



**DIRECTORATE OF INCOME TAX (SYSTEMS)**

ARA Centre, Ground Floor, E-2, Jhandewalan Extension,  
New Delhi-110055.

**ITBA Instruction No. 3**

F.No. System/ITBA/Instruction/14-15/144

Dated: 24-09-2014

To,

All Principal CCsIT, All Principal DGsIT  
&  
All CsIT(CO)

Sir,

**Sub: Roll out of Anti-Virus solution-reg.**

**Ref: ITBA Instruction No.2 dated 15.09.2014**

This is in continuation with the above mentioned reference. The new Anti-Virus "Trend-Micro" is rolled out for providing security to networked computers of the Department. It is to bring to your kind notice that old "Symantec" Anti-Virus is going to expire on 28.09.2014 and no new updates will get after this date. Computers without new updates would be prone to viruses, malwares etc. which may hamper the performance of the computer and have other security implications.

Therefore it is necessary to ensure that new "Trend Micro" Anti-Virus Solution is installed in all networked Computers by 28.09.2014 to protect them from viruses, malware etc. The detailed instructions for users in respect of securing computer with new "Trend Micro" Anti-Virus solution are again enclosed herewith.

These may be widely circulated.

Encl: As above.

Yours faithfully,

D. S. Chawla  
DIT(S)-III

**Copy to:**

Database Cell with a request for uploading on irsofficersonline.gov.in

1. As per plan of ITBA roll out, the existing anti- virus “Symentic” is being replaced by “Trend –Micro”. Since anti-virus is necessary to ensure protection from different viruses and malwares etc, Users are requested to ensure that their machines are properly updated with new Anti-virus.
2. The new anti-virus signature updates will be pushed centrally by the Data centre servers into each machine. However, this will require some steps to be taken by the users which are elaborated in para-4 below.
3. If users encounter any difficulty, they will login the complaint detailed in para-6. TCS will help resolve the problem. The non-network PCs are not covered by this mechanism.
4. Following steps will be taken by Users to install new “Trend Micro” anti-virus.
  - a) Click on **Start** button and then Click on **Run**. (Win-XP)  
OR  
Click on **Start** button OR press **Windows + R** (Windows 7 & Windows 8)
  - b) Type **\\10.10.11.16\av**
  - c) Enter the following credentials,  
Username : **av** Password : **av**  
It will open directory showing certain folders.
  - d) From these folders, copy the folder name **antivirus** to your desktop. This will take about 5 minutes time to download the file.
  - e) Once the folder is downloaded, open the folder and double click on file **Download\_antivirus\_file.bat**. The batch file will automatically detect which version of Operating system the client is running.
  - f) A window will appear. Press enter. Download will start from the Data Center Server. After download is complete, the installation file with name **Client\_32bit.exe/Client\_64bit.exe** will be available in the folder created in para-4(d).
  - g) Double click on the file **Client\_32bit.exe/Client\_64bit.exe** to install the Trend Micro AV on your computer. This will uninstall old anti-virus software first and then install new anti-virus “Trend Micro”. This process will take another 20-30 minutes. (Please do not intervene in the process)
  - h) Popup windows will appear to restart the system. Restart user computer to complete new anti-virus installation.
5. Separate session of video conference is being planned to educate & help users.
6. User can log a ticket through Helpdesk/ Co-desk, and may provide details like Name, location, email address, contact number and IP address (if possible). User can also write to TCS at [av\\_support@incometax.gov.in](mailto:av_support@incometax.gov.in). TCS will revert back to you for resolving the matter.
7. For any difficulty USER can call the help line number (0120-277 2828) which will be attended by TCS. (From 8:30am to 6:00pm)

8. User can also login complaint on Helpdesk (<http://itbahelpdesk.incometx.net>). ITBA helpdesk will call back to resolve the issue.
9. For any other problem please free to call the team of Directorate of System and TCS which is as follows:

<b>TCS resources</b>	<b>Mobile</b>
Sh. Kshitij Sinha	8587069014
Sh. Tapu Roy	8130677488
Sh. Sudeep Jain	9711523594

<b>Officer of Directorate of System</b>	<b>Mobile</b>
Sh. D.S. Chawla, DIT(S)-III	9013850505
Sh. Arun Kumar Yadav, JDIT(S)	9990224144
Sh. Ajay K Bhende, AD(S)-III(2)	9968626373
Sh. Rajendra Kumar, AD(S)-III(3)	9968626462