

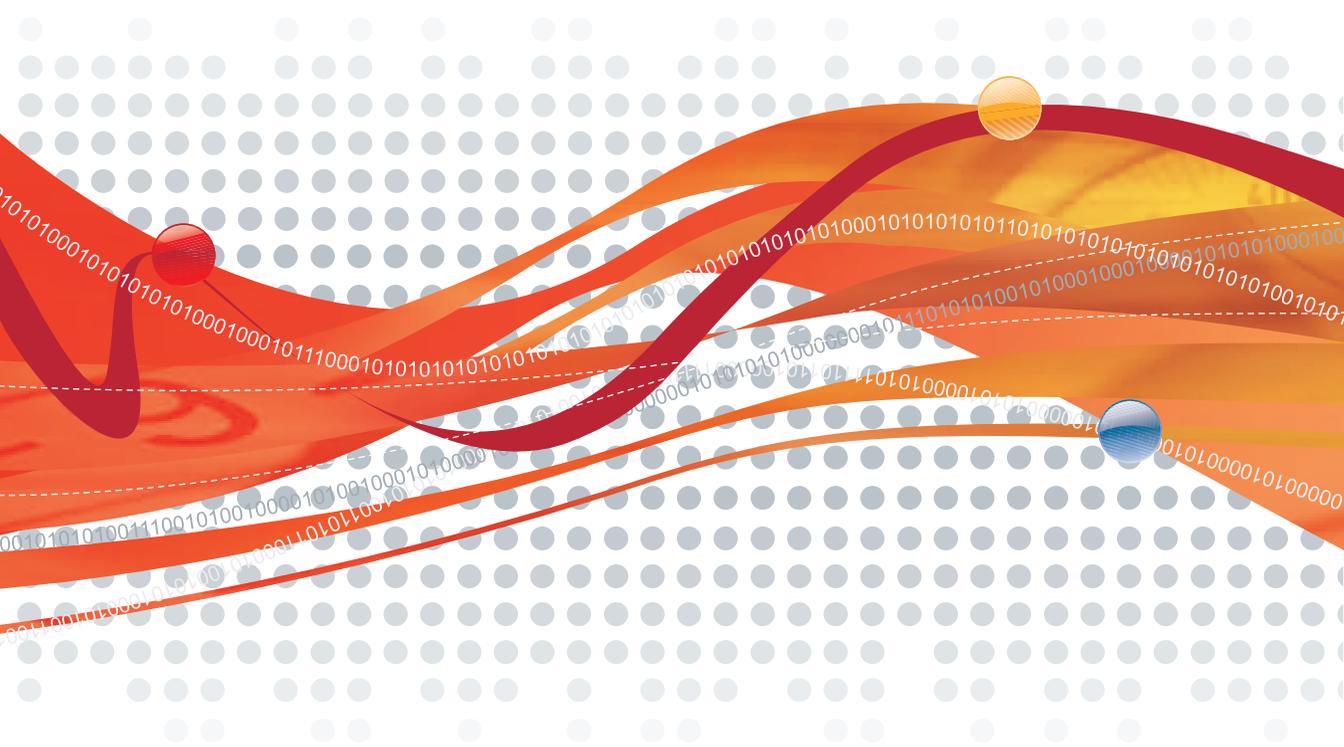


InterScan™ Messaging Security Suite⁷

for Enterprise and Medium Business

for Crossbeam C-Series

Installation Guide



Messaging Security

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Document Part No.: MSEM73556/80225

Release Date: March 2008

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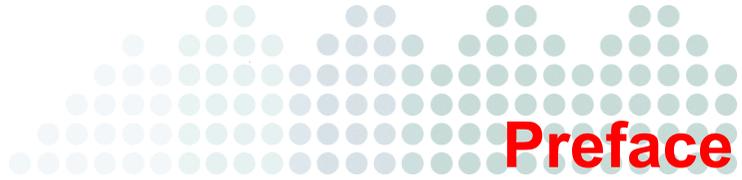
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Preface

Welcome to the *Trend Micro™ InterScan™ Messaging Security Suite for Crossbeam C-Series Installation Guide*. This guide describes how to install and configure the Trend Micro InterScan Messaging Security Suite application on a Crossbeam Systems C-Series (COS) Security Platform.

This preface discusses the following topics:

- *Related Documentation* on page P-viii
- *Audience* on page P-viii
- *Document Conventions* on page P-ix

Related Documentation

InterScan Messaging Security Suite Related Documentation

The following Trend Micro documentation may be helpful:

- InterScan Messaging Security Suite for Linux v7.0 ReadMe
- InterScan Messaging Security Suite for Linux v7.0 Getting Started Guide

To obtain this documentation, visit <http://www.trendmicro.com/download>.

Crossbeam Systems Related Documentation

The following Crossbeam Systems documentation may be helpful when configuring our product:

- C12 Hardware Installation Guide
- C25 Hardware Installation Guide
- COS Configuration Guide
- COS Release Notes
- Install Server Users Guide

Visit the Crossbeam Systems Customer Service portal at

<http://www.crossbeamsys.com/service-support/on-line.cfm> for the latest updates to Crossbeam technical documentation.

Audience

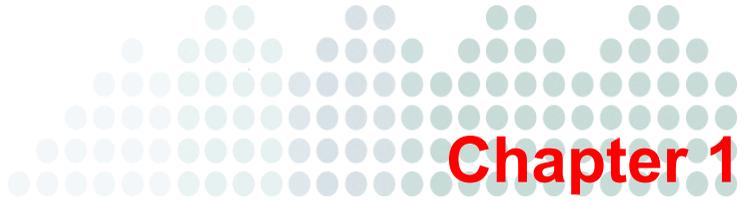
The IMSS documentation is written for IT managers and email administrators. The documentation assumes that the reader has in-depth knowledge of email messaging networks.

The documentation does not assume the reader has any knowledge of antivirus or anti-spam technology.

Document Conventions

To help you locate and interpret information easily, the IMSS documentation uses the following conventions.

CONVENTION	DESCRIPTION
ALL CAPITALS	Acronyms, abbreviations, and names of certain commands and keys on the keyboard
Bold	Menus and menu commands, command buttons, tabs, options, and other tasks
Italics	References to other documentation
Monospace	Examples, sample command lines, program code, Web URL, file name, and program output
Note:	Configuration notes
Tip:	Recommendations
WARNING!	Reminders on actions or configurations that should be avoided



Introducing InterScan Messaging Security Suite

This chapter provides a brief introduction to our product and its operation on a Crossbeam Systems C-Series Security Platform.

Topics include:

- *About InterScan Messaging Security Suite* on page 1-2
- *Deployment Options* on page 1-2

About InterScan Messaging Security Suite

Trend Micro™ InterScan™ Messaging Security Suite (IMSS) 7.0 is a gateway email security software solution that integrates multi-tiered anti-spam and anti-phishing with award-winning antivirus and anti-spyware capabilities. Innovative techniques such as customer-specific reputation services and patent-pending image spam detection keep customers safe as threats evolve while predictive techniques such as zero-day protection, advanced heuristics, and behavior analysis block targeted attacks.

This comprehensive email protection solution also provides flexible content filtering to enforce compliance and to prevent data leakage. With a highly scalable platform and centralized management for easy administration, the solution is optimized to block the full range of standalone, blended-threat, and customer-specific attacks at the POP3 and SMTP gateway.

Deployment Options

IMSS 7.0 offers two deployment options to fit the existing network infrastructure. They are:

- *All-in-One Deployment* on page 1-3
- *Distributed Deployment* on page 1-4

All-in-One Deployment

Install all IMSS components on one C-Series system.

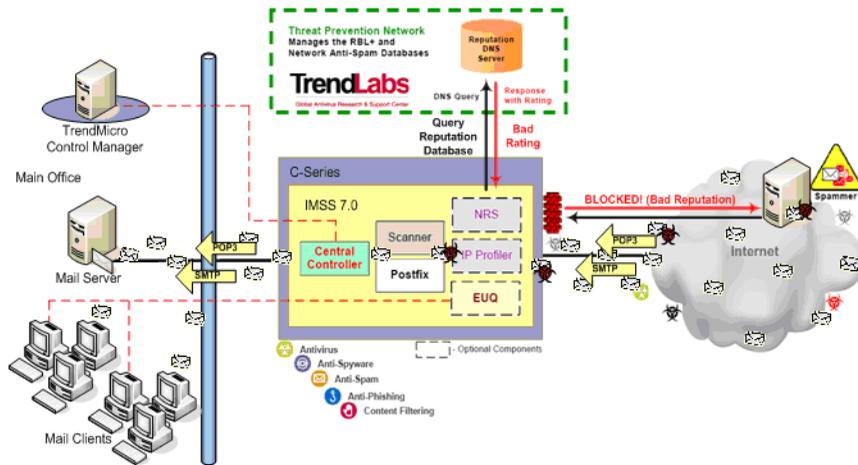


FIGURE 1-1 All-in-One Deployment Option

Distributed Deployment

Distribute the IMSS components and MTA across several C-Series systems. Install EUQ and the Central Controller on one C-Series system; install the MTA, Scanner, NRS, and IP Profiler components onto multiple C-Series systems.

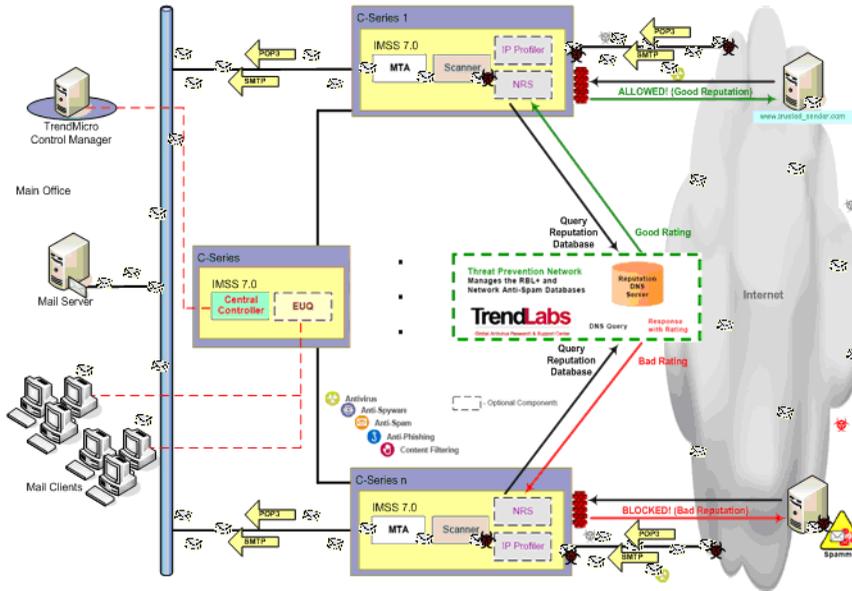
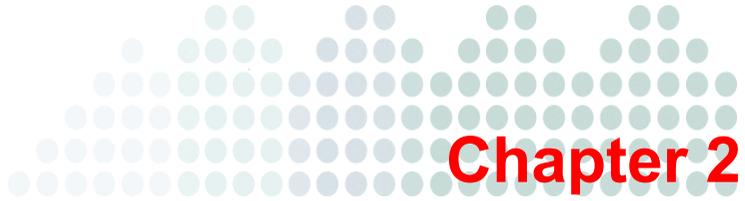


FIGURE 1-2 Distributed Deployment Option



Before You Begin

This chapter presents licensing, software, hardware, and COS configuration requirements for installing InterScan Messaging Security Suite (IMSS) 7.0 on the Crossbeam Systems C-Series platform.

Topics include:

- *Prerequisites for Using InterScan Messaging Security Suite* on page 2-2
- *COS Configuration Requirements* on page 2-4.

Prerequisites for Using InterScan Messaging Security Suite

Licensing Requirements

InterScan Messaging Security Suite has the following licensing requirements:

- InterScan Messaging Security Suite Anti-Virus and Content Filter
- InterScan Messaging Security Suite Spam Prevention Solution and IP Filtering Service

Software Requirements

- COS 6.0.x

The following additional components may also be required depending on your installation:

- Directory Servers:
 - Microsoft Active Directory 2000 and 2003
 - IBM Lotus Domino 6.0 or above
 - Sun Java System Directory Server
- Trend Micro Control Manager Version 3.5

Hardware Requirements

To ensure optimal performance, your system should have more memory than the minimum required. Additionally, heavy traffic or a large number of sustained network connections require more memory. The following table lists the hardware requirements for this application.

TABLE 2-1. COS Hardware Requirements

Minimum Memory	2GB RAM
Recommended Memory	4GB RAM

TABLE 2-1. COS Hardware Requirements

Supported C-Series Models	C25 C12 (Distributed Deployment only)
Disk Storage for Logging or Other Purposes	10GB disk space for mail storage 50GB disk space for the Admin Database 20GB disk space for the EUQ Database 4GB disk space for the working quarantine folder (Based on 500,000 email messages per day, 50% quarantine rate, and logs preserved for a month)

Recommended Disk Swap Space

The C-Series platform has 2GB of swap space by default. The recommended swap size is two times the amount of physical memory installed.

To increase the swap size:

1. Create the swap file.

```
dd if=/dev/zero of=/tmp/swapfile bs=1024 count=6291456
```

2. Turn the swap file into swap space.

```
mkswap -c -v1 /tmp/swapfile
```

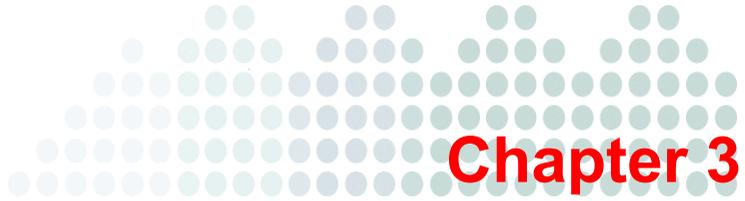
3. Enable the swap file.

```
swapon /tmp/swapfile
```

COS Configuration Requirements

The Crossbeam Systems C-series system on which you are installing IMSS must meet the following requirements:

- System is running COS version 6.0.x.
- Refer to your *COS Configuration Guide* for information on configuring these requirements:
 - An active connection to the Internet with a default route
 - A Domain Name Server (DNS) configured
 - A connection to an Network Time Protocol (NTP) service



Installing the Application

This chapter provides instructions for loading, installing, and verifying the installation.

WARNING! Ensure to complete the pre-configuration requirements in the previous chapter before continuing.

Topics include:

- *Loading and Installing the Application* on page 3-2
- *Verifying the Installation* on page 3-5

Loading and Installing the Application

Complete the following steps to load and install the application on your Crossbeam Systems C-Series platform.

To load the application:

1. Copy the CBI file to `/crossbeam/apps/archive`.
2. Log into the C-Series platform using your terminal program. (Default login and password are admin.)

```
Login as: admin
admin@myCOS.lab's password: admin
```
3. When the COS main menu is displayed, select item #5, Application Install/Uninstall
4. When the Application menu is displayed, select item # 1, Install Application.
5. When the Install Application menu is displayed, select `imss-7.0-x`.
6. When the license agreement is displayed, accept the license agreement.
7. Choose whether to install a new IMSS server or append some components to an existing IMSS server.
 - **Option 1:** Installs a new Central Controller which allows the administrator to manage this IMSS instance separately from other IMSS installations. It also installs the primary EUQ service and EUQ database.
 - **Option 2:** Utilizes an existing Central Controller. This IMSS instance is administered through an existing IMSS instance that has the Central Controller installed.

For example:

```
Do you want to install a new IMSS server or append some
components to an existing IMSS server?
```

1. Install a new IMSS server
2. Append components to an existing IMSS server

```
Enter your choice: [1]: 1
```

If you selected option 1, go to the next step. Otherwise, proceed to step 10.

8. Type the local IP address that this IMSS instance will use.

For example:

```
Please enter the IP address IMSS will use. Other IMSS instances
on the network should be able to register to the local Central
Controller using this IP address. []: 10.50.1.110
```

WARNING! If other IMSS instances will report to the Central Controller, its IP address must be unique, and it must be accessible to the other IMSS instances.

9. When prompted, type and confirm the password that you will use for the Admin and EUQ databases.

A new instance of PostgreSQL will be installed. Please make sure all existing database servers have been deleted or installation will fail.

Please enter the password for the IMSS database

Password:

Confirm Password:

WARNING! To successfully install IMSS on the Crossbeam platform, make sure no other PostgreSQL instance is running on the C-Series system.

If you selected option 1 in step 7 proceed to step 12.

10. Type the Admin database information of the existing Central Controller.

For example:

Please provide database info of existing IMSS server:

```
IMSS database server IP []: 10.50.1.115
```

```
IMSS database name [imss]:
```

```
IMSS database user name [sa]:
```

```
IMSS database user password
```

```
Password:
```

```
Confirm Password:
```

11. Type the local IP address that this IMSS instance will use to connect to the existing Central Controller.

For example:

```
Please enter the IP address this IMSS instance will use to
connect to the existing IMSS server []: 10.50.1.110
```

12. Confirm/deny installation of the Scanner Service.

WARNING! You must install the Scanner Service if you want to install Network Reputation Services (NRS) or IP Profiler.

```
Do you want to install the Scanner Service (The Scanner Service
should be installed to install Network Reputation Services and
IP Profiler)? [y]: y
```

13. If you chose to install the Scanner Service, type the domain name that you want to specify in the mydomain parameter of the Postfix configuration file.

For example:

```
Enter your domain name []: crossbeamsys.com
```

14. Confirm/deny installation of the EUQ service and database.

```
Do you want to install the EUQ Service (A maximum of eight (8)
EUQ Services may be installed. When the EUQ Service is
installed, the EUQ database is also installed)? [y]: y
```

15. Confirm/deny installation of the NRS.

```
Do you want to install Network Reputation Services? [y]: y
```

16. If you chose to install NRS, the installer prompts you for the NRS Activation Code:

```
Please enter your NRS Activation Code []:
<XX-XXXX-XXXXX-XXXXX-XXXXX-XXXXX-XXXXX>
```

17. Confirm/deny installation of the IP Profiler.

```
Do you want to install IP Profiler? [y]: y
```

18. When prompted to indicate whether changes need to be made, type n and press **Enter**.

```
Are any changes needed? [n]: n
```

The IMSS installer is extracted and installed on the C-Series system.

```
** A reboot is required for the change(s) to take affect. **
```

```
Extracting Bundle: [#####] 100% [ ok ]
```

```
Installing imss: [#####] 100% [ ok ]
```

19. Reboot the C-Series device

WARNING! IMSS is installed with Service Pack 1 and Hot Fix 31670 (Build 3167). Please note that both should be installed on the Central Controller in a distributed architecture. Service Pack 1 can be obtained from the Trend Micro Web site. The hot fix may be obtained from Trend Micro Technical Support.

Verifying the Installation

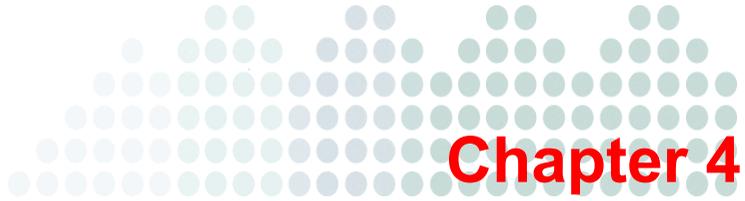
To verify if InterScan Messaging Security Suite was successfully installed, try accessing the IMSS Web console using a Web browser. The default user name is admin, and the default password is imss7.0.

- Stand Alone:

```
https://<C-Series IP Address>:8445
```

- Distributed:

```
https://<Central Controller IP Address>:8445
```

Application Management

This chapter provides information about basic application management controls.

Topics include:

- *Basic Application Management Commands* on page 4-2
- *Uninstalling the Application* on page 4-2

Basic Application Management Commands

Type the following commands at the COS prompt (Unix shell) for basic management tasks:

TABLE 4-1. COS Commands

COMMAND	FUNCTION
<code>COS# service imss start</code>	Start an application
<code>COS# service imss stop</code>	Stop an application
<code>COS# service imss restart</code>	Restart an application

Type the following commands at the Linux prompt for basic management tasks:

TABLE 4-2. Linux Commands

COMMAND	FUNCTION
<code>chkconfig imss off</code>	Prevent application start at boot up
<code>chkconfig imss on</code>	Allow application starting at boot up

Uninstalling the Application

To uninstall the application:

1. Log on to the C-Series platform using your terminal program. (Default login and password are admin.)

```
Login as: admin
admin@myCOS.lab's password: admin
```
2. When the COS main menu is displayed, select item #5, **Application Install/Uninstall**.
3. When the Application menu is displayed, select item # 2, **Remove Application**.

4. When the Remove Application menu is displayed, select **imss-7.0-x**.

```
Trend Micro, InterScan Messaging Security Suite 7.0 release 1
Uninstalling imss: [#####] 100% [ ok ]
** A reboot is required for the change(s) to take affect. **
```

WARNING! When IMSS 7.0 is uninstalled, all IMSS files and directories are deleted. This includes the Admin and EUQ databases, as well as any archived or quarantined email messages.

5. Reboot the C-Series platform.



Appendix A

Troubleshooting

This chapter provides troubleshooting options if InterScan Messaging Security Suite does not install.

Topics include:

- *IMSS Installation Issues* on page A-2
- *Support and Training* on page A-3
- *Customer Comments* on page A-3

IMSS Installation Issues

If the IMSS installation does not succeed, examine the following files:

- /tmp/imss_install.out
- /tmp/nrs_install.out
- /tmp/ip_install.out
- /tmp/sp1_install.out
- /tmp/hf3167_install.out

These files contain a record of the recent IMSS installation and any errors that were encountered during installation.

If you see the following error in /var/log/messages:

```
IMSSCPlugin: The specified database cannot be accessed. Verify the IP address, user name, and password
```

The installer cannot reach the existing Central Controller from the VAP on which you are installing IMSS. Verify that the VAP can ping the Central Controller IP address, and that the PostgreSQL database on the existing IMSS server is started.

If you see the following error in /var/log/messages:

```
IMSSCPlugin: NRS AC validation failed. NRS AC invalid or host utility not installed. Please note an Internet connection is needed to validate the NRS AC
```

The installer cannot validate the NRS activation code. This problem may be caused by one or more of the following problems:

- The C-Series device has no route to the Internet. To perform validation of the activation code, the installer needs to connect to Trend Micro's RBL database.
- The host utility is not present on the C-Series device. By default, the IMSS CBI installs the bind-libs and bind-utils RPMs to provide this utility. To verify that the RPMs were installed properly, run the host utility on the C-Series device.
- The activation code is invalid.

Support and Training

Refer to the following Web site regarding support for this application:

<http://esupport.trendmicro.com>

Support calls related to your Crossbeam Systems platform should be directed to:

- Crossbeam Systems Customer Service at 1-800-331-1338 (within the U.S. only) or +1-978-318-7595 for international customers.
- For additional information, please contact your account representative or refer to www.crossbeamsystems.com for product training offerings and schedules.

Customer Comments

To submit comments regarding the products or their documentation send an email to alliance_support@trendmicro.com.

