



InterScan™ Web Security Suite³

Antivirus and Content Security at the Web Gateway

for Windows™

Installation Guide



Web Security

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Release Date: June 2008

Protected by U.S. Patent No. 5,951,698

The Installation Guide for Trend Micro™ InterScan™ Web Security Suite 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.

For technical support, please refer to the Technical Support and Troubleshooting chapter for technical support information and contact details. Detailed information about how to use specific features within the software is available in the online help file and the online Knowledge Base at Trend Micro's Web site.

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Preface

Welcome to the *Trend Micro™ InterScan Web Security Suite 3.1 Installation Guide*. This guide helps you to get “up and running” by introducing InterScan Web Security Suite (IWSS), assisting with deployment, installation, migration (if necessary), initial configuration, troubleshooting, performance tuning, and main post-installation configuration tasks. It also includes instructions on testing your installation using a harmless test virus, troubleshooting, and accessing Support.

This preface discusses the following topics:

- *Audience* on page viii
- *InterScan Web Security Suite Documentation* on page viii
- *Document Conventions* on page ix

Audience

The IWSS documentation is written for system administrators in medium and large enterprises. The documentation assumes that the reader has in-depth knowledge of networks schemas, including details related to the following:

- HTTP and FTP protocols
- Database configuration

The documentation does not assume the reader has any knowledge of antivirus or anti-spam technology.

InterScan Web Security Suite Documentation

In addition to the *Trend Micro™ InterScan Web Security Suite 3.1 Installation Guide*, the documentation set includes the following:

- **Administrator's Guide**—this guide provides detailed information about all InterScan Web Security Suite configuration options. Topics include how to update your software to keep protection current against the latest risks, how to configure and use policies to support your security objectives, and using logs and reports.
- **Readme file**—the Readme file contains late-breaking product information that is not found in the online or printed documentation. Topics include a description of new features, installation tips, known issues, and release history.

The latest versions of the Installation Guide, Administrator's Guide, and readme file are available in electronic form at:

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

- **Online help**—Helps you configure all features through the user interface. You can access the online help by opening the Web console and then clicking the help icon.

The purpose of online help is to provide “how to’s” for the main product tasks, usage advice, and field-specific information such as valid parameter ranges and optimal values. Online help is accessible from the InterScan Web Security Suite management console.

- **Knowledge Base**—the Knowledge Base is an online database of problem-solving and troubleshooting information. It provides the latest information about known product issues. To access the Knowledge Base, open:

<http://esupport.trendmicro.com/support>

The Administrator's Guide and readme are available on the InterScan Web Security Suite CD and at <http://www.trendmicro.com/download>.

Document Conventions

To help you locate and interpret information easily, the InterScan Web Security Suite documentation uses the following conventions.

CONVENTION	DESCRIPTION
ALL CAPITALS	Acronyms, abbreviations, and names of certain commands and keys on the keyboard
Bold	Menus and menu commands, command buttons, tabs, options, and ScanMail tasks
<i>Italics</i>	References to other documentation
Monospace	Examples, sample command lines, program code, Web URL, file name, and program output
Note:	Configuration notes
Tip:	Recommendations
WARNING!	Reminders on actions or configurations that should be avoided

Pre-installation Planning

This chapter explains the following:

- *Server Requirements* on page 1-2
- *Information Needed to Install IWSS* on page 1-4
- *Planning Network Traffic Protection* on page 1-9
- *Planning HTTP and FTP Service Flows* on page 1-13

Server Requirements

Operating System

- Windows 2000 Server with SP4 or above
- Windows 2000 Advance Server with SP4 or above
- Windows Server 2003 Enterprise/Standard Edition with SP2 or above
- Windows Server 2003 R2 Enterprise/Standard Edition
- Windows Server 2008 Enterprise/Standard Edition

Hardware Requirements

- Two Dual Core 2.79 GHz processors
- 2GB RAM
- Disk space:
 - 1GB disk space for product installation
 - 500MB disk space to install Microsoft SQL Server 2005 Express
- Monitor that supports 800 x 600 resolution at 256 colors or higher

Web Browser

To access the HTTP-based Web console, using any of the browsers in table Table 1-1.

TABLE 1-1. Web Browser Requirements

Browser	Windows				Apple
	2000	XP SP2	2003	Vista	OS X
Internet Explorer 6.0	Supported	Supported	Supported	X	X
Internet Explorer 7.0	X	Supported	Supported	Supported	X
Firefox 2.0	Supported	Supported	Supported	Supported	X
Safari 2.0	X	X	X	X	Supported

Other Requirements

- **Database requirements:**

- Microsoft SQL Server 2005, SQL Server 2005 Express, or SQL Server 2000
- MSDE 2000
- When using multiple IWSS Servers in a server farm configuration, Trend Micro recommends that you use separate server (possibly clustered) for Microsoft SQL 2005 Express
- If you choose to install SQL Server 2005 Express, Microsoft .Net Framework 2.0, MDAC 2.8, and Windows installer 3.1 are needed
- 1.7GB of disk space for every 3 million HTTP requests per day in order to maintain log files (calculation based on access logging enabled)
- 1GB RAM (based on access logging enabled)

- **Internet Content Adaptation Protocol (ICAP):**

- NetApp™ NetCache™ release 6.0.1
- Blue Coat Systems™ SGOS v5 (latest version) or above
- Cisco ICAP servers: CE version 5.3
- Any cache server that is ICAP 1.0 compliant

- **Web Cache Communication Protocol (WCCP)**

Trend Micro recommends using Cisco IOS versions:

- 12.2(0) to 12.2(22). Avoid using versions 12.2(23)
- 12.3(10), avoid using IOS versions from 12.3(0) to 12.3(9)

- **Directory Servers:**

To configure policies based on Lightweight Directory Access Protocol (LDAP) users and groups, IWSS can integrate with the following LDAP directories:

- Microsoft Active Directory 2000 or 2003
- Linux OpenLDAP Directory 2.2.16
- Sun™ Java System Directory Server 5.2 (formerly Sun™ ONE Directory Server)

- **Control Manager Servers:**

To register IWSS with an existing Control Manager server on the network, Trend Micro recommends using Control Manager server versions:

- TCMC server 3.0 SP6 and above
- TCMC server 3.5 Patch 4 and above

Further Requirements

- Administrator or Domain Administrator access to the server
- IWSS clients must be able to access the HTTP port of the IWSS server that is selected during the installation
- IWSS server must be able to communicate via the client communication port during the install to all IWSS clients
- IWSS server and IWSS clients must be able to perform ICMP echo / reply sequences - either using the DNS name or IP address depending on the server selected during the install
- Do not install IWSS with other products of similar functions (such as Microsoft ISA server or Trend Micro InterScan Messaging Security Suite, etc.) on the same computer.

Information Needed to Install IWSS

You can either purchase IWSS or download a 30-day trial version of IWSS. The 30-day trial versions provides all the functionality of IWSS.

The IWSS setup program prompts you for required information, depending on the options chosen during installation:

Type of HTTP Handler

Installing IWSS as a stand-alone proxy allows IWSS to act as the network's proxy server or work in conjunction with another proxy. Alternatively, you can configure IWSS to act as an ICAP server after installation.

For more information, see See [Planning the HTTP Flow](#) on page 1-14.

Type of Proxy Configuration

The most common proxy configuration is to install IWSS as a forward proxy to protect clients from risks they might download from the Internet. Clients will have to modify their Internet connection settings to use the IWSS server as their proxy, unless you enable transparency. However, enabling transparency limits the user identification method to IP address and/or host name and may make some FTP links inaccessible.

Control Manager Server Information

If you plan to register IWSS with an existing Control Manager server on the network, you need to specify the server's host name or IP address and the entity name of IWSS. Do not install IWSS on a TCM server.

Database Type and Location

IWSS uses the Microsoft SQL Server database for report logs, policies, rules and configuration settings. Install an instance of SQL Server unless you already have an existing instance.

Fresh Install or Migration

Run `setup.exe` to install a fresh copy of IWSS on your server or upgrade IWSS to the latest version. If you want to upgrade IWSS, you will be prompted if you want to migrate data from the IWSS 2.5 version to IWSS 3.1.

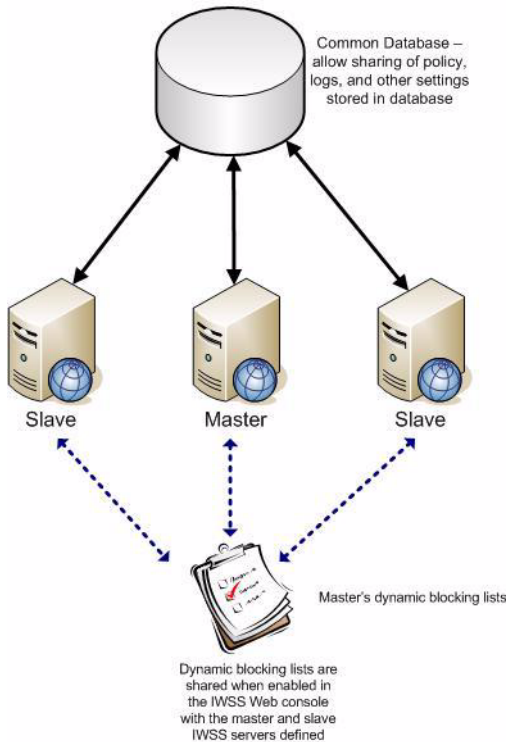
Multiple Instances of IWSS

You can install multiple instances of IWSS to handle high traffic-volume. When running more than one IWSS, there are a few things you need to know:

- Deploying multiple IWSS servers with a common database allows IWSS servers to share policies and configurations stored in the database. To share report and

log data store in the common database, select **Database only** or **Database and log files** in the **Write logs to** field in **Logs > Settings > Reporting logs** screen.

FIGURE 1-1 Multiple IWSS Servers: Shared Database



- If one instance of IWSS is installed as stand-alone, then all instances in the IWSS cluster must be stand-alone. Likewise, if one instance of IWSS is installed as an ICAP server, then all instances of IWSS in the cluster must also be installed as ICAP servers.
- Designate one instance of IWSS as "master" and all other instances as "slave" with the server farm option in the **Administration > IWSS Configuration > IWSS Server Farm** screen allows IWSS servers in the same server farm to share dynamic data stored in memory. Thus, when dynamic data is updated on a slave IWSS server, the slave server synchronizes the update with the master IWSS

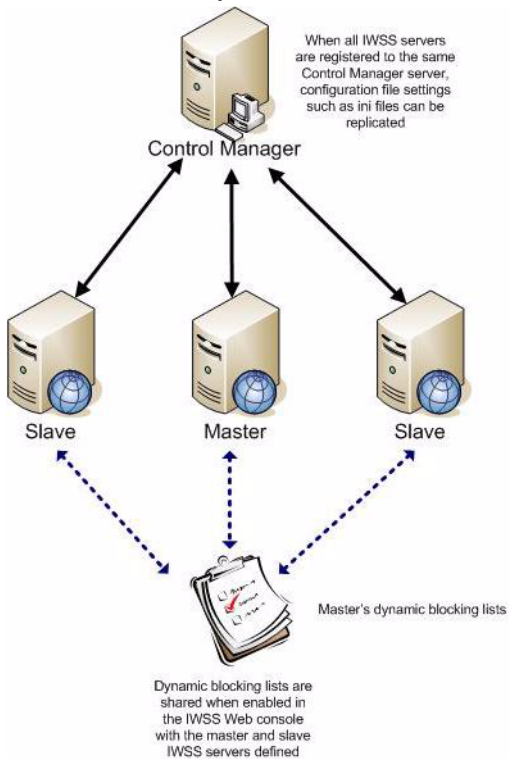
server which in turn propagate the update to the other slave servers in the server farm.

Note: Dynamic data include temporary blocked lists and the list of client IP addresses suspected of spyware infection. The master and slave designation settings in the IWSS **Server Farm** screen allow you to specify only how dynamic data is shared between multiple IWSS servers in a server farm.

- To have all IWSS servers in a server farm share the same configuration files, install Trend Micro Control Manager. However, each IWSS server will still store its own configuration for the following:
 - Scan options, schedules, and notification messages
 - Proxy server, LDAP, and other settings
 - Update schedules
 - Log in password
 - User ID method
 - Individual scan engine, virus pattern, and URL Filtering database files

Note: Trend Micro recommends that you use exactly the same settings for all IWSS servers in one server farm.

FIGURE 1-2 Multiple IWSS Servers: Control Manager



Planning Network Traffic Protection

To enforce the network traffic protection using IWSS, an additional solution (hardware, software or configuration) must be introduced that redirects the HTTP and/or FTP traffic to IWSS. Those solutions include:

- See *Reconfiguring Client Settings* on page 1-9
- See *Using a Layer 4 Switch* on page 1-10
- See *Using an ICAP-enabled Proxy* on page 1-11
- See *Using a Router with WCCP version 2* on page 1-13

Reconfiguring Client Settings

HTTP clients (browser or proxy servers) can be configured to contact IWSS as a proxy. This configuration ensures that the FTP-over-HTTP traffic is forwarded to IWSS. The HTTP scanning service must be installed in the HTTP Proxy mode to process this traffic.

Set the following parameters in the [http] section of the pni file:

- `transparency= no` Disables transparent mode
- `self_proxy= (yes|no)` Depends on the traffic delivery requirements

FTP clients must contact IWSS instead of the destination server, and use a modified handshake to supply the FTP server address. The FTP scanning module must be installed and configured in standalone mode (`proxy_mode=standalone`) to process this traffic.

TABLE 1-2. Reconfiguring the Client Settings

Advantage	Limitation
No additional hardware required	Administrator have to control settings for all computers. (Guest computers can have difficulties.)

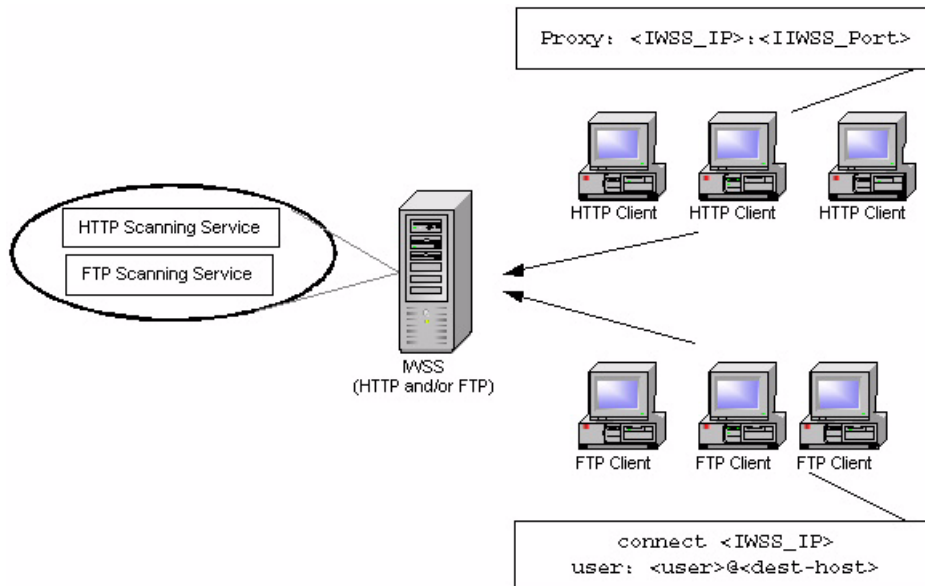


FIGURE 1-3 Reconfiguring the Client Settings

Using a Layer 4 Switch

A Layer 4 switch can be used to redirect HTTP traffic to IWSS. The HTTP Scanning Service must be installed in the HTTP Proxy mode.

Set the following parameters in the [http] section of the pni file:

- `transparency=simple` enables simple transparent mode
- `self_proxy yes|no` based on traffic delivery requirements

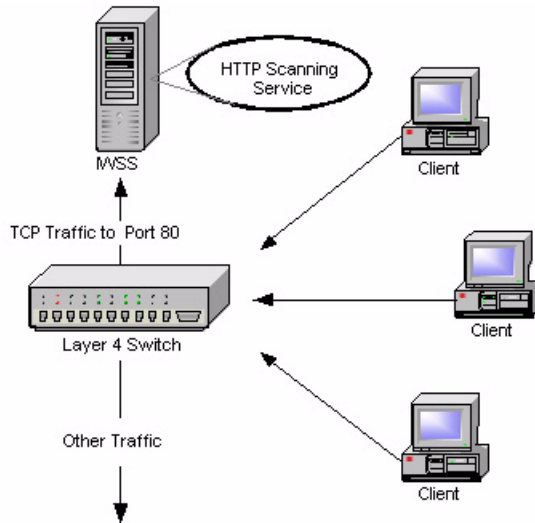


FIGURE 1-4 Using a Layer 4 Switch

TABLE 1-3. Using a Layer 4 Switch

Advantages	Limitations
Transparent to clients	Traffic interception must be port based (not protocol based) for one port. If the non-standard port is used for HTTP, it bypasses the switch.
Simple to establish	The switch-based redirection cannot be used for the FTP traffic.
	No LDAP support

Using an ICAP-enabled Proxy

Internet Content Adaptation Protocol (ICAP) is designed to forward HTTP response/request to third-party processors and collect the result. The component that

sends the ICAP request is called the ICAP-client. A component that processes the request is called an ICAP-server.

When IWSS is configured in ICAP mode, it processes requests from any ICAP-compliant client. Officially, Trend Micro supports any ICAP 1.0 compatible server including NetCache, Blue Coat, and Cisco Content Engines (CE).

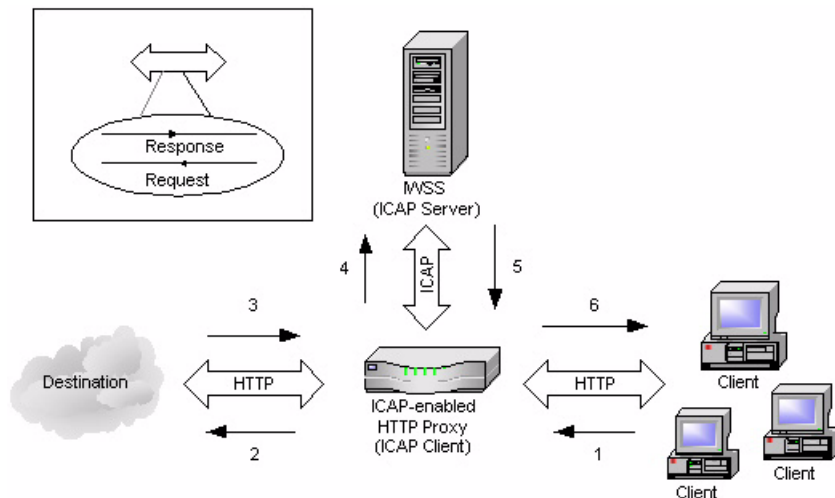


FIGURE 1-5. Using an ICAP-enabled Proxy

TABLE 1-4. Using an ICAP-enabled Proxy

Advantages	Limitations
ICAP allows scanning of only new and necessary content.	Up front cost of ICAP resources
Reduced, selective scanning enhances performance	Adds extra step in IWSS installation process
Increased resource efficiency reduces the number of IWSS server hardware needed	Requires management.

Using a Router with WCCP version 2

The Web Cache Coordination protocol (WCCP) was introduced by Cisco to enable Cisco routers to communicate with Web traffic processing solutions

IWSS also supports the Web Cache Coordination Protocol (WCCP 2.0), a protocol defined by Cisco Systems. The same limitations listed for simple transparency also apply to WCCP transparency, with the exception that FTP connections work and downloads via FTP are scanned. The benefits of WCCP transparency are support for multiple routers and automated reconfiguration for load balancing on router(s) when adding or removing IWSS servers.

Refer to *Configuring Cisco Routers for WCCP Transparency* on page 3-9 for more information.

Planning HTTP and FTP Service Flows

Each HTTP and FTP configuration has implications for configuring IWSS, configuring the network, and for network security.

Create a flow plan for the HTTP and FTP services by doing the following:

- Understand each IWSS service's purpose and function
- Determine each service's valid data sources. For example, does the HTTP service receive requests directly from the HTTP browsers, or indirectly through an ICAP proxy device?
- Determine which ports to use for the service. For instance, by default, the HTTP service uses port 8080, and the FTP service uses port 21. However, if another application or service is using port 8080, the administrator must configure the HTTP service to use a different port.
- Determine each service's valid data destinations. For example, does the HTTP service send validated requests directly to the Web site? Or, does the HTTP service send the validated request to an upstream HTTP proxy?
- Add in any service-specific considerations. For instance, the HTTP service flow might include an ICAP device, but the FTP service flow does not.

Using the information gathered above, administrators determine which one of the possible flows to use for the installation.

Planning the HTTP Flow

The first step when planning HTTP flow for IWSS is choosing the type of handler:

- HTTP Proxy
- ICAP device

The flow involving an ICAP device is very different from those that do not involve ICAP devices.

There are five main possible flows:

For Forward Proxy Settings:

- **Standalone mode**—Use this flow when ICAP devices are not being used with IWSS, and IWSS connects directly to the Internet. This is the default flow created during installation.
- **Dependent mode**—Use this flow when ICAP devices are not being used with IWSS, and IWSS cannot connect directly to the Internet, but must instead connect through another HTTP proxy. This is can be accomplished in two ways:
 - Proxy-ahead mode
 - Proxy-behind mode (not recommended)
 - Double-proxy mode
- **Transparent proxy mode** (simple transparency and WCCP)- Use this mode when clients computers are not configured to use the IWSS server as their default gateway, but still need to connect to the Internet through IWSS.

For reverse proxy settings:

- **Reverse proxy mode**—Use this flow to protect a Web server with a proxy server by placing the HTTP proxy between the Internet and the Web server. (Used by ISPs and ASPs to protect the upload traffic against viruses and by organizations with complex Web sites that need a centralized point of access control.)

For ICAP proxy settings:

- **ICAP protocol mode**—Use the ICAP protocol flow to use ICAP devices with IWSS

Each configuration has implications for configuring IWSS, configuring the network, and for network security.

HTTP Proxy in Standalone Mode

The simplest configuration is to install IWSS in stand-alone mode, with no upstream proxy. In this case, IWSS acts as a proxy server for the clients. Advantages of this configuration are its relative simplicity and that there is no need for a separate proxy server. A drawback of a forward proxy in stand-alone mode is that each client must configure the InterScan Web Security Suite device as their proxy server in their browser's Internet connection settings. This requires cooperation from your network users, and also makes it possible for users to exempt themselves from your organization's security policies by re-configuring their Internet connection settings.

Note: If you configure IWSS to work in stand-alone mode, each client on your network needs to configure Internet connection settings to use the IWSS device and port (default 8080) as their proxy server.

Web page requests follow this sequence:

1. The Web client sends a request to the HTTP service.
2. The HTTP service validates the request, if the URL is not blocked. If the URL is invalid (blocked), the HTTP service sends the HTTP client an appropriate notice, completing the transaction. If the URL is valid, the HTTP service attempts to connect to the applicable Web server.
3. The contacted Web site returns a response from the Web server to the HTTP service.
4. The HTTP service scans the content for unwanted data and returns the appropriate response to the client.

TABLE 1-5. HTTP Proxy in Standalone Mode

Advantage	Limitation
Simple to install and manage	Slow connection reaches maximum allowed connections limit.

Stand-alone Mode with Multiple Servers

Multiple IWSS servers can be installed to balance your network traffic and scanning load. In this installation example, a Layer 4 switch receives clients requests and then forwards them to the IWSS servers.

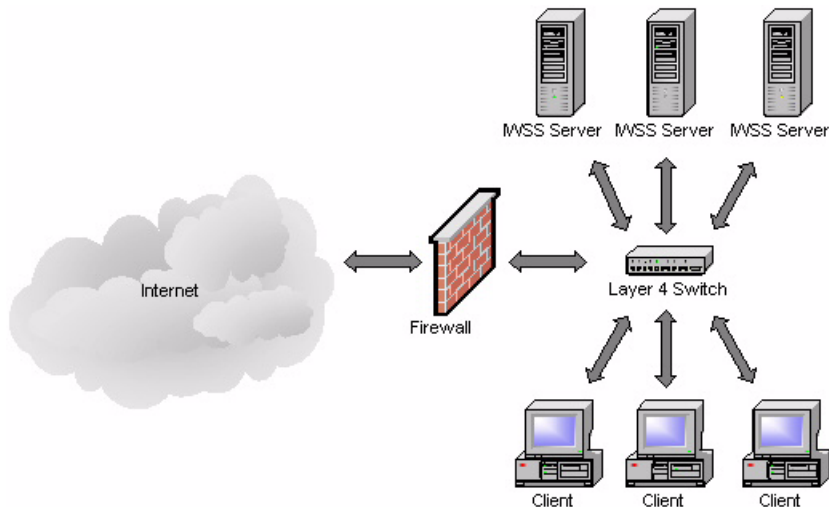


FIGURE 1-6. Use a Layer 4 switch to load balance between IWSS servers for multiple HTTP stand-alone servers

HTTP Proxy in Dependent Mode (Proxy Ahead)

For HTTP browsers to use this flow, configure the browsers to proxy through the IWSS server, by default at port 8080.

Web page requests follow this sequence:

1. The Web client sends a request to the HTTP service.
2. The HTTP service validates the request.
 - If the URL is invalid (blocked), the HTTP service sends the HTTP client an appropriate notice, completing the transaction.
 - If the URL is valid, the HTTP service forwards the request to an upstream HTTP proxy server.
3. The upstream proxy server performs its processing, then forwards the request to the Web site on the Internet

4. The contacted Web site returns a response (ideally a Web page) to the HTTP proxy server.
5. The HTTP proxy server performs its processing on the returned data, then forwards the response data to the IWSS HTTP service.
6. The HTTP service scans the content for unwanted data and returns an appropriate response to the HTTP client.

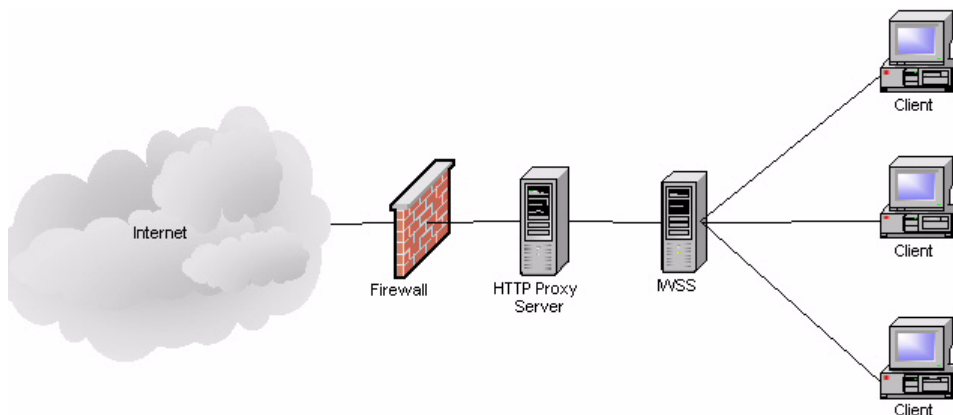


FIGURE 1-7. HTTP Proxy in Dependent Mode (Proxy Ahead)

TABLE 1-6. HTTP Proxy in Dependent Mode (Proxy Ahead)

Advantages	Limitations
Proxy server controls timing and content availability behavior	IWSS has to scan every response-even if cached.
It is more secure-configuration changes will affect cached objects.	
IWSS does not wait for download of already cached objects.	

HTTP Proxy in Dependent Mode (Proxy Behind)

The proxy behind flow consists of a caching proxy placed between the HTTP client and the IWSS server without using ICAP. Organizations typically use this flow to increase performance, as with ICAP.

WARNING! *Two security trade-offs exist for this potential performance enhancement:*

- 1. If the cache contains data with a virus, for which there was no pattern when the data hit the cache, the IWSS HTTP service is powerless to prevent the spread of the virus.*
- 2. Similarly, if a policy regarding valid content changes, or unauthorized users request data that exists in the cache (for authorized users), the HTTP service is powerless to prevent subsequent unauthorized access to this data.*

Instead of using the proxy-behind flow, Trend Micro recommends that administrators use an ICAP caching device. This solution provides the performance enhancements of caching without the security issues of proxy-behind topology.

Web page requests follow this sequence:

1. The Web client sends a request to HTTP proxy server.
2. The proxy server forwards the request to IWSS.
3. IWSS validates the request using URL Filtering/Blocking.
 - If the URL is invalid (blocked), the HTTP service sends the HTTP client an appropriate notice, completing the transaction.
 - If the URL is valid, the HTTP service forwards the request to the Web server on the internet.
4. The contacted Web server returns a response (ideally a Web page) to IWSS.
5. IWSS performs its processing on the returned data (virus, spyware, ActiveX scanning), then forwards the appropriate response/data to Proxy server.
6. The Proxy server caches the data (if cacheable), then delivers the response/data to the HTTP client.

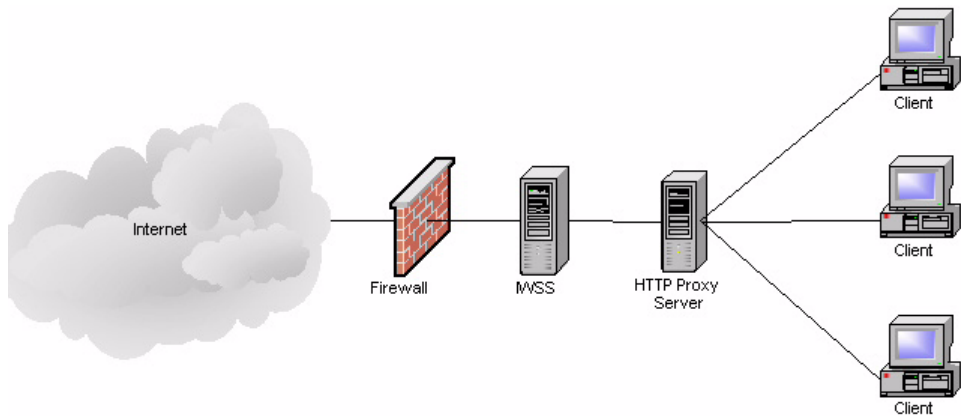


FIGURE 1-8. HTTP Proxy in Dependent Mode (Proxy Behind)

TABLE 1-7. HTTP Proxy in Dependent Mode (Proxy Behind)

Advantages	Limitations
No configuration changes required on the clients	Configuration changes on IWSS affect cached objects
Cached objects are downloaded by clients directly from the Proxy server, which minimizes delays	

HTTP Double Proxy in Dependent Mode

Double proxy configuration requires two caching proxies. The first proxy is placed between the HTTP client and the IWSS server, and other one is placed between the IWSS server and the Internet. This is typically used to get the advantages of the two configurations of Dependent Mode: Proxy-ahead and Proxy-behind.

Web page request follows this sequence:

1. The Web client sends a request to first proxy server.
2. The first proxy server forwards the request to IWSS.

3. IWSS validates the request using URL Filtering/Blocking.
 - If the URL is invalid (blocked) the HTTP service sends the HTTP client an appropriate notice, completing the transaction.
 - If the URL is valid, the HTTP service forwards the request to the second proxy server.
4. The second proxy server performs its processing, then forwards the request to the Web server on the internet.
5. The contacted Web server returns a response (ideally a Web page) to second proxy server.
6. The second proxy server caches the data (if cacheable), then deliver the response/data to IWSS.
7. IWSS performs its processing on the returned data (Virus, Spyware, ActiveX scanning), then forwards the appropriate response/data to first proxy server.
8. The first proxy server caches the data (if cacheable), then delivers the response/data to the HTTP client.

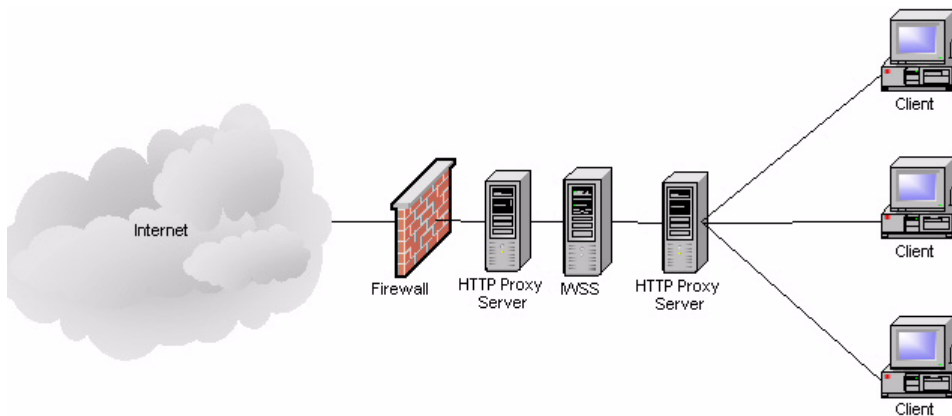


FIGURE 1-9. HTTP Double Proxy in Dependent Mode

TABLE 1-8. HTTP Double Proxy in Dependent Mode

Advantages	Limitations
Proxy server controls timing and content availability behavior	Costs more-- additional proxy server is needed
It is more secure-configuration changes will affect cached objects	
IWSS does not wait for download of already cached objects	
No configuration change required on the clients	

HTTP Proxy in Transparent Mode

"Transparency" is the functionality whereby client users don't need to change their Internet connection's proxy settings to work in conjunction with IWSS. Transparency is accomplished with a Layer 4 switch that redirects HTTP packets to a proxy server, which then forwards the packets to the requested server.

IWSS supports two types of transparency - "simple" transparency and the Web Cache Communication Protocol (WCCP). The benefit of enabling transparency is that clients' HTTP requests can be proceed and scanned by IWSS without any client configuration changes. This is more convenient for your end users, and prevents clients from exempting themselves from security policies by simply changing their Internet connection settings.

While it is compatible with a wide variety of network hardware from different manufacturers, configuring transparency does impose several limitations:

- When using simple transparency, the User Identification method to define policies is limited to IP address and/or host name; configuring policies based on LDAP is not possible.
- FTP over HTTP is not available; thus, links to ftp:// URLs may not work if your firewall settings do not allow FTP connections. Alternatively, links to ftp:// URLs may work, but the files will not be scanned.
- Transparency mode is not compatible with some older Web browsers when their HTTP requests don't include information about the host.

- HTTP requests for servers that use a port other than the HTTP default port 80 are redirected to IWSS. This means SSL (HTTPS) requests are typically fulfilled, but the content is not scanned.
- Do not use any source NAT (IP masquerade) downstream of IWSS, since IWSS needs to know the IP address of the client to clean.
- A DNS server is needed for DCS to resolve the client machine name from its IP address in order to perform a cleanup.

The benefit of enabling transparency is that clients' HTTP requests can be processed and scanned by IWSS without any client configuration changes. This is more convenient for your end users, and prevents clients from exempting themselves from security policies by simply changing their Internet connection settings.

HTTP Reverse Proxy in Dependent Mode

In reverse proxy mode, IWSS protects a Web server with the proxy server. The HTTP proxy is placed between the Internet and the Web server. This is useful when the Web server accepts file uploads from clients, or to reduce the load of each Web server by balancing the load among multiple Web servers. ASPs/ISPs use IWSS as an HTTP proxy to protect the upload traffic against viruses, and organizations with complex Web sites need it as a centralized point of access control.

This flow is especially useful for Web sites involved in e-commerce transactions, distributed applications, which exchange data across the Internet, or other situations where clients upload files to the Web server from remote locations.

In reverse proxy mode, the HTTP proxy acts as the Web server to the client systems. The proxy receives all requests and transfers them to the real Web server. Consequently, all HTTP traffic goes through the HTTP proxy, enabling the proxy to scan to content and block any infected transactions.

Note: Administrators should be aware of the following:

1. The URL-filtering feature makes no sense in this configuration; only anti-virus scanning and URL-blocking are useful.
 2. In reverse proxy mode, the Web server's access log is useless. To analyze the connections for the Web site, you must use the proxy's access log.
 3. Ideally, the reverse proxy server should be placed behind a firewall, but in many cases, the proxy is connected directly to the Internet, where it is more vulnerable to direct attacks. When a reverse proxy is configured without a firewall, administrators should take all appropriate precautions in securing the operating system hosting IWSS
-

Web page requests follow this sequence:

1. Clients initiate Web request.
2. The request is received by InterScan Web Security Suite, configured to listen on port 80.
3. InterScan Web Security Suite scans the content, then forwards it to an actual Web server.
4. The Web server delivers the requested page back to IWSS.
5. InterScan Web Security Suite rewrites the page headers, and sends on the request.

6. The modified page returns to the requestor.

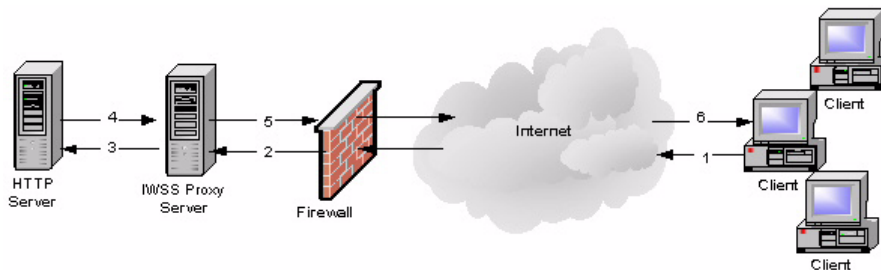


FIGURE 1-10. HTTP Reverse Proxy in Dependent Mode

TABLE 1-9. HTTP Reverse Proxy in Dependent Mode

Advantages	Limitations
IWSS scans all objects only once-before they are cached	New engine, pattern, and configurations will not affect cached objects.
	Access logging feature of IWSS is compromised.

HTTP Proxy in ICAP Mode (Single and Multiple IWSS Servers)

This section discusses the flow of a typical HTTP GET request using both an ICAP device and IWSS servers. In these flows, IWSS interacts with the ICAP device, in response to ICAP rules. This is very different from other flows where IWSS receives URL requests from HTTP clients. To use these flows for HTTP browsers, configure the browsers to use the ICAP device as the HTTP proxy.

Using ICAP devices can enhance performance in two ways:

- **Caching good data**—If the data is clean, the ICAP device caches the data. Subsequent requests require only four steps, not eight. (ICAP must still ask IWSS to check the policies to validate that the users making the subsequent requests can browse the data, has not exceeded his or her quota, etc.)

- **Clustered IWSS servers**—When multiple IWSS servers are used, the ICAP device load balances the requests between the servers. This is vital for enterprise environments where the demand for scanning incoming pages can overwhelm a single IWSS server. With ICAP, the ICAP device performs load balancing, and receives maximum performance from the available IWSS servers.

Note: Non-ICAP environments can receive similar benefits by using multiple IWSS servers. However, the administrator must configure different users to proxy through the available IWSS servers and estimate how many and which clients to assign to each.

When IWSS is configured in ICAP mode, it processes requests from any ICAP-compliant client. Trend Micro supports any ICAP 1.0 compatible server including:

- NetCache
- Blue Coat
- Cisco Content Engines

Although IWSS performs the same filtering of URLs and scanning of data for unwanted content, the ICAP flow is so different from the other flows that it requires a completely different communications protocol. Administrators indicate which protocol (ICAP or non-ICAP) to use during post-installation configuration.

The following figures show the HTTP flow with single and multiple IWSS servers. (Both images assume the requested data is not in the ICAP device's cache.) The ICAP service determines which IWSS server receives the request in a multi-server environment.

Web page requests follow this sequence:

1. An HTTP client makes a request for a URL, sending the request to the ICAP caching proxy device.
2. The ICAP device, based on its configuration, determines that the request must be forwarded to an IWSS server. If multiple servers are available, it alternates in round-robin fashion for load balancing.
3. The IWSS server validates the URL.
 - If the URL is not blocked, IWSS sends the response to the ICAP device.

- If the URL is invalid (blocked), IWSS directs the ICAP device to send an appropriate response to the HTTP client and the transaction is complete.
4. If the URL is valid, the ICAP server requests the page from the Web site on the Internet.
 5. The Web site on the Internet returns the requested page (or some other appropriate response).
 6. If the page is returned, the ICAP device, based on its configuration, determines that an IWSS server must scan the data. Again, if multiple servers are available, it alternates in round-robin fashion for load balancing.
 7. The IWSS server scans the results and returns an appropriate response to the ICAP device, based on whether the data is clean or contains unwanted content.
 8. If the data is clean, the ICAP device returns said data to the HTTP client, and the ICAP device retains a copy of the data to satisfy future requests. If the data contains unwanted content, the ICAP device returns an appropriate error message (dictated by IWSS) to the HTTP client, and the ICAP device does not retain a copy for future requests.

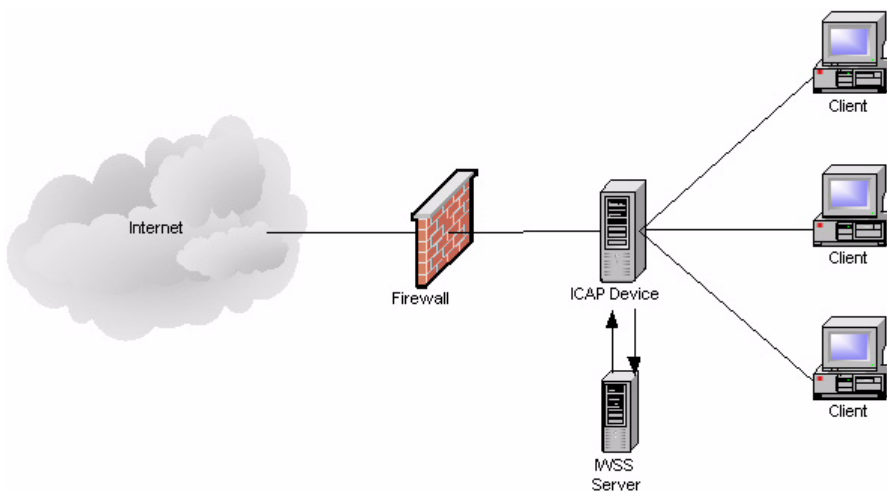


FIGURE 1-11. HTTP Proxy in ICAP Mode (Single IWSS Server)

IWSS ICAP Mode with Multiple Servers

If there is already a content cache server on your network, then Trend Micro recommends installing the ICAP HTTP handler. The following diagram shows the installation topology for IWSS ICAP with multiple servers. For multiple IWSS ICAP servers to work properly, their corresponding pattern, scan engine version, and intscan.ini files must be identical, and all servers should connect to the same database.

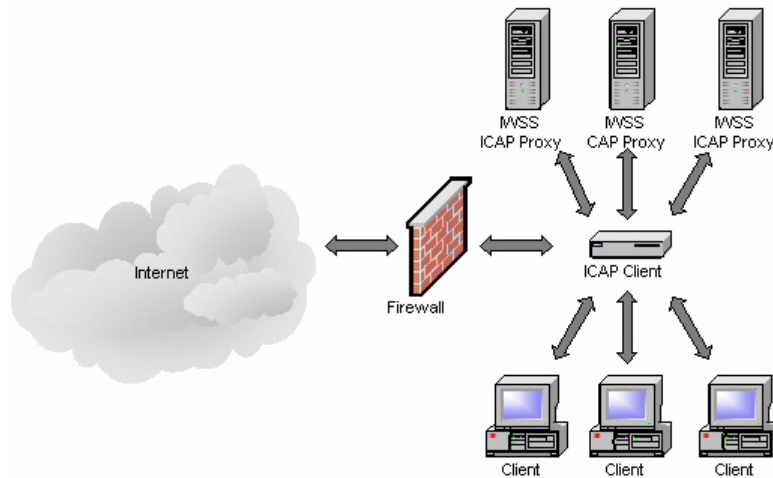


FIGURE 1-12. HTTP Proxy in ICAP Mode (Multiple IWSS Servers)

TABLE 1-10. HTTP Proxy in ICAP Mode

Advantages	Limitations
No configuration changes required on the clients	User identification on IWSS is not supported; thus, limited reporting
Cached objects are downloaded by clients directly from the Proxy server, which minimizes delays, and improves performance	Configuration changes on IWSS affect cached objects
Load-balancing possible after some configuration to the clients	

Planning FTP Flows

There are two possible FTP flows: standalone and dependent. They are similar to the stand-alone and dependent-mode flows for HTTP service. Each requires a different configuration and has its own implications including:

- **Stand-alone**—the IWSS server acts as an FTP proxy server between the requesting client and the remote site, brokering all transactions
- **Dependent**—IWSS works in conjunction with another FTP proxy server within a LAN

FTP Proxy in Standalone Mode

To scan all FTP traffic in and out of the LAN, set up the FTP scanning module so that it “brokers” all such connections. In this case, clients FTP to the IWSS server, supply the logon credentials to the target site, and then allow the IWSS FTP server to make the connection. The remote site transfers the files to IWSS FTP. Before delivering the files to the requesting clients, the IWSS FTP server scans the files for viruses and other security risks

The implications for the FTP standalone flow are:

- IWSS must have access to the target FTP servers
- There is one less step in the flow, compared to the FTP proxy mode

To configure FTP clients to use this flow:

- Set the IWSS server as a FTP proxy
- Set the user name to be `username@targetftp-server`, instead of the normal username

Note: IWSS FTP works with most firewalls, usually requiring only a modification to the firewall to open a port for the FTP proxy.

FTP requests follow this sequence:

1. The FTP client sends a request to the IWSS FTP service.
2. The IWSS FTP service validates the request (for example, the file type is not blocked). If the request is valid, the IWSS FTP service attempts to connect to the appropriate FTP server on the Internet. If the connection succeeds, the IWSS FTP service sends the request to the target FTP server.

3. The FTP server on the Internet responds to the request, ideally with the requested file.
4. The IWSS FTP service scans the returned data for unwanted content. If it finds any unwanted content, it returns an appropriate message to the FTP client. Otherwise, it returns the requested data to the FTP client.

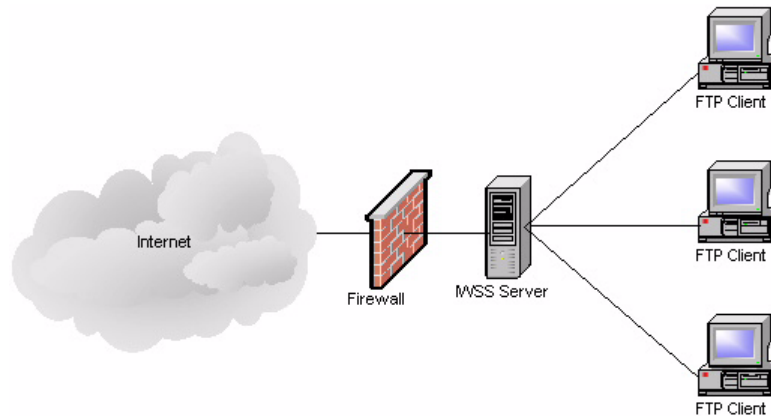


FIGURE 1-13. FTP Proxy in Standalone Mode

FTP Proxy in Dependent Mode

You can also install IWSS FTP on a dedicated machine between an upstream proxy and the requesting clients. Use this setup adds other FTP features (for example, access blocking, logging, and filtering) to supplement the existing FTP proxy.

IWSS's FTP-proxy mode, shown in Figure 1-14, is analogous to the dependent-mode flow of the HTTP service. Because it carries a performance penalty of an extra hop and extra processing by the other FTP proxy server, only use this mode if your organization does not allow the IWSS Server to access the Internet directly.

If the other FTP proxy server uses a store-and-forward technique, the performance penalty is more noticeable on large files because the other FTP proxy first downloads the file and passes it on to the IWSS FTP service. Additionally, the other FTP proxy must have sufficient free disk space to hold all transfers in progress.

Unlike the HTTP dependent-mode service, which has the possible benefit of cached requests, most FTP proxy servers do not cache requests.

FTP Dependent Mode also protects FTP servers from upload and download threats.

FTP requests follow this sequence:

1. The FTP client sends a request to the IWSS FTP service.
2. The IWSS FTP service validates the request (for example, the file type is not blocked). If the request is valid, the IWSS FTP service relays it to the other FTP proxy or the FTP server being protected by IWSS.
3. The FTP server on the Internet responds to the request, ideally with the requested file.
4. The IWSS FTP service scans the returned data for unwanted content. If it finds any unwanted content, it returns an appropriate message to the FTP client. Otherwise, it returns the requested data to the FTP client.

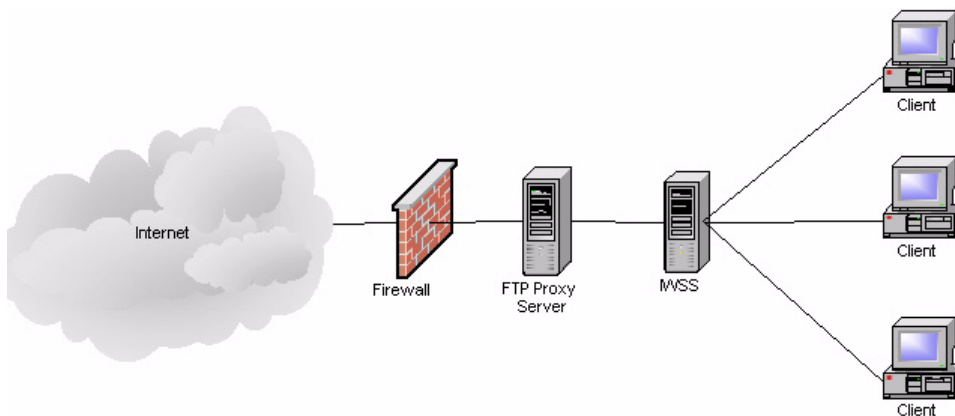


FIGURE 1-14. FTP Proxy in Dependent Mode

Deployment

This chapter explains the following:

- *Operating Mode* on page 2-2
- *Identifying Your Server Placement* on page 2-2
- *Planning Network Protection and HTTP & FTP Service Flows* on page 2-5

Operating Mode

The main IWSS modules are run as Windows services to allow IWSS to handle multiple concurrent connections using input/output (IO) completion port technology.

Identifying Your Server Placement

The first step is to identify the existing server where IWSS server should be installed. The second step is to identify the deployment options that exist, and eliminate those that do not fit the requirement.

Today's enterprise network topologies typically fall into one of two categories:

- Two firewalls with a Demilitarized Zone (DMZ)
- One firewall without a DMZ.

The ideal location for the IWSS server depends upon the topology in use.

Two Firewalls with DMZ

Given today's security concerns, many organizations have implemented a topology consisting of two firewalls (one external and one internal). These firewalls divide the network into two main areas:

- **The DMZ**—The DMZ is located between the external and internal firewalls. Hosts that reside in this area can accept connections from servers that are external to the organization's network. The configuration of the external firewall lets packets from external computers only reach servers inside the DMZ.
- **Corporate LAN**—These segments are located behind the internal firewall. The configuration of the internal firewall passes traffic to machines on the corporate LAN only when the traffic originates from computers inside the DMZ.

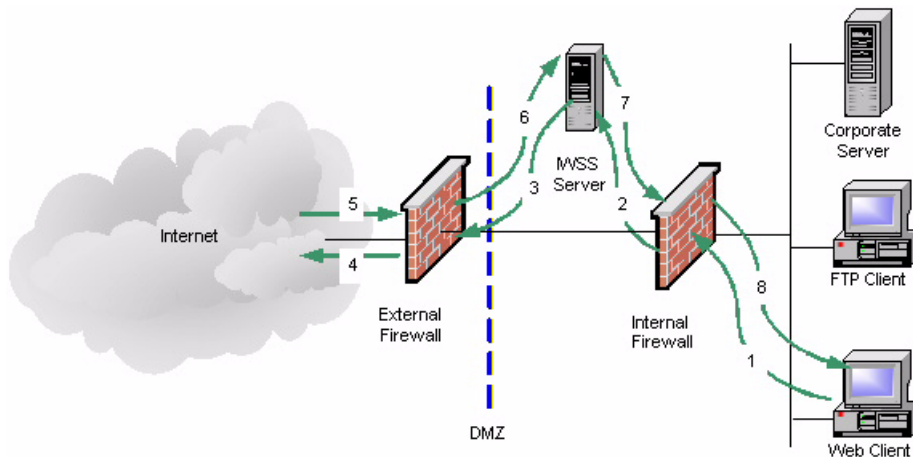


FIGURE 2-1 Two Firewalls with DMZ

This topology requires that all data inbound from the external servers (such as those on the Internet) first pass through a server in the DMZ. It also requires that certain types of data (for example HTTP and FTP packets), outbound from internal segments, pass through a server in the DMZ. This forces the use of proxies such as IWS.

One Firewall with No DMZ

Some organizations have a firewall, but no DMZ. When using the “no DMZ” topology place the IWSS server behind the firewall.

- Because the IWSS server is not isolated from the corporate LAN, there is one less hop between external machines and machines on the corporate LAN. As shown in the diagram, this results in two less steps for processing a request, one outbound and one inbound.
- The firewall configuration allows connections to machines on the corporate LAN. For security, the firewall must limit the types of data that can reach machines on the LAN. For example, the firewall might allow HTTP data from the Internet to reach only the IWSS server.

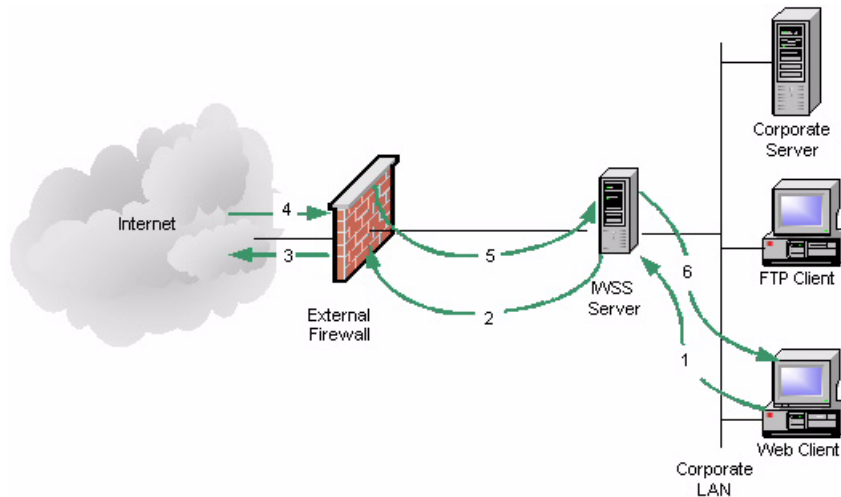


FIGURE 2-2 One Firewall with DMZ

Planning Network Protection and HTTP & FTP Service Flows

Network Traffic

To enforce the network traffic protection using IWSS, an additional solution (hardware, software or configuration) must be introduced that redirects the HTTP and/or FTP traffic to IWSS. Those solutions include the following:

- Reconfiguring client settings
- Using a Layer 4 switch
- Using an ICAP-enabled proxy

See Appendix A, *Deployment Integration* starting on page A-1 for complete details.

HTTP and FTP Service Flows

Each HTTP and FTP configuration has implications for configuring IWSS, configuring the network, and for network security.

Create a flow plan for the HTTP and FTP services by doing the following:

- Understand each IWSS services purpose and function
- Determine each service's valid data sources. For example, does the HTTP service receive requests directly from the HTTP browsers, or indirectly through an ICAP proxy device?
- Determine which ports to use for the service. For instance, by default, the HTTP service uses port 8080, and the FTP service uses port 21. However, if another application or service is using port 8080, the administrator must configure the HTTP service to use a different port.
- Determine each services valid data destinations. For example, does the HTTP service send validated requests directly to the Web site? Or, does the HTTP service send the validated request to an upstream HTTP proxy?
- Add in any service-specific considerations. For instance, the HTTP service flow might include an ICAP device, but the FTP service flow does not.

Using the information gathered above, administrators determine which one of the possible flows to use for the installation.

Installing InterScan Web Security Suite

This chapter explains the following:

- *Component Installation* on page 3-2
- *Pre-Installation Notes* on page 3-3
- *Installing InterScan Web Security Suite* on page 3-3
- *Post-Installation* on page 3-8

Component Installation

Note: Trend Micro recommends installing InterScan Web Security Suite on a dedicated server.

During installation, the following components are automatically installed:

- **Main Program**—Management console and the basic library files necessary for IWSS.
- **HTTP Scanning**—Service necessary for HTTP scanning (either ICAP or HTTP proxy) and URL blocking.
- **FTP Scanning**—Service necessary for FTP scanning.
- **URL Filtering**—Service necessary for URL filtering (not enabled by default). Requires a separate activation code.
- **Applets and ActiveX Scanning**—Service necessary for scanning Java applets and ActiveX controls. Requires a separate Activation Code.
- **IntelliTunnel Security**—Services to block communication provided by certain Instant Message (IM) protocols and certain authentication connection protocols.
- **SNMP Notifications**—Service to send SNMP traps to SNMP-compliant network management software.
- **Control Manager Agent for IWSS**—Files necessary for the Control Manager agent. You need to install the agent if you are using Control Manager (Trend Micro's central management console).

Note: URL Filtering and Applets and ActiveX Scanning each require a separate activation code.

Pre-Installation Notes

- If you choose to use existing SQL Server for IWSS, the format of the database instance should be <IP address>/<instance name> or <hostname>/<instance name>.
- For remote database access, IWSS supports only TCP/IP database connection type.
- Trend Micro recommends you select Windows authentication if you want to install SQL Server 2005 Express. This allows IWSS to automatically connect to the database without you having to specify a login account credential and making sure the connection works.
- You may use the database batch program (iniDB.bat) to initialize the database. For Windows authentication method, make sure you specify “]” as the user name and “[“ as the password.
- Your DNS server must be able to resolve the IWSS host name to its IP address. You can do either of the following:
 - add an A record for the IWSS server on your DNS server
 - add the appropriate entry to the `hosts` file in the folder `%SYSTEM32%\drivers\etc`

An example entry would be:

```
{IP Address} {Hostname}
```

For example:

```
10.1.1.1 iwsssrv
```

Installing InterScan Web Security Suite

Trend Micro recommends that you install InterScan Web Security Suite on a dedicated server. You can run the setup program to install or upgrade IWSS on a local or remote server.

This section describes how to:

- install IWSS 3.1 from the Enterprise Solutions CD
- install IWSS 3.1 by running the setup program
- install IWSS 3.1 through silent installation

Installing from the Enterprise Solutions CD

Before you run the setup program from the CD, temporarily disable any pop-up window blocking feature or software on the server.

To install from the Trend Micro Enterprise Solutions CD:

1. Insert the CD-ROM disc into the CD-ROM drive of the server where you want to install IWSS. If Autorun is not enabled, browse and open the file `Start.htm` in the home directory of the CD.
2. Choose **InterScan Web Security Suite** and click **Go**.
3. Select your Windows version, click **Install**, and follow the on-screen instructions to install IWSS.

Installing by Running the Setup Program

You can copy the IWSS setup program from the Enterprise Solutions CD to the server or download the setup file from the Trend Micro product Web site.

To run the setup program and install IWSS:

1. In the folder where you saved the IWSS setup program, double-click `setup.exe`.
2. Click **Next** in the **Welcome** screen.



FIGURE 3-1 Fresh Install

3. Select to accept the end-user license agreement and click **Next**.



FIGURE 3-2 Fresh Install: License Agreement

4. Accept the default installation path or click **Browse** to choose a different folder. Click **Next**.

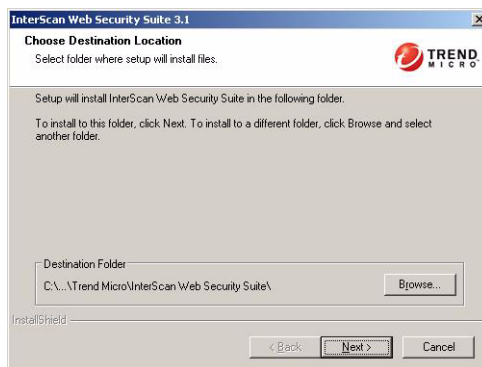


FIGURE 3-3 Fresh Install: Choose Destination Location

5. In the **Administrator Database Settings** screen, select one of the following actions:
 - **Install SQL Server 2005 Express:** Choose this option if you do not have a database server installed on the server. The setup program installs the SQL Server after you click **Next**. By default the SQL Server creates a database

'iwss3' for IWSS with database instance name 'iwss' and uses Windows authentication method for database access.

- **Use an existing database server:** Choose this option if you already have an instance of SQL server installed on the server. Specify the database in the format {IP}\{instance name} or {host name}\{instance name}. You will also need to specify the authentication method and type the account information.

Note: IWSS supports only the TCP/IP connection type for remote database connection.

Trend Micro does not recommend using Windows authentication. If you choose to use Windows authentication, you will need to specify the administrator account for all IWSS services to allow proper database connection.

If you are using an existing database, make sure the account you specify has privilege to create and access the database, otherwise installation will be terminated.

You can also use the `InitDB.bat` tool (located in the `dbint` folder in the installation package) to initiate the database separately.

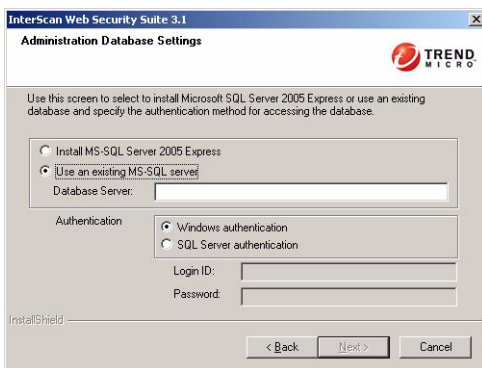


FIGURE 3-4 Fresh Install: Administration Database Settings

6. If you choose to install SQL Express 2005 and your server does not have Microsoft .NET Framework 2.0, click **OK** in the pop-up window to install

Microsoft .NET Framework 2.0 first. Setup will continue to install SQL Express 2005.

7. Review the installation settings and click **Next** to start installing IWSS.



FIGURE 3-5 Fresh Install: Start Copying Files

8. After the installation is completed successfully, the **Setup Status** screen displays the default IWSS management console login user name and password. Click **Next**.

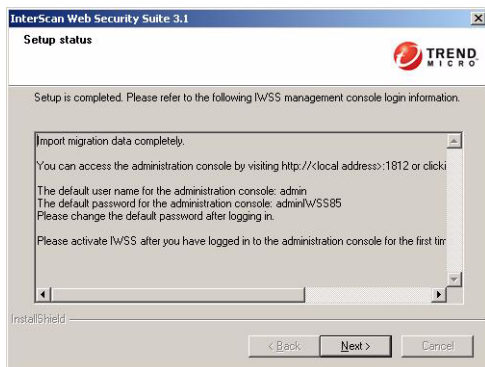


FIGURE 3-6 Fresh Install: Setup Status

9. After the installation is complete, select to restart your server and click **Finish**.



FIGURE 3-7 Fresh Install: Install Complete

Silent Installation

You can also use the silent installation method to record and install IWSS on your computer. Type the install commands with the setup options and script in the command prompt.

To record an installation script, type `setup /r /f1"file"` where "file" is the script file. You need to specify the file name and the complete path for the script file.

To start silent install using an installation script file, type `setup /s /f1"file"` where "file" is the recorded script file.

Post-Installation

After you finish installing, open the IWSS Web console and activate IWSS using the Activation Code to start using IWSS. You will need to use another Activation Code to activate other IWSS modules.

Note: An activation code is required to enable scanning and product updates (see the *Administrator's Guide*).

Also note the following:

- Change the administrator login password to ensure the security of your system (see the Administrator's Guide).
- Trend Micro recommends that you update your scan engine and virus pattern files immediately after installing, registering and activating the product.
- Trend Micro only supports listening port 80 for IWSS in reverse proxy mode, as well as for the protected server. When configuring IWSS as a reverse proxy, specify port 80 in the "HTTP listening port" field, and in the "Port" field for the protected server. The IWSS listening port for reverse proxy is hard-coded to 80.
- Include the IWSS Web console URL to the local intranet or the list of trusted sites in your Web browser.
- Make sure "localhost" is mapped to 127.0.0.1 in the Windows `hosts` file

Configuring Cisco Routers for WCCP Transparency

IWSS supports WCCP transparency when used in conjunction with a Cisco router. This section provides a brief introduction to configuring a Cisco router so that it works with IWSS.

IWSS supports the following WCCP features:

- WCCP version 2
- Generic Routing Encapsulation (GRE) HTTP and FTP packet redirection (L2-rewrite is not supported)
- Service number 80
- HTTP (port 80) and FTP (port 21) are supported
- No password is supported

Note: Cisco IOS 12.2(23) through 12.3(9) has a known issue with WCCP connectivity. Trend Micro recommends not using these IOS versions.

Cisco 2600 Router Configuration Example

Consider the following network as an example:

- Two private network segments of 192.168.1.0/24 and 172.16.1.0/24

- 192.168.1.0 is the network where clients reside
- 172.16.1.0 has IWSS and presumably other servers, and has access to the Internet through a firewall
- The two networks are connected by a Cisco 2600 series router
- The router's FastEthernet 0/0 interface is connected to the 172.16.1.0 network with IP address 172.16.1.5 and FastEthernet 0/1 is connected to 192.168.1.0 with IP address 192.168.1.1
- 192.168.1.1 is the default gateway of the 192.168.1.0 network
- The IWSS server has IP 172.16.1.101

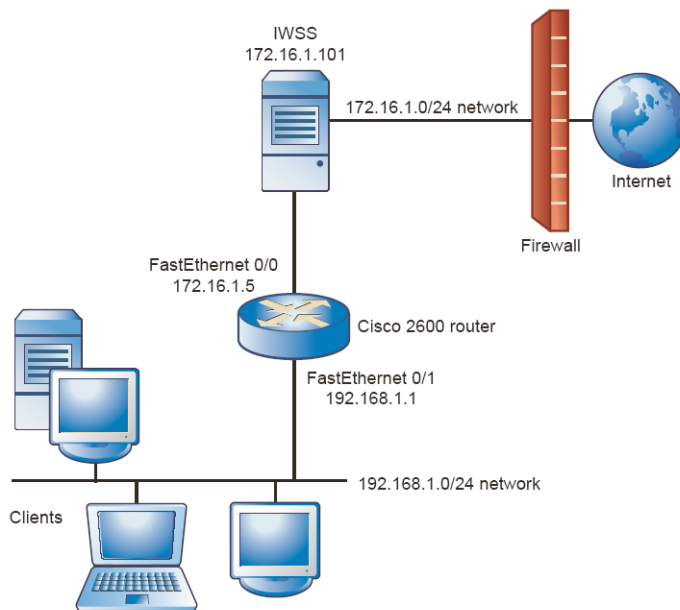


FIGURE 3-8 Network example: Cisco router and WCCP transparency

Based on the network example, the Cisco router IOS command line configuration example is as follows:

```
hostname(config)# ip wccp 80 redirect-list 101 group-list 22
```

```
hostname(config)# access-list 22 permit 172.16.1.0 0.0.0.255
hostname(config)# access-list 101 permit tcp 192.168.1.0
0.0.0.255 any eq www
hostname(config)# access-list 101 permit tcp 192.168.1.0
0.0.0.255 any eq ftp
hostname(config)# interface FastEthernet0/0
hostname(config-if)# ip wccp 80 redirect out
hostname(config)# interface FastEthernet 0/1
hostname(config-if)# ip wccp 80 redirect in
```

In this example, 80 is the WCCP service number. IWSS always uses service ID number 80. 101 and 22 represent the access control list number for clients and the WCCP proxy respectively, so these numbers can be arbitrary. WCCP version 2 is the default configuration in IOS 12.2 and 12.3, and GRE redirection is the only redirection option for the Cisco 2600 router, thus it is not required to configure the WCCP version and redirection method. Note that there are other configuration possibilities.

Note: For more detailed options about IOS commands, refer to your Cisco router documentation.

Configuring IWSS to Use WCCP Transparency

For this topology, you would configure the Proxy Scan Settings screen (**HTTP > Configuration > Proxy Scan Settings**) in the IWSS management console as follows:

- Select **Forward proxy**
- Deselect **Enable upstream proxy**
- Select **Enable transparency**
- Select **Enable Web Cache Coordination Protocol (WCCP)**
- Specify the WCCP router's IP address: 172.16.1.5
- Specify the WCCP router port: 80

IWSS requires the GRE handler to receive WCCP GRE redirected packets correctly. The GRE handler is a device driver included in the IWSS package and is copied to

the IWSS folder during installation. However, the GRE handler is not installed unless WCCP is chosen during installation. When WCCP is enabled via the management console, and the management console is opened from the server where IWSS is installed without any proxy server in between, the management console automatically installs the GRE handler on the IWSS server. A window relating to the GRE handler's digital signature may display during installation—click **Yes** to continue the GRE handler installation.

Note: Depending on its signature signing status, the security window may indicate that the GRE handler does not have any digital signature.

If you try to connect to the IWSS management console from a remote computer, or if there is a proxy server between the browser and the IWSS server, the GRE handler will not be installed. Instead, a pop-up message displays advising you to install the GRE handler manually. In this case, the administrator must run the `install_greh.exe` command with the `-i` option from the Windows command line on the IWSS server. The installation program is copied to the `<IWSS directory>\WCCP` folder. The command to install the GRE handler from the default installation path is:

```
<Install_directory>\WCCP\install-greh.exe -i
```

When installing the GRE handler from the command line, security messages are displayed in the same manner as installing through the management console. The `install` command can take the following parameters:

Parameter	Action
(No parameter_	Show usage
-i	Install
-u	Uninstall
-e	Enable
-d	Disable

When the GRE handler is successfully installed, the network connection's properties show the GRE Handler Driver is installed and enabled:

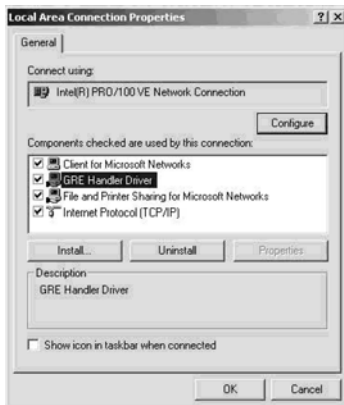


FIGURE 3-9 Network properties after installing GRE handler

When WCCP is no longer used and is disabled in the management console, the management console either automatically uninstalls the GRE handler or prompts you to uninstall it by running `install_greh.exe -u`. The GRE handler can also be removed from the Local Area Connection Properties dialog box by selecting **GRE Handler Driver** and clicking **Uninstall**.

Installing and removing the GRE handler does not require rebooting the server. However, the network connection may be affected and some applications, for example, Internet Explorer, that show remote host directories are affected.

Testing IWSS

After installing IWSS, refer to *Additional IWSS Testing* on page B-1 to verify that the program is working properly.

Migrating to InterScan Web Security Suite 3.1

This chapter explains the following:

- *About Migration* on page 4-2
- *Upgrading to IWSS 3.1 Using Setup* on page 4-3
- *Migrating to IWSS 3.1 Using the Migration Tool* on page 4-6
- *Rolling Back to Version 2.5* on page 4-9

About Migration

You can migrate your InterScan Web Security Suite 2.5 release to version 3.1 with the installation program or the migration tool.

Note: You can only upgrade to version 3.1 from version 2.5. If you want to upgrade to version 3.1 from versions earlier than 2.5, you must first upgrade to version 2.5, then upgrade again to version 3.1.

Settings that Cannot be Migrated

IWSS automatically detects the existence of IWSS 2.5 on your computer and saves your configuration settings.

The following settings will not be migrated.

- Outbreak Prevention Policy (OPP)
- Listening interface in intscan.ini if migrating between different computers using the migration tool. If you perform the migration on the same computer, the listening interface will be retained.
- Log and report files on local disk. You can choose to retain existing logs in the database in the setup screen.
- Notification mails in queue
- Quarantine files. Trend Micro recommends you manually back up the quarantine files before migration.
- Pattern and engine files. The included pattern and engine in the IWSS setup package will be applied after migration. Trend Micro recommends you perform an active update immediately after activating the product.
- SSL mode configurations for the IWSS Web console
- Specified port number of the Control Manager server. If the Control Manager agent uses a custom port number other than 80 or 443 to communicate with the Control Manager server, the port number information will not be retained and you will need to configure it again after the migration

Backing Up IWSS 2.5 Information

Trend Micro recommends creating a back up copy of IWSS 2.5 configuration, policies, and logs. This allows you to roll back to IWSS 2.5 if an error occurs during program update or data migration.

To back up IWSS 2.5 information:

1. Stop the database services and IWSS related services.
2. Make a backup copy of IWSS data files in the database folder. If you have installed MSDE using the IWSS 2.5 setup program, the files are located in the following folders by default:

```
C:\Program Files\Trend
```

```
Micro\Common\MSDE\Data\MSSQL\Data\iwss.mdf
```

```
C:\Program Files\Trend
```

```
Micro\Common\MSDE\Data\MSSQL\Data\iwss_log.LDF
```

3. Make a backup copy of the IWSS 2.5 installation folder. The default path is
C:\Program Files\Trend Micro\IWSS
4. Start the database before you migrate to IWSS 3.1.

Upgrading to IWSS 3.1 Using Setup

If you want to upgrade IWSS from version 2.5 directly to version 3.1 on your computer, Trend Micro recommends you execute the setup program in the Enterprise Solutions CD.

To migrate to IWSS 3.1 using the Setup program:

1. Run the setup program. You can run the setup program from the Enterprise Solutions CD by double-clicking setup.exe.
2. Click **Next** in the **Welcome** screen.
3. Select to accept the end-user license agreement and click **Next**.
4. In the IWSS Installation screen, select one of the following:
 - **Fresh Install**: choose this option to uninstall IWSS 2.5 before the setup program installs IWSS 3.1.

- **Migrate from the old version of IWSS:** choose this option to migrate data to IWSS 3.1. You may specify settings to back up old log data in the database.

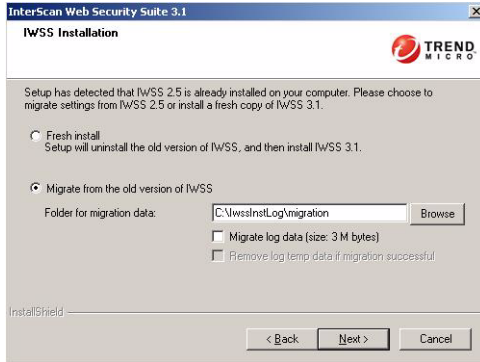


FIGURE 4-1 Migration: IWSS Installation Option

5. If you choose to migrate to IWSS 3.1, the setup program exports existing IWSS configuration and policies. You can choose whether to export old logs in the database. After the data export process is completed successfully, you can click **Detail Log** to view the results. Click **Next** to continue.



FIGURE 4-2 Migration: Export Finished

Note: The log export process may take a few minutes depending on the size of the log data in the database.

6. In the IWSS Maintenance screen, select Uninstall IWSS from this machine. You may also select to delete the default MSDE DBMS or the current IWSS schema. Click **Next**.

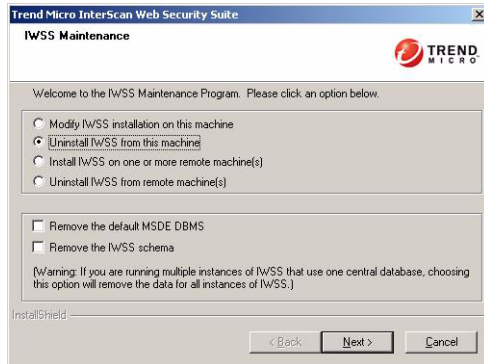


FIGURE 4-3 Migration: IWSS Maintenance

7. In the prompt screen, click **OK** to confirm the uninstallation.

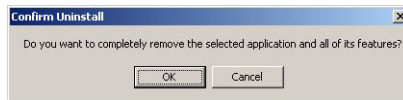


FIGURE 4-4 Migration: Uninstall IWSS 2.5

8. After IWSS 2.5 is uninstalled successfully, click **Finish** in the **Maintenance Complete** screen.
9. Setup continues to install IWSS 3.1 on your server. Refer to *Installing by Running the Setup Program* on page 3-4 for detailed installation procedure. After the installation is completed, the setup program imports data into IWSS 3.1.
10. In the **Install Complete** screen, select to restart your server and click **Finish**.

Migrating to IWSS 3.1 Using the Migration Tool

You can use the migration tool to export and import IWSS configurations. Trend Micro recommends using the migration tool if you want to migrate IWSS 2.5 configurations from another computer or if you want to retain configuration in a server farm. The migration tool is located in the directory `\migtool` in the IWSS setup package.

To migrate data using the migration tool, first use the migration tool to export the configurations from IWSS 2.5. After you have installed IWSS 3.1 on another computer, use the same migration tool to import the IWSS 2.5 configurations into the IWSS 3.1 computer.

Note: The export or import process may take up to several minutes depending on the size of the log data in the database.

The migration tool is able to export/import the following IWSS information:

- Configuration files—INI configuration files, and IWSS system data
- Policy—User-defined policy settings stored in the database
- Logs—IWSS Log data stored in the database

To export IWSS 2.5 configurations:

1. In the `\migtool` directory of the IWSS setup package, double-click **MigrationGUI** to run the program.

2. The **IWSS Migration Tool** screen displays. Select **Export**.



FIGURE 4-5 Migration Tool: Export

3. Select the IWSS configurations you want to export.
4. Click **Browse** to select the directory to store the configurations.
5. Click **Export** to start the configurations export process.

To import IWSS 2.5 configurations:

1. In the `\migtool` directory of the IWSS setup package, double-click **MigrationGUI** to run the program.

2. The **IWSS Migration Tool** screen displays. Select **Import**.



FIGURE 4-6 Migration Tool: Import

3. Select the IWSS configurations you want to import.
4. Click **Browse** to select the directory where the configurations data is located.
5. Click **Import** to start the configurations import process.

Migrating to IWSS 3.1 in a Server Farm

If you deploy IWSS 2.5 in a server farm, you can still migrate IWSS 2.5 to IWSS 3.1. The migration method to use for server farm deployment depends on whether the IWSS servers share a common database. For more information about the server farm deployment methods, refer to *Multiple Instances of IWSS* on page 1-5.

If the IWSS server farm does not share the same database, you can run the IWSS 3.1 Setup program on each IWSS server to migrate IWSS 2.5 to IWSS 3.1 (refer to *Installing by Running the Setup Program* on page 3-4 for more information).

If all IWSS servers share the same database, follow the steps described below to migrate to IWSS 3.1:

1. Log in to an IWSS server in the server farm and use the migration tool to export local configurations, policy settings, and log data stored in the database. For more information on using the migration tool, refer to *Migrating to IWSS 3.1 Using the Migration Tool* on page 4-6.
2. On other IWSS servers, use the migration tool to export local configurations.
3. Run the Setup program to install a fresh copy of IWSS 3.1 on all IWSS 2.5 servers in the server farm.
4. On the IWSS server (in Step 1), use the migration tool to import configurations, policy settings, and log data into the database.
5. On other IWSS servers (in Step 2), use the migration tool to import the configurations.

Rolling Back to Version 2.5

Currently, you cannot roll back to IWSS 2.5 using the IWSS Web console or commands. Before you start the roll back, make sure you have a backup copy of the IWSS 2.5 data.

To roll back to the previous version:

1. Run the setup program to uninstall IWSS 3.1.
2. Install IWSS 2.5.
3. Stop all database services and IWSS 2.5 related services.
4. Replace the IWSS installation folder with the backup copy that you made before product migration.
5. Replace the IWSS related database files with the backup copy that you made before product migration.
6. Start the database services.
7. Start IWSS 2.5 related services.

ICAP Configuration

This chapter explains the following:

- *After Installing IWSS* on page 5-2
- *Setting up an ICAP 1.0-compliant Cache Server* on page 5-2

After Installing IWSS

Perform these post-install configuration steps only if you have installed IWSS on your system.

After installing the IWSS program files, do the following:

1. *Setting up an ICAP 1.0-compliant Cache Server* on page 5-2
2. *Enabling “X-Virus-ID” and “X-Infection-Found” Headers* on page 5-8

Setting up an ICAP 1.0-compliant Cache Server

Configure an ICAP client to communicate with the ICAP server.

- *To set up ICAP for NetCache Appliance:* on page 5-2
- *To set up ICAP for the Blue Coat Port 80 Security Appliance:* on page 5-4
- *To set up ICAP for Cisco CE ICAP servers:* on page 5-7

Setting up ICAP for NetCache Appliances

To set up ICAP for NetCache Appliance:

1. Log on to the NetCache console by opening `http://{SERVER-IP}:3132` in a browser window.
2. Click the **Setup** tab, and then click **ICAP > ICAP 1.0** in the left menu.
3. Click the **General** tab, and then select **Enable ICAP Version 1.0**. Click **Commit Changes**.

Note: An error message “icap: This service is not licensed.” appears if you have not provided the required ICAP license key for NetCache.

4. Enter an ICAP license key:
 - a. Click the **Setup** tab, and then click **System > Licenses** in the left menu. The **System Licenses** screen appears.
 - b. Type **IWFLPWA** under the **ICAP license** section.
 - c. Click **Commit Changes**.

5. Select the **Service Farms** tab on the **ICAP 1.0** screen, and then click **New Service Farm** to add ICAP servers. Then, assign the service farm name in the **Service Farm Name** field.
 - For response mode, select **RESPMOD_PRECACHE** in the **Vectoring Point** field
 - For request mode, select **REQMOD_PRECACHE** in the **Vectoring Point** field

Select **Service Farm Enable**.

6. In the **Load Balancing** field, choose the proper algorithm that you use for load balancing (if you have more than one ICAP server in the service farm). Clear **Bypass on Failure**.

Note: Disable **Bypass on Failure** if the priority is more on virus propagation within your network. Otherwise, enable **Bypass on Failure** to guarantee an unblocked connection to the Internet.

7. Under the **Consistency** field, choose **strong** from the drop-down menu and leave the **lbw Threshold** field empty.
8. Under the **Services** text box (for response mode), type:
`icap://{ICAP-SERVER-IP}:1344/resp on,`
 where **ICAP-SERVER-IP** is the IP address of IWSS ICAP for response mode.

Under the **Services** text box (for request mode), type
`icap://{ICAP-SERVER-IP}:1344/REQ-Service on,`
 where **ICAP-SERVER-IP** is the IP address of IWSS ICAP for request mode.

For multiple IWSS ICAP server services, type the additional entries in step 7. For example:

For response mode,

- `icap://{ICAP-SERVER1-IP}:1344/resp on`
- `icap://{ICAP-SERVER2-IP}:1344/resp on`

Click **Commit Changes**.

For request mode,

- `icap://{ICAP-SERVER1-IP}:1344/REQ-Service on`
- `icap://{ICAP-SERVER2-IP}:1344/REQ-Service on`

Click **Commit Changes**.

Note: For multiple ICAP servers within a service farm with **strong** consistency selected, make sure that all ICAP servers have identical `intscan.ini` and other configuration files and the same virus pattern. The service farm will not work properly if the ICAP servers have different configurations.

9. Click the **Access Control Lists** tab, and then select **Enable Access Control Lists**. Type `icap (Service Farm name of the ICAP Server)` any in **HTTP ACL**. Click **Commit Changes**.

To configure scanning FTP over HTTP traffic, go to **FTP > Configuration > Access Control Lists**, and then add "`icap (service farm name)`" any into the **FTP ACL** field.

Setting up ICAP for Blue Coat Port 80 Security Appliance

To set up ICAP for the Blue Coat Port 80 Security Appliance:

Log on to the management console by typing `https://{SERVER-IP}:8082` in the address bar of your Web browser (specifying port 8082 as the default management port). For example, if the IP address configured during the first-time installation is 123.123.123.12, enter the URL `https://123.123.123.12:8082` in the Web browser.

1. Select **Management Console**. Type the logon user name and password if prompted.
2. Click **External Services > ICAP** in the left menu.
3. Click **New**. The **Add ICAP Service** screen appears.
4. In the **ICAP service name** field, type an alphanumeric name. Click **Ok**.
5. Highlight the new ICAP service name and click **Edit**. The **Edit ICAP Service name** screen appears.
6. Type or select the following information:
 - a. ICAP version number (that is, 1.0)
 - b. The service URL, which includes the virus-scanning server host name or IP address, and the ICAP port number. The default ICAP port number is 1344.
 - Response mode:
`icap://{ICAP-SERVER-IP}:1344`
 - Request mode:

```
icap://{ICAP-SERVER-IP}:1344/REQ-Service
```

where ICAP-SERVER-IP is the IP address of IWSS ICAP.

- c. The maximum number of connections (ranges from 1-65535). The default value is 5.
 - d. The connection timeout, which is the number of seconds the Blue Coat Port 80 Security Appliance waits for replies from the virus-scanning server. The range is an interval from 60 to 65535. The default timeout is 70 seconds.
 - e. Choose the type of method supported (response or request modes).
 - f. Use the default preview size (bytes) of zero (0).
 - g. Click **Sense settings** to retrieve settings from the ICAP server (recommended).
 - h. To register the ICAP service for health checks, click **Register** under the **Health Check Options** section.
7. Click **Ok**, and then click **Apply**.

Note: You can edit the configured ICAP services. To edit a server configuration again, select the service and click **Edit**. The examples used for configuring ICAP for Blue Coat is based on SGOS version 5.2.2.5. The settings may vary depending on the version of Blue Coat.

8. Add response or request mode policy.

The Visual Policy Manager requires the Java 2 Runtime Environment Standard Edition v.1.6.0 or later (also known as the Java Runtime or JRE) from Sun™ Microsystems, Inc. If you already installed JRE on your workstation, the Security Gateway opens a separate browser window and starts the Visual Policy Manager. The first time you start the policy editor, it displays an empty policy.

If you have not installed JRE on your workstation, a security-warning window appears. Click **Yes** to continue. Follow the instructions to install the JRE.

To add the response mode policy:

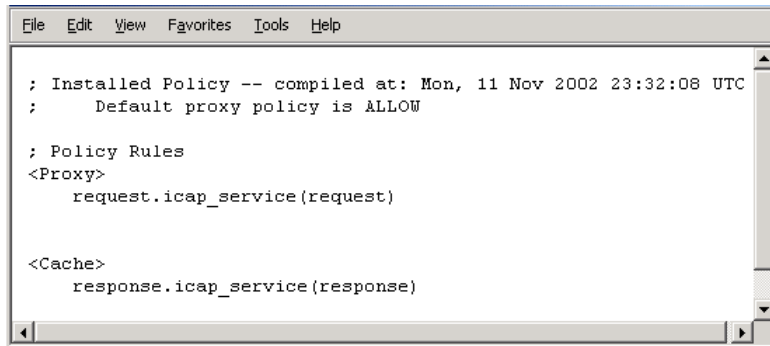
- a. Select **Management Console**. Type the logon user name and password if prompted.

- b. Click **Policy** in the left menu, and then click **Launch** to start Blue Coat Visual Policy Manager.
- c. The **Blue Coat Visual Policy Manager** screen displays. Click **Policy > Add Web Content Policy**. In the menu bar, click **Edit > Add Web Content Policy** to display the **Add New Layer** pop-up screen.
- d. Type a descriptive name in the **Layer Name** field and click **OK**.
- e. Under the **Action** column, right-click **Set**. The **Add Object** screen appears. Click **New** and select **Set ICAP Response Service**. The **Add ICAP Response Service Object** screen appears.
- f. Choose the ICAP service name under the **Use ICAP Response Service** field. Enable **Deny the request** under the **Error Handling** section. Click **OK**, and then click **OK** again.
- g. Click **Install Policies**.

To add the request mode policy:

- a. Select **Management Console**. Type the logon user name and password if prompted.
- b. Select **Policy** in the left menu, and then click **Launch** to start Blue Coat Visual Policy Manager.
- c. The **Blue Coat Visual Policy Manager** screen displays. Click **Policy > Add Web Content Policy**. In the menu bar, click **Edit > Add Web Content Policy** to display the **Add New Layer** pop-up screen.
- d. Type the policy name in the **Layer Name** field. Click **OK**.
- e. Under the **Action** column, right-click **Set**. The **Add Object** screen appears. Click **New** and select **Set ICAP Request Service**. The **Add ICAP Request Service Object** screen appears.
- f. Choose the ICAP service name under the **Use ICAP Request Service** field. Enable **Deny the request** under the **Error Handling** section. Click **OK**, and then click **OK** again.

g. Click **Install Policies.**



```

File Edit View Favorites Tools Help

; Installed Policy -- compiled at: Mon, 11 Nov 2002 23:32:08 UTC
;   Default proxy policy is ALLOW

; Policy Rules
<Proxy>
  request.icap_service(request)

<Cache>
  response.icap_service(response)

```

FIGURE 5-1 Configure both the request and response mode ICAP services. To check the current policy, go to the “Policy” screen, click “View” > “Current SG Appliance VPM Policy File”.

Setting up ICAP for Cisco CE ICAP Servers

To set up ICAP for Cisco CE ICAP servers:

IWSS supports Cisco ICAP servers (CE version 5.1.3, b15). All ICAP settings are performed through a command line interface (CLI); there is no user interface associated with the Cisco ICAP implementation.

1. Open the Cisco CE console.
2. Type `config` to enter the configuration mode.
3. Type `ICAP` to display a list of all ICAP-related commands.
4. Create a response modification service, by typing

```
icap service RESPMOD SERVICE NAME
```

This takes you into the ICAP service configuration menu. Display a list of all available commands. Type the following commands:

```

server icap://ICAP SERVER IP:1344/resp (to assign a server type)
vector-point respmod-precache (to assign the proper vector point type)
error-handling return-error (to assign the proper error-handling type)
enable (to enable the ICAP multiple server configuration)

```

5. Type `exit`.

6. Create a request modification service, by typing

```
icap service REQUESTMOD SERVICE NAME
```

This command takes you into the ICAP service configuration menu. Display a list of all available commands. Issue the following commands:

```
server icap://ICAP SERVER IP:1344/REQ-Service (to assign a server type)
```

```
vector-point reqmod-precache (to assign the proper vector point type)
```

```
error-handling return-error (to assign the proper error-handling type)
```

```
enable (to enable the ICAP multiple server configuration)
```

7. Type `exit`.

8. For additional configuration steps, type the following:

```
icap append-x-headers x-client-ip (to enable X-client headers for reports)
```

```
icap append-x-headers x-server-ip (to enable X-server headers for reports)
```

```
icap rescan-cache IStag-change (to turn on IStag rescan for updates)
```

```
icap bypass streaming-media (to exclude streaming media from ICAP scanning)
```

```
icap apply all (to apply all settings and activate ICAP type)
```

```
show icap (to display current ICAP configuration at root CLI menu)
```

Enabling “X-Virus-ID” and “X-Infection-Found” Headers

IWSS can return 2 optional headers from the ICAP server whenever a virus is found: the “X-Virus-ID” and the “X-Infection-Found” headers. Neither of these headers are returned by default for performance reasons, since many ICAP clients do not use these headers. They must be enabled in the IWSS management console.

- “X-Virus-ID” contains one line of US-ASCII text with a name of the virus or risk encountered. For example:

```
X-Virus-ID: EICAR Test String
```

- “X-Infection-Found” returns a numeric code for the type of infection, the resolution, and the risk description.

For more details on the parameter values, see:

<http://www.i-cap.org/spec/draft-stecher-icap-subid-00.txt>

To enable the X-Virus-ID header:

1. From the main menu, click **HTTP > Configuration > Proxy Scan Settings**.
2. On the **Proxy Settings** page, select **Enable 'X-Virus ID' ICAP header** and/or **Enable 'X-Infection-Found' ICAP header**.

Deployment Integration

This appendix explains the following:

- *IWSS in a Distributed Environment* starting on page A-2
- *Integration with LDAP* starting on page A-3
- *Damage Cleanup Services (DCS) Integration* starting on page A-5
- *Integration with Cisco Router* starting on page A-7
- *Protecting an HTTP or FTP Server* starting on page A-8

IWSS in a Distributed Environment

IWSS is designed to be part of a distributed system and can establish a number of network connections based on the configuration settings.

The administrator must ensure the following:

- None of the required channels are blocked
- All channels have enough throughput
- Servers use a supported version of the software
- Servers have enough performance

Connection Requirements and Properties

Table 1-1 below gives the required connections and their properties.

TABLE 1-1. Required Connections and Properties

Connecting Component	Traffic: Type and Volume	If the Connection is lost
Clients	Should be measured on the real network	No protection
Database server	Type: TCP Volume: <ul style="list-style-type: none"> • Low—if access logging is disabled • Medium—if access logging is enabled 	Cached data is used for already started services. Services will not start.
LDAP server (if configured)	Type: LDAP Volume: Medium	Cached data is used for already started services. Services will not start.
Trend Micro Active Update Server	Type: HTTP and HTTPS Volume: 10-50 Mb/day	IWSS components cannot be updated in time.
Trend Micro Dynamic Categorization server (if configured)	Type: HTTP Volume: Depends on the specific access	Requested resources are not categorized properly. URLs prohibited by policy settings can be accessible.

TABLE 1-1. Required Connections and Properties (Continued)

Connecting Component	Traffic: Type and Volume	If the Connection is lost
Trend Micro DCS server (if configured)	Type: HTTP Volume: Depends on the number of infected machines	No cleaning is performed for infected machines.

Throughput and Availability Requirements

The administrator must determine the IWSS availability requirements.

- Is IWSS downtime acceptable?
- If so, what is the proper action (bypass or stop) to enforce when IWSS is down?
- If a failover configuration with multiple IWSS instances is used, do the LDAP server and the database server have the same level of failover?

Integration with LDAP

Support Referral Chasing for Multiple LDAP Servers

IWSS has an LDAP module that allows communication with multiple LDAP servers with the ability to establish multi-domain tree- and forest-like environments.

If the configured main LDAP server from the IWSS Web console **HTTP > Configuration > User Identification** page cannot resolve client credentials, and the “referral chasing” is enabled (providing that the referral server(s) is configured), IWSS attempts to query for the requested User/Group object with the configured Primary Referral Server. If the queried object is still not found, a configured Secondary Referral will be queried. In order to do that, it must keep the credentials of the administrative account for all LDAP servers in the [LDAP-Setting] section of the intscan.ini file.

The Windows Active Directory (AD) Global Catalog enables LDAP clients, such as IWSS, to query objects native to the domain being queried, and those residing in remote domains, as long as the AD server being queried and the remote AD server has Global Catalog enabled. The Global Catalog server accepts the LDAP requests on port 3268 and allows querying the user credentials, full name and membership in

the global and universal groups across all other domains in the forest. The use of the Global Catalog is handy when creating IWSS LDAP policies for a parent group with user(s)/group(s) member(s) residing on remote domains that are part of many sub-domain levels.

To use this feature, the IWSS administrator should configure the main LDAP server that IWSS uses from the Web console **HTTP > Configuration > User Identification** page to communicate with a designated Global Catalog-enabled Active Directory server using port 3268, instead of using the default LDAP communication port 389.

Note: Global Catalog is available only in Microsoft Active Directory. The advantage of using the Global Catalog port includes better performance for LDAP object lookup, and allows object lookup that resides in many sub-levels of the Active Directory tree (beyond three). However, in order for IWSS to utilize the Global Catalog, the AD being requested for an object needs to have the Global Catalog enabled along with the AD where the queried user/group object reside. IWSS supports the use of the Global Catalog port only to be configured as the main LDAP server, and not part of the IWSS referral chasing servers.

Tip: Trend Micro recommends allowing IWSS to query the root Active Directory server with the Global Catalog enabled, and using Universal group types to do group nesting when applying policies. This can be seen by the Global Catalog and will be visible throughout the Active Directory. For more information, see Microsoft support (<http://support.microsoft.com/kb/231273>).

Guest Account

When LDAP support is enabled, IWSS works in the authenticated proxy mode. It requires authentication for every client. This rule can cause problems for guest/mobile computers, whose users are not registered in the local LDAP server.

To resolve this issue, the HTTP scanning service in the HTTP proxy mode supports an additional listening point that can be used as a proxy server specification for the guest computers.

The following configuration parameters control this behavior:

- `intscan.ini/[http]/guest_user_login` enable guest port
- `IWSSPIProtocolHttpProxy.pni/[main]/guestportport number on which to listen`

IWSS bypasses the LDAP-based user identification and applies the special (Guest) policies to every computer accessing it over this port.

Damage Cleanup Services (DCS) Integration

While IWSS can detect and block worms and spyware at the HTTP and FTP gateway, it can also work in conjunction with Trend Micro Damage Cleanup Services to clean infected clients. Damage Cleanup Services is a comprehensive service that helps assess and clean system damage without installing software on client computers in a network. It performs the following activities:

- Removes registry entries created by worms and Trojans
- Removes memory resident worms, Trojans, and spyware/grayware
- Repairs system file configurations modified by malware

After IWSS is registered with one or more DCS servers, IWSS issues a cleanup request if it detects one of the following trigger conditions:

- Client PC attempts to access a URL classified as “Spyware,” “Disease Vector,” or “Virus Accomplice” by the Phish pattern file, or
- Client PC uploads a virus classified as a worm

Note: If malware attempts to contact a remote server using a protocol other than HTTP, IWSS will not detect it, thus will not trigger a cleanup.

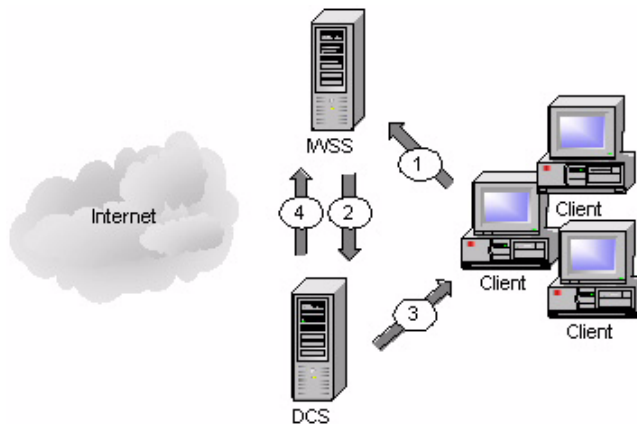


FIGURE A-1 How IWSS requests DCS to perform a client cleanup

When IWSS registers to a DCS server, infected client cleanups are handled in the following manner:

1. IWSS detects the client attempting to access a URL listed in the PhishTrap pattern file or upload a worm.
2. IWSS requests the DCS server to clean up the infected client.
3. DCS attempts to connect to the infected client and clean it through remote procedures.
4. DCS reports the outcome of its cleaning attempt to IWSS for logging.

When it receives a cleanup request from IWSS, DCS attempts to connect to the infected client and repair the system damage. The outcome of the cleaning attempt, either successful or unsuccessful, is reported back to the IWSS server for logging. If the cleanup attempt is not successful, then the client is redirected to a Web page hosted on the DCS server and an ActiveX control again attempts to clean the infected computer, with the permission of the computer's user.

Integration with Cisco Router

You can integrate IWSS on a network that uses a Cisco router at the gateway without changing the browser settings of the client machines.

To resolve the issue, integrate IWSS on the network through transparent proxy configuration by setting up the Policy-based Routing (PBR) on the Cisco router with the following policies:

Policy 1 Conditions:

- If the packet is from the IWSS server
- If the packet is for port 80/tcp and/or 443/tcp

Action: Routes the packet to the Internet.

Policy 2 Conditions:

- If the packet is from the local area network (other than the IWSS server)
- If the packet is for port 80/tcp and/or 443/tcp
- If the packet is not from the IWSS server

Action: Forwards the packet to the IWSS proxy port

For information on configuring policy-based routing, refer to the [Cisco Online Configuration Guide](#).

Note: In IWSS 3.1, set IWSS to **transparent proxy** when implementing this setup. For additional information, see [Using an ICAP-enabled Proxy](#) starting on page 1-11.

Protecting an HTTP or FTP Server

If you are protecting the HTTP server, install the HTTP scanning service in the HTTP proxy mode and use the reverse proxy configuration.

- Define the following configuration setting in the [http] section of the pni-file IWSSPIProtocolHttpProxy.pni:
 - `self_proxy=reverse`—specifies operation mode
 - `reverse_server`—specifies the IP address of the protected HTTP server
 - `reverse_server_port`—specifies the TCP port of the protected HTTP server

Note: To simplify the deployment of the reverse-proxy configuration in an HTTP/HTTPS environment, IWSS can listen for the incoming (HTTPS) connection on a port specified by the [main]/secondaryport configuration parameter, and forward this traffic without scanning to port 443 of the protected server.

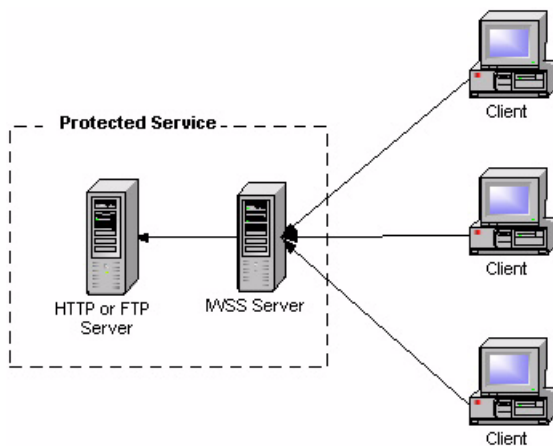


FIGURE A-2 Protecting a Dedicated Server

If you are protecting the FTP server, install the FTP scanning service and configure it to use an FTP proxy.

- Define the following configuration setting in the [ftp] section of the pni-file `IWSSPIProtocolFtp.pni`:
 - `proxy_mode=dedicated` — specifies operational mode
 - `ftp_server` — specifies the IP address of the protected FTP server
 - `ftp_server_port` — specifies the TCP port of the protected server

Additional IWSS Testing

In appendix explains the following:

- *Testing Upload Scanning* on page B-2
- *Testing FTP Scanning* on page B-2
- *Testing URL Blocking* on page B-4
- *Testing Download Scanning* on page B-5
- *Testing URL Filtering* on page B-5
- *Testing Spyware Scanning* on page B-6
- *Testing PhishTrap* on page B-7
- *Testing Java Applet and ActiveX Scanning* on page B-8
- *Testing IntelliTunnel Security* on page B-9

Testing Upload Scanning

Trend Micro recommends that you test virus scanning of Web-based mail attachments.

To test virus scanning of Web-based mail attachments:

1. Open the IWSS console and click **HTTP > Scan Policies** in the main menu. Clear **Enable virus scanning**, and then click **Save**.
2. Download the test virus from the following page:
http://www.eicar.org/anti_virus_test_file.htm
3. Save the test virus on your local machine.
4. Re-open the IWSS console, under **HTTP > Scan Policies** in the main menu, select **Enable virus scanning**, and then click **Save**.
5. Send a message with one of the test viruses as an attachment by using any Internet mail service. A message similar to the following should display in your browser.



FIGURE B-1 This warning screen shows the detection of an EICAR test virus.

Testing FTP Scanning

The following procedure contains instructions to test FTP virus scanning in stand-alone mode.

To test virus scanning of FTP traffic:

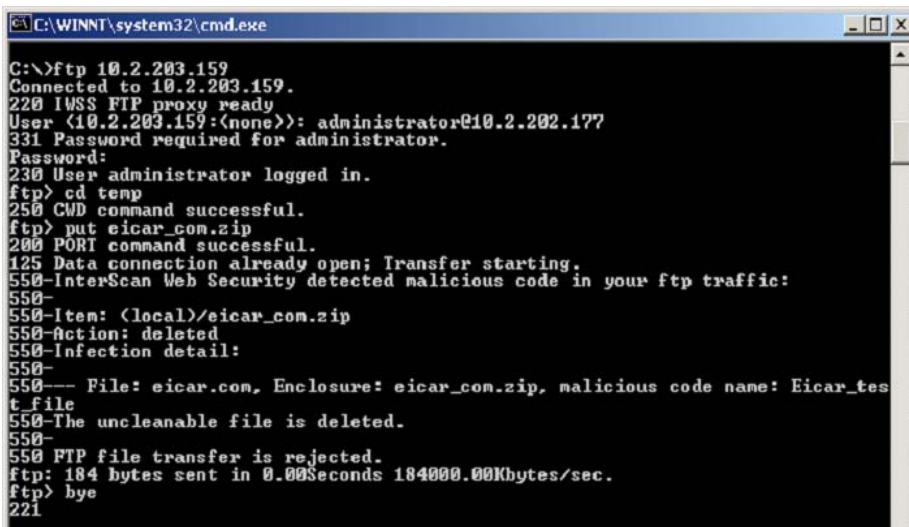
1. Download the test virus from the following page:

http://www.eicar.org/anti_virus_test_file.htm

2. Access the FTP server through IWSS working as the FTP proxy.
For example, assume the following IP addresses: IWSS FTP proxy server (10.2.10.2), FTP server (10.2.10.10).
Open a command line prompt and type the following:

```
ftp 10.2.10.2
```
3. Log on as `user@host`. For example, if your FTP account name is `anonymous` and the IP address of the FTP server is 10.2.10.10; then, log on as `anonymous@10.2.10.10`
4. Upload the test virus (for example, `eicar_com.zip`) by typing the command

```
put eicar_com.zip
```
5. If you have configured the IWSS FTP proxy correctly, IWSS displays a message similar to the following.



```
C:\WINNT\system32\cmd.exe
C:\>ftp 10.2.203.159
Connected to 10.2.203.159.
220 IWSS FTP proxy ready
User (10.2.203.159:(none)): administrator@10.2.202.177
331 Password required for administrator.
Password:
230 User administrator logged in.
ftp> cd temp
250 CWD command successful.
ftp> put eicar_com.zip
200 PORT command successful.
125 Data connection already open; Transfer starting.
550-InterScan Web Security detected malicious code in your ftp traffic:
550-
550-Item: (local)/eicar_com.zip
550-Action: deleted
550-Infection detail:
550-
550--- File: eicar.com, Enclosure: eicar_com.zip, malicious code name: Eicar_test_file
550-The uncleanable file is deleted.
550-
550-FTP file transfer is rejected.
ftp: 184 bytes sent in 0.00Seconds 184000.00Kbytes/sec.
ftp> bye
221
```

FIGURE B-2 This is a warning message that shows the detection of a virus in `eicar_com.zip`.

Testing URL Blocking

Before testing URL blocking, require your users to set the Web client's HTTP proxy to point to IWSS.

- For stand-alone mode, set the Web client's HTTP proxy to point to IWSS (for example, open Internet Explorer and click **Tools > Internet Options > Connections > LAN Settings > Use a proxy server**).
- For upstream proxy, set the Web client's HTTP proxy to point to IWSS (for example, open Internet Explorer and click **Tools > Internet Options > Connections > LAN Settings > Use a proxy server**). Open the IWSS console and click **HTTP > Configuration > Proxy Scan** in the left menu and enable **Dependent mode**. Type the proxy address and the port number.

To test URL blocking:

1. Open the IWSS console and click **HTTP > URL Access Control > URL Blocking** in the main menu and select **Enable URL blocking**.
2. In the **Match** field, type the full Web address, URL keyword, or exact-match string.
3. Click **Block**, and then click **Save**.
4. Open a Web browser and try to access the blocked Web site, a URL containing the string, or the exact-match string. A message similar to the following displays in the browser.



FIGURE B-3 A sample warning message for a blocked URL site.

Testing Download Scanning

To test virus scanning when downloading using HTTP or FTP over HTTP, attempt to download the test virus from the following Web site:

http://www.eicar.org/anti_virus_test_file.htm

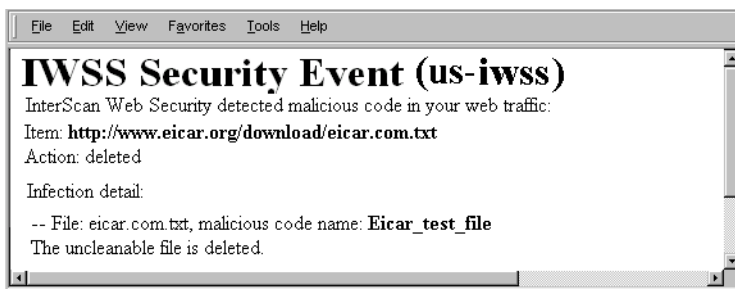


FIGURE B-4 The above virus-warning screen displays if the system is set up properly.

If a client attempts to download an infected file, IWSS blocks other clients' access to that site for four hours by default. When other clients subsequently attempt to access the same URL that contained the virus, the user will see a URL blocking message instead of the virus-warning message.

Configure the default block time (in hours) by changing the parameter `infected_url_block_length` under the `[Scan-configuration]` section of the `intscan.ini` file.

Testing URL Filtering

Trend Micro recommends that you use the default setting to test URL filtering.

To test URL Filtering:

1. Click **HTTP > URL Filtering > Settings**.
2. From the **Approved URL List** tab, review the Web site categories that are classified as "Approved URL List."
3. From the main menu, click **HTTP > URL Filtering > Policies**.
4. Select **Enable URL filtering** and then click **Save**.

5. Click **URL Filtering Global Policy** and verify that the appropriate categories are blocked during work and leisure time.
6. Open a browser and access any site (for this example, `www.urlfilteredsite.com`), which is specified in a prohibited category.

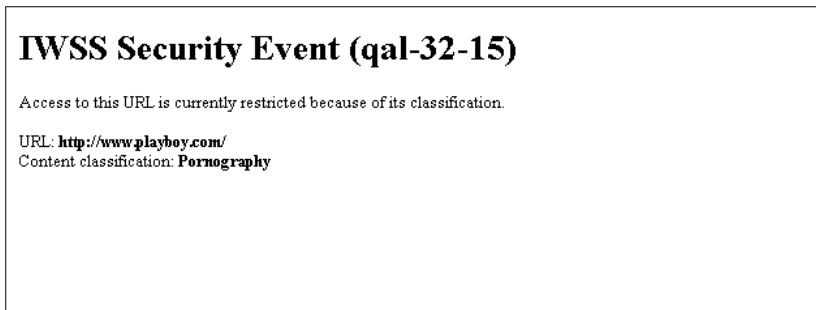


FIGURE B-5 The following message appears if the URL filtering is set up properly.

Testing Spyware Scanning

Perform the following procedure to test for spyware scanning.

To test Spyware scanning:

1. Open the IWSS console and click **Summary**.
2. Click the **Scanning** tab.
3. Enable spyware and other grayware categories for scanning by clicking **HTTP scanning**.
4. Click **HTTP > Scan Policy**.
5. Click the **Spyware/Grayware** tab and select the types of spyware/grayware which should be scanned.
6. Click the **Action** tab.
7. Under the **Uncleanable files** field, select the action setting (Delete, Quarantine, or Pass).

8. Click **Save**.
9. After a successful spyware detection, a sample message appears:



FIGURE B-6 A sample message after detecting a spyware with action “Delete” setting.

Testing PhishTrap

Perform the following procedure to test PhishTrap.

To test Phishtrap scanning:

1. Open the IWSS console and click **HTTP > URL Access Control > URL Blocking**.
2. Select **Enable URL blocking**.
3. Click the **Via Pattern File (PhishTrap)** tab.
4. Under **Block the following PhishTrap categories**, select all four categories (Phishing, Spyware, Virus accomplice, Disease vector).
5. Click **Save**.

6. After a successful phishing site detection, a sample message appears:



FIGURE B-7 A sample message after detecting a phishing site.

Testing Java Applet and ActiveX Scanning

Java applets and ActiveX controls are used on many Web pages to display interactive content or applications. One way to test your installation is to temporarily configure the global policy to block all applets and ActiveX controls, and then attempt to open Web pages that use them (to verify that the applet or object is blocked).

To test Java applet and ActiveX scanning:

1. Click **HTTP > Applets and ActiveX > Policies** from the main menu.
2. If necessary, select **Enable Applet/ActiveX security** and click **Save**.
3. Click **Applet/ActiveX Security Global Policy**.
4. On the **Java Applet Security Rules** tab, click **Block all Java applets** and click **Save**.
5. On the **ActiveX Security Rules** tab, click **Block all cabinet files** and **Block all PE format files** and click **Save**.
6. Open a Web browser and attempt to navigate to Web sites that use Java applets and ActiveX controls, for example, for stock price tickers or games. IWSS will block the mobile code from downloading and running in your browser.

Note: Blocking all Java applets and ActiveX controls may be too restrictive for your environment since it will prevent many legitimate Web sites from functioning properly. After testing, Trend Micro recommends going back to the **Applets and**

ActiveX Policy: Edit Global Policy screen to change the settings back to the default or your own less-restrictive configuration.

Testing IntelliTunnel Security

To test IntelliTunnel security:

1. Download the latest MSN Messenger from <http://get.live.com/messenger/overview>
2. Install MSN Messenger.
3. Enable IntelliTunnel in IWSS.
 - a. Click **HTTP > IntelliTunnel** and select the **Enable IntelliTunnel** check box.
 - b. Create a new policy or open an existing one.
 - c. Select **MSN Messenger**.
 - d. Click **Save**.
 - e. Select the policy and then click **Deploy Policies**.
4. Configure proxy settings in Internet Explorer.
 - a. Open Internet Explorer.
 - b. Click **Tools > Internet Options**.
 - c. Click the **Connections** tab.
 - d. Click **LAN Settings**.
 - e. Select **Use a proxy for your LAN**. These settings will not apply to dial-up or VPN connections.
 - f. Enter the IWSS IP address in the **Address** field.
 - g. Enter the IWSS HTTP listening port in the **Port** field. This value must match **HTTP > Configuration > Proxy Scan Settings > HTTP Listening Port** in IWSS.
 - h. Click **OK** and then **OK** again.
 - i. Close Internet Explorer.

5. Log in to MSN Messenger.

An error message should appear stating that you were not able to sign into MSN Messenger at this time.

6. Allow Microsoft Messenger (MSNP protocol).
 - a. Click **HTTP > IntelliTunnel**.
 - b. Open the policy.
 - c. De-select **Microsoft Messenger (MSNP protocol)**.
 - d. Click **Save**.
 - e. Select the policy and then click **Deploy Policies**.

7. Login to MSN Messenger.

MSN Messenger should now work.

Note: MSN Messenger uses the proxy configuration in Internet Explorer, so this test should be valid without requiring any modifications to firewalls, network, etc. Other IM applications may not honor the proxy configuration in Internet Explorer and only fall back to port 80 if the standard port is blocked.

Tuning and Troubleshooting

This appendix explains the following:

- *IWSS Performance Tuning* starting on page C-2
 - *LDAP Performance Tuning* starting on page C-2
- *Troubleshooting* starting on page C-5
 - *Troubleshooting Tips* starting on page C-5
 - *Before Contacting Technical Support* starting on page C-5
 - *Installation Problem* starting on page C-5
 - *General Feature Problem* starting on page C-6

IWSS Performance Tuning

Trend Micro recommends you install IWSS on a computer with high CPU speed and fast disk operation since IWSS performs numerous file operations and computations. If you are experiencing issues with slow browsing performance, consider the following modifications and the IWSS remote rating service.

LDAP Performance Tuning

When running IWSS to use the user/group name via proxy authorization identification method (LDAP), HTTP proxy performance becomes dependent upon the responsiveness of the LDAP directory server. In a worst case scenario, every HTTP request would require an LDAP query to authenticate the user's credentials, and another to retrieve group membership information for that user. These queries introduce latency in terms of the transmit/receive delay between IWSS and the LDAP server, and add load to the LDAP server itself.

LDAP Internal Caches

To reduce the amount of LDAP queries required, IWSS provides several internal caches:

- **User group membership cache:** This cache can store the group membership information for several hundred users. By default, entries in this cache will be valid for 48 hours, or until the cache fills (at which point entries are replaced, starting with the oldest). The time to live (TTL) for entries in this cache can be configured via the setting “user_groups_central_cache_interval” in the [user-identification] section of intscan.ini configuration file.
- **Client IP to User ID cache:** This cache associates a client IP address with a user who recently authenticated from that same IP address. Any request originating from the same IP address as a previously authenticated request will be attributed to that user, provided the new request is issued within a configurable window of time (15 minutes by default for HTTP, 90 minutes for ICAP) from that authentication. The caveat is that client IP addresses seen by IWSS must be unique to a user within that time period, thus this cache is not useful in environments where there is a proxy server or source NAT between the clients and IWSS, or where DHCP frequently reassigns client IPs. To enable or disable this cache, change the “enable_ip_user_cache” setting in the [user-identification]

section of `intscan.ini`. To change the TTL of this cache, change the “`ip_user_central_cache_interval`” (unit is hours). For example, to create a TTL of 30 minutes, then enter “0.5”.

- **User authentication cache:** This avoids re-authenticating multiple HTTP requests passed over a persistent connection. When users pass the credential validation over a persistent connection, IWSS adds an entry (two important keys in one cache entry are the client’s IP address and the client’s username) in the user authentication cache so the subsequent requests over a keep-alive connection will not authenticate again. The client IP address and client’s username serve as two forward references, or links, to the “client IP to user ID cache” and “user group membership cache,” respectively. IWSS will thus still be able to retrieve the user’s connection information from both the IP-user and user-group caches.

When deploying IWSS with LDAP integration, it is important to consider the additional load that authenticating HTTP requests will place on the LDAP directory server. In an environment that cannot effectively use the client IP to user ID cache, the directory server will need to be able to handle queries at the same rate as IWSS receives HTTP requests.

Disable Verbose Logging When LDAP Enabled

Trend Micro recommends turning off verbose logging in the `intscan.ini` file, under the `[http]` section, “`verbose`” parameter) when LDAP is enabled for server performance reasons. Verbose logging is primarily used by software developers to identify abnormal application behavior and troubleshooting. In a production deployment, verbose logging is usually unnecessary.

If verbose logging is enabled and LDAP is also enabled, IWSS will log user authentication information and group membership information in the HTTP log in the `\Log` folder. Logs may contain hundreds of lines per user and therefore significantly consume disk space, depending on the amount of internal traffic and the number of groups a user is associated with. Verbose logging keeps the service busy with issuing I/O operations to the operating system. This may prevent the service from responding to HTTP requests in a timely fashion, hence latency may occur. In an extreme bursting HTTP traffic environment, it’s possible to observe significant delays when IWSS starts up in verbose mode.

TCP/IP Stack Tuning

By default, there are some TCP/IP stack limitations in Windows. In order to allow IWSS to perform efficiently under heavy network traffic load, tune the TCP/IP stack by modifying the following values using `regedit`.

Note: After you have made the changes, you must restart your computer to make the changes take effect.

MaxUserPort

Controls the max port number that TCP can assign. Every unique client making a request to your web server will use up at least one of these ports on the server.

HKLM\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters

Type: DWORD

Value: 65534

TCPTimedWaitDelay

Determines the time that must elapse before TCP can release a closed connection and reuse its resources. This interval between closure and release is known as the TIME_WAIT state or 2MSL state.

HKLM\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters

Type: DWORD

Value: 60

Troubleshooting

Troubleshooting Tips

- **Issue:** IWSS could not connect to the database specified in the Database Connection Settings page. The IWSS management console displays the following error message:

```
JDBC-ODBC BRIDGE: [Microsoft][ODBC SQL Server Driver][Shared Memory]SQL Server does not exist or access denied.
```

Solution:

- Please check the ODBC connection and/or database server and try again.
- **Issue:** The IWSS management console displays an authentication error message.

```
JDBC-ODBC BRIDGE: [Microsoft][ODBC SQL Server Driver][SQL Server]login failed or user 'sa', The user is not associated with a trusted SQL Server connection.
```

Solution:

- Verify the user credential for the SQL Server and also ensure that the database settings are correct (**Administration > IWSS Configuration > Database | Database Setting**). If the problem persists, ensure that the login account user name and password for the SQL server are correct.

Before Contacting Technical Support

When contacting Technical Support with your issues, having specific information can streamline the process:

Installation Problem

Collect the following information about your installation problem before contacting Trend Micro technical support to expedite the process.

1. IWSS version and build number
2. Screenshot of the exact error that appears during installation
3. The stage of the installation / un-installation where the problem occurs
4. The C:\IwssInstLog\iwssinst.log installation log file

General Feature Problem

If you have problems with IWSS, collect the following information to give to Trend Micro support:

1. The system file(s) that describes the current state of IWSS.

To compile these files, access the Web console and choose **Administration > Support** and then click **Generate System Information File**. This button is an extension of the case diagnostic tool (CDT), allowing you to package the current machine “state” at a click of a button.

The system file(s) that IWSS generates from clicking the **Generate System Information File** button are packaged into a single file with the following format:

```
CDT-YYYYMMDD-HHmmsS.zip
```

Where YYYY is the current year, MM is the current month, and DD is the current day, HH is the current hour, mm is the current minute, and SS is the current second that the package file was generated.

The system file(s) contains the following information:

- **IWSS information**—Includes IWSS product version, engine version and build number, current pattern file (if available), and IWSS hot fixes and service pack information. Product and integration settings are also part of this information
 - **IWSS/system logs**—Includes IWSS logs and debug logs, logs generated by daemon (if system logs are enabled), and dump file
 - **System/network information**—Includes the hardware configuration, operating system, build, system resource status, other application installed, and network information
 - **CDT-compliant configuration/plugin information**—Includes information about changes made to CDT
2. Dump files are created in the directory listed below:

```
\Program Files\Trend Micro\InterScan Web Security Suite\userdumps
```

Use these files when working with Trend Micro technical support to help diagnose the cause of your problem. To view the files yourself, use a program like winDbg.

3. Log file for the day the issue occurred
 - All log files the day the issue occurred (logs are stored in %IWSS_HOME%/log by default)
 - Make sure `verbose=1` is set in the [ftp], [http], and [notification] sections of the `intscan.ini` file
 - Make sure `log_trans=yes` is set under the [http] section of the `intscan.ini` file
4. From the Web console, take a screenshot of the **Summary > Scanning** tab page.
5. Record the IWSS version number.
6. URL samples (if applicable).
7. Get a packet capture of the failing transaction using ethereal.

Troubleshooting, Maintenance and Technical Support

This appendix explains the following:

- *Product Maintenance* on page D-3
- *Contacting Technical Support* on page D-5
- *Security Information Center* on page D-8
- *About Trend Micro* on page D-10

Troubleshooting

This section provides tips for dealing with issues you may encounter when using IWSS.

After changing the archive directory using the Web console, new audit trail logs are not stored in the new directory.

After you have changed the log directory in the Web console, you must restart the "Trend Micro InterScan Web Security Suite Console" service on the IWSS computer to make the changes take effect

No traffic information is available for a category in the Traffic Reports > Top Categories (weighted) screen.

When you set IWSS as the proxy for itself and visited a Web site (such as www.google.com) and enable real-time traffic report, the IWSS will not show any traffic information for the Web site you have visited. This is because of the way IWSS categorizes Web sites and the database does not store traffic information Web site access through the self-proxy setup.

After changing the archive log directory in the Web console, my Web browser is unable to connect to the Web console

When you set the IWSS computer as the proxy and change the log directory, HTTP connection may be disrupted. To resolve this issue, restart the HTTP service to make the changes take effect. You may need to refresh your Web browser.

Product Maintenance

From time to time, Trend Micro may release a patch for a reported known issue or an upgrade that applies to your product. To find out whether there are any patches available, visit the following URL:

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

The Update Center screen displays. Select your product from the links on this screen:

Clicking the link for InterScan Web Security Suite takes you to the Update Center page for IWSS. Scroll down to review the patches that are available.

Patches are dated. If you find a patch that you have not applied, open the readme document to determine whether the patch applies to you. If so, follow the installation instructions in the readme.

Maintenance Agreement

A Maintenance Agreement is a contract between your organization and Trend Micro, regarding your right to receive technical support and product updates in consideration for the payment of applicable fees. When you purchase a Trend Micro product, the License Agreement you receive with the product describes the terms of the Maintenance Agreement for that product.

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

Note: If the Maintenance Agreement expires, your License Agreement will not.

If the Maintenance Agreement expires, scanning can still occur, but the product cannot be updated, even manually. Also, you will not be entitled to receive technical support from Trend Micro.

Typically, ninety (90) days before the Maintenance Agreement expires, you will be alerted of the pending discontinuation. You can update your Maintenance Agreement by purchasing renewal maintenance from your reseller, Trend Micro sales, or on the Trend Micro Online Registration URL:

<https://olr.trendmicro.com/registration/>

Renewing Your Maintenance Agreement

Trend Micro or an authorized reseller provides technical support, virus pattern downloads, and program updates for one (1) year to all registered users, after which you must purchase renewal maintenance.

If your Maintenance Agreement expires, scanning will still be possible, but virus pattern and program updates will stop. To prevent this, renew the Maintenance Agreement as soon as possible.

To purchase renewal maintenance, contact the same vendor from whom you purchased the product. A Maintenance Agreement, extending your protection for a year, will be sent by post to the primary company contact listed in your company's Registration Profile.

To view or modify your company's Registration Profile, log on to the account at the Trend Micro online registration Web site:

<https://olr.trendmicro.com/registration>

You are prompted to enter a logon ID and password.

To view your Registration Profile, type the logon ID and password created when you first registered your product with Trend Micro (as a new customer), and then click **Log on**.

Contacting Technical Support

To contact Trend Micro Technical Support, visit the following URL:

<http://kb.trendmicro.com>

Then, click the link for one of the following regions:

- Asia/Pacific
- Australia and New Zealand
- Europe
- Latin America
- United States and Canada

Follow the instructions for contacting support in your region.

In the United States, Trend Micro representatives can be reached via phone, fax, or email. Our Web site and email addresses follow:

<http://www.trendmicro.com>

support@trendmicro.com

For regional contact information and the specific technical support numbers for all the regional and worldwide offices, open the IWSS management console and choosing **Support** from the menu in the management console's banner.

General US phone and fax numbers follow:

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

Fax: +1 (408) 257-2003

Our US headquarters is located in the heart of Silicon Valley:

Trend Micro, Inc.
10101 N. De Anza Blvd.
Cupertino, CA 95014

TrendLabs

TrendLabs is Trend Micro's global infrastructure of antivirus research and product support centers that provide up-to-the minute security information to Trend Micro customers.

The “virus doctors” at TrendLabs monitor potential security risks around the world, to ensure that Trend Micro products remain secure against emerging risks. The daily culmination of these efforts are shared with customers through frequent virus pattern file updates and scan engine refinements.

TrendLabs is staffed by a team of several hundred engineers and certified support personnel that provide a wide range of product and technical support services. Dedicated service centers and rapid-response teams are located in Tokyo, Manila, Taipei, Munich, Paris, and Lake Forest, CA, to mitigate virus outbreaks and provide urgent support.

Knowledge Base

The Trend Micro Knowledge Base is a 24x7 online resource that contains thousands of do-it-yourself technical support procedures for Trend Micro products. Use Knowledge Base, for example, if you are getting an error message and want to find out what to do to. New solutions are added daily.

Also available in Knowledge Base are product FAQs, hot tips, preventive antivirus advice, and regional contact information for support and sales.

Knowledge Base can be accessed by all Trend Micro customers as well as anyone using an evaluation version of a product. Visit:

<http://kb.trendmicro.com>

And, if you can't find an answer to a particular question, the Knowledge Base includes an additional service that allows you to submit your question via an email message. Response time is typically 24 hours or less.

Known Issues

Known issues are features in your IWSS software that may temporarily require a workaround. Known issues are typically documented in section 7 of the Readme document you received with your product. Readme files for Trend Micro products, along with the latest copies of the product manuals, can also be found in the Trend Micro Update Center:

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

Known issues can be found in the technical support Knowledge Base:

<http://kb.trendmicro.com>

Trend Micro recommends that you always check the Readme file for information on known issues that could affect installation or performance, as well as a description of what's new in a particular release, system requirements, and other tips.

Sending Suspicious Code to Trend Micro

You can send your viruses, infected files, Trojans, suspected worms, spyware, and other suspicious files to Trend Micro for evaluation. To do so, visit the Trend Micro Submission Wizard URL:

<http://subwiz.trendmicro.com/SubWiz>

Click the “Submit a suspicious file/undetected virus” link. The following screen displays.

You are prompted to supply the following information:

- **Email:** Your email address where you would like to receive a response from the antivirus team.
- **Product:** The product you are currently using. If you are using multiple Trend Micro products, select the product that has the most effect on the problem submitted, or the product that is most commonly in use.
- **Number of Infected Seats:** The number of users in your organization that are infected.
- **Upload File:** Trend Micro recommends that you create a password-protected zip file of the suspicious file, using the word “virus” as the password—then select the protected zip file in the **Upload File** field.
- **Description:** Please include a brief description of the symptoms you are experiencing. Our team of virus engineers will “dissect” the file to identify and characterize any risks it may contain and return the cleaned file to you, usually within 48 hours.

Note: Submissions made via the submission wizard/virus doctor are addressed promptly and are not subject to the policies and restrictions set forth as part of the Trend Micro Virus Response Service Level Agreement.

When you click **Next**, an acknowledgement screen displays. This screen also displays a case number for the problem you submitted. Make note of the case number for tracking purposes.

If you prefer to communicate by email, send a query to the following address:

virusresponse@trendmicro.com

In the United States, you can also call the following toll-free telephone number:

(877) TRENDAY, or 877-873-6328

Security Information Center

Comprehensive security information is available over the Internet, free of charge, on the Trend Micro Security Information Web site:

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

Visit the Security Information site to:

- Read the Weekly Virus Report, which includes a listing of risks expected to trigger in the current week, and describes the 10 most prevalent risks around the globe for the current week
- View a Virus Map of the top 10 risks around the globe
- Consult the Virus Encyclopedia, a compilation of known risks including risk rating, symptoms of infection, susceptible platforms, damage routine, and instructions on how to remove the risk, as well as information about computer hoaxes
- Download test files from the European Institute of Computer Anti-virus Research (EICAR), to help you test whether your security product is correctly configured
- Read general virus information, such as:
 - The Virus Primer, which helps you understand the difference between viruses, Trojans, worms, and other risks
 - The Trend Micro *Safe Computing Guide*
 - A description of risk ratings to help you understand the damage potential for a risk rated Very Low or Low vs. Medium or High risk
 - A glossary of virus and other security risk terminology
- Download comprehensive industry white papers

- Subscribe, free, to Trend Micro's Virus Alert service, to learn about outbreaks as they happen, and the Weekly Virus Report
- Learn about free virus update tools available to Webmasters
- Read about TrendLabs, Trend Micro's global antivirus research and support center

To open Security Information:

1. Open the IWSS management console.
2. Click **Security Info** from the drop-down menu at the top-right panel of the screen. The **Security Information** screen displays.

About Trend Micro

Trend Micro, Inc. is a global leader in network antivirus and Internet content security software and services. Founded in 1988, Trend Micro led the migration of virus protection from the desktop to the network server and the Internet gateway—gaining a reputation for vision and technological innovation along the way.

Today, Trend Micro focuses on providing customers with comprehensive security strategies to manage the impacts of risks to information, by offering centrally controlled server-based virus protection and content-filtering products and services. By protecting information that flows through Internet gateways, email servers, and file servers, Trend Micro allows companies and service providers worldwide to stop viruses and other malicious code from a central point, before they ever reach the desktop.

For more information, or to download evaluation copies of Trend Micro products, visit our award-winning Web site:

<http://www.trendmicro.com>

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