

## **F-Secure White Paper**

### **Upgrading Client Security and Policy Manager in 4 easy steps**

#### **Purpose**

This white paper describes how to easily upgrade your existing environment running Client Security 8-series managed with Policy Manager version 8 or 9 on Windows Server platforms.

The task begins by upgrading Policy Manager and with Policy Manager upgraded; user workstations are upgraded to run the latest Client Security release using policy-based installation.

The document is intended for the IT administrators of SMB companies using Windows operating systems and its purpose is to give a visual and clear overview of the process without adding too much fine detail.

#### **Background**

The scanning engines in the F-Secure product mentioned above will no longer receive updates after 31.12.2011 and to ensure full protection, the client needs to be upgraded to the latest version. Currently the latest released Client Security version is 9.20.

Unless clients are upgraded, the detection levels will deteriorate quickly after 31.12.2011 as the product will no longer receive updates and detect new malware.

## Step 1. Meet software and hardware requirements

To allow for a smooth upgrade experience, consider the following information before starting the process. The table below describes key differences between the previous and current release of the software.



Most importantly, the Windows 2000 Server/Workstation operating systems are **no longer supported**



Changes in **recommended** installation and system requirements

	Supported Operating Systems	Free disk space	Memory (RAM)
F-Secure Policy Manager 10	<i>Extensive but Windows 2000 <b>no longer supported</b></i>	<i>10GB (5GB)</i>	<i>All supported platforms: 1 GB (512MB)</i>
F-Secure Client Security 9.20	<i>Extensive but Windows 2000 <b>no longer supported</b></i>	<i>800 MB (300MB )</i>	<i>Windows Vista: 1GB (512MB) Windows 7: 1 GB (512MB) Windows XP: 512MB (256MB)</i>

Before starting the upgrade, please address these issues by either upgrading software and/or hardware in the environment.

While upgrading to Client Security 9.20, the installation wizard prompts for the **license key-code** and without it, the installation cannot be completed. If you do not have access to the keycode, contact your local F-Secure partner.

## Step 2. Download the software

Once the prerequisites are met, prepare for the upgrade by downloading the necessary software packages. For your convenience, the download links are provided below.

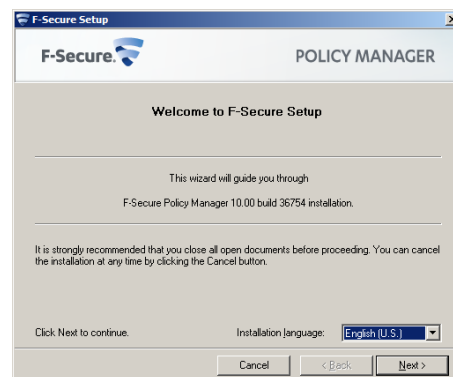
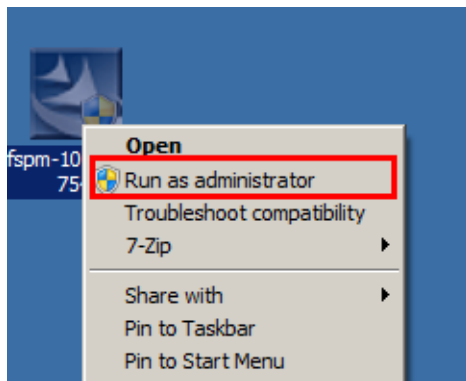
Links to software

- [F-Secure Policy Manager 10 installation package](#)
- [F-Secure Client Security 9.20 remote installation package \(.jar\)](#)

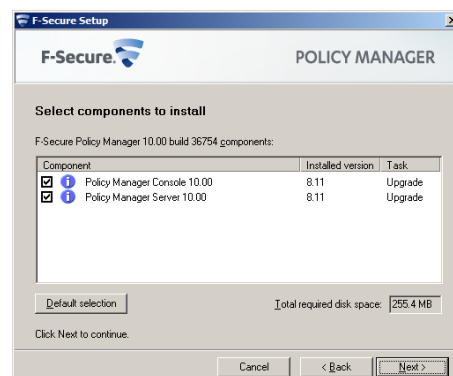
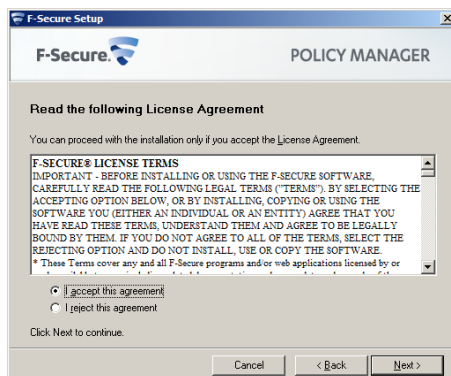
Place the packages to a network location or USB flash drive accessible from the Policy Manager Server including any host(s) running the Policy Manager Console.

## Step 3. Upgrade Policy Manager

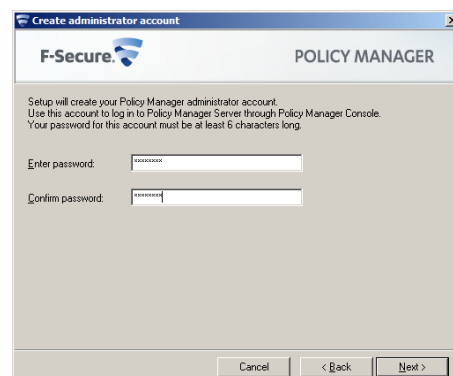
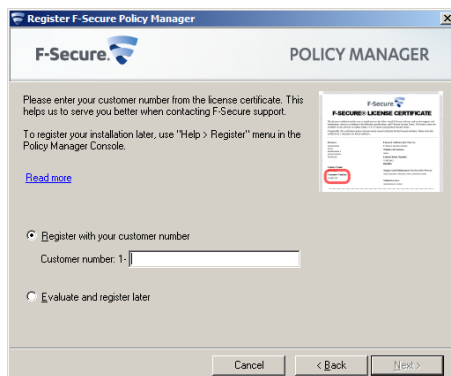
To start the upgrade, log in to the server as the “Administrator” user and launch the Policy Manager Installation package with “Administrator” privileges.



Select the installation language and select **Next**.

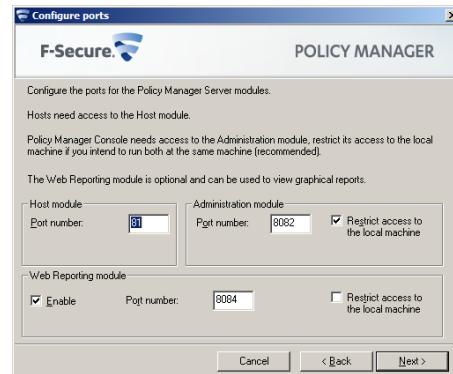
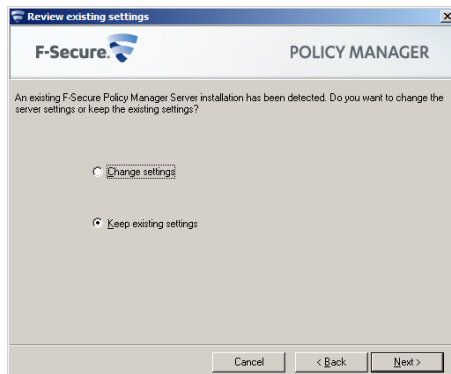


The server we upgrade currently runs Policy Manager 8.11 and both Policy Manager Server and Console. Simply accept the license agreement and default settings for “**components to install**”.

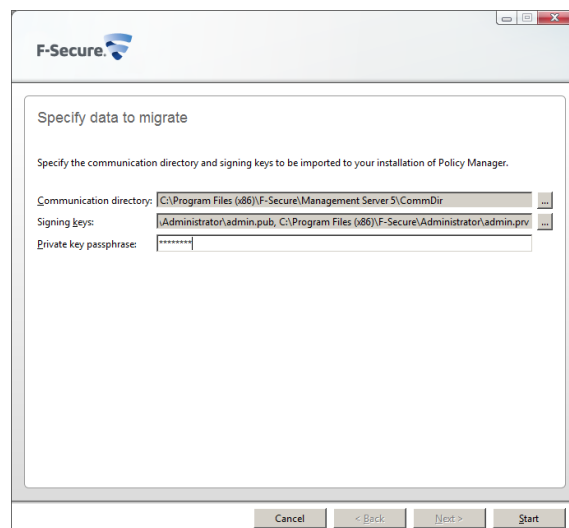
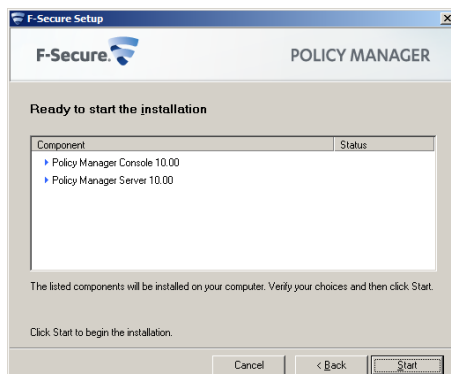


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We recommend entering the **customer number** during installation as otherwise Policy Manager Console prompts for the number until you provide it. **The password provided during setup is used to log in to Policy Manager Console** and prevents unauthorized access to the policy domain.

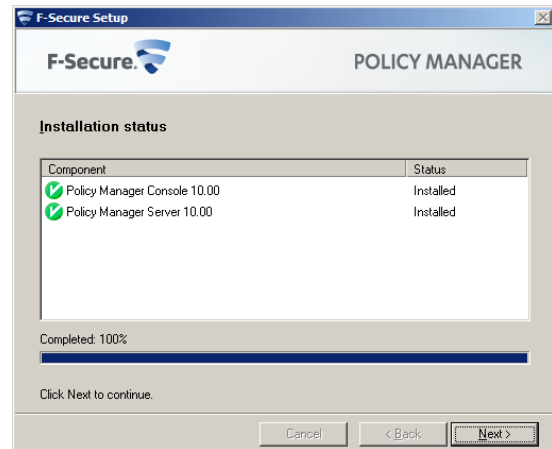
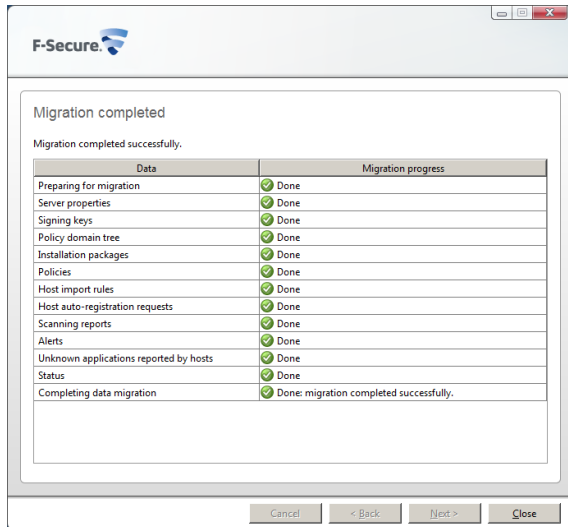


As we are *upgrading* (from version 8.11), we recommend selecting the “**Keep existing settings**” option. The selection reuses the previous port numbers used for the host and administration modules, including web reporting and ensures the hosts can continue communication with the server after the upgrade. **Do not change the ports!** Should you select option “**Change settings**”, the screen on the right side displays the available settings.

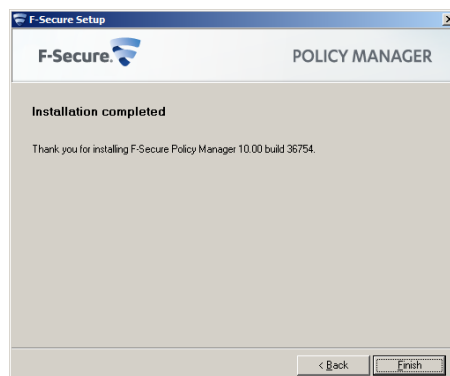


The upgrade now starts and once it finishes, the migration wizard starts. The wizard migrates the existing data from Policy Manager 8 to version 10. The private key passphrase is the passphrase provided with Policy Manager 8 when launching the Console. It is not the same as the password provided earlier during installation (unless the same password was used previously).

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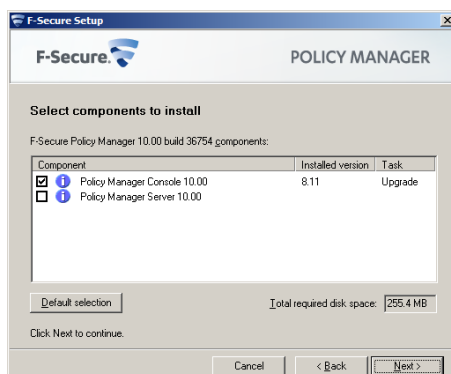


Almost done! The migration wizard displays a summary page. Note, if you have any *warnings* visible on the summary, these can safely be ignored.



**Congratulations! You have now successfully upgraded Policy Manager to version 10!**

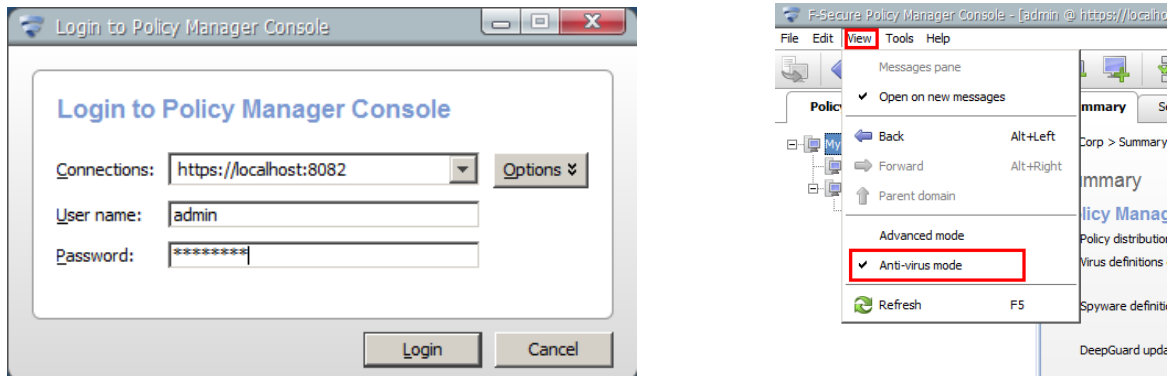
If you have additional computers running Policy Manager Console proceed to upgrade these while deselecting the “Policy Manager Server” option during setup.



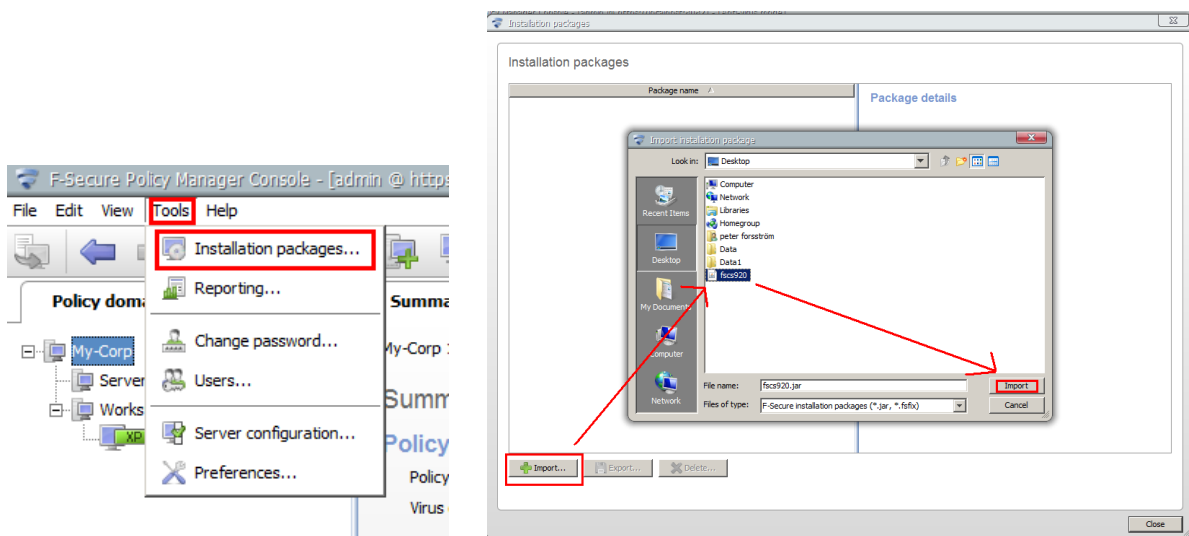
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## Step 4. Upgrade Client Security

The next step involves upgrading our current clients. We start by launching Policy Manager Console and importing the new Client Security 9.20 installation package.

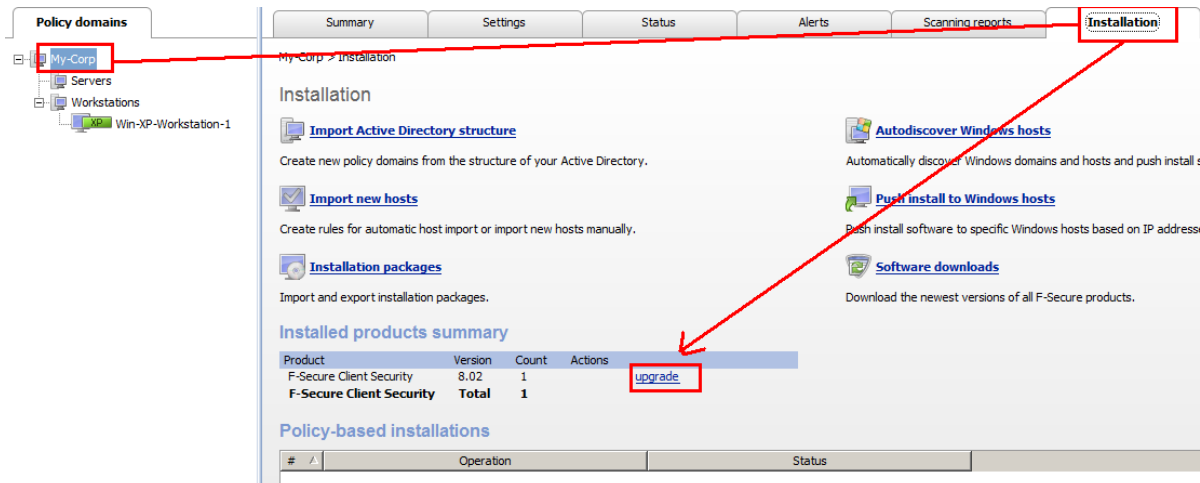


Once Policy Manager Console is running, make sure “Anti-Virus mode” is selected.



Import the Client Security 9.20 installation package downloaded in step 2 (filename *fsc920.jar*).

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The screenshot shows the F-Secure management console interface. On the left, a tree view shows the domain structure: My-Corp (highlighted), Servers, and Workstations (containing Win-XP-Workstation-1). The main area has tabs for Summary, Settings, Status, Alerts, Scanning reports, and Installation (highlighted). Under the Installation tab, there are several options: Import Active Directory structure, Import new hosts, Installation packages, Autodiscover Windows hosts, Push install to Windows hosts, and Software downloads. Below these is a table titled 'Installed products summary':

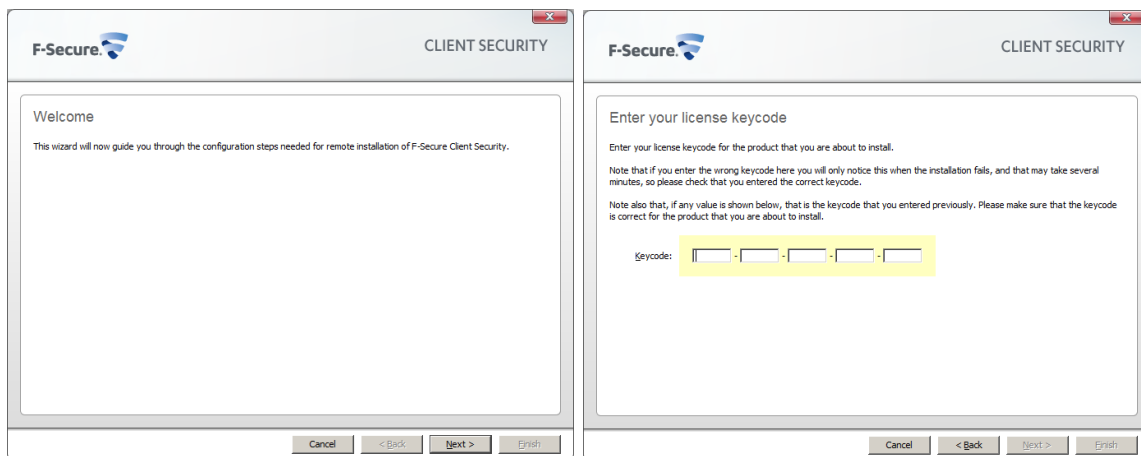
Product	Version	Count	Actions
F-Secure Client Security	8.02	1	<a href="#">upgrade</a>
<b>F-Secure Client Security</b>	<b>Total</b>	<b>1</b>	

The 'upgrade' link in the table is highlighted with a red box and a red arrow pointing to it from the 'Installation' tab.

Select the root of the domain (**My-Corp**) and the **Installation** tab as highlighted above. Any upgrade or installation operation now affects the *entire* policy domain. Start the upgrade process by clicking the “**upgrade**” link.



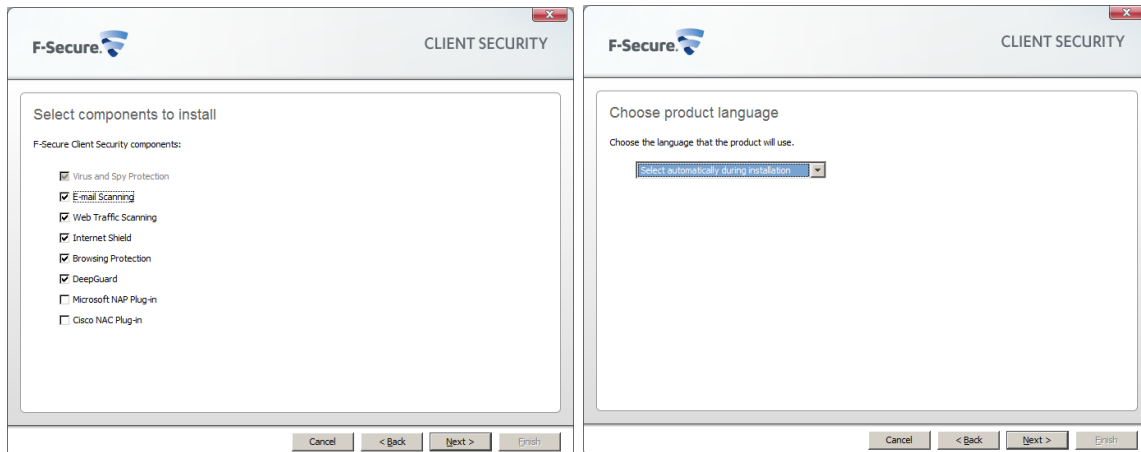
**As the size of upgrade package is quite large (approx. 65Mb) and to minimize the impact on network bandwidth usage, in larger networks we recommend dividing the load by distributing the update to individual sub-domains instead of the root domain. Deploying the upgrade initially to a pilot group also allows you to discover any hidden problems, including possible compatibility issues with 3rd party software.**



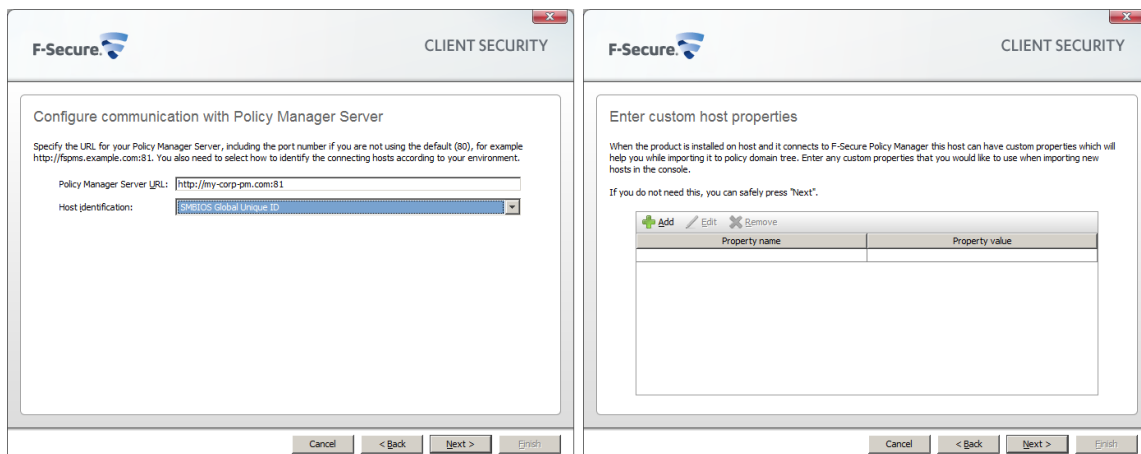
The first screenshot shows the 'Welcome' screen of the F-Secure Client Security installation wizard. It includes a 'Next >' button. The second screenshot shows the 'Enter your license keycode' screen, which prompts the user to enter a license keycode. It includes a text input field and 'Back' and 'Next >' buttons.

The license keycode is required information.

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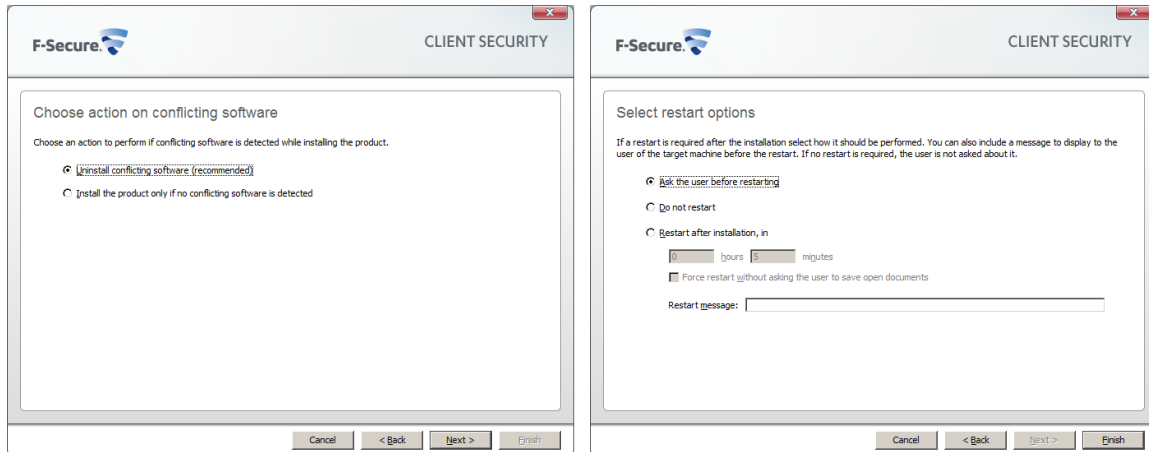


Select the required modules for installation. With regards to product language, default option shown above means the installer decides the Client Security installation language *based on the operating system locale* setting. This is the default and in most cases recommended setting.



If you're not sure, what the Policy Manager Server URL is, launch the **"Status Monitor"** application. It is available in the F-Secure Policy Manager program group and displays the ports used by Policy Manager. The **"Host module"** port is required information and needs to be specified unless standard Http-port 80 is used for communication. For host identification use the default option **"SMBIOS Global Unique ID"**.

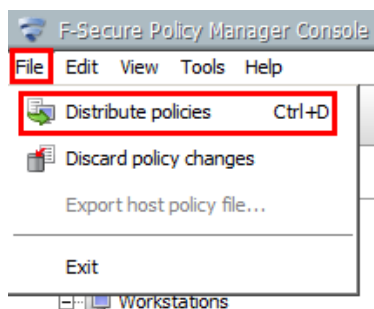
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We recommend **not** changing the “**action on conflicting software option**”. For system restart, alternatively use the “Restart after installation, in XYZ” option which allows you to specify a suitable window after which the user is forced to reboot. Remember to allow users enough time (1-3 hours) to save their work, should they be away from their desktop(s).

Policy-based installations		
#	Operation	Status
1	Upgrading F-Secure Client Security from 8.02 to 9.20 in "M...	<u>1 to be started after policy distribution</u>

The last step remains; initiating the upgrade by distributing policies.



The clients eventually start the upgrade after downloading new policies and report their status back to the Policy Manager.

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### Installed products summary

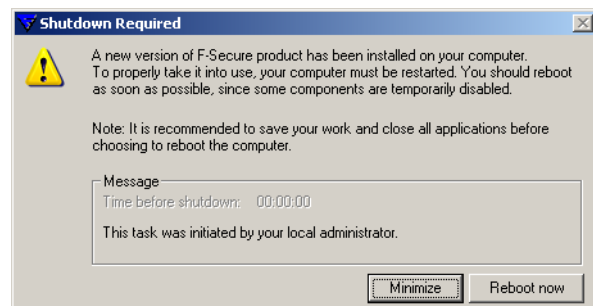
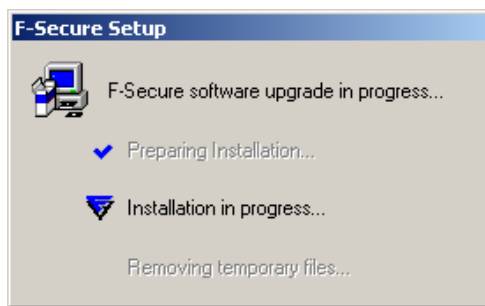
Product	Version	Count	Actions
F-Secure Client Security	9.20	1	<a href="#">repair</a> <a href="#">uninstall</a>
<b>F-Secure Client Security</b>	<b>Total</b>	<b>1</b>	

### Policy-based installations

#	Operation	Status
1	Upgrading F-Secure Client Security from 8.02 to 9.20 in "M...	<a href="#">0 failed / 0 in progress / 1 succeeded</a>

In our case, the installation was quite successful; the one host in our test domain was successfully upgraded to Client Security version 9.20!

The screens below highlight the user experience during and after the upgrade.



**Congratulations! You have now successfully upgraded both Policy Manager and Client Security to the latest versions.**

## Creating a backup of the Policy Manager database

Starting with Policy Manager 10, all the important data including the policy domain structure, policies, installation packages and so forth are stored in a database.



**We highly recommend creating regular backups of the database as part of your daily server maintenance process.**

1. Stop the Policy Manager Server service  
`a.net stop "f-secure policy manager server"`
2. Backup the folder [F-Secure Installation Dir]\Management Server 5\data\h2db
3. Start the Policy Manager Server service  
`a.net start "f-secure policy manager server"`

The default target installation directory for Policy Manager depends on whether you are running a 32-bit or 64-bit Windows version:

**32-bit:** C:\Program Files\F-Secure

**64-bit:** C:\Program Files (x86)\F-Secure

## Restoring a backup of the Policy Manager database

To restore the data, do the following:

1. Stop the Policy Manager Server service  
`a.net stop "f-secure policy manager server"`
2. Restore the previously backed up folder [F-Secure Installation Dir]\Management Server 5\data\h2db
3. Start the Policy Manager Server service  
`a.net start "f-secure policy manager server"`

## Additional resources including contacting support

Please submit any problems you encounter during the upgrade to F-Secure support, according to the support contact information available in your License Agreement. Alternatively contact F-Secure Support directly using any of the available options at our [webpage](#).

Both [Client Security](#) and [Policy Manager](#) have a download page with additional resources available:

- Installation packages
- hotfixes
- product manuals
- release notes