
REM Update Server User's Guide

eEye Digital Security



eEye Digital Security®

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REM Update Server

The REM Update Server allows administrators to manage all of their eEye Digital Security application and data updates from a central location. The main screen in the REM Update Server allows administrators to easily check if updates are available for their applications and data. If updates are available, administrators are provided with the option of downloading the updates to an intermediate repository. The stored updates can then be downloaded from the repository and distributed to the client machines through the organization's network. This method greatly reduces the amount of time it would normally take to download and install updates, in that only one machine has to connect to the Internet and have outside communication, as compared to numerous client machines performing the same task. There is also less of a security risk by using this method, as client machines will not need Internet access to update their products.

For those organizations that do not wish to download updates through the Internet, CDs containing the updated files can be provided to them. In this situation, an administrator still uses the REM Update Server to upload the necessary files from the CD to the repository. The files can then be distributed to the client machines through your network. Therefore, none of the machines in the organization need to connect to the Internet and use outside communication, decreasing security risks even more.

The screenshot displays the REM Update Server web interface. On the left is a navigation menu with sections: Main (Home, Logout, Password, Help), Server (Configuration, Upload), Users (Manage users), and Options (User policy management). The main content area shows 'Home > Server Status' with a sub-header 'Manage Application Versions'. Below this is a table listing application versions for Retina, Application Bus, REM Events Manager, REM Events Server, and eEye Auto-Update. Each row includes columns for Name, Current, Delta, and Latest, along with buttons for Merge, Check for Updates, Get Updates, and Reset.

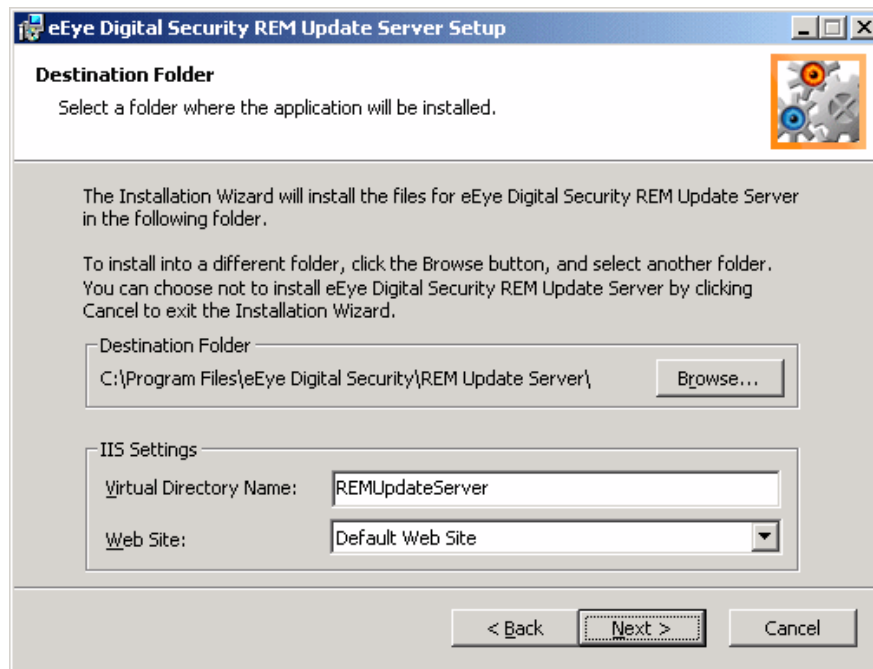
Name	Current	Delta	Latest	Buttons
Retina				
Retina	5.0.13			Merge, Check for Updates, Get Updates, Reset
Audits	1097			
Application Bus				
ApplicationBus	2.2.5			Merge, Check for Updates, Get Updates, Reset
REM Events Manager				
REMEventsManager	2.0.21			Merge, Check for Updates, Get Updates, Reset
REM Events Server				
REMEventsServer	2.1.0			Merge, Check for Updates, Get Updates, Reset
eEye Auto-Update				
SyncIt	2.0.9			Merge, Check for Updates, Get Updates, Reset

REM Update Server

Installing the REM Update Server

To install the REM Update Server, do the following:

1. Double-click `REMUpdateServer.exe`.
2. Read the disclaimer, and then click **Next**.
3. Read the license agreement, and then click **Yes** to agree. If you do not agree, you will not be able to continue with the installation.
4. Read the *readme* text. This text contains important technical information regarding how to set up a web site in IIS.
5. Click **Next**. The *Destination Folder* screen opens.



Specifying the Destination Folder and IIS Settings

6. Specify the destination folder and the IIS settings for the REM Update Server. The Virtual Directory Name can be any name you choose. Use the *Web Site* drop-down arrow to select which web site you would like the REM Update Server to run on.
7. Continue to click **Next** until the installation is complete. Note that IIS will be restarted.
8. The *Log on* screen for the REM Update Server displays in the browser. The default user name is `administrator`. Leave the password field blank — you will be asked to enter a new password during your first login attempt. (The password must contain at least eight characters, including one letter and one number.)



The password settings can be changed after the REM Update Server is installed. Simply click **User Policy Management** under **Options**.

To change your password after the REM Update Server is installed, click **Password** under **Main**.

9. After a successful login, the home page (*Server Status* screen) displays. This page displays the status of the various eEye Digital Security applications that are installed.

Home > Server Status

Below is a list of product version information for REM Update Server.

Name	Current	Delta	Latest			
Retina						
Retina	5.0.13			Merge	Check for Updates	Get Updates
Audits	1097					Reset
Application Bus						
Name	Current	Delta	Latest			
ApplicationBus	2.2.5			Merge	Check for Updates	Get Updates
						Reset
REM Events Manager						
Name	Current	Delta	Latest			
REMEventsManager	2.0.21			Merge	Check for Updates	Get Updates
						Reset
REM Events Server						
Name	Current	Delta	Latest			
REMEventsServer	2.1.0			Merge	Check for Updates	Get Updates
						Reset
eEye Auto-Update						
Name	Current	Delta	Latest			
SyncIt	2.0.9			Merge	Check for Updates	Get Updates
						Reset

The Server Status screen

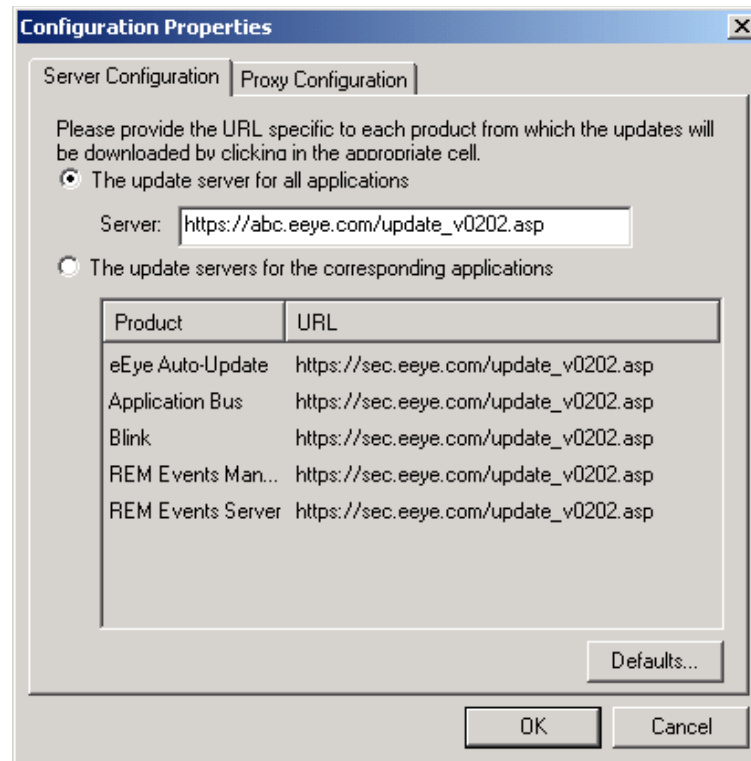
Configuring the REM Update Server

After the REM Update Server is installed, the client machines must be configured to point to the server containing the REM updates.

1. Click the *Start* menu, and then point to *Programs*. Point to *eEye Digital Security*, and then click *eEye Auto-Update*. The *eEye Auto-Update* dialog box opens.
2. Click the **Configure** button. The *Configuration Properties* dialog box opens. Make sure the *Server Configuration* tab is displayed.

3. In the *Server* field, specify the server to point to by entering the following:

`http://[Web Site]/[Virtual Directory]/update_v0202.asp`



Pointing to the server

4. Click **OK**, and then close the dialog boxes.

Using the REM Update Server

Getting Updates

The REM Update Server allows users to centrally manage updates for their eEye Digital Security software. It provides the user with a mechanism for getting updates, either automatically or manually, as well as a web interface for distributing the updates to client machines on your network.

The home page (*Server Status* screen) displays a concise view of the applications that are installed and their version numbers. The *Current* column displays the application versions that are currently installed. To find out if there are data updates available for the installed applications, click **Check for Updates** for the desired application. If updates are available, the newer version number displays in the *Latest* column.

If you choose to install a new update, click **Get Updates** to place the updates into the *Delta* status. The updated data is uploaded to the server (via the upload page) or downloaded from the parent server defined on the configuration page.

If you choose to install the *Delta* version, click the **Merge** button to integrate it into the corporate server and make it *Current*.



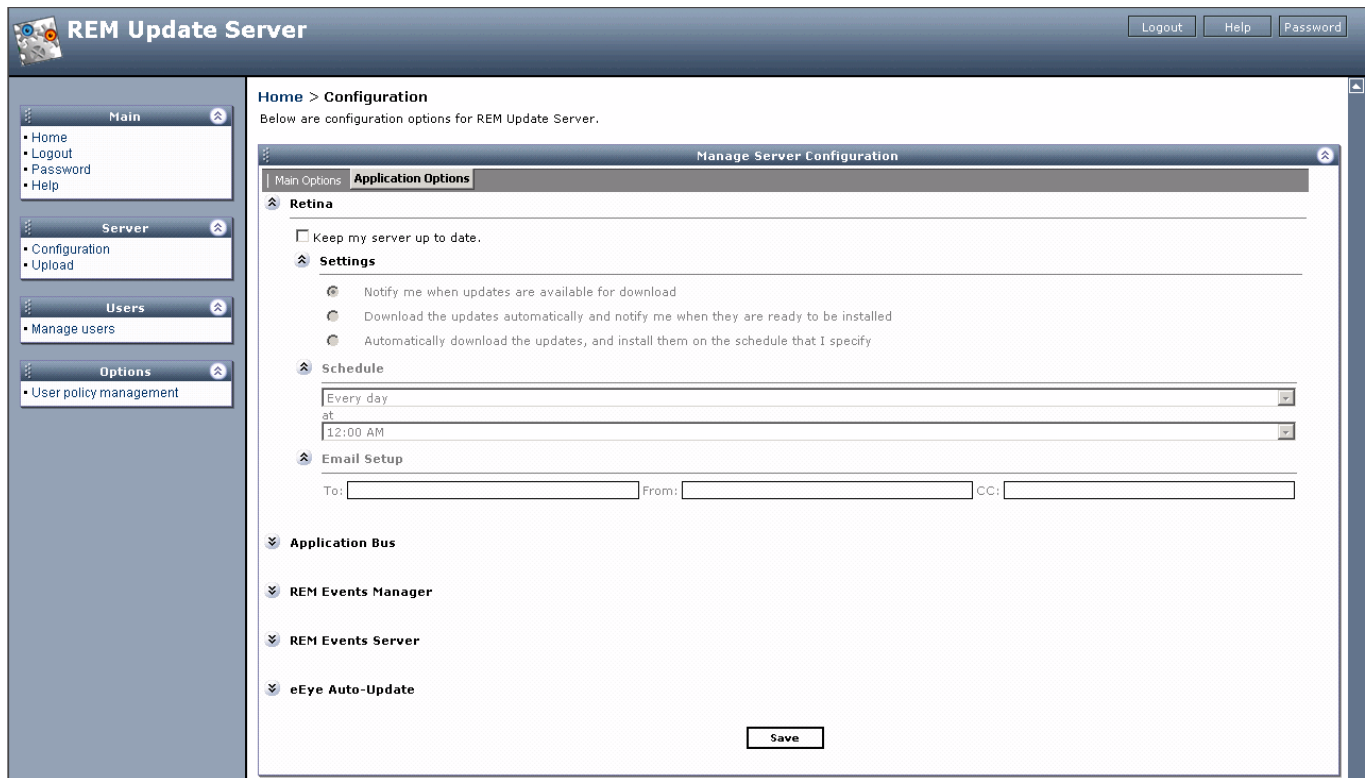
Use the **Reset** button to erase all of your current application information and redownload ALL of it from the parent server. This function should be used as a last resort, for example, if your updates are not serving properly. It is **highly** recommended that you back up your data directory prior to performing this operation.

Configuring the Server

The Server features are used to specify the parent server, proxy server, and e-mail options. You can access these features by clicking **Configuration** under **Server** on the left pane.

Configuring the server

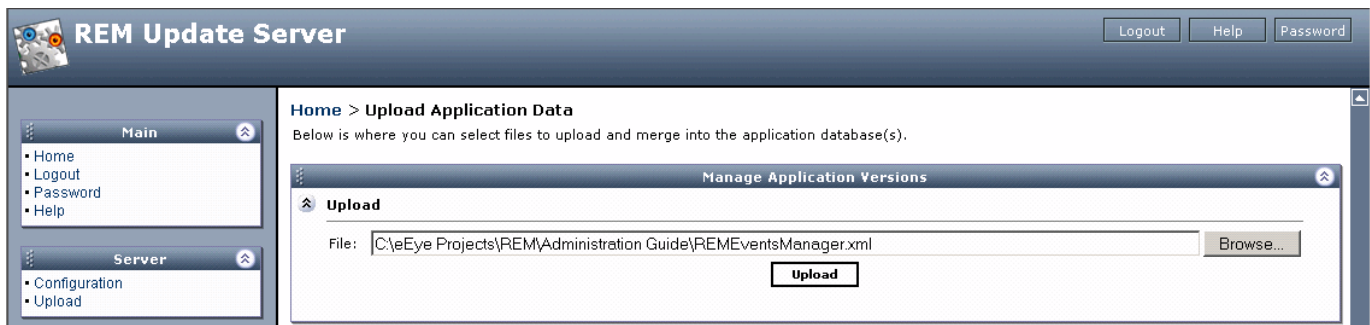
- **Parent Server** — This is the server where the REM Update Server gets the data from.
- **Proxy Server** — Specify whether a proxy server is being used. Use the **Test Proxy** button to test the proxy connection.
- **E-Mail Options** — Users can be notified by e-mail if there are updates available. Use the *Application Options* tab to specify e-mail options.



Specifying e-mail options

Server Upload Options

The REM Update Server lets users who don't wish to get updates through the Internet obtain the updated XML files on a CD from eEye Digital Security. To use this feature, click **Upload** under **Server**. You can then specify the desired file on the CD in the *File* field.



Specifying the file to upload

Managing Users

In order to access the REM Update Server, users must be set up in the REM Update Server. To do this, click **Manage users** under **Users**. A list of all authorized displays. To add a new user, click **Add a new user** in the upper-right corner, and then enter the necessary information.