

KASPERSKY LAB

Integration with Microsoft Operations Manager

ADMINISTRATOR GUIDE

INTEGRATION WITH MICROSOFT OPERATIONS
MANAGER

Administrator Guide

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Chapter 1. Introduction

Some Kaspersky Lab products have the capability of integrating with Microsoft Operations Manager through a special management pack that enables you to:

- Automatically detect computers on the business's network that have a manageable Kaspersky Lab application installed.
- Gather information on operation of the program managed on each computer, output to the Microsoft Operations Manager console, or send e-mail notifications with a description of events that occur in program operation and recommendations for eliminating the errors.

Chapter 2. Installing and uninstalling the management pack

This section covers installation and uninstallation of management packs for Kaspersky Lab products through Microsoft Operations Manager.

1.1. Installing the management pack



To integrate with Microsoft Operations Manager, take the following steps:

1. Deploy Microsoft Operations Manager in the network (for more details, see the documentation for that application).
2. Copy the management pack file with the extension **.akm* to the computer from which Microsoft Operations Manager will be used by the administrator.
3. Open Microsoft Operations Manager Administrator Console. To do so run the command **Start \ Programs \ Microsoft Operations Manager \ Administrator Console**.
4. Install the new management pack. To do so, select **Microsoft Operations Manager/ Management Packs** from the administrator's console tree and use the command **Import/Export Management Pack** on the context menu.

The Management Pack Import/Export Wizard will then start. Follow its instructions. To import the management pack for Kaspersky Security specify the path to the pack file with the extension **.akm*.

5. To distribute the management pack to all computers where Microsoft Operations Manager is deployed, we recommend running a synchronization procedure. To do so, select **Microsoft Operations Manager/ Management Packs** from the console tree and use the **Commit Configuration Change** command on the context menu. The synchronization procedure may take some time.

Once the management pack is integrated with Microsoft Operations Manager, the pack requires no further configuration (except for e-mail notifications configuration, for details see Chapter 4 on page 9).

1.2. Uninstalling the management pack



To uninstall the management pack, take the following steps:

1. Open the Microsoft Operations Manager Operator Console using the **Start \ Programs \ Microsoft Operations Manager \ Operator Console** command.

In the Operator Console, select **All: Public Views/ Kaspersky Lab**, and using the **Delete** command from the context menu, delete the folder in it with the name of the Kaspersky Lab application managed, with all nested objects.

If the **Kaspersky Lab** folder does not contain any other items, you can delete it as well.

2. Open the Microsoft Operations Manager Administrator Console. To do so run the **Start \ Programs \ Microsoft Operations Manager \ Administrator Console** command. Take the following steps:

- delete the group of rules for the Kaspersky Lab application managed with all the nested subgroups of rules from the node **Microsoft Operations Manager/ Management Packs/ Rule Groups/ Kaspersky Lab**.

If the error "*This rule group may not be deleted because one or more rules in the group is associated with an alert*" occurs, you must wait, until all obsolete data is deleted from the Microsoft Operations Manager database. You can speed this up by changing the interval for cleaning the database on the **Database Grooming** tab that opens when you select **Global Settings** from the context menu under **Microsoft Operations Manager/ Administration/ Global Settings**.

- delete all groups with the name of the Kaspersky Lab managed program from the **Microsoft Operations Manager / Management Packs / Computer Groups** node;

- delete all attributes with the name of the Kaspersky Lab managed program from the Microsoft **Operations Manager / Management Packs / Computer Attributes** node.

Note that some attributes can be used simultaneously by management packs for several Kaspersky Lab programs. For example, the Kaspersky Anti-Spam Service for Microsoft Exchange Server and Kaspersky Anti-Virus Service for Microsoft Exchange Server attributes are used by the applications Kaspersky Security for Microsoft Exchange Server and Kaspersky Anti-Virus for Microsoft Exchange Server. Before deleting attributes, be sure that they are not being used by other management packs.

- delete the **KAV Administrators** group from the node **Microsoft Operations Manager / Management Packs / Notifications / Notifications Group**, provided it is not used by any other Kaspersky Lab management packs;
 - delete the script **Kaspersky Lab: Service Monitoring** from the node **Microsoft Operations Manager / Management Packs / Scripts**, provided it is not used by any other Kaspersky Lab management packs.
3. To distribute the changes to computers where Microsoft Operations Manager is deployed, run a synchronization procedure. To do so, select **Microsoft Operations Manager/ Management Packs** from the administrator's console tree and use the **Commit Configuration Change** command from the context menu. The synchronization procedure may take some time.

Chapter 3. Viewing events in operator console



To work with the management pack via Microsoft Operations Manager, take the following steps:

1. Open Microsoft Operations Manager. To do so use the command **Start \ Programs \ Microsoft Operations Manager \ Operator Console**.
2. In the console tree, select **Kaspersky Lab** and the folder with the name of the Kaspersky Lab managed program contained in it. This folder contains the following objects:
 - **Computers**: information on network computers with the Kaspersky Lab managed program installed.
 - **Warnings**: information on important or security-critical events in the operation of the Kaspersky Lab managed program.
 - **Events**: information about all important events that occur in program operation.
 - **Status**: information on the status of computers in the group with the name of the Kaspersky Lab managed program.

When you select an object from a folder in the right-hand part of the window, a list of information will be displayed for that object.

Chapter 4. E-mail notifications

By default, the rules created for Kaspersky Lab product management packs are configured to send e-mail notifications when certain events occur. However, to receive the notifications, you must populate the group of KAV Administrators beforehand and assign e-mail addresses that the notifications will be sent to. To do so:

1. Open Microsoft Operations Manager . To do so run the command **Start \ Programs \ Microsoft Operations Manager \ Administrator Console**.
2. In the console tree, select **Microsoft Operations Manager / Management Packs / Notifications / Notifications Group / KAV Administrators** and select the command **Properties** from the context menu.
3. In the window that opens, add a new operator to the group and assign an e-mail address for sending that operator notifications events that occur in the operation of the Kaspersky Lab application (for more information on adding new operators, see the documentation for Microsoft Operations Manager).

If you encounter errors in receiving e-mail notifications, make sure that the Microsoft Operations Manager mail server settings are configured correctly. To do so, select **Microsoft Operations Manager/ Administration/ Global Settings** from the administrator console, use the **Global Settings** command from the context menu, and in the window that opens, go to the **Email Server** tab (for more details, see the Microsoft Operations Manager documentation).

Appendix A. Kaspersky Lab

Founded in 1997, Kaspersky Lab has become a recognized leader in information security technologies. It produces a wide range of data security software and delivers high-performance, comprehensive solutions to protect computers and networks against all types of malicious programs, unsolicited and unwanted e-mail messages, and hacker attacks.

Kaspersky Lab is an international company. Headquartered in the Russian Federation, the company has representative offices in the United Kingdom, France, Germany, Japan, USA (CA), the Benelux countries, China, Poland, and Romania. A new company department, the European Anti-Virus Research Centre, has recently been established in France. Kaspersky Lab's partner network incorporates more than 500 companies worldwide.

Today, Kaspersky Lab employs more than 450 specialists, each of whom is proficient in anti-virus technologies, with 10 of them holding M.B.A. degrees, 16 holding Ph.Ds, and senior experts holding membership in the Computer Anti-Virus Researchers Organization (CARO).

Kaspersky Lab offers best-of-breed security solutions, based on its unique experience and knowledge, gained in over 14 years of fighting computer viruses. A thorough analysis of computer virus activities enables the company to deliver comprehensive protection from current and future threats. Resistance to future attacks is the basic policy implemented in all Kaspersky Lab's products. At all times, the company's products remain at least one step ahead of many other vendors in delivering extensive anti-virus coverage for home users and corporate customers alike.

Years of hard work have made the company one of the top security software manufacturers. Kaspersky Lab was one of the first businesses of its kind to develop the highest standards for anti-virus defense. The company's flagship product, Kaspersky Anti-Virus, provides full-scale protection for all tiers of a network, including workstations, file servers, mail systems, firewalls, Internet gateways, and hand-held computers. Its convenient and easy-to-use management tools ensure advanced automation for rapid virus protection across an enterprise. Many well-known manufacturers use the Kaspersky Anti-Virus kernel, including Nokia ICG (USA), F-Secure (Finland), Aladdin (Israel), Sybari (USA), G Data (Germany), Deerfield (USA), Alt-N (USA), Microworld (India) and BorderWare (Canada).

Kaspersky Lab's customers benefit from a wide range of additional services that ensure both stable operation of the company's products, and compliance with specific business requirements. Kaspersky Lab's anti-virus database is updated every hour. The company provides its customers with a 24-hour technical support service, which is available in several languages to accommodate its international clientele.

A.1. Other Kaspersky Lab Products

Kaspersky Anti-Virus® Personal

Kaspersky Anti-Virus® Personal has been designed to provide anti-virus protection to personal computers running Microsoft Windows 98/ME or Microsoft Windows 2000/NT/XP against all known viruses, including potentially dangerous software. Kaspersky Anti-Virus Personal provides real-time monitoring of all sources of virus intrusion - e-mail, Internet, floppy disks, CD, etc. The unique system of heuristic data analysis allows efficient neutralization of yet unknown viruses. This application can work in the following modes (that can be used separately or jointly):

- **Real-time computer protection** - anti-virus scanning of all objects run, opened on or saved to the user's computer.
- **On-demand computer scan** - scanning and disinfection of the entire user's computer or of individual disks, files or folders. You can start such scan manually or configure an automatic scheduled scan.

Kaspersky Anti-Virus® Personal does not re-scan objects that had already been scanned during a previous scan and have not changed since then not only when performing real-time protection, but also during an on-demand scan. This feature **considerably increases the speed of the program's operation**.

The application creates a reliable barrier against viruses when they attempt to intrude your computer via e-mail. Kaspersky Anti-Virus® Personal performs automatic scan and disinfection of all incoming and outgoing mail sent or received using POP3 and STMP protocols and provides highly efficient detection of viruses in mail databases.

The application supports over 700 formats of archived and compressed files and provides automatic scanning of their content as well as removal of malicious code from **ZIP, CAB, RAR, ARJ, LHA** and **ICE** archives.

Configuring the application is made simple and intuitive due to the possibility to select one of three preset protection levels: **Maximum Protection, Recommended** or **High Speed**.

The anti-virus database is updated every hour and its delivery to your computer is guaranteed even when your computer gets temporarily disconnected from the Internet or the connection has to be changed.

Kaspersky Anti-Virus® Personal Pro

This package has been designed to deliver comprehensive anti-virus protection to home computers running Microsoft Windows 98/ME, Microsoft Windows 2000/NT, Microsoft Windows XP as well as MS Office applications. Kaspersky Anti-Virus Personal Pro includes an easy-to-use application for automatic

retrieval of daily updates for the anti-virus database and the program modules. A unique second-generation heuristic analyzer efficiently detects unknown viruses. A simple and convenient interface allows users to configure the program quickly making work with it easier than ever.

Kaspersky Anti-Virus® Personal Pro has the following features:

- **On-demand scan** of local disks.
- **Real-time automatic protection** of all accessed files from viruses.
- **Mail Filter** automatically scans and disinfects all incoming and outgoing mail for any mail client that uses POP3 and SMTP protocols and effectively detects viruses in mail databases.
- **Behavior blocker** that provides maximum protection of MS Office applications against viruses.
- **Archive scanning** – Kaspersky Anti-Virus recognizes over 900 formats of archived and compressed files and ensures automatic anti-virus scanning of their content and removal of malicious code from files within **ZIP, CAB, RAR, ARJ, LHA** and **ICE** archives.

Kaspersky® Anti-Hacker

Kaspersky® Anti-Hacker is a personal firewall that is designed to safeguard a computer running any Microsoft Windows operating system. It protects your computer against unauthorized access and external hacker attacks from either the Internet or the local network.

Kaspersky® Anti-Hacker monitors the TCP/IP network activity of all applications running on your machine. When it detects a suspicious action, Kaspersky® Anti-Hacker blocks the suspicious application from accessing the network. This helps ensure enhanced privacy and 100% security of confidential data stored on your computer.

The product's SmartStealth™ technology prevents hackers from detecting your computer from the outside. In this stealthy mode, the application works seamlessly to keep your computer protected while you are on the Web. The application provides conventional transparency and accessibility of information.

Kaspersky® Anti-Hacker also blocks most common network hacker attacks and monitors attempts to scan computer ports.

Configuration of the application is simply a matter of choosing one of five security levels. By default, the application starts in self-learning mode, which will automatically configure your security system depending on your responses to various events. This makes your personal guard adjustable to your specific preferences and your particular needs.

Kaspersky® Personal Security Suite

Kaspersky® Personal Security Suite is a software suite designed for organizing comprehensive protection of personal computers running Microsoft Windows. The suite prevents malicious and potentially dangerous programs from penetrating through any possible data sources and protects you from unauthorized attempts to access your computer's data, as well as blocking spam.

Kaspersky Personal Security Suite has the following features:

- anti-virus protection of data saved on your computer
- protection against spam for users of Microsoft Office Outlook and Microsoft Outlook Express
- protection of your computer from unauthorized access, and also from network hacker attacks from your LAN or the Internet.

Kaspersky Lab News Agent

The News Agent is intended for timely delivery of news published by Kaspersky Lab, for notifications about the current status of virus activity and fresh news. The program reads the list of available news channels and their content from news server of Kaspersky Lab with specified frequency.

The product performs the following functions:

- It visualizes in the system tray the current status of virus activity.
- The product allows the users to subscribe and unsubscribe from news channels.
- It retrieves news from each subscribed channel with the specified frequency and notifies about fresh news.
- It allows reviewing news on the subscribed channels.
- It allows reviewing the list of channels and their status.
- It allows opening pages with news details in your browser.

News Agent is a stand-alone Microsoft Windows application, which can be used independently or may be bundled with various integrated solutions offered by Kaspersky Lab Ltd.

Kaspersky® OnLine Scanner

The program is a free service offered to the visitors of Kaspersky Lab's corporate website. The service allows an efficient online anti-virus scan of your computer. Kaspersky OnLine Scanner runs directly from your browser. Thus, users can quickly test their computers in case of a slightest suspicion of malicious infection. Using the service, visitors can:

- Exclude archives and e-mail databases from scanning.
- Select standard/extended anti-virus databases for scanning.
- Save a report on the scanning results in txt or html formats.

Kaspersky® OnLine Scanner Pro

The program is a subscription service offered to the visitors of Kaspersky Lab's corporate website. The service allows an efficient online anti-virus scan of your computer and disinfection of dangerous files. Kaspersky OnLine Scanner Pro runs directly from your browser. Using the service, visitors can:

- Exclude archives and e-mail databases from scanning.
- Select standard/extended anti-virus databases for scanning.
- Save a report on the scanning results in txt or html formats.

Kaspersky Anti-Virus® 6.0

Kaspersky Anti-Virus 6.0 is designed to safeguard personal computers against malicious software as an optimal combination of conventional methods of anti-virus protection and new proactive technologies.

The program provides for complex anti-virus checks including:

- Anti-virus scanning of e-mail traffic on the level of data transmission protocol (POP3, IMAP and NNTP for incoming mail and SMTP for outgoing messages) irrespectively of the mail client being used as well as disinfection of e-mail databases.
- Real-time anti-virus scanning of Internet traffic transferred via HTTP.
- Anti-virus scanning of individual files, directories or drives. In addition, a preset scan task can be used to initiate anti-virus analysis exclusively for critical areas of the operating system and start-up objects of Microsoft Windows.

Proactive protection offers the following features:

- **Control of changes within file system.** The program allows users to create a list of applications, which it will control on a per component basis. It helps protect application integrity against the influence of malicious software.
- **Monitoring of processes in random-access memory.** Kaspersky Anti-Virus 6.0 in a timely manner notifies users whenever it detects dangerous, suspicious or hidden processes or in case when unauthorized changes in standard processes occur.

- **Monitoring of changes in OS registry** due to internal system registry control.
- **Blocking of dangerous VBA macros** in Microsoft Office documents.
- **System restoration** after malicious spyware influence accomplished due to recording of all changes in the registry and computer file system and an opportunity to perform their roll-back at user's discretion.

Kaspersky® Internet Security 6.0

Kaspersky® Internet Security 6.0 is an integrated solution for protection of personal computers against the main information-related threats, i.e. viruses, hackers, spam and spyware. A common user interface allows configuration and management of all solution components.

The anti-virus protection feature includes:

- **Anti-virus scanning of e-mail traffic** on the level of data transmission protocol (POP3, IMAP and NNTP for incoming mail and SMTP for outgoing messages) irrespectively of the mail client being used. The program includes plug-ins for popular e-mail clients (Microsoft Office Outlook, Microsoft Outlook Express and The Bat!) and supports disinfection of their e-mail databases.
- **Real-time anti-virus scanning of Internet traffic** transferred via HTTP.
- **File system protection:** anti-virus scanning of individual files, directories or drives. In addition, the application can perform anti-virus analysis exclusively for critical areas of the operating system and start-up objects of Microsoft Windows.
- **Proactive protection:** the program performs constant monitoring of application activity and processes running in random-access memory preventing dangerous changes to the file system and registry, and restores the system after malicious influence.

Protection against Internet-fraud is guaranteed owing to the ability to recognize phishing attacks, which helps prevent confidential data leaks (first of all, your passwords, bank account and credit card numbers), and block execution of dangerous scripts on web pages, pop-up windows and advertisement banners. The feature **blocking charged phone calls** helps identify software that attempts to use your modem for hidden unauthorized connection to paid phone services and prevents such activity.

Kaspersky® Internet Security 6.0 **registers attempts to scan the ports of your computer**, which frequently precede network attacks, and successfully defends against typical hacker attacks. The program uses **defined rules as a basis** for control over all network transactions tracking all **incoming and outgoing data packets**. **Stealth mode** (owing to the SmartStealth™ technology) **prevents**

computer detection from outside. When you switch into that mode, the system will block all network activity except for a few transactions allowed in user-defined rules.

The program employs complex approach to anti-spam filtering of incoming e-mail messages:

- Verification against black and white lists of recipients (including addresses of phishing sites).
- Inspection of phrases in message body.
- Analysis of message text using a self-learning algorithm.
- Recognition of spam sent in image files.

Kaspersky® Security for PDA

Kaspersky® Security for PDA provides reliable anti-virus protection for data saved on various types of hand-held computers and smartphones. The program includes an optimal set of anti-virus defense tools:

- **anti-virus scanner** that scans information (saved both in internal memory of PDA and smartphones or on memory cards of any type) on user demand;
- **anti-virus monitor** to intercept viruses in files that are either copied from other handhelds or are transferred using HotSync™ technology.

Kaspersky® Security for PDA protects your handheld (PDA) from unauthorized intrusion by encrypting both access to the device and data stored on memory cards.

Kaspersky Anti-Virus Mobile

Kaspersky® Anti-Virus Mobile provides antivirus protection for mobile devices running Symbian OS and Microsoft Windows Mobile. The program provides comprehensive virus scanning, including:

- **On-demand scans** of the mobile device's onboard memory, memory cards, an individual folder, or a specific file. If an infected file is detected, it is moved to Quarantine or deleted.
- **Real-time scanning** – all incoming and outgoing files are automatically scanned, as will as files when attempts are made to access them
- **Scheduled scans** of data stored in the mobile device's memory
- **Protection from text message spam**

Kaspersky Anti-Virus® Business Optimal

This package provides a unique configurable security solution for small- and medium-sized corporate networks.

Kaspersky Anti-Virus® Business Optimal guarantees full-scale anti-virus protection¹ for:

- *Workstations* running Microsoft Windows 98/ME, Microsoft Windows NT/2000/XP Workstation and Linux.
- *File servers* running Microsoft Windows NT 4.0 Server, Microsoft Windows 2000/2003 Server/Advanced Server, Microsoft Windows 2003 Server, Novell Netware, FreeBSD and Linux; *Samba* file storage
- *E-mail systems* including Microsoft Exchange 2000/2003, Lotus Notes/Domino, postfix, exim, sendmail, and qmail mail systems
- *Internet gateways*: CheckPoint Firewall –1; Microsoft ISA Server 2000 Standard Edition, Microsoft ISA Server 2004 Standard Edition

The Kaspersky Anti-Virus® Business Optimal distribution kit includes Kaspersky® Administration Kit, a unique tool for automated deployment and administration.

You are free to choose from any of these anti-virus applications, according to the operating systems and applications you use.

Kaspersky® Corporate Suite

This package provides corporate networks of any size and complexity with comprehensive, scalable anti-virus protection. The package components have been developed to protect every tier of a corporate network, even in mixed computer environments. Kaspersky® Corporate Suite supports the majority of operating systems and applications installed across an enterprise. All package components are managed from one console and have a unified user interface. Kaspersky® Corporate Suite delivers a reliable, high-performance protection system that is fully compatible with the specific needs of your network configuration.

Kaspersky® Corporate Suite provides comprehensive anti-virus protection for:

- *Workstations* running Microsoft Windows 98/ME, Microsoft Windows NT/2000/XP Workstation and Linux;
- *File servers* running Microsoft Windows NT 4.0 Server, Microsoft Windows 2000, 2003 Server/Advanced Server, Novell Netware, FreeBSD, Linux; *Samba file storage*

¹ Depending on the type of distribution kit.

- *E-mail systems*, including Microsoft Exchange Server 2000/2003, Lotus Notes/Domino, sendmail, postfix, exim, and qmail mail systems
- *Internet gateways*: CheckPoint Firewall –1; Microsoft ISA Server 2000 Enterprise Edition, Microsoft ISA Server 2004 Enterprise Edition
- *Hand-held computers* (PDAs), running Symbian OS, Microsoft Windows CE and Palm OS, and also smartphones running Microsoft Windows Mobile 2003 for Smartphone and Microsoft Smartphone 2002.

The Kaspersky® Corporate Suite distribution kit includes Kaspersky® Administration Kit, a *unique tool for automated deployment and administration*.

You are free to choose from any of these anti-virus applications, according to the operating systems and applications you use.

Kaspersky® Anti-Spam

Kaspersky® Anti-Spam is a cutting-edge software suite that is designed to help organizations with small- and medium-sized networks wage war against the onslaught of unsolicited e-mail messages (spam). The product combines the revolutionary technology of linguistic analysis with modern methods of e-mail filtration, including DNS Black Lists and formal letter features. Its unique combination of services allows users to identify and wipe out up to 95% of unwanted traffic.

Installed at the entrance to a network, where it monitors incoming e-mail traffic streams for spam, Kaspersky® Anti-Spam acts as a barrier to unsolicited e-mail. The product is compatible with any mail system and can be installed on either an existing mail server or a dedicated one.

Kaspersky® Anti-Spam's high performance is ensured by daily updates to the content filtration database adding samples provided by the Company's linguistic laboratory specialists. Databases are updated every 20 minutes.

Kaspersky Security® for Microsoft Exchange 2003

Kaspersky Security for Microsoft Exchange performs anti-virus processing of incoming and outgoing mail messages as well as messages stored at the server, including letters in public folders and filters out unsolicited correspondence using "smart" spam recognition techniques in combination with Microsoft technologies. The application scans all messages arriving at an Exchange Server via SMTP protocol checking them for the presence of viruses using Kaspersky Lab's anti-virus technologies and for the presence of SPAM attributes. It filters out spam based on formal attributes (mail address, IP address, letter size, heading) and analyzes the content of messages and of their attachments using "smart" technologies, including unique graphic signatures for identifying graphic SPAM. The application scans both the message body and the attached files.

Kaspersky® Mail Gateway

Kaspersky Mail Gateway is a comprehensive solution that provides complete protection for users of mail systems. This application installed between the corporate network and the Internet scans all components of e-mail messages for the presence of viruses and other malware (Spyware, Adware, etc.) and performs centralized anti-spam filtration of e-mail stream. The application contains a number of advanced tools for filtering e-mail traffic by name and MIME attachments and a series of tools that reduce the load on the mail system and prevent hacker attacks.

Kaspersky Anti-Virus® for Proxy Servers

Kaspersky Anti-Virus® for Proxy Server is an antivirus solution for protecting web traffic transferred over HTTP protocol through a proxy server. The application scans Internet traffic in real time, protects against malware penetrating your system while web surfing, and scans files downloaded from the Internet.

Kaspersky Anti-Virus® for MIMESweeper for SMTP

Kaspersky Anti-Virus® for MIMESweeper for SMTP provides high-speed antivirus scans of SMTP traffic on servers running Clearswift MIMESweeper.

The program is designed as a plug-in for Clearswift MIMESweeper for SMTP and scans for viruses and processes incoming and outgoing e-mails in real time.

A.2. Contact Us

If you have any questions, comments, or suggestions, please refer them to one of our distributors or directly to Kaspersky Lab. We will be glad to assist you in any matters related to our product by phone or via e-mail. Rest assured that all of your recommendations and suggestions will be thoroughly reviewed and considered.

Technical support	Please find the technical support information at http://www.kaspersky.com/supportinter.html Helpdesk: www.kaspersky.com/helpdesk.html
General information	WWW: http://www.kaspersky.com http://www.viruslist.com E-mail: info@kaspersky.com

Appendix B. License agreement

End User License Agreement

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1.1.2 If you sell the Client Device on which the Software is installed, you will ensure that all copies of the Software have been previously deleted.

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1.1.5 You shall not rent, lease or lend the Software to any other person, nor transfer or sub-license your license rights to any other person.

1.1.6 You shall not use this Software in automatic, semi-automatic or manual tools designed to create virus signatures, virus detection routines, any other data or code for detecting malicious code or data.

1.2 Server-Mode Use. You may use the Software on a Client Device or on a server ("Server") within a multi-user or networked environment ("Server-Mode") only if such use is permitted in the applicable price list or product packaging for the Software. A separate license is required for each Client Device or "seat" that may connect to the Server at any time, regardless of whether such licensed Client Devices or seats are concurrently connected to or actually accessing or using the Software. Use of software or hardware that reduces the number of Client Devices or seats directly accessing or utilizing the Software (e.g., "multiplexing" or "pooling" software or hardware) does not reduce the number of licenses required (i.e., the required number of licenses would equal the number of distinct inputs to the multiplexing or pooling software or hardware "front end"). If the number of Client Devices or seats that can connect to the Software exceeds the number of licenses you have obtained, then you must have a reasonable mechanism in place to ensure that your use of the Software does not exceed the use limits specified for the license you have obtained. This license authorizes you to make or download such copies of the Documentation for each Client Device or seat that is licensed as are necessary for its lawful use, provided that each such copy contains all of the Documentation's proprietary notices.

1.3 Volume Licenses. If the Software is licensed with volume license terms specified in the applicable product invoicing or packaging for the Software, you may make, use or install as many additional copies of the Software on the number of Client Devices as the volume license terms specify. You must have reasonable mechanisms in place to ensure that the number of Client Devices on which the Software has been installed does not exceed the number of licenses you have obtained. This license authorizes you to make or download one copy of the Documentation for each additional copy authorized by the volume license, provided that each such copy contains all of the Document's proprietary notices.

2. Duration. This Agreement is effective for the period specified in the Key File (the unique file which is required to fully enable the Software, please see Help/about Software or Software about, for Unix/Linux version of the Software see the notification about expiration date of the Key File) unless and until earlier terminated as set forth herein. This Agreement will terminate automatically if you fail to comply with any of the conditions, limitations or other requirements described herein. Upon any termination or expiration of this Agreement, you must immediately destroy all copies of the Software and the Documentation. You may terminate this Agreement at any point by destroying all copies of the Software and the Documentation.

3. Support.

(i) Kaspersky Lab will provide you with the support services ("Support Services") as defined below for a period of one year following:

(a) Payment of its then current support charge, and;

(b) Successful completion of the Support Services Subscription Form as provided to you with this Agreement or as available on the Kaspersky Lab website, which will require you to produce the Key Identification File which will have been provided to you by Kaspersky Lab with this Agreement. It shall be at the absolute discretion of Kaspersky Lab whether or not you have satisfied this condition for the provision of Support Services.

(ii) Support Services will terminate unless renewed annually by payment of the then-current annual support charge and by successful completion of the Support Services Subscription Form again.

(iii) By completion of the Support Services Subscription Form you consent to the terms of the Kaspersky Lab Privacy Policy, which is deposited on ww.kaspersky.com/privacy, and you explicitly consent to the transfer of data to other countries outside your own as set out in the Privacy Policy.

(iv) "Support Services" means:

(a) Daily updates of the anti-virus database;

(b) Free software updates, including version upgrades;

(c) Extended technical support via e-mail and phone hotline provided by Vendor and/or Reseller;

(d) Virus detection and disinfection updates 24 hours per day.

4. Ownership Rights. The Software is protected by copyright laws. Kaspersky Lab and its suppliers own and retain all rights, titles and interests in and to the Software, including all copyrights, patents, trademarks and other intellectual property rights therein. Your possession, installation, or use of the Software does not transfer any title to the intellectual property in the Software to you, and you will not acquire any rights to the Software except as expressly set forth in this Agreement.

5. Confidentiality. You agree that the Software and the Documentation, including the specific design and structure of individual programs and the Key Identification File, constitute confidential proprietary information of Kaspersky Lab. You shall not disclose, provide, or otherwise make available such confidential information in any form to any third party without the prior written consent of Kaspersky Lab. You shall implement reasonable security measures to protect such confidential information, but without limitation to the foregoing shall use best endeavours to maintain the security of the Key Identification File.

6. Limited Warranty.

(i) Kaspersky Lab warrants that for six (6) months from first download or installation the Software purchased on a physical medium will perform substantially in accordance with the functionality described in the Documentation when operated properly and in the manner specified in the Documentation.

(ii) You accept all responsibility for the selection of this Software to meet your requirements. Kaspersky Lab does not warrant that the Software and/or the Documentation will be suitable for such requirements nor that any use will be uninterrupted or error free.

(iii) Kaspersky Lab does not warrant that this Software identifies all known viruses, nor that the Software will not occasionally erroneously report a virus in a title not infected by that virus.

(iv) Your sole remedy and the entire liability of Kaspersky Lab for breach of the warranty at paragraph (i) will be at Kaspersky Lab option, to repair, replace or refund of the Software if reported to Kaspersky Lab or its designee during the warranty period. You shall provide all information as may be reasonably necessary to assist the Supplier in resolving the defective item.

(v) The warranty in (i) shall not apply if you (a) make or cause to be made any modifications to this Software without the consent of Kaspersky Lab, (b) use the Software in a manner for which it was not intended, or (c) use the Software other than as permitted under this Agreement.

(vi) The warranties and conditions stated in this Agreement are in lieu of all other conditions, warranties or other terms concerning the supply or purported supply of, failure to supply or delay in supplying the Software or the Documentation which might but for this paragraph (vi) have effect between the Kaspersky Lab and you or would otherwise be implied into or incorporated into this Agreement or any collateral contract, whether by statute, common law or otherwise, all of which are hereby excluded (including, without limitation, the implied conditions, warranties or other terms as to satisfactory quality, fitness for purpose or as to the use of reasonable skill and care).

7. Limitation of Liability.

(i) Nothing in this Agreement shall exclude or limit Kaspersky Lab's liability for (a) the tort of deceit, (b) death or personal injury caused by its breach of a common law duty of care or any negligent breach of a term of this Agreement, or (c) any other liability which cannot be excluded by law.

(ii) Subject to paragraph (i) above, the Supplier shall bear no liability (whether in contract, tort, restitution or otherwise) for any of the following losses or damage (whether such losses or damage were foreseen, foreseeable, known or otherwise):

(a) Loss of revenue;

(b) Loss of actual or anticipated profits (including for loss of profits on contracts);

- (c) Loss of the use of money;
- (d) Loss of anticipated savings;
- (e) Loss of business;
- (f) Loss of opportunity;
- (g) Loss of goodwill;
- (h) Loss of reputation;
- (i) Loss of, damage to or corruption of data, or:
- (j) Any indirect or consequential loss or damage howsoever caused (including, for the avoidance of doubt, where such loss or damage is of the type specified in paragraphs (ii), (a) to (ii), (i).
- (iii) Subject to paragraph (i), the liability of Kaspersky Lab (whether in contract, tort, restitution or otherwise) arising out of or in connection with the supply of the Software shall in no circumstances exceed a sum equal to the amount equally paid by you for the Software.

8. (i) This Agreement contains the entire understanding between the parties with respect to the subject matter hereof and supersedes all and any prior understandings, undertakings and promises between you and Kaspersky Lab, whether oral or in writing, which have been given or may be implied from anything written or said in negotiations between us or our representatives prior to this Agreement and all prior agreements between the parties relating to the matters aforesaid shall cease to have effect as from the Effective Date. Save as provided in paragraphs (ii) - (iii) below, you shall not have any remedy in respect of an untrue statement made to you upon which you relied in entering into this Agreement ("Misrepresentation") and Kaspersky Lab shall not have any liability to the other than pursuant to the express terms of this Agreement.

(ii) Nothing in this Agreement shall exclude or limit Kaspersky Lab's liability for any Misrepresentation made thereby if aware that it was untrue.

(iii) The liability of Kaspersky Lab for Misrepresentation as a fundamental matter, including a matter fundamental to the maker's ability to perform its obligations under this Agreement, shall be subject to the limitation of liability set out in paragraph 7(iii).