



Sophos Endpoint Security and Control role-based administration guide

Sophos Helpdesk Console
Sophos Enterprise Read-only Console

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1 About role-based administration

Role-based administration allows you to specify which computers a user can access and which tasks they can carry out, depending on their role in your organization.

Sophos provides role-based administration with three management consoles.

Sophos Enterprise Console

This console enables an administrator to install, configure and manage Sophos Endpoint Security and Control software throughout your network. You must have this console installed before you can make either of the other management consoles available.

If you have not already installed Sophos Enterprise Console, see *Sophos Endpoint Security and Control network startup guide*.

Sophos Helpdesk Console

This console enables a user, such as an IT help desk administrator, to monitor selected parts of your network and to carry out remedial actions (protect computers, scan computers for threats, acknowledge alerts, clean up computers, and ensure computers comply with policies).

If you want to install Helpdesk Console, go to [Installing Sophos Helpdesk Console](#) on page 4.

Sophos Enterprise Read-only Console

This console enables a user to monitor your network and generate reports, but not to carry out any remedial actions.

If you want to install Enterprise Read-only Console, go to [Installing Sophos Enterprise Read-only Console](#) on page 9

2 Installing Sophos Helpdesk Console

To make Sophos Helpdesk Console available for users, you must install two applications:

Helpdesk Console Configuration Utility

You install this on the server where Sophos Enterprise Console is running and use it to specify which computers Helpdesk Console can manage.

Helpdesk Console

You install this on the computer where you want it to be available.

2.1 Overview of installation

The procedure for installing the applications is as follows:

- Prepare for installation.
- Install Helpdesk Console Configuration Utility.
- Specify which groups of computers Helpdesk Console can manage.
- Add the Helpdesk Console user(s) to the necessary user groups (Sophos Console Administrators and Sophos DB Users groups).
- Install Helpdesk Console on the computer where you want to make it available.
- Start Helpdesk Console.

2.2 Prepare for installation

Ensure that the server where you will install Helpdesk Console Configuration Utility:

- Meets the system requirements listed at www.sophos.com/products/all-sysreqs.html.
- Has Sophos Enterprise Console installed.

Ensure that the computer where you will install Helpdesk Console:

- Meets the system requirements listed at www.sophos.com/products/all-sysreqs.html.
- Does not have Sophos Enterprise Console or Sophos Enterprise Read-only Console installed.
- Has access to the computer running the Sophos management service (i.e. the server where you installed Sophos Enterprise Console).

Note: If you install Helpdesk Console on a Windows 2000 computer, you may be asked to restart the computer.

Note: If you install Helpdesk Console on a computer that is protected by any firewall that blocks outgoing messages (except Sophos Client Firewall), you must ensure that port 135 is open outbound.

2.3 Install Helpdesk Console Configuration Utility

You must install Sophos Helpdesk Console Configuration Utility on the server where Sophos Enterprise Console is running.

You must have administrator rights on the server and on the computer where you will install Helpdesk Console later.

1. At the server, log on with administrator rights.
2. Go to the Sophos website, download the installer for Helpdesk Console Configuration Utility and double-click it.
3. In the **Welcome** dialog box, click **Next**.
4. In the **License Agreement** dialog box, select **I accept the terms in the license agreement**. Click **Next**.
5. In the **Ready to Install Program** dialog box, the installation folder is displayed. Click **Install**.
6. In the **Installation complete** dialog box, click **Finish**.

You have installed Helpdesk Console Configuration Utility.

Now you use the utility to specify which groups of computers the Helpdesk Console user(s) can manage.

2.4 Specify the computer groups that Helpdesk Console can manage

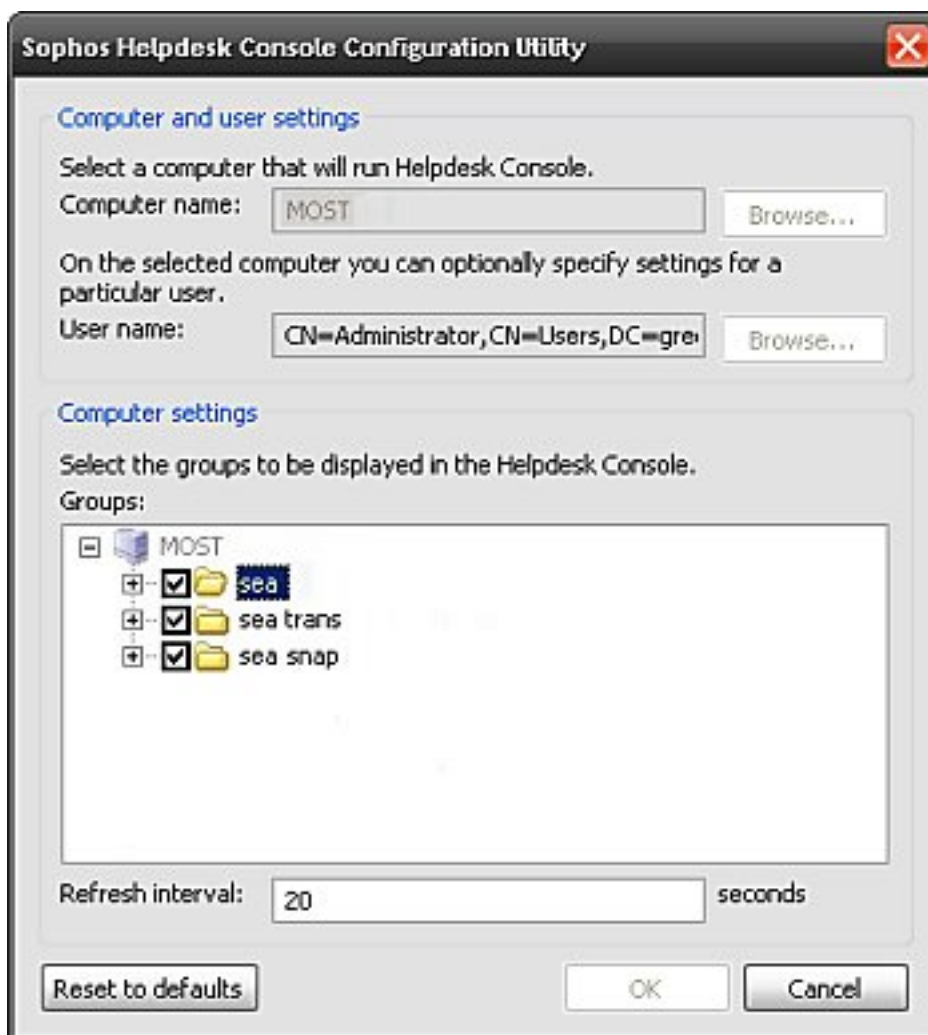
1. Click **Start | Programs | Sophos | Sophos Helpdesk Console Configuration Utility**.
2. In the **Sophos Helpdesk Console Configuration Utility** dialog box, click **Add**.
3. In the next dialog box, in the **Computer and user settings** pane, do as follows:
 - a) In the **Computer name** field, click **Browse** and browse to the computer running Helpdesk Console or enter the computer name. The configuration utility attempts to contact the computer using the current user's credentials. If this fails, you are prompted to enter user credentials that give access to the computer running Helpdesk Console.
 - b) If you want to create settings for a specific user, you can do so. In the **User name** field, click **Browse** and browse to the user you want.

You can use the **User Name** option to create different settings for different users, or to restrict access to a specific user or users.

4. In the **Computer Settings** pane, do as follows:
 - a) In the **Groups** list, tick the checkbox for each group that you want Helpdesk Console to be able to manage.
 - b) In the **Refresh interval** field, enter the frequency with which you want the Helpdesk Console display to be refreshed. The recommended frequency is every twenty seconds.

Note: If you later rename top-level groups in Enterprise Console, Helpdesk Console will no longer display them. Helpdesk Console Configuration Utility will list the renamed groups, but the checkboxes will no longer be ticked.

The dialog box should now appear like this.



5. Click **OK**.

You have finished configuring settings for Helpdesk Console.

Before Helpdesk Console can be used, you must add each person who is going to use it to the necessary user groups.

2.5 Add the Helpdesk Console user to the necessary user groups

You must add each person who is going to use Helpdesk Console to the following user groups on the server where Sophos Enterprise Console was installed:

- Sophos Console Administrators
- Sophos DB Users

If the Sophos database was installed on a different server from the management server and console components of Enterprise Console, you must add the user to the Sophos DB Users group on that server.

The user may need to also be added to the Distributed COM Users group if the server is running Windows 2003 Server SP1 or higher.

1. At the Windows taskbar, click **Start | Settings | Control Panel | Administrative Tools | Computer Management**.
2. In the Windows console tree, click **Local Users and Groups | Users** and double-click the user you want to add to the groups.
3. In the user's **Properties** dialog box, click the **Member of** tab and click **Add**.
4. In the **Select Groups** dialog box, highlight all the groups you want and click **Add**. Your selection appears in the bottom pane. Click **OK**.
5. The user's **Properties** dialog box now shows them to be a member of the groups you selected. Click **OK**.
6. Restart Windows.

When Windows restarts, the user has been added to the groups.

Now you can install and run Helpdesk Console.

2.6 Install Helpdesk Console

1. Go to the computer where you want Sophos Helpdesk Console to be available and log on with administrator rights.
Alternatively, if you don't want to go to the computer, you can run the installation program remotely. See [Installing consoles remotely](#) on page 11.
2. Go to the Sophos website, download the Sophos Helpdesk Console installer and double-click it.
3. In the **Welcome** dialog box, click **Next**.
4. In the **License Agreement** dialog box, select **I accept the terms in the license agreement**. Click **Next**.

5. In the **Destination Folder** dialog box, specify the folder where the product will be installed. Click **Next**.
6. In the **Ready to Install Program** dialog box, the installation folder and the name of the computer running the management server are displayed. Click **Install**.
7. In the **Installation complete** dialog box, click **Finish**.

You have installed Helpdesk Console.

Now you (or a user) can start Helpdesk Console.

2.7 Start Helpdesk Console

1. Go to the computer where you installed Helpdesk Console.
2. Click **Start | Programs | Sophos | Sophos Helpdesk Console** .

The console is displayed.

You can find details of all the tasks a user can perform, as well as a key to the icons used in the console, in the help files.

3 Installing Sophos Enterprise Read-only Console

To install Sophos Enterprise Read-only Console, you must:

- Prepare for installation.
- Add the Enterprise Read-only Console user to the necessary user groups (Sophos Console Administrators and Sophos DB Users groups).
- Install Enterprise Read-only Console on a user's computer.
- Start Enterprise Read-only Console.

3.1 Prepare for installation

Ensure that you have already installed Sophos Enterprise Console on a server on your network.

Ensure also that the computer where you want to install Sophos Enterprise Read-only Console:

- Meets the system requirements listed at www.sophos.com/products/all-sysreqs.html.
- Does not have Sophos Enterprise Console or Sophos Helpdesk Console installed.
- Has access to the computer running the Sophos management service (i.e. the server where you installed Sophos Enterprise Console).

Note: If you install Enterprise Read-only Console on a Windows 2000 computer, you may be asked to restart the computer.

Note: If you install Enterprise Read-Only Console on a computer that is protected by any firewall that blocks outgoing messages (except Sophos Client Firewall), you must ensure that port 135 is open outbound.

3.2 Add the Enterprise Read-only Console user to the necessary user groups

- ¶ Follow the instructions in [Add the Helpdesk Console user to the necessary user groups](#) on page 7

When you have finished, Enterprise Read-only Console is ready to be used.

3.3 Install Enterprise Read-only Console

1. Go to the computer where you want to install Enterprise Read-only Console and log on with administrator rights.

Alternatively, if you don't want to go to the computer, you can run the installation program remotely. See [Installing consoles remotely](#) on page 11.

2. Go to the Sophos website, download the Sophos Enterprise Read-only Console installer and double-click it.
3. In the **Welcome** dialog box, click **Next**.
4. In the **License Agreement** dialog box, select **I accept the terms in the license agreement**. Click **Next**.
5. In the **Destination Folder** dialog box, specify the folder where the product will be installed. Click **Next**.
6. In the **Management Service** dialog box, enter the name of the computer that the Sophos Management service is running on, or click **Change** and browse to that computer. This is the computer where you installed Sophos Enterprise Console.
7. In the **Ready to Install Program** dialog box, the installation folder and the name of the computer running the management server are displayed. Click **Install**.
8. In the **Installation complete** dialog box, select **Launch the program** (if you want to run Enterprise Read-only Console now) and click **Finish**.

You have installed Enterprise Read-only Console. If you selected **Launch the program**, the console is displayed.

For details of how to start Enterprise Read-only Console in future, see the next section.

3.4 Start Enterprise Read-only Console

☞ Click **Start | Programs | Sophos | Sophos Enterprise Read-only Console** .

The console is displayed.

You can find details of all the tasks a user can perform, as well as a key to the icons used in the console, in the help files.

4 Installing consoles remotely

You can install Helpdesk Console or Enterprise Read-only Console remotely, rather than running the installer at the computer where you want to make the installation.

To do this, download the installer from the Sophos website, place it in a network share and run it from there, or deploy it with network administration tools like Microsoft's Active Directory Group Policy. You must use the configuration parameters listed in [Helpdesk Console installer parameters](#) on page 11 or [Enterprise Read-only Console installer parameters](#) on page 12.

Here is an example installation script:

```
msiexec /i Sophos Help Desk Console.msi SERVER_LOCATION="SECServer"
GROUPS="eng\marketing;sales\london" REFRESH_INTERVAL=30
```

4.1 Helpdesk Console installer parameters

Parameter	Description
SERVER_LOCATION	The name of the computer running Enterprise Console. You must specify this.
GROUPS	Defines the top-level computer groups that Helpdesk Console will display. You must specify this. Multiple entries should be separated with semi-colons.
REFRESH_INTERVAL	The interval (in seconds) after which Helpdesk Console refreshes its display. The field will only accept numeric values. The value must be between 5 and 1440 (inclusive). If the parameter isn't present or invalid the default of 20 seconds is used.

Note: There is no parameter that enables you to create settings for a specific user or users. If you want to do this, you must use the Helpdesk Console Configuration Utility, as described in [Installing Sophos Helpdesk Console](#) on page 4.

4.2 Enterprise Read-only Console installer parameters

Parameter	Description
SERVER_LOCATION	The name of the computer running Enterprise Console. You must specify this.
REFRESH_INTERVAL	The interval (in seconds) after which Helpdesk Console refreshes its display. The field will only accept numeric values. The value must be between 5 and 1440 (inclusive). If the parameter isn't present or invalid the default of 20 seconds is used.

5 Technical support

For technical support, visit www.sophos.com/support.

If you contact technical support, provide as much information as possible, including the following:

- Sophos software version number(s)
- Operating system(s) and patch level(s)
- The exact text of any error messages

6 Copyright statement

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