

Sophos Enterprise Console quick startup guide

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1 About this guide

This guide tells you how to protect your network with Sophos security software.

If you are installing Sophos software for the first time, read this guide.

If you are upgrading, download and run the Sophos Enterprise Console installer. This will guide you through the upgrade. See [Download the installers](#) (page 10)

Note: If you have a very large network, you may want to consider the installation options in the *Sophos Enterprise Console advanced startup guide*.

2 What do I install?

You install two management tools:

- **Sophos Enterprise Console.** This enables you to install and manage security software on your computers.
- **Sophos NAC Manager.** This enables you to use “network access control”, which can prevent access by unauthorized computers or computers that do not comply with your security standards.

Installation of NAC Manager is optional.

Note: You install the tools separately, using two different setup programs.

Note: You can install both tools on the same server. However, if you have more than 1,000 computers, you should install the tools on different servers. The procedure is the same.

3 What are the key steps?

You carry out these key steps:

- Check the system requirements.
- Create the accounts you need.
- Prepare for installation.
- Download the installers.
- Install Enterprise Console.
- Download security software.
- Install NAC Manager.
- Create computer groups.
- Set up security policies.
- Search for computers.
- Prepare to protect computers.
- Protect computers.
- Check the health of your network.

4 System requirements

Check the hardware, operating system and system software requirements before you begin installation.

4.1 Hardware and operating system

For hardware and operating system requirements, see the system requirements page of the Sophos website (<http://www.sophos.com/products/all-sysreqs.html>).

4.2 Microsoft system software

Enterprise Console requires certain Microsoft system software (for example, database software).

The Enterprise Console installer attempts to install this system software if it is not already available on your server. However, in some cases, software is incompatible with your server or needs to be installed manually.

SQL Server installation

The installer attempts to install SQL Server 2008 Express, unless you already have SQL Server 2005 Express or later. Note that:

- We recommend that you do not install SQL Server on a domain controller.
- SQL Server 2008 Express is not compatible with Windows Server 2003 SP1 or Windows Essential Business Server 2008.
- On Windows Server 2008 R2 Datacenter, you must raise the domain functional level to Windows Server 2003, as explained at <http://support.microsoft.com/kb/322692>

.NET Framework installation

The installer attempts to install .NET Framework 3.5 SP1, unless it is already installed. Note that:

- The installer cannot install .NET Framework 3.5 SP1 on a computer running Windows Server 2008 R2 or Windows Server 2008 SP1. You must add it from the Features section of Server Manager.

Note: After you install the required system software, you may need to restart your computers. For more information, see Sophos support knowledgebase article 65190 (<http://www.sophos.com/support/knowledgebase/article/65190.html>).

Microsoft Message Queuing installation

The installer attempts to install Microsoft Message Queuing (MSMQ), unless it is already installed. Note that:

- During MSMQ installation, the following services are stopped: MSDTC, MSSQLServer, SQLSERVERAGENT. This interrupts access to the default SQL Server database.

You should ensure that the services can safely be stopped during installation. You should also check that they have restarted afterwards.

5 The accounts you need

Before you install Sophos software, you should create the user accounts you need:

- **Database account.** This enables Enterprise Console's management service to connect to the database. It is also used by other Sophos services.
- **Update Manager account.** This enables your endpoint computers to access the folders where Enterprise Console puts software updates.

5.1 Database account

The database account should:

- Be able to log onto the computer where you are going to install the Sophos Management Server (a component of Enterprise Console).
- Be able to read and write to the system temporary directory e.g. "\windows\temp\". By default members of "Users" have this right.
- Have a UPN (User Principal Name) associated with the account if it is a domain account.

All other rights and group memberships that it needs are granted automatically during installation.

Sophos recommends that the account:

- Is not set to expire and does not have any other logon restriction.
- Is not an administrative account.
- Is not changed after installation.

For more information, see Sophos support knowledgebase article 113954 (<http://www.sophos.com/support/knowledgebase/article/113954.html>)

5.2 Update Manager account

The Update Manager account should have Read access to the folder where Enterprise Console puts software updates. By default this is: \\[servername]\SophosUpdate

Sophos recommends that the account:

- Is not set to expire and does not have any other logon restriction.
- Is not an administrative account.
- Has a UPN (User Principal Name) associated with the account if it is a domain account.

For more information, see Sophos support knowledgebase article 113954 (<http://www.sophos.com/support/knowledgebase/article/113954.html>)

6 Prepare for installation

Select a server that meets the system requirements and prepare as follows:

- Ensure that you are connected to the internet.
- Ensure that you have the Windows operating system CD and Service Pack CDs. You may be prompted for them during installation.
- If the server is running Windows Server 2008 or later, turn off User Account Control (UAC) and restart the server.

Note: You can turn UAC on again after you have completed the installation and downloaded your security software.

7 Download the installers

Note: You can download the installers at any computer and then copy them to the computer where you will use them.

1. Go to <http://www.sophos.com/support/updates/>.
2. Type your MySophos username and password.
3. On the web page for **Enterprise** downloads, you should:
 - Download the Enterprise Console installer.
 - If you want to use NAC Manager, download the Sophos NAC installer.
4. If you are not at the computer where you want to install the software, copy the installers to that computer.

Alternatively, copy the installers to a CD or DVD and take them to the computer.

8 Install Enterprise Console

To install Enterprise Console:

1. At the computer where you want to install Enterprise Console, log on as an administrator:
 - If the server is in a domain, use a domain account that has local administrator rights.
 - If the server is in a workgroup, use a local account that has local administrator rights.

2. Find the Enterprise Console installer that you downloaded earlier.

Tip: The installer file name includes "sec".

3. Double-click the installer.
4. When you are prompted, click **Install**.

The installation files are copied to the computer and a wizard starts.

5. The wizard guides you through installation. You should do as follows:

- a) Accept the defaults wherever possible.
- b) On the **Components Selection** page, ensure that all the components are selected.
- c) On the **Database details** page, enter details of an account that can access the computer where you are installing Enterprise Console. This should not be an administrator account.

6. When installation is complete, you may be prompted to restart. Click **Yes** or **Finish**.

9 Download security software

When you log back on (or restart) for the first time after installation, Enterprise Console opens automatically and a wizard runs.

Note: If you used Remote Desktop for installation, the console does not open automatically. Open it from the Start menu.

The wizard guides you through selecting and downloading security software. You should do as follows:

1. On the **Sophos Download Account Details** page, enter the username and password printed on your license schedule. If you access the internet via a proxy server, select the **Access Sophos via a proxy server** checkbox.

2. On the **Platform selection** page, select only the platforms you need to protect now.

When you click **Next**, Enterprise Console begins downloading your software.

3. On the **Downloading Software** page, downloading progress is displayed. Click **Next** at any time.
4. On the **Import computers from Active Directory** page, select **Set up groups for your computers** if you want Enterprise Console to use your existing Active Directory computer groups.

If you turned off User Account Control before installation, you can now turn it on again.

10 Install NAC Manager

Ensure that you have the Windows operating system CD and Service Pack CDs. You may be prompted for them during installation.

Note: If you install NAC Manager on a different server from Enterprise Console, you must install a SQL Server 2005 or later database manually first.

1. At the computer where you want to install NAC Manager, log on as an administrator.
 - If the server is in a domain, use a domain account that has local administrator rights.
 - If the server is in a workgroup, use a local account that has local administrator rights.
2. Find the Sophos NAC installer that you downloaded earlier.

Tip: The installer file name includes "nac".
3. Double-click the installer.
4. In the **Sophos NAC Manager** dialog box, click **Install**.
5. A wizard guides you through installation.

11 Create computer groups

If you used the **Download Security Software Wizard** to set up your computer groups (based on your Active Directory groups), skip this section. Go to [Set up security policies](#) (page 15).

Before you can protect and manage computers, you need to create groups for them.

1. If Enterprise Console is not already open, open it.
2. In the **Groups** pane (on the left-hand side of the console), ensure that the server name shown at the top is selected.
3. On the toolbar, click the **Create group** icon.

A "New Group" is added to the list, with its name highlighted.

4. Type a name for the group.

To create further groups, go to the left-hand pane. Select the server shown at the top if you want another top-level group. Select a group if you want a sub-group within it. Then create and name the group as before.

12 Set up security policies

Enterprise Console applies “default” security policies to your computer groups. You do not have to change these policies unless you want to, with these exceptions:

- You must set up a firewall policy now.
- You must edit the network access control, application control, data control, device control, or web control policies if you want to use these features. You can do this any time.

12.1 Set up a firewall policy

Note: During the installation of firewall, there will be a temporary disconnection of network adapters. The interruption may cause the disconnection of networked applications, such as Remote Desktop.

By default, the firewall blocks all non-essential connections. Therefore you must configure the firewall before you protect your computers.

1. In the **Policies** pane, right-click **Firewall**, and click **Create Policy**.

A **New Policy** is added to the list, with its name highlighted. Type the name that you want to use for the policy.

2. Double-click the policy to edit it.

A wizard is launched.

3. In the **Firewall Policy Wizard** we recommend that you make the following selections.

- a) On the **Configure firewall** page, select **Single location** unless you want the firewall to use different settings according to the location where you use it.
- b) On the **Operational Mode** page, select **Block inbound and allow outbound traffic**.
- c) On the **File and print sharing** page, select **Allow file and print sharing**.

13 Search for computers

You must search for computers on the network before Enterprise Console can protect and manage them.

1. Click the **Discover computers** icon in the toolbar.
2. Select the method you want to use to search for computers.
3. Enter account details if necessary and specify where you want to search.

If you use one of the **Discover** options, the computers are placed in the **Unassigned** group.

14 Prepare to protect computers

Before you protect computers, you must prepare them as follows:

- Prepare for removal of third-party security software.
- Check that you have an account that can be used to install software.
- Prepare for installation of anti-virus software.
- Prepare for installation of network access control.

14.1 Prepare for removal of third-party security software

If you want the Sophos installer to remove any previously installed security software, do the following:

- If computers are running another vendor's anti-virus software, ensure that its user interface is closed.
- If computers are running another vendor's firewall or HIPS product, ensure that it is turned off or configured to allow the Sophos installer to run.

If computers are running another vendor's update tool, you may want to remove it. See "Remove third-party security software" in the "Protecting computers" section of the Enterprise Console Help.

14.2 Check that you have an account that can be used to install software

You will be prompted to enter details of an account that can be used to install security software. This is typically a domain administrator account. It must:

- Have local administrator rights on computers you want to protect.
- Be able to log on to the computer where you installed Enterprise Console.
- Have read access to the location that computers will update from. To check this location, in the **Policies** pane, double-click **Updating**, and then double-click **Default**.

14.3 Prepare for installation of anti-virus software

You must prepare computers for installation of anti-virus software.

If you use Active Directory, you can prepare your computers using a Group Policy Object (GPO). For instructions, see Sophos support knowledgebase article 111180 (<http://www.sophos.com/support/knowledgebase/article/111180.html>).

If you use workgroups, you must configure computers locally. For instructions, see Sophos support knowledgebase article 29728 (<http://www.sophos.com/support/knowledgebase/article/29728.html>).

14.4 Prepare for installation of network access control

Before you can install network access control on computers, you must:

- Specify the URL of the computer where you installed NAC Manager. In Enterprise Console, select **Tools > Configure NAC URL**.

15 Protect computers

This section tells you how to:

- Protect Windows computers automatically.
- Protect Windows computers or Macs manually.

15.1 Protect Windows computers automatically

To protect computers, do as follows:

1. Select the computers you want to protect.
2. Right-click and select **Protect computers**.

Note: If computers are in the **Unassigned** group, simply drag them to your chosen groups.

3. A wizard guides you through the installation of Sophos security software. You should do as follows:
 - a) On the **Select features** page, you can install optional features. Select **Compliance Control** if you want network access control.
 - b) On the **Protection summary** page, check for any installation problems. For help, see [Troubleshooting](#) (page 22).
 - c) On the **Credentials** page, enter details of an account that can be used to install software on computers.

Installation is staggered, so that the process may not be complete on all the computers for some time.

When installation is complete, look at the list of computers again. In the **On-access** column, the word **Active** indicates that the computer is running on-access virus scanning.

15.2 Protect Windows computers or Macs manually

If you have computers that you cannot protect automatically, you protect them by running an installer from the shared folder to which the security software has been downloaded. This folder is known as the bootstrap location.

You must use an administrator account on the computers that you want to protect.

To protect Windows computers or Macs manually:

1. In Enterprise Console, on the **View** menu, click **Bootstrap Locations**.

A list of locations is displayed. Make a note of the location for each operating system you want to protect.

2. At each computer that you want to protect, locate the installer in the bootstrap location and double-click it.

- For Windows computers, the installer is called setup.exe.
- For Macs, the installer is called Sophos Anti-Virus.mpkg.

A wizard guides you through installation. Accept the default options, except as shown below:

- On the **User account details** page, enter details of the account that you specified for access to Update Manager. You did this when you installed Enterprise Console.

Tip: If you're not sure which account this is, use any low-privilege account that can access the bootstrap location. Enterprise Console will apply an updating policy that includes the right user account details later.

16 Check the health of your network

To check the health of your network from Enterprise Console, do as follows.

1. On the menu bar, click the **Dashboard** icon (if the Dashboard is not already displayed).

The Dashboard shows you how many computers:

- Have detected threats.
- Are out of date.
- Do not comply with policies.

2. If you are using NAC, you can also:

- a) Select **File > Open > NAC**.
- b) In NAC Manager, select **Report > Compliance** .

This shows you whether computers comply with NAC policy.

17 Troubleshooting

When you run the Protect computers wizard, installation of security software can fail for a number of reasons:

- Automatic installation is not possible on that operating system. Perform a manual installation. See [Protect Windows computers or Macs manually](#) (page 19) . For other operating systems, see the *Sophos Enterprise Console startup guide for Linux, NetWare and UNIX*.
- Operating system could not be determined. This may be because you did not enter your username in the format domain\username when finding computers.
- The computers are running a firewall.

18 Get help with common tasks

This section tells you where you can find information on how to carry out common tasks.

SEC = Sophos Enterprise Console

Task	Document
Protect Linux computers	SEC 5.0 startup guide for Linux, NetWare and UNIX: "Protecting Linux computers"
Protect standalone computers	SEC 5.0 advanced startup guide: "Protecting standalone computers"
Configure Enterprise Console policies	Enterprise Console Help: "Configuring policies"
Configure NAC	NAC Manager Help: "Manage overview"
Give network access to guest users	Sophos Compliance Agent configuration guide: "Dissolvable agent"
Deal with alerts	Enterprise Console Help: "Dealing with alerts and errors"
Clean up computers	Enterprise Console Help: "Cleaning up computers"
Generate SEC reports	Enterprise Console Help: "Generating reports"
Generate NAC reports	NAC Manager Help: "Report overview"

19 Technical support

You can find technical support for Sophos products in any of these ways:

- Visit the SophosTalk community at <http://community.sophos.com/> and search for other users who are experiencing the same problem.
- Visit the Sophos support knowledgebase at <http://www.sophos.com/support/>.
- Download the product documentation at <http://www.sophos.com/support/docs/>.
- Send an email to support@sophos.com, including your Sophos software version number(s), operating system(s) and patch level(s), and the text of any error messages.

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If you have any suggestions, additions, comments, or questions, please let me²¹ know.

Douglas C. Schmidt²²

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Boost

Version 1.0, 17 August 2003

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