DIRECTORATE OF INCOME TAX (SYSTEMS)
ARA Centre, Ground Floor, E-2, Jhandewalan Extension,
New Delhi-110055

Telephone: 0120-2770071
Email: ditsystem3@gmail.com

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

Dated: 15-09-2014

To,

All Principal CCsIT, All Principal DGsIT

&

All CsIT(CO)

Sir,

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

It is to bring to your kind notice that a new Anti-Virus "Trend-Micro" is being rolled out with immediate effect to provide better security to all network computers of the Department.

This solution would uninstall existing Anti-Virus Symantec software and install new Anti-Virus "Trend-Micro" on User's PC. Updates of Anti-Virus would be pushed by centrally through Data Center. The detailed instructions for users in respect of securing computer with new Anti-Virus solution are enclosed herewith.

These may please 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. 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:

TCS resources	Mobile
Sh. Kshitij Sinha	8587069014
Sh. Tapu Roy	8130677488
Sh. Sudeep Jain	9711523594

Officer of Directorate of System	Mobile
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