



InterScan™ Web Security Appliance 2500^{3.1}

Upgrade Guide



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<http://www.trendmicro.com/download/documentation/>

NOTE: A license to the Trend Micro Software usually includes the right to product updates, pattern file updates, and basic technical support for one (1) year from the date of purchase only. Maintenance must be renewed on an annual basis at Trend Micro's then-current Maintenance fees.

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The Upgrade Guide for InterScan Web Security Appliance is intended to help users upgrade to the latest version of the product. You should read through it prior to upgrading the appliance.

Detailed information about how to use specific features is available in the online help file and online Knowledge Base at the Trend Micro Web site.

To contact Trend Micro Support, please see Technical Support on page vii of this document.

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www.trendmicro.com/download/documentation/rating.asp

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Preface

Welcome to the *Trend Micro™ InterScan™ Web Security Appliance Upgrade Guide*. This guide describes how to upgrade from IWSA 2500 2.5 Service Pack 1 to IWSA 2500 3.1.

InterScan™ Web Security Appliance Documentation

The InterScan™ Web Security Appliance (IWSA) documentation consists of the following:

- Online Help—Web-based documentation accessible from the Web console that contains explanations about the product's components and features.
- Upgrade Guide (UG)—PDF document accessible from the IWSA CD or downloadable from the Trend Micro Web site.
- Quick Start Guide (QSG)—PDF document accessible from the IWSA CD or downloadable from the Trend Micro Web site.

The QSG contains instructions on deploying IWSA, a task that includes planning, testing, and preconfiguration.

- Administrator's Guide (AG)—PDF document accessible from the IWSA CD or downloadable from the Trend Micro Web site.

The AG contains explanation of the IWSA architecture and instructions on how to configure and administer IWSA using the applicable management tools.

Tip: Trend Micro recommends checking the following IWSA links for updates to the IWSA documentation and program file:

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

<http://www.trendmicro.com/en/products/gateway/iwsa/evaluate/overview.htm>

Audience

The IWSA documentation assumes a basic knowledge of security systems, including the following:

- Antivirus and content security protection
- Network concepts (such as IP address, netmask, topology, LAN settings)
- Various network topologies
- Network devices and their administration
- Network configuration (such as the use of VLAN, SNMP)

Technical Support

There are several ways to obtain technical support.

- The Trend Micro Knowledge Base, maintained at the Trend Micro Web site, has the most up-to-date answers to product questions. You can also use the Knowledge Base to submit a question if you cannot find the answer in the product documentation. Access the Knowledge Base at:

<http://esupport.trendmicro.com>

- If you are not able to find an answer in the documentation or the Knowledge Base, you can email your question to Trend Micro technical support.

support@support.trendmicro.com

- For a list of the worldwide support offices, go to:

<http://kb.trendmicro.com/solutions/includes2/ContactTechSupport.asp>

In the United States, you can reach Trend Micro representatives via phone or fax:

Toll free: +1 (800) 228-5651 (sales)

Voice: +1 (408) 257-1500 (main)

Fax: +1 (408) 257-2003

To speed up the resolution of your product issue, provide the following information when you send an email or call Trend Micro:

- Program version and number (Click **About** on the main console's footer menu to learn about the program version and build number.)
- Serial number
- Exact text of the error message, if any
- Steps to reproduce the issue

Upgrading InterScan™ Web Security Appliance

The upgrade process is done from the InterScan™ Web Security Appliance (IWSA) Web console. But before you upgrade, list all your current network settings to ensure that you can restore the settings at any time.

This chapter describes the following:

- *Requirements*
- *Changing the Database Password*
- *Migrating from IWSA 2.5 SP1 to IWSA 3.1*

Requirements

The following are the IWSA software requirements:

- Web browser: Internet Explorer (version 6.0 or 7.0) or Mozilla Firefox (version 1.5 or 2.0)
- OS update: `iwsa31_en_US.tar.gz`
- Patch update: `iwsa2500_25sp1_to_31_en_patch.tgz`

The OS update and patch update files are located at the following site:

<http://www.trendmicro.com/download/product.asp?productid=70>

Changing the Database Password

The default password for the PostgreSQL database is "trend". This password is stored in the `intscan.ini` file and cannot be changed. If you desire to change this password, you must do so in IWSA 2.5 SP1—before migrating to IWSA 3.1.

To change the PostgreSQL password:

1. From IWSA 2.5 SP1, click **Administration > IWSS Configuration > Database**.
2. Complete the **Password** field and then click **Save**.

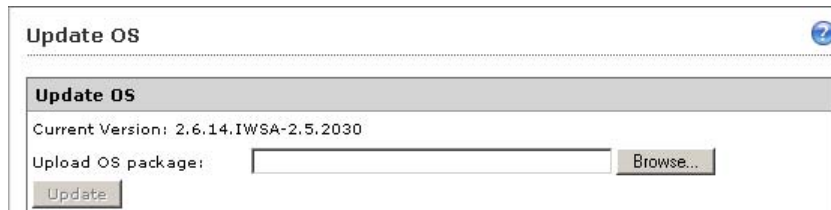
IWSA updates the database password in the `intscan.ini` file. This new password will be transferred to IWSA 3.1 during migration.

Migrating from IWSA 2.5 SP1 to IWSA 3.1

The IWSA 3.1 upgrade process only supports migration from IWSA 2.5 Service Pack 1. If you have a prior version of IWSA, upgrade first to IWSA 2.5 Service Pack 1 and then migrate to IWSA 3.1.

To migrate to IWSA 3.1:

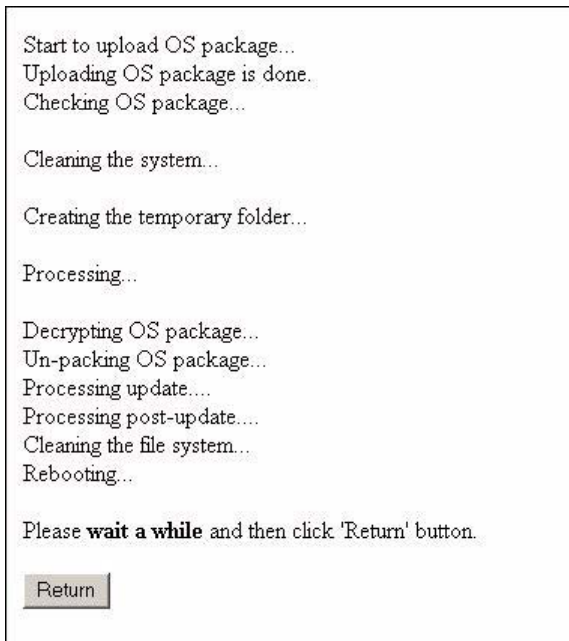
1. Open the Web console.
Execute: `http://<mgmt IP>:1812`
2. Click **Administration > Update OS**.



The screenshot shows a web interface window titled "Update OS" with a help icon in the top right corner. Below the title bar is a header section with the text "Update OS". Underneath, it displays "Current Version: 2.6.14.IWSA-2.5.2030". There is a text input field labeled "Upload OS package:" followed by a "Browse..." button. Below the input field is an "Update" button.

Update OS Window

3. Type the location and file name of the OS package or click **Browse** to locate the file.
The file name is `iwsa31_en_US.tar.gz`.
4. Click **Update**.
5. After the update is complete, wait for the appliance to automatically reboot.
A window opens, showing the progress of the update.



Progress Window

6. When the progress shows that the appliance has rebooted, click **Return** to reconnect to the IWSA server.
7. To verify that the update was successful, open the Web console and click **Administration > Update OS**.

The current version should be 2.6.14.IWSA-3.1.1018.

8. Click **Administration > System Patch**.

9. Type the location and file name of the patch file or click **Browse** to locate the file.
The file name is `iwsa2500_25sp1_to_31_en_patch.tgz`.
10. Click **Upload**.

System Patch Installation Window

11. After the upload completes, click **Install** on the System Patch Installation page to launch the migration.
The migration usually takes between five and ten minutes to complete.
12. After the migration completes, click **Refresh** to view the IWSA login page.
13. To verify that the update was successful, click **Summary > Scanning**.
The current version of IWSA should be `3.1_Build_linux_1101`.

Note: After migration, the Security Risk report on the Summary page will not show any values until activity occurs. This is because IWSA 3.1 calculates the data for this report differently than in previous releases.

Performing a Rollback

You can roll back to a previous version of InterScan™ Web Security Appliance (IWSA) using the Web console. The rollback procedure is the same as the upgrade procedure, except to roll back, you must have the image file of the previous IWSA version.

To roll back to the previous IWSA version:

1. From the Web console, uninstall the appliance firmware of IWSA 3.1 by clicking **Administration > System Patch**.



System Patch		
Install a New Patch		
Select a patch to install:	<input type="text"/>	<input type="button" value="Browse..."/> <input type="button" value="Upload"/>
Installed Patches		
Patch Number	Patch Information	Installed on
2.5sp1-3.1-1078 Uninstall	IWSA 2500 2.5 sp1 migrates to 3.1	06/21/2007 04:54:59
ServicePack1	IWSA 2500 Service Pack 1	06/21/2007 04:46:13

System Patch Screen

2. Select the application firmware from which IWSA 2.5 Service Pack 1 migrates and then click **Uninstall**.

3. Click **Uninstall** on the Uninstalling System Patch page.

Uninstalling System Patch

System Patch > Uninstalling System Patch

Patch 2.5sp1-3.1-1078

Installed on: 06/21/2007 04:28:03

Patch information: IWSA 2500 2.5 sp1 migrates to 3.1

Patch description: Migrate the IWSA 2500 software 2.5 sp1 to 3.1 build 1078. It will auto-reboot if uninstall this patch.

Service Interruption

The following services may be interrupted while this patch is installed:

- > System Reboot

Back Uninstall

Uninstalling System Patch Screen

4. When the rollback is finished, wait for IWSA to restart in order to complete the process.
5. To verify that the rollback was successful, open the Web console and click Summary. The current version of IWSA should be 2.5_sp1_Build_linux_2055.
6. Click **Administration > Update OS**.
7. Type the location and file name of the OS package from which to rollback or click **Browse** to locate the appropriate file.
The file name is `iwsa25_en_us.tar.gz`.

Update OS

Update OS

Current Version: 2.6.14.IWSA-3.1.1016

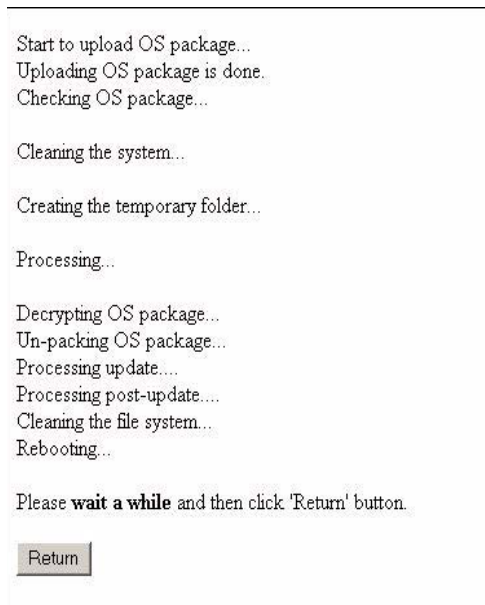
Upload OS package: Browse...

Update

Update OS Screen

8. Click **Update** to rollback.

9. After the rollback is complete, wait for the device to automatically reboot. A window opens, showing the progress of the update.



Progress Window

10. When the progress shows that the device has rebooted, click **Return** to reconnect to the IWSA server.
11. Confirm the rollback by opening the Web console and clicking **Administration** > **Update OS**. The current version should be 2.6.14.IWSA-2.5.2030.

