knowledge base document

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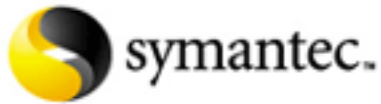
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Symantec System Center Password Management in Symantec Client Security 3.0 and Symantec AntiVirus Corporate Edition 10.0

Situation:

There are several distinct passwords that can be set and managed through the Symantec System Center. This document discusses the management of some of them.

Solution:

About the server group password

The "Remember this user name and password for me" check box saves a password so that you do not have to enter it the next time the server group is opened. Also, if you "Automatically unlock this Server Group when I start the Symantec System Center," the password is saved in a secured cache.

To no longer save the server group password

1. In the Symantec System Center console, in the left pane, right-click a locked server group, and then click **Unlock Server Group**.
2. Uncheck **Remember this user name and password for me**.
3. Uncheck **Automatically unlock this Server Group when I start the Symantec System Center**.
4. Click **OK**.
5. Exit the Symantec System Center console.
6. When you are prompted to save, click **No**.

The server group is now configured to prompt for a password, and the server group will not be unlocked automatically when you start Symantec System Center.

Reset the Symantec System Center admin user password

You can use the Password Reset Utility to reset any user's password. You must have Administrator access to the primary server of the server group.

To reset the Symantec System Center admin user password

1. On the computer running Symantec System Center, start Windows Explorer.
2. Go to \Program Files\Symantec\Symantec System Center\Tools.
3. In the right pane, double-click the **IFORGOT.exe** file.
4. In the Primary server field, type the name of the server group's primary server.
5. In the user field, type **admin**

6. In the New Password and Confirm New Password fields, type the new password.
7. Click **Reset Password**.
   You may be prompted for a Windows user name and password if you specify a remote server.

For information about creating and managing user accounts in Symantec System Center, see the document Using Symantec System Center roles in Symantec AntiVirus 10.0 and Symantec Client Security 3.0.

Use a client uninstallation password

It is possible to configure the client component of Symantec AntiVirus to request a password before allowing a user to uninstall it. By default, this feature is enabled, but often the password is not set by an administrator. When the client can communicate with the server, the password can be reset or disabled.

To require a password before uninstalling

1. In the Symantec System Center console, right-click a server, a server group, or a client group, and then click **All Tasks** > **Symantec AntiVirus** > **Client Administrator Only Options**.
2. On the Security tab, check **Ask for password to allow uninstall of Symantec AntiVirus Client**.
3. Click **Change**.
4. In the Configure Password dialog box, type a new password, and then confirm by typing the password again.
5. Click **OK**, and then click **OK** again.

If the client system needs to be uninstalled but can no longer communicate with the parent server, please contact Symantec Technical Support for assistance.

Use a client network scan password

In a networked environment where most, if not all systems are running some form of antivirus software, it is inefficient to allow the systems to perform real-time or manual scanning of network resources. In such a setting, the network resources are already protected by the local antivirus system. However, it may not be desirable to completely disable this functionality as you may want to remote scan a system at a later date. The best solution is to implement a password known only to the system administrators that prevents casual scanning of network resources, while leaving it available as a useful tool. If the client system can still communicate with the parent server, the password can be reset or disabled.

To require a password before uninstalling

1. In the Symantec System Center console, right-click a server, a server group, or a client group, and then click **All Tasks** > **Symantec AntiVirus** > **Client Administrator Only Options**.
2. On the Security tab, check **Ask for password to allow scan of Mapped Network Drives**.
3. Click **Change**.
4. In the Configure Password dialog box, type a new password, and then confirm by typing the password again.
5. Click **OK**, and then click **OK** again.
6.

References:

If you are using an earlier version of Symantec AntiVirus Corporate Edition or Symantec Client Security, read the document Password Management in Symantec System Center 6.0 and earlier.

Product(s): Symantec AntiVirus Corporate Edition 10.0, Symantec Client Security 3.0
Operating System(s): Windows 2000, Windows XP Professional Edition, Windows Server 2003 32-bit Edition, Windows XP Media Center Edition 2005
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