

SOPHOS

Sophos NAC for Endpoint Security and Control Upgrade Guide

Version 3.1.2

Document date: February 2009



Contents

1 About this guide.....	3
2 About upgrading.....	4
3 Upgrading the NAC Agent.....	5
4 Upgrading the NAC server.....	6
5 Technical support.....	8
6 Copyright.....	9

1 About this guide

This guide describes how to upgrade your Sophos NAC software from version 3.1 to 3.1.2 so that you can benefit from new and updated functionality.

Sophos NAC for Endpoint Security and Control does **not** support upgrades to Sophos NAC Advanced. You must first uninstall Sophos NAC for Endpoint Security and Control. This uninstall includes all Sophos NAC Agents. Then you can install Sophos NAC Advanced.

1.1 What's new?

The upgrade version of Sophos NAC offers the following new features:

- SQL Server 2005 Express and SQL Server 2005 support for the NAC databases.
- Installation drive specification.
- Installation free-space checking improvements.
- Authenticated proxy support for the NAC server and the NAC Agent.

1.2 System requirements

System requirements for Sophos NAC are available from the system requirements page of the *Sophos NAC for Sophos Endpoint Security and Control Installation Guide*.

2 About upgrading

Upgrading Sophos NAC involves the following steps:

1. Upgrade the NAC server.
2. Upgrade the NAC Web Agent.

If you are subscribed to the Sophos Endpoint Security and Control package and you have previously installed Sophos NAC, all endpoints will receive the NAC Agent upgrade automatically. For more information, see [Upgrading the NAC Agent](#) on page 5.

Sophos NAC 3.1.2 supports SQL Server 2005 Express and SQL Server 2005. If you plan to upgrade from SQL Server 2000 MSDE or SQL Server 2000 to SQL Server 2005 Express or SQL Server 2005, you must upgrade Sophos NAC first and then upgrade the SQL Server software.

3 Upgrading the NAC Agent

If you are subscribed to the Sophos Endpoint Security and Control package and you have previously installed Sophos NAC, all endpoints will receive the NAC Agent upgrade automatically. No additional tasks are required. The NAC Agent is backward and forward compatible with the NAC server. If you have Sophos Endpoint Security and Control already installed, but you are installing Sophos NAC for the first time, see the *Sophos Endpoint Security and Control network upgrade guide*.

4 Upgrading the NAC server

Sophos NAC for Endpoint Security and Control 3.1 can be upgraded to newer versions of Sophos NAC for Endpoint Security and Control. Sophos NAC for Endpoint Security and Control cannot be upgraded to Sophos NAC Advanced.

Sophos NAC 3.1.2 supports SQL Server 2005 Express and SQL Server 2005. If you plan to upgrade from SQL Server 2000 MSDE or SQL Server 2000 to SQL Server 2005 Express or SQL Server 2005, you must upgrade Sophos NAC first and then upgrade the SQL Server software.

Note: When you install or upgrade Sophos NAC, you can configure a proxy for the NAC server. The NAC Proxy Setup tool, which was distributed with the previous NAC release, is no longer used to configure proxy.

1. Log on as follows:

- If the computer is in a domain, log on as a domain administrator.
- If the computer is in a workgroup, log on as a local administrator.

2. Back up the following NAC databases: ReportStore and PolicyStore databases.

Important: You need to back up these databases because they contain NAC reporting and policy information. These back ups will be used to restore NAC reporting and policy information if the NAC database upgrade fails.

3. Go to the Sophos website, download the Sophos NAC installer, and run it.

Alternatively, insert the Sophos Install CD. The CD should start automatically.

4. An installation wizard launches. Click **Install**.

5. In the **Welcome** dialog box, click **Next** to continue.

6. In the **Select Features** dialog box, click **Next** to continue.

If you are installing the NAC application and NAC databases on separate servers, select the **Advanced** option button and run the NAC installation on each server.

7. As appropriate, specify this server's internet proxy settings by selecting an option button. Click **Next**.

If you are using a proxy that is not specified in Sophos Enterprise Console, select the **Use Proxy** option button. If you are using a proxy that is specified in Enterprise Console, select the **Use SEC Proxy Settings** option button. The username, password, and confirm password are required only when the NAC server is using an authenticated proxy.

8. On the **Ready to Install** dialog box, click **Install**.

Sophos NAC is configured, and the installation progress displays. A portion of the installation takes several minutes, during which time the progress indicator may not move. Do not cancel the installation, and it will progress.

9. Click **Finish**.

Note: If upgrade errors occur, use the Event Log to view additional information. If the NAC database upgrade fails, you must delete the following NAC databases if they have been created: AlertStore, AuditStore, GeneralStore, PolicyStore, ReportStore, ReportStoreCache, ReportStoreWH, and SecurityStore. Once you have deleted the NAC databases, you should re-attach the ReportStore and PolicyStore databases from the back up you completed. Then you can attempt a re-installation.

10. If you are using the NAC Web Agent, install the Web Agent upgrade on your Web server.

For more information, see [Upgrade the NAC Web Agent](#) on page 7.

The NAC upgrade:

- Updates the NAC Manager with new pre-defined profiles, applications, capabilities, and actions. The upgrade also removes profiles, applications, capabilities, and actions that are no longer supported.
- Configures the new features in the release. To take advantage of the new policy features, you must add the new features to existing policies.

4.1 Upgrade the NAC Web Agent

The NAC Web Agent is primarily used for guest access and installs from a separate Web Agent installation file. Install the Web Agent on a web server that is accessible to endpoints that must use the Web Agent. The Web Agent may be installed on the same server as Sophos NAC. For more information on Web server requirements and endpoint requirements for the Web Agent, see the *Sophos NAC Advanced Installation Guide*.

1. Go to the Sophos website, download the Sophos NAC Web Agent installer, and run it. Alternatively, insert the Sophos Install CD. The CD should start automatically.
2. Double-click the NAC Web Agent installer.
3. Run the installation wizard.

Note: When installation errors occur, use the Event Log on the Web server to view additional information.

Note: Endpoints can access the Web Agent using the following URL: `http(s)://<ip address/DNS name>/webagent` if you installed the Web Agent to the default directory. The IP address or DNS name is the Web server where you installed the Web Agent.

5 Technical support

Use the document to search for information relating to your questions, issues, or problems.

If you are not able to find your answers, visit <http://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), if appropriate.
- The exact text of any error messages.

6 Copyright

Copyright © 2009 Sophos Group. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording or otherwise unless you are either a valid licensee where the documentation can be reproduced in accordance with the licence terms or you otherwise have the prior permission in writing of the copyright owner.

All other product and company names are trademarks or registered trademarks of their respective owners.