

Customer Name:
Catawba College

Industry:
Higher Education



IT Environment:
High speed wireless network servicing 725 mainly student-owned laptops and personal computers

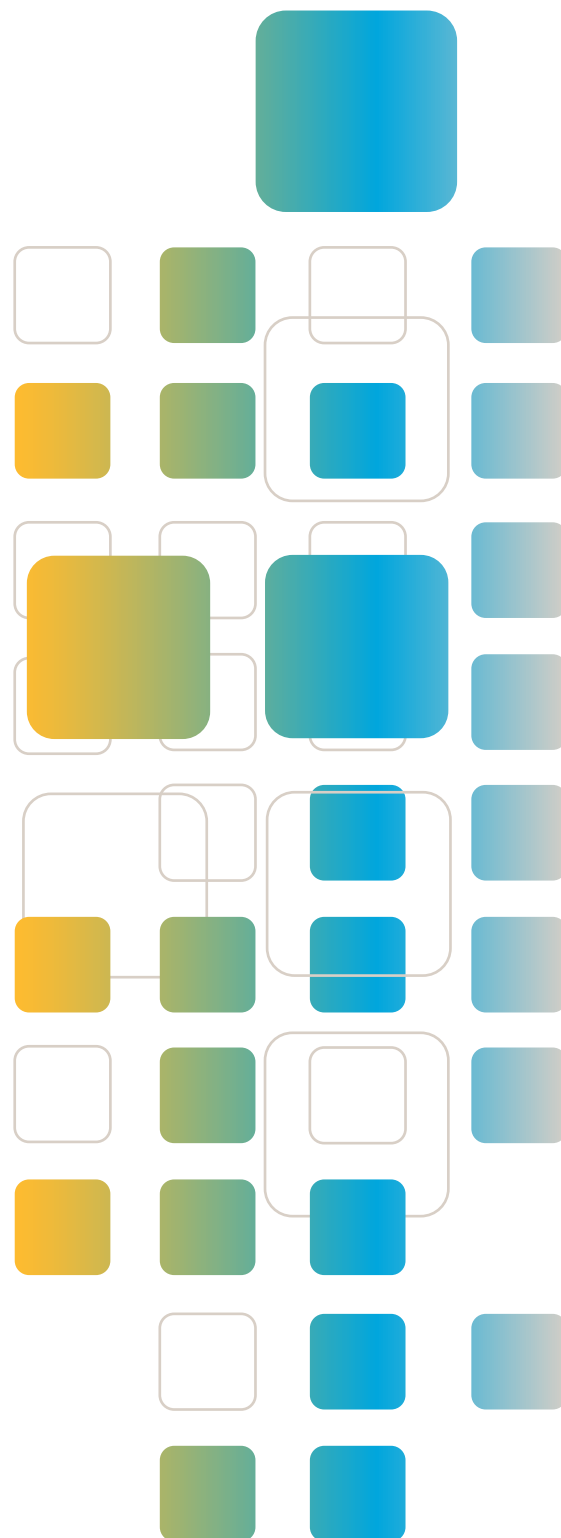
Challenges:
Transition users from various legacy endpoint security solutions to Kaspersky Anti-Virus for Workstations while minimizing user issues for dedicated help desk staff of 2

Powered by OPSWAT:
AppRemover Command Line Utility (CLI) integrated into a custom installer that each student ran to verify themselves against the Catawba College residential network access controller, based on FreeRadius and Kaspersky.

- Results:
- Smooth uninstall of a wide variety of endpoint security applications with minimal college IT staff support intervention
 - A more secure networking environment for users.
 - Reduced help desk inquiries compared to previous years

“With limited IT staff resources it was important that the detection and uninstallation procedures we required came in an easily deployable, error-free package. AppRemover delivered a high-quality, lightweight and robust solution to the problems involved with transitioning to a single application from the myriad security programs installed by our user base.”

Adam Sewell, network administrator, Catawba College



In-Depth Story Details

About Customer:

Established in 1851, Catawba College is one of the oldest colleges in the United States. Located in the historic City of Salisbury, North Carolina, Catawba is a private, four-year College with 1,305 students and 300 faculty and staff.

About Customer Challenges Details:

Catawba College provides high speed network access to approximately 1305 students. To protect the network from user PCs infected with malware, the college uses a proprietary network access control solution based on Free Radius to allow only PCs running an approved endpoint security solution to touch the network. Recently the college decided to implement Kaspersky Anti-Virus for Workstations as the approved standard. Implementing Kaspersky as the standard would require the un-installation of a wide variety of security applications already used by students so to avoid operating system instability associated with driver collisions of multiple security applications installed on the same PC.

The college wanted to avoid requiring students to manually uninstall legacy applications as previous migrations had resulted in a high level of support calls for its 2-person dedicated help desk staff. In addition, the college determined that neither the standard Windows uninstall utility nor Kaspersky was robust and reliable enough to detect and completely uninstall the wide variety of endpoint security applications on user PCs.

OPSWAT Solution Details:

Students attempting to connect to the college network are first required to install a custom installer that each student ran to verify themselves against the Catawba College residential network access controller, based on FreeRadius and Kaspersky.

AppRemover CLI is a command line utility that can be integrated to other applications, with or without GUI. AppRemover completely uninstalls legacy security applications without requiring the user to perform any special steps such as rebooting, providing a user name and password or running in Safe Mode. Uninstall by AppRemover CLI is complete, meaning information frequently left behind by using either the standard Windows uninstall utility or utilities provided by the legacy security application vendor, is removed by AppRemover. In the case of security applications this additional clean-up by AppRemover is a powerful feature because information left behind by the legacy security application may waste resources (e.g. CPU and disk space), report incorrect status to the Windows Security Center (e.g. reporting an antivirus is installed and running when that is not the case) and even prevent the stable install of the replacement security application. Catawba's integration leveraged an application exclusion feature which permitted students already running Kaspersky to keep it, and also to keep any security applications lacking real time protection drivers (which would not conflict with Kaspersky drivers).

Results:

725 PCs transitioned during a short period from roughly 12 legacy security applications to Kaspersky. Migration process is done every semester, but the typical rush period is at the beginning of the Fall semester. Fewer help desk inquiries received than in previous semesters, despite the rush period.

For more information please contact sales@opswat.com

