

SOPHOS

Sophos Endpoint Security and Control How to deploy through Citrix Receiver 2.0

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1 About this guide

This guide describes how to deploy Sophos Endpoint Security and Control using Citrix Receiver.

This document describes how you can create a Sophos install first plug-in, which can be uploaded to the Citrix Merchandising Server and deployed using Citrix Receiver 2.0. This document assumes you are familiar with Citrix Merchandising Server, Citrix Receiver, Sophos Enterprise Console, and Sophos Endpoint Security and Control.

Note: The install first plug-in is supported only if the endpoint computer has Citrix Receiver 2.0 and you are deploying Sophos Endpoint Security and Control 9.5.4 or later. If you are using an earlier version of Citrix Receiver or plan to install an older version of Sophos Endpoint Security and Control or Sophos Anti-Virus, see

<http://www.sophos.com/support/knowledgebase/article/110887.html> instead of this guide.

Sophos documentation is published at www.sophos.com/support/docs/.

2 Overview

The Citrix Merchandising Server provides management, setup and distribution of Citrix Receiver as well as applications that are published as plug-ins.

The Citrix Receiver software is installed onto the endpoint computers through a website provided by the Merchandising Server. The Receiver communicates with the Merchandising Server.

The Merchandising Server lets you install certain plug-ins with 'install first' priority. These plug-ins will install onto the endpoint computer before any other software is installed.

Sophos Deployment Packager for Citrix Receiver lets you create a plug-in that installs Sophos Endpoint Security and Control. After installation, you will be prompted to restart the endpoint computer to verify that no active malware is running on the endpoint before installing any other plug-ins. Other plug-ins will be downloaded and installed when Sophos Endpoint Security and Control is installed and has no malware in quarantine.

3 System requirements

The minimum requirements are as follows:

- Windows operating systems: see <http://www.sophos.com/products/enterprise/endpoint/security-and-control/management/sysreqs.html>.
- Disk space: 1 GB
- Memory: 1 GB
- Processor: 2 GHz Pentium or equivalent

You should also be aware of system requirements for the packaged endpoint components. See <http://www.sophos.com/products/all-sysreqs.html>.

4 Create a Sophos plug-in

You create a Sophos plug-in by using Sophos Deployment Packager for Citrix Receiver. This tool creates a self-extracting archive file from a set of Sophos endpoint setup files, for installing Sophos Endpoint Security and Control on the endpoint computers and an XML file. It lets you select the installation components before creating the plug-in.

1. Download Sophos Deployment Packager from the following location:
<http://www.sophos.com/support/updates/citrix-receiver.html>
2. Double-click the downloaded installer.
3. In the **Sophos Citrix Receiver Plugin** dialog box, choose a **Destination folder** and click **Install**.

Default destination folder: c:\SophosCitrixReceiverPlugin

4. Browse to the destination folder and double-click DeploymentPackager.exe.
The **Deployment Packager** dialog is displayed.

The screenshot shows the 'Deployment Packager' dialog box with the following fields and values:

- Archive:**
 - Source CID: \\SEC-Server\CIDs\S000\SAVSCFXP
 - Destination package: (empty)
- Components:**
 - Remote management:
 - Firewall:
- Updating:**
 - Path: \\SEC-Server\CIDs\S000\SAVSCFXP
 - User: administrator
 - Password: (masked with six dots)
- Options:**
 - Command line: -g \SEC-server\Group

Buttons at the bottom: Build Package, Close, Help.

5. In the **Archive** panel, enter the following:
 - a) In **Source CID**, browse to the location of the central installation directory containing the endpoint software installation files. This may be a UNC pathname or a local path.
 - b) In **Destination package**, browse the destination path for the output installer package.

6. In the **Components** panel, select from the following:

■ **Remote Management**

This component cannot be removed. It installs and enables the Sophos Remote Management System (RMS), which allows Enterprise Console to control Endpoint Security and Control.

■ **Firewall**

This installs the Sophos Client Firewall.

Note: If you want to install this option, check endpoint system requirements at <http://www.sophos.com/products/all-sysreqs.html>.

7. In the **Updating** panel, specify the location of central installation directory used by Sophos Auto-Update that contains the endpoint software installation files along with the credentials required to access the update location. This may be a UNC pathname or a URL.

8. In the **Options** panel, use **Command line** to specify endpoint setup installation options. Always specify group membership using the -g option, as shown in the screenshot above, so that each installer is specific to and sets up endpoints to be members of existing groups in Enterprise Console.

The packager does not check these options for errors. For more details, see <http://www.sophos.com/support/knowledgebase/article/12570.html>.

9. Click **Build Package** to build the self-extracting archive and a metadata file in XML format.

5 Upload Sophos plug-in to Citrix Merchandising Server

You must upload the plug-in (self-extracting executable and the corresponding XML file) to Citrix Merchandising Server, which will install the Sophos Endpoint Security and Control plug-in first.

The name and path of the XML file will match with that of the executable file, as chosen in the Deployment Packager. For example, if the name of the executable file is SophosEndpoint.exe then the XML file will be SophosEndpoint.xml in the same folder.

Note: You can create a plug-in with the firewall and another plug-in without the firewall so you can install them based on the endpoint requirements.

Both the plug-ins will have the name 'Sophos Endpoint Security and Control' when you upload. To avoid this, rename one of the plug-ins by editing the metadata in the XML file.

To change the name of the plug-in, open the XML file, and change the value of the `productName` attribute of the plug-in. By default, this will be 'Sophos Endpoint Security and Control'.

6 Deploy Sophos Endpoint Security and Control to endpoint computers

After you upload the Sophos plug-in to Citrix Merchandising server, the Citrix Receiver will obtain the Sophos plug-in and will install Sophos Endpoint Security and Control.

Note: If you try to install a plug-in containing the firewall on an operating system that is not supported, the plug-in will not be installed. For endpoint system requirements see, <http://www.sophos.com/products/all-sysreqs.html>.

After installation you will need to restart the endpoint computer, to verify no active malware is running. For information on what happens if malware is detected, see [What happens if malware is detected?](#) (page 9).

6.1 What happens if malware is detected?

If malware is detected on the endpoint computer:

1. On the endpoint computer, the **Sophos Endpoint Security** wizard is displayed when malware has been detected. Click **Next**.
2. In the **Malware removal** dialog box, select the method you want to use to remove malware.
 - **I want to remove the malware now by using Sophos Quarantine Manager.**
Choose if you have administrator rights on your computer. Select **Open the Sophos Quarantine manager** to open Quarantine manager.
 - **I want an administrator to remove the malware for me.**
Choose if you want the administrator to remove the malware.
3. Click **Finish**.

Quarantine manager is opened if you have chosen to remove the malware, else the wizard is closed. An alert is always displayed in Enterprise Console when malware is detected on the endpoint computer.

Note:

- The wizard is displayed each time the user logs on to the endpoint computer, until the malware is cleaned up.
- Until the malware removal is complete Citrix Receiver will not install any other software.

7 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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