9.0 InterScan™ Messaging Security Virtual Appliance
Installation Guide
Hybrid SaaS Email Security
This documentation introduces the main features of the product and/or provides installation instructions for a production environment. Read through the documentation before installing or using the product.

Detailed information about how to use specific features within the product may be available in the Trend Micro Online Help and/or the Trend Micro Knowledge Base at the Trend Micro website.

Trend Micro always seeks to improve its documentation. If you have questions, comments, or suggestions about this or any Trend Micro document, please contact us at docs@trendmicro.com.

Evaluate this documentation on the following site:

http://www.trendmicro.com/download/documentation/rating.asp
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About this Manual

Welcome to the Trend Micro™ InterScan™ Messaging Security Virtual Appliance Installation Guide. This manual contains information about InterScan Messaging Security Virtual Appliance (IMSVA) features, system requirements, as well as instructions on installing and upgrading IMSVA settings.

Refer to the IMSVA 9.0 Administrator's Guide for information about configuring IMSVA settings and the Online Help in the management console for detailed information about each field on the user interface.

Topics include:

• What's New on page viii
• Audience on page ix
• InterScan Messaging Security Virtual Appliance Documentation on page ix
• Document Conventions on page x
### What's New

#### TABLE 1. IMSVA 9.0 New Features

<table>
<thead>
<tr>
<th><strong>NEW FEATURE</strong></th>
<th><strong>DESCRIPTION</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Transport Layer Security enhancement</td>
<td>IMSVA applies Transport Layer Security (TLS) to email messages that both enter and exit IMSVA. IMSVA provides detailed TLS settings such as security levels and cipher grades.</td>
</tr>
<tr>
<td>Certificate management</td>
<td>IMSVA allows you to manage your SMTP and HTTPS certificates and trusted CA certificates.</td>
</tr>
<tr>
<td>Virtual Analyzer integration</td>
<td>IMSVA enables you to define rules to send email messages with specified attachment types to Virtual Analyzer for analysis.</td>
</tr>
<tr>
<td>Social Engineering Attack Protection</td>
<td>Social Engineering Attack Protection detects suspicious behavior related to social engineering attacks in email messages. When Social Engineering Attack Protection is enabled, the Trend Micro Antispam Engine scans for suspicious behavior in several parts of each email transmission, including the email header, subject line, body, attachments, and the SMTP protocol information. If the Antispam Engine detects behavior associated with social engineering attacks, the Antispam Engine returns details about the message to IMSVA for further action, policy enforcement, or reporting.</td>
</tr>
<tr>
<td>Known host support</td>
<td>Known hosts include trusted mail transfer agents (MTAs) and the Cloud Pre-Filter that are deployed before IMSVA on your network. IMSVA enables you to specify known hosts to exempt them from IP filtering and graymail scanning.</td>
</tr>
<tr>
<td>Enhanced message delivery</td>
<td>IMSVA supports both mail exchanger record (MX record) lookup and static routing methods for message delivery to achieve better load balance and failover capabilities.</td>
</tr>
</tbody>
</table>
Enhanced Data Loss Prevention (DLP)

IMSVA supports both predefined and customized DLP compliance templates based on various data identifiers.

Graymail

Graymail refers to solicited bulk email messages that are not spam. IMSVA manages graymail separately from common spam to allow administrators to identify graymail messages. IP addresses specified in the graymail exception list bypass scanning.

DomainKeys Identified Mail (DKIM) signing

IMSVA supports DKIM signing for outgoing email messages.

### Audience

The IMSVA documentation is written for IT administrators in medium and large enterprises. The documentation assumes that the reader has in-depth knowledge of email messaging networks, including details related to the following:

- SMTP and POP3 protocols
- Message transfer agents (MTAs), such as Postfix or Microsoft™ Exchange
- LDAP
- Database management
- Transport Layer Security

The documentation does not assume that the reader has any knowledge of antivirus or antispam technology.

### InterScan Messaging Security Virtual Appliance Documentation

The IMSVA documentation consists of the following:
Administrator’s Guide
Helps you get IMSVA up and running with post-installation instructions on how to configure and administer IMSVA.

Installation Guide
Contains introductions to IMSVA features, system requirements, and provides instructions on how to deploy and upgrade IMSVA in various network environments.

Online Help
Provides detailed instructions on each field and how to configure all features through the user interface. To access the online help, open the web management console, then click the help icon.

Readme File
Contain late-breaking product information that might not be found in the other documentation. Topics include a description of features, installation tips, known issues, and product release history.

The documentation is available at:

http://docs.trendmicro.com

Document Conventions

The documentation uses the following conventions:

**TABLE 2. Document Conventions**

<table>
<thead>
<tr>
<th><strong>CONVENTION</strong></th>
<th><strong>DESCRIPTION</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>UPPER CASE</td>
<td>Acronyms, abbreviations, and names of certain commands and keys on the keyboard</td>
</tr>
<tr>
<td><strong>Bold</strong></td>
<td>Menus and menu commands, command buttons, tabs, and options</td>
</tr>
<tr>
<td><em>Italics</em></td>
<td>References to other documents</td>
</tr>
<tr>
<td>CONVENTION</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>-------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Monospace</td>
<td>Sample command lines, program code, web URLs, file names, and program output</td>
</tr>
<tr>
<td><strong>Navigation &gt; Path</strong></td>
<td>The navigation path to reach a particular screen</td>
</tr>
<tr>
<td></td>
<td>For example, <strong>File &gt; Save</strong> means, click <strong>File</strong> and then click <strong>Save</strong> on the interface</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>Configuration notes</td>
</tr>
<tr>
<td><strong>Tip</strong></td>
<td>Recommendations or suggestions</td>
</tr>
<tr>
<td><strong>Important</strong></td>
<td>Information regarding required or default configuration settings and product limitations</td>
</tr>
<tr>
<td><strong>WARNING!</strong></td>
<td>Critical actions and configuration options</td>
</tr>
</tbody>
</table>
Chapter 1

Introducing InterScan™ Messaging Security Virtual Appliance

This chapter introduces InterScan™ Messaging Security Virtual Appliance (IMSVA) features, capabilities, and technology, and provides basic information on other Trend Micro products that will enhance your anti-spam capabilities.

Topics include:

- About InterScan Messaging Security Virtual Appliance on page 1-3
- IMSVA Main Features and Benefits on page 1-3
- About Cloud Pre-Filter on page 1-13
- About Email Encryption on page 1-13
- About Spyware/Grayware on page 1-14
- About Web Reputation Services on page 1-16
- About Email Reputation on page 1-16
- About Trend Micro Control Manager on page 1-18
- About Trend Micro Smart Protection on page 1-21
- About Graymail Scanning on page 1-23
• About Command & Control (C&C) Contact Alert Services on page 1-24
About InterScan Messaging Security Virtual Appliance

InterScan Messaging Security Virtual Appliance (IMSVA) integrates multi-tiered spam prevention and anti-phishing with award-winning antivirus and anti-spyware. Content filtering enforces compliance and prevents data leakage. This easy-to-deploy appliance is delivered on a highly scalable platform with centralized management, providing easy administration. Optimized for high performance and continuous security, the appliance provides comprehensive gateway email security.

IMSVA Main Features and Benefits

The following table outlines the main features and benefits that IMSVA can provide to your network.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Descriptions</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data and system protection</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cloud-based pre-filtering of messages</td>
<td>Cloud Pre-Filter integrates with IMSVA to scan all email traffic before it reaches your network.</td>
<td>Cloud Pre-Filter can stop significant amounts of spam and malicious messages (up to 90% of your total message traffic) from ever reaching your network.</td>
</tr>
<tr>
<td>Email encryption</td>
<td>Trend Micro Email Encryption integrates with IMSVA to encrypt or decrypt all email traffic entering and leaving your network.</td>
<td>Trend Micro Email Encryption provides IMSVA the ability to encrypt all email messages leaving your network. By encrypting all email messages leaving a network administrators can prevent sensitive data from being leaked.</td>
</tr>
<tr>
<td>Feature</td>
<td>Descriptions</td>
<td>Benefits</td>
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<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Advanced anti-malware protection</td>
<td>The Advanced Threat Scan Engine (ATSE) uses a combination of pattern-based scanning and aggressive heuristic scanning to detect document exploits and other threats used in targeted attacks.</td>
<td>ATSE identifies both known and unknown advanced threats, protecting your system from new threats that have yet to be added to patterns.</td>
</tr>
<tr>
<td>Command &amp; Control (C&amp;C) Contact Alert Services</td>
<td>C&amp;C Contact Alert Services allows IMSVA to inspect the sender, recipients and reply-to addresses in a message’s header, as well as URLs in the message body, to see if any of them matches known C&amp;C objects.</td>
<td>C&amp;C Contact Alert Services provides IMSVA with enhanced detection and alert capabilities to mitigate the damage caused by advanced persistent threats and targeted attacks.</td>
</tr>
<tr>
<td>Graymail</td>
<td>Graymail refers to solicited bulk email messages that are not spam. IMSVA detects marketing messages and newsletters and social network notifications as graymail.</td>
<td>IMSVA manages graymail separately from common spam to allow administrators to identify graymail messages. IP addresses specified in the graymail exception list bypass scanning.</td>
</tr>
<tr>
<td><strong>Feature</strong></td>
<td><strong>Descriptions</strong></td>
<td><strong>Benefits</strong></td>
</tr>
<tr>
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</tr>
<tr>
<td>Smart Scan</td>
<td>Smart Scan facilitates a more efficient scanning process by off-loading a large number of threat signatures previously stored on the IMSVA server to the cloud.</td>
<td>Smart Scan leverages the Smart Protection Network to:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Enable fast, real-time security status lookup capabilities in the cloud</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Reduce the time necessary to deliver protection against emerging threats</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Lower memory consumption on the server</td>
</tr>
<tr>
<td>IntelliTrap</td>
<td>Virus writers often attempt to circumvent virus filtering by using different file compression schemes. IntelliTrap provides heuristic evaluation of these compressed files.</td>
<td>IntelliTrap helps reduce the risk that a virus compressed using different file compression schemes will enter your network through email.</td>
</tr>
<tr>
<td></td>
<td>Because there is the possibility that IntelliTrap may identify a non-threat file as a security risk, Trend Micro recommends quarantining message attachments that fall into this category when IntelliTrap is enabled. In addition, if your users regularly exchange compressed files, you may want to disable this feature.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>By default, IntelliTrap is turned on as one of the scanning conditions for an antivirus policy, and is configured to quarantine message attachments that may be classified as security risks.</td>
<td></td>
</tr>
</tbody>
</table>
## Content management
IMSVA analyzes email messages and their attachments, traveling to and from your network, for appropriate content. Content that you deem inappropriate, such as personal communication, large attachments, and so on, can be blocked or deferred effectively using IMSVA.

## Real-time Statistics and Monitor
Administrators can monitor the scan performance and IP filtering performance of all IMSVA devices (within a group) on the management console. IMSVA provides administrators with an overview of the system that keeps administrators informed on the first sign of mail processing issues. Detailed logging helps administrators proactively manage issues before they become a problem.

## Protection against other email threats

<table>
<thead>
<tr>
<th>Feature</th>
<th>Descriptions</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>DoS attacks</td>
<td>By flooding a mail server with large attachments, or sending messages that contain multiple viruses or recursively compressed files, individuals with malicious intent can disrupt mail processing.</td>
<td>IMSVA allows you to configure the characteristics of messages that you want to stop at the SMTP gateway, thus reducing the chances of a DoS attack.</td>
</tr>
<tr>
<td>Malicious email content</td>
<td>Many types of file attachments, such as executable programs and documents with embedded macros, can harbor viruses. Messages with HTML script files, HTML links, Java applets, or ActiveX controls can also perform harmful actions.</td>
<td>IMSVA allows you to configure the types of messages that are allowed to pass through the SMTP gateway.</td>
</tr>
</tbody>
</table>
### Feature Description Benefits

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Degradation of services</td>
<td>Non-business-related email traffic has become a problem in many organizations. Spam messages consume network bandwidth and affect employee productivity. Some employees use company messaging systems to send personal messages, transfer large multimedia files, or conduct personal business during working hours.</td>
</tr>
<tr>
<td>Legal liability and business integrity</td>
<td>Improper use of email can also put a company at risk of legal liability. Employees may engage in sexual or racial harassment, or other illegal activity. Dishonest employees can use a company messaging system to leak confidential information. Inappropriate messages that originate from a company’s mail server damage the company’s reputation, even if the opinions expressed in the message are not those of the company.</td>
</tr>
</tbody>
</table>
### Feature: Mass mailing virus containment

**Description:** Email-borne viruses that may automatically spread bogus messages through a company’s messaging system can be expensive to clean up and cause panic among users.

When IMSVA detects a mass-mailing virus, the action performed against this virus can be different from the actions against other types of viruses.

For example, if IMSVA detects a macro virus in a Microsoft Office document with important information, you can configure the program to quarantine the message instead of deleting the entire message, to ensure that important information will not be lost. However, if IMSVA detects a mass-mailing virus, the program can automatically delete the entire message.

**Benefits:** By auto-deleting messages that contain mass-mailing viruses, you avoid using server resources to scan, quarantine, or process messages and files that have no redeeming value.

The identities of known mass-mailing viruses are in the Mass Mailing Pattern that is updated using the TrendLabs℠ ActiveUpdate Servers. You can save resources, avoid help desk calls from concerned employees and eliminate post-outbreak cleanup work by choosing to automatically delete these types of viruses and their email containers.

### Protection from spyware and other types of grayware

**Spyware and other types of grayware**

Other than viruses, your clients are at risk from potential threats such as spyware, adware and dialers. For more information, see About Spyware/Grayware on page 1-14.

**Benefits:** IMSVA’s ability to protect your environment against spyware and other types of grayware enables you to significantly reduce security, confidentiality, and legal risks to your organization.

### Integrated anti-spam features
<table>
<thead>
<tr>
<th><strong>FEATURE</strong></th>
<th><strong>DESCRIPTIONS</strong></th>
<th><strong>BENEFITS</strong></th>
</tr>
</thead>
</table>
| Spam Prevention Solution (SPS)      | Spam Prevention Solution (SPS) is a licensed product from Trend Micro that provides spam detection services to other Trend Micro products. To use SPS, obtain an SPS Activation Code. For more information, contact your sales representative.  
SPS works by using a built-in spam filter that automatically becomes active when you register and activate the SPS license. | The detection technology used by Spam Prevention Solution (SPS) is based on sophisticated content processing and statistical analysis. Unlike other approaches to identifying spam, content analysis provides high-performance, real-time detection that is highly adaptable, even as spam senders change their techniques. |
| Spam Filtering with IP Profiler and Email reputation | IP Profiler is a self-learning, fully configurable feature that proactively blocks IP addresses of computers that send spam and other types of potential threats. Email reputation blocks IP addresses of known spam senders that Trend Micro maintains in a central database. | With the integration of IP Filtering, which includes IP Profiler and Email reputation, IMSVA can block spammers at the IP level.                                                                                                                                                                           |

**Note**  
Activate SPS before you configure IP Profiler and Email reputation.
<table>
<thead>
<tr>
<th>Feature</th>
<th>Descriptions</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Engineering Attack Protection</td>
<td>Social Engineering Attack Protection detects suspicious behavior related to social engineering attacks in email messages.</td>
<td>When Social Engineering Attack Protection is enabled, the Trend Micro Antispam Engine scans for suspicious behavior in several parts of each email transmission, including the email header, subject line, body, attachments, and the SMTP protocol information. If the Antispam Engine detects behavior associated with social engineering attacks, the Antispam Engine returns details about the message to IMSVA for further action, policy enforcement, or reporting.</td>
</tr>
</tbody>
</table>

**Administration and integration**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Descriptions</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>LDAP and domain-based policies</td>
<td>You can configure LDAP settings if you are using LDAP directory services such as Lotus Domino™ or Microsoft™ Active Directory™ for user-group definition and administrator privileges.</td>
<td>Using LDAP, you can define multiple rules to enforce your company’s email usage guidelines. You can define rules for individuals or groups, based on the sender and recipient addresses.</td>
</tr>
<tr>
<td>Web-based management console</td>
<td>The management console allows you to conveniently configure IMSVA policies and settings.</td>
<td>The management console is SSL-compatible. Being SSL-compatible means access to IMSVA is more secure.</td>
</tr>
</tbody>
</table>
### Feature: End-User Quarantine (EUQ)

IMSVA provides web-based EUQ to improve spam management. The web-based EUQ service allows end-users to manage the spam quarantine of their personal accounts and of distribution lists that they belong to. IMSVA quarantines messages that it determines are spam. The EUQ indexes these messages into a database. The messages are then available for end-users to review, delete, or approve for delivery.

**Benefits:**
- With the web-based EUQ management console, end-users can manage messages that IMSVA quarantines.
- IMSVA also enables users to apply actions to quarantined messages and to add senders to the Approved Senders list through links in the EUQ digest.

### Feature: Delegated administration

IMSVA offers the ability to create different access rights to the management console. You can choose which sections of the console are accessible for different administrator logon accounts.

**Benefits:**
- By delegating administrative roles to different employees, you can promote the sharing of administrative duties.

### Feature: Centralized reporting

Centralized reporting gives you the flexibility of generating one time (on demand) reports or scheduled reports.

**Benefits:**
- Helps you analyze how IMSVA is performing.
- One time (on demand) reports allow you to specify the type of report content as and when required. Alternatively, you can configure IMSVA to automatically generate reports daily, weekly, and monthly.

### Feature: System availability monitor

A built-in agent monitors the health of your IMSVA server and delivers notifications through email or SNMP trap when a fault condition threatens to disrupt the mail flow.

**Benefits:**
- Email and SNMP notification on detection of system failure allows you to take immediate corrective actions and minimize downtime.
<table>
<thead>
<tr>
<th><strong>Feature</strong></th>
<th><strong>Descriptions</strong></th>
<th><strong>Benefits</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>POP3 scanning</td>
<td>You can choose to enable or disable POP3 scanning from the management console.</td>
<td>In addition to SMTP traffic, IMSVA can also scan POP3 messages at the gateway as messaging clients in your network retrieve them.</td>
</tr>
<tr>
<td>Clustered architecture</td>
<td>The current version of IMSVA has been designed to make distributed deployment possible.</td>
<td>You can install the various IMSVA components on different computers, and some components can exist in multiples. For example, if your messaging volume demands, you can install additional IMSVA scanner components on additional servers, all using the same policy services.</td>
</tr>
<tr>
<td>Integration with Virtual Analyzer</td>
<td>IMSVA integrates with Virtual Analyzer, which is an isolated virtual environment used to manage and analyze samples in Deep Discovery Advisor and Deep Discovery Analyzer.</td>
<td>IMSVA sends suspicious messages, including attachments, to Virtual Analyzer for further analysis. Virtual Analyzer performs content simulation and analysis in an isolated virtual environment to identify characteristics commonly associated with many types of malware. In particular, Virtual Analyzer checks if files attached to messages contain exploit code.</td>
</tr>
</tbody>
</table>
Integration with Trend Micro Control Manager™

Trend Micro Control Manager™ (TMCM) is a software management solution that gives you the ability to control antivirus and content security programs from a central location regardless of the program’s physical location or platform. This application can simplify the administration of a corporate virus and content security policy.

Outbreak Prevention Services delivered through Trend Micro Control Manager™ reduces the risk of outbreaks. When a Trend Micro product detects a new email-borne virus, TrendLabs issues a policy that uses the advanced content filters in IMSVA to block messages by identifying suspicious characteristics in these messages. These rules help minimize the window of opportunity for an infection before the updated pattern file is available.

<table>
<thead>
<tr>
<th><strong>Feature</strong></th>
<th><strong>Descriptions</strong></th>
<th><strong>Benefits</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Integration with Trend Micro Control Manager™</td>
<td>Trend Micro Control Manager™ (TMCM) is a software management solution that gives you the ability to control antivirus and content security programs from a central location regardless of the program’s physical location or platform. This application can simplify the administration of a corporate virus and content security policy.</td>
<td>Outbreak Prevention Services delivered through Trend Micro Control Manager™ reduces the risk of outbreaks. When a Trend Micro product detects a new email-borne virus, TrendLabs issues a policy that uses the advanced content filters in IMSVA to block messages by identifying suspicious characteristics in these messages. These rules help minimize the window of opportunity for an infection before the updated pattern file is available.</td>
</tr>
</tbody>
</table>

### About Cloud Pre-Filter

Cloud Pre-Filter is a cloud security solution that integrates with IMSVA to provide proactive protection in the cloud with the privacy and control of an on-premise, virtual appliance.

Cloud Pre-Filter reduces inbound email volume up to 90% by blocking spam and malware outside your network. Cloud Pre-Filter is integrated with IMSVA at the gateway allowing flexible control over sensitive information. And local quarantines ensure your email stays private. No email is stored in the cloud. With Cloud Pre-Filter, you can reduce complexity and overhead to realize significant cost savings.

### About Email Encryption

Trend Micro Email Encryption provides IMSVA with the ability to perform encryption and decryption of email. With Email Encryption, IMSVA has the ability to encrypt and decrypt email regardless of the email client or platform from which it originated. The encryption and decryption of email on Trend Micro Email Encryption is controlled by a
Policy Manager that enables an administrator to configure policies based on various parameters, such as sender and recipient email addresses, keywords or where the email (or attachments) contain credit card numbers. Trend Micro Email Encryption presents itself as a simple mail transfer protocol (SMTP) interface and delivers email out over SMTP to a configured outbound mail transport agent (MTA). This enables easy integration with other email server-based products, be them content scanners, mail servers or archiving solutions.

**About Spyware/Grayware**

Your clients are at risk from potential threats other than viruses/malware. Grayware can negatively affect the performance of the computers on your network and introduce significant security, confidentiality, and legal risks to your organization.

**Table 1-2. Types of Grayware**

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spyware</td>
<td>Gathers data, such as account user names and passwords, and transmits them to third parties</td>
</tr>
<tr>
<td>Adware</td>
<td>Displays advertisements and gathers data, such as user web surfing preferences, to target advertisements at the user through a web browser</td>
</tr>
<tr>
<td>Dialers</td>
<td>Changes computer Internet settings and can force a computer to dial pre-configured phone numbers through a modem</td>
</tr>
<tr>
<td>Joke Programs</td>
<td>Causes abnormal computer behavior, such as closing and opening the CD-ROM tray and displaying numerous message boxes</td>
</tr>
<tr>
<td>Hacking Tools</td>
<td>Helps hackers enter computers</td>
</tr>
<tr>
<td>Remote Access Tools</td>
<td>Helps hackers remotely access and control computers</td>
</tr>
<tr>
<td>Password Cracking Applications</td>
<td>Helps hackers decipher account user names and passwords</td>
</tr>
<tr>
<td>Other</td>
<td>Other types not covered above</td>
</tr>
</tbody>
</table>
How Spyware/Grayware Gets into Your Network

Spyware/grayware often gets into a corporate network when users download legitimate software that has grayware applications included in the installation package.

Most software programs include an End User License Agreement (EULA), which the user has to accept before downloading. Often the EULA does include information about the application and its intended use to collect personal data; however, users often overlook this information or do not understand the legal jargon.

Potential Risks and Threats

The existence of spyware/grayware on your network has the potential to introduce the following:

**Table 1-3. Types of Risks**

<table>
<thead>
<tr>
<th>TYPE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduced computer performance</td>
<td>To perform their tasks, spyware/grayware applications often require significant CPU and system memory resources.</td>
</tr>
<tr>
<td>Increased web browser-related crashes</td>
<td>Certain types of grayware, such as adware, are often designed to create pop-up windows or display information in a browser frame or window. Depending on how the code in these applications interacts with system processes, grayware can sometimes cause browsers to crash or freeze and may even require a system reboot.</td>
</tr>
<tr>
<td>Reduced user efficiency</td>
<td>By needing to close frequently occurring pop-up advertisements and deal with the negative effects of joke programs, users can be unnecessarily distracted from their main tasks.</td>
</tr>
<tr>
<td>Degradation of network bandwidth</td>
<td>Spyware/grayware applications often regularly transmit the data they collect to other applications running on your network or to locations outside of your network.</td>
</tr>
<tr>
<td>Loss of personal and corporate information</td>
<td>Not all data that spyware/grayware applications collect is as innocuous as a list of websites users visit. Spyware/grayware can also collect the user names and passwords users type to access their personal accounts, such as a bank account, and corporate accounts that access resources on your network.</td>
</tr>
</tbody>
</table>
### About Web Reputation Services

Trend Micro web reputation technology helps break the infection chain by assigning websites a “reputation” based on an assessment of the trustworthiness of an URL, derived from an analysis of the domain. Web reputation protects against web-based threats including zero-day attacks, before they reach the network. Trend Micro web reputation technology tracks the lifecycle of hundreds of millions of web domains, extending proven Trend Micro anti-spam protection to the Internet.

### About Email Reputation

Trend Micro designed Email reputation to identify and block spam before it enters a computer network by routing Internet Protocol (IP) addresses of incoming mail connections to Trend Micro Smart Protection Network for verification against an extensive Reputation Database.

### Types of Email Reputation

There are two types of Email reputation: **Standard on page 1-16** and **Advanced on page 1-17**.

### Email Reputation: Standard

This service helps block spam by validating requested IP addresses against the Trend Micro reputation database, powered by the Trend Micro Smart Protection Network.
This ever-expanding database currently contains over 1 billion IP addresses with reputation ratings based on spamming activity. Trend Micro spam investigators continuously review and update these ratings to ensure accuracy.

Email reputation: Standard is a DNS single-query-based service. Your designated email server makes a DNS query to the standard reputation database server whenever an incoming email message is received from an unknown host. If the host is listed in the standard reputation database, Email reputation reports that email message as spam.

Tip
Trend Micro recommends that you configure IMSVA to block, not receive, any email messages from an IP address that is included on the standard reputation database.

Email Reputation: Advanced

Email reputation: Advanced identifies and stops sources of spam while they are in the process of sending millions of messages.

This is a dynamic, real-time antispam solution. To provide this service, Trend Micro continuously monitors network and traffic patterns and immediately updates the dynamic reputation database as new spam sources emerge, often within minutes of the first sign of spam. As evidence of spam activity ceases, the dynamic reputation database is updated accordingly.

Like Email reputation: Standard, Email reputation: Advanced is a DNS query-based service, but two queries can be made to two different databases: the standard reputation database and the dynamic reputation database (a database updated dynamically in real time). These two databases have distinct entries (no overlapping IP addresses), allowing Trend Micro to maintain a very efficient and effective database that can quickly respond to highly dynamic sources of spam. Email reputation: Advanced has blocked more than 80% of total incoming connections (all were malicious) in customer networks. Results will vary depending on how much of your incoming email stream is spam. The more spam you receive, the higher the percentage of blocked connections you will see.
About Trend Micro Control Manager

Trend Micro™ Control Manager™ is a software management solution that gives you the ability to control antivirus and content security programs from a central location—regardless of the program’s physical location or platform. This application can simplify the administration of a corporate virus/malware and content security policy.

- **Control Manager server**: The Control Manager server is the machine upon which the Control Manager application is installed. The web-based Control Manager management console is hosted from this server.

- **Agent**: The agent is an application installed on a managed product that allows Control Manager to manage the product. The agent receives commands from the Control Manager server, and then applies them to the managed product. The agent collects logs from the product, and sends them to Control Manager.

- **Entity**: An entity is a representation of a managed product on the Product Directory link. Each entity has an icon in the directory tree. The directory tree displays all managed entities residing on the Control Manager console.

Control Manager Support

The following table shows a list of Control Manager features that IMSVA supports.

**Table 1-4. Supported Control Manager Features**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
<th>Supported?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two-way communication</td>
<td>Using 2-way communication, either IMSVA or Control Manager may initiate the communication process.</td>
<td>No. Only IMSVA can initiate a communication process with Control Manager.</td>
</tr>
<tr>
<td>Feature</td>
<td>Description</td>
<td>Supported?</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Outbreak Prevention Policy</td>
<td>The Outbreak Prevention Policy (OPP) is a quick response to an outbreak developed by TrendLabs that contains a list of actions IMSVA should perform to reduce the likelihood of the IMSVA server or its clients from becoming infected. Trend Micro ActiveUpdate Server deploys this policy to IMSVA through Control Manager.</td>
<td>Yes</td>
</tr>
<tr>
<td>Log upload for query</td>
<td>Uploads IMSVA virus logs, Content Security logs, and Email reputation logs to Control Manager for query purposes.</td>
<td>Yes</td>
</tr>
<tr>
<td>Single Sign-on</td>
<td>Manage IMSVA from Control Manager directly without first logging on to the IMSVA management console.</td>
<td>No.</td>
</tr>
<tr>
<td>Configuration replication</td>
<td>Replicate configuration settings from an existing IMSVA server to a new IMSVA server from Control Manager.</td>
<td>Yes</td>
</tr>
<tr>
<td>Pattern update</td>
<td>Update pattern files used by IMSVA from Control Manager.</td>
<td>Yes</td>
</tr>
<tr>
<td>Engine update</td>
<td>Update engines used by IMSVA from Control Manager.</td>
<td>Yes</td>
</tr>
<tr>
<td>Feature</td>
<td>Description</td>
<td>Supported?</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Product component update</td>
<td>Update IMSVA product components such as patches and hot fixes from Control Manager.</td>
<td>No. Refer to the specific patch or hot fix readme file for instructions on how to update the product components.</td>
</tr>
<tr>
<td>Configuration by user interface redirect</td>
<td>Configure IMSVA through the IMSVA management console accessible from Control Manager.</td>
<td>Yes</td>
</tr>
<tr>
<td>Renew product registration</td>
<td>Renew IMSVA product license from Control Manager.</td>
<td>Yes</td>
</tr>
<tr>
<td>Customized reporting from Control Manager</td>
<td>Control Manager provides customized reporting and log queries for email-related data.</td>
<td>Yes</td>
</tr>
</tbody>
</table>
| Control Manager agent installation/ uninstallation | Install or uninstall IMSVA Control Manager agent from Control Manager. | No. IMSVA Control Manager agent is automatically installed when you install IMSVA. To enable/disable the agent, do the following from the IMSVA management console:  
1. Go to Administration > Connections.  
2. Click the TCMC Server tab.  
3. To enable/disable the agent, select/clear the check box next to Enable MCP Agent. |
| Event notification                       | Send IMSVA event notification from Control Manager.                        | Yes                                                                       |
About Trend Micro Smart Protection

Trend Micro provides next-generation content security through smart protection services. By processing threat information in the cloud, Trend Micro smart protection reduces demand on system resources and eliminates time-consuming signature downloads.

Smart protection services include:

**File Reputation Services**

File reputation decouples the pattern file from the local scan engine and conducts pattern file lookups to the Trend Micro Smart Protection Network. High performance content delivery networks ensure minimum latency during the checking process and enable more immediate protection.

Trend Micro continually enhances file reputation to improve malware detection. Smart Feedback allows Trend Micro to use community feedback of files from millions of users to identify pertinent information that helps determine the likelihood that a file is malicious.

**Web Reputation Services**

With one of the largest reputation databases in the world, Trend Micro web reputation tracks the credibility of domains based on factors such as age, historical location changes, and suspicious activity indicators discovered through malware behavior analysis. Trend Micro assigns reputation scores to specific pages instead of classifying entire sites to increase accuracy and reduce false positives.

Web reputation technology prevents users from:

- Accessing compromised or infected sites
• Communicating with Command & Control (C&C) servers used in cybercrime

The Need for a New Solution

The conventional threat handling approach uses malware patterns or definitions that are delivered to a client on a scheduled basis and stored locally. To ensure continued protection, new updates need to be received and reloaded into the malware prevention software regularly.

While this method works, the continued increase in threat volume can impact server and workstation performance, network bandwidth usage, and the overall time it takes to deliver quality protection. To address the exponential growth rate of threats, Trend Micro pioneered a smart approach that off-loads the storage of malware signatures to the cloud. The technology and architecture used in this effort allows Trend Micro to provide better protection to customers against the volume of emerging malware threats.

Trend Micro™ Smart Protection Network™

Trend Micro delivers File Reputation Services and Web Reputation Services to IMSVA through the Trend Micro™ Smart Protection Network™.

The Trend Micro Smart Protection Network is a next-generation cloud-client content security infrastructure designed to protect customers from security risks and web threats. It powers both on-premise and Trend Micro hosted solutions to protect users whether they are on the network, at home, or on the go. The Smart Protection Network uses lighter-weight clients to access its unique in-the-cloud correlation of email, web, and file reputation technologies, as well as threat databases. Customers’ protection is automatically updated and strengthened as more products, services and users access the network, creating a real-time neighborhood watch protection service for its users.

The Smart Protection Network provides File Reputation Services by hosting the majority of the malware pattern definitions. A client sends scan queries to the Smart Protection Network if its own pattern definitions cannot determine the risk of a file.

The Smart Protection Network provides Web Reputation Services by hosting web reputation data previously available only through Trend Micro hosted servers. A client sends web reputation queries to the Smart Protection Network to check the reputation
of websites that a user is attempting to access. The client correlates a website's reputation with the specific web reputation policy enforced on the computer to determine whether access to the site is allowed or blocked.

For more information on the Smart Protection Network, visit:

www.smartprotectionnetwork.com

About Graymail Scanning

Graymail refers to solicited bulk email messages that are not spam. IMSVA detects marketing messages and newsletters and social network notifications as graymail. IMSVA identifies graymail messages in two ways:

• Email Reputation Services scoring the source IP address
• Trend Micro Anti-Spam Engine identifying message content

Note

Note that while IMSVA detects these kinds of email messages, these messages are not tagged as spam.

Administrators define the rule criteria to take an action on those email messages. Every graymail message rule has an exception list containing address objects that bypass message filtering. An address object is a single IP address or address range (IPv4 or IPv6), or the Classless Inter-Domain Routing (CIDR) block.

Administrators have several options to understand graymail message traffic in the network. Reports illustrate the highest senders and recipients of graymail messages from external or internal sources. Administrators can also query detailed log information or view the email quarantine and release messages identified as permitted graymail messages when necessary.

The graymail exception list can be exported and imported.
**Note**

Ensure that IMSVA can query external DNS servers for graymail scanning. If you change any DNS server settings, restart the scanner server to load the new settings.

---

**About Command & Control (C&C) Contact Alert Services**

Trend Micro Command & Control (C&C) Contact Alert Services provides IMSVA with enhanced detection and alert capabilities to mitigate the damage caused by advanced persistent threats and targeted attacks. It leverages the Global Intelligence list compiled, tested, and rated by the Trend Micro Smart Protection Network to detect callback addresses.

With C&C Contact Alert Services, IMSVA has the ability to inspect the sender, recipients and reply-to addresses in a message's header, as well as URLs in the message body, to see if any of them matches known C&C objects. Administrators can configure IMSVA to quarantine such messages and send a notification when a message is flagged. IMSVA logs all detected email with C&C objects and the action taken on these messages. IMSVA sends these logs to Control Manager for query purposes.
Chapter 2

Component Descriptions

This chapter explains the requirements necessary to manage IMSVA and the various software components the product needs to function.

Topics include:

• *About IMSVA Components on page 2-2*
• *Cloud Pre-Filter Service Overview on page 2-2*
• *About Spam Prevention Solution on page 2-3*
• *About IP Filtering on page 2-3*
• *About Email Reputation on page 1-16*
• *About End-User Quarantine (EUQ) on page 2-7*
• *About Centralized Reporting on page 2-8*
About IMSVA Components

The new architecture of IMSVA separates the product into distinct components that each perform a particular task in message processing. The following sections provide an overview of each component.

Cloud Pre-Filter Service Overview

Cloud Pre-Filter service is a managed email security service powered by the Trend Micro Email Security Platform. By routing your inbound messages through the service, you protect your domains against spam, phishing, malware, and other messaging threats before the threats reach your network.

Sender Filtering

By approving senders, Cloud Pre-Filter Service subscribers automatically allow messages from trusted mail servers or email addresses. Messages from approved senders are not checked for spam or source reputation. Messages from approved senders are scanned for viruses.

By blocking senders, subscribers automatically block messages from untrusted sources.

Reputation-Based Source Filtering

With Trend Micro Email Reputation, Cloud Pre-Filter service verifies email sources against dynamic and self-updating reputation databases to block messages from the latest botnets and other IP addresses controlled by spammers, phishers, and malware distributors.

Virus and Spam Protection

With Trend Micro antivirus technology, Cloud Pre-Filter Service protects against infectious messages from mass-mailing worms or manually crafted messages that contain Trojans, spyware, or other malicious code.
Cloud Pre-Filter Service checks messages for spam characteristics to effectively reduce the volume of unsolicited messages.

**About Spam Prevention Solution**

Spam Prevention Solution (SPS) is a licensed product from Trend Micro that provides spam-detection services to other Trend Micro products. The SPS license is included in the Trend Micro Antivirus and Content Filter license. For more information, contact your sales representative.

**Spam Prevention Solution Technology**

SPS uses detection technology based on sophisticated content processing and statistical analysis. Unlike other approaches to identifying spam, content analysis provides high performance, real-time detection that is highly adaptable, even as spammers change their techniques.

**Using Spam Prevention Solution**

SPS works through a built-in spam filter that automatically becomes active when you register and activate the Spam Prevention Solution license.

**About IP Filtering**

IMSVA includes optional IP Filtering, which consists of two parts:

**IP Profiler**

Allows you to configure threshold settings used to analyze email traffic. When traffic from an IP address violates the settings, IP Profiler adds the IP address of the sender to its database and then blocks incoming connections from the IP address.

IP profiler detects any of these four potential Internet threats:

- **Spam**: Email messages with unwanted advertising content.
• **Viruses**: Various virus threats, including Trojan programs.

• **Directory Harvest Attack (DHA)**: A method used by spammers to collect valid email addresses by generating random email addresses using a combination of random email names with valid domain names. Emails are then sent to these generated email addresses. If an email message is delivered, the email address is determined to be genuine and thus added to the spam databases.

• **Bounced Mail**: An attack that uses your mail server to generate email messages that have the target's email domain in the "From" field. Fictitious addresses send email messages and when they return, they flood the target's mail server.

**Email Reputation**
Blocks email from known spam senders at the IP-level.

### How IP Profiler Works

IP Profiler proactively identifies IP addresses of computers that send email messages containing threats mentioned in the section *About IP Filtering on page 2-3*. You can customize several criteria that determine when IMSVA starts taking a specified action on an IP address. The criteria differ depending on the potential threat, but commonly include a duration during which IMSVA monitors the IP address and a threshold.

The following process takes place after IMSVA receives a connection request from a sending mail server:

1. FoxProxy queries the IP Profiler's DNS server to see if the IP address is on the blocked list.
2. If the IP address is on the blocked list, IMSVA denies the connection request.
   
   If the IP address is not on the blocked list, IMSVA analyzes the email traffic according to the threshold criteria you specify for IP Profiler.
3. If the email traffic violates the criteria, IMSVA adds the sender IP address to the blocked list.
About Email Reputation

Trend Micro designed Email reputation to identify and block spam before it enters a computer network by routing Internet Protocol (IP) addresses of incoming mail connections to Trend Micro Smart Protection Network for verification against an extensive Reputation Database.

Types of Email Reputation

There are two types of Email reputation: Standard on page 1-16 and Advanced on page 1-17.

Email Reputation: Standard

This service helps block spam by validating requested IP addresses against the Trend Micro reputation database, powered by the Trend Micro Smart Protection Network. This ever-expanding database currently contains over 1 billion IP addresses with reputation ratings based on spamming activity. Trend Micro spam investigators continuously review and update these ratings to ensure accuracy.

Email reputation: Standard is a DNS single-query-based service. Your designated email server makes a DNS query to the standard reputation database server whenever an incoming email message is received from an unknown host. If the host is listed in the standard reputation database, Email reputation reports that email message as spam.

Tip

Trend Micro recommends that you configure IMSVA to block, not receive, any email messages from an IP address that is included on the standard reputation database.

Email Reputation: Advanced

Email reputation: Advanced identifies and stops sources of spam while they are in the process of sending millions of messages.

This is a dynamic, real-time antispam solution. To provide this service, Trend Micro continuously monitors network and traffic patterns and immediately updates the
dynamic reputation database as new spam sources emerge, often within minutes of the first sign of spam. As evidence of spam activity ceases, the dynamic reputation database is updated accordingly.

Like Email reputation: Standard, Email reputation: Advanced is a DNS query-based service, but two queries can be made to two different databases: the standard reputation database and the dynamic reputation database (a database updated dynamically in real time). These two databases have distinct entries (no overlapping IP addresses), allowing Trend Micro to maintain a very efficient and effective database that can quickly respond to highly dynamic sources of spam. Email reputation: Advanced has blocked more than 80% of total incoming connections (all were malicious) in customer networks. Results will vary depending on how much of your incoming email stream is spam. The more spam you receive, the higher the percentage of blocked connections you will see.

How Email Reputation Technology Works

Trend Micro Email reputation technology is a Domain Name Service (DNS) query-based service. The following process takes place after IMSVA receives a connection request from a sending mail server:

1. IMSVA records the IP address of the computer requesting the connection.

2. IMSVA forwards the IP address to the Trend Micro Email reputation DNS servers and queries the Reputation Database. If the IP address had already been reported as a source of spam, a record of the address will already exist in the database at the time of the query.

3. If a record exists, Email reputation instructs IMSVA to permanently or temporarily block the connection request. The decision to block the request depends on the type of spam source, its history, current activity level, and other observed parameters.
The figure below illustrates how Email reputation works.

![Email reputation diagram](image.png)

**Figure 2-1. How Email reputation works**

For more information on the operation of Trend Micro Email reputation, visit [https://ers.trendmicro.com/](https://ers.trendmicro.com/).

### About End-User Quarantine (EUQ)

IMSVA provides web-based EUQ to improve spam management. The Web-based EUQ service allows end users to manage their own spam quarantine. Messages that Spam Prevention Solution (licensed separately from IMSVA), or administrator-created content filters, determine to be spam, are placed into quarantine. These messages are
indexed into a database by the EUQ agent and are then available for end users to review and delete or approve for delivery.

**About Centralized Reporting**

To help you analyze how IMSVA is performing, use the centralized reporting feature. You can configure one time (on demand) reports or automatically generate reports (daily, weekly, and monthly).
Chapter 3

Planning for Deployment

This chapter explains how to plan for IMSVA deployment. For instructions on performing initial configuration, see the Administrator’s Guide.

Topics include:

• Deployment Checklist on page 3-2
• Network Topology Considerations on page 3-4
• About Device Roles on page 3-13
• About Device Services on page 3-13
• Understanding POP3 Scanning on page 3-15
• Opening the IMSVA Management Console on page 3-17
• Setting Up a Single Parent Device on page 4-19
• Setting Up a Child Device on page 4-35
• Verifying Successful Deployment on page 4-36
Deployment Checklist

The deployment checklist provides step-by-step instructions on the pre-installation and post-installation tasks for deploying IMSVA.

1. Deploy IMSVA with Cloud Pre-Filter

<table>
<thead>
<tr>
<th>Tick when completed</th>
<th>Tasks</th>
<th>Optional</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Deploy with Cloud Pre-Filter</td>
<td>Yes</td>
<td>IMSVA Deployment with Cloud Pre-Filter on page 3-5</td>
</tr>
</tbody>
</table>

2. Identify the location of IMSVA

<table>
<thead>
<tr>
<th>Tick when completed</th>
<th>Tasks</th>
<th>Optional</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Select one of the following locations on your network where you would like to install IMSVA.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>At the gateway</td>
<td></td>
<td>Deployment at the Gateway or Behind the Gateway on page 3-5</td>
</tr>
<tr>
<td></td>
<td>Behind the gateway</td>
<td></td>
<td>Deployment at the Gateway or Behind the Gateway on page 3-5</td>
</tr>
<tr>
<td></td>
<td>Without a firewall</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>In front of a firewall</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Behind a firewall</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>In the De-Militarized Zone</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Plan the scope
### Planning for Deployment

<table>
<thead>
<tr>
<th><strong>Tick when Completed</strong></th>
<th><strong>Tasks</strong></th>
<th><strong>Optional</strong></th>
<th><strong>Reference</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Decide whether you would like to install a single IMSVA device or multiple devices.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Single device installation</td>
<td></td>
<td>About Device Roles on page 3-13</td>
</tr>
<tr>
<td></td>
<td>Multiple IMSVA devices</td>
<td></td>
<td>About Device Roles on page 3-13</td>
</tr>
</tbody>
</table>

4. **Deploy or Upgrade**

<table>
<thead>
<tr>
<th><strong>Tick when Completed</strong></th>
<th><strong>Tasks</strong></th>
<th><strong>Optional</strong></th>
<th><strong>Reference</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Deploy a new IMSVA device or upgrade from a previous version.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Upgrade from a previous version</td>
<td></td>
<td>Upgrading from Previous Versions on page 5-1</td>
</tr>
</tbody>
</table>

5. **Start services**

<table>
<thead>
<tr>
<th><strong>Tick when Completed</strong></th>
<th><strong>Tasks</strong></th>
<th><strong>Optional</strong></th>
<th><strong>Reference</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Activate IMSVA services to start protecting your network against various threats.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Scanner</td>
<td></td>
<td>IMSVA Services section of the Administrator’s Guide</td>
</tr>
<tr>
<td></td>
<td>Policy</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>EUQ</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

6. **Configure other IMSVA settings**

<table>
<thead>
<tr>
<th><strong>Tick when Completed</strong></th>
<th><strong>Tasks</strong></th>
<th><strong>Optional</strong></th>
<th><strong>Reference</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Configure various IMSVA settings to get IMSVA up and running.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TICK WHEN COMPLETED</td>
<td>TASKS</td>
<td>OPTIONAL</td>
<td>REFERENCE</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------------------------------------------</td>
<td>----------</td>
<td>-----------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>IP Filtering Rules</td>
<td>Yes</td>
<td>IP Filtering Service section of the Administrator's Guide</td>
</tr>
<tr>
<td></td>
<td>SMTP Routing</td>
<td></td>
<td>Scanning SMTP Messages section of the Administrator's Guide</td>
</tr>
<tr>
<td></td>
<td>POP3 Settings</td>
<td>Yes</td>
<td>Scanning POP3 Messages section of the Administrator's Guide</td>
</tr>
<tr>
<td></td>
<td>Policy and scanning exceptions</td>
<td></td>
<td>Managing Policies section of the Administrator's Guide</td>
</tr>
<tr>
<td></td>
<td>Perform a manual update of components and configure scheduled updates</td>
<td></td>
<td>Updating Scan Engine and Pattern Files section of the Administrator's Guide</td>
</tr>
<tr>
<td></td>
<td>Log settings</td>
<td></td>
<td>Configuring Log Settings section of the Administrator's Guide</td>
</tr>
</tbody>
</table>

7. Back up IMSVA

<table>
<thead>
<tr>
<th>TICK WHEN COMPLETED</th>
<th>TASKS</th>
<th>OPTIONAL</th>
<th>REFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Perform a backup of IMSVA as a precaution against system failure.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Back up IMSVA settings</td>
<td></td>
<td>Backing Up IMSVA section of the Administrator's Guide</td>
</tr>
</tbody>
</table>

Network Topology Considerations

Decide how you want to use IMSVA in your existing email and network topology. The following are common scenarios for handling SMTP traffic.
IMSVA Deployment with Cloud Pre-Filter

Cloud Pre-Filter has no impact on how IMSVA should be deployed.

**Note**
Cloud Pre-Filter uses port 9000 as the web service listening port. This port must be open on the firewall for IMSVA to connect to Cloud Pre-Filter.

However, when adding Cloud Pre-Filter policies you must change the MX records, of the domain specified in the policy, to that of the Cloud Pre-Filter inbound addresses. The address is provided on the bottom of Cloud Pre-Filter Policy List screen. Click Cloud Pre-Filter in the IMSVA management console to display the Cloud Pre-Filter Policy List screen.

**Tip**
Trend Micro recommends adding IMSVA’s address to the domain’s MX records, and placing IMSVA at a lower priority than Cloud Pre-Filter. This allows IMSVA to provide email service continuity as a backup to Cloud Pre-Filter.

Deployment at the Gateway or Behind the Gateway

**Table 3-1. Common scenarios for handling SMTP traffic**

<table>
<thead>
<tr>
<th><strong>SINGLE DEVICE</strong></th>
<th><strong>MULTIPLE DEVICES</strong></th>
</tr>
</thead>
</table>
| **At the Gateway** | The only setup if you plan to use IP Filtering with the device. IMSVA is deployed at the gateway to provide antivirus, content filtering, spam prevention and IP Filtering services, which include Network Reputation Services and IP Profiler. See Figure 3-1: Single IMSVA device at the gateway on page 3-7. | The only setup if you plan to use IP Filtering with at least one of the devices. You can enable or disable services on different devices. See the following:  
  - Figure 3-3: IMSVA group at the gateway on page 3-8  
  - Service Selection on page 3-14 |
<table>
<thead>
<tr>
<th>Behind the Gateway</th>
<th><strong>SINGLE DEVICE</strong></th>
<th><strong>MULTIPLE DEVICES</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>The most common setup. IMSVA is deployed between upstream and downstream MTAs to provide antivirus, content filtering and spam prevention services. See <a href="#">Figure 3-2: Single IMSVA device behind the gateway on page 3-7</a>.</td>
<td>The most common group setup. IMSVA devices are deployed between upstream and downstream MTAs to provide antivirus, content filtering and spam prevention services. You can enable or disable services on different devices. See the following:</td>
<td></td>
</tr>
<tr>
<td><strong>Trend Micro Control Manager scenario</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If you have multiple groups, you can use Trend Micro Control Manager (TMCM) to manage the devices.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
FIGURE 3-1. Single IMSVA device at the gateway

FIGURE 3-2. Single IMSVA device behind the gateway
Figure 3-3. IMSVA group at the gateway

Figure 3-4. IMSVA group behind the gateway
Installing without a Firewall

The following figure illustrates how to deploy IMSVA and Postfix when your network does not have a firewall.

![Diagram showing installation topology: no firewall]

**Figure 3-5. Installation topology: no firewall**

**Note**

Trend Micro does not recommend installing IMSVA without a firewall. Placing the server hosting IMSVA at the edge of the network may expose it to security threats.
Installing in Front of a Firewall

The following figure illustrates the installation topology when you install IMSVA in front of your firewall.

![Installation topology: in front of the firewall](image)

**Figure 3-6. Installation topology: in front of the firewall**

**Incoming Traffic**

- Postfix should receive incoming messages first, then transfer them to IMSVA. Configure IMSVA to reference your SMTP server(s) and configure the firewall to permit incoming traffic from the IMSVA server.
- Configure the Relay Control settings to only allow relay for local domains.

**Outgoing Traffic**

- Configure the firewall (proxy-based) to route all outbound messages to IMSVA, so that:
  - Outgoing SMTP messages can only go to Postfix first and then go to IMSVA servers.
  - Incoming SMTP messages only come from IMSVA servers.
- Configure IMSVA to allow internal SMTP gateways to relay, through Postfix, to any domain through IMSVA.
Planning for Deployment

**Tip**

For more information, see the *Configuring SMTP Routing* section of the *IMSVA Administrator’s Guide*.

## Installing Behind a Firewall

The following figure illustrates how to deploy IMSVA behind your firewall.

![Diagram of installation scenario: behind a firewall](image)

**Figure 3-7. Installation scenario: behind a firewall**

### Incoming Traffic

- Configure your proxy-based firewall, as follows:
  - Outgoing SMTP messages go to Postfix first and then to the IMSVA server or the switch performing load balancing between scanners.
  - Incoming SMTP messages go first to Postfix, then to IMSVA, and then to the SMTP servers in the domain.
  - Configure IMSVA to route messages destined for your local domain(s) to the SMTP gateway or your internal mail server.
  - Configure relay restriction to only allow relay for local domain(s).
Outgoing Traffic

- Configure all internal SMTP gateways to send outgoing messages to Postfix and then to IMSVA servers.
- If you are replacing your SMTP gateway with IMSVA, configure your internal mail server to send outgoing messages through Postfix and then to IMSVA servers.
- Configure Postfix and IMSVA to route all outgoing messages (to domains other than local), to the firewall, or deliver the messages.
- Configure IMSVA to allow internal SMTP gateways to relay to any domain using IMSVA.

Tip
For more information, see the Configuring SMTP Routing section of the IMSVA Administrator's Guide.

Installing in the De-Militarized Zone

You can also install IMSVA and Postfix in the De-Militarized Zone (DMZ).

Incoming Traffic

- Configure your packet-based firewall.
- Configure IMSVA to route email messages destined for your local domain(s) to the SMTP gateway or your internal mail server.

Outgoing Traffic

- Configure Postfix to route all outgoing messages (destined for domains other than the local domains) to the firewall or deliver them using IMSVA.
- Configure all internal SMTP gateways to forward outgoing mail to Postfix and then to IMSVA.
• Configure IMSVA to allow internal SMTP gateways to relay to any domain, through Postfix and IMSVA.

**Tip**

For more information, see the Configuring SMTP Routing section of the IMSVA Administrator’s Guide.

### About Device Roles

IMSVA can act as a parent or child device. Parent and child devices compose a group, where the parent provides central management services to the child devices registered to it.

- **Parent**: Manages child devices. If you are deploying a single IMSVA device, select **parent mode** during setup so that all IMSVA components are deployed.

- **Child**: Managed by a single parent device and uses all global settings that you configure through the parent device’s management console.

A **group** refers to a parent device with at least one child device registered to it.

### About Device Services

You can enable different kinds of services on IMSVA devices.

**Parent-only services:**

- **Admin user interface service (management console)**: Manages global settings.

**Parent and child services:**

- **Policy service**: Manages the rules that you configure.

- **Scanner service**: Scans email traffic.

- **EUQ service**: Manages End-User Quarantine, which allows your users to view their messages that IMSVA determined were spam.
• **Command Line Interface (CLI) service**: Provides access to CLI features.

A child device is functional only when it is registered to a parent.

**Service Selection**

You can enable different types of services on parent and child devices. For example, to increase throughput, add more child devices, enable all their services and allow the child devices to scan traffic and provide EUQ services.

You can deploy IMSVA devices in a parent/child group in either deployment scenario. However, if you enable the scanner service on parent and child devices, you must use the same type of deployment for all devices in a single group. You cannot deploy some child devices at the gateway and others behind the gateway.

In addition to the above SMTP-scanning scenarios, you might want IMSVA to scan POP3 traffic. See *Understanding POP3 Scanning on page 3-15* for more information.

**Deployment with IP Filtering**

The Trend Micro IP Filtering, which includes IP Profiler and Email Reputation blocks connections at the IP level.

To use IP Filtering, any firewall between IMSVA and the edge of your network must not modify the connecting IP address as IP Filtering is not compatible with networks using network address translation (NAT). If IMSVA accepts SMTP connections from the same source IP address, for instance, IP Filtering will not work, as this address would be the same for every received message and the IP filtering software would be unable to determine whether the original initiator of the SMTP session was a known sender of spam.

**Understanding Internal Communication Port**

IMSVA supports multiple network interfaces. This means one IMSVA device may have multiple IP addresses. This introduces challenges when devices try to communicate using a unique IP address. IMSVA incorporates the use of an Internal Communication Port to overcome this challenge.
• Users must specify one network interface card (NIC) as an Internal Communication Port to identify the IMSVA device during installation.

• After installation, users can change the Internal Communication Port on the IMSVA management console through the Configuration Wizard or the command line interface (CLI).

• In a group scenario, parent devices and child devices must use their Internal Communication Port to communicate with each other. When registering a child device to parent device, the user must specify the IP address of the parent device’s Internal Communication Port.

**Tip**

Trend Micro recommends configuring a host route entry on each IMSVA device of the group to ensure that parent-child communication uses the Internal Communication Port.

• IMSVA devices use the Internal Communication Port’s IP address to register to Control Manager servers. When users want to configure IMSVA devices from the Control Manager management console, the management console service on the Internal Communication Port needs to be enabled. By default, the management console service is enabled on all ports.

### Understanding POP3 Scanning

In addition to SMTP traffic, IMSVA can scan POP3 messages at the gateway as your clients retrieve them. Even if your company does not use POP3 email, your employees might access personal, web-based POP3 email accounts, which can create points of vulnerability on your network if the messages from those accounts are not scanned.

The most common email scanning deployments will use IMSVA to scan SMTP traffic, which it does by default. However, to scan POP3 traffic that your organization might receive from a POP3 server over the Internet, enable POP3 scanning.

With POP3 scanning enabled, IMSVA acts as a proxy, positioned between mail clients and POP3 servers, to scan messages as the clients retrieve them.
To scan POP3 traffic, configure your email clients to connect to the IMSVA server POP3 proxy, which connects to POP3 servers to retrieve and scan messages.

Requirements for POP3 Scanning

For IMSVA to scan POP3 traffic, a firewall must be installed on the network and configured to block POP3 requests from all computers except IMSVA. This configuration ensures that all POP3 traffic passes through the firewall to IMSVA and that only IMSVA scans the POP3 traffic.

**Note**

If you disable POP3 scanning, your clients cannot receive POP3 mail.

Configuring a POP3 Client that Receives Email Through IMSVA

To configure a POP3 client using a generic POP3 connection, configure the following:

- **IP address/Domain name**: The IMSVA IP address or domain name
- **Port**: IMSVA Generic POP3 port
- **Account**: account_name#POP3_Server_Domain-name

For example: user#10.18.125.168

To configure a POP3 client using dedicated POP3 connections, configure the following:

- **IP address**: The IMSVA IP address
- **Port**: The IMSVA dedicated POP3 port
- **Account**: account_name

For example: user
Opening the IMSVA Management Console

You can view the IMSVA management console with a web browser from the server where you deployed the program, or remotely across the network.

To view the console in a browser, go to the following URL:

https://{IMSVA}:8445

where {IMSVA} refers to the IP address or Fully Qualified Domain Name.

For example: https://196.168.10.1:8445 or https://IMSVA1:8445

An alternative to using the IP address is to use the target server’s fully qualified domain name (FQDN). To view the management console using SSL, type “https://” before the domain name and append the port number after it.

The default logon credentials are as follows:

• Administrator user name: **admin**

• Password: **imsva**

Type the logon credentials the first time you open the console and click Log on. To prevent unauthorized changes to your policies, Trend Micro recommends that you set a new logon password immediately following deployment.

---

**Note**

If you are using Internet Explorer (IE) 7.0 to access the management console, IE will block the access and display a popup dialog box indicating that the certificate was issued from a different web address. Simply ignore this message and click **Continue to this website** to proceed.

---

**Tip**

To prevent unauthorized changes to your policies, Trend Micro recommends changing the password regularly.
Chapter 4

Installing IMSVA 9.0

This chapter explains how to install IMSVA under different scenarios.

Topics include:

• System Requirements on page 4-2
• Installing IMSVA on page 4-4
## System Requirements

The following table provides the recommended and minimum system requirements for running IMSVA.

**Table 4-1. System Requirements**

<table>
<thead>
<tr>
<th>Specification</th>
<th>Description</th>
</tr>
</thead>
</table>
| Operating System    | IMSVA provides a self-contained installation that uses a standard CentOS Linux operating system. This dedicated operating system installs with IMSVA to provide a turnkey solution. A separate operating system, such as Linux, Windows, or Solaris, is not required.  

**Note**  
IMSVA uses a 64-bit operating system. When installing a 64-bit OS on ESX/ESXi, you need to enter the BIOS and enable VT (Virtualization Technology). |
| CPU                 | • Recommended: 8-core Intel™ Xeon™ processor or equivalent  
• Minimum: dual-core Intel™ Xeon™ processor or equivalent |
| Memory              | • Recommended: 8GB RAM  
• Minimum: 4GB RAM |
| Disk Space          | • Recommended: 250GB  

**Note**  
IMSVA automatically partitions the detected disk space based on recommended Linux practices.  
• Minimum: 120GB  

**Note**  
IMSVA automatically partitions the detected disk space based on recommended Linux practices.
## Specification and Description

<table>
<thead>
<tr>
<th>Specification</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitor</td>
<td>Monitor that supports 800 x 600 resolution with 256 colors or higher</td>
</tr>
<tr>
<td>Trend Micro Control Manager</td>
<td>• Version 5.5 (Service Pack 1 Patch 4 or later version)</td>
</tr>
<tr>
<td></td>
<td>• Version 6.0 (Service Pack 1 or later version)</td>
</tr>
</tbody>
</table>

### Additional Requirements and Tools

The following table lists the minimum application requirements to access the CLI and management console interfaces and to manage IMSVA with Control Manager.

#### Table 4-2. Minimum Software Requirements

<table>
<thead>
<tr>
<th>Application</th>
<th>System Requirements</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSH communications application</td>
<td>SSH protocol version 2</td>
<td>To adequately view the IMSVA CLI through an SSH connection, set the terminal window size to 80 columns and 24 rows.</td>
</tr>
<tr>
<td>VMware™ ESX server</td>
<td>• VMware ESX/ESXi 4.0, 4.1</td>
<td>To install IMSVA as virtual machine, install IMSVA on a VMware ESX server 4.0/4.1, VMware ESXi 5.0, or VMware ESXi 5.5.</td>
</tr>
<tr>
<td></td>
<td>• VMware ESXi 5.0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• VMware ESXi 5.5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Windows Server 2012</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Windows Server 2012 R2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Microsoft Hyper-V Server 2008 R2 SP1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Microsoft Hyper-V Server 2012 R2</td>
<td></td>
</tr>
<tr>
<td>APPLICATION</td>
<td>SYSTEM REQUIREMENTS</td>
<td>DETAILS</td>
</tr>
<tr>
<td>------------------------------</td>
<td>-----------------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Internet Explorer™</td>
<td>• Version 9.0</td>
<td>To access the web console, which allows you to configure all IMSVA settings, use Internet Explorer 9.0 or above or Firefox 27.0 or above. Using the data port IP address you set during initial configuration, enter the following URL: https://[IP Address]:8445</td>
</tr>
<tr>
<td></td>
<td>• Version 10.0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Version 11.0</td>
<td></td>
</tr>
<tr>
<td>Mozilla Firefox™</td>
<td>Version 27.0</td>
<td></td>
</tr>
<tr>
<td>Java™ Virtual Machine</td>
<td>Version 5.0 or later or SUN JRE 1.4+</td>
<td>To view certain items in the web console, the computer must have JVM.</td>
</tr>
<tr>
<td>Trend Micro Control Manager</td>
<td>• Version 5.5 SP1 Patch 4 or later</td>
<td>Use Trend Micro Control Manager 5.5 SP1 or 6.0 SP1 to manage IMSVA.</td>
</tr>
<tr>
<td></td>
<td>• Version 6.0 SP1 or later</td>
<td></td>
</tr>
</tbody>
</table>

## Installing IMSVA

IMSVA 9.0 supports upgrading only from IMSVA 8.5 SP1 and migrates existing configuration and policy data during the upgrade.

The IMSVA installation process formats your existing system to install IMSVA. The installation procedure is basically the same for both a Bare Metal and a VMware ESX virtual machine platform. The Bare Metal installation boots off of the IMSVA installation DVD to begin the procedure and the VMware installation requires the creation of a virtual machine before installation.

---

**WARNING!**

Any existing data or partitions are erased during the installation process. Back up any existing data on the system (if any) before installing IMSVA.

---

**Procedure**

1. Start the IMSVA installation.
For system requirements, see *System Requirements on page 4-2.*

- **On a Bare Metal Server**
  a. Make sure the Bare Metal server supports CentOS 6.4 x86_64.
  b. Insert the IMSVA Installation DVD into the DVD drive of the desired server.
  c. Power on the Bare Metal server.

- **On a VMware ESX Virtual Machine**
  a. Create a virtual machine on your VMware ESX server.
  b. Start the virtual machine.
  c. Insert the IMSVA Installation DVD into the virtual DVD drive with any one of the following methods.
     - Insert the IMSVA Installation DVD into the physical DVD drive of the ESX server, and then connect the virtual DVD drive of the virtual machine to the physical DVD drive.
     - Connect the virtual DVD drive of the virtual machine to the IMSVA-9.0-xxxx-x86_64.iso file. The IMSVA-9.0-xxxx-x86_64.iso file is available at:
       
       [http://www.trendmicro.com/download](http://www.trendmicro.com/download)
  d. Restart the virtual machine by clicking VM > **Send Ctrl+Alt+Del** on the VMware web console.

For both a VMware ESX Virtual Machine and a Bare Metal Server installation, a page appears displaying the **IMSVA 9.0 Setup Wizard** with the following options:

- **Fresh Install or version upgrade**: Select this option to install IMSVA onto the new hardware or virtual machine or upgrade the existing IMSVA.
- **System recovery**: Select this option to fix operating system errors and recover administrative passwords.
- **System memory test**: Select this option to perform memory diagnostic tests.
- **Exit installation**: Select this option to exit the installation process and to boot from the local disk.

2. Select **Fresh install or version upgrade**.
The **License Agreement** page appears.

3. Click **Accept** to continue.
A keyboard language selection screen appears.

4. Select the keyboard language for the system, and then click **Next**.
A screen appears for you to select your installation type.

5. Select **Fresh Install**, and then click **Next**.
A screen appears for you to select the drive used for installation.

6. Select the drive, and then click Next.

A warning dialog box appears.

7. Click Yes to proceed.
The IMSVA installation program scans your hardware and software to determine if the minimum requirements have been met and displays the results. If the hardware or software contains any components that do not meet the minimum requirements, the installation program highlights those components and the installation stops.

### InterScan™ Messaging Security Virtual Appliance

IMSVA has detected the following hardware or software components. If you are satisfied with the detected hardware and software components, click Next to accept the selection and continue with the installation.

<table>
<thead>
<tr>
<th>Category</th>
<th>Device / Item</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host Configuration</td>
<td>Processor Model: Quad-Core AMD Opteron™ Processor 2376</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Number of Processors: 4</td>
<td></td>
</tr>
<tr>
<td></td>
<td>System Memory: 8001 MB</td>
<td></td>
</tr>
<tr>
<td>Network Devices</td>
<td>VMXNET3 Ethernet Controller</td>
<td>vmxnet3</td>
</tr>
<tr>
<td></td>
<td>82545EM Gigabit Ethernet Controller (Copper)</td>
<td>e1000</td>
</tr>
<tr>
<td>Storage Controllers</td>
<td>53c1030 PCI-X Fusion-MPT Dual Ultra320 SCSI</td>
<td>mptspi</td>
</tr>
<tr>
<td></td>
<td>82371AB/EB/MB PIIX4 IDE</td>
<td>ata_piix</td>
</tr>
<tr>
<td>Storage Devices</td>
<td>VMware Virtual disk (133GB)</td>
<td></td>
</tr>
<tr>
<td>Removable Media</td>
<td>VMware IDE CDR10</td>
<td></td>
</tr>
</tbody>
</table>

8. Make sure the hardware and software information is correct, and then click Next.
The network devices configuration screen appears.

### Table 4-3. Network Device Configuration

<table>
<thead>
<tr>
<th>Configuration Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IPv4 Address</td>
<td>Type the IMSVA management IP address and subnet mask.</td>
</tr>
<tr>
<td>Hostname</td>
<td>Type in the applicable FQDN for this IMSVA host.</td>
</tr>
<tr>
<td>Gateway</td>
<td>Type the applicable IP address as the gateway for this IMSVA installation.</td>
</tr>
<tr>
<td>Primary DNS</td>
<td>Type the applicable IP address as the primary DNS server for this IMSVA installation.</td>
</tr>
<tr>
<td>Configuration Parameter</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Secondary DNS</td>
<td>Type the applicable IP address as the secondary DNS server for this IMSVA installation.</td>
</tr>
</tbody>
</table>

9. Provide all the information to install IMSVA, and then click **Next**.

The time zone configuration screen appears.

10. Specify the IMSVA server's time and clock settings

   a. Select the location of the IMSVA server.

   b. Specify whether the server's system clock uses UTC or not by selecting or clearing the **System clock uses UTC** check box.

11. Click **Next**.
The account settings screen appears.

12. Specify passwords for the root and enable accounts.

IMSVA uses two different levels of administrator accounts to secure the system.

The password must be a minimum of 6 characters and a maximum of 32 characters.

**Tip**

For the best security, create a highly unique password only known to you. You can use both upper and lower case alphabetic characters, numerals, and any special characters found on your keyboard to create your passwords.

- **Root Account**: Used to gain access to the operating system shell and has all rights to the server. This is the most powerful user on the system.
• **Enable Account**: Used to gain access to the command line interface's privilege mode. This account has all rights to execute any CLI command.

13. Click **Next**.

A screen appears, showing a summary of your configuration settings.

If you are satisfied with the configuration settings, click **Next** to continue the installation. IMSVA will format and partition the necessary hard disk space and install the operating system and application.

If you want to change any configuration settings, click **Back**.

If you want to cancel the installation, click **Cancel**.

14. Verify settings, and then click **Next**.
A dialog box appears, asking you whether to continue the installation.

![Warning dialog box]

**Important**

Selecting Continue erases any data on the hard disk partition and formats the hard disk. If you have data on the hard disk that you would like to keep, cancel the installation and back up the information before proceeding.

15. Click Continue.
A screen appears that provides the formatting status of the local drive for the IMSVA installation. When formatting completes, the IMSVA installation begins.

Installing glibc-common-2.12-1.107.el6.x86_64 (107 MB)
Common binaries and locale data for glibc
Once the installation completes, a summary screen appears. The installation log saves to the `/var/app_data/installlog` file for reference.

16. Click **Restart** to restart the system.

   • Bare Metal installation:
     
     The DVD automatically ejects. Remove the DVD from the drive to prevent reinstallation.

   • Virtual machine installation:
     
     Trend Micro recommends disconnecting the DVD-ROM device from the virtual machine now that IMSVA is installed.
Installing IMSVA 9.0

After IMSVA reboots, the initial CLI login screen appears.

Trend Micro InterScan Messaging Security Virtual Appliance (IMSVA)

To manage IMSVA through the graphical user interface (GUI), open a browser window and choose any URL from the following list:

https://10.204.169.32:8445

You will be prompted for your administrator account and password. Refer to the Administrator’s Guide for the default account and password.

To manage IMSVA through the Command Line Interface (CLI), log on using the following logon prompt. Refer to the Administrator's Guide for the default account and password.

test login:

17. Log on through either the CLI or IMSVA management console to launch IMSVA.

Tip

Log on to the CLI shell to perform additional configuration, troubleshooting, or housekeeping tasks.

Setting Up a Single Parent Device

IMSVA provides a Configuration Wizard to help you configure all the settings you need to get IMSVA up and running.

Procedure

1. Make sure that your management computer can ping IMSVA’s IP address that you configured during installation.
2. On the management computer, open Internet Explorer (version 8.0 or later) or Firefox (version 27.0 or later).

3. Type the following URL (accept the security certificate if necessary):
   https://<IP address>:8445
   The logon screen appears.

4. Select the **Open Configuration Wizard** check box.

5. Type the following default user name and password:
   - User name: admin
   - Password: imsva
   The **Configuration Wizard** screen appears.

6. Progress through the **Configuration Wizard** screens to configure the settings.
Step 1: Configuring System Settings

Procedure

1. After you read the welcome screen, click Next. The Local System Settings screen appears.

![Local System Settings](image.png)

**FIGURE 4-2. Local System Settings**
2. Modify the device host name, IP address, and netmask if necessary. Also, configure your network settings and set the device system time.

**Note**

The local system settings take effect immediately when you click the **Next** button. If the IP address or time settings are changed, IMSVA will restart. Wait until IMSVA is online and then log on again.

---

**Step 2: Configuring Deployment Settings**

**Procedure**

1. Click **Next**.

   The **Deployment Settings** screen appears.

   ![Deployment Settings](image)

   **Figure 4-3. Deployment Settings**

2. Select **Parent Device** or **Child Device**. If this is the first device you are setting up, you must select **Parent Device**. You can configure additional child devices at a later time.
Decide if you want to use the NTP service.

---

**Step 3: Configuring SMTP Routing Settings**

**Procedure**

1. Click **Next**.

   The **SMTP Routing Settings** screen appears.

   ![SMTP Routing Settings](image)

   **Figure 4-4. SMTP Routing Settings**

   IMSVA uses the following domain-based settings for receiving and sending messages.

   **Incoming Message Settings**

   - **Unspecified domain**
   - **Specified domain**

   Note: To ensure that IMSVA receives incoming messages, Trend Micro recommends adding all internal domains in your network.

   **Add Domain**

   For example: example.com

   **Import from File**
2. Specify the incoming message settings.
3. Specify the message delivery settings.

Step 4: Configuring Notification Settings

Procedure
1. Click Next.
Installing IMSVA 9.0

The **Notification Settings** screen appears.

![Notification Settings Screen]

2. If you want to receive notifications for system and policy events, configure the **Email** or **SNMP Trap** notification settings.

---

**Step 5: Configuring the Update Source**

**Procedure**

1. Click **Next**.
The **Update Source** screen appears.

![Configuration Wizard](image)

**Update Source**

Select an update source and configure proxy settings to enable IMSVA to **update components** and **activate product licenses**.

**Source**

- Trend Micro ActiveUpdate server
- Other Internet source

**Proxy Settings**

- Use a proxy server for updates to patterns, engines, licenses, Web Reputation queries, Cloud Pre-Filter, and Trend Micro Email Encryption.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proxy type</td>
<td>HTTP</td>
</tr>
<tr>
<td>Proxy server</td>
<td></td>
</tr>
<tr>
<td>Port</td>
<td></td>
</tr>
<tr>
<td>User name</td>
<td></td>
</tr>
<tr>
<td>Password</td>
<td></td>
</tr>
</tbody>
</table>

**Figure 4-6. Update Source**

2. Configure the following update settings, which will determine from where IMSVA will receive its component updates and through which proxy (if any) IMSVA needs to connect to access the Internet:

- **Source**: Click **Trend Micro ActiveUpdate (AU) server** to receive updates directly from Trend Micro. Alternatively, click **Other Internet source** and type the URL of the update source that will check the Trend Micro AU server for updates. You can specify an update source of your choice or type the URL of your Control Manager server `http://<TMCM server address>/TvcsDownload/ActiveUpdate/`, if applicable.
• **Proxy Settings:** Select the **Use proxy server** check box and configure the proxy type, server name, port, user name, and password.

---

**Step 6: Configuring LDAP Settings**

**Procedure**

1. Click **Next**.

   The **LDAP Settings** screen appears.
2. Specify a meaningful description for the LDAP server.

3. Complete the following to enable LDAP settings:
   a. For LDAP server type, select one of the following:
      - Domino
      - Microsoft Active Directory
      - Microsoft AD Global Catalog
      - OpenLDAP
      - Sun iPlanet Directory
   b. To enable one or both LDAP servers, select the check boxes next to Enable LDAP 1 or Enable LDAP 2.
   c. Specify the names of the LDAP servers and the port numbers they listen on.
   d. Under LDAP Cache Expiration for Policy Services and EUQ services, type a number that represents the time to live next to the Time To Live in minutes field.
e. Under **LDAP Admin**, type the administrator account, its corresponding password, and the base-distinguished name. See the following table for a guide on what to specify for the LDAP admin settings.

**Table 4-4. LDAP admin settings**

<table>
<thead>
<tr>
<th>LDAP Server</th>
<th>LDAP Admin Account (Examples)</th>
<th>Base Distinguished Name (Examples)</th>
<th>Authentication Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Directory</td>
<td>Without Kerberos: <a href="mailto:user1@domain.com">user1@domain.com</a> (UPN) or domain \user1</td>
<td>dc=domain, dc=com</td>
<td>Simple</td>
</tr>
<tr>
<td></td>
<td>With Kerberos: <a href="mailto:user1@domain.com">user1@domain.com</a></td>
<td></td>
<td>Advanced (with Kerberos)</td>
</tr>
<tr>
<td>Active Directory Global Catalog</td>
<td>Without Kerberos: <a href="mailto:user1@domain.com">user1@domain.com</a> (UPN) or domain \user1</td>
<td>dc=domain, dc=com</td>
<td>Simple</td>
</tr>
<tr>
<td></td>
<td>With Kerberos: <a href="mailto:user1@domain.com">user1@domain.com</a></td>
<td>dc=domain1,dc=com (if multiple unique domains exist)</td>
<td>Advanced (with Kerberos)</td>
</tr>
<tr>
<td>Lotus Domino</td>
<td>cn=manager, dc=test1, dc=com</td>
<td>dc=test1, dc=com</td>
<td>Simple</td>
</tr>
<tr>
<td>Lotus Domino</td>
<td>user1/domain</td>
<td>Not applicable</td>
<td>Simple</td>
</tr>
<tr>
<td>Sun iPlanet Directory</td>
<td>uid=user1, ou=people, dc=domain, dc=com</td>
<td>dc=domain, dc=com</td>
<td>Simple</td>
</tr>
</tbody>
</table>

f. For Authentication method, click **Simple** or **Advanced** authentication. For Active Directory advanced authentication, configure the Kerberos authentication default realm, Default domain, KDC and admin server, and KDC port number.
Note
Specify LDAP settings only if you will use LDAP for user-group definition, administrator privileges, or web quarantine authentication.

Step 7: Configuring Internal Addresses

Procedure

1. Click Next.

The Internal Addresses screen appears.

**Figure 4-7. Internal Addresses**
2. IMSVA uses the internal addresses to determine whether a policy or an event is inbound or outbound.

   • If you are configuring a rule for outgoing messages, the internal address list applies to the senders.
   • If you are configuring a rule for incoming messages, the internal address list applies to the recipients.

To define internal domains and user groups, do one of the following:

   • Select Enter domain from the drop-down list, type the domain in the text box, and then click >>.
   • Select Search for LDAP groups from the drop-down list. A screen for selecting the LDAP groups appears. Type an LDAP group name for which you want to search in the text box and click Search. The search result appears in the list box. To add it to the Selected list, click >>.

Step 8: Configuring Control Manager Server Settings

Procedure

1. Click Next.
The **TMCM Server Settings** screen appears.

![Configuration Wizard](image)

**Figure 4-8.** TMCM Server Settings

2. If you will use Control Manager to manage IMSVA, do the following:
   a. Select **Enable MCP Agent** (included with IMSVA by default).
   b. Next to **Server**, type the Control Manager IP address or FQDN.
   c. Next to **Communication protocol**, select **HTTP** or **HTTPS** and type the corresponding port number. The default port number for HTTP access is 80, and the default port number for HTTPS is 443.
d. Under **Web server authentication**, type the user name and password for the web server if it requires authentication.

e. If a proxy server is between IMSVA and Control Manager, select **Enable proxy**.

f. Type the proxy server port number, user name, and password.

---

**Step 9: Activating the Product**

**Procedure**

1. Click **Next**.

The **Product Activation** screen appears.

![Configuration Wizard](image)

**Figure 4-9. Product Activation**
2. Type the Activation Codes for the products or services you want to activate. If you do not have an Activation Code, click Register Online and follow the directions at the Trend Micro Registration website.

---

**Step 10: Reviewing the Settings**

**Procedure**

1. Click **Next**.

   The **Review Settings** screen appears.

   ![Configuration Wizard](image)

   **Figure 4-10. Review Settings**

2. If your settings are correct, click **Finish**.

   To modify any of your settings, click **Back** and keep moving through the screens until your settings are complete. IMSVA will be operational after you click **Finish** and exit the Wizard.
Setting Up a Child Device

This section explains how to set up a child device and register it to the parent device.

Procedure

1. Determine the IP address of the child device.

2. On the parent device, do the following:
   a. After you set up a parent device (see Setting Up a Single Parent Device on page 4-19), make sure the parent device is operational.
   b. Log on to the management console. Make sure that you are logging on the parent device management console.
   c. Go to Administration > IMSVA Configuration > Connections > Child IP.
   d. Under Add IP Address, add the IP address for the Internal Communication Port of the child device.

3. On the child device, do the following:
   a. Just as you did for the parent device, connect a management computer to the child device and log on to the management console. All IMSVA devices have the same default management console login credentials.
   b. In the Setup Wizard, configure the local system settings and then click Next>.
   c. On the Deployment Settings screen, select Child Server and add the IP address for the Internal Communication Port of the parent device.
   d. Click Finish.

4. On the parent device, do the following:
   a. Go to System Status.
   b. Verify that the child device appears under Managed Services and that a green check mark appears under Connection. You can start or stop Scanner, Policy, or EUQ services.
5. If you want to use EUQ on the child device, redistribute the data across the EUQ databases:
   a. On the parent device, navigate to Administration > End-User Quarantine. The EUQ Management tab appears by default.
   b. Select Redistribute all or Only redistribute approved senders. Trend Micro recommends selecting Redistribute all.
   c. Click Redistribute.

   Note
   If you registered an EUQ-enabled child device to its parent device, add senders to the approved senders list, and then re-distribute EUQ data, some of the newly added approved senders might not appear.

   Trend Micro recommends the following:
   • After redistributing EUQ, the administrator informs all end users to verify that the newly added approved senders are still available.
   • That the administrator notifies all end users not to add EUQ approved senders list when the administrator is adding a child device and redistributing EUQ.

Verifying Successful Deployment

After you have set up the IMSVA devices, the services should start automatically.

Procedure
1. Go to System Status.
2. Under Managed Services, ensure that the scanner and policy services are active. Otherwise, click the Start button to activate them.
Note

You can choose to enable or disable the EUQ services.
Chapter 5

Upgrading from Previous Versions

This chapter provides instructions on upgrading from previous versions of IMSVA.

Topics include:

• *Upgrading from an Evaluation Version on page 5-2*
• *Upgrading from IMSVA 8.5 Service Pack 1 on page 5-4*
• *Migrating from Previous Versions on page 5-34*
Upgrading from an Evaluation Version

If you provided an evaluation Activation Code to activate IMSVA previously, you have started an evaluation period that allows you to try the full functionality of the product. The evaluation period varies depending on the type of Activation Code used.

Fourteen (14) days prior to the expiry of the evaluation period, IMSVA will display a warning message on the management console alerting you of the impending expiration.

To continue using IMSVA, purchase the full version license for the product. You will then be provided a new Activation Code.

Procedure

1. Go to Administration > Product Licenses.
The **Product License** screen appears.

<table>
<thead>
<tr>
<th>Product License</th>
<th>View detailed license online</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cloud Pre-Filter</strong></td>
<td></td>
</tr>
<tr>
<td>Product: Cloud Pre-Filter</td>
<td></td>
</tr>
<tr>
<td>Version: Trial</td>
<td></td>
</tr>
<tr>
<td>Activation code: [redacted]</td>
<td>Enter a new code</td>
</tr>
<tr>
<td>Seats: 000011</td>
<td></td>
</tr>
<tr>
<td>Status: Activated</td>
<td></td>
</tr>
<tr>
<td>Maintenance expiration: Dec 20, 2011</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Trend Micro Antivirus and Content Filter</th>
<th>View detailed license online</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Product</strong></td>
<td>Trend Micro Antivirus and Content Filter</td>
</tr>
<tr>
<td><strong>Version</strong></td>
<td>Trial</td>
</tr>
<tr>
<td><strong>Activation code</strong>: [redacted]</td>
<td>Enter a new code</td>
</tr>
<tr>
<td>Seats: 000011</td>
<td></td>
</tr>
<tr>
<td>Status: Activated</td>
<td></td>
</tr>
<tr>
<td>Maintenance expiration: Dec 20, 2011</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Trend Micro Email Encryption</th>
<th>View detailed license online</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Product</strong>: Trend Micro Email Encryption</td>
<td></td>
</tr>
<tr>
<td><strong>Version</strong>: Trial</td>
<td></td>
</tr>
<tr>
<td><strong>Activation code</strong>: [redacted]</td>
<td>Enter a new code</td>
</tr>
<tr>
<td>Seats: 000011</td>
<td></td>
</tr>
<tr>
<td>Status: Activated</td>
<td></td>
</tr>
<tr>
<td>Maintenance expiration: Dec 20, 2011</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** After successfully activate the Trend Micro Email Encryption, please get Encryption Settings to register the service and domains.

<table>
<thead>
<tr>
<th>Regulatory Compliance</th>
<th>View detailed license online</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Product</strong>: Regulatory Compliance</td>
<td></td>
</tr>
<tr>
<td><strong>Version</strong>: Trial</td>
<td></td>
</tr>
<tr>
<td><strong>Activation code</strong>: [redacted]</td>
<td>Enter a new code</td>
</tr>
<tr>
<td>Seats: 000011</td>
<td></td>
</tr>
<tr>
<td>Status: Activated</td>
<td></td>
</tr>
<tr>
<td>Maintenance expiration: Dec 20, 2011</td>
<td></td>
</tr>
</tbody>
</table>

2. Click the **Enter a new code** hyperlink in section for the product or service you want to activate.
The **Enter A New Code** screen appears.

3. Type the new Activation Code in the box provided.

**Note**

When you purchase the full licensed version of IMSVA, Trend Micro will send the new Activation Code to you by email. To prevent mistakes when typing the Activation Code (in the format xx-xxxx-xxxxxx-xxxxx-xxxxx-xxxxx-xxxxx), you can copy the Activation Code from the email and paste it in the box provided.

4. Click **Activate**.

5. Repeat steps 2 to 5 for all the products or services you want to activate.

---

**Upgrading from IMSVA 8.5 Service Pack 1**

Upgrade IMSVA 8.5 Service Pack 1 as a single device or an entire distributed environment can be upgraded.
Upgrading from Previous Versions

**Note**

Do not restart IMSVA until you have completed the upgrade process.

During the upgrade, no customized operating system settings migrate, except the host, network, and gateway settings. To retain the original settings, do the following:

1. Mount the original root partition to a path on the upgraded server, for example, `/root/original_root`:
   ```bash
   mount /dev/mapper/IMSVA-Root2 /root/original_root
   ```
2. Find the original settings in the mounted path.
3. Add the original settings to the upgrade server.

---

**Backing Up IMSVA 8.5 Service Pack 1**

IMSVA 8.5 Service Pack 1 backs up the configuration settings and performs an auto-rollback if the upgrade is not successful. However, Trend Micro recommends backing up IMSVA 8.5 Service Pack 1 before attempting to upgrade to IMSVA 9.0:

**Procedure**

1. Do any of the following tasks to back up IMSVA 8.5 Service Pack 1 to safeguard against any issues that may occur during the upgrade:
   - Ghost the entire computer where IMSVA 8.5 Service Pack 1 is installed.
   - Take a snapshot for IMSVA 8.5 Service Pack 1 if it is installed on a virtual machine.
   - Back up the IMSVA 8.5 Service Pack 1 app_data partition.

   To perform this task, open the operating system shell console and run the following commands:
   ```bash
   /opt/trend/imss/script/imssctl.sh stop
   service crond stop
   Mount an external disk to `/var/udisk`:
cp -rf --preserve /var/app_data/* /var/udisk/app_data_backup/

2. Start all IMSVA services after backup.

Upgrading a Single IMSVA

This procedure explains how to upgrade a single IMSVA to version 9.0.

Procedure


   Note
   For details, see Backing Up IMSVA 8.5 Service Pack 1 on page 5-5.

2. Use the following command in the CLI console to verify there are no messages in
   the Postfix queue:

   postqueue -p

3. Restart the server that you want to upgrade with the IMSVA Installation DVD.

   Note
   For details, see Step 1 in Installing IMSVA on page 4-4.
The **IMSVA 9.0 Setup Wizard** screen appears.

4. Select **Fresh install or version upgrade**.
The **License Agreement** screen appears.

5. Click **Accept** to continue.
A keyboard language selection screen appears.

6. Select the keyboard language for the system, and then click **Next**.
A screen appears for you to select your installation type.

7. Select **Version Upgrade**, and then click **Next**.

The IMSVA upgrade program scans your hardware and software to determine if the minimum requirements have been met and displays the results. If the hardware
or software contains any components that do not meet the minimum requirements, the upgrade program highlights those components and the upgrade stops.

8. Make sure the hardware and software information is correct, and then click **Next**.
The **Account Settings** screen appears.

9. Specify passwords for the **root** and **enable** accounts.

IMSVA uses two different levels of administrator types to secure the system.

The password must be a minimum of 6 characters and a maximum of 32 characters.

---

**Tip**

For the best security, create a highly unique password only known to you. You can use both upper and lower case alphabetic characters, numerals, and any special characters to create your passwords.

---

- **Root Account**: Used to gain access to the operating system shell and has all rights to the server. This is the most powerful user on the system.
• **Enable Account**: Used to gain access to the command line interface's privilege mode. This account has all rights to execute any CLI command.

10. Click **Next**.

A screen appears, showing a summary of your configuration settings.

<table>
<thead>
<tr>
<th>Summary:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Language</strong>: en_US.UTF-8</td>
</tr>
<tr>
<td><strong>Keyboard</strong>: U.S. English</td>
</tr>
<tr>
<td><strong>Hostname</strong>: upgrade.imssertest.com</td>
</tr>
<tr>
<td><strong>Network Devices</strong>:</td>
</tr>
<tr>
<td>Card: Intel Corporation 82545EM Gigabit Ethernet Controller (Copper)</td>
</tr>
<tr>
<td>Device: eth0</td>
</tr>
<tr>
<td>IPv4 Settings:</td>
</tr>
<tr>
<td>IP Address: 10.64.72.56</td>
</tr>
<tr>
<td>Subnet mask: 255.255.254.0</td>
</tr>
<tr>
<td>Gateway: 10.64.72.1</td>
</tr>
<tr>
<td>Primary DNS: 10.64.1.55</td>
</tr>
<tr>
<td><strong>Time zone</strong>: Asia/Shanghai</td>
</tr>
</tbody>
</table>

If you are satisfied with the configuration settings, click **Next** to continue the upgrade. IMSVA will format and partition the necessary hard disk space and upgrade the operating system and application.

If you want to change any configuration settings, click **Back**.

If you want to cancel the upgrade, click **Cancel**.

11. Verify settings, and then click **Next**.
A screen appears that provides the formatting status of the local drive for the IMSVA upgrade.

Installing glibc-common-2.12-1.107.el6.x86_64 (107 MB)
Common binaries and locale data for glibc
Once the formatting is complete, a summary screen appears.

Operating system upgrade is complete. Restart the server to upgrade the IMSVA application.

For more information, see IMSVA Administrator's Guide or Online Help.

12. Click **Restart** to restart the system.
The upgrade continues after the system restarts. When the following information appears, the upgrade is complete.

```
Bringing up interface eth0: [ OK ]
Starting auditd: [ OK ]
Starting system logger: [ OK ]
Starting rpcbind: [ OK ]
Starting NFS statd: [ OK ]
Starting RPC idmapd: [ OK ]
Mounting other filesystems: [ OK ]
Recovering failed udev events: [ OK ]
Adding udev persistent rules: [ OK ]
Generating SSH1 RSA host key: [ OK ]
Generating SSH2 RSA host key: [ OK ]
Generating SSH2 DSA host key: [ OK ]
Starting sshd: [ OK ]
Starting crond: [ OK ]
Applying firewall rules...
Exporting configuration settings from the database...
Exporting attributes settings from the database is complete.
Starting pre-installation check...
Starting the upgrade process.
Installing the RPM "imsva-9.0-1.i386.rpm".
The RPM "rpm/imsva-9.0-1.i386.rpm" is installed successfully.
Refer to the Installation Guide for information on how to start 2 hours' dry run period for IMSVA.
Press any key to enter the operating system shell command line interface.
```

13. Press any key to enter the system shell command line interface.

14. Use the following command to verify the upgrade:

    # tail -l /var/app_data/installlog

15. Once IMSVA upgrade completes, restart IMSVA services from the CLI console with the following command:

    /mnt/backup/dry_run.sh

16. Verify that IMSVA is working properly after the upgrade.

17. To roll back to IMSVA 8.5 Service Pack 1, use the following commands:

    /mnt/backup/confirm.sh

    "no"

18. If the IMSVA is working properly after the upgrade, use the following commands to complete the upgrade:

    /mnt/backup/confirm.sh
“yes”

If you do not roll back to IMSVA 8.5 Service Pack 1 within 2 hours, all IMSVA services will stop automatically. You must then decide whether to roll back to IMSVA 8.5 Service Pack 1, or to complete the upgrade using the following command:

/mnt/backup/confirm.sh

Type `yes` to complete the upgrade or `no` to roll back.

---

**Upgrading a Distributed Environment**

IMSVA now supports upgrading an entire distributed deployment, for example, in a network where IMSVA is being used in a parent-child deployment.

**Procedure**

1. Prepare for the upgrade.

   **Note**
   
   For details, see *Backing Up IMSVA 8.5 Service Pack 1 on page 5-5.*

   b. Use the following command in the CLI console to verify there are no messages in the Postfix queue:

   `postqueue -p`

c. Make sure that all IMSVA services are working properly on the management console.
On the **System Status** screen, all the services under **Managed Services** are active.

### System Status

#### Enable Connections

- Accept POP3 connections
- Enable POP Filtering
- Enable Outlook Filtering

#### Components

<table>
<thead>
<tr>
<th>Name</th>
<th>Current Version</th>
<th>Availability</th>
<th>Update Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virus Scan Engine</td>
<td>9.750.1005</td>
<td>9.800.1000</td>
<td></td>
</tr>
<tr>
<td>Advanced Threat Scan Engine</td>
<td>9.755.1401</td>
<td>9.750.1022</td>
<td></td>
</tr>
<tr>
<td>Virus Pattern</td>
<td>11.202.00</td>
<td>11.227.00</td>
<td></td>
</tr>
<tr>
<td>Spyware Pattern</td>
<td>1.952.00</td>
<td>1.959.00</td>
<td></td>
</tr>
<tr>
<td>IntellITP Pattern</td>
<td>0.205.00</td>
<td>0.215.00</td>
<td></td>
</tr>
<tr>
<td>IntellITP Exception Pattern</td>
<td>1.123.00</td>
<td>1.125.00</td>
<td></td>
</tr>
<tr>
<td>Antispam Engine</td>
<td>7.600.1031</td>
<td>7.600.1031</td>
<td></td>
</tr>
<tr>
<td>Antispam Pattern</td>
<td>21020.066</td>
<td>21020.083</td>
<td></td>
</tr>
<tr>
<td>URL Filtering Engine</td>
<td>5.900.1047</td>
<td>5.900.1029</td>
<td></td>
</tr>
<tr>
<td>Smart Scan Agent Pattern</td>
<td>11.223.00</td>
<td>11.225.00</td>
<td></td>
</tr>
</tbody>
</table>

#### Managed Services

<table>
<thead>
<tr>
<th>Hostname</th>
<th>Connection</th>
<th>Scanner Service</th>
<th>Policy Service</th>
<th>EUO Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>imssgust.com</td>
<td>enabled</td>
<td>Stop</td>
<td>Stop</td>
<td>disabled</td>
</tr>
</tbody>
</table>

**d.** Stop all services on child devices using the following command:

```
# /opt/trend/imss/script/imssctl.sh stop
```

**Note**

In a distributed deployment, the parent device must be upgraded before child devices.

**WARNING!**

Performing this step will interrupt your email traffic. If you want to avoid traffic interruption, perform *Batch Upgrade on page 5-20* or *Offline Upgrade on page 5-27*.

**e.** Start the database service on child devices using the following command:

```
# /opt/trend/imss/script/dbctl.sh start
```
2. Upgrade the parent and child devices.
   a. Upgrade the parent device. See steps 3 to 13 in *Upgrading a Single IMSVA on page 5-6*.
   b. Use the following command to verify that the database is working properly on the parent device:
      
      ```bash
      # ps -ef |grep imss
      ```
      
      Information similar to the following appears:
      
      ```
      imss 26303 1 0 18:22 ? 00:00:00 /opt/trend/imss/
      PostgreSQL/bin/postmaster -D /var/imss/pgdata -i
      ```
   c. Upgrade all the child devices one at a time, a few at a time, or all at once.

   **WARNING!**
   
   Do not restart IMSVA services until all devices have been upgraded.
   
   Do not run `/mnt/backup/dry_run.sh` or `/mnt/backup/confirm.sh` on any of the parent or child device before you finish upgrading all the devices.

   If one of the child devices encounters issues while upgrading, unregister the child device using the CLI.

3. Verify that the upgrade is successful.
   a. Open the installation log file using the following command:
      
      ```bash
      # tail -1 /var/app_data/installlog
      ```
   b. Check the installation logs for information indicating the upgrade success.

4. Complete the upgrade.
   a. After upgrading all devices, restart IMSVA services on the parent device and then on the child devices with the following command:
      
      ```bash
      /mnt/backup/dry_run.sh
      ```
   b. Verify that IMSVA is working properly after the upgrade.
c. To roll back to IMSVA 8.5 Service Pack 1, first roll back all child devices and then the parent device with the following commands:

```
/mnt/backup/confirm.sh

"no"
```

d. If the IMSVA is working properly after the upgrade, use the following commands to complete the upgrade:

```
/mnt/backup/confirm.sh

"yes"
```

If you do not roll back to IMSVA 8.5 Service Pack 1 within 2 hours, all IMSVA services will stop automatically. You must then decide to roll back to IMSVA 8.5 Service Pack 1, or to complete the upgrade, using the following command:

```
/mnt/backup/confirm.sh

Type `yes` to complete the upgrade or `no` to roll back.
```

---

**Batch Upgrade**

Batch upgrade allows upgrading of two or more parent and child devices. This option reserves log information during the upgrade process and does not cause any downtime.

---

**Tip**

Trend Micro recommends performing batch upgrade when email traffic is at a minimum. Evaluate if the IMSVA devices to be upgraded after the first batch can accommodate the total email traffic during the upgrade process.

Batch upgrade is best performed between 4:00 and 22:00. The daemon service on the child devices may be restarted outside the recommended time period, preventing these devices from connecting to the parent device.
The following is an overview of the batch upgrade process:

1. Select the first batch of child devices to upgrade.
2. Block connections between parent and child devices (with IP table or firewall), except devices selected in Step 1.

   **Note**
   At this stage, child devices should not be able to connect to the parent device. However, the parent device can connect to the child devices to conduct a pre-upgrade check.

3. Perform offline upgrade for the parent and child devices selected in Step 1.
4. Deploy the upgraded devices to production.
5. Perform offline upgrade for the rest of the child devices.
6. Restore the connection between the upgraded parent and child devices.
7. Deploy the upgraded devices to production.

8. Repeat the steps until all parent and child devices are upgraded.

---

**Note**

During the batch upgrade process, it is important to block the connection between parent and child devices.

Configure the firewall of the parent and child devices to block the second batch of child device upgrades. The child devices cannot be restarted unless the connection is blocked.

---

**Step 1: Blocking Connections Between Parent and Child Devices**

---

**Note**

In this procedure, C1 refers to the first batch of child devices to be upgraded, and C2 refers to the second batch of child devices.

---

**Procedure**

1. Select the first batch of devices to be upgraded (referred to hereafter as C1).
   a. Select a parent device.
   b. Select child devices.
   c. Modify the DNS record to stop sending messages to the selected devices.

2. Change the iptables on the second batch of child devices (referred to hereafter as C2).
   a. Change the iptables.

   ```
   # vi /etc/init.d/rcFirewall
   At the end of start(), add the following rules:
   iptables -I INPUT -s [parent's IP] -j REJECT
   iptables -I INPUT -s [C1's IP] -j REJECT
   ```
Upgrading from Previous Versions

3. Change the iptables on the parent device.
   a. On the parent device, add the following rule:

   ```
   iptables -I OUTPUT -d [C1's IP] -p tcp --sport 5432 -j ACCEPT
   ```

   b. Apply the added rules.

   ```
   # /etc/init.d/rcFirewall restart
   ```

Step 2: Performing Inline Upgrade

**Note**

In this procedure, C1 refers to the first batch of child devices to be upgraded, and C2 refers to the second batch of child devices.

**Procedure**

1. Verify that there are no messages in the Postfix queue on both parent and C1 devices.
   a. On the CLI console, check the Postfix queue.

   ```
   # postqueue -p
   ```
The upgrade will continue only if the Postfix queue is empty. Otherwise, you may lose messages in the Postfix queue.

2. Stop all IMSVA services except the database services on C1 devices using the following commands:

   # /opt/trend/imss/script/imssctl.sh stop
   # /opt/trend/imss/script/dbctl.sh start

3. Perform inline upgrade to IMSVA 9.0.

   **Note**
   For detailed upgrade procedure, see *Upgrading a Single IMSVA on page 5-6.*

4. Perform a test deployment of IMSVA 9.0.

   a. After successfully upgrading the C1 devices, modify the iptables on the parent device to establish a connection with a remote server. You can update the parent device's database data from this remote server.

   # iptables -I INPUT -s [Remote server's IP] -p tcp --sport 5432 -j ACCEPT
   # iptables -I INPUT -s [Remote server's IP] -p tcp --dport 5432 -j ACCEPT

   b. Log on to the parent device SQL database and update the table.

   # select * from tb_component_list;
   # update tb_component_list set app_ver='9.0.0.xxxx'
   where ip_addr='[C2's IP]';

   **Note**
   This step enables IMSVA to bypass the check performed before the dry run.

   Record the original IMSVA version (app_ver) of the C2 devices for reference in *Step 3: Performing Inline Upgrade for Other Child Devices on page 5-25* (substep 4-b). Then, replace 9.0.0.xxxx with the number of the IMSVA 9.0 build that you intend to install.
c. On the CLI console, restart all IMSVA services.

```bash
# /mnt/backup/dry_run.sh
```

**Note**

Restart the parent device first, and then all child devices.

---

5. Check the build number.
   a. Go to Administration > Updates > System & Applications.
   b. Under Current Status, check if the application version is 9.0.0.xxxx.

6. Complete the inline upgrade.
   a. To complete the upgrade on all parent and C1 devices, run the following command (first on the parent, and then on the C1 devices):

   ```bash
   # /mnt/backup/confirm.sh
   "yes"
   ```

   b. To roll back to IMSVA 8.5 SP1, first roll back all child devices, then the parent devices.

   ```bash
   # /mnt/backup/confirm.sh
   "no"
   ```

   c. Modify the DNS record to start sending messages to the upgraded parent and C1 devices, and to stop sending messages to the C2 devices.

---

**Step 3: Performing Inline Upgrade for Other Child Devices**

**Note**

Upgrade child devices individually or in batches.

In this procedure, C1 refers to the first batch of child devices to be upgraded, and C2 refers to the second batch of child devices.
Procedure

1. Select child devices.
2. Modify the DNS record to stop sending messages to the selected devices.
3. Verify that there are no messages in the Postfix queue.
   a. On the CLI console, check the Postfix queue.
      
      # postqueue -p

4. Modify the settings for the C2 devices.
   a. To bypass the inline upgrade check, change the iptables on the C2 devices.
      
      # iptables -I OUTPUT -d [parent's IP] -p tcp --dport 5432 -j ACCEPT

   b. Change the IMSVA version for the C2 devices on the parent database.
      
      # /opt/trend/imss/PostgreSQL/bin/psql imss sa
      
      # select * from tb_component_list;
      
      # update tb_component_list set app_ver='8.5.0.1516'
      where ip_addr='[C2's IP]';

      Note
      The IMSVA version (app_ver) should reflect the version that you recorded in
      Step 2: Performing Inline Upgrade on page 5-23 (substep 4-b).

5. Perform inline upgrade to IMSVA 9.0.

      Note
      For detailed upgrade procedure, see Upgrading a Single IMSVA on page 5-6.

6. Perform a test deployment of IMSVA 9.0.
   a. On the CLI console, restart all IMSVA services:
      
      # /mnt/backup/dry_run.sh
7. Check the build number.
   a. Go to Administration > Updates > System & Applications.
   b. Under Current Status, check if the application version is 9.0.0.xxxx.

8. Complete the inline upgrade.
   a. To complete the upgrade on all devices, run the following command:
      
      ```
      # /mnt/backup/confirm.sh
      “yes”
      ```
   b. To roll back to IMSVA 8.5 SP1, run the following command:
      
      ```
      # /mnt/backup/confirm.sh
      “no”
      ```

9. Restore the C2 devices.
   a. Modify the DNS record and start sending messages to the C2 devices.
   b. Continue upgrading the other child devices until the batch upgrade process is completed.

**Offline Upgrade**

During offline upgrade, a temporary IMSVA device is used to process email traffic. IMSVA logs all information and does not experience any downtime during the upgrade process.
Tip

Trend Micro recommends performing offline upgrade when mail traffic is at a minimum. Evaluate if the temporary IMSVA device can accommodate the total mail traffic during the upgrade process.

When using offline upgrade:

1. Back up your files before deploying IMSVA to virtual machines.

2. Use an NTP server to ensure that the production IMSVA devices and the temporary IMSVA device use the same system time.

The following is an overview of the offline upgrade process:

1. Install IMSVA 9.0 on a temporary device.

2. Import the configuration settings from the production IMSVA devices.

3. Modify the DNS MX record to redirect mail traffic to the temporary device.

4. Disconnect the production devices from the network.

5. Upgrade the devices.

6. Redirect mail traffic back to the production devices.

7. Copy the logs and queue folders from the temporary device to one of the production child devices.
Upgrading from Previous Versions

Note
Data gaps may occur after restoring the data to the child devices. If Virtual Analyzer notifications are enabled, you may receive Virtual Analyzer service messages after data is restored.

Step 1: Installing IMSVA 9.0 on a Temporary Device

Procedure
1. Install IMSVA 9.0 on a temporary device using an ISO file.
2. Back up the default settings of the temporary IMSVA 9.0 device.
   a. Log on to the parent device management console.
   b. Go to Administration > Import/Export.
   c. Click Export and save the exported files.
3. Export the settings of the existing parent and child devices.
   a. Log on to the parent device management console.
   b. Go to Administration > Import/Export.
   c. Click Export and save the exported files.
4. Import the parent device settings to the temporary device.
   a. Log on to the temporary device management console.
   b. Go to Administration > Import/Export.
   c. Click Import.

Note
If problems occur during the import process, restore the IMSVA 9.0 default settings using the backup file created in Step 2.
Step 2: Redirecting Mail Traffic to the Temporary IMSVA Device

Trend Micro recommends upgrading the production server when email traffic is minimal.

Procedure

1. Modify the DNS MX record to redirect the mail traffic to the temporary IMSVA device.
2. Stop sending messages to the parent and child devices.

Step 3: Performing Offline Upgrade

Procedure

1. Upgrade the parent and child devices while offline. For more information, see *Upgrading a Distributed Environment on page 5-17.*
2. Modify the DNS MX record to redirect mail traffic to the parent and child devices, with the exception of one child device.
3. Configure any customized settings that were lost in the upgrade process.
4. Stop sending messages to the temporary IMSVA device.

Step 4: Copying IMSVA 9.0 Logs and Queue Folder to a Child Device

Procedure

1. Stop the monitor, manager, and message tracing services on the child device (referred to as Machine B hereafter).
   
   ```bash
   [root@machine B ~]# S99MONITOR stop
   ```
2. If you enabled Virtual Analyzer on the temporary device, verify that there are no messages in the Virtual Analyzer upload folder.

```
[root@machine C ~]# ls -l /var/app_data/imss/dtas_upload/
```

**Note**

Trend Micro recommends disabling Virtual Analyzer on the temporary IMSVA device to prevent receiving notifications after log import. Ignore the notifications if you intend to keep Virtual Analyzer enabled.

3. Copy and merge the queue folder from the temporary IMSVA device to the Child B device.

```
[root@machine C ~]# scp -r /opt/trend/imss/queue root@machine B:/opt/trend/imss/
[root@machine B ~]# chown -R imss:imss /opt/trend/imss/queue
```

4. Copy the temporary IMSVA device policy event logs and append at the end of the latest Child B policy event logs.

For example:

```
[root@machine C ~]# scp /opt/trend/imss/log/polevt.imss.20130325.0001 root@machine B:/root/
[root@machine B ~]# cat /root/polevt.imss.20130325.0001 >> /opt/trend/imss/log/polevt.imss.20130325.0001
```

5. Copy the temporary IMSVA device mail logs and append at the end of the Child B mail logs.

```
[root@machine C ~]# scp /var/log/maillog root@machine B:/root/
```
[root@machine B ~]# cat /root/maillog >> /var/log/maillog

6. Copy the temporary IMSVA device fox* log and append at the end of the latest Child B fox* log.

For example:

[root@machine C ~]# scp /opt/trend/imss/log/foxmsg.20130325.0001 root@machine B:/root/
[root@machine B ~]# cat /root/foxmsg.20130325.0001 >> /opt/trend/imss/log/foxmsg.20130325.0001

7. On the Child B device, start the monitor, manager, and message tracking services. The appended log will be imported to the database shortly.

[root@machine B ~]# S99MANAGER start
[root@machine B ~]# S99MONITOR start
[root@machine B ~]# S99CMAGENT start
[root@machine B ~]# S99MSGTRACING start

8. After importing the appended log into the database, restore the Child B device settings by modifying the DNS MX record.

Rolling Back an Upgrade

IMSVA rolls back automatically if there are problems during the upgrade process. However, if the automatic rollback encounters issues, you need to perform a manual rollback.

Procedure

1. If you created a ghost image or have a virtual machine image of your original IMSVA, replace the upgraded image with the original image.

2. Stop the cron service using the following command:

   service crond stop
3. Check the cron settings backup file /var/spool/cron/root.bakForUpgrade. After finding the file, restore the cron settings using the following command:

```
rm -rf /var/spool/cron/root && /bin/mv -f /var/spool/cron/root.bakForUpgrade /var/spool/cron/root
```

4. Check the log backup file /var/app_data/imss/log.bakForUpgrade. After finding the backup file, restore the log file using the following command:

```
rm -rf /var/app_data/imss/log/ && /bin/mv -f /var/app_data/imss/log.bakForUpgrade /var/app_data/imss/log/
```

5. Stop the database service using the following command:

```
killall postmaster
```

6. On the parent device, check the database backup file /var/app_data/imss/db/pgdata.bakForUpgrade. After finding the file, restore the database file using the following command:

```
rm -rf /var/app_data/imss/db/pgdata && /bin/mv -f /var/app_data/imss/db/pgdata.bakForUpgrade /var/app_data/imss/db/pgdata
```

7. If not mounted, mount the root partition of IMSVA 8.5 Service Pack 1 using the following command:

```
mkdir -p /var/tmp/orig_root
mount -t ext3 /dev/mapper/IMSVA-Root2 /var/tmp/orig_root
```

8. Restore the `/boot` folder using the following command:

```
/bin/cp -af /var/tmp/orig_root/boot-imsva-8.5-backup-for-9.0/* /boot
```

9. Restart your machine.
Migrating from Previous Versions

IMSVA 9.0 supports migration from previous versions of IMSS and IMSVA.

The following table lists the minimum versions that support migration to IMSVA 9.0:

**Table 5-1. Supported Migration Platform and Versions**

<table>
<thead>
<tr>
<th>Platform</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMSS for Solaris</td>
<td>7.0 Service Pack 1 Patch 4</td>
</tr>
<tr>
<td>IMSS for Linux</td>
<td>7.1 Service Pack 2</td>
</tr>
<tr>
<td>IMSS for Windows</td>
<td>7.1 Patch 3</td>
</tr>
<tr>
<td>IMSS for Windows</td>
<td>7.5</td>
</tr>
<tr>
<td>IMSVA</td>
<td>8.0 Patch 2</td>
</tr>
<tr>
<td>IMSVA</td>
<td>8.2 Service Pack 2 Patch 1</td>
</tr>
<tr>
<td>IMSVA</td>
<td>8.5 Service Pack 1</td>
</tr>
</tbody>
</table>

**Migration Process**

The migration process requires the following tasks:

- **Step 1**: Exporting the settings from previous versions of IMSS or IMSVA
- **Step 2**: Importing the settings to IMSVA 9.0

**Exporting Settings from Previous Versions of IMSS or IMSVA**

The following settings do not migrate:
Table 5-2. Settings that Cannot Migrate

<table>
<thead>
<tr>
<th>MTA SETTINGS</th>
<th>SETTINGS NOT MIGRATED</th>
</tr>
</thead>
<tbody>
<tr>
<td>MTA Settings</td>
<td>IP address of SMTP Interface</td>
</tr>
<tr>
<td>Configuration Settings</td>
<td>Database settings (example: Internal file path)</td>
</tr>
<tr>
<td></td>
<td>Management console password</td>
</tr>
<tr>
<td></td>
<td>Control Manager settings</td>
</tr>
<tr>
<td></td>
<td>Activation Codes</td>
</tr>
</tbody>
</table>

**Note**

All earlier versions of IMSVA will migrate the Cloud Pre-Filter Activation Code to IMSVA 9.0

---

**Important**

When exporting configuration settings, ensure that the IMSS or IMSVA server is:

- Not performing database-related tasks.
- Not stopped or started.

Certificate usage for child devices cannot be exported.

---

**Procedure**

1. Go to Administration > Import/Export from the IMSS servers or IMSVA to migrate from.

   The Import/Export screen appears.

2. Click Export.

   The configuration settings export to a package that IMSVA can import.
Exporting Settings from IMSS 7.0 Service Pack 1 Patch 4 for Solaris

Procedure

1. Copy the migration tool package (export_tool_sol_70.tar.gz) on to the IMSS 7.0 for Solaris server.

2. Extract the export tool using the following command.

   gzip –d export_tool_sol_70.tar.gz
   tar xf export_tool_sol_70.tar

   **Note**
   The tool exports configuration settings to an encrypted package that can be used to duplicate these settings on other InterScan Messaging Security products.

3. Change the current working directory using the following command.

   cd export70sol

4. Run the following command.

   ./export_tool_70.sh

   The tool creates the exported settings package (imss_config_70.tar.gz) and a detailed log file (export_70.<xxxxxxxx>.log) in the current directory.

Importing Settings to IMSVA 9.0

Procedure

1. Perform a fresh installation of IMSVA 9.0.

   **Tip**
   Trend Micro recommends importing configuration packages to a fresh installation of IMSVA 9.0, because the imported configuration settings overwrite all existing settings.
2. Retrieve the package that contains the configuration settings that you wish to migrate.

3. Go to **Administration > Import/Export** on the IMSVA 9.0 management console.
   The **Import/Export** screen appears.

4. Import the configuration package.

**Note**
By default, all child devices use the certificates of the parent device after migration. If you do not want to use those certificates, assign other certificates to child devices.

---

**Migrating from IMSS for Windows**

To migrate from IMSS for Windows to IMSVA 9.0, see *Migration Process on page 5-34*.

**IMSS for Windows Settings that Change**

The following table provides information on all settings for IMSS for Windows that change during migration.

**Table 5-3. IMSS for Windows Settings that Change**

<table>
<thead>
<tr>
<th>Setting</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Reputation</td>
<td>During migration IMSVA 9.0 changes all customized actions to <strong>Default intelligent action</strong>, unless the customized action is <strong>Connection rejected with</strong> in which case the setting remains unchanged.</td>
</tr>
<tr>
<td>Domain-Based Delivery</td>
<td>• <strong>Default Delivery</strong> with <strong>Smart Host</strong> set, changes to *</td>
</tr>
<tr>
<td></td>
<td>• If several <strong>Smart Hosts</strong> of a Domain were set, all Smart Hosts in the list migrate to IMSVA 9.0 with Static Routing as the delivery method</td>
</tr>
<tr>
<td>Message Rule settings</td>
<td>The maximum date size/messages per connection settings are reduced.</td>
</tr>
</tbody>
</table>
Migrating from IMSS for Linux

To migrate from IMSS for Linux to IMSVA 9.0, see Migration Process on page 5-34.

IMSS 7.1 for Linux Settings that Change

The following table provides information on all settings for IMSS 7.1 for Linux that change during migration.

<table>
<thead>
<tr>
<th>SETTING</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other settings</td>
<td>The following Administration &gt; Connections &gt; Components internal ports do not migrate:</td>
</tr>
<tr>
<td></td>
<td>• IMSS manager port</td>
</tr>
<tr>
<td></td>
<td>• Policy service port</td>
</tr>
<tr>
<td>Notifications</td>
<td>Free disk space on any scanner less than changes to the following in IMSVA 9.0:</td>
</tr>
<tr>
<td></td>
<td>Data partition on free space on any host less than</td>
</tr>
<tr>
<td>Policy migration</td>
<td>The BATV rule and all related settings do not migrate.</td>
</tr>
</tbody>
</table>

IMSS 7.1 SP2 for Linux Settings that Change

All IMSS 7.1 SP2 for Linux settings migrate to IMSVA 9.0 except the following:

- IPv6 network settings
Upgrading from Previous Versions

- Transport Layer Security (TLS) settings
- Audit log settings
- Attachment name settings supported by message tracking logs
- Logon notice settings
- Email addresses in the marketing message exception list

Migrating from IMSVA 8.0 Patch 2, IMSVA 8.2 Service Pack 2, or IMSVA 8.5 Service Pack 1

To migrate from previous IMSVA versions to IMSVA 9.0, see Migration Process on page 5-34.

IMSVA 8.0 Settings that Change

All IMSVA 8.0 settings migrate to IMSVA 9.0.

IMSVA 8.2 Settings that Change

All IMSVA 8.2 settings migrate to IMSVA 9.0 except the following:

- All Control Manager agent settings
- Administrator account user name and password
- Patterns and engines
- SMTP interface and port number
- Some internal settings that affect system performance
- Encryption settings
- Deep Discovery Advisor settings
- TLS settings
- Marketing message settings
Note
Marketing message settings in IMSVA 8.2 Hot Fix Build 14400 or later versions cannot migrate to IMSVA 9.0.

IMSVA 8.5 SP1 Settings that Change

All IMSVA 8.5 SP1 settings migrate to IMSVA 9.0 except the following:

• All Control Manager agent settings
• Administrator account user name and password
• Patterns and engines
• SMTP interface and port number
• Some internal settings that affect system performance
• Encryption settings
• Deep Discovery Advisor settings
• TLS settings
• IPv6 network settings
• Marketing message settings

Exporting Debugging Files

If you need to analyze the debug files for troubleshooting purposes, you can export debug logs for up to the past two days for the parent device or any device that is registered to the parent device.

Note
The debug logs are contained in a password protected zip file. The default password for the file is trend.
Procedure

1. Go to Administration > Export Debugging Files.
2. Next to Scanner, select a device.
3. Select the number of days to export.
4. Click Export.

The process might take 10 minutes to 1 hour or more depending on the total log file size.
Chapter 6

Troubleshooting

This section helps to resolve common issues that you might encounter when installing, or configuring and administering IMSVA. If you have additional problems, check the Trend Micro Knowledge Base.

Topics include:

• Troubleshooting Utilities on page 6-2
• Troubleshooting Communication Between Devices in a Group on page 6-2
• Troubleshooting Child Device Registration on page 6-3
• Troubleshooting Child Device Unregistration on page 6-4
• Troubleshooting the Hardware Identification Error on page 6-5
Troubleshooting Utilities

Use the following troubleshooting-related utilities and commands with caution. Trend Micro recommends contacting your support provider before modifying any internal IMSVA files.

- Firewall setting check:
  
  ```
  iptables -nvxL
  ```

- PostgreSQL command line tool:
  
  ```
  /opt/trend/imss/PostgreSQL/bin/psql -U sa -d imss
  ```

- cdt (password: “trend”)—Collect the following information:
  - Configuration information
  - Logs
  - Core dumps

- Other utilities:
  - **pstack**: shows the callstack of the process, including all threads
  - **ipcs**: lists all IPCs in the current system
  - **gdb**: the debugger
  - **tcpdump**: sniffs network packages
  - **netstat**: lists current network connection

Troubleshooting Communication Between Devices in a Group

If several IMSVA devices are deployed in a group, they must communicate with each other.
**Troubleshooting**

**Procedure**

1. Verify that the following ports are accessible on all devices:
   - 5060: Policy service
   - 15505: IMSVA control service
   - 53 UDP/TCP: IP Profiler
   - 5432: Database service
   - 8009: EUQ internal service
   - 389: LDAP local cache service
   - 999: TLS setting service
   - 10030: Message Delivery setting service
   - 8891: DKIM setting service

2. Verify the following:
   - The current firewall settings in “iptables”.
   - The firewall configuration files in `/etc/conf/fw.rules`.
   - The table “tb_trusted_ip_list” in the database has the IP addresses of the correct devices. The IP address of any other devices trying to access this device must be in this list.

3. Verify that all the necessary ports are accessible for the relevant services.

---

**Troubleshooting Child Device Registration**

**Procedure**

1. Open the parent device’s management console and navigate to **Administration > IMSVA Configuration > Connections > Child IP**.
2. Verify that the IP address of the child is on the Child IP Address List.

3. In the **Configuration Wizard**, verify that **Child** is selected for the device role.

4. Verify that the **Admin Database** is accessible.

5. Unregister the MCP agent (if MCP agent is enabled).

6. Verify that no other child device registered to the parent has the same IP address as the device you are trying to register.

7. Remove all the logs and quarantined messages.

8. Change the configuration and restart the services.

9. The parent device management console (in the Configuration Wizard) makes the initial request. If you encounter any registration issues, run the following command to get the error message from the console:

   ```
   /opt/trend/imss/script/cfgtool.sh reg IPADDR sa postgresQL
   ```

---

**Troubleshooting Child Device Unregistration**

**Procedure**

1. Connect to the child device through the command line interface.

2. Check whether the Admin Database is accessible. If yes, remove the child device from the Child IP list on the parent management console and update the trusted child list.

3. Rescue the device, which will forcibly unregister it from the parent.

4. Update the patches.

5. To verify that a child is unregistered from its parent, to either of the following:
   - Try to access the management console on the child device. If the console is accessible, the device is successfully unregistered.
   - Run the following command:
Troubleshooting

/opt/trend/imss/script/cfgtool.sh dereg

Troubleshooting the Hardware Identification Error

If IMSVA cannot identify your hardware such as storage or network device, load driver disks before you try to install IMSVA again.

Contact the hardware vendor to obtain a hardware driver applicable to CentOS 6.4 (x86_64). Then load a driver disk by referring to the driver's installation guide.

The following is an example of loading a driver disk.

**Procedure**

1. Prepare your removable disk, for example, a USB diskette. Make sure the file system of your removable disk is available.
2. Copy the driver image to the USB diskette.
   
   ```bash
   cp dd.iso /mnt/usb
   ```
3. Insert the IMSVA Installation DVD into the DVD drive and start IMSVA installation.
   
   The setup wizard screen appears.
4. Select **Fresh install or version upgrade** and press Tab to enter the edit mode.
5. Append `dd` to the information that appears at the bottom of the setup wizard screen.
6. Press Enter.

The **Driver disk** screen appears.

7. Insert your USB diskette and select **Yes**.
The **Driver Disk Source** screen appears.

![Driver Disk Source Screen]

8. Select your USB diskette, for example, sdb, and select **OK**.
The Select driver disk image screen appears.

9. Select the driver disk image.

The More Driver Disks screen appears.
10. Unplug your USB diskette and click **No** to continue IMSVA installation.

**Troubleshooting Network Connectivity**

If a network connectivity problem occurs on your virtual machine, check whether the MAC address assigned to your NIC card changes.

Sometimes the MAC address automatically assigned to a virtual machine changes dynamically. However, the MAC address recorded either in the interface configuration files or in the udev persistent network rule files does not change. As a result, the NIC card might be unavailable.

Trend Micro recommends that you use a static MAC address. If your MAC address changes, do the following to make sure your NIC card works properly:

**Procedure**

1. Remove the udev rule file using the following command:

   ```bash
   rm -rf /etc/udev/70-persistent-net.rules
   ```

2. Remove the following lines from the `/etc/sysconfig/network-scripts/ifcfg-eth<X>` file:

   ```
   HWADDR=<MAC>
   UUID=<UUID>
   ```

   **Note**
   The interface configuration files are named `/etc/sysconfig/network-scripts/ifcfg-eth<X>`, where `<X>` is a unique number corresponding to a specific card.

3. Find the following information in the `/lib/udev/rules.d/75-persistent-net-generator.rules` file:

   ```
   ATTR{addr_assign_type}=="0",
   GOTO="globally_administered_whitelist"
   ```
4. Add the following lines before the information you found:

   # ignore VMWare virtual interfaces
   ENV{MATCHADDR}"=="00:0c:29:*|00:50:56:*",
   GOTO="persistent_net_generator_end"

   # ignore Hyper-V virtual interfaces
   ENV{MATCHADDR}"=="00:15:5d:*",
   GOTO="persistent_net_generator_end"

5. Restart your virtual machine to verify your network connectivity.
Appendix A

Technical Support

This appendix explains various Trend Micro resources and technical support information.

Topics include:

• Troubleshooting Resources on page A-2
• Contacting Trend Micro on page A-3
• Sending Suspicious Content to Trend Micro on page A-5
• Other Resources on page A-6
Troubleshooting Resources

Before contacting technical support, consider visiting the following Trend Micro online resources.

Trend Community

To get help, share experiences, ask questions, and discuss security concerns with other users, enthusiasts, and security experts, go to:

http://community.trendmicro.com/

Using the Support Portal

The Trend Micro Support Portal is a 24x7 online resource that contains the most up-to-date information about both common and unusual problems.

Procedure


2. Select a product or service from the appropriate drop-down list and specify any other related information.

   The Technical Support product page appears.

3. Use the Search Support box to search for available solutions.

4. If no solution is found, click Submit a Support Case from the left navigation and add any relevant details, or submit a support case here:

   http://esupport.trendmicro.com/srf/SPFMain.aspx

   A Trend Micro support engineer investigates the case and responds in 24 hours or less.
Security Intelligence Community

Trend Micro cyber security experts are an elite security intelligence team specializing in threat detection and analysis, cloud and virtualization security, and data encryption.

Go to http://www.trendmicro.com/us/security-intelligence/index.html to learn about:

• Trend Micro blogs, Twitter, Facebook, YouTube, and other social media
• Threat reports, research papers, and spotlight articles
• Solutions, podcasts, and newsletters from global security insiders
• Free tools, apps, and widgets.

Threat Encyclopedia

Most malware today consists of "blended threats" - two or more technologies combined to bypass computer security protocols. Trend Micro combats this complex malware with products that create a custom defense strategy. The Threat Encyclopedia provides a comprehensive list of names and symptoms for various blended threats, including known malware, spam, malicious URLs, and known vulnerabilities.

Go to http://www.trendmicro.com/vinfo to learn more about:

• Malware and malicious mobile code currently active or "in the wild"
• Correlated threat information pages to form a complete web attack story
• Internet threat advisories about targeted attacks and security threats
• Web attack and online trend information
• Weekly malware reports.

Contacting Trend Micro

In the United States, Trend Micro representatives are available by phone, fax, or email:
Speeding Up the Support Call

To improve problem resolution, have the following information available:

• Steps to reproduce the problem
• Appliance or network information
• Computer brand, model, and any additional hardware connected to the endpoint
• Amount of memory and free hard disk space
• Operating system and service pack version
• Endpoint client version
• Serial number or activation code
• Detailed description of install environment
• Exact text of any error message received.
Sending Suspicious Content to Trend Micro

Several options are available for sending suspicious content to Trend Micro for further analysis.

File Reputation Services

Gather system information and submit suspicious file content to Trend Micro:


Record the case number for tracking purposes.

Email Reputation Services

Query the reputation of a specific IP address and nominate a message transfer agent for inclusion in the global approved list:

https://ers.trendmicro.com/

Refer to the following Knowledge Base entry to send message samples to Trend Micro:


Web Reputation Services

Query the safety rating and content type of a URL suspected of being a phishing site, or other so-called "disease vector" (the intentional source of Internet threats such as spyware and malware):

http://global.sitesafety.trendmicro.com/

If the assigned rating is incorrect, send a re-classification request to Trend Micro.
Other Resources

In addition to solutions and support, there are many other helpful resources available online to stay up to date, learn about innovations, and be aware of the latest security trends.

TrendEdge

Find information about unsupported, innovative techniques, tools, and best practices for Trend Micro products and services. The TrendEdge database contains numerous documents covering a wide range of topics for Trend Micro partners, employees, and other interested parties.

See the latest information added to TrendEdge at:

http://trendedge.trendmicro.com/

Download Center

From time to time, Trend Micro may release a patch for a reported known issue or an upgrade that applies to a specific product or service. To find out whether any patches are available, go to:

http://www.trendmicro.com/download/

If a patch has not been applied (patches are dated), open the Readme file to determine whether it is relevant to your environment. The Readme file also contains installation instructions.

TrendLabs

TrendLabs℠ is a global network of research, development, and action centers committed to 24x7 threat surveillance, attack prevention, and timely and seamless solutions delivery. Serving as the backbone of the Trend Micro service infrastructure, TrendLabs is staffed by a team of several hundred engineers and certified support personnel that provide a wide range of product and technical support services.
TrendLabs monitors the worldwide threat landscape to deliver effective security measures designed to detect, preempt, and eliminate attacks. The daily culmination of these efforts is shared with customers through frequent virus pattern file updates and scan engine refinements.

Learn more about TrendLabs at:

Creating a New Virtual Machine Under VMware ESX for IMSVA

This appendix describes how to create a new virtual machine for IMSVA.

Topic includes:

• Creating a New Virtual Machine on page B-2
Creating a New Virtual Machine

The actual installation of ESX 4.1/4.0 is not covered in this document. Please refer to VMware's product documentation to install this product.

The steps outlined below detail the process to create a new virtual machine under VMware ESX to install IMSVA. Please use the following steps as a guideline for creating the virtual machine for your environment. The number of CPUs, NIC cards, memory and hard disk space selected should reflect the requirements for your deployment. The values entered here are for instructional purposes.

Procedure

1. From the menu bar, select **File > New > Virtual Machine**.
The **New Virtual Machine Wizard** appears.

![Create New Virtual Machine Wizard](image)

**Figure B-1. Virtual Machine Configuration**

2. Under **Virtual Machine Configuration**, leave the **Typical** radio button selected.

3. Click **Next**.
The **Name and Location** screen appears.

**Figure B-2. Select a Name and Location for this Virtual Machine**

4. In the **Name** field, type an appropriate machine name and then click **Next**.
The **Datastore** screen appears.

![Virtual Machine Datastore](image)

**Figure B-3. Virtual Machine Datastore**

5. Select the datastore where the virtual machine will reside.

6. Click **Next**.
The **Virtual Machine Version** screen appears.

7. Specify the virtual machine version to use.

8. Click **Next**.
The **Guest Operating System** screen appears.

![Screen shot of VMware ESX guest operating system selection](image)

**Figure B-4. Virtual Machine Guest Operating System**

9. For the guest operating system, select *Linux* and then *Other Linux (64-bit)* or *CentOS 4/5/6 (64-bit)*.

10. Click **Next**.
The CPUs screen appears.

![The CPUs screen](image)

**Figure B-5. Virtual Machine CPU**

11. Select the number of processors for the virtual machine. IMSVA takes advantage of the Virtual SMP, so select the maximum number of virtual processors available.

12. Click **Next**.
The Memory screen appears.

**FIGURE B-6. Virtual Machine Memory**

13. Allocate 4096MB of memory as a minimum for IMSVA.

**Tip**

For improved performance, Trend Micro recommends at least 8192MB of RAM.

14. Click **Next**.
The **Network** screen appears.

![Virtual Machine Network Window](image)

**Figure B-7. Virtual Machine Network**

15. **Accept the default network settings.**

16. **Click Next.**
The **SCSI Controller** screen appears.

17. Select **LSI Logic Parallel**.

18. Click **Next**.
The Select a Disk screen appears.

19. Select Create a new virtual disk.

20. Click Next.
The **Create a Disk** screen appears.

![Create a Disk Screen](image)

**Figure B-8. Virtual Disk Capacity**

21. Specify at least 120GB of disk space. IMSVA requires at least 120GB disk space. See for more information on disk space allocation.

**Tip**

Trend Micro recommends 250GB or more of disk space for message quarantine and logging purposes.

22. Click **Next**.
The Advanced Options screen appears.

23. Specify the advanced options if required. Usually these options do not need to be changed.

24. Click Next.
The **Ready to Complete** screen appears.

![Create New Virtual Machine](image)

**Figure B-9. Ready to Complete**

25. Click **Continue**.

   If you want to modify the system component settings, check the **Edit the virtual machine settings before submitting** check box and then click **Continue**.

26. Verify your settings and then click **Finish**.

   The new Virtual Machine is now ready and configured to be powered on and begin the installation process.
Appendix C

Creating a New Virtual Machine Under Microsoft Hyper-V for IMSVA

This appendix describes how to create a new virtual machine for IMSVA under Microsoft Hyper-V.

Topics include:

- Understanding Hyper-V Installation on page C-2
- Installing IMSVA on Microsoft Hyper-V on page C-2
Understanding Hyper-V Installation

IMSVA supports installation on Microsoft Hyper-V based virtual platforms. This appendix provides step-by-step instructions to install IMSVA on Hyper-V based virtual machines. The actual installation of Hyper-V is not covered in this document. Refer to Microsoft product documentation to install Hyper-V. The procedure outlined in this appendix describes how to install IMSVA on a Windows Server 2008 R2 SP1 Hyper-V server.

IMSVA Support for Hyper-V

IMSVA supports Hyper-V on the following platforms:

- Windows Server 2008 R2 SP1
- Windows Server 2012
- Windows Server 2012 R2
- Microsoft Hyper-V Server 2008 R2 SP1
- Microsoft Hyper-V Server 2012 R2

Installing IMSVA on Microsoft Hyper-V

Use the following steps as a guideline for creating a virtual machine for your environment. The number of CPUs, NIC cards, memory, and hard disk space selected should reflect the requirements for your deployment. The values provided are for instructional purposes.

Creating a Virtual Network Assignment

Procedure

1. From the Hyper-V Server Manager menu, right-click Hyper-V Manager.
A menu appears.

**Figure C-1. Connect to Server**

2. Select **Connect to Server**.

   A dialog box appears prompting you to select the location of the virtualization server that you want to connect to.

**Figure C-2. Location of Virtualization Server**

3. Specify the location of the virtualization server and click **OK**.

4. Right-click the Windows 2008 R2 SP1 server and select **Virtual Network Manager**.
5. Create a new virtual network by selecting **External** from the list of options and clicking **Add**.

**Figure C-3. Select Virtual Network Manager**
6. From the **External** drop-down menu, select the physical network adaptor you want to connect to.

**Note**

The physical adaptor must be connected to the network and have access to the corporate network and the Internet.
Creating a New Virtual Machine

Procedure

1. From the Hyper-V Server Manager menu, right-click the Windows 2008 R2 SP1 server, and select **New > Virtual Machine**.
The **New Virtual Machine Wizard** appears.

**FIGURE C-6. New Virtual Machine Wizard**

2. Click **Next**.
The **Specify Name and Location** screen appears.

![Specify Name and Location](image)

**FIGURE C-7. Specify Name and Location**

3. In the **Name** field, type a meaningful machine name. If you plan to store the virtual machine to another folder, select **Store the virtual machine in a different location** and provide the correct location.

4. Click **Next**.
The **Assign Memory** screen appears.

**Figure C-8. Assign Memory**

5. Allocate at least 4096MB of memory for IMSVA.

---

**Tip**

Trend Micro recommends allocating 8192MB of RAM.

6. Click **Next**.
The **Configure Networking** screen appears.

**FIGURE C-9. Configure Networking**

7. Select the virtual network created in *Creating a Virtual Network Assignment on page C-2.*

8. Click **Next**.
The **Connect Virtual Hard Disk** screen appears.

**Figure C-10. Connect the Virtual Hard Disk**

9. Specify at least 120GB disk space for IMSVA.

**Tip**

Trend Micro recommends 250GB or more of disk space for message quarantine and logging purposes.

10. Specify a location to store the virtual hard disk, and click **Next**.
The **Installation Options** screen appears.

**Figure C-11.** Installation Options

11. Click **Install an operating system from a boot CD/DVD-ROM**, specify the installation ISO file for IMSVA, and then click **Next**.
The **Completing the New Virtual Machine Wizard** screen appears.

**Figure C-12. Completing the New Virtual Machine Wizard**

12. Verify your settings and click **Finish**.

The virtual machine is now ready to be powered on to begin the installation process.
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