



Quick Install Guide

Lumension Endpoint Management and Security Suite 7.1



Notices

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Chapter 1

Installing Lumension Endpoint Management and Security Suite

In this chapter:

- System Requirements
- Pre-Install Considerations
- Required Windows Components
- Performing the Installation

This Quick Install Guide is a resource to guide you through a basic installation of Lumension Endpoint Management and Security Suite 7.1.

System Requirements

Before installing Lumension Endpoint Management and Security Suite (Lumension EMSS) on a server, ensure that the server meets the minimum system requirements. If your target server does not meet the system requirements, Lumension EMSS will not perform optimally, or may not install.

These requirements are only the minimum. For superior performance, install Lumension EMSS on a server that meets or exceeds the recommended configuration. Refer to the *Recommended Configuration* section of the *Lumension Endpoint Management and Security Suite 7.1 Server Installation Guide* (<http://portal.lumension.com>) for additional guidance.

Minimum Hardware Requirements

The Lumension Endpoint Management and Security Suite server must meet or exceed the specified hardware requirements.

The following hardware requirements will support up to 50 nodes. Refer to the *Recommended Configuration* section of the *Lumension Endpoint Management and Security Suite 7.1 Server Installation Guide* (<http://portal.lumension.com>) for additional guidance.

- 2.0+ GHz dual-core processor
- 2GB RAM
- 250GB 7200-rpm hard drive in a RAID 1 configuration
- 1 Gbps Network Card



Supported Operating Systems

The Lumension Endpoint Management and Security Suite server is supported on a number of Microsoft Windows operating systems.

- Windows Server 2003, Web Edition with SP2 or later (x86)
- Windows Server 2003, Standard Edition with SP2 or later (x86)
- Windows Server 2003, Enterprise Edition with SP2 or later (x86)
- Windows Server 2003 R2, Standard Edition with SP2 or later (x86)
- Windows Server 2003 R2, Enterprise Edition with SP2 or later (x86)
- Windows Server 2008, Web Edition with SP2 or later (x86/x64)
- Windows Server 2008, Standard Edition with SP2 or later (x86/x64)
- Windows Server 2008, Enterprise Edition with SP2 or later (x86/x64)
- Windows Server 2008 R2, Standard Edition (with or without Hyper-V)
- Windows Server 2008 R2, Enterprise Edition (with or without Hyper-V)
- Windows Web Server 2008 R2

Important: Lumension Endpoint Management and Security Suite must be installed on an English operating system using an English locale (en-US, en-UK, en-CA, and so on) in its default configuration.

Supported Database Servers

The Lumension Endpoint Management and Security Suite (Lumension EMSS) server is supported by multiple versions of Microsoft SQL Server database.

- SQL Server 2005, Express Edition with SP3 (x86)
- SQL Server 2005, Standard Edition with SP3 (x86)
- SQL Server 2005, Enterprise Edition with SP3 (x86)
- SQL Server 2008, Express Edition with SP2 or later (x86/x64)
- SQL Server 2008, Standard Edition with SP2 or later (x86/x64)
- SQL Server 2008, Enterprise Edition with SP2 or later (x86/x64)
- SQL Server 2008 R2, Express Edition (x64)
- SQL Server 2008 R2, Standard Edition (x64)
- SQL Server 2008 R2, Enterprise Edition (x64)

Tip: Lumension recommends using the latest service pack available for your instance of SQL Server.

Note: If an instance of SQL Server is not present on your target server or you do not intend to use a remote SQL Server configuration, the Lumension EMSS server installer includes SQL Server 2008 R2, Express Edition (x86). If installing to a 64-bit server, Lumension recommends installing using a supported preexisting instance of SQL Server that supports 64-bit architecture.



You can install supported database servers in the following locations relative to the Lumension EMSS server.

- Locally in a named instance installed by the Lumension EMSS installation.
- Locally in a preexisting named or default instance.
- Remotely in a preexisting named or default instance.

Note: When installing Lumension EMSS using an existing SQL Server instance, the instance collation must be set to one of the following values:

- SQL_Latin1_General_CP1_CI_AS
- Latin1_General_CI_AS

Other Requirements

The Lumension Endpoint Management and Security Suite (Lumension EMSS) server requires specific browser software.

The Lumension EMSS server requires access to the following software.

- Internet Information Services (IIS) 6.0 or later.
- One of the following; Microsoft Internet Explorer 7, Microsoft Internet Explorer 8, or Mozilla Firefox 3.5.x.
- Microsoft Silverlight™.

Note: Microsoft Silverlight is required during the installation and when accessing the Installation Manager functionality using the Lumension EMSS Web interface. For additional details regarding the Lumension Installation Manager, refer to the *Lumension Endpoint Management and Security Suite 7.1 User Guide* (<http://portal.lumension.com>).

Pre-Install Considerations

Prior to installing Lumension Endpoint Management and Security Suite 7.1 you must prepare your environment.

To prepare your environment for the Lumension Endpoint Management and Security Suite (Lumension EMSS) 7.1 installation, you must consider and address the following:

Firewall Settings

Lumension EMSS utilizes a new content architecture that provides for a wider variety of patch content. To download this content, the Lumension EMSS server must be able to access the following URLs:

- <https://update.patchlinksecure.net>
- <http://cache.patchlinksecure.net>
- <http://cache.lumension.com>
- <http://gssnews.lumension.com>
- <http://download.windowsupdate.com> (Required for Microsoft content)
- <http://ardownload.adobe.com> (Required for Adobe content)
- <http://swupdl.adobe.com> (Required for Adobe content)
- Refer to *Lumension KnowledgeBase Article 539* (<http://www.lumension.com/kb/539>) for additional URLs which may be required depending upon your configuration.



Additional Prerequisites

During the installation of Lumension EMSS, 7.1 the installer will prompt you to install .NET Framework 3.5 SP1 and Windows Installer 4.5 if they are not already installed on your server.

Note: The installation of Windows Installer 4.5 will require a reboot to continue with the installation.

Administrative Rights

Installation of Lumension EMSS 7.1 requires administrative rights on the target server. You must perform the installation with an account that is a member of the Local Administrators group and has full local Administrator rights to the target server.

Warning: When installing on a Windows 2008 server, the Domain Administrator account **does not** have full Local Administrator rights, even when the Domain Administrator has been added to the Local Administrators group. If you are logged in to the server as the Domain Administrator, you must run the installer as the Local Administrator by using the **Run as** function. (right-click on the Lumension EMSS installer and select **Run as ...**).

AntiVirus Products

To ensure a successful installation of Lumension EMSS 7.1 you must stop or disable any AntiVirus products (such as McAfee, Trend-micro, Symantec, and so on) prior to running the Lumension Endpoint Management and Security Suite installer.

Note: AntiVirus products can prevent the necessary installation processes from running correctly. Therefore, you should stop or disable all AntiVirus services prior to starting the installation.

ClientAdmin and ServiceAdmin Accounts

During the installation of Lumension EMSS 7.1 the following two new user accounts should be created:

- `ClientAdmin` - this account is used to grant the Lumension EMSS services access to IIS.
- `ServiceAdmin` - this account is used to grant the Lumension EMSS services access to the SQL Server.

During the installation you will be prompted to define the usernames and passwords for these accounts. Although it is possible to use the same account for both, it is strongly recommended (for security purposes) that you use two different accounts.

Warning: Both of these accounts must have a static password that does not change. If the password for either of these accounts were to change after installation you will be unable to use Lumension EMSS as critical services and functionality would be disabled.



SSL Communication

If you intend to utilize SSL for agent communication you will be prompted to select and register your SSL certificate during the installation.

Note: It is also possible to setup SSL communication after installing Lumension EMSS 7.1, however you will need to contact [Lumension Support \(http://support.lumension.com\)](http://support.lumension.com) to do so.

Required Windows Components

To successfully install the Lumension Endpoint Management and Security Suite server, your server must meet various software requirements.

For additional, more detailed, requirements refer to the [Lumension Endpoint Management and Security Suite 7.1 Server Installation Guide \(http://portal.lumension.com\)](http://portal.lumension.com).

Depending upon your Operating System, you must ensure that the following Windows components are installed prior to installing Lumension EMSS:

Operating System	Windows Components
Windows 2003	<p>Add the necessary Windows 2003 components as follows:</p> <ol style="list-style-type: none"> 1. Open the Add or Remove Programs window by selecting Start > Control Panel > Add or Remove Programs. 2. Select Add/Remove Windows Components. The Windows Components Wizard opens. 3. Select Application Server and click Details. The Application Server window opens. 4. Select ASP.NET and Enable network COM+ access. 5. Select Internet Information Services (IIS) and click Details. The Internet Information Services (IIS) window opens. 6. Select Common Files and Internet Information Services Manager. 7. Select World Wide Web Service and click Details. The World Wide Web Service window opens. 8. Select Active Server Pages and World Wide Web Service. 9. Click OK saving your selections and closing the World Wide Web Service window. 10. Click OK saving your selections and closing the Internet Information Services (IIS) window. 11. Click OK saving your selections and closing the Application Server window. 12. Click Next to install the Windows Components, closing the wizard when it completes the installation.



Operating System	Windows Components
Windows 2008 Windows 2008 R2	<p>Add the necessary Windows 2008 or Windows 2008 R2 components as follows:</p> <ol style="list-style-type: none"> 1. Open <i>Server Manager</i> by selecting Start > Administrative Tools > Server Manager. 2. Scroll down to the Roles Summary section, and click the Add Roles link. The <i>Add Roles Wizard</i> opens. 3. Click Next. The <i>Select Server Roles</i> page opens. 4. Select Web Server (IIS) and click Next. The <i>Web Server (IIS)</i> page opens. 5. Click Next. The <i>Select Role Services</i> page opens. 6. Select ASP.NET (under Application Development). A dialog will display indicating the need for additional role services with ASP.NET, click Add Required Role Services to add the additional role services. 7. Select the following: <ul style="list-style-type: none"> • ASP • Basic Authentication (under Security) • Windows Authentication (under Security) • Dynamic Content Compression (under Performance) 8. Click Next. The <i>Confirm Installation Selections</i> page opens. 9. Click Install to install the Windows components, closing the wizard when it completes the installation. <hr/> <p>Warning: If you have installed .NET Framework 4.0 components on this server they should be uninstalled and you must reboot the server prior to installing Lumension EMSS.</p> <p>If you are unable to remove .NET Framework 4.0, please refer to Lumension KnowledgeBase Article 759 (http://www.lumension.com/kb/759).</p>



Performing the Installation

Install Lumension Endpoint Management and Security Suite 7.1 on a new server (new hardware or image) that has never had a previous installation of Lumension Patch and Remediation or Lumension Endpoint Management and Security Suite.

Prerequisites:

- You have reviewed and addressed all of the requirements and considerations identified under *Pre-Install Considerations* on page 9.
- You have verified that your system contains the required Windows components as defined under *Required Windows Components* on page 11.
- Download the Lumension Endpoint Management and Security Suite (Lumension EMSS) 7.1 installer from the *Lumension Customer Portal* (<https://portal.lumension.com>).
- You have a valid Lumension EMSS License key.

Attention: This procedure assumes you are installing the default SQL Server instance that is installed as part of the Lumension EMSS 7.1 installer. In order to successfully install to an existing (local or remote) SQL Server, you **must** refer to the *Lumension Endpoint Management and Security Suite 7.1 Server Installation Guide* (<http://portal.lumension.com>) for additional details and instruction.

1. Log on to the server using an account with full local administrator privileges.
2. Stop or disable any AntiVirus products (such as McAfee, Trend-micro, Symantec, and so on) running on your server.

Note: An AntiVirus product can prevent processes from running correctly during the installation. Therefore, to ensure a successful installation, all AntiVirus services must be stopped or disabled prior to running the Lumension EMSS installer.

3. Double-click the Lumension EMSS installer at the location defined during the download.

Step Result: The Lumension EMSS *InstallShield Wizard* opens and begins extracting files. This process may take several minutes.

Note: During the installation, the installer will install Windows Installer 4.5, Silverlight 4, and .NET Framework 3.5 if they are not already installed on your server.

Additionally, if at any time during the installation you are prompted to reboot, you must allow the server to reboot. The installer will automatically reopen following the reboot.



4. Click **Next**.

Step Result: The *License Agreement* page opens.

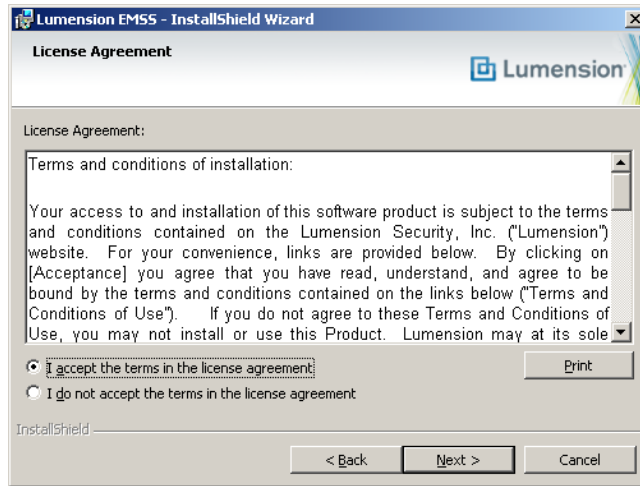


Figure 1: License Agreement Page

5. Review the **License Agreement** and select the **I accept the terms of the license agreement** option.

6. Click **Next**.

Step Result: The *Customer Information* page opens.

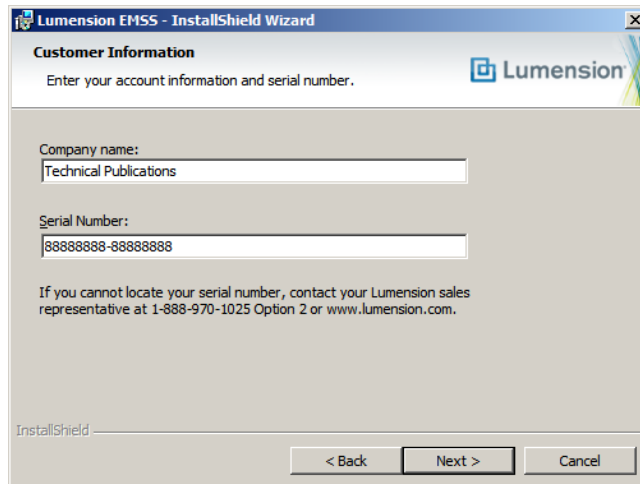


Figure 2: Customer Information Page



7. Type the applicable information in the following fields:

Field	Description
Company Name	Your company name.
Serial Number	Your Lumension EMSS serial number.

8. Click **Next**.

A new page or dialog opens.

Page/Dialog	Step
If the <i>Question</i> dialog opens:	Click Yes to start network discovery services. These services are necessary to use discovery features within Lumension EMSS.
If the <i>Required IIS Features</i> page opens:	Your server does not have the required IIS features installed. Click Install Features to install the features and proceed.
If the <i>System Requirements</i> page opens:	<p>Your server does not meet the minimum installation requirements.</p> <ul style="list-style-type: none"> If you receive only system requirement <i>warnings</i>, you may proceed with installation by clicking Next. Lumension recommends resolving warnings before proceeding with installation. <p>Note: When installing on a virtual platform you will likely receive a warning about the CPU requirements since the installer is unable to identify the processor in a virtual environment.</p> <ul style="list-style-type: none"> If you receive any system requirement <i>failures</i>, you must cancel the installation, resolve these failures, and then restart installation. <p>Tip: Click View all Failures/Warnings for detailed information about prerequisite status deficiencies.</p>
If the <i>Service Accounts</i> page opens:	Proceed to the next step.

9. Create the Web client and service accounts used by Lumension EMSS.

These accounts are used to operate components critical to Lumension EMSS.

Tip: Unless installing against a remote SQL Server, Lumension recommends that the Web client and service accounts be created as local accounts (which is the default). When installing against a remote SQL Server



refer to the *Lumension Endpoint Management and Security Suite 7.1 Server Installation Guide* (<http://portal.lumension.com>) for additional details.

- a) [Optional] Edit the **Web Client Account Username** field.

Note: Lumension recommends that you use the default user name.

- b) In the **Web Client Account Password** and **Web Client Account Confirm password** fields, type and retype the desired password.
- c) [Optional] Edit the **Service Account Username** field.

Note: Lumension recommends that you use the default user name.

- d) In the **Service Account Password** and **Service Account Confirm password** fields, type and retype the desired password.

10. Click **Next**.

If required, acknowledge the creation of new accounts by clicking **OK**.

Step Result: The *SQL Server Instance* page opens.

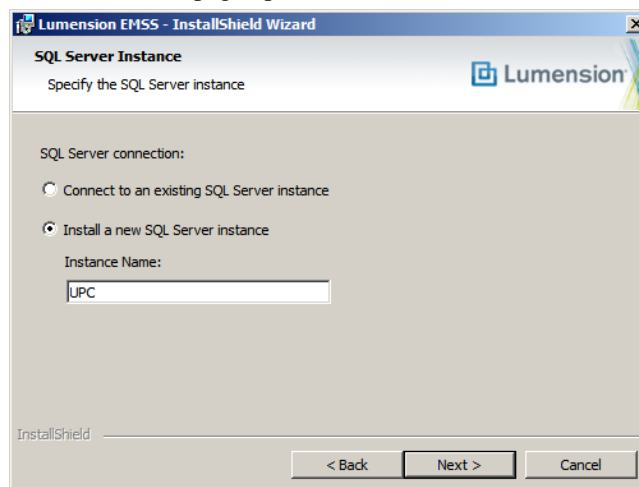


Figure 3: SQL Server Instance Page

11. Select the **Install a new SQL Server instance** option.

Note: When installing against a remote SQL Server you must refer to the *Lumension Endpoint Management and Security Suite 7.1 Server Installation Guide* (<http://portal.lumension.com>) for additional details.

12. [Optional] Type a new instance name in the **Instance Name** field.



13. Click Next.

Step Result: The *Destination Location* page opens.

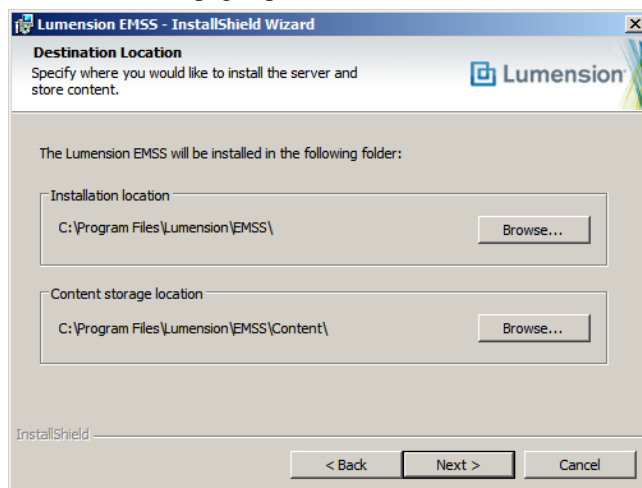


Figure 4: Destination Location Page

14. [Optional] Change the Lumension EMSS installation location.

- a) Click **Browse**.
- b) Define the desired file path using either the **Look in** lists or the **Folder name** field.
- c) Click **OK**.

Step Result: The **Installation Folder** field reflects your changes.

15. [Optional] Change the Lumension EMSS content storage location.

The content storage location is the location where patches and other content items are downloaded. Lumension recommends allocating at least 32 GB of storage space to content (plus an additional 10 GB if managing non-Windows endpoints).

- a) Click **Browse**.
- b) Define the desired file path using either the **Look in** lists or the **Folder name** field.
- c) Click **OK**.

Step Result: The **Content Storage Location** field reflects your changes.



16. Click **Next**.

Step Result: The *Proxy Settings* page opens.

Figure 5: Proxy Settings Page

Note: If one or both of the storage directories defined on the *Destination Location* page does not contain the recommended available disk space, the *Proxy Settings* page does not immediately open. Rather, a dialog that lets you redefine the storage directories will open. Then after redefining the storage directories, the *Proxy Settings* page will open.

17. If your network uses a proxy server to access the Internet, select the **A proxy server is required** check box and type the applicable information in the following fields.

Field	Type
Server Address	The IP address of the applicable proxy server.
Port	The port number used for communication.

Note: You can also configure Lumension EMSS to use a proxy following installation.

18. If your network uses a proxy server to access the Internet, and that proxy requires authentication, select the **Authentication required** check box and type the applicable information in the following fields.

Field	Type
Username	A user name that authenticates with the proxy.
Password	The password associated with the user name.
Confirm Password	The password retyped.



19. Click Next.

Step Result: The *Agent to Server Communication* page opens.

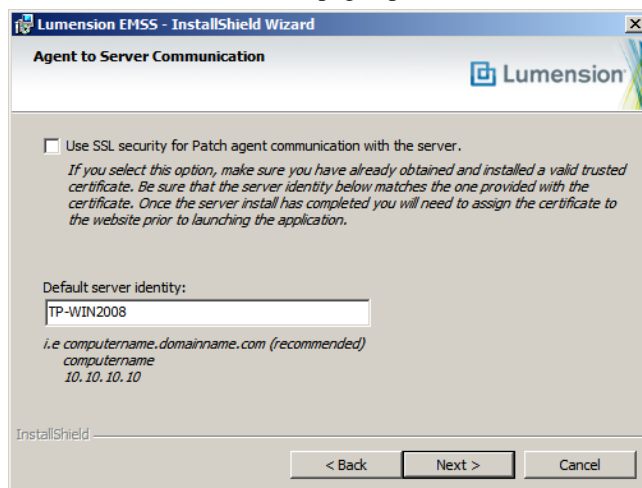


Figure 6: Agent to Server Communication Page

20. If you are using SSL for server and agent communication, select the **Use SSL security for Patch agent communication with the server** check box.

Note: You must possess an SSL certificate to implement SSL communication. Implementation of SSL communication during installation is optional. This feature can be implemented following installation.

21. In the **Default server identity** field, type the name of your server in one of the following formats:

- DNS name (*computername.domainname.com*)
- Computer name (*computername*)
- IP address (*10.10.10.10*)

During agent registration, the Lumension EMSS agents use this name to identify the server.

Note: If you are using SSL, the server name that you type in the field must match the server named on your certificate.



22. Click Next.

Step Result: The *Installation Ready* page opens.

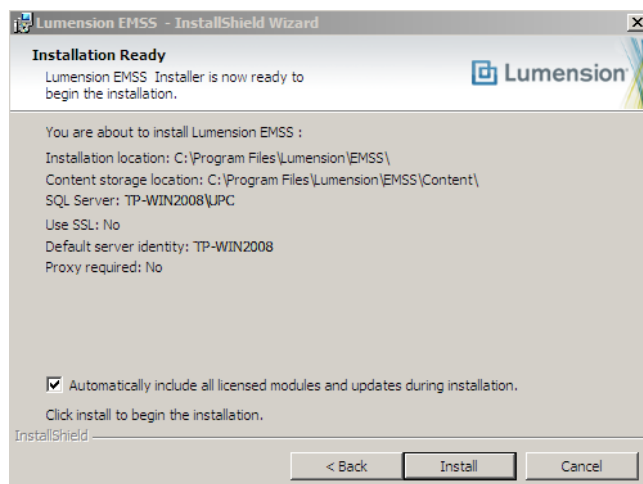


Figure 7: Installation Ready Page

23. [Optional] If you only want to install core components, clear the **Automatically include all licensed modules and updates during installation check box.**

Note: You may use the Lumension Installation Manager after the initial installation of Lumension EMSS to install additional components. For additional information, refer to *Using Lumension Installation Manager* in the *Lumension Endpoint Management and Security Suite 7.1 User Guide* (<http://portal.lumension.com>).

24. Review the installation information and click **Install to begin the installation of Lumension EMSS. This process may take several minutes.**

Important: During installation, do not attempt to access the Lumension EMSS Web site. Accessing the Web site during installation can cause installation errors.

25. After installation completes, click **Finish.**

26. Acknowledge the notification that appears by clicking **OK**.

After Completing This Task:

Having completed the installation of Lumension EMSS 7.1 you must now log in to Lumension EMSS to complete the installation. You can log in using the user account that was created with the same username and credentials as the account used to install Lumension EMSS.

When you log in to Lumension EMSS 7.1 for the first time, you will be presented with the **Application Setup Manager** window. From this window you can configure the following tabs (refer to the [Lumension Endpoint Management and Security Suite 7.1 Server Installation Guide \(http://portal.lumension.com\)](http://portal.lumension.com) for additional details):

- **Customer Info** - allows you to verify and add company information.
- **Languages** - allows you to change the default content language selections.
- **Uninstall Password** - allows you to define the default password that will be required to uninstall the Lumension EMSS agent from an endpoint.
- **Email Notifications** - allows you to set the administrator email address to receive email notifications.
- **Install an Agent** - allows you to deselect the default option of installing an agent on the Lumension EMSS server when the **Application Setup Manager** window is closed.

Note: Lumension Support recommends that you wait until after the first replication has completed before installing or upgrading the Lumension Content Wizard, the Lumension Enterprise Reporting Client, or the Lumension Caching Proxy.





Appendix

A

Troubleshooting Your Installation

In this appendix:

- Top Installation Issues
- Frequently Asked Questions

The following topics will assist you in the unlikely event that you experience difficulty when installing Lumension Endpoint Management and Security Suite 7.1.

Top Installation Issues

The following list identifies the top reasons why your installation may fail.

1. Your system does not have the minimum required Windows components, or does not meet the minimum system requirements.

Refer to *Required Windows Components* on page 11 for a complete list of the required Windows components and refer to the *Lumension Endpoint Management and Security Suite 7.1 Server Installation Guide* (<http://portal.lumension.com>) for a complete list of both required and recommended system requirements.

2. Failure to stop or disable an AntiVirus product (such as McAfee, Trend-micro, Symantec, and so on) prior to running the Lumension Endpoint Management and Security Suite installer.

Note: An AntiVirus product can prevent processes from running correctly during the installation. For best results, stop or disable all AntiVirus services prior to the installation. If you have an installation issue and you currently have an AntiVirus product running, Lumension Support will be unable to assist you until the AntiVirus product has been disabled.

3. The account used to install the Lumension Endpoint Management and Security Suite server is not a Local Administrator.

Warning: When installing on a Windows 2008 server, the Domain Administrator account **does not** have full Local Administrator rights, even when the Domain Administrator has been added to the Local Administrators group. If you are logged in to the server as the Domain Administrator, you must run the installer as the Local Administrator by using the **Run as** function. (right-click on the Lumension EMSS installer and select **Run as ...**).

4. You are attempting to install Lumension Endpoint Management and Security Suite with a remote SQL Database, but have not followed the *Installing Using a Remote SQL Server Instance* procedure exactly as it is documented within the *Lumension Endpoint Management and Security Suite 7.1 Server Installation Guide* (<http://portal.lumension.com>).
5. There is a reboot pending.



If there is a reboot pending, Windows cannot install the Lumension Endpoint Management and Security Suite server. On occasion the server does not clear the reboot pending condition although the server was physically rebooted. To resolve this issue you must either rename or delete the `HKLM\System/CurrentControlSet/Control/Session Manager/PendingFileRenameOperations` registry key to complete the installation.

Frequently Asked Questions

When installing Lumension Endpoint Management and Security Suite 7.1, users often ask the following questions.

1. What operating systems are supported by Lumension Endpoint Management and Security Suite 7.1?

For a complete list of supported operating systems, refer to the *Lumension Endpoint Management and Security Suite 7.1 Server Installation Guide* (<http://portal.lumension.com>).

2. I cannot remember my login and/or password to the *Lumension Customer Portal* (<http://portal.lumension.com/>). What do I do?

Click the red **Lost your Password** link and follow the instructions. A new password will be sent to you. If you receive a message indicating that the email you entered is not recognized, try using a different email address or contact *Lumension Support* (<http://support.lumension.com>) for assistance.

3. My upgrade or installation appeared to go smoothly, however my replication appears to be taking a long time. How long should this first replication take?

After the initial install or upgrade to Lumension Endpoint Management and Security Suite 7.1 it is not uncommon for the initial replication to take anywhere from 30 minutes to 2 hours to complete, depending upon your network speed and available bandwidth.

4. What should I do if I want to get a separate license to build and test Lumension Endpoint Management and Security Suite before I deploy it throughout my organization.

Contact your Lumension Account Manager for additional details. If necessary, refer to <http://www.lumension.com/contact-us.aspx> for contact details.

5. Who do I contact if I have questions or would like assistance with the installation?

Contact the *Lumension Customer Success Team* (CSTUpgrade@lumension.com).

6. Who do I contact if I have problems with the installation or the installation fails?

Please call the Lumension Support Team, toll-free, at (888) 725-7828, option 2.



Appendix

B

Installation Checklist

In this appendix:

- Checklist for Installing Lumension Endpoint Management and Security Suite 7.1

The following checklist will assist you when installing your Lumension Endpoint Management and Security Suite 7.1 server.

Checklist for Installing Lumension Endpoint Management and Security Suite 7.1

The following checklist identifies the tasks necessary to install Lumension Endpoint Management and Security Suite 7.1 on a new server.

- You have configured your firewall to allow access to all necessary URLs.
Refer to *Firewall Settings* on page 9 for details.
 - You are installing on a supported operating system.
Refer to *Supported Operating Systems* on page 8 for details.
 - You have installed the necessary Windows components for your operating system.
Refer to *Required Windows Components* on page 11 for details.
 - Download the Lumension Endpoint Management and Security Suite (Lumension EMSS) 7.1 installer from the *Lumension Customer Portal* (<https://portal.lumension.com>).
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Log on to the server using an account with full local administrator privileges.

- Warning:** When installing on a Windows 2008 server, the Domain Administrator account **does not** have full Local Administrator rights, even when the Domain Administrator has been added to the Local Administrators group. If you are logged in to the server as the Domain Administrator, you must run the installer as the Local Administrator by using the **Run as** function. (right-click on the Lumension EMSS installer and select **Run as ...**).

Stop or disable any AntiVirus products (such as McAfee, Trend-micro, Symantec, and so on) running on your server.

- Note:** An AntiVirus product can prevent processes from running correctly during the installation. Therefore, to ensure a successful installation, all AntiVirus services must be stopped or disabled prior to running the Lumension EMSS installer.

Start the installation by launching the Lumension EMSS installer.

- Refer to *Performing the Installation* on page 13 for step-by-step instructions.

Log in to Lumension EMSS and complete the *Application Setup Manager* window.

