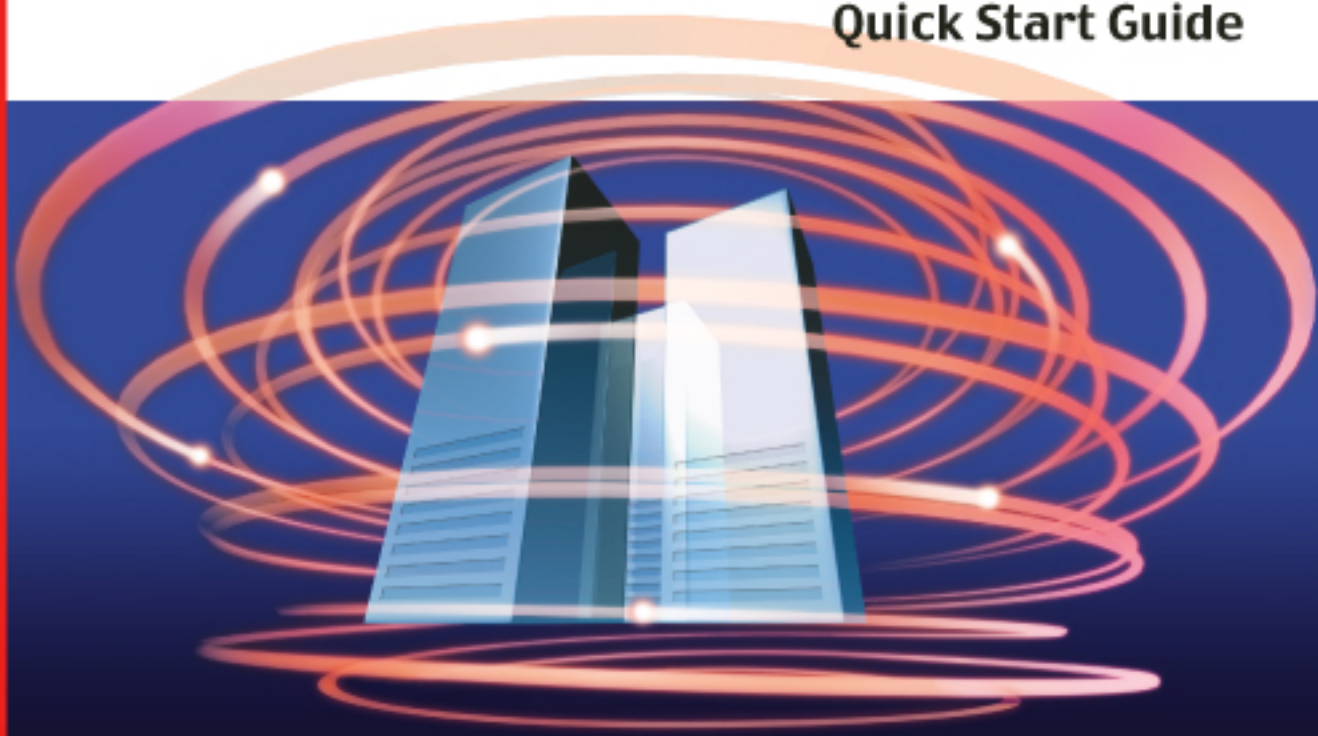


TREND MICRO™

ServerProtect⁵

The Key to Efficient Network Antivirus Management

Quick Start Guide



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NOTE: A license to Trend Micro antivirus software includes the right to receive pattern file updates and technical support from Trend Micro or an authorized reseller, for one (1) year. Thereafter, you must renew Maintenance on an annual basis at Trend Micro's then-current Maintenance fees to have the right to continue receiving these services.

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The Quick Start Guide for Trend Micro™ ServerProtect™ is intended to introduce the main features of the software and installation instructions for your production environment. You should read through it prior to installing or using the software.

Detailed information about how to use specific features within the software are available in the online help file and online SolutionBank at Trend Micro's Web site.

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Trend Micro ServerProtect

This Quick Start Guide provides brief instructions for installing Trend Micro ServerProtect™ for Microsoft™ Windows™ 2000/NT and Novell™ NetWare™. This guide discusses the following:

- What's new in ServerProtect 5.35
- Introduction to ServerProtect 5
- Before installing ServerProtect
- Installing ServerProtect
- Installing ServerProtect in Silent mode for Windows 2000/NT
- Deploying client software through Microsoft Systems Management Server (SMS)
- Upgrading ServerProtect
- Uninstalling ServerProtect
- Updating ServerProtect components (for version 5.0 or above)

What's New in ServerProtect 5.35

ServerProtect 5.35 antivirus software is designed to protect Microsoft Windows 2000/NT servers/workstations and Novell NetWare servers. This version has the following new features:

NetWare 6.0 Support

Support for Novell NetWare 6.0 is available in ServerProtect 5.35.

If you use Netware 6.0, some folders will cause server ABEND (this is not caused by Trend Micro ServerProtect). To overcome this issue, we recommend you add the following folders to the Exclusion List under "Set Scan Option" in the Management Console:

- `_ADMIN:\Manage_NSS\Pool` (real file name is `_ADMIN:\Manage_NSS\Pool\ Volume_Name\ZLSS\Zlog.bin`, volume_name is defined by your system)
- `_ADMIN:\Manage_OS`

NetWare Cluster Support

NetWare cluster volumes can be viewed on the ServerProtect Management Console.

LogViewer Tool

A tool for viewing and exporting backup log files has been added. The said backup files are automatically generated by ServerProtect, and given the name `SPNTYYYYMMDDhhmmss.dbf` (YYYY = years, MM = months, DD = days, hh = hours, mm = minutes, ss = seconds).

Introduction

ServerProtect 5 antivirus software is designed to protect Microsoft Windows 2000/NT servers/workstations and Novell NetWare servers. This version has the following features:

Three-tier architecture

ServerProtect enables secure management of the entire network through a three-tier architecture. The Management Console uses TCP/IP protocol with password-protected logon to the ServerProtect Information Server. The Information Server administers other ServerProtect clients (called "Normal Servers") using Remote Procedure Call (RPC) to connect to Windows 2000/NT servers, and Sequenced Packet Exchange (SPX™) and IP to connect to Novell NetWare servers.

Centralized domain management

ServerProtect provides a Windows-based console (the Management Console) to help you manage multiple Windows 2000/NT and Novell NetWare servers on your network. The console is portable and can be run on any 32-bit Windows machine (except Windows NT 3.51).

New scan engine architecture

Trend Micro's state-of-the-art VSAPI scanning engine has been ported to NT kernel mode for greatly improved scanning performance compared to previous versions and competitive products.

Task-oriented operation

You can create your own tasks made up of the following operations: Scan Now (on-demand scanning), deploy (update), print logs, export logs, purge logs, run statistics, and real-time scanning. Tasks can be executed on a scheduled basis (monthly, weekly, daily or hourly) or on demand. Several routine antivirus jobs can be saved as a single task for improved management efficiency and antivirus policy control.

ServerProtect provides a wizard user interface to guide you through the task-creating process. After the task is created, you can view its status from the existing task list and see whether it is running.

Scheduled time-saving virus pattern updates

ServerProtect 5 keeps your virus protection up-to-date at a touch of a button. You can configure the ServerProtect Information Server to download virus pattern and scan engine updates on a regular basis from the Trend Micro ActiveUpdate server and then distribute them to designated Normal Servers. This highly-efficient approach saves download time and minimizes network bandwidth.

Rollback of virus pattern, scan engine, and program files

ServerProtect enables the rollback of virus pattern, scan engine, and program files after performing an update. If your software suffers stability problems or false alarms after updating any component in your software, you can always rollback the update and restore your software to its original state.

Smooth migration from previous versions of ServerProtect

When users upgrade ServerProtect, all original configuration data are preserved, saving you setup time.

Flexible control over infected files

When ServerProtect detects that a file is infected, you can choose to restore the file after cleaning, send suspect or uncleanable files to Trend Micro, delete the backup file made before cleaning, or return cleaned files to the user via email.

Password-protected antivirus management

To secure your antivirus policy over the network, ServerProtect requires password authentication for actions such as logging into an Information Server from the Management Console, installing ServerProtect servers, etc.

Faster response to virus outbreaks

ServerProtect provides an enhanced notification module to warn the administrator of the following events: virus infection, service/NLM load or unload, real-time scanning configuration changes, deny write intrusion, and virus pattern out-of-date (with a configurable number of days).

The notification methods include the following: message box, pager (both numeric and alphanumeric), SMTP message, SNMP trap, printer, and NT event log (for Windows 2000/NT servers only).

To better manage your network antivirus policy, you can configure ServerProtect to issue an outbreak alert whenever a preset number of viruses are found on your network within a given time interval.

Viewable scanning statistics

ServerProtect enables you to efficiently monitor your network antivirus security. It displays scanning statistics on your network, including the following, for a given interval: total number of viruses found, top ten viruses found, top ten infected users, total number of non-cleanable viruses, etc.

Log management

ServerProtect provides a comprehensive log report that records antivirus activities on the network. The events include virus infection, pattern or program updates, virus alerts, running tasks, scanning activities, modifications to the write-protected files, and file update results.

Compatibility

ServerProtect is fully compatible with: Microsoft Windows 2000, Cluster Server, Terminal Server, and Index Server. It also works with network management tools, such as: Novell NetWare, Novell NetWare Cluster Service™, Computer Associates™ ARCserve™, Veritas Backup Exec™, St. Bernard Software™ Open File Manager™, NTP Software™ Quota Manager™, Citrix® MetaFrame™, and Citrix WinFrame™. It also supports Network File System (NFS) drivers, and Socks 4 for ActiveUpdate.

Before Installing

Before proceeding with the setup process, please read the following sections carefully.

Important: REQUIRED PRIVILEGES - You must be logged on with administrator privileges to install ServerProtect 5.

Understanding the ServerProtect Architecture

This section describes the three components that comprise ServerProtect, and their role and function in the ServerProtect architecture. The limitations are listed as well.

If you are performing the ServerProtect setup program for the first time, we recommend that you install a complete set of ServerProtect, including the Information Server, Normal Server and Management Console.

Information Server

An Information Server is the main communication hub for the Normal Servers assigned to it. It simplifies control of Normal Servers by allowing administrators to send instructions and receive information from one site.

In brief, an Information Server handles key information and communication for its managed Normal Servers which come under it.

- If you are performing the first ServerProtect installation on your network, you need to set the destination server as an Information Server, and then configure the other servers to join this Information Server.
- The setup program provides you with the option to configure a server either as an ordinary ServerProtect server (Normal Server) or as an Information Server.
- An Information Server must have at least one member domain for supporting servers. Information Servers must always be at the top of the group hierarchy.
- Because an Information Server is simply a delivery system for information, the number of servers it can manage is, theoretically, only limited by the available bandwidth. You may, however, choose to moderate the number of Normal Servers you assign to an Information Server for ease of management.

Normal Server

A Normal Server can be any server in a network on which ServerProtect is installed. In the ServerProtect architecture, the Normal Server is the first line of defense against viruses, and is managed by an Information Server.

- You can install Normal Servers either from the Setup Program or the Management Console.
- Since it is time-consuming to install servers individually from the setup program, we recommend that you install your servers from the ServerProtect Management Console.

Management Console

A ServerProtect Management Console is a portable console that runs on a Windows XP/2000/NT/98/95/Me platform to help network administrators centrally control multiple network servers and domains. To use a Management Console, you need to run the setup program on the local machine you intend to use. You cannot remotely install a Management Console.

Note: An Information Server can only be managed by one Management Console. This means that once an Information Server has been connected to a Management Console, no other Consoles can connect to this Information Server.

Specifying Your Installation Environment

Trend Micro ServerProtect 5 supports Windows 2000/NT servers/workstations and Novell NetWare servers. The complex and different installation environments require various installation procedures. Only the appropriate procedure will allow you to perform virus-scanning successfully.

A Sole Windows 2000/NT Environment

If you are installing ServerProtect for the first time and all the servers on your network run Windows 2000/NT, the installation is quite straightforward. Simply follow the installation steps and choose the components that you want to install.

A Sole Novell NetWare Environment

If you are installing ServerProtect to a pure Novell NetWare environment, you must have one Windows 2000/NT server/workstation on which you to install an Information Server and the Management Console.

Since Normal Servers need to detect an Information Server that will manage them, you need to begin your setup by installing the Information Server on a Windows-based server.

Note: The Information Server cannot protect itself so you must also install a Normal Server on the same server/workstation.

A Mixed Environment—Windows 2000/NT and Novell NetWare

If you are installing ServerProtect to a network that has both Windows 2000/NT and Novell NetWare servers, select a Windows 2000/NT server to be the Information Server and install the NT/2000 or NetWare Normal Server(s) under it. For detailed instructions, see *Installing ServerProtect* on page 13.

Upgrade considerations

To illustrate how ServerProtect can be upgraded on your network, the following three topologies are explained:

- One Normal Server managed by one Information Server (IS)
- Groups of Normal Servers managed by one Information Server
- Groups of Normal Servers managed by several Information Servers

When one Information Server manages one Normal Server

If your existing network includes one Normal Server under an Information Server, the upgrade is straightforward. You can remotely or locally upgrade them either via the setup program or the Management Console. However, we suggest that you do the upgrading from the setup program to save time.

When one Information Server manages several Normal Servers

If your existing ServerProtect network has one Information Server to manage groups of Normal Servers, the automated upgrade process upgrades Normal Servers first before it upgrades the Information Server.

You can upgrade the Information Server and its Normal Servers from the Management Console.

If Normal Servers are NetWare servers...

If the servers on your network run Novell NetWare only, you need to set up the Information Server and Management Console on a Windows 2000/NT server/workstation.

When several Information Servers manage groups of Normal Servers on the network

If you have more than one Information Server managing groups of Normal Servers, the upgrade and migration procedures are the same as when there is only one Information Server. Simply upgrade one Normal Server/Information Server group at a time. You can upgrade the servers from the ServerProtect Management Console.

Recommended System Requirements

Trend Micro recommends the following system requirements for installing ServerProtect 5 components.

Normal Server

- Intel™ Pentium™ processor 200MHz or equivalent
- Operating System:

Microsoft Windows:

- Microsoft Windows 2000 Professional/Server with SP1 or above
- Microsoft Windows NT Server/Workstation 4.0 with SP3 or above

Novell NetWare:

- NetWare 4.x with SP7 or SP8
 - Required modules for NetWare 4.x servers:
 - TLI.NLM 4.10a or above
 - SPXS.NLM 5.00q or above
- NetWare 5.0 with Service Packs 1 to 4
- NetWare 5.1 with Service Packs 1 to 2
- NetWare 6.0
- NetWare Cluster Service™
- Memory:

Microsoft Windows:

- Microsoft Windows 2000 Professional/Server minimum 64MB RAM
- Microsoft Windows NT Server/Workstation 4.0 minimum 32MB RAM

Novell NetWare:

- Minimum of 64MB RAM

Note: 128MB RAM or above is recommended for optimal performance on all platforms.

- 50MB of free disk space
- Network Protocols and Services:
 - TCP/IP, Microsoft Network, and RPC services must be running on the installed Windows 2000 or NT workstation/server
 - IP or IPX must be running on the installed NetWare server.

Note: For NetWare users: a Windows NT or Windows 2000 machine must be installed as an Information Server to manage NetWare Normal server(s). Support for NetWare 3.x is limited to bug fixes. Trend Micro recommends its customers upgrade to more current releases of NetWare.

Information Server

- Intel Pentium II processor 200MHz or equivalent
- Microsoft Windows 2000 Professional/Server (if to be used in conjunction with NetWare Normal Servers, requires NetWare Client for Windows 2000/NT)
- Microsoft Windows NT Server/Workstation 4.0 with SP3 or above
- 128MB of RAM or above is recommended
- 50MB of free disk space
- Network Protocols and Services:
 - TCP/IP, Microsoft Network
 - NWLink IPX/SPX/NetBIOS Compatible Transport Protocol
 - NetWare Gateway Service, RPC services for NetWare and RPC services for Windows

The services listed above must be running on the installed Information Server. Trend Micro recommends an allocated bandwidth of at least 128 kilobits per second to optimize deployment of component updates between ServerProtect Information and Normal Servers.

Note: If RPC communication is non-functional, ServerProtect 5.35 will automatically switch to an alternative protocol, either name piped or TCP.

Note: To manage NetWare server(s), a Windows NT or Windows 2000 machine must be installed as an Information Server.

Management Console

- Windows XP Home/Professional, Windows 2000 Professional/Server, Windows NT 4.0 with SP1 or above, and Windows 95/98/Me
- A monitor with 800 x 600 or higher resolution
- Network Protocols and Services: TCP/IP, Microsoft Network, and RPC services must be running on the installed computer

Installing ServerProtect

IMPORTANT

PROCEDURE NOTE - As with any server software installation or upgrade, Trend Micro recommends that this activity be performed when the impact to users is minimal; that is, outside of business hours, and after a full backup has been completed.

It is also good practice to install the program on a test server first, so that installation issues, if any, can be worked out before installation to other servers.

REQUIRED PRIVILEGES - You must be logged on with administrator privileges in order to install ServerProtect.

To install the full ServerProtect package, including the Management Console, Information Server and Normal Server, execute the Setup program on a computer running Windows 2000/NT. Running the Setup program from Windows XP/98/95/Me machines only allows you to install the ServerProtect Management Console.

If you are installing ServerProtect for the first time, we recommend you install all the components of ServerProtect: Management Console, Information Server and Normal Server.

To install ServerProtect components:

1. Insert ServerProtect CD-ROM and run SETUP.EXE.
2. From the ServerProtect Setup *Welcome* screen, click **Next** to continue with setup. Then, read the *Software License Agreement* window that appears.
3. Click **Yes** if you agree with the agreement and the Setup program will continue. Clicking **No** will end the Setup program. After you click **Yes**, Setup will check your boot sector for viruses.
4. Click **Yes** to continue the Setup. Setup then asks you to provide User Information, including the product's serial number. However, if you do not have the serial number, you can leave the field blank and a 30-day trial version will be installed instead.



FIGURE 1. ServerProtect User Information window

5. Click **Next** to continue the setup. The *Select Components* screen then appears.



FIGURE 2. ServerProtect Select Components window

6. Select the components you want to install. Make sure you select the adequate components for the desired setup. You can choose hidden share drives, e.g., C\$ or D\$, as target folders.

The default installation path service is:

```
<home drive>:\Program Files\Trend\Sprotect
```

Note: During the first installation, it is recommended that you install these three (3) components in the same directory in the same machine. Be aware that an Information Server alone can't protect itself from potential infection; furthermore, to protect the Information Server you should either install a Normal Server on the same computer or deploy an alternate protection strategy.

To install the Management Console

1. Execute the setup program and complete the necessary steps to provide product information.
2. At the *Select Components* screen, select the *Install Management Console* check box (Figure 2). You can change the local installation path by clicking **Browse**. The Management Console must be installed in a Windows XP/2000/NT 4.0/98/95/Me environment. The Windows NT 3.51 environment is not supported.
3. If you want to be the only one to view the ServerProtect program from the Windows Start menu, select **Personal program folder**. Otherwise, select **Common program folder**.

Note: The above selection can only be seen in Windows NT 4.0 or above.

4. Click **OK**. The *Start Copying Files* dialog box appears. Check the information listed on the dialog box. If it is correct, click **OK** to continue the setup program; otherwise, click **Back** to modify the information. ServerProtect now starts copying all program components and starts all services.

After all program components have been copied, the setup program will display the *Setup Complete* screen. There are two optional check boxes on this dialog

box — one for viewing the Readme file and another for launching the ServerProtect Management Console.



FIGURE 3. ServerProtect Setup Complete window

5. Click **Finish** to close the setup program. The *Select an Information Server* dialog box appears.

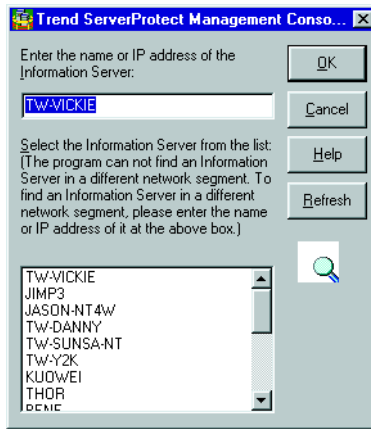


FIGURE 4. ServerProtect Select An Information Server window

6. Select the Information Server that the Management Console will control. Do one of the following:
 - Select an server from the list
 - Provide the hostname of the server
 - Provide the IP address of the server

Note: If the server you want resides in a different network segment from the one where ServerProtect is installed, the server may not show up in the list.

To ensure that your server list is up-to-date, click **Refresh**.

7. Click **OK** to save your changes or click **Cancel** to close the dialog box without saving.

To install the Information Server

1. Execute the setup program and complete the necessary steps to provide product information.
2. At the *Select Components* window (see Figure 2), select the *Install server as a ServerProtect Information Server* check box. If you want to remotely install an

Information Server, click **Browse** to locate the target server. The *ServerProtect Install Path Selection* screen appears.

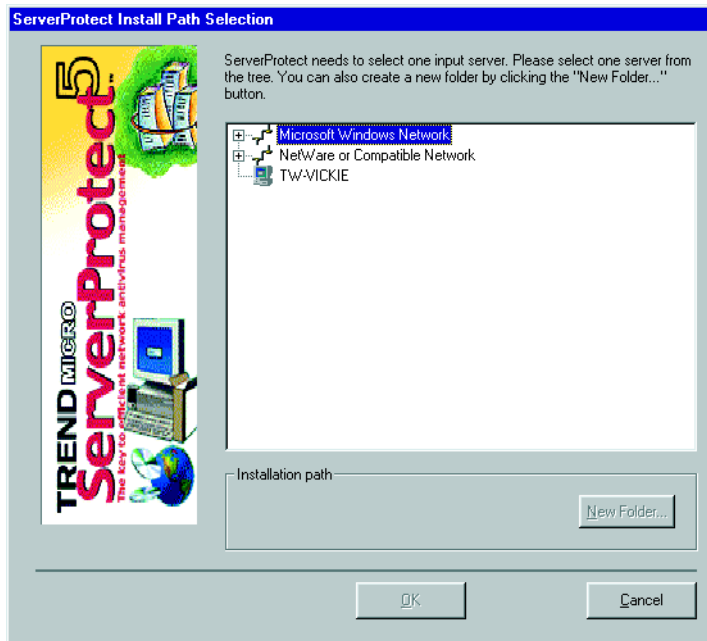


FIGURE 5. ServerProtect Install Path Selection window

The available Windows 2000/NT servers will be shown on the screen.

3. Double-click the target server and choose the installation path for installing ServerProtect Information Server files. To create a folder for the files, click **New Folder** if you want to change the installation path to a new folder, and then click **OK**.
4. Enter a password. This prevents unauthorized access to this Information Server from either the Management Console or the setup program. A virtual domain name should be given for management purposes.

Note: The maximum length of the domain name is 50 single-byte characters or 25 double-byte characters (for Chinese characters). Note that a password and virtual domain name should be given in order to advance to the next screen.



FIGURE 6. ServerProtect Setup Information Server window

5. Click **OK**. The *Start Copying Files* dialog box appears. Verify the information listed on the dialog box. If it is correct, click **OK** to continue the setup program; otherwise, click **Back** to modify the information. ServerProtect now starts copying all program components and starts all services.

After all program components have been copied and all services have been started successfully, the setup program will display the *Setup Complete* screen.

There are two optional check boxes on this dialog box — one for viewing the Readme file and another for launching the ServerProtect Management Console.

Note: For more information about the Management Console, please refer to other ServerProtect documentation.

To install a Normal Server

1. Execute the setup program and provide the necessary product information.
2. From the *Select Components* window (see Figure 2.), select the *Install server as a ServerProtect Normal Server* check box. If you want to remotely install a Normal Server, click **Browse** to locate the target server. The *ServerProtect Install Path Selection* screen appears.

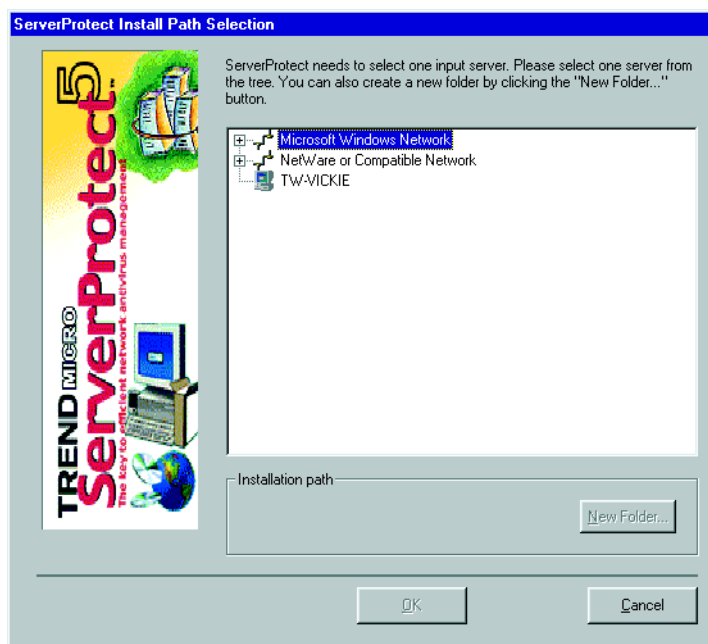


FIGURE 7. ServerProtect Install Path Selection window

3. Select the target server and then click **OK**. The *ServerProtect Target Server Logon* window appears.

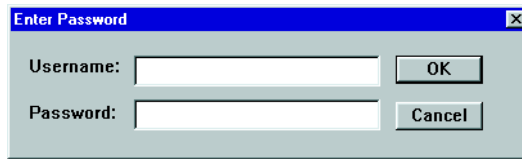


FIGURE 8. ServerProtect Target Server Logon window

Note: If a server resides in a different network, it may not show up in the list; so it may be necessary to enter its hostname or the IP address in the *Server name* field to locate it.

4. Enter an administrator-equivalent username and password to access the target server. ServerProtect then prompts you to choose an Information Server to which the to-be installed Normal Server will be registered.



FIGURE 9. The ServerProtect Installation Path Selection window

5. To locate the Information Server:
 - a. Use the browser tree or type in the name or IP address of the server in the text box below the tree.
 - b. Click **Find Server**.
 - c. Double-click the target machine for the Normal Server.
 - d. Click **Next**.

Note: If an Information Server resides on a network different from that of the Normal Server, the server may not show up in the list.

6. Enter the password which was assigned upon Information Server installation.

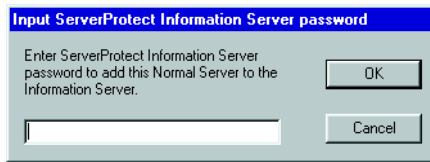



FIGURE 10. Input ServerProtect Information Password Dialog Box

ServerProtect now starts copying all program components and starts all services.

After all program components have been copied and all services have been started successfully, the setup program will display the *Setup Complete* screen. There are two optional check boxes on this dialog box — one for viewing the Readme file and another for launching the ServerProtect Management Console. For more information about Management Console, please refer to other ServerProtect documentation.

After installation process is completed, a ServerProtect icon () will be added to your Windows taskbar, notifying you that the scanner is active.

Note: You can only view this icon in a Windows NT 4.0 or above environment.

Installing a Normal Server for Novell NetWare

Before you can setup a NetWare server as a Normal Server you must have a functional Information Server and Management Console. The Information Server can only be installed on a Windows 2000/NT machine, while the Management Console can be set up on a Windows XP/2000/NT/95/98/Me machine.

Note: Installing ServerProtect on a NetWare server requires that the necessary NLMs be installed on the target server.

- a. Execute the setup program and provide the necessary product information. From the *Select Components* window, select only the check boxes to install Information Server and Management Console (Figure 2). Complete the succeeding steps to install the chosen components.

- b. Once the Information Server and Management Console have been installed, re-execute the setup program. From the *Select Components* window (Figure 2), select the check box to install a ServerProtect Normal Server to a NetWare server. Complete all the required setup steps.
- c. ServerProtect then copies all program components and starts all services.

Note: If there is a previous version of ServerProtect (such as version 4.5 for ServerProtect for NT or 3.x for ServerProtect for NetWare) installed on the system, Setup will detect it and ask you to upgrade it. If this is the case, see [Upgrading ServerProtect](#) on page 33. Remote installation from the master setup only works if it is executed in a Windows 2000/NT environment.

Installing a Normal Server from the Management Console

This can only be performed if there are existing Normal Servers on the ServerProtect network which can be used as source servers for the installation. Only similar servers can be source servers for each other. For example, installing NetWare for IPX requires a NetWare IPX source server.

To install a Normal Server from the Management Console:

1. Select the domain in the domain browser tree that you want to add a server to.
2. Do one of the following:
 - Select **Domain > Install New SPNT(s)** or **Domain > Install New SPNW(s)** (either by IPX or IP) from the main menu
 - Right-click the domain that you selected in the previous step and select **Install New SPNT(s)** or **Install New SPNW(s)** (either by IPX or IP) from the pop-up menu

The *Select a Source Server* window opens.

3. Select an existing Normal Server from the list box, to serve as the source server for the needed files. The *Add Server(s) to Domain* dialog box opens.

Note: If there is only one existing Normal Server of the same type as the server to be installed shown in the server tree, it is automatically selected as the source server.

4. Select a server to add to the domain through one of the following methods:
 - Find and select the server name in the left hand list box
 - Type the server name in the *Server name:* text box
5. Click **Add** to enter the server name into the right-hand list box.
6. Repeat steps 3 and 4 until the right-hand list box displays all the servers that you want to add into the new domain. If you want to remove a server that you have previously added, highlight the name in the right-hand list box and click **Remove**. Click **Remove All** to clear the right-hand list box.
7. Click **OK** to save your changes or click **Cancel** to close the dialog box without adding a server.

Note: You must have administrator privileges for the servers that you want to add to the domain.

Installing ServerProtect 5 in Silent Mode for Windows 2000/NT

Perform the following procedure for a silent installation of ServerProtect 5 on Windows 2000/NT. The ServerProtect 5 silent installation procedure is slightly different than the procedure in ServerProtect for NT 4.7:

To install ServerProtect 5 in Silent mode for Windows 2000/NT:

1. Install an Information Server.
2. Locate the "SMS" folder in the default installation path, and share it. Make sure that the folder can be accessed by the servers to which you want to install Normal Servers. If you want to perform more than one silent installation, map the SMS folder on the target servers.
3. At the target server, open a command prompt, go to the SMS folder or drive that is mapped to the folder, and then enter the following command:

```
setup -SMS -s -m"SPNT5"
```

Example:

- a. At the target server, map the SMS folder to drive "M".
- b. Open a command prompt.
- c. Go to drive M: by typing "M:".
- d. Type the following:

```
setup -SMS -s -m"SPNT5"
```

- e. Press Enter.

Silent install will proceed and the target machine will be registered to the Information Server.

For silent installation, Normal Servers are installed in the "SMS" domain. The SMS domain is hard coded so there is no way to change the domain during the silent installation in SMS. You can rename the SMS folder after all the Normal Servers have been installed.

You can also specify a path to which ServerProtect is installed. For example, to install ServerProtect to the path "D:\UtilityAntiVirus\Sprotect". Do the following:

1. Locate the SETUP.INI file in the source folder.
2. Add the following lines:

```
[CommonSection]
ServerTargetUNCPath=D$\Utility\AntiVirus
ServerTargetLocalPath=D:\Utility\AntiVirus
```

ServerTargetUNCPath: sets the location where the Normal Server is installed

ServerTargetLocalPath: sets the location where the Management Console is installed

Note: You may not be able to register a Normal Server under the "SMS" domain if the host name cannot be resolved. This could be due to the use of a domain controller on the Information Server. To overcome this problem -- before using Silent install -- go to the Setup.ini file in the SMS folder, replace the host name with its IP address under the AgentName then save the file.

Deploying Client Software through Microsoft SMS

You can install Trend Micro ServerProtect 5 through Microsoft's System Management Server (SMS) 1.2/2.0 on a Windows 2000/NT or above platform.

Note: You must install Microsoft's Systems Management Server (SMS) software to your Windows 2000/NT server in order to deploy client software in this manner. In order to successfully deploy ServerProtect from SMS software distribution sites, make sure the MSVCRT20.DLL file resides in the Windows system directory. Note that MSVCRT20.DLL is not normally distributed in a Windows NT 3.51 environment.

The step-by-step deployment procedures listed below illustrate how to deploy ServerProtect 5 through Microsoft SMS version 1.2. For Microsoft SMS version 2.0, the deployment procedures are similar, but the screens may be slightly different.

To deploy ServerProtect 5 through Microsoft SMS:

1. Open the Microsoft SMS Administrator.
2. Choose the **Package** icon from the SMS Administrator's icon bar.
3. Choose **File > New** from the main menu. The *Package Properties* window appears.

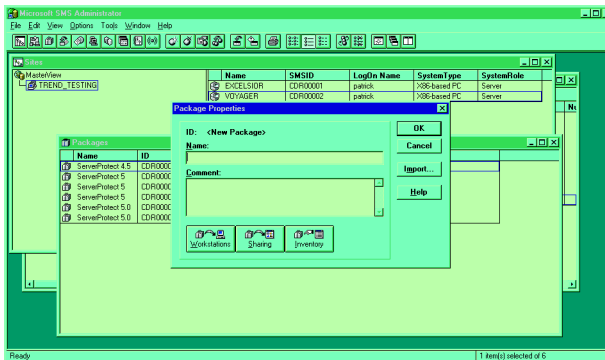


FIGURE 11. Microsoft SMS Administrator window

Click **Import**. Browse to the directory where the package description file (PDF) for installing ServerProtect software is located. Select the **Setup.PDF** file and click **OK**. The default directory for ServerProtect software is as the following:

```
<Drive>:\program files\Trend\SPprotect\SMS\
```

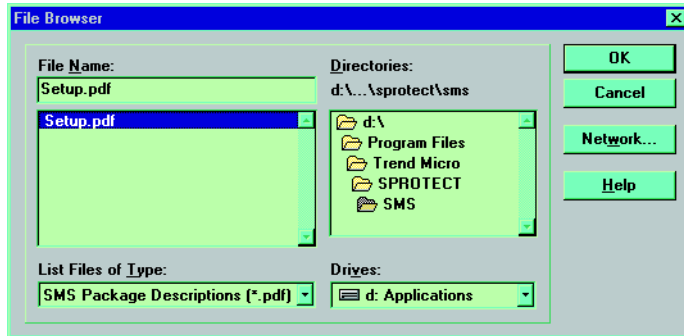


FIGURE 12. Searching for the ServerProtect PDF File

4. The description of the PDF file will be displayed as "ServerProtect 5" in the *SMS Administrator Package Properties* configuration window.

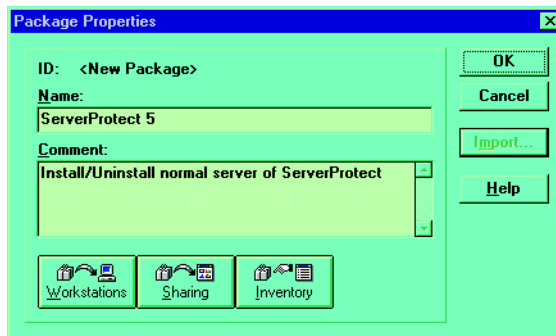


FIGURE 13. SMS Administrator Package Properties Configuration window

- You must now enter the source for the installation files into the SMS Administrator. Click **Workstations** on the *SMS Administrator Package Properties* configuration window and browse to the network location of the installation source files. (default directory: \<Information Server home directory>\SMS\).

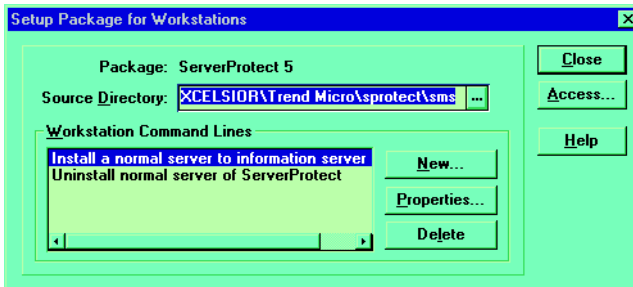


FIGURE 14. Setup Package for Workstations window showing the Source Directory

- Click **OK** to return to the *SMS Administrator Package Properties* configuration window. Then click **Close** to close the window. All that remains to be done is choosing servers/workstations to which you want to install the software.

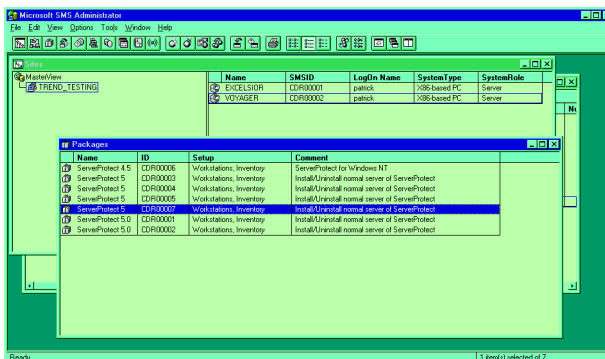


FIGURE 15. SMS Administrator Packages window showing Newly Created Package

7. Note that there is a browsing window within the *SMS Administrator* window. Drag the SMS package that you have just created and drop it on the target servers/workstations. The *Job Details* configuration window opens.

Job Details

Job ID: <New Job>

Package: ServerProtect 5

Job Target

☐ Query Results: All Personal Computers

☐ Machine Group: 2 servers

☒ Machine Path: CDRITREND_TESTING\VOYAGER

☐ Limit to Sites: MasterView

☐ Include Subsites

Send Phase

Send Package to Target Sites:

☒ Only if Not Previously Sent

☐ Even if Previously Sent

Distribute Phase

☒ Refresh Existing Distribution Servers

☒ Put on Specified Distribution Servers: <Default Servers>

Run Phase

☒ Run Workstation Command:

Install a normal server to information

Uninstall normal server of ServerProt

9 / 27 / 1999 2 : 23: 04 PM

☐ Mandatory After: (M/D/Y h:m:s)

10 / 4 / 1999 2 : 23: 04 PM

☒ Not Mandatory over Slow Link

☒ Expires After: (M/D/Y h:m:s)

3 / 13 / 2000 2 : 23: 04 PM

OK Cancel Help

FIGURE 16. Job Details Configuration window

8. Configure job details to customize your software installation/uninstallation. The settings in the Run Phase column allow you to schedule the installation/uninstallation of your software.
9. After successfully configuring the job, the installation/uninstallation is pending and will appear in the *SMS Administrator's Jobs* window.

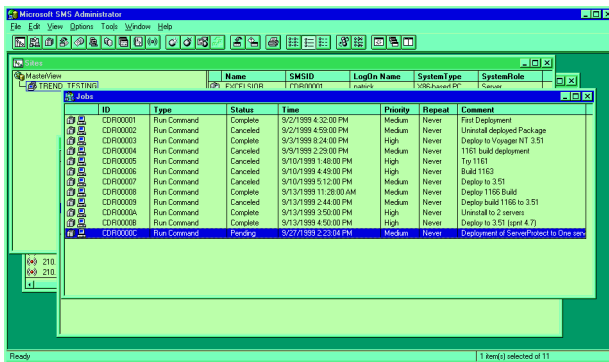


FIGURE 17. SMS Administrator Jobs window

Upgrading ServerProtect

ServerProtect supports system upgrades from previous versions. Most of the configuration settings of older versions can be migrated to the newer version, saving you the time of re-configuring the scan settings all over again. Your original installation path will also be preserved.

Due to the different architecture in previous versions of ServerProtect, we recommend that before you proceed with the upgrade, first set up a ServerProtect Information Server under a different domain. You can then upgrade the existing Normal Servers and join them to the new Information Server.

You can choose to upgrade either from the setup program or the ServerProtect Management Console. Refer to the subsequent sections for detailed procedures.

If you are upgrading from version 5.0 or above, ServerProtect can automatically update the program components (Information Server, Normal Server and Management Console). For more information, see [Updating ServerProtect 5.0 or above](#) on page 46.

Note: Although ServerProtect can upgrade older versions of ServerProtect automatically, sometimes you may need to reboot your servers in order to clean up the remaining files.

Upgrading from the setup program

The ServerProtect 5 setup can detect the existence of a previous version of ServerProtect and upgrade it automatically. You only need to follow the setup procedures and assign the location of the remote servers.

To upgrade an Information or Normal Server from the setup program:

1. Load the ServerProtect 5 master setup program from any machine on your network. Follow the steps to enter the basic product information. For more information, please refer to the *Installing ServerProtect* section for detailed information.
2. From the *Select Components* screen, select the *Install server as a ServerProtect Information Server* and/or the *Install server as a ServerProtect Normal Server* check boxes. Click **Browse** to choose the server's location path. The

ServerProtect Install Path Selection screen appears. All the available Windows 2000/NT or Novell NetWare servers will be shown on the screen.

3. You can select the server you want to upgrade from the server tree and then click **OK**.
4. Follow the remaining steps to complete the upgrading process.

Note: For more information, see *Installing ServerProtect* on Page 13.

Upgrading from the Management Console

When upgrading your ServerProtect network from the Management Console you must remember the following:

- You can only upgrade existing ServerProtect Normal Servers.
- There must already be one instance of the new version of the Normal Server installed on the network; installed via the setup program.

To upgrade a 2000/NT Normal Server from the Management Console:

1. Open the Management Console and click a ServerProtect domain icon in the domain browser tree.
2. Do one of the following:
 - Right-click the domain icon and then choose **Upgrade from SPNT 4.x to 5.x** from the pop-up menu
 - Choose **Domain > Upgrade from SPNT 4.x to 5.x** from the main menu. The *Upgrade Old ServerProtect Server* dialog box opens

Note: To upgrade from ServerProtect 4.x or above you should have at least one Normal Server installed with a higher version.



FIGURE 18. Upgrade Old ServerProtect Server Dialog Box

3. Enter the name of the Information Server that manages the to-be upgraded Normal Server, along with the user name and password to access the Information Server.
4. Click **Find Server**. If the Information Server is found, all the servers that are managed by that Information Server will be shown in the left tray.

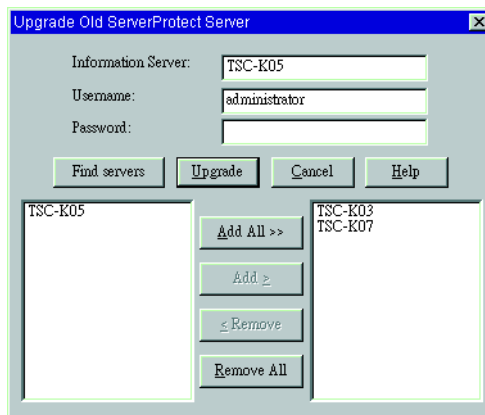


FIGURE 19. Information Server Managed server(s) Display

5. Highlight the server(s) you want to select from the left tray. Click **Add All >>** and the selected server(s) will be displayed in the right-hand list box. If you want to remove a server that you have previously selected, select the server in the right-hand list box and click **Remove**. To remove all of the servers that you have selected, click **Remove All**.

Note: You cannot add the Information Server to the right-hand list box unless its managed Normal Servers have been upgraded. In this case, remove the name of the Information Server from the right-hand list box and go on with the remaining upgrading steps.

6. Click **Upgrade**. ServerProtect prompts you to enter an administrator-equivalent user name and password for logging on to the target server(s).

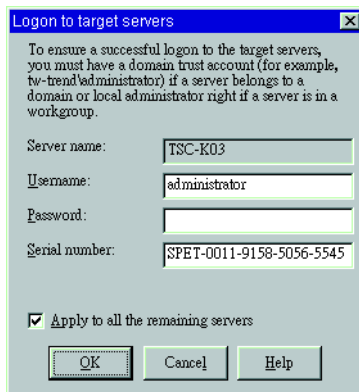


FIGURE 20. Username and Password Logon Display Box.

7. In the *Domain name* text box, specify the target server's domain and enter a valid serial number. Specify the drive where the ServerProtect application will be saved. Select the *Apply to all the remaining server(s)* check box if the information you just entered is applicable to other server(s). Otherwise, clear the check box and click **OK** to continue entering information. Click **Cancel** to close the dialog box without saving the changes. A dialog box that lists all the server(s) you previously selected appears.
8. Verify if the information listed is correct. If you want to remove a server from the list, highlight the server and click **Remove**. If you want to modify information for a server, select the server and click **Modify**. To start upgrading the server(s), click **Start**. Click **Cancel** to close the dialog box without saving your changes.

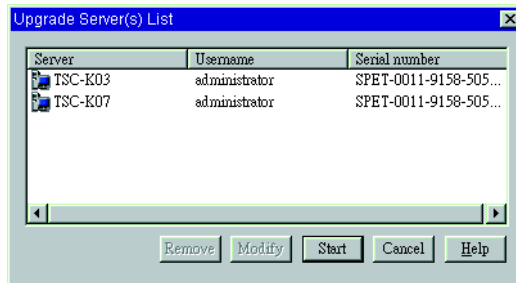


FIGURE 21. Upgraded Server(s) List Dialog Box

ServerProtect then asks you whether you have closed the older version of ServerProtect program on the upgraded server(s). This ensures the upgrading process will proceed successfully. If you have, click **OK** to continue or click **Cancel** to close the program.

The upgrading process starts. ServerProtect first checks the remote environment and copies the necessary files to the target server(s). After copying the files, ServerProtect starts the remote services for the target server(s).

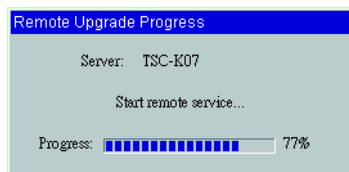


FIGURE 22. ServerProtect Remote Services Setup Display

A *Note* dialog box, which lists the name of all updated server(s), appears.

9. Click **OK** to finish upgrading.

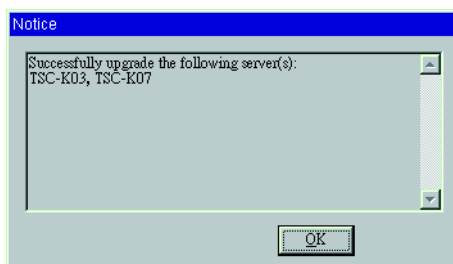


FIGURE 23. List of Upgraded Server(s) Dialog Box.

All scan configurations (real-time and manual scans) are copied during the migration process to the upgraded ServerProtect server. However, if you have chosen to scan *selected files*, you need to re-check if the *extension list* suits your needs. For example, some older versions of ServerProtect may not have Microsoft Excel files (i.e., *.XLS) in the default scanning list.

Most of the notification configurations will also be transferred to the new copy of ServerProtect. Since the definition of printer notification in ServerProtect 5 is different from previous versions, you need to re-configure printer notification if this is your chosen method of notification.

Sometimes you may need to manually uninstall servers of older versions. In this case, ServerProtect is unable to preserve configuration data.

Upgrading a NetWare Normal Server

For NetWare Normal Servers, the installation options are also used for upgrades.

To upgrade a NetWare Normal Server:

1. Open the Management Console and click a ServerProtect domain icon in the domain browser tree.
2. Right-click the domain icon and then choose one of the SPNW install options or choose **Domain**, then one of the SPNW install options.
3. Proceed with the steps for selecting a source server for the installation / upgrade (see *Installing a Normal Server for Novell NetWare* on page 23).

Note: To upgrade from NetWare 3.x or above you should have at least one Normal Server installed with a higher version. Normal Servers with SPNW 3.x do not appear in the Management Console.

Uninstalling ServerProtect

ServerProtect's three components can be uninstalled either together or separately. Individual uninstallation will be discussed in the following sections.

Uninstalling a Normal Server for Windows NT 4.0/Windows 2000

There are two ways to uninstall the ServerProtect Normal Server Service from a Windows NT 4.0/Windows 2000 environment:

To uninstall a Normal Server remotely for Windows NT4.0/Windows 2000:

1. Multi-select servers from the Management Console.
2. Select **Domain > Uninstall ServerProtect** from the main menu.
3. All selected servers will be remotely uninstalled.

To uninstall a Normal Server locally for Windows NT4.0/Windows 2000:

1. Click **Start > Settings > Control Panel > Add/Remove Programs**.
2. Select the item **ServerProtect 5.xx** (xx represents the minor version number, i.e., 5.0, 5.35) and then click **Remove**.

Uninstalling a Normal Server for Novell NetWare

There are two ways to uninstall a Normal Server from a Novell NetWare environment:

To uninstall a Normal Server remotely for Novell NetWare:

1. Multi-select servers from the Management Console.
2. Select **Domain > Uninstall ServerProtect** from the main menu.
3. All selected servers will be remotely uninstalled.

To uninstall a Normal Server locally for Novell NetWare:

1. From the ServerProtect monitor screen, press the **ESC** key on the keyboard to unload ServerProtect modules.
2. Delete SYS:SYSTEM\SPNW.NCF.
3. Delete SYS:LOGIN\SPROTECT.
4. Delete <Volume>: Sprotect directory.
5. Delete the following registry entries from the ServerProtect Information Server:

```
HKEY_LOCAL_MACHINE\SOFTWARE\TrendMicro\ServerProtect\CurrentVersion\InformationServer\ (the target
ServerProtect Normal Server)
HKEY_LOCAL_MACHINE\SOFTWARE\TrendMicro\ServerProtect\CurrentVersion\NW\ (the target ServerProtect Normal
Server)
```

Uninstalling an Information Server for Windows NT 4.0/Windows 2000

The Information Server Service can only be uninstalled locally.

To uninstall an Information Server for Windows NT 4.0/Windows 2000:

1. Click **Start > Control Panel > Add/Remove Programs**.
2. Select **ServerProtect Information Server** and then click **Remove**.

Uninstalling a ServerProtect Management Console from Windows XP/2000/NT/98/95/Me

The Management Console can only be uninstalled locally.

To uninstall the ServerProtect Management Console from Windows XP/2000/NT/98/95/Me:

1. Click **Start > Control Panel > Add/Remove Programs**.
2. Select **ServerProtect Management Console** and then click **Remove**.

Converting the ServerProtect Trial Version

You can install ServerProtect for a 30-day evaluation period without entering a serial number. After 30 days, virus scanning on these servers will be terminated and you must either purchase licenses for each installation of ServerProtect or remove the unlicensed copies from your server(s).

The Software Evaluation Period dialog box

The *Software Evaluation Period* dialog box pops up every time you open the Management Console. It shows you which servers on your network are using the evaluation version (i.e., unlicensed copies of the software that were installed without entering a serial number) and the number of days remaining until they expire.

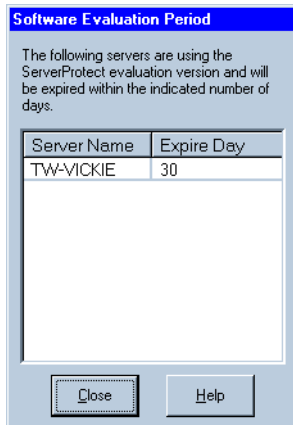


FIGURE 24. ServerProtect Software Evaluation Period Dialog Box

Viewing the serial number list

You can manage the ServerProtect software installations on your network.

To view the serial number list:

1. Choose **Help > About** from the main menu then click **Serial Number**. The *Serial Number List* dialog box that appears shows you all of the available servers on your network, along with their respective serial numbers.

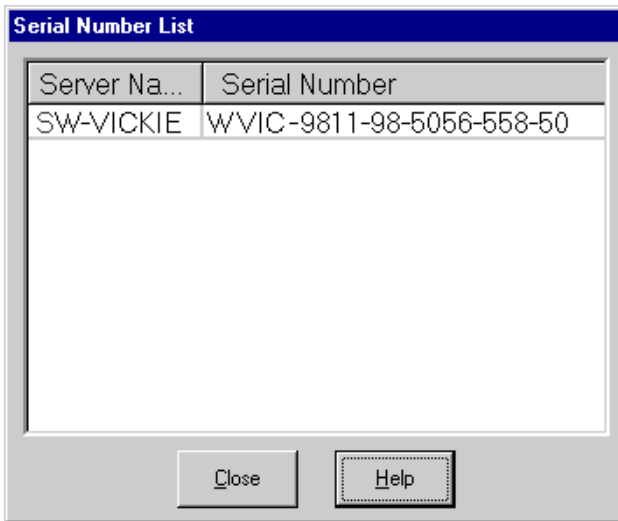


FIGURE 25. ServerProtect Serial Number List Window

Updating serial number(s)

Once you have purchased the full version of ServerProtect, you can update the serial number of installed ServerProtect software directly from the Management Console without reinstalling ServerProtect.

To update the serial number:

1. Highlight the server in the domain browser tree.
2. Select **Do > Update Serial Number** from the main menu.

3. Enter the new serial number in the appropriate text boxes.
4. Click **OK** to save your changes or click **Cancel** to close the dialog box without saving your changes.

Updating ServerProtect 5.0 or above

If you have installed ServerProtect version 5.0 or above, there are two ways for updating existing ServerProtect components (Normal Server, Information Server and Management Console). One way is through the Management Console, the other is through the setup program containing the updated ServerProtect version.

To update ServerProtect 5.0 or above, do one of the following:

- On the Management Console, do one of the following:
 - On the main menu click **Do > Update**, and then click **Deploy Now**. Choose the components you want to update then click **Deploy**.
 - On the side bar, click **Update > Update**, and then click **Deploy Now**. Choose the components you want to update, then click **Deploy**.
- Run the setup program and ServerProtect will detect and update the components for you.

ServerProtect can only update the components that are already installed. For example, if you have installed the ServerProtect 5.0 Normal and Information Server services on a server, only these components can be updated to version 5.35. Choosing to update a non-existent Management Console will produce an error message.

Note: If the Management Console is installed on a server with another component, i.e., Information Server, it cannot be updated until you have updated the Information Server.



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