

Symantec Norton AntiVirus Configuration for the GCS-3000 Targeted Genotyping System – Technical Note

How to activate Norton AntiVirus 2008 on the Instrument Workstation and GTGS Workstations, and how to customize Norton AntiVirus when using GCOS

Affymetrix bundles Symantec's Norton AntiVirus software with the Instrument Control Workstation and GTGS Workstations. The software is pre-installed, but is only activated by the system administrator if desired.

Norton AntiVirus provides comprehensive virus prevention, threat detection, and repair software for your computer. It automatically detects and repairs known viruses. It detects viruses and other potential risks in instant messenger attachments as well as in email messages, Internet downloads, and other files. Norton Antivirus can be configured to automatically update its virus definitions over the Internet, to be prepared for the latest threats. It includes expanded threat detection of both known and emerging threats, such as spyware and other files that could put your computer at risk. It also scans files inside of compressed files.

Internet Worm Protection default settings blocks communication between GeneChip® Operating Software (GCOS) and GeneChip® Targeted Genotyping Analysis Software (GTGS), which exist on different computers.

Section 1 describes how to activate Norton AntiVirus on all machines, and checks that it doesn't interfere with existing Microsoft Windows Firewall settings.

Section 2 describes how to open ports 135 and 1025 through 1035 on the GCOS Instrument Workstation within the Norton AntiVirus, so that GCOS can communicate with GTGS using DCOM. This step is not necessary if Affymetrix GeneChip® Command Console is used instead of GCOS.

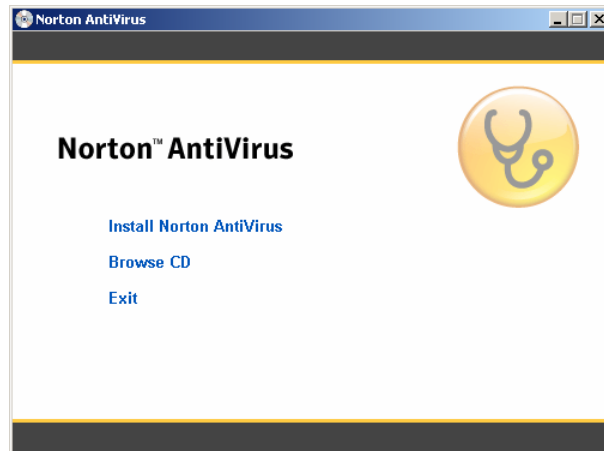
Note: The only antivirus solution supported by Affymetrix is Norton Antivirus.

Note: It is necessary to have local administrative rights to make changes to the Norton AntiVirus settings.

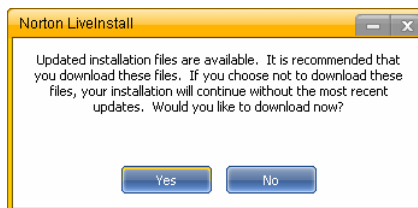
Section 1: Norton AntiVirus 2008 Activation

NOTE: Do the following activation steps for the GTGS Pre-Amp and Post-Amp Lab Workstations, and the GCOS Instrument Control Workstation

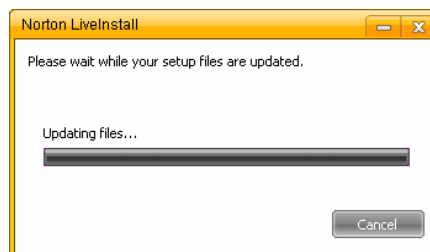
1. Log in to Windows as **Administrator**. Unless your system administrator has changed it, the password will be blank.
2. Check existing Firewall settings
 - Navigate to Start Menu > Control Panel > [Security Center] > Windows Firewall (This control panel may not exist if the computer isn't using Windows XP Service Pack 2. If the Windows Firewall control panel doesn't exist, skip to step 3.
 - In the General tab record whether the firewall is ON or OFF.
3. Upon launching the NAV installer, the following screen is displayed. Click on 'Install Norton AntiVirus'.



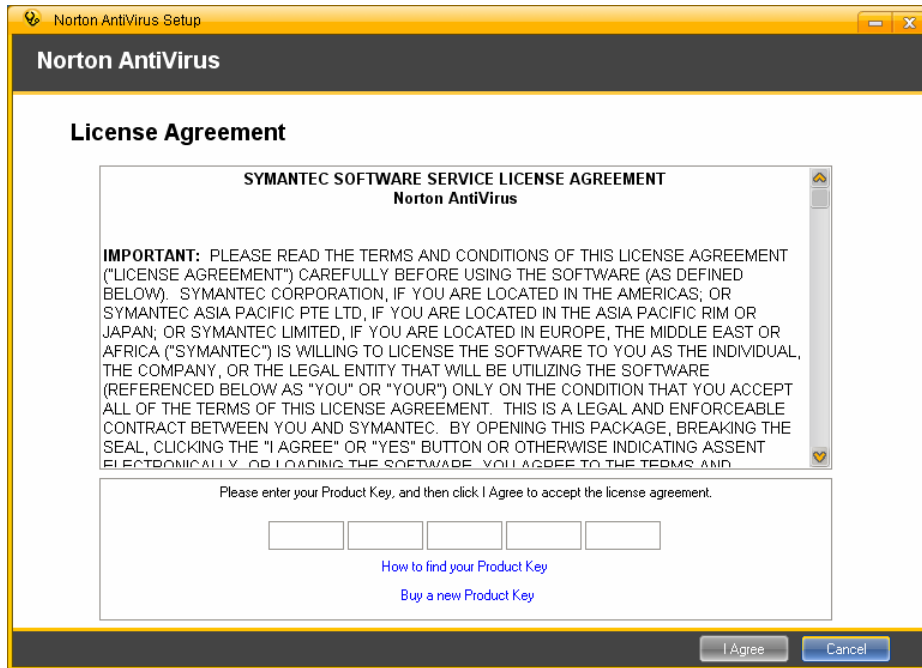
4. Click Yes to download updated Installation files.



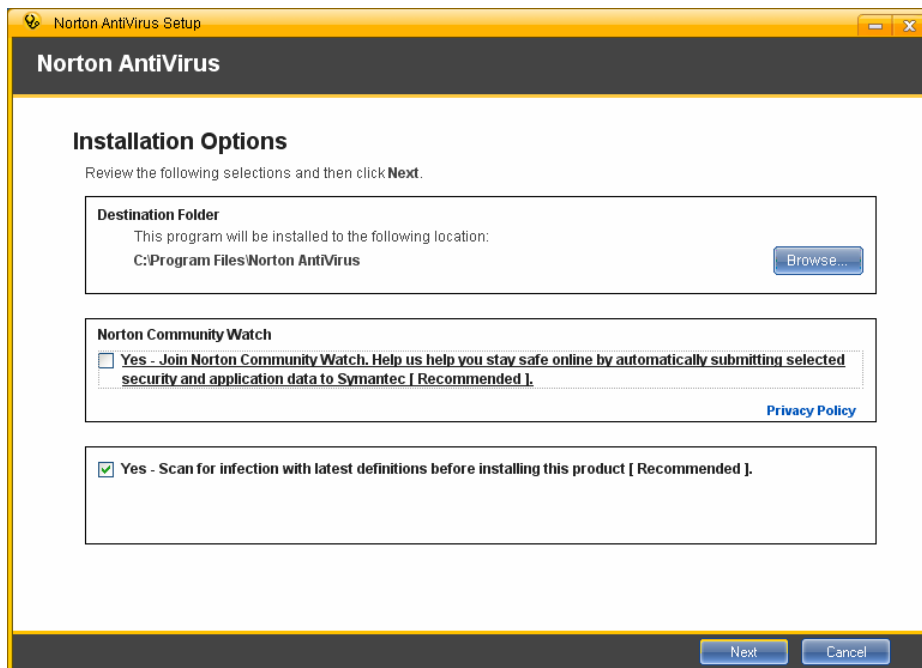
5. Wait while setup files are updated.



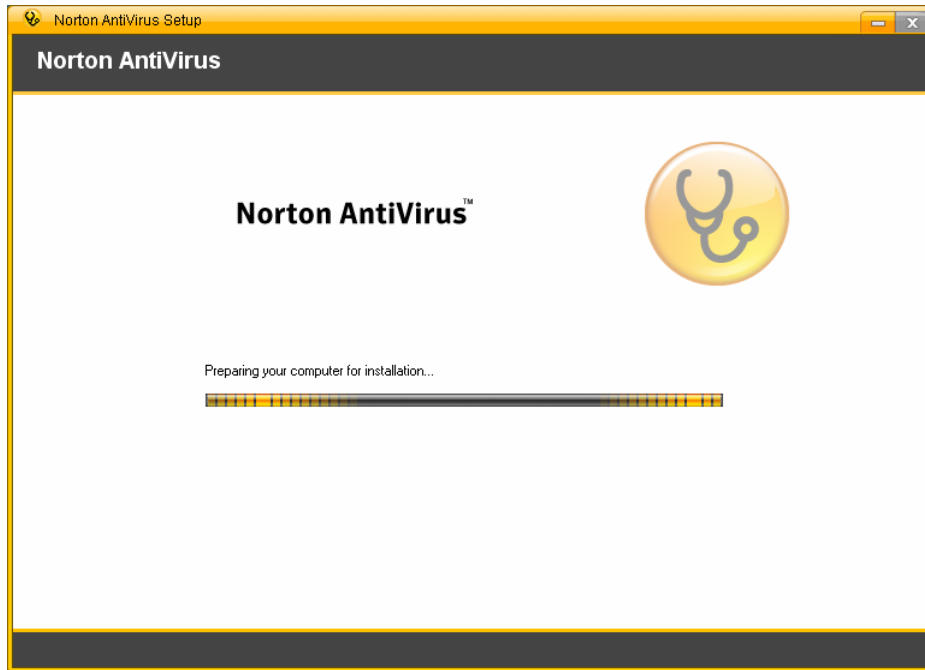
6. Enter the Product Key and then accept the license agreement.



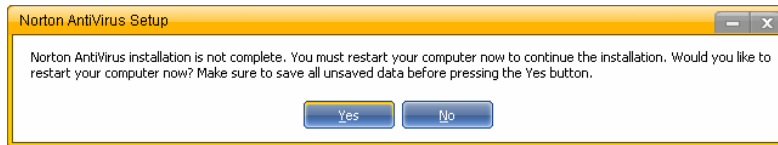
7. Select Installation Options and click **Next**.



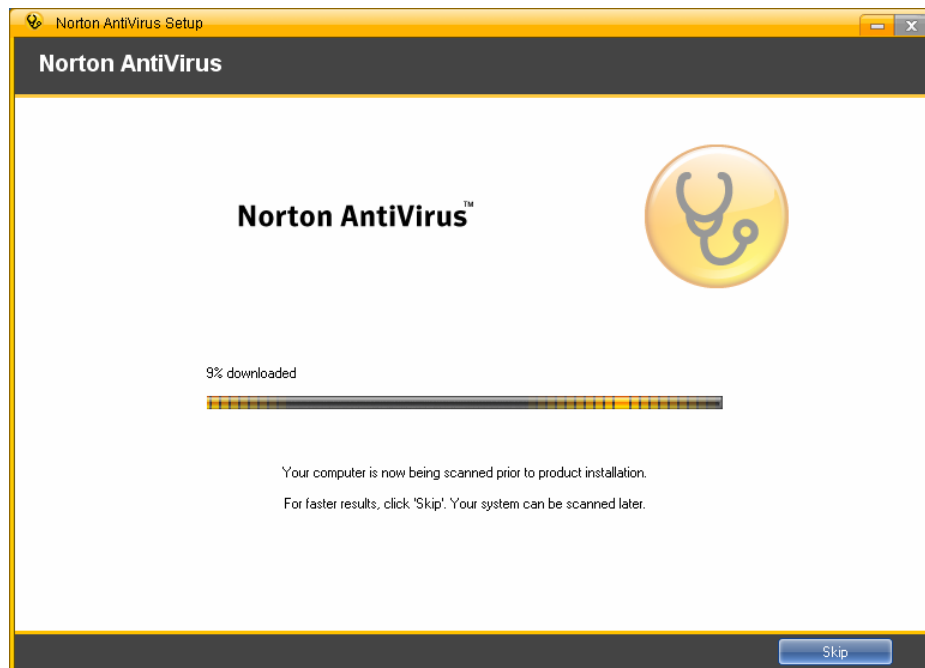
8. Wait for Protection Updates installation.



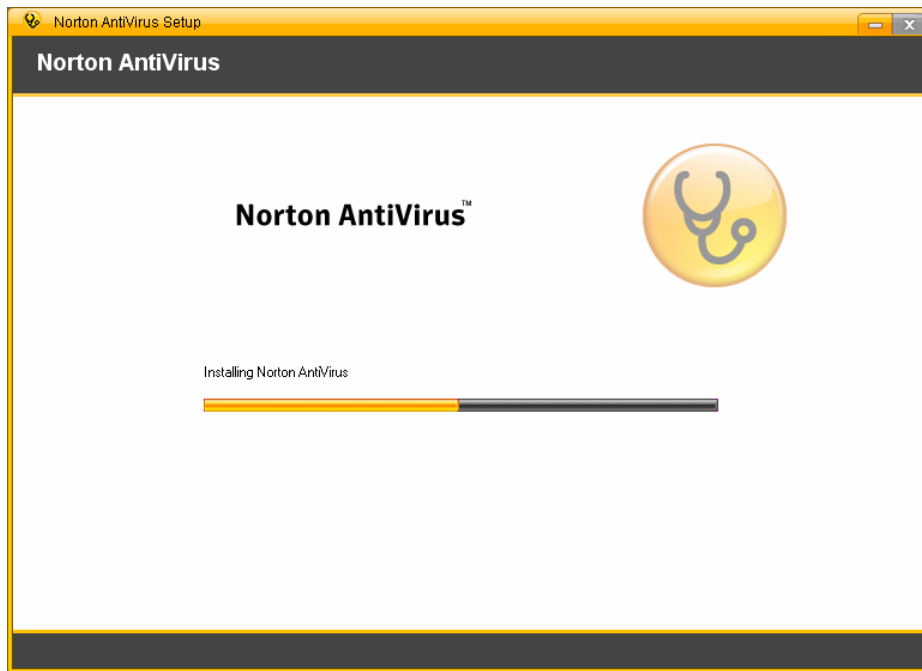
9. Restart machine when prompted.



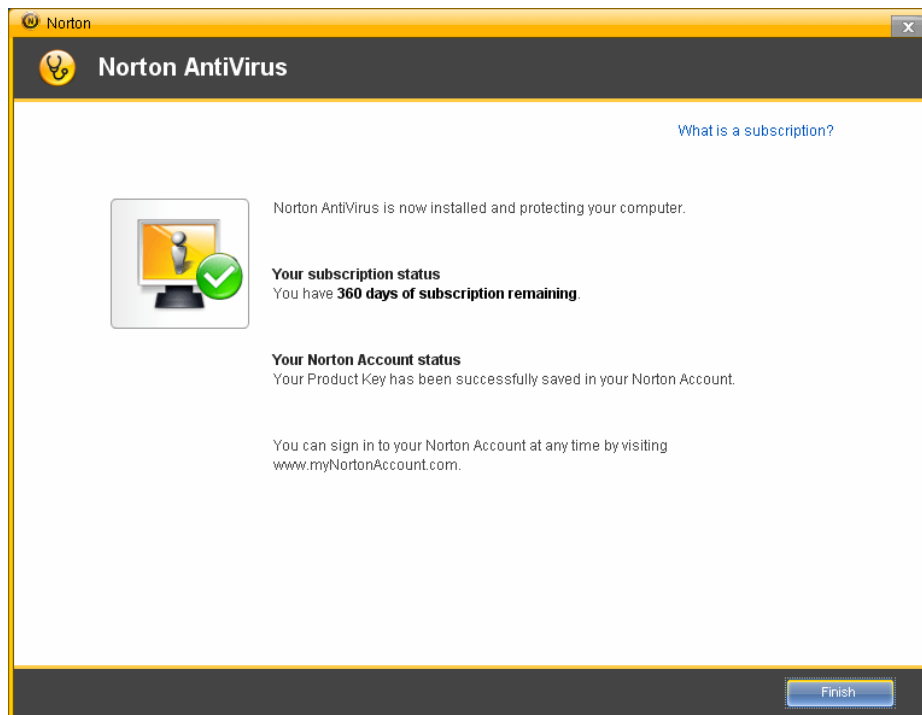
10. After restart, log in and allow Norton to complete a full scan.



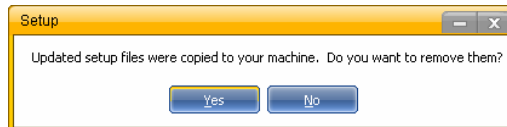
11. Continue to wait while Norton AntiVirus completes remaining installation tasks.



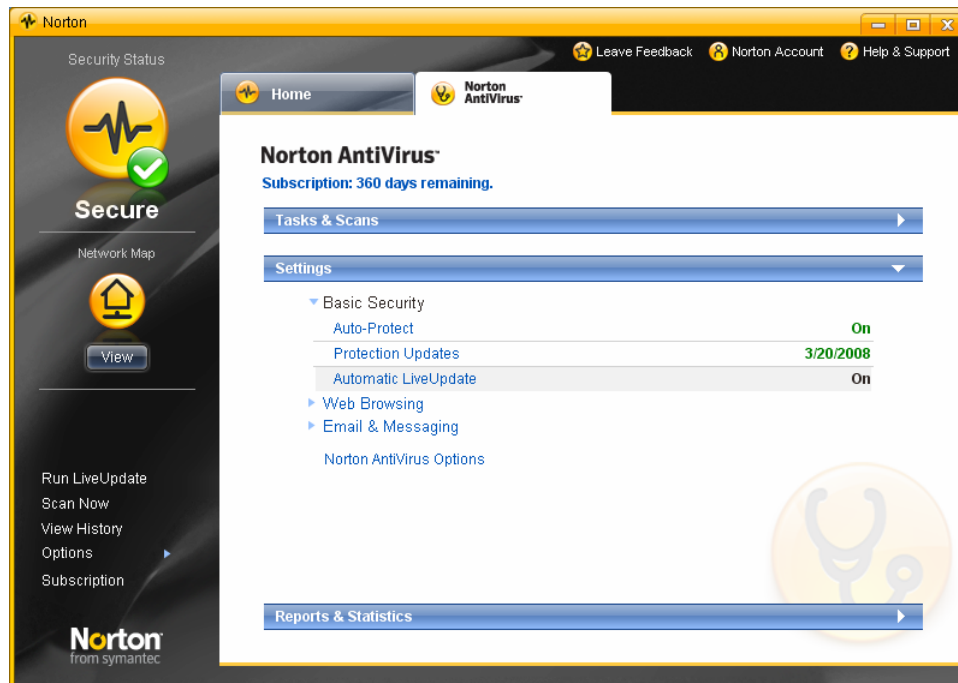
12. Click **Finish** to complete Installation.



13. Click **Yes** to remove updated files.



14. Open the Norton icon in the Task Bar in the lower right corner of the screen and select the Norton AntiVirus tab. Then select Settings and ensure Automatic LiveUpdate is ON.



15. Close the Norton AntiVirus window.

NOTE: Norton AntiVirus may have changed the Windows Firewall settings. The following steps will undo this change.

16. Navigate to Start Menu > Control Panel > [Security Center] > Windows Firewall (This control panel may not exist if the computer isn't using Windows XP Service Pack 2. If the Windows Firewall control panel doesn't exist, you're done with Norton activation for this computer.

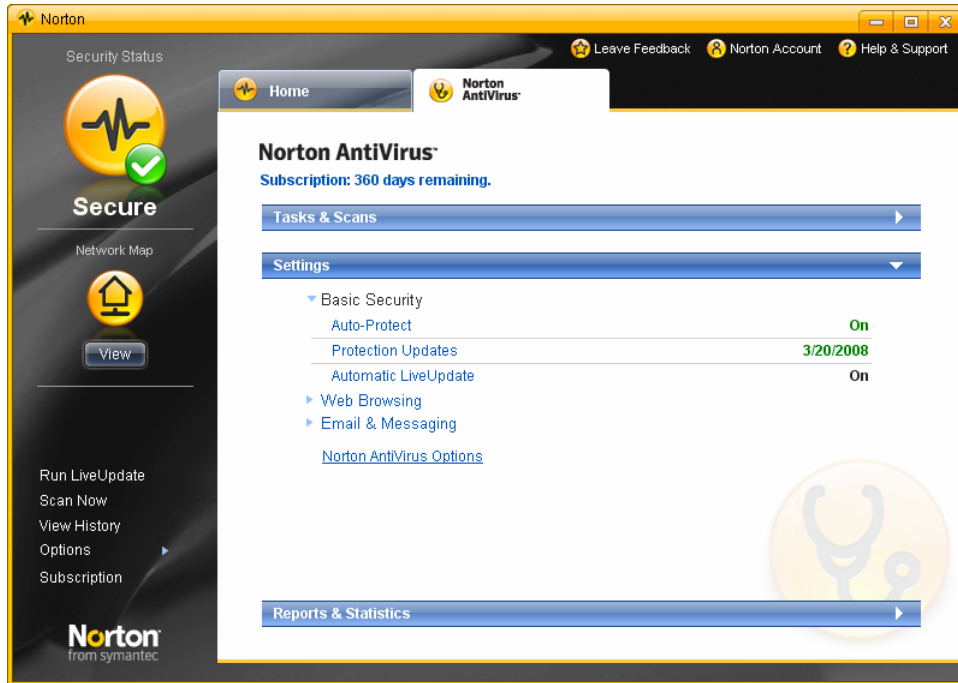
17. If Windows Firewall does exist, open it.

- In the General tab record whether the firewall is ON or OFF.
- If the Windows Firewall is in a different state (ON or OFF) than it was before, change it back to the way it was before Norton was activated.

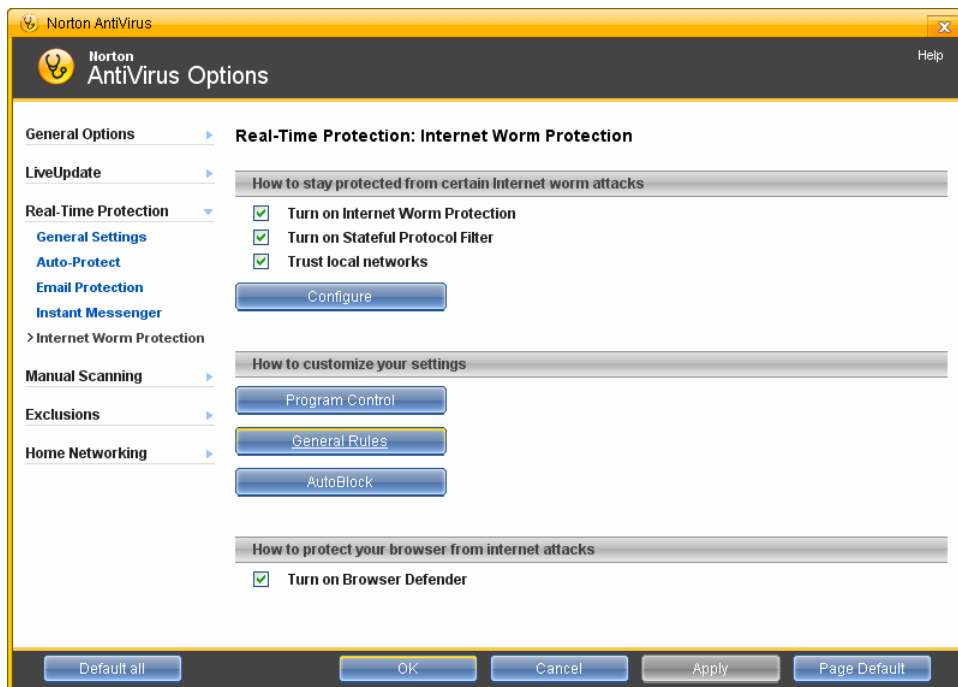
Section 2: Configure Norton Antivirus on the GCOS Instrument Workstation to allow GCOS to communicate with GTGS

NOTE: Do the following steps **ONLY** for the GCOS Instrument Control Workstation.

1. From the GCOS Instrument Workstation, navigate to the Start menu, and select "Programs" > "Norton AntiVirus" > "Norton AntiVirus". In window, Select the Norton Antivirus tab and then click on Options.



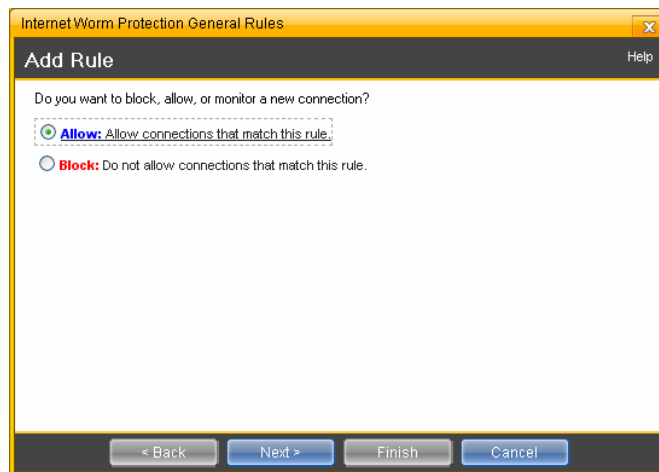
2. From the Norton AntiVirus Options window, Select Real-Time Protection > Choose Internet Worm Protection. Under 'How to customize your settings', click General Rules.



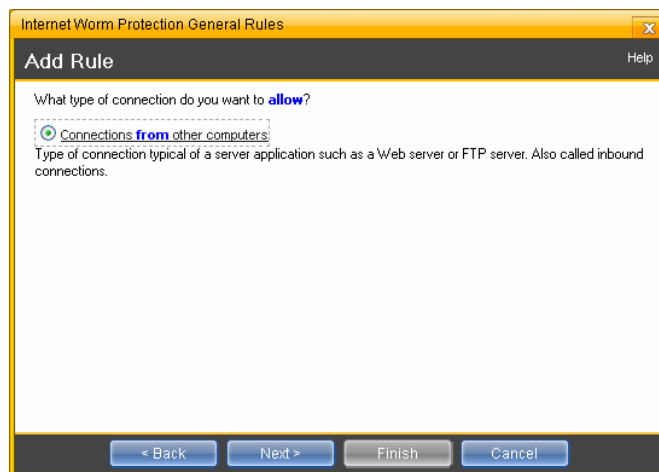
3. Click **Add** in Internet Protection General Rules.



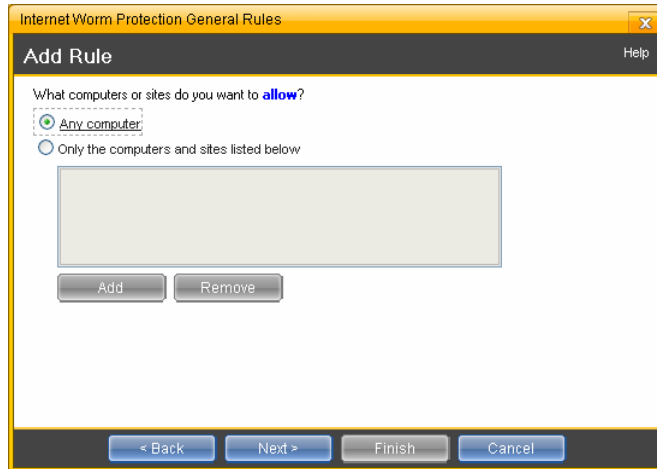
4. Make sure "Allow" is selected, and then click **Next**.



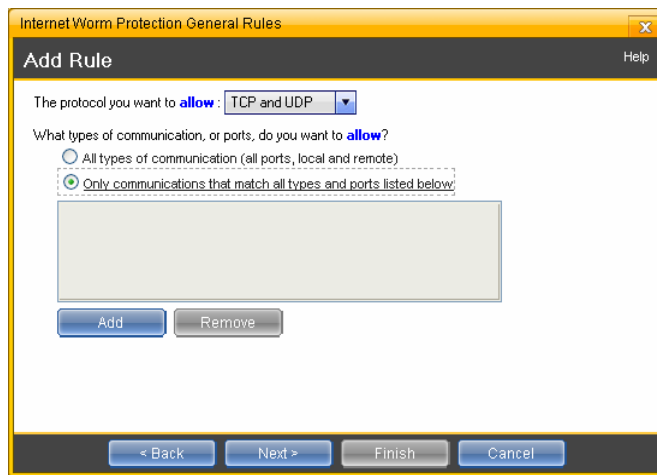
5. Make sure "Connections from other computers" is selected, and then click **Next**.



6. Make sure "Any Computer" is selected, and then click **Next**.

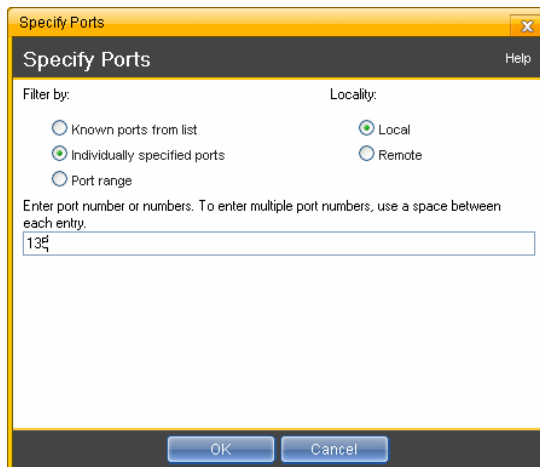


7. Make sure that the permitted protocols are TCP and UDP.

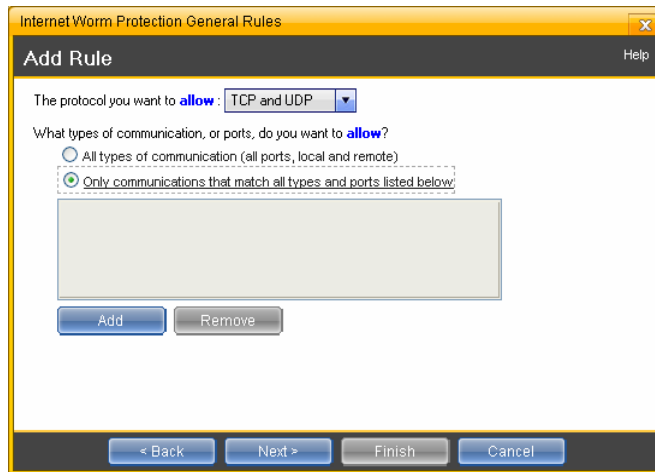


8. Change the permitted communication ports to **Only communications that match all types and ports listed below**. Then click **Add**.

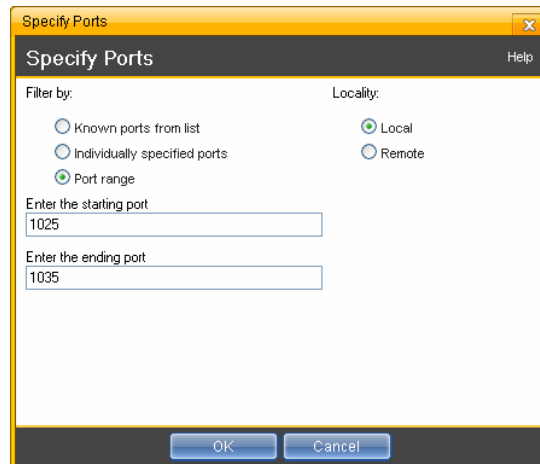
9. Change the "Filter by" to **Individually specified ports**.



- For the port, enter **135**.
 - Click **OK** to close window.
10. Back in the “Add Rule” window, click **Add**.

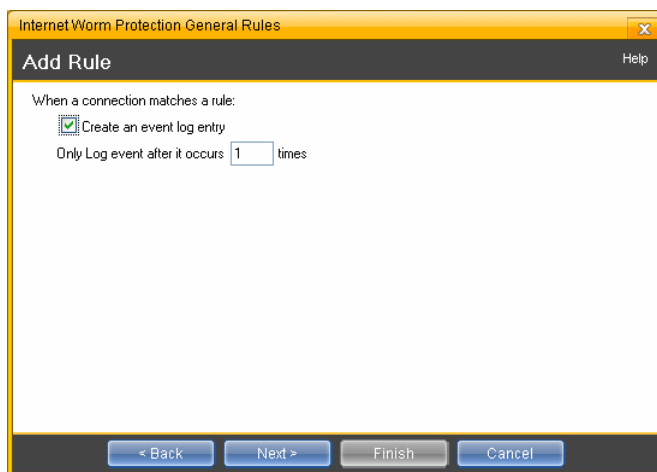


11. Change the “Filter by” to **Port range**.



- For the starting port, enter **1025**.
 - For the ending port, enter **1035**.
 - Click **OK** to close window.
12. Click **Next** in the Add Rule window.

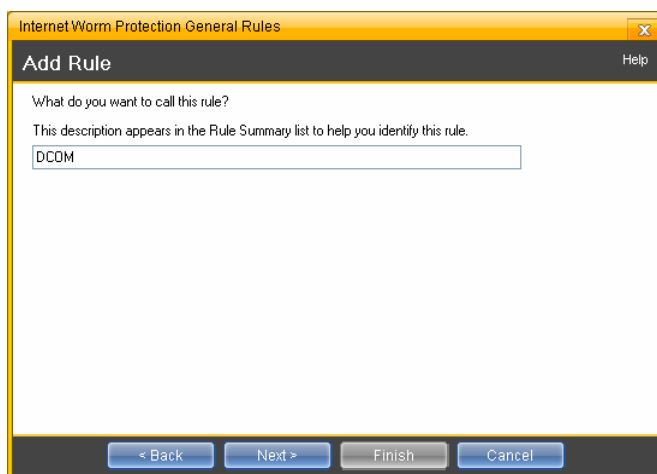
13. Check the **Create an event log entry** option.



Note: Events are viewable by returning to the first Norton window, and navigating to “Reports” > “View Activity Log” > “Norton Internet Worm Protection” > “Activities”.

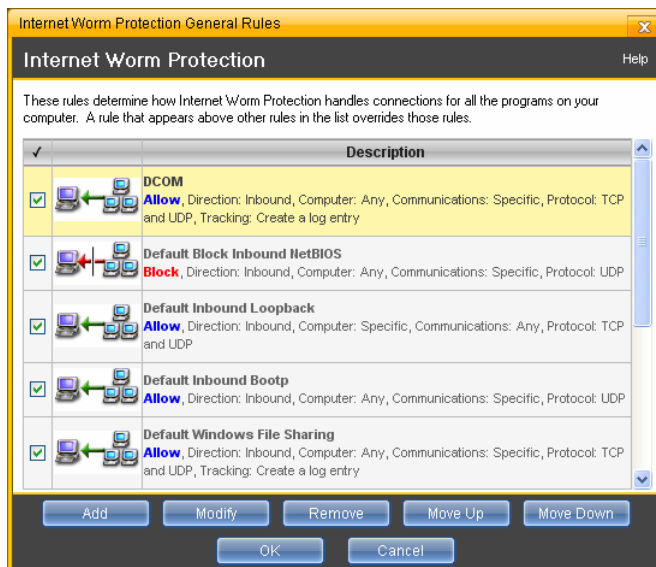
14. Click **Next**.

15. Name this rule as **DCOM**.



16. Click **Next**, then **Finish**.

17. Select the DCOM rule, and click **Move Up** until it is at the top of the list, so that it will be the first rule applied.



18. Click **OK** to dismiss, then click **OK** again, and then close all Norton AntiVirus windows.