



# Sophos Endpoint Security and Control 9 quick upgrade guide

Describes upgrading to:

Sophos Enterprise Console version 4.0

Sophos NAC version 3.3

Sophos Endpoint Security and Control version 9.0

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## 1 About this guide

This guide tells you how to upgrade:

- Enterprise Console from version 3.1 to version 4.0.
- NAC Manager from version 3.1 to version 3.3.
- Sophos Anti-Virus and Sophos Client Firewall to Sophos Endpoint Security and Control 9.0.

It assumes that you have Enterprise Console installed on a single server.

It also assumes that if you use NAC Manager you have it installed on a single server, though this does not have to be the same server on which you run Enterprise Console.

If you are attempting any other upgrade, see the *Sophos Endpoint Security and Control advanced upgrade guide*.

## 2 What's new?

This section describes the new Sophos security software.

### **Enterprise Console 4.0**

Enterprise Console has these new features:

- An integrated tool for downloading updates (Sophos Update Manager).
- Role-based administration, which enables you to specify how other users can use the console.
- Data control, which enables you to reduce data leakage from workstations.
- Device control, which enables you to prevent users from using unauthorized external storage devices and wireless connection technologies.

### **NAC Manager 3.3**

NAC Manager has these new features:

- New "dissolvable agent" that allows guest users access to the network even if they do not have administrator rights.
- Simplified DHCP (Dynamic Host Configuration Protocol) enforcement to ensure that computers comply with health standards before they can access the network.
- Enhanced assessment of whether computers are protected by Sophos Anti-Virus and Sophos Client Firewall.
- Assessment of whether computers are protected by encryption.

There is also a new version of the Compliance Agent that runs on endpoint computers, enabling NAC Manager to assess them.

## **Sophos Endpoint Security and Control 9.0**

This combines Sophos Anti-Virus and Sophos Client Firewall. It also provides the data control and device control functions that you manage from Enterprise Console.

### **3 Can I keep my settings?**

If you upgrade as described in this guide:

- Computer groups do not change.
- Updating policies do not change. New updating policies with the same settings are created, ready for your migration to a new updating technology.
- Anti-virus and HIPS, firewall and application control policies do not change.
- The security software on endpoint computers does not change version until you decide to upgrade it.

### **4 What are the key steps?**

You carry out these key steps:

- Prepare for upgrades.
- Upgrade NAC Manager.
- Upgrade Enterprise Console.
- Migrate to Update Manager.
- Upgrade endpoint security software.

**Note:** If you use both Enterprise Console and NAC Manager, it is important that you upgrade them in the order shown here.

### **5 Prepare for upgrades**

Before you upgrade, you should back up your databases. You will need the backups if you encounter any problems during upgrading.

#### **5.1 Back up the NAC databases**

If you use Sophos NAC, do as follows:

- ❖ Back up the ReportStore and PolicyStore databases.

## 5.2 Back up the SEC database

1. Back up your database.

The default installation folder is C:\Program Files\Microsoft SQL Server\MSSQL\$SOPHOS.

2. Export the registry key: HKLM\Software\Sophos\Certification Manager.

If you need to restore the database later, restore the database to the instance you use. The default is SOPHOS. Then restore the registry key.

## 6 Upgrade NAC Manager

If you use NAC Manager, upgrade it as follows.

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. Go to the Sophos website. On the web page for Endpoint Security and Control downloads, download the NAC Manager installer.
3. Double-click the downloaded installer.
4. In the **Sophos NAC Manager** dialog box, click **Install**.
5. A wizard guides you through the upgrade.

If upgrade errors occur, use the Event Log to view further information. If the NAC databases upgrade fails, see [Troubleshooting](#) (page 7).

## 7 Upgrade Enterprise Console

To upgrade Enterprise Console:

1. Log on as an administrator.
  - 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. Go to the Sophos website. On the web page for Endpoint Security and Control downloads, download the Enterprise Console installer.
3. Double-click the downloaded installer.
4. In the **Sophos Network Installer** dialog box, click **Install**.
5. A wizard guides you through the upgrade.

You should accept the default setting on the **Database Population** page. This is the correct setting for your type of upgrade.

The wizard upgrades Enterprise Console, upgrades your Sophos databases, and installs Sophos Update Manager.

When installation is complete, log off or restart the server (the final dialog in the wizard shows which is required).

## 8 Migrate to Update Manager

When you log back on to the computer, Enterprise Console opens automatically and a wizard runs.

**Note:** If you see an error message or a warning that an existing software "library" cannot be migrated, your migration cannot be handled automatically. See the *Sophos Endpoint Security and Control advanced upgrade guide*.

The wizard guides you through migrating your computers so that in future they can be updated by Update Manager, the new updating technology.

You should do as follows:

1. In the **Groups that can be migrated** dialog box, leave **Migrate endpoint computers in these groups** selected.
2. In the **Groups that cannot be migrated** dialog box, a list of any unmigrated computer groups is displayed.

The computers in these groups are still being updated by EM Library. You can migrate them manually at any time you wish. See [Troubleshooting](#) (page 7).

Update Manager now takes over updating of your computers. However, it does not change the version of the security software installed on them until you decide you are ready.

You can upgrade the software on your endpoint computers at any time (see next section).

## 9 Upgrade endpoint security software

This section describes how to plan and carry out an upgrade of the security software on your endpoint computers.

The procedures described here upgrade **all** the security software components, including the Compliance Agent for NAC (if you already use Sophos NAC).

## 9.1 About upgrading endpoint computers

You can upgrade endpoint computers whenever you are ready.

- If you want to continue using your existing versions of Sophos Anti-Virus and Sophos Client Firewall, you can do so. When Sophos stops supporting these versions, your computers will be upgraded automatically.
- If you want to begin using the new features in the latest versions, you can upgrade now. See [Upgrade endpoint computers now](#) (page 7)

**Note:** If you want to try out the latest versions before upgrading all computers, you can do phased upgrading. See the *Sophos Endpoint Security and Control advanced upgrade guide*.

## 9.2 Upgrade endpoint computers now

To upgrade your endpoint computers, you must change the version of the software that Update Manager is downloading from Sophos, as follows.

**Note:** The software you download is defined in a "software subscription".

1. On the **View** menu, click **Update managers**.
2. In the **Software subscriptions** pane, double-click the subscription you want to change. The default subscription is **Recommended**.
3. Next to **Windows 2000 and later**, click in the **Version** field and then click again.

A drop-down list of available versions is displayed.

4. Select version 9 with the type of updating you want.  
Normally you subscribe to **Recommended** to ensure that your software is kept up to date automatically.

The next time Enterprise Console downloads updates, it will download the new version of the endpoint software. Your Windows computers will then upgrade themselves automatically.

**Note:** When the computers upgrade, the computer details in Enterprise Console may show "Differs from policy" in the **Policy Compliance** column. To correct this, right-click the computers and select **Comply with** and then the relevant policy or policies.

# 10 Troubleshooting

## NAC database upgrade fails

Use the Event Log to view additional information. In many cases, you can resolve the problem as follows:

1. Delete the following NAC Databases if they have been created: AlertStore, AuditStore, GeneralStore, PolicyStore, ReportStore, SecurityStore.
2. Re-attach the ReportStore and PolicyStore databases from the backup.
3. Attempt a reinstallation.

### **After the SEC upgrade a "Download security software wizard" runs**

This wizard is intended for first-time installation, not for upgrading. However, it is displayed if:

- The computer did not previously have Enterprise Console installed.
- The previous installation of Enterprise Console on this computer did not include the updating component EM Library.

If you want to upgrade but still preserve your updating settings, you should install SEC and/or Sophos Update Manager on the computer where EM Library was installed before.

### **Groups could not be migrated to Update Manager**

If any groups are not migrated to Update Manager automatically, you can migrate them manually.

To do this, you apply the new updating policy created by Update Manager, as follows.

In the **Groups** pane, right-click the group and select **View group policy details**. In the **Updating** field, the **Legacy updating** checkbox is selected if the group is still using the old policy. Clear the checkbox.

For more help on migration, see the *Sophos Endpoint Security and Control advanced upgrade guide*.

## **11 Technical support**

For technical support, 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)
- The exact text of any error messages

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