

Skylark Guidelines for Network Security and Malware Protection of SL NEO Media Servers

Why is it Prohibited to Install Antivirus Software on Media Servers?

Media servers are used to run highly specialized online tasks, such as continuous playback, recording and graphics generation. Therefore, a minimum delay in work of server software modules would inevitably lead to undesired artifacts — ‘lags’ in playback or skipped frames during recording.

While working, antivirus software activity occasionally leads to a noticeable rise of server processors load, and deep integration of this software to the operating system, unfortunately, doesn’t allow any influence on its work. That’s why antivirus software is incompatible with a server platform implementing real-time recording and playback operations.

Administrative Measures for Basic Network Protection

- Install the server in a location physically inaccessible to regular users (e.g. in a server room) and preclude user contact with server cabinets, to prevent copying files from external media, installing or running any software, or any other unauthorized operations.
- Block Internet access for all SL NEO servers located on the network. Disable using web browsers and email clients from the server console.
- Do not grant common network access to server files and folders. We recommend working with the built-in server DBMS, without using Microsoft SMB Protocol for network access to media files; the NetBios service may be disabled at the server.
- Assign a static IP to the server, disable management of the domain controller (better not to include the server into domain at all).
- Disable the Autorun feature for external media.
- Disable remote management of the server desktop.
- Configure exceptions for SL NEO server software elements in Windows Firewall.
- Do not install or use any additional software on the server except that was provided with SL NEO server.

There are no restrictions on antivirus software installation to network client stations that manage SL NEO servers, but you may need some extra setting of antivirus software so to decrease the client PC load in case of non-stop analysis of network traffic by the antivirus.

Important Information for Users and System Administrators

Although we state and insist that antivirus software may not be independently installed on SL NEO servers, users continue to install and use it. As a result, they contact us with problems connected with slowdowns, playback stops, clip database shutdown, and other artifacts connected with the activity of antivirus software.

Skylark Technology, Inc. and its authorized partners, which perform guarantee and post-guarantee services of SL NEO servers, will no longer consider claims of users who have independently installed and used on the Skylark SL NEO server platform any antivirus software or any other software except what is provided in the package with the SL NEO server.

Servicing this category of clients may be continued only after the full system restoration, a performance check, and client implementing requirements and recommendations of the company - software provider SkyLark Technology Inc and its authorized representatives on operation of hardware and software components of a broadcast/production complex.

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