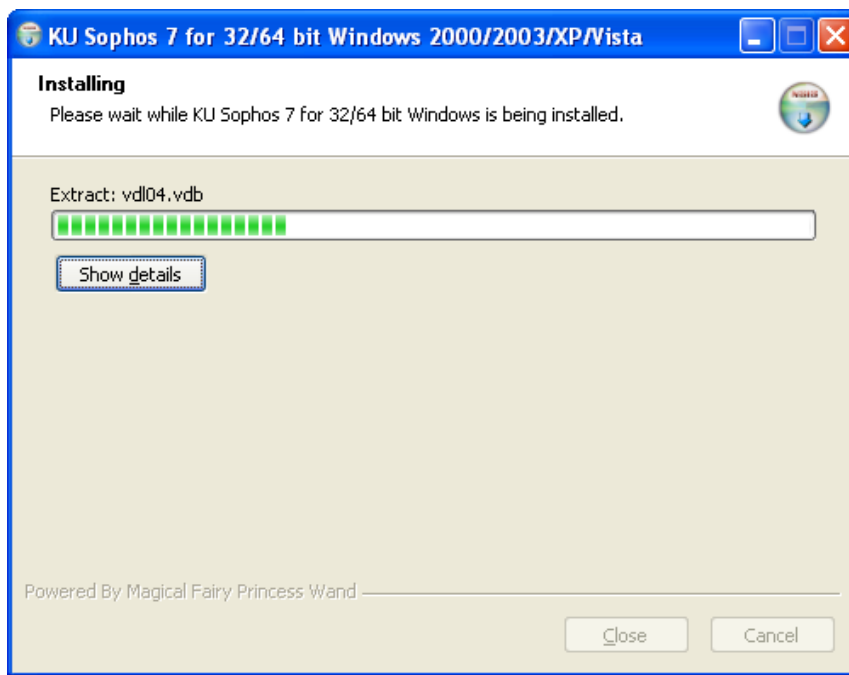
Locate the Sophos Install executable that you downloaded in the last step. **PLEASE NOTE THAT SOPHOS SUPPORTS WINDOWS 7, DESPITE THE PICTORALS NOT REFLECTING THIS.**

To begin the installation, please follow these steps:

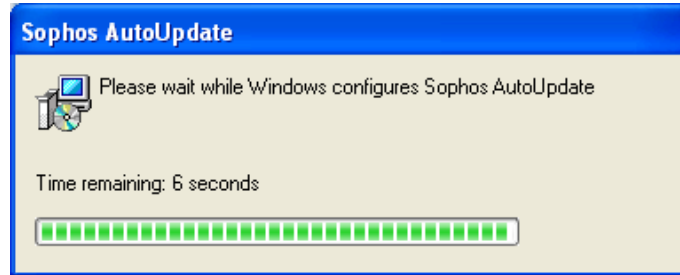
1. The initial installation dialog box will open. Please read the information contained in the dialog box. Click OK to continue with installation or Cancel to quit the installation (to uninstall other anti-virus applications for instance)



2. A window will open and you will see files being copied and the software being unpacked extracted.



- Once Step 2 has completed you will see the “**Sophos AutoUpdate**” installation windows appear. This is the initial stage of product installation and configuration and will take a few minutes.



- Once installation of Sophos AutoUpdate has finished you will see a blue shield icon in your toolbar. You may also notice that this icon is changing color.



This is the part of the installation process where the Sophos Anti-Virus Client itself is being installed and configured. If you would like to watch the installation/configuration process you may right-click on the shield icon and select “**View updating status**”. The client configuration process can take up to five minutes on older PCs.



**Note:** You will only see this window if you right-click on the Sophos Shield Icon and selected “**View updating status**”.

- Once the Sophos Anti-Virus Toolbar icon turns solid blue the installation process will be complete. If you would like to force the client to check for current updates you simply double-click Sophos Anti-Virus Shield icon (the update window will appear)

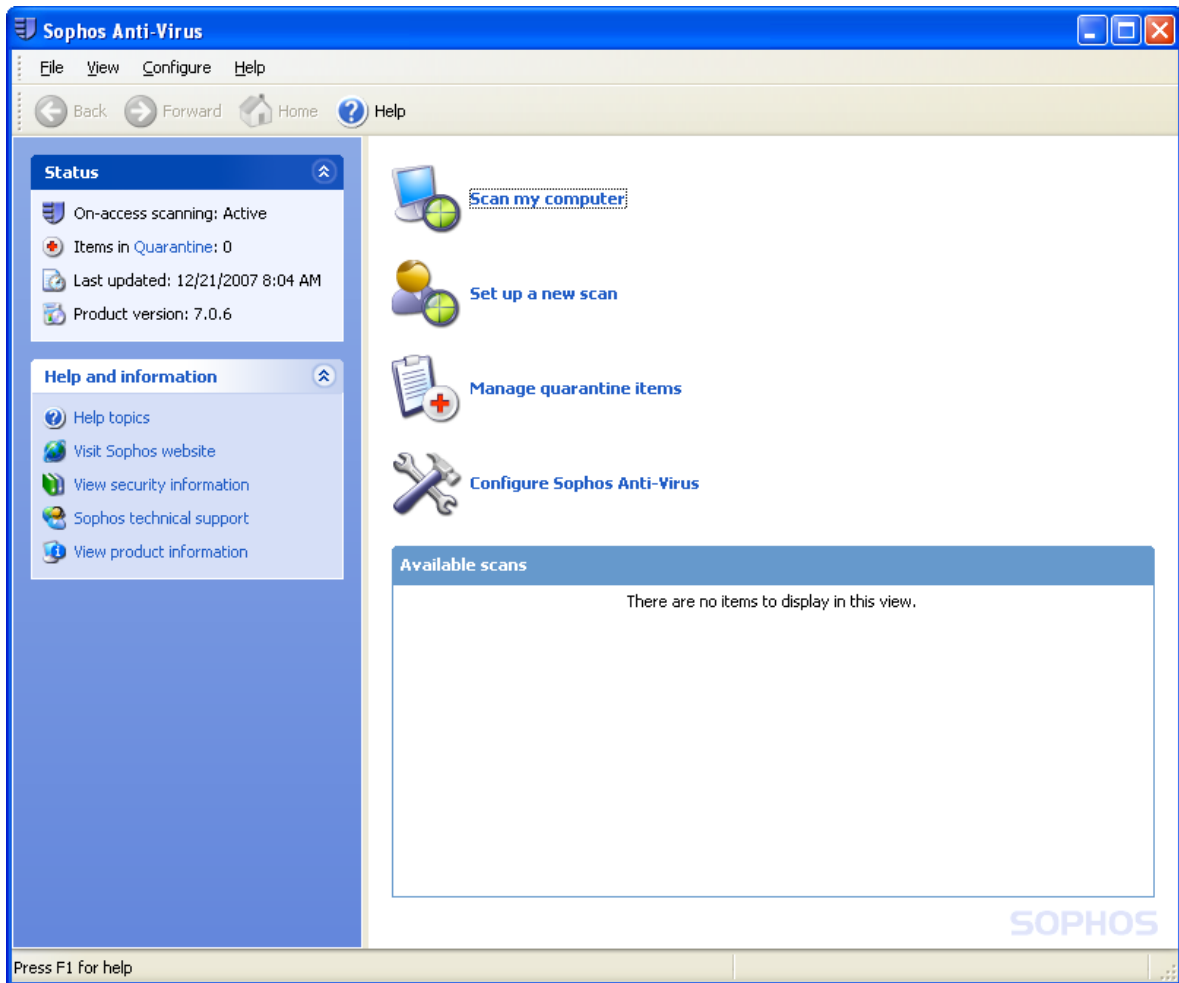
## Step 4 – Launch Sophos Anti-Virus (Optional)

Once the client has finished installation you will be able to launch the application.

To launch the Sophos Anti-Virus client:

Right-click on the Sophos Anti-Virus Toolbar icon and select “**Open Sophos Anti-virus**”

Alternately you may use the Windows Start menu by clicking **Start -> Programs -> Sophos Anti-Virus -> Sophos Anti-Virus**.



**Note:** If you do not have a **Sophos Anti-Virus Toolbar icon**, then installation has not yet completed and you should wait several minutes and try again. This can happen on slower computers, or computers with very large hard drives.

## **Step 5 – Read the User manual (Recommended)**

We highly recommend that users read the Sophos User manual for useful information such as:

- How to check that the computer is protected
- Scanning items on demand
- Scanning a single item
- Configuring scans
- Disinfections
- Managing quarantine items.

The Sophos Anti-Virus User manual can be found at our website:

[http://www.security.ku.edu/docs/downloads/savxp\\_76\\_heng.pdf](http://www.security.ku.edu/docs/downloads/savxp_76_heng.pdf)

## **Additional Installation Support**

Please contact the KU IT Customer Service Center with any Sophos installation and support requests:

Phone: (785) 864-8080

Web: <http://www.helpdesk.ku.edu>

Email: [question@ku.edu](mailto:question@ku.edu)