Avira Exchange Security Upgrade from version 9.x

to version11.x

HowTo





Table of Contents

1. Introduction	3
2. Scheduling	3
2.1 What should be considered before the upgrade?	3
2.2 Keep the existing configuration or not?	4
3. Preparations	5
3.1 Saving the Avira AntiVir Exchange license file	5
3.2 Saving the Avira AntiVir Exchange Configuration	5
1 Procedure	6
T. I I UCCUUI C	····· U
4.1 Uninstall of Avira AntiVir Exchange 9.x	6
4.1 Uninstall of Avira AntiVir Exchange 9.x4.2 Installation of the new Avira Exchange Security 11.x	6
 4.1 Uninstall of Avira AntiVir Exchange 9.x 4.2 Installation of the new Avira Exchange Security 11.x 4.3 Configuration parameters 	6 8 9
 4.1 Uninstall of Avira AntiVir Exchange 9.x 4.2 Installation of the new Avira Exchange Security 11.x 4.3 Configuration parameters 4.4 Optional import of the existing configuration 	6
 4.1 Uninstall of Avira AntiVir Exchange 9.x 4.2 Installation of the new Avira Exchange Security 11.x 4.3 Configuration parameters 4.4 Optional import of the existing configuration 5. Review 	
 4.1 Uninstall of Avira AntiVir Exchange 9.x 4.2 Installation of the new Avira Exchange Security 11.x 4.3 Configuration parameters	
 4.1 Uninstall of Avira AntiVir Exchange 9.x	
 4.1 Uninstall of Avira AntiVir Exchange 9.x 4.2 Installation of the new Avira Exchange Security 11.x 4.3 Configuration parameters 4.4 Optional import of the existing configuration 5.1 Status of the services 5.2 Server Status 5.3 Eicar Test 	

1. Introduction

This document is directed at administrators who might need assistance for the upgrade from Avira AntiVir Exchange Version 9 to Avira Exchange Security Version 11, regarding the MS Exchange 2003 as well as MS Exchange 2007/2010.

The description and the screenshots are based on a Windows Server 2008 x64 with Exchange 2007. The differences to a MS Exchange 2003 Server are indicated. Initially, a few important items about the preparation of the upgrade are provided. The question, if you should keep an existing configuration or not will be covered, too.

Before you begin with the upgrade, you should save the license and the configuration. This is described in the next chapter.

Furthermore, the procedure of the upgrade is described with all important aspects. At the end, a few routines are presented which serve to check the functionality of the Avira Exchange Security 11.

2. Scheduling

2.1 What should be considered before the upgrade?

Before you proceed with an upgrade, you should consider the following items:

• Reboot of the server

Consider that a reboot might be necessary after the upgrade of the server. Please keep it in mind and schedule it accordingly

• Maintenance window

Schedule an adequate maintenance window. The required reboot can last some time. It is also possible during the upgrade that the mail transport is interrupted

• Protection against viruses and malware during the upgrade

During the upgrade you have no protection for a short period of time against viruses and malware for the mail traffic. In case you have a high mail flow on the MS Exchange server, it might be recommendable to deactivate the mail traffic for the time of the upgrade

• Content of the quarantines

The existing quarantine directories are not valid anymore after an upgrade. This means, the existing Emails in the quarantines are not transferred

CAVIRA

2.2 Keep the existing configuration or not?

In general, it is possible to transfer the configuration of AntiVir Exchange Version 9 to Avira Exchange Security Version 11.

But you should consider choosing a new configuration.

Avira Exchange Security Version 11 provides you with preconfigured jobs which are adjusted to the current malware and spam emergence.

Furthermore, several quarantines are used for a better overview. You are provided with current word and address lists and fingerprints, which offer more options for your individual settings of rules and filters.

If you keep an existing configuration of AntiVir Exchange Version 9, you cannot use the preconfigured jobs, quarantines or the current word and address lists or the fin gerprints. You have to do these configurations manually.

The complexity of the existing configuration of AntiVir Exchange Version 9 is a helpful indicator for this decision:

- In case of a simple configuration with only a few individual settings In case the existing configuration is not complex and you have made only a few individual settings, we recommend you to use the preconfigured jobs of the new installation and configure a few things afterwards
- In case of complex configurations with a lot of individual settings In case the configuration is quite complex and you have done a lot of individual settings in order to follow policies, you should keep the existing configuration. All preconfigured settings of AntiVir Exchange 9 are overwritten, but your configuration with all individual settings is kept exactly as it is. You should check, however, if the configuration needs some adaption regarding the current malware and spam emergence

The decision to keep the configuration does not influence the procedure of the upgrade. This description will explain you what to do in each case.

3. Preparations

Please save the license file and the existing configuration in order to use them after - wards, before proceeding with the upgrade.

3.1 Saving the Avira AntiVir Exchange license file

In order to save the license file, copy the file *HBEDV.KEY* into another folder. You can find this file in the subdirectory "License" of the Avira AntiVir Exchange installation directory.

In case of a default installation on an x64 this would be:

C:\Program Files(x86)\Avira\AntiVir Exchange\License



3.2 Saving the Avira AntiVir Exchange Configuration

In order to save the existing configuration, copy the file *ConfigData.xml* into another folder. You find this file in the subdirectory "Config" of the Avira AntiVir Exchange ins - tallation directory.

In case of a default installation on an x64 System this would be:

C:\Program Files(x86)\Avira\AntiVir Exchange\Config





4. Procedure

The procedure of the upgrade is structured into the uninstallation of Avira AntiVir Exchange 9, the installation of Avira Exchange Security Version 11 and the possible import of the existing configuration.

4.1 Uninstall of Avira AntiVir Exchange 9.x

For the uninstall of Avira AntiVir Exchange Version 9 you need to open "Programs and Features" in the "Control Panel". Select "AntiVir Exchange Server 2007" and proceed with the reinstallation by clicking on **Change**.

- Select Control Panel > Programs and Features > AntiVir Exchange Server 2007 and then click on **Change**
- On a MS Exchange Server 2003 the package is called "AntiVir Exchange Server 2000/2003"



<u>.</u>	ontrol	Panel\	All Cont	rol Panel	Items\Progran	ns and Features					_ 8 ×
G		- 🔟 -	- Contro	I Panel 👻 A	ll Control Panel Ite	ems 👻 Programs and Featur	es	🔻 🛃 🛛 Search P	rograms ar	nd Features	<u> </u>
File	Edit	View	Tools	Help							
	Control	Panel H	ome		Uninstall	or change a program					
ŵ	View ins	talled u	pdates		To uninsta	II a program, select it from t	ne list and the	en click Uninstall, Change,	or Repair.		
6	Iurn Wi Install a	progra	reatures m from ti	on or off he network	Organize 🔻	Change					= - 0
					Name 🔺		-	Publisher	 	Install 👻	Size 🗸
					Adobe Read	der X (10.1.3)		Adobe Systems Incorpor	ated 2	31.05.2012	173 MB
					🔀 Avira AntiVi	r Exchange	channe	vira GmbH	1	08.04.2013	
					📿 Avira Manag	gement Console Agent	Change	rira Operations GmbH 8	۱ Ko	09.01.2012	
					📿 Avira Securi	ity Management Center From	ntend	Avira GmbH		26.09.2011	
					\land Avira Securi	ity Management Center Serv	/er	Avira GmbH		26.09.2011	
					📿 Avira Serve	r Security		Avira		13.02.2013	127 MB
					Debugging 1	Tools for Windows (x64)		Microsoft Corporation		21.10.2009	35,9 MB
					Debugging 1	Tools for Windows (x86)		Microsoft Corporation	:	25.06.2012	39,9 MB
					Microsoft .N	IET Framework 4 Client Profi	e	Microsoft Corporation		04.05.2011	38,8 MB
					Microsoft .N	IET Framework 4 Client Profi	e DEU La	Microsoft Corporation		04.05.2011	2,93 MB
					Microsoft .N	IET Framework 4 Extended		Microsoft Corporation		04.05.2011	51,9 MB
					Microsoft .N	IET Framework 4 Extended D	EU Langu	Microsoft Corporation		04.05.2011	10,6 MB
					🔀 Microsoft Ex	kchange Server 2007		Microsoft Corporation		06.05.2011	
					Microsoft O	ffice File Validation Add-In		Microsoft Corporation		31.10.2011	7,95 MB
					B Microsoft O	ffice Language Pack 2007 - E	English	Microsoft Corporation		28.10.2011	
					🔡 Microsoft O	ffice Professional Plus 2007		Microsoft Corporation		28.10.2011	
					🥪 Microsoft Si	lverlight		Microsoft Corporation		08.04.2013	50,6 MB
					Microsoft Vi	sual C++ 2005 Redistributat	ble	Microsoft Corporation		18.07.2011	300 КВ 🚬
					•						•
						Avira GmbH Product version	1: 9.2.2072.0	Support	link: http:/	//www.avira.o	:om/
						nepini	. supported	with com			
R :	itart		Σ	ia 👰				DE	🛛 🔤 🍂	s 🔼 🏱 🕯	11:09 📃

In one of the following dialogs that is called "Program Maintenance", you should select the radio button at "Remove" and then click on **Next**.

🖗 Avira AntiVir Exchange - InstallShield Wizard 🛛 🛛 🔀					
Program Main Modify, repair,	tenance or remove the program.	AntiVir [®]			
C Modify	Change which program features are installe Custom Selection dialog in which you can ch installed.	d. This option displays the lange the way features are			
C Repair	Repair installation errors in the program. Th corrupt files, shortcuts, and registry entries	iis option fixes missing or 5.			
• Remove	Remove Avira AntiVir Exchange from your o	computer.			
InstallShield	< Back	Next > Cancel			

An information dialog will will be displayed next, indicating that a reboot is necessary. Confirm this by clicking on **OK**.



At the end of the uninstall, this information message will appear, which informs you that the InstallShield Wizard is finished.

🙀 Avira AntiVir Exchange - In	stallShield Wizard	×
	InstallShield Wizard Completed	
	The InstallShield Wizard has successfully uninstalled Avira AntiVir Exchange. Click Finish to exit the wizard.	
www.avira.com	Delete all user and registry data	
AntiVir [®]		
	< Back Finish Cancel	

Now reboot your system in order to complete the uninstall.

4.2 Installation of the new Avira Exchange Security 11.x

After the reboot, you can begin the setup of Avira Exchange Security Version 11. The latest installation package can be downloaded from our website.

Execute the installation package that is suitable for your system, i.e. Avira Exchange Security 2000/2003 for 32-bit-systems, or Avira Exchange Security 2007/2010 for 64-bit-systems.

In case Microsoft Visual C++ 2010 Redistributable Package (x64) is not yet installed on the server, it will be done by the setup. On a x64 system, the x86 package as well as the x64 package are installed.

Avira Exchange Security - InstallShield Wizard
Avira Exchange Security requires the following items to be installed on your computer. Click Install to begin installing these requirements.
Status Requirement
Pending Microsoft Visual C++ 2010 Redistributable Package (x64)
Install 🝗 Cancel

Proceed with the installation. The installation of Avira Exchange Security will cancel without the Redistributable package. The installation parameters will be queried after the redistributable packages have been installed.

AVIRA

4.3 Configuration parameters

First, the configuration options need adjustments. It is important that the option "Create local configuration" is selected.

Avira Exchange Security - InstallShield Wizard Configuration Options Settings for the Avira Exchange Security configuration file.	× AVIRA
Please select the configuration:	
Create local configuration C Use existing configuration	
$\ensuremath{\mathbb{C}}$ Specify path to configuration manually	
C: \Program Files (x86) \Avira \Avira Exchange Security \Con	fig\ConfigData.xml
InstallShield	
< Back Next :	Cancel

• E-Mail address of the Exchange administrator

In the next dialog, you can enter the Email address of the Exchange administrator. Enter here the Email address of the account, which should receive the status reports and error notifications from Avira Exchange Security

🛱 Avira Exchange Security - InstallSh	ield Wizard		×
E-mail address configuration			2 AVIDA
Specify the Avira Exchange Security adr	ninistrator e-mail a	ddress	~AVIKA
Avira Exchange Security administrator	e-mail address:		
Administrator@mycompany.local			
The administrator e-mail address is req notifications. You can change the Admi Configuration / Avira Exchange Securit the manual or online help.	uired for Avira Exc nistrator's e-mail a y Server. For furt	hange Security s ddress later unde her information pl	ystem r Basic ease refer to
InstallShield	(Daula	Nexts	1
	< Back	Next >	Cancel

• Using a Proxy Server

In case you use a proxy server, you can enter it into this dialog. This setting can be changed in the AntiVir Management Console at any time



Rvira Exchange Secu Proxy Settings	rity - InstallS	hield Wizard		×
Enter your proxy serve	r information			«AVIRA
Proxy settings are used Security antivirus and a convenience or configu	d for the built-in intispam engine re them in the a	pattern update s. You can ente administration c	functionality of the proxy setting on sole later.	ne Avira Exchange gs here for your
Enable Proxy Se	rver			
Proxy address:				
Port:	8080			
Username:				
Password:				
InstallShield				
		< Back	Next >	Cancel

• Selecting the license file

The next dialog regards the licensing. Here you can select the saved license file (*HBEDV.KEY*). The file is integrated automatically into the system. Activate the option "Use license file" and select the saved *HBEDV.KEY* via the browse dialog



Actual Installation

In the following a summary of the settings is shown. Confirm these settings and begin the setup procedure by clicking on **Install**

🚼 Avira Exchange Security - InstallSh	ield Wizard		×		
Ready to Install the Program					
The wizard is ready to begin installation		6	CAVIRA		
Click Install to begin the installation.	Click Install to begin the installation.				
If you want to review or change any of exit the wizard.	If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.				
ATTENTION: In certain cases, a Windows restart may be required after installation. Avia Exchange Security system verification involve an Eicar Test Virus. Please ensure that the real-time or on-access scanning functions of eventually installed virus scanners are disabled for the directory "C: \Program Files (x86)\Avira \Avira Exchange Security\AviraData\".					
Selected components: Avira Exchange Security Server Components Information Store Grabber Mall Transport Grabber					
InstallShield					
	< Back	Install	Cancel		





After the procedure has completed, you can immediately start the Avira Exchange Security Management Console and read the readme file which provides further information.

4.4 Optional import of the existing configuration

After the installation has been executed as shown above, Avira AntiVir will be active and an AntiVir job as well as an AntiSpam job are enabled. You can now configure individual settings via the Avira Exchange Security Management Console.

In case you have decided to import the existing configuration of the Avira AntiVir Exchange Version 9, consider that the preconfigured jobs are overwritten.

Proceed as follows:

• Close the Avira Exchange Security Management Console if it has started

Copy the saved *ConfigData.xml* back to the "Config" directory of the Avira AntiVir Exchange installation directory. In a default installation it is:

C:\Program Files(x86)\Avira\Avira Exchange\Config

You can overwrite the existing ConfigData.xml or rename it

• Once the "ConfigData.xml" has been copied, open the Avira Exchange Management Console from the start menu:

Start > All Programs > Avira > Avira Exchange > Avira Exchange Security Management Console

• When you open the Avira Exchange Security Management Console, an information window will appear, indicating that the found configuration is outdated and that it will be converted. Confirm this with **OK**



 After the conversion the console is opened automatically with the previous settings. But before you save those, you have to check the value "Avira AV Interface" for each configured Avira Scan Engine



Open the menu *Utility settings > Avira Scan Engine* in the Avira Exchange Security Management Console.

📿 Avira Exchange Security				_ 8 ×
File Action View Help				
🗢 🔿 🙋 🙆 😫 💋				
📿 Avira Exchange Security	Name	Enabled	Last Modification Date	Details
■ Basic Configuration ● ⊕ ● ⊕ ■ Avira Server ● ⊕ ■ Polders ● ⊕ ● ↓ ● ↓ ● ↓ ● ↓ ● ↓ ● ↓ ● ↓ ● ↓ ● ↓ ● ↓ ● ↓ ● ↓ ● <t< td=""><td>Avira Scan Engine</td><td>Yes</td><td>30.07.2012 10:00:00</td><td>Mails that</td></t<>	Avira Scan Engine	Yes	30.07.2012 10:00:00	Mails that
<i>b</i>	3			
🖉 Start 📔 🚠 🛛 🙀		ĺ	DE 🔤 🌜 🔁 🗎	13:04 📃

• Check all listed Avira Scan Engines if the following value of the "Avira AV Interface" at the "General" tab has been entered:

savapi\tk_savapi.dll

🔨 Avira Sca	n Engine	
Na <u>m</u> e:	Avira Scan Engine	
Enabled:	⊙ Yes C №	0
<u>Avira AV Interface:</u>	savapi\tk_savapi.dll	
<u>P</u> arameter:	/decomp	
Different clean parameter		
Cl <u>e</u> an parameter:		
<u>T</u> imeout:	900 Seconds	
☐ <u>W</u> rite detailed log	data	
Concurrent calls:	Allow multiple concurrent ca	ılls

AVIRA

• Finally, it is important that you save the configuration. Otherwise the import and the changes do not become active. Click on the small floppy symbol in the task bar above

Avira Exchange Security					
File Action View Help					
🗢 🔿 🗟 🛛 🖬 🛼					
Avira Exchange Security (*)	Name				
🛨 🖏 Basic Configuration	Basic Configuration				
Policy Configuration Output Description Descripti Descripti Descri	B Policy Configuration				
🛨 🔍 Avira Monitor	Q Avira Monitor				

Now the previous configuration will be imported.

5. Review

Just to be on the safe side, we recommend that you review the basic functions of the Avira AntiVir Exchange after the upgrade. The services should be active; the server status should not have any errors. You should proceed with an Eicar test and the updates should work.

5.1 Status of the services

Verify within "Services", by selecting the "Administrative Tools" of Windows if both Avira Exchange services have indeed started:

🖏 Services				_			
File Action View Help							
🔅 Services (Local)	Name 🔺	Description	Status	Startup Type	I 🔺		
	Active Directory Domain Services	AD DS Dom	Started	Automatic	L		
	Active Directory Web Services	This servic	Started	Automatic			
	Adobe Acrobat Update Service	Adobe Acr	Started	Automatic	l		
	Application Experience	Processes	Started	Manual	L.		
	Application Host Helper Service	Provides a	Started	Automatic	l		
	Application Identity	Determines		Manual	1		
	Application Information	Facilitates	Started	Manual	l		
	Application Layer Gateway Serv	Provides s	Started	Manual	L I		
	Application Management	Processes i	Started	Manual	l		
	ASP.NET-Zustandsdienst	Stellt die U		Manual	1		
	Avira Exchange Security	Provides E	Started	Manual	L		
	🔍 Avira Exchange Security Control	Controls A	Started	Automatic	L.		
	🔍 Avira Internet Update Manager	The Avira I	Started	Automatic	l		
	🔍 Avira Management Console Agent	The Agent	Started	Automatic	L.		
	Avira Security Management Ce	The Event	Started	Automatic	l		
	Avira Security Management Ce	The Securit	Started	Automatic			
	Avira Server Real-Time Protection	Offers per	Started	Automatic	ا ◄ ا		
	<u>ا</u>				▶		
	Extended Standard						





- Avira Exchange Security
- Avira Exchange Security Control

5.2 Server Status

We also recommend to verify the server status. Here you can see the information about the installed version, if the configuration is loaded and if and how long the license is valid.



You find the Server status in the Avira Exchange Security Management Console: Avira Monitor > [Server Name] > Server Status



5.3 Eicar Test

By selecting the tab "Scan engine Test" after clicking on "Server Status", you can perform a virustest. The so called "Eicar" test virus will be downloaded for this purpose and made available for the scan engine, which should detect it. The Eicar virus is completely harmless, but is being used globally to test the functionality of Anti Virus Software (more info at www.eicar.org). In order to execute the test, please select "Scan Engine Test" from the drop-down menu and then click on **Start**.



The result is shown after a short time in the dialog and should contain a green "OK".

perties	× Properties
eneral Scan Engine Test Information Store Scan	General Scan Engine Test Information Store Scan
Scan Engine Test Start	Scan Engine Test
Avira Scan Engine	Avira Scan Engine Back to top
Success. Engine: 8.2.12.24 Pattern: 7.11.71.24 Last update: Mon, 08 Apr 2013 13:03:18	Using EICAR test virus pattern Scan report: SAVAPI3 interface [Jul 9 2012] (dll version: 15.0.0.5287.n/32)
Avira Spam Engine OK	Savapi version: 1.4.0
Success. Engine: 12.0.4.0 Last update: Mon, 08 Apr 2013 13:00:40	AVE version: 8.2.12.24 VDF version: 7.11.71.24 (20130408) Savapi expire date: 20160131 Savapi vdf sigcount: 4374544
For any questions regarding the EICAR test virus pattern please visit <u>www.eicar.org</u> . For any questions regarding the GTUBE test spam pattern please visit <u>spamassassin.apache.org/qtube</u> .	Viral code found during object processing File info: name <c:\program (x86)\avira\avira="" exchange<br="" files="">Security\AviraData\Temp\VSC_EICARTEST1com> Malware info: name <eicar-test-signature> Malware info: type <virus></virus></eicar-test-signature></c:\program>
Avira Scan Engine Back to top	Sionature virus>
<u>OK</u> <u>Cancel</u> Apply	QKApply





Note

Should the test fail, please check if an exception has been applied for the corresponding directory.

5.4 Update

At the end, it is also important to check if the update mechanism is working. Please perform a manual update for this purpose. This is possible within the same dialog as with the Eicar test.

Instead of the "Scan Engine Test" you simply select the option "Scan Engines/Antispam Update" within the same drop-down menu. Then click on **Start** and the update will be executed.

Properties	X Properties X
Properties General Scan Engine Test Information Store Scan Scan Engines/Antispam Update Click the Start Button to run the test/update	X Properties X General Scan Engine Test Information Store Scan Scan Engines/Antispam Update Scan Engine 8.2.12.24 Last update. Engine: 8.2.12.24 Last update. Nothing to update. Engine: 8.2.12.24 Last update. Scan Engine: 8.2.12.24 Last update. Scan Engine: 8.2.12.24 Last update. Scan Engine: 8.2.12.24 Scan Engine: 8.2.12 Scan Eng
	Avira Spam Engine OK Nothing to update. Engine: 12.0.4.0 Last update: Mon, 08 Apr 2013 13:00:40 Avira Scan Engine Back to top
Y	Starting command: Download (08.04.2013 13:19:12,45) Source: "http://professional.avira- update.com/update/,http://professional.avira- update.net/update/"
OK Cancel Apply	<u>DK</u> <u>Cancel</u> <u>Apply</u>

The results will be shown after a short time. You should only see a green "OK".

This manual was created with great care. However, errors in design and contents cannot be excluded. The reproduction of this publication or parts thereof in any form is prohibited without previous written consent from Avira Operations GmbH & Co. KG.

Issued Q2-2013

Brand and product names are trademarks or registered trademarks of their respective owners. Protected trademarks are not marked as such in this manual. However, this does not mean that they may be used freely.



live *free*."

 $\ensuremath{\textcircled{C}}$ 2013 Avira Operations GmbH & Co. KG. All rights reserved. Errors and omissions excepted.

Avira Operations GmbH & Co. KG Kaplaneiweg 1 88069 Tettnang Germany Telephone +49 7542-500 0 Facsimile +49 7542-500 3000 www.avira.com