

NTRLS IT: Real Stories  
**Symantec's Endpoint Protection 11.0 and Sagebrush's InfoCentre**

**Issue / Problem:**

Computers using Symantec's Endpoint Protection 11.0 and using anything that uses Apache Tomcat Database such as Sagebrush's InfoCentre break each other if installed on same server.

**Background Information you should know about:**

What is Symantec Endpoint Protection software? Symantec Endpoint Protection software is Symantec's next generation of all-in-one software that protects servers and workstations from malware such as viruses, worms, Trojans, spyware, adware, bots, zero-day threats and rootkits. What is Apache Tomcat Database software? Database software is software that stores data so that it can be queried in various ways for example: all the names listed for a given area code could be printed out and used for a commercial mailing to that area. A database contains a list of information items that are similar in format and/or nature. Information can be retrieved in several ways, using reports and queries. What is Sagebrush's InfoCentre? InfoCentre is Library automation software for checking out books, cataloging, etc. It also uses a version of the Apache Tomcat Database software within its package like Symantec's Endpoint Protection software.

**Resolution / How we solved the problem:**

A library asked me to install its newest version of antivirus software: Endpoint protection software from Symantec. Now most small libraries I deal with can only afford to have one server in their library. This server is usually powerful enough to handle at the minimum: being a Windows Domain Controller (Active Directory, Microsoft's Database for Domains), File Server, DNS Server, DHCP Server, Automation Server and Antivirus Server. This was one of those Libraries that had one server with the O/S on this server running Microsoft Windows 2000 Server edition. However, they do have plans to upgrade it to Microsoft Server 2003.

The Automation software they are using is Sagebrush's InfoCentre. The older antivirus software running on the server is Symantec's Antivirus Corporate Edition 10.X. The library had lapsed on the subscription of the antivirus software so they wanted to make sure they were protected and renewed to the latest version of Symantec's Antivirus solution, which happened to be Endpoint Protection version 11.0. Symantec discontinued Corporate Edition and made this new version.

Well after performing preparation steps to get the server ready for the new software, I noticed that the Endpoint required 2 things to run. One was that it requires IIS to be installed. IIS stands for Internet Information Services and is Microsoft's built in software for hosting things like webpages. Two, it requires the use of database software such as SQL, or the free data base software that it comes with Apache Tomcat. Either version of database software is fine, however, you really won't see a library with limited funds able to afford SQL. So that leaves one option, Use the Apache Tomcat Database

software that comes with the Endpoint. Now at first I thought hmmm this looks familiar, and then I remembered that InfoCentre also uses Tomcat but didn't think anything about it after that. After installing Endpoint and configuring the software and preparing a rollout client install so the computers on the network could get it installed, the library director brought to my attention that InfoCentre was no longer working. Both Endpoint Protection and InfoCentre are running on the same server. Well after wrestling with Endpoint for a couple hours with no solution to getting InfoCentre working, I forgot to mention it took me about 45mins to install and setup on the server, I called Sagebrush support.

Well it turns out that Endpoint's Tomcat overwrote some of the pieces of InfoCentre's Tomcat. After spending a couple hours fixing InfoCentre with tech support on the phone, we decided to roll back to using a previous version of Symantec's antivirus. This problem will always be an issue if both Software packages are installed on the same server. This Library can't afford a second server. Why should they have to for a newer piece of software that is a necessity to the every-day operations of the library? So for those of you using only one server and InfoCentre, don't bother renewing to or going to Symantec Endpoint Protection, I suggest you find another product to protect your computers.