

Avira Exchange Security

Upgrade from version 9.x
to version 11.x

HowTo

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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

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 fingerprints. 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

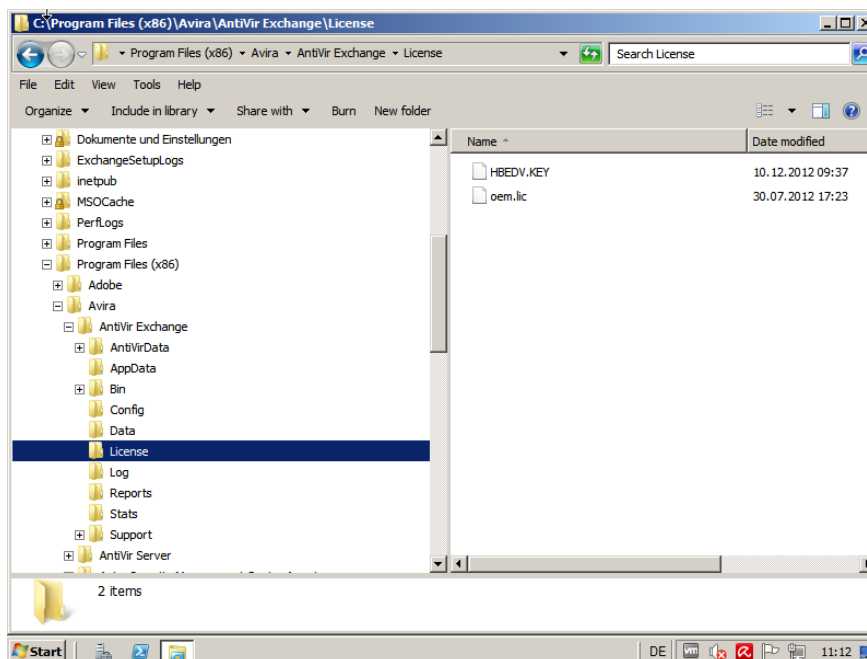
Please save the license file and the existing configuration in order to use them afterwards, before proceeding with the upgrade.

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

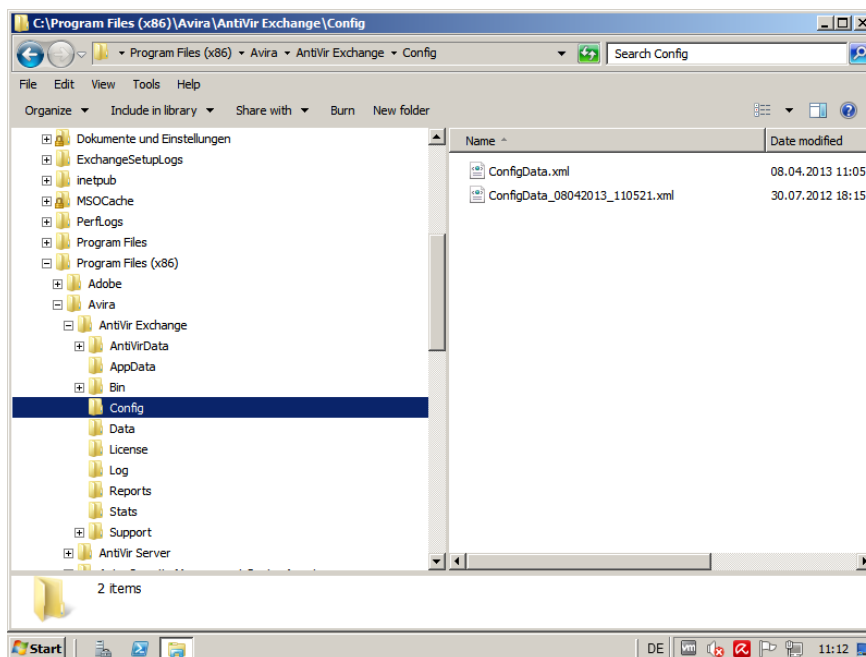


3.2 Saving the Avira AntiVir Exchange Configuration

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 installation directory.

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

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



Other *ConfigData_XXXXXXXX_XXXXXX.xml* can be found in this directory. These are automatically generated backup copies. They do not need to be saved.

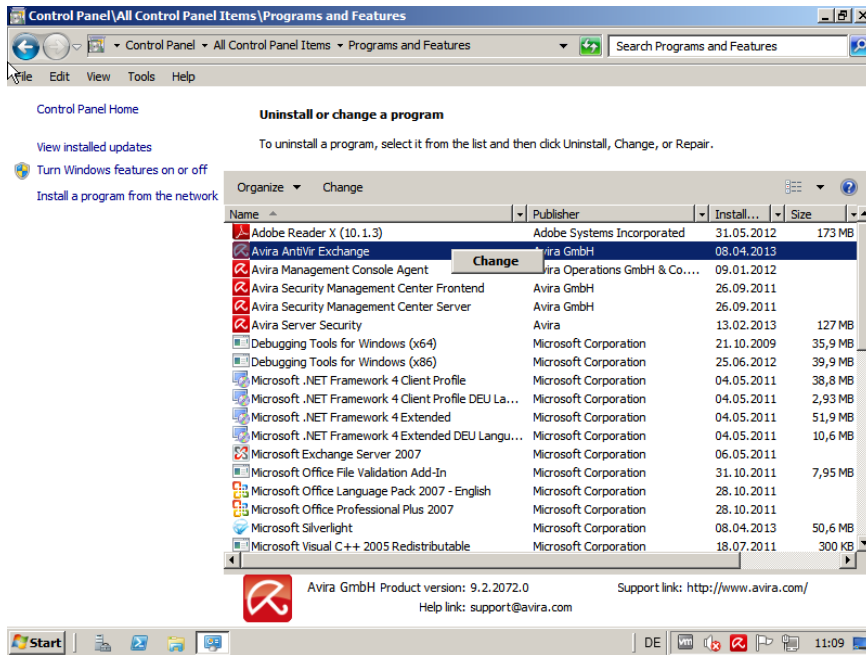
4. Procedure

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**.

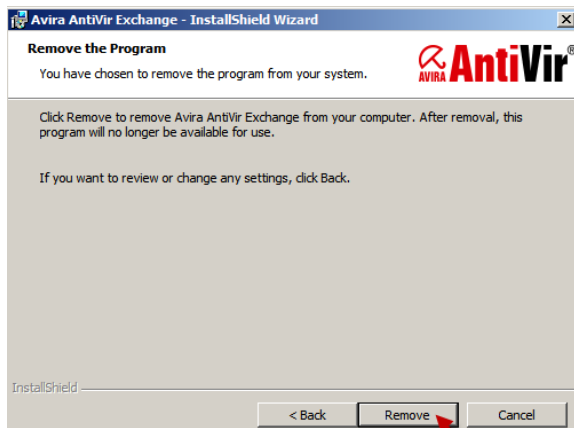
- Select *Control Panel > Programs and Features > AntiVir Exchange Server 2007* and then click on **Change**
- On a MS Exchange Server 2003 the package is called „AntiVir Exchange Server 2000/2003“



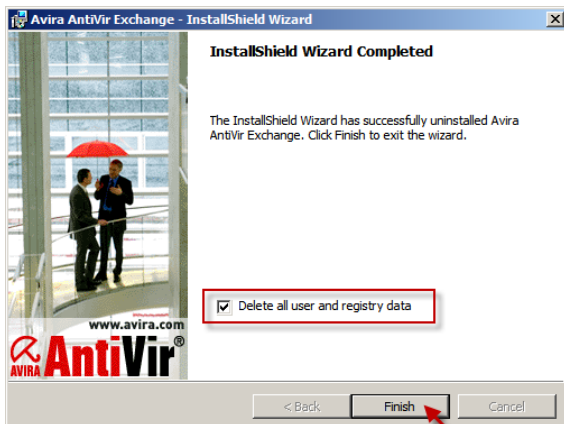
In one of the following dialogs that is called „Program Maintenance“, you should select the radio button at „Remove“ and then click on **Next**.



An information dialog 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.



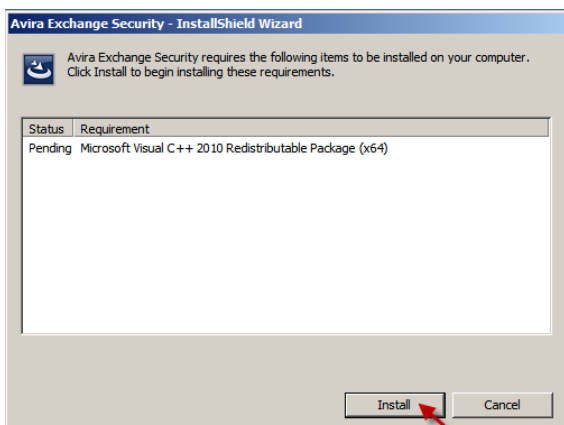
Now reboot your system in order to complete the uninstall.

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.

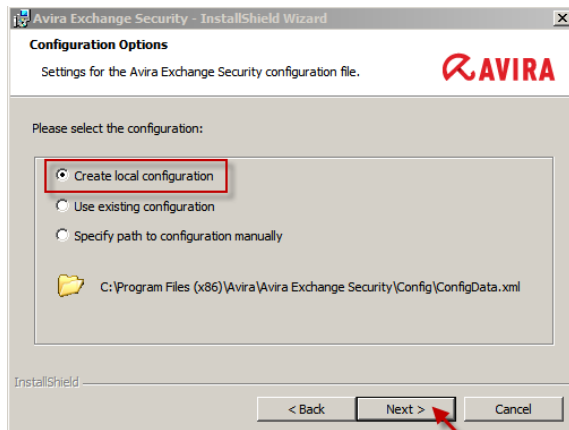
In case Microsoft Visual C++ 2010 Redistributable Package (x64) is not yet installed on the server, it will be done by the setup. On a x64 system, the x86 package as well as the x64 package are installed.



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.

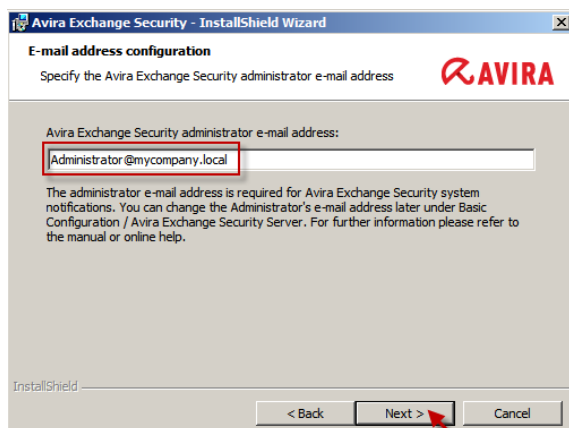
4.3 Configuration parameters

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



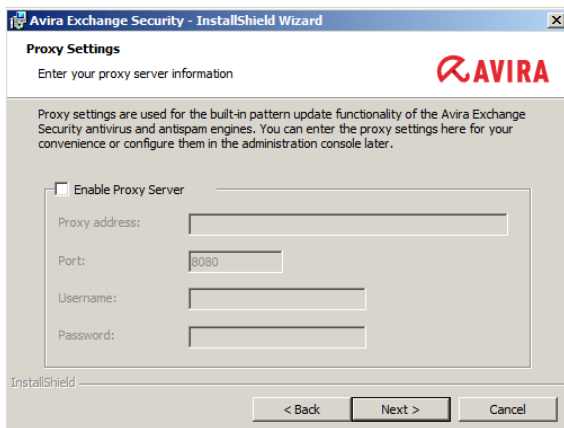
- **E-Mail address of the Exchange administrator**

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



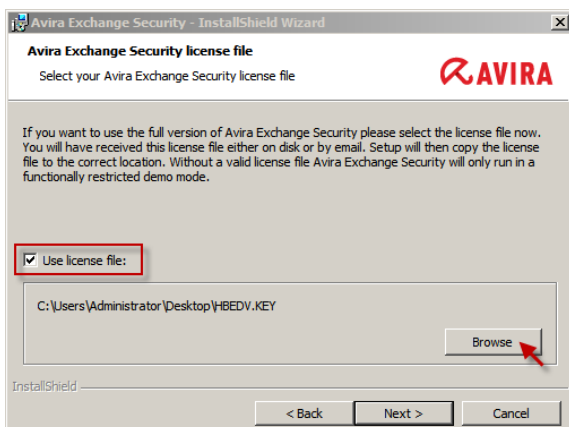
- **Using a Proxy Server**

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



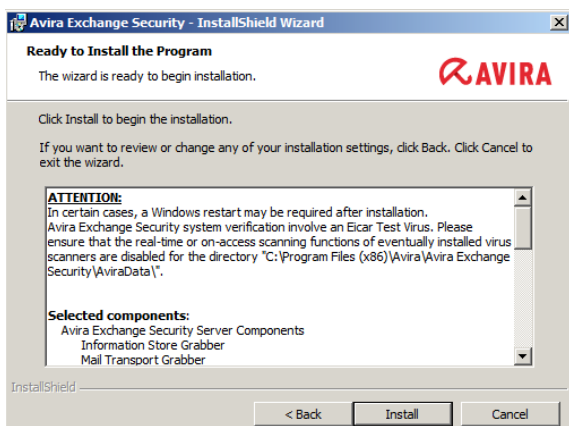
- **Selecting the license file**

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**



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:

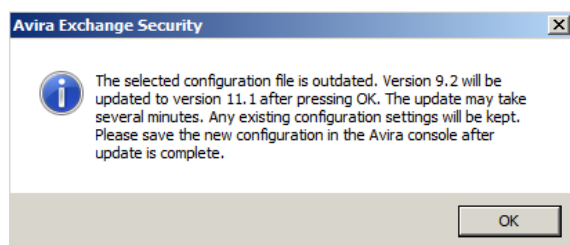
C:\Program Files(x86)\Avira\Avira Exchange\Config

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:

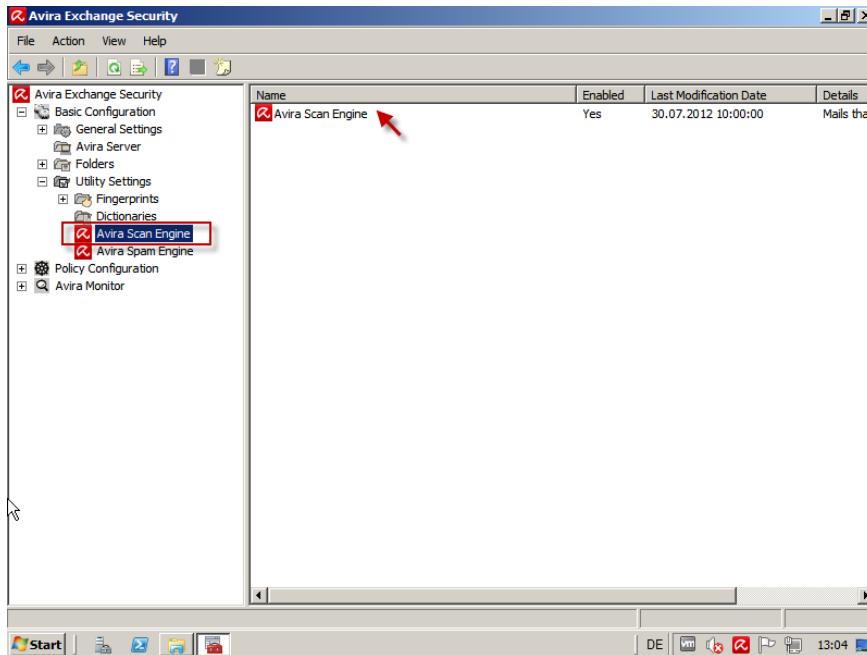
Start > All Programs > Avira > Avira Exchange > Avira Exchange Security Management Console

- 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**



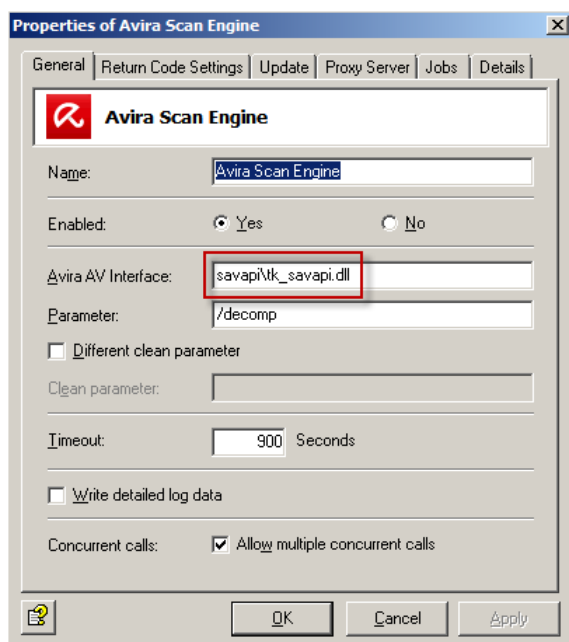
- After the conversion the console is opened automatically with the previous settings. But before you save those, you have to check the value “Avira AV Interface” for each configured Avira Scan Engine

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

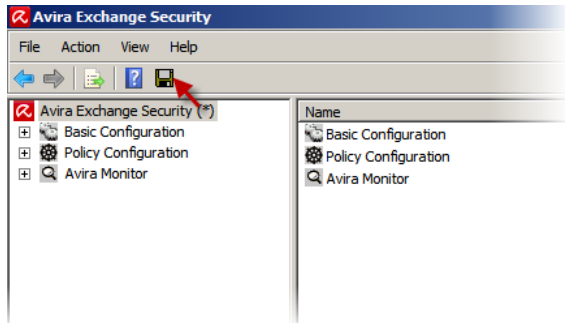


- Check all listed Avira Scan Engines if the following value of the “Avira AV Interface” at the “General” tab has been entered:

savapi\tk_savapi.dll



- 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



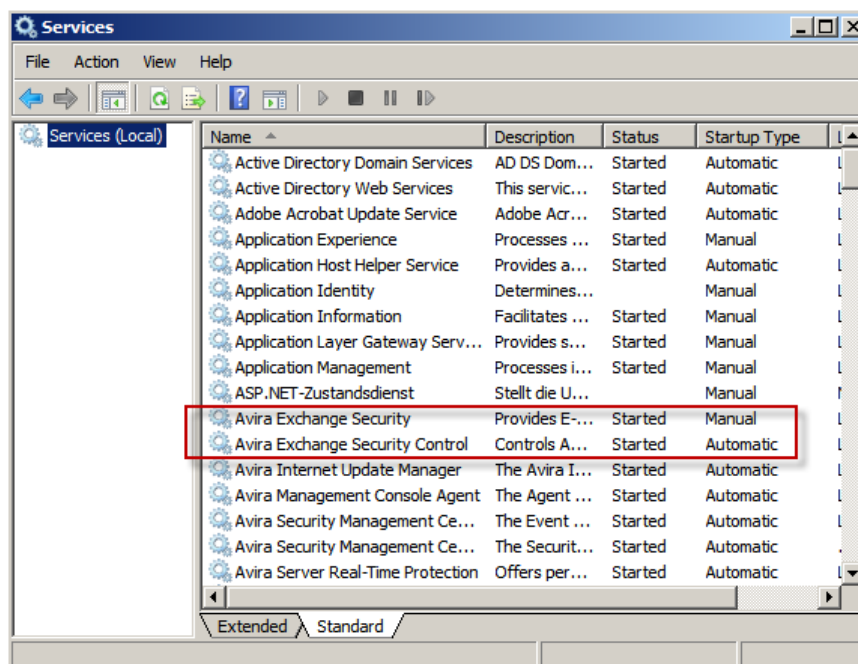
Now the previous configuration will be imported.

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

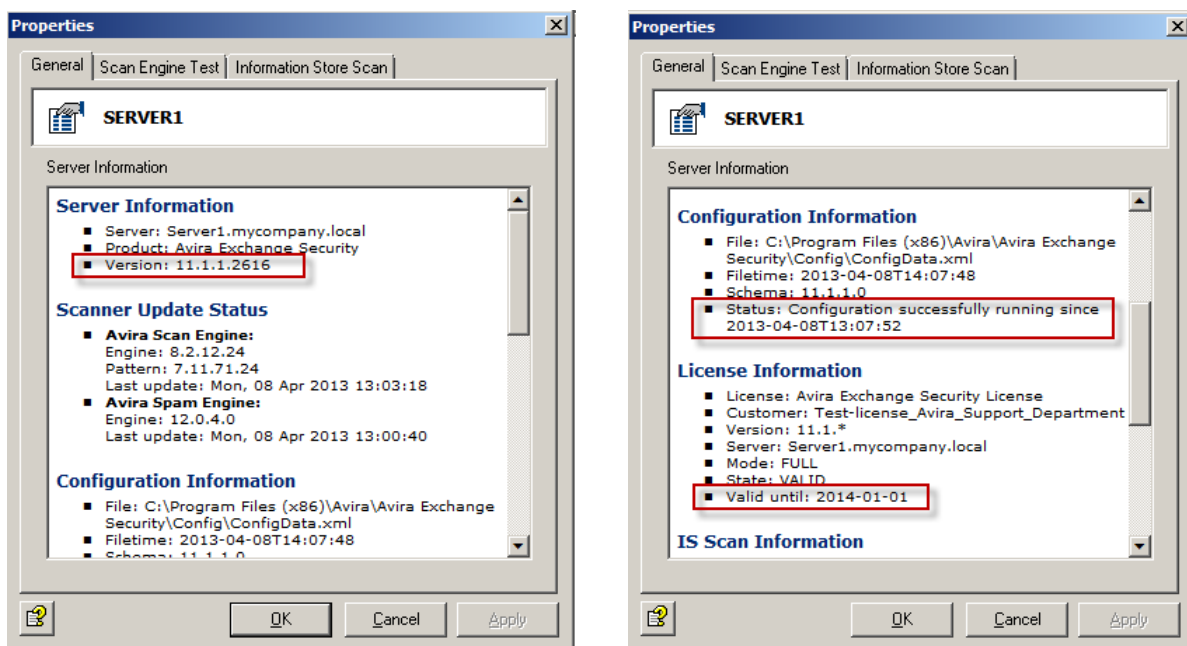
Verify within “Services”, by selecting the „Administrative Tools“ of Windows if both Avira Exchange services have indeed started:



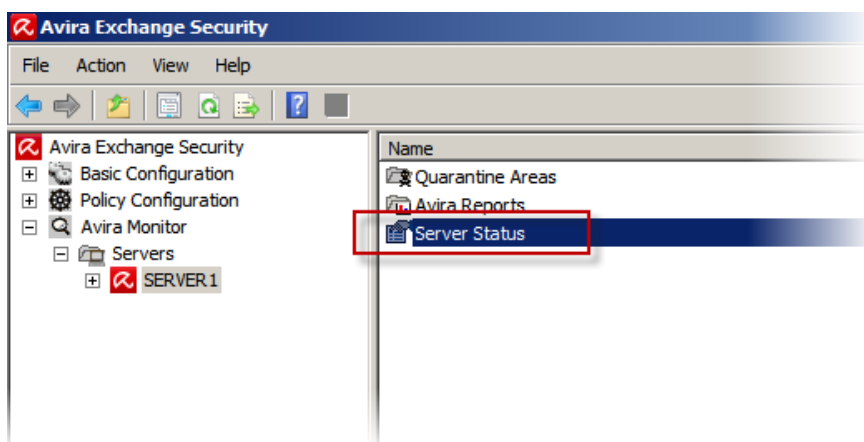
- Avira Exchange Security
- Avira Exchange Security Control

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.

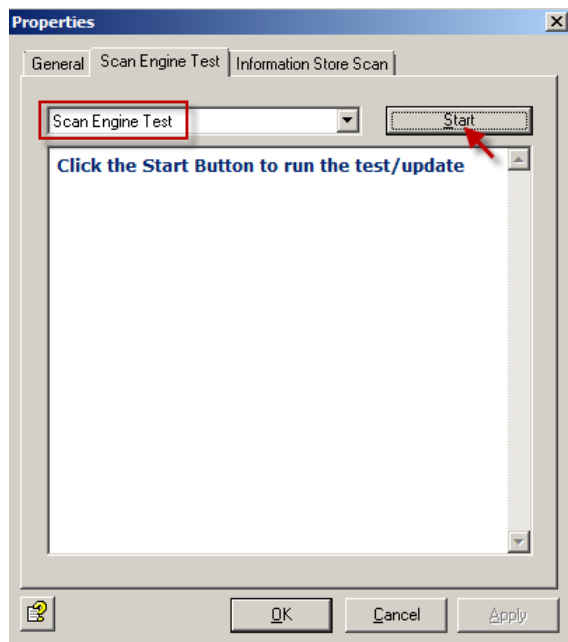


You find the Server status in the Avira Exchange Security Management Console:
Avira Monitor > [Server Name] > Server Status

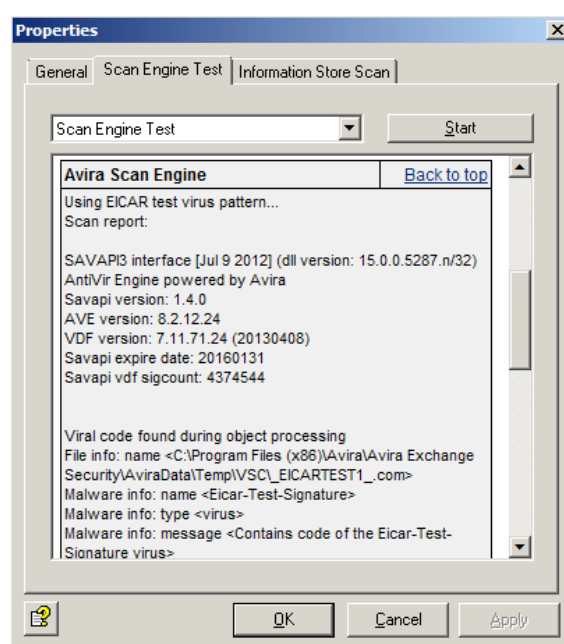
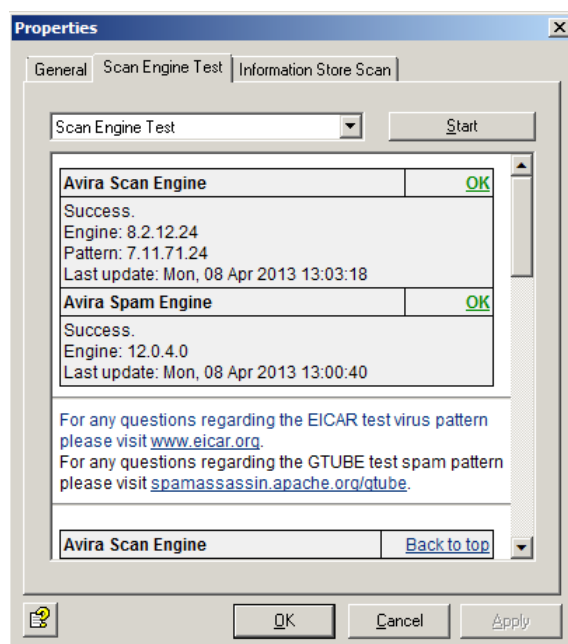


5.3 Eicar Test

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”.



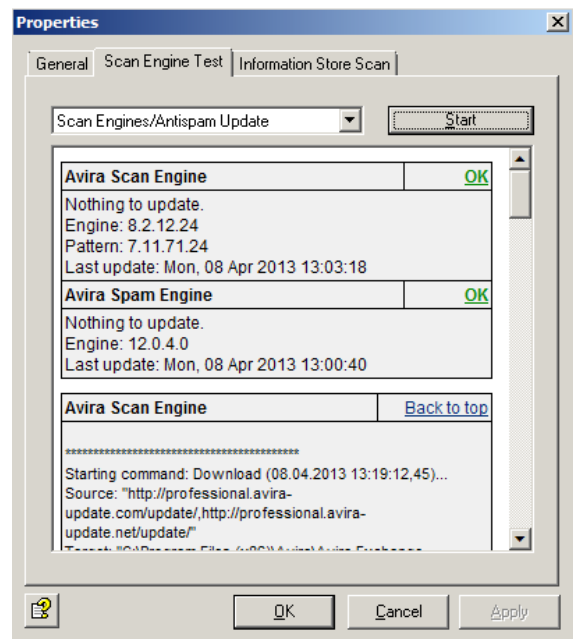
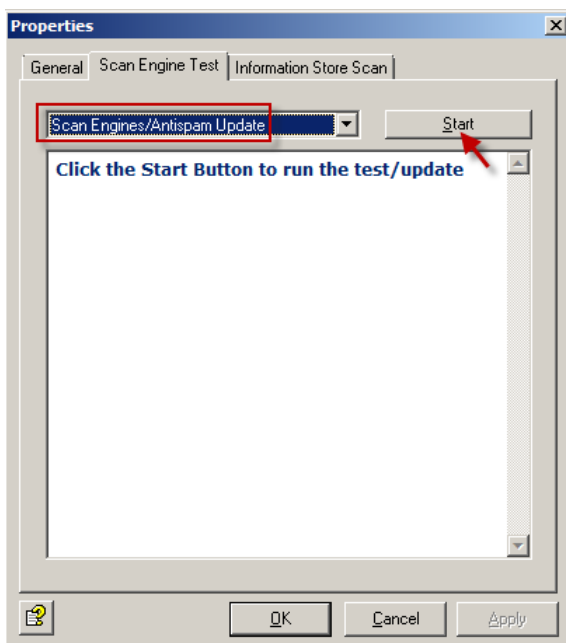
Note

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.



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

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