Symantec AntiVirus™ for Network Attached Storage Integration Guide
Symantec AntiVirus™ for Network Attached Storage Integration Guide

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Hardware information
Available memory, disk space, and 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
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- Information about upgrade assurance and support contracts
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Introducing Symantec AntiVirus™ for Network Attached Storage

This document includes the following topics:

- About Symantec AntiVirus for Network Attached Storage
- What’s new in 5.2.11
- How to use the Symantec AntiVirus for Network Attached Storage documentation
- Why you need virus protection in a network attached storage environment
- About preparing for installation
- Post-installation tasks

About Symantec AntiVirus for Network Attached Storage

Symantec AntiVirus™ for Network Attached Storage provides virus scanning and repair services for a number of network-attached storage (NAS) devices. Symantec AntiVirus for Network Attached Storage features the Symantec™ Scan Engine, a carrier-class virus scanning and repair engine. The Symantec Scan Engine features all of the virus-scanning technologies that are available in Symantec antivirus products, making the Symantec Scan Engine one of the most effective virus solutions available for detecting and preventing virus attacks.
You can scan files for viruses automatically as they are accessed from storage before the requesting user gains access to it. Based on a configurable virus scan policy, when a virus is found in a file, the file is repaired. The clean file is stored on the NAS device and only then is the requesting user granted access.

Symantec Scan Engine uses the following protocols to interface with network attached storage devices:

- The Internet Content Adaptation Protocol (ICAP), version 1.0, as presented in RFC 3507 (April 2003)
- A proprietary implementation of remote procedure call (RPC)
- The scan engine native protocol

Each NAS device maintains a connection with Symantec Scan Engine to request scanning and repairing of files.

About software components

In most cases, adding virus scanning to a supported NAS device requires installation and configuration of the following components:

- Symantec Scan Engine, which provides the virus scanning and repair services. See “About Symantec Scan Engine” on page 9.
- Connector, which lets the NAS device communicate with Symantec Scan Engine. See “About the connector” on page 10.

The connector handles the communication between the scan engine and the NAS device and interprets the results that are returned from the scan engine after scanning. The manufacturer of the NAS device develops and provides support to the connector. The connector typically is installed and configured on the NAS device. (In some cases, the manufacturer pre-installs the connector.)

Figure 1-1 shows a typical integration of a network attached storage device with Symantec Scan Engine.
Figure 1-1 Integration of a network attached storage device with the Symantec Scan Engine

1. The client tries to access a file on the network attached storage device.
2. The network attached storage device, by means of a connector, sends the file to the Symantec Scan Engine for scanning.
3. Symantec Scan Engine scans the file, repairs it if it is infected, and returns the clean file to the network attached storage device.
4. The network attached storage device writes the cleaned file to disk, caches the fact that the file has been cleaned, and sends the file to the client.

About Symantec Scan Engine

Symantec Scan Engine, formerly marketed as Symantec AntiVirus Scan Engine, is a carrier-class content scanning engine. Symantec Scan Engine provides content scanning capabilities to any application on an IP network, regardless of platform. Any application can pass files to Symantec Scan Engine for scanning.

Symantec Scan Engine accepts scan requests from client applications that use the following protocols:

- The Internet Content Adaptation Protocol (ICAP), version 1.0, as presented in RFC 3507 (April 2003)
- A proprietary implementation of remote procedure call (RPC)
- Symantec Scan Engine native protocol

Symantec Scan Engine is included in the Symantec AntiVirus for Network Attached Storage distribution package.
For more information about the scan engine, see the Symantec Scan Engine Implementation Guide on the product CD.

About the connector

The connector handles the communication between the scan engine and the NAS device and interprets the results that are returned from the scan engine after scanning. The manufacturer of the NAS device develops and provides support for the connector. The connector typically is installed and configured on the NAS device. (In some cases, the manufacturer pre-installs the connector.)

In some cases, no connector is necessary. The NAS device handles the communication with the scan engine, and any configuration options are available directly on the device.

What's new in 5.2.11

Table 1-1 describes the new features in Symantec Scan Engine.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhanced URL Filtering</td>
<td>Symantec Scan Engine is integrated with an enhanced URL database. The URL database now contains Symantec URL categories and Child Abuse Image Content (CAIC) URL categories to scan and block the unwanted URLs.</td>
</tr>
<tr>
<td>Maximum extract size limit for container files increased upto 30GB</td>
<td>Symantec Scan Engine can now process specific container types of size up to 30 GB. A new parameter called DecFileSize allows Symantec Scan Engine to decompose top-level container files of type tar/rar/zip up to 30 GB. For other container types, the maximum top-level container file size can be up to 2 GB. For individual files within tar/rar/zip containers, you can specify the existing MaxExtractSize parameter to have a value up to 30719 MB (~30 GB). For other container types, the maximum extract file size that you can specify for individual files can be up to 1907 MB (~2 GB). Symantec Scan Engine calculates the cumulative file size after each file is extracted. The MaxCumulativeExtractSize parameter stops the recursive scanning of individual files once this file size limit is reached. This parameter accepts a maximum value of 32212254720 bytes (~30 GB).</td>
</tr>
</tbody>
</table>
### New features (continued)

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
</table>
| Extended support for C API to 64-bit platforms | From Symantec Scan Engine 5.2.11 onwards, the C API contains libraries for the following 64-bit platforms:  
  - Windows Server 2008 R2 - 64 bit (using Microsoft Visual Studio 2008 version 9.0)  
  - RHEL 5.5 - 64 bit (using gcc 4.1.2)  
  - Solaris 10 (SPARC) - 64 bit (using gcc 3.4.3)  
  - Solaris 10 (x86) - 64 bit (using gcc 3.4.3) |
| Additional platform support for C API | You can now compile the C API libraries on the following new platforms:  
  - Sun Solaris 10 (x86) - 32 bit (using gcc 3.4.3)  
  - Sun Solaris 10 (x86) - 64 bit (using gcc 3.4.3) |
| Support for AMD Opteron™ Processors | From Symantec Scan Engine 5.2.11 onwards, Symantec Scan Engine supports AMD Opteron™ (1.4 GHz or higher) processors. |
| Default Server Resources values increased | The default value for the maximum RAM used for in-memory file system has now increased from 16 MB to 128 MB.  
The default value for the maximum file size stored within the in-memory file system has now increased from 3 MB to 16 MB. |

For more information, see the *Symantec Scan Engine Implementation Guide*.

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**How to use the Symantec AntiVirus for Network Attached Storage documentation**

To configure Symantec AntiVirus for Network Attached Storage to work with one of the supported NAS devices, you need the documentation that is included in the Symantec AntiVirus for Network Attached Storage distribution package. You need the documentation that is provided by the manufacturer of the NAS device as well.

The Symantec AntiVirus for Network Attached Storage distribution package includes the following documents:

- *Symantec Scan Engine Implementation Guide*
- *Symantec AntiVirus for Network Attached Storage Integration Guide*
- *Configuration guides for Symantec certified Network Attached Storage devices*
The manufacturer of the NAS device develops the connector to integrate Symantec Scan Engine. The manufacturer of the NAS device also prepares and distributes supporting documentation for the connector. Obtain the connector and any supporting documentation from the manufacturer if you do not receive it with the NAS device.

**About the Symantec Scan Engine Implementation Guide**

Use the *Symantec Scan Engine Implementation Guide* as the primary guide for installing and configuring Symantec Scan Engine. This guide contains the information that you need to consider about the scan engine configuration options.

**About the Symantec AntiVirus for Network Attached Storage Integration Guide**

The Symantec AntiVirus for Network Attached Storage Integration Guide provides an overview of how Symantec Scan Engine and the Network Attached Storage device interact during virus scanning. It also explains why you need virus protection in a network attached storage environment.

**About configuration guides for Symantec certified Network Attached Storage devices**

Use the guidance and recommendations that are in these guides with the manufacturer-prepared documentation to implement virus scanning. Each of these guides includes the following information:

- General information on how antivirus scanning works with the NAS device
- Information for configuring the scan engine to work with the NAS device
- Information on configuring the NAS device to work with the scan engine
- Known issues

For the latest supported network attached storage device documentation, see [http://www.symantec.com/docs/TECH147442](http://www.symantec.com/docs/TECH147442)

**Why you need virus protection in a network attached storage environment**

Network attached storage provides many benefits, such as increased performance, heterogeneous data access, data redundancy, ease of storage management, and
real-time backup recovery. However, the implementation of a NAS system introduces security risks that should be addressed. Data can be accessed and compromised more quickly when it is consolidated into a centralized NAS system. This occurs because NAS systems are typically connected directly to the local network.

Installing virus protection software at key locations in the corporate network is not sufficient to protect data on NAS servers. Examples of such key locations are firewalls, email gateways, and desktops.

Dedicated antivirus protection for a NAS system should be part of a comprehensive security policy for the following reasons:

- Storage servers are susceptible to attacks from viruses, worms, Trojan horses, and other malicious code because a large number of users access them and they contain large amounts of data.
- Malicious code can result in lost, stolen, or corrupted files, which can result in costly downtime to the enterprise.
- The NAS system can become a vector for the malicious code when a threat is stored on the NAS system. It can compromise the computers and the data of the users who access the NAS system.
- Malicious code can be replicated multiple times in multiple locations through NAS backup, mirroring of data, and archiving. The malicious code can be re-introduced to the NAS system when NAS data that contains malicious code is restored from one of these locations. This re-introduction can potentially reinfect the network.
- Malicious code could replicate on the NAS system in multiple locations and infect other parts of the network. The effort to remove a threat becomes a time-consuming task that involves significant downtime as well as time and money for data recovery.
- The NAS system can be used as an access point to the rest of the network or as a launch point for an attack. For example, a denial-of-service attack can be launched in a NAS system.
- Industry regulations and laws now require that organizations that maintain financial, medical, personal, and email data should protect the data from being stolen, altered, or destroyed. Organizations are legally responsible for providing comprehensive protection for stored data.

How the scan engine protects against viruses

Symantec Scan Engine detects viruses, worms, and Trojan horses in all major file types (for example, Windows files, DOS files, and Microsoft Word and Excel files).
Symantec Scan Engine includes a decomposer that handles most compressed and archive file formats and nested levels of files. You can configure the scan engine to limit scanning to certain file types by a file extension and file type exclusion list.

Symantec Scan Engine provides protection against those container files that can cause denial-of-service attacks. Examples are those container files that are overly large, that contain large numbers of embedded compressed files, or that have been designed to use resources maliciously and degrade performance. You can specify the maximum amount of time that the scan engine devotes to extracting a file and its contents, the maximum file size for container files, and the maximum number of nested levels to be decomposed for scanning.

Symantec Scan Engine also detects mobile code such as Java™, ActiveX®, and standalone script-based threats. Symantec Scan Engine uses Symantec antivirus technologies, including Bloodhound™, for heuristic detection of new or unknown viruses; NAVEX™, which provides protection from new classes of viruses automatically through LiveUpdate; and Striker, for the detection of polymorphic viruses.

The scan engine can also be configured to send alerts when specific thresholds are met or exceeded. For example, if the same type of virus has been detected ten times in a 20-minute interval, the scan engine can be configured to send an alert to any of the scan engine logging or alerting destinations.

About Symantec Security Response

Symantec Scan Engine is supported by the Symantec Security Response team. These Symantec engineers work 24 hours per day, 7 days per week, tracking new virus outbreaks and identifying new virus threats.

For more information about protection against a specific virus, visit the Symantec Security Response Web site at: http://securityresponse.symantec.com

For more information, see the Symantec Scan Engine Implementation Guide.

About preparing for installation

Before you install Symantec Antivirus for Network Attached Storage, you should ensure that your computer meets the system requirements for installing the scan engine. The scan engine is included on the Symantec AntiVirus for Network Attached Storage CD.

If the scan engine uses RPC protocol to interface with your network attached storage device, Symantec Scan Engine must be installed on Windows 2000 Server/Windows 2003 Server/Windows 2008 Server platforms only.
For more information about installing the scan engine, see the *Symantec Scan Engine Implementation Guide* on the product CD.

**Windows system requirements**

The following are the system requirements for installing Symantec AntiVirus for Network Attached Storage on a Windows 2000 Server/Windows 2003 Server/Windows 2008 Server:

<table>
<thead>
<tr>
<th>Operating system</th>
<th>Windows 2000 Server with the latest service pack</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Windows Server 2003 (32-bit)</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2003 Japanese (32-bit)</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2003 R2 (32-bit and 64-bit)</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2008 (32-bit and 64-bit)</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2008 R2 (64-bit)</td>
</tr>
</tbody>
</table>

- **Processor** Pentium 4 processor 3.4 GHz or higher
- **Memory** 2 GB of RAM or higher
- **Disk space** 2 GB of hard disk space
  - 10 GB of hard disk space for using URL Filtering feature
- **Hardware**
  - 1 network interface card (NIC) running TCP/IP with a static IP address
  - Internet connection to update definitions
  - 100 Mbits/s Ethernet link (1 Gbit/s recommended)
Software
- J2SE Runtime Environment (JRE) 5.0 (update 13 or later) or JRE 6.0
  The most current version of JRE 5.0 and JRE 6.0 at the time of product ship is provided on the product CD in the following folder: Tools\Java\Win32
- One of the following Web browsers to access the Symantec Scan Engine console
  - Microsoft Internet Explorer 6 (SP1) or later
    Use Microsoft Internet Explorer to access the Symantec Scan Engine console from a Windows client computer.
  - Mozilla Firefox 1.5 or later
    Use Mozilla Firefox to access the Symantec Scan Engine console from a Solaris or Linux client computer.

The Web browser is only required for Web-based administration. You must install the Web browser on a computer from which you want to access the Symantec Scan Engine console. The computer must have access to the server on which Symantec Scan Engine runs.

Solaris system requirements

The following are the system requirements for installing Symantec AntiVirus for Network Attached Storage on a Sun Solaris system:

<table>
<thead>
<tr>
<th>Operating system</th>
<th>Solaris 9 and 10</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ensure that your operating system has the latest patches that are available.</td>
</tr>
<tr>
<td>Processor</td>
<td>SPARC® 3.4 GHz or higher</td>
</tr>
<tr>
<td>Memory</td>
<td>2 GB of RAM or higher</td>
</tr>
<tr>
<td>Disk space</td>
<td>2 GB of hard disk space</td>
</tr>
<tr>
<td></td>
<td>10 GB of hard disk space for using URL Filtering feature</td>
</tr>
<tr>
<td>Hardware</td>
<td>1 network interface card (NIC) running TCP/IP with a static IP address</td>
</tr>
<tr>
<td></td>
<td>Internet connection to update definitions</td>
</tr>
<tr>
<td></td>
<td>100 Mbits/s Ethernet link (1 Gbit/s recommended)</td>
</tr>
</tbody>
</table>
Software

- J2SE Runtime Environment (JRE) 5.0 (update 13 or later) or JRE 6.0
  The most current version of JRE 5.0 and JRE 6.0 at the time of product ship is provided on the product CD in the following folder: Tools\Java\Solaris
  If you install the self-extracting JRE, ensure that you note the installation location. You must provide the location of the JRE if the installer is unable to detect it.
- One of the following Web browsers to access the Symantec Scan Engine console
  - Mozilla Firefox 1.5 or later
    Use Mozilla Firefox to access the Symantec Scan Engine console from a Solaris or Linux client computer.
  - Microsoft Internet Explorer 6 (SP1) or later
    Use Microsoft Internet Explorer to access the Symantec Scan Engine console from a Windows client computer.

The Web browser is only required for Web-based administration. You must install the Web browser on a computer from which you want to access the Symantec Scan Engine console. The computer must have access to the server on which Symantec Scan Engine runs.

Linux system requirements

The following are the system requirements for installing Symantec AntiVirus for Network Attached Storage on a Linux system:

<table>
<thead>
<tr>
<th>Operating system</th>
<th>Red Hat Linux Enterprise Server 3 and 4</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Red Hat Linux Advanced Server 3 and 4</td>
</tr>
<tr>
<td></td>
<td>Red Hat Enterprise Linux 5 (32-bit and 64-bit)</td>
</tr>
<tr>
<td></td>
<td>SUSE Linux Enterprise Server 9 (32-bit)</td>
</tr>
<tr>
<td></td>
<td>SUSE Linux Enterprise Server 10 and 11 (32-bit and 64-bit)</td>
</tr>
<tr>
<td>Processor</td>
<td>Pentium 4 processor 3.4 GHZ or higher</td>
</tr>
<tr>
<td>Memory</td>
<td>2 GB of RAM or higher</td>
</tr>
<tr>
<td>Disk space</td>
<td>2 GB of hard disk space</td>
</tr>
<tr>
<td></td>
<td>10 GB of hard disk space for using URL Filtering feature</td>
</tr>
</tbody>
</table>
About preparing for installation

Hardware
- 1 network interface card (NIC) running TCP/IP with a static IP address
- Internet connection to update definitions
- 100 Mbits/s Ethernet link (1 Gbit/s recommended)

Software
- Ensure that the following packages are installed:
  - GNU sharutils-4.6.1-2 or later
    Use this package to expand the Rapid Release packages.
  - ncompress-4.2.4-44 or later
    Use this package to expand the Rapid Release packages.
  - initscripts
    This package is required for Red Hat Linux only.
  - aaa_base package
    This package is required for SuSE only.
  - J2SE Runtime Environment (JRE) 5.0 (update 13 or later) or JRE 6.0
    The most current version of JRE 5.0 and JRE 6.0 at the time of product ship is provided on the product CD in the following folder: Tools\Java\Red Hat
    Install the JRE using Red Hat Package Manager (RPM).
    Ensure that you note the installation location. You must provide the location of the JRE if the installer is unable to detect it.
  - One of the following Web browsers to access the Symantec Scan Engine console
    - Mozilla Firefox 1.5 or later
      Use Mozilla Firefox to access the Symantec Scan Engine console from a Solaris or Linux client computer.
    - Microsoft Internet Explorer 6 (SP1) or later
      Use Microsoft Internet Explorer to access the Symantec Scan Engine console from a Windows client computer.

The Web browser is only required for Web-based administration. You must install the Web browser on a computer from which you want to access the Symantec Scan Engine console. The computer must have access to the server on which Symantec Scan Engine runs.
Post-installation tasks

The Symantec AntiVirus for Network Attached Storage connectors do not require licensing from Symantec. However, you must install the appropriate licenses for Symantec Scan Engine. These licenses are required to activate antivirus scanning functionality for the scan engine and to receive updated virus definitions.

For more information about licensing, see the Symantec Scan Engine Implementation Guide.

After you install and configure the scan engine, you must configure the connector for your network attached storage device to send files to the scan engine.

For more information about integrating a specific connector with the scan engine, see the appropriate supported documentation provided by the manufacturer along with the NAS device documentation.

To access the latest supported network attached storage device documentation, see http://www.symantec.com/docs/TECH147442
Post-installation tasks
Index

A
antivirus scanning 13

B
Bloodhound 13

C
connector
about 8, 10
container files 13

decomposer 13
denial-of-service attack 12
documentation
Symantec AntiVirus for Network Attached Storage 11
Symantec Scan Engine Implementation Guide 11–12

I
installation 14
installation requirements
Linux 17
Solaris 16
Windows 15

L
Linux
system requirements 17

M
malicious code 12

N
NAVEX 13

P
policy
virus scan 7
polymorphic viruses 13

S
software components
about 8
Solaris
system requirements 16
Striker 13
Symantec antivirus technology
Bloodhound 13
examples 13
NAVEX 13
Striker 13
Symantec AntiVirus for Network Attached Storage
documentation 11
Integration Guide 12
Symantec Antivirus for Network Attached Storage
software components 8
Symantec Scan Engine
about 8–9
documentation 12
new features 10
protocols 9
virus protection 13
Symantec Scan Engine Implementation Guide
about 12
Symantec Security Response
about 14
website 14

T
trojan horses 13

V
virus protection
description 13
for network attached storage 12
virus protection  (continued)
  why 12
virus scan policy  7
virus scanning
  add 8