

Symantec™ LiveUpdate™ Administrator 2.3.5 Getting Started Guide



Symantec LiveUpdate Administrator Getting Started Guide

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Getting started

This document includes the following topics:

- [About LiveUpdate Administrator](#)
- [What's new in LiveUpdate Administrator 2.3.5](#)
- [How to get started](#)
- [Before you install](#)
- [System requirements for LiveUpdate Administrator](#)
- [Installing LiveUpdate Administrator](#)
- [Logging on to LiveUpdate Administrator](#)
- [Connecting to LiveUpdate Administrator remotely](#)
- [Getting started on LiveUpdate Administrator](#)

About LiveUpdate Administrator

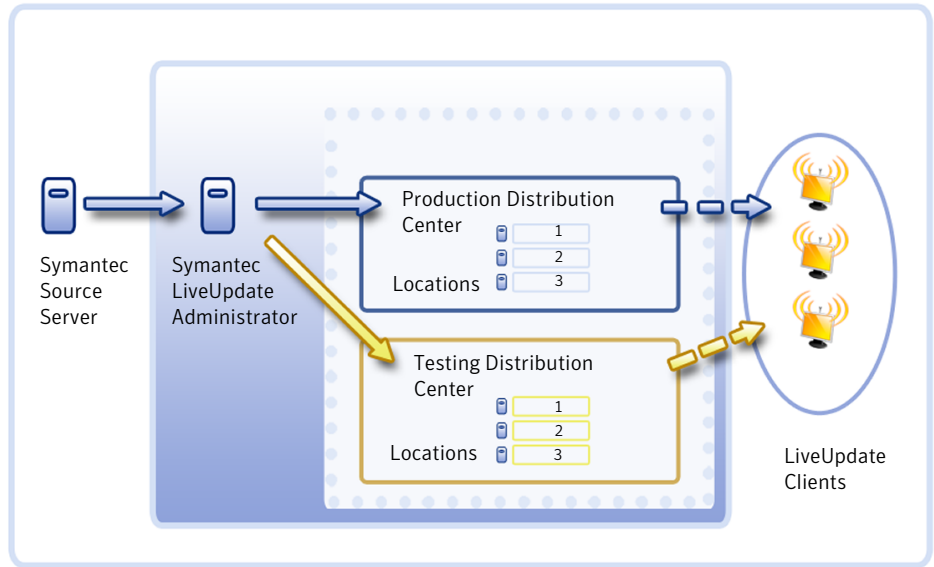
Symantec LiveUpdate Administrator is an enterprise web application that lets you manage Symantec updates on multiple internal LiveUpdate servers.

You download the updates from an external site to the internal LiveUpdate Administrator server, called Distribution Centers. You send the updates either immediately to a production distribution center for LiveUpdate clients to download, or to a testing center, so that you can test the updates. Once the updates have passed your testing requirements, they are sent to the production distribution center.

You distribute the updates on a schedule, letting you create a low maintenance, reliable system that can be set up once, and then run automatically. Updates can also be manually downloaded and distributed as needed.

Figure 1-1 illustrates a typical LiveUpdate Administrator environment.

Figure 1-1 Symantec LiveUpdate Administrator environment



What's new in LiveUpdate Administrator 2.3.5

Table 1-1 What's new in LiveUpdate Administrator 2.3.5

Feature	Description
Upgrades	You can upgrade from 2.3.1 through 2.3.4 to 2.3.5.
System requirements	<ul style="list-style-type: none"> LiveUpdate is packaged with Apache Tomcat version 8.0.26, JRE 8u74, and PostgreSQL version 9.4.6. The PostgreSQL database requires the 32-bit Microsoft Visual C++ 2013 redistributable package. <p>See "System requirements for LiveUpdate Administrator" on page 6.</p>
Security features	The URLs within LiveUpdate Administrator can now use both the HTTP protocol and the HTTPS protocol. The new Convert to HTTPS or Convert to HTTP link at the top of any LiveUpdate Administrator screen lets you switch back and forth between the protocols.

How to get started

This getting started guide describes the easiest and quickest way to install the LiveUpdate Administrator and provides the information you need to run the product.

To use this guide to get started, do the following tasks:

- Read about the LiveUpdate Administrator components.
- Review the system requirements.
- Review preinstallation information and perform any required tasks.
- Install the product.
- After completing the installation, review the post-installation tasks.

Before you install

Before you install LiveUpdate Administrator, you should become familiar with where the installation program installs the software. Also ensure that your environment meets the system requirements.

The installation program installs the software in the following default locations:

```
64-bit      C:\Program Files (x86)\Symantec\LiveUpdate Administrator
32-bit      C:\Program Files\Symantec\LiveUpdate Administrator
```

[Table 1-2](#) lists the installed components for LiveUpdate Administrator and their installation location.

Table 1-2 LiveUpdate Administrator components

Component name	Install location
PostgreSQL DBMS	<install path>\pgsql
Database	<install path>\pgsql\data
Tomcat servlet engine	<install path>\tomcat
LiveUpdate Administrator Web application	<install path>\tomcat\webapps\lua

Table 1-2 LiveUpdate Administrator components (*continued*)

Component name	Install location
Manage Updates folder	<code><App_data_path>\ProgramData\Symantec\LiveUpdate Administrator\Downloads</code> For example, <code>C:\ProgramData\Symantec\LiveUpdate Administrator\Downloads</code>

See “[System requirements for LiveUpdate Administrator](#)” on page 6.

System requirements for LiveUpdate Administrator

Table 1-3 System requirements

Requirement	Description
Software	Operating systems: <ul style="list-style-type: none"> ■ Windows Server 2012 R2 ■ Windows Server 2012 ■ Windows Server 2008 R2 ■ Windows Server 2008 ■ Windows 7 (64-bit only) Other: <ul style="list-style-type: none"> ■ TCP/IP network protocol enabled ■ Microsoft Visual C++ 2013 redistributable package (32-bit) (required by the PostgreSQL database). If the 64-bit Visual C++ 2013 redistributable package is already installed, install the 32-bit redistributable package manually.
Web browser	<ul style="list-style-type: none"> ■ Internet Explorer 9.x through 11.x ■ Mozilla Firefox 44 and later ■ Google Chrome 49 and later ■ Safari 5.x and later
Hard drive	<ul style="list-style-type: none"> ■ 650 MB hard disk space for LiveUpdate Administrator, the JRE, and third-party tools. The LiveUpdate Administrator installer package is approximately 200 MB, which includes the JRE that is required for LiveUpdate Administrator to function. ■ A minimum of 10 GB hard disk space each for the updates in the following folders: <ul style="list-style-type: none"> ■ Manage Updates folder ■ Temporary download folder: <code>C:\TempDownload</code> ■ Permanent download folder: <code>C:\ProgramData\Symantec\LiveUpdate Administrator\Downloads</code>

Table 1-3 System requirements (*continued*)

Requirement	Description
Display	1024 x 768 or larger (recommended)

Symantec recommends using either IIS or Apache Server for hosting your remote distribution center locations. Refer to your operating system's documentation for additional information.

[Table 1-4](#) lists the default TCP ports that LiveUpdate Administrator uses:

Table 1-4 TCP ports

Port	Used by
7070	Default Distribution Center
7071	Tomcat for shutdown commands While LiveUpdate Administrator works if this port is closed, Tomcat shutdown operations do not.
7072	PostgreSQL database
7070	LiveUpdate Administrator (if using HTTP)
7073	LiveUpdate Administrator (if using HTTPS)

If other applications use these ports when you install LiveUpdate Administrator, you are prompted to enter alternate port numbers.

LiveUpdate Administrator communicates with the distribution centers using the destination TCP ports HTTP (80), HTTPS (443), and FTP (21). If the LiveUpdate clients run a firewall, verify that the firewall allows these destination ports.

Problems may occur when you use a terminal service for installation. You should install LiveUpdate Administrator directly from the console.

See [“Installing LiveUpdate Administrator”](#) on page 7.

See [“Logging on to LiveUpdate Administrator”](#) on page 8.

Installing LiveUpdate Administrator

To install LiveUpdate Administrator, you must log on as at least a power user with Administrator privileges. You must be able to create new local users and to create new services.

When you install LiveUpdate Administrator, the Java Runtime Environment (JRE), Apache Tomcat, and PostgreSQL database applications are also installed. The Apache Tomcat and PostgreSQL services are started automatically.

To install LiveUpdate Administrator

- 1 Download the installer file from one of the following locations:
 - [Download LiveUpdate Administrator \(LUA\) 2.3.x](#)
 - ftp://ftp.symantec.com/public/english_us_canada/liveupdate
- 2 Run the executable, and then follow the on-screen instructions.
- 3 In the **Destination Folder** window, do one of the following tasks:
 - To accept the default folders for the LiveUpdate Administrator files, click **Next**.
 - To change the default folders, click **Change**, change the folder, and then click **Next**.

You can change the default folder for the updates after installation.

- 4 At the **LiveUpdate Administrator User Setup** window, type your user name, password, and email address, and then click **Next**.
- 5 Click **Install**.

If any or all of the default ports are currently used, you are prompted to specify alternate ports for LiveUpdate Administrator to use.

You must restart LiveUpdate Administrator services after you stop the programs that use these ports. You do not need to stop the service if you use a port other than the default.

- 6 Click **Finish**.

Uninstalling LiveUpdate Administrator

You can uninstall LiveUpdate Administrator using the Programs and Features Control Panel.

Logging on to LiveUpdate Administrator

LiveUpdate Administrator installation program adds a shortcut in the **Programs** menu under **LiveUpdate Administrator > LiveUpdate Administrator**. The installation also adds a shortcut to the desktop.

Note: The inactivity timeout for LiveUpdate Administrator is 120 minutes, after which you need to log back on. If you do not log on with the correct credentials after five attempts, the account locks you out. You must wait 15 minutes before the account unlocks.

To log on to LiveUpdate Administrator

- 1 Do one of the following tasks:
 - Click Start, and go to **Programs > LiveUpdate Administrator**, and then click **LiveUpdate Administrator**.
 - Double-click LiveUpdate Administrator icon on the desktop.
- 2 On the **LiveUpdate Administrator** window, enter your user name and password and click **Log On**.

If you forget your password, click **Forget your password?** to request that an email message with a link be sent to the email address that you specified during installation. Use this link to change your password. Use the changed password to log on to LiveUpdate Administrator. For security, the link is valid for a limited time only.

To receive the email message, you must first configure the mail server on the **Preferences** page.

Connecting to LiveUpdate Administrator remotely

You can connect to LiveUpdate Administrator (LUA) computer remotely. To connect, use the following command structure:

```
https://Hostname_of_LUA_computer:7073/lua
```

or

```
https://IP_address_of_LUA_computer:7073/lua
```

If you have specified a different port number during installation (such as 7070), use that port number instead of 7073.

Getting started on LiveUpdate Administrator

LiveUpdate Administrator is set up to enable you to download and distribute updates to LiveUpdate clients quickly.

Table 1-5 displays the tasks that you must perform after installation. By default, most of the tasks are already configured for you.

Table 1-5 Steps to get up and running on LiveUpdate Administrator

Step	Description
Step 1: Update the Symantec product catalog (optional)	LiveUpdate Administrator adds the latest products and versions of Symantec products to the Symantec product catalog on a weekly basis by default. If you want to update the catalog more frequently, you can do it manually.
Step 2: Add the products and versions from the product catalog to the product list	Add products and versions from the Symantec product catalog to the product list. From the product list, you choose which product updates to download to the clients.
Step 3: Identify the source server from which to download updates to LiveUpdate Administrator	<p>By default, LiveUpdate Administrator downloads and receives updates from one of the LiveUpdate servers at the following location:</p> <p>http://liveupdate.symantecliveupdate.com</p> <p>If you do not want to use the default server, you can configure one or more local servers.</p> <p>You should also configure a failover server in case the primary server fails.</p>
Step 4: Add test and production distribution centers to distribute updates	<p>To download updates to LiveUpdate clients, LiveUpdate Administrator uses a distribution center. Each distribution center uses a server, or location, to distribute the updates.</p> <p>LiveUpdate Administrator uses the following types of distribution centers:</p> <ul style="list-style-type: none"> ■ A Testing Distribution Center to test the updates before you download them to the clients. ■ A Production Distribution Center to download the updates using a schedule you determine. <p>For each distribution center, you select the products and components that the distribution center downloads to the clients.</p> <p>By default, LiveUpdate Administrator installs a testing distribution center and a production distribution center. You can also add your own distribution centers.</p>
Step 5: Schedule updates to automatically download and distribute updates to clients	You set up one schedule to download updates to LiveUpdate Administrator, and a second schedule to distribute updates to the clients.
Step 6: Create a host file so that LiveUpdate clients retrieve updates from a specific server (optional)	When a LiveUpdate client is installed, by default it is configured to connect to a Symantec LiveUpdate server to retrieve updates. To direct LiveUpdate clients to retrieve updates from a specific distribution server instead, you must modify the configuration of the LiveUpdate client.

After you get up and running, you can perform other configuration tasks as needed.