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Sophos Enterprise Console

quick startup guide

product version: 5.5

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1 About this guide

This guide tells you how to protect your network with Sophos security software.

The guide is for you if you are installing the software for the first time.

If you are upgrading, see the Sophos Enterprise Console upgrade guide instead.

Other documents you might need

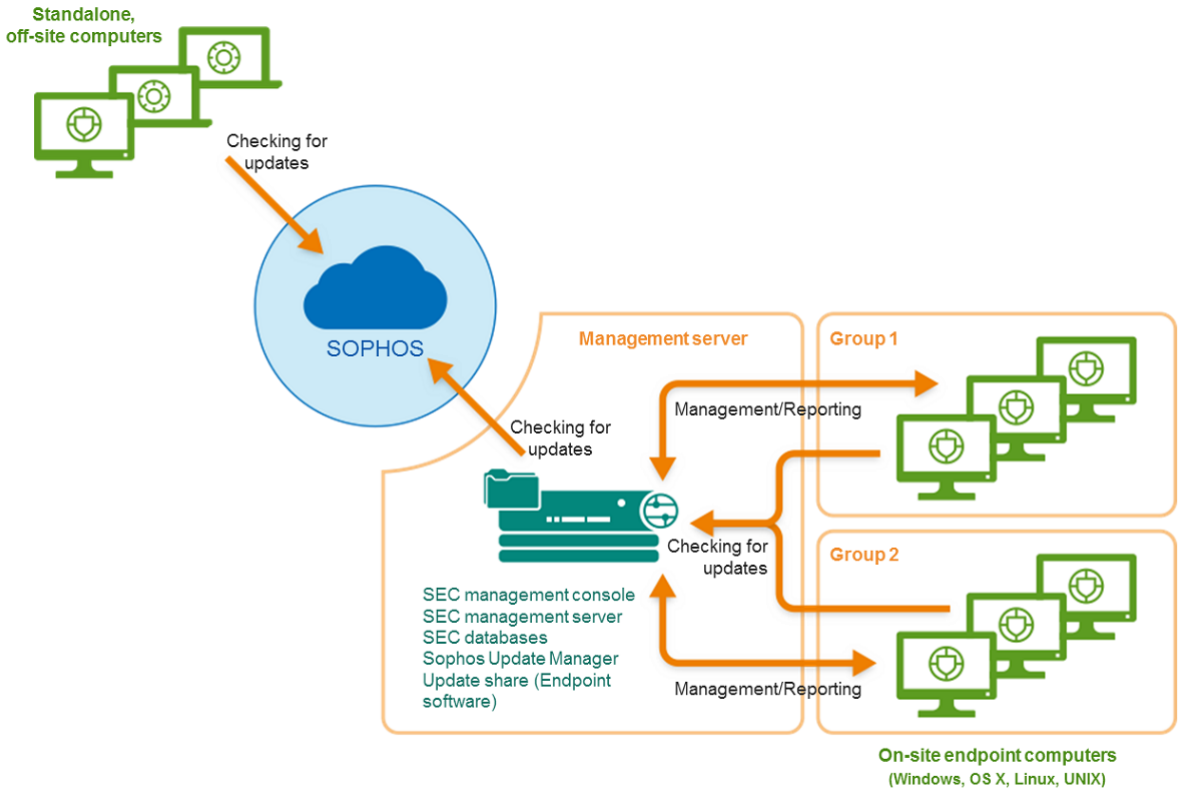
If you have a very large network, you may want to consider the installation options in the Sophos Enterprise Console advanced startup guide.

Sophos documentation is published at http://www.sophos.com/en-us/support/documentation.aspx.

2 What do I install?

To protect your network, you install:

- Sophos Enterprise Console. This enables you to download, install and manage Sophos security software.
- Sophos security software on your endpoint computers. This protects the computers against threats and sends alerts to Sophos Enterprise Console.



3 What are the key steps?

You carry out these key steps:

- Download the Enterprise Console installer.
- Check the system requirements.
- Create the accounts you need.
- Prepare for installation.
- Install Sophos Enterprise Console.
- Download security software.
- Create computer groups.
- Set up security policies.
- Search for computers.
- Prepare to protect computers.
- Protect computers.
- Check the health of your network.

4 Download the Sophos Enterprise Console installer

4.1 If you have a Sophos license

1. Log in to https://www.sophos.com/en-us/support/downloads.aspx with your Sophos ID.

   Note
   If you need help with your Sophos ID, see Sophos knowledgebase article 111195.

2. If you have logged in for downloads before, you see the **Product Downloads and Updates** page.

   Note
   If this is your first time, you see your profile. Click **Endpoint and Server Protection** and then **Downloads and Updates**.

3. Under **Console**, click the link for **Sophos Enterprise Console** and download the installer.

4.2 If you want to evaluate Sophos Enterprise Console

1. Go to https://secure2.sophos.com/en-us/products/endpoint-antivirus/free-trial/on-premise.aspx.
2. Complete the registration form.

   After you submit the registration form, your evaluation credentials will be displayed. The credentials will also be sent to the email address you entered in the registration form. You will need them when setting up Sophos Enterprise Console.
3. Click **Download** and download the Sophos Enterprise Console installer.

5 Check the system requirements

Check the hardware, operating system and system software requirements before you begin installation.

5.1 Hardware and operating system

For hardware and operating system requirements, see the system requirements page on the Sophos website: https://www.sophos.com/en-us/support/knowledgebase/118620.aspx.

We recommend that all Sophos Enterprise Console components are installed on a dedicated single purpose machine.

5.2 Microsoft system software

Sophos Enterprise Console requires certain Microsoft system software (for example, database software).

The Sophos Enterprise Console installer attempts to install this system software if it is not already available on your server. However, in some cases, software is incompatible with your server or needs to be installed manually.

Note
After you install the required system software, you may need to restart your computers. For more information, go to https://www.sophos.com/en-us/support/knowledgebase/65190.aspx.

SQL Server installation

The installer attempts to install SQL Server 2012 Express Edition with Service Pack 4 (SP4), unless you choose to use an existing instance of SQL Server 2005 Express or later. Note that:

- We recommend that you do not install SQL Server on a domain controller.

.NET Framework installation

The installer installs .NET Framework 4.5.2, unless version 4.x is already installed.

Important
As part of the .NET Framework 4.5.2 installation some system services (such as IIS Admin Service) may restart.

After .NET Framework 4.5.2 is installed, you may receive a message asking you to restart your computer. If you do, we recommend that you restart the computer immediately or shortly after the installation.

Microsoft Message Queuing installation

The installer attempts to install Microsoft Message Queuing (MSMQ), unless it is already installed.

Important
During MSMQ installation, the following services are stopped: MSDTC, MSSQLServer, SQLSERVERAGENT. This interrupts access to the default SQL Server database. You should ensure that the services can safely be stopped during installation. You should also check that they have restarted afterwards.

5.3 Port requirements

Sophos Enterprise Console requires certain ports to be open. For more information, go to http://www.sophos.com/en-us/support/knowledgebase/38385.aspx.

6 The accounts you need

Before you install Sophos software, you should create the user accounts you need:

- Database account. This is a Windows user account that enables the management service to connect to the database. It is also used by other Sophos services.

  We recommend that you name the database account **SophosManagement**.

- Update Manager account. This is a Windows user account that enables your endpoint computers to access the folders where Sophos Enterprise Console puts software updates.

  We recommend that you name the Update Manager account **SophosUpdateMgr**.

Note
User accounts should not be included in the Windows Protected Users security group. Microsoft's guidelines state that service accounts should not be added to this group, see https://docs.microsoft.com/en-us/windows-server/security/credentials-protection-and-management/protected-users-security-group. This is not supported and you must remove user accounts from this group.

6.1 Database account

The database account should:

- Be able to log onto the computer where you are going to install the Sophos Management Server (a component of Sophos Enterprise Console).
- Be able to read and write to the system temporary directory e.g. "\windows\temp\". By default members of "Users" have this right.
- Have a UPN (User Principal Name) associated with the account if it is a domain account.

All other rights and group memberships that it needs are granted automatically during installation.

Sophos recommends that the account:

- Is not set to expire and does not have any other logon restriction.
- Is not an administrative account.
- Is not changed after installation.
- Is named **SophosManagement**.

For recommendations and step-by-step instructions, go to https://www.sophos.com/en-us/support/knowledgebase/113954.aspx.

6.2 Update Manager account

The Update Manager account should have Read access to the folder where Sophos Enterprise Console puts software updates. By default this is: \\[servername]\SophosUpdate.

Sophos recommends that the account:

- Is not set to expire and does not have any other logon restriction.

- Is not an administrative account.
- Has a UPN (User Principal Name) associated with the account if it is a domain account.
- Is named **SophosUpdateMgr**.

For recommendations and step-by-step instructions, go to https://www.sophos.com/en-us/support/knowledgebase/113954.aspx.

7 Prepare for installation

Prepare for installation as follows:

- Ensure that you have the Windows operating system CD and Service Pack CDs. You may be prompted for them during installation.
- If User Account Control (UAC) is enabled on the server, turn off UAC and restart the server.

Note
You can turn UAC on again after you have completed the installation and downloaded your security software.

8 Install Sophos Enterprise Console

To install Sophos Enterprise Console:

1. At the computer where you want to install Enterprise Console, log on as an administrator:
   - If the server is in a domain, use a domain account that has local administrator rights.
   - If the server is in a workgroup, use a local account that has local administrator rights.
2. Find the Sophos Enterprise Console installer that you downloaded earlier.
3. Double-click the installer.
4. When you are prompted, click **Install**.
   The installation files are copied to the computer and a wizard starts.
5. The wizard guides you through installation. You should do as follows:
   a) Accept the defaults wherever possible.
   b) On the **Components Selection** page, ensure that all the components are selected.
   c) If the **System Property Checks** page is displayed, review the warnings or errors and take the necessary action. For more information about the system check results, go to https://www.sophos.com/en-us/support/knowledgebase/113945.aspx.
   d) On the **Database Details** page, enter the details of the database account you created in Database account (page 7).
   e) On the **Sophos Update Manager Credentials** page, enter the details of the Update Manager account you created in Update Manager account (page 7).
6. When installation is complete, you may be prompted to restart. Click **Yes** or **Finish**.

Important
When you log back on (or restart) for the first time after installation, cancel the wizard that automatically runs and install the redirection utility that was downloaded earlier.

Note
The Sophos Auditing database, **SophosSecurity**, must be present and running side by side with the other Enterprise Console databases, even if you don't intend to use the Sophos Auditing feature. This is because the database is used for enhanced access control as well as for logging audit events.

9 Enhance database security

Audit the database

In addition to the protection built into the Sophos Enterprise Console databases, we recommend setting additional protection at the SQL Server instance level (if not already in place) to audit user activities and changes on your SQL Server.

For example, if you are using an Enterprise edition of SQL Server 2008, you can use the SQL Server Audit feature. Earlier versions of SQL Server support login auditing, trigger-based auditing, and event auditing by using a built-in trace facility.

For more information about features that you can use for auditing activities and changes on your SQL Server system, see the documentation for your version of SQL Server. For example:

- SQL Server Audit (Database Engine)
- Auditing (Database Engine), SQL Server 2008 R2
- Auditing in SQL Server 2008
- Auditing (Database Engine), SQL Server 2008

Encrypt connections to the database

We strongly recommend that you encrypt connections between any clients and the Sophos Enterprise Console databases. For more information, see the SQL Server documentation:

- Enable Encrypted Connections to the Database Engine (SQL Server Configuration Manager)
- Encrypting Connections to SQL Server 2008 R2
- How to enable SSL encryption for an instance of SQL Server by using Microsoft Management Console

Control access to the database backups

Ensure proper, restrictive access control to any database backups or copies. This will ensure that unauthorized users cannot access the files, tamper with them, or accidentally delete them.

Note
The links in this section lead to information maintained by third parties and are provided for your convenience. Although we try to review the accuracy of the links periodically, the links may change without our knowledge.

Database connection check

When running the Sophos Enterprise Console 5.5.1 installer, database connection checks are made (prior to installation or upgrade) to establish whether a connection can be made to the database using TLS 1.2.

To ensure that TLS 1.2 is used when connecting to the database, use the **CheckDBConnection.exe** tool to provide output on the connection checks and make manual changes.

For more information, see knowledgebase article 127521.

10 Install an additional remote management console

You might want to install another instance of the Sophos Enterprise Console management console on another computer, so that you can manage networked computers conveniently. If you do not want to, skip this section.

Important
You must install the same version of Sophos Enterprise Console as is running on your management server.

Note
The new console will need to access the server on which you installed the Sophos Enterprise Console management server. If that server runs a runs a firewall, you might need to configure the firewall to ensure that access is possible. For instructions on how to add a firewall rule to allow DCOM traffic from the remote console to the management server, see knowledge base article 49028.

To install an additional management console:

If User Account Control (UAC) (on Windows Server 2008 or later and Windows Vista or later) is turned on, turn it off and restart the computer. You can turn UAC on again after you have installed the management console.

Log on as an administrator.

- If the computer is in a domain, use a domain account that has local administrator rights.
- If the computer is in a workgroup, use a local account that has local administrator rights.

1. Locate the Sophos Enterprise Console installer that you downloaded earlier and double-click it.
2. Extract the installation files to the suggested destination folder or another one of your choice. The folder must be on this computer.

   An installation wizard guides you through installation. Accept the default options, except as shown below:

   a) On the **Components Selection** page, make sure that **Management Console** is selected and **Management Server** and **Database** are not selected.

   b) On the **Management Server** page, enter the name of the server on which you installed the Sophos Enterprise ConsoleSophos Enterprise Console management server.

      Note
      If you changed the port during the management server installation, make sure that you specify the same port on this page.

   c) If you are in a domain environment, enter the user account that is used to access the Sophos Enterprise Console databases.

The account is the one that you entered when you installed the Sophos Enterprise Console databases. It is the same as that used by the Sophos Management Host service on the server on which you installed the Sophos Enterprise Console management server.

When the wizard has finished, log off or restart the computer (the final page in the wizard shows which). When you log on again, Sophos Enterprise Console opens automatically. If the **Download Security Software Wizard** runs, cancel it.

If you turned off User Account Control before installation, you can now turn it on again.

To enable other users to use the additional management console:

- Add them to the **Sophos Console Administrators** group and the **Distributed COM Users** group on the server on which you have installed the management server.
- Assign them to at least one Sophos Enterprise Console role and sub-estate.

11 Download protection software

When you log back on (or restart) for the first time after installation, Sophos Enterprise Console opens automatically and a wizard runs.

Note
If you used Remote Desktop for installation, the console does not open automatically. Open it from the Start menu.

The wizard guides you through selecting and downloading protection software. You should do as follows:

1. On the **Sophos download account details** page, enter the username and password printed on your license schedule. If you access the network via a proxy server, select the **Access Sophos via a proxy server** check box and enter the proxy details.
2. On the **Platform selection** page, select only the platforms you need to protect now. When you click **Next**, Sophos Enterprise Console begins downloading your software.
3. On the **Downloading software** page, downloading progress is displayed. Click **Next** at any time.
4. On the **Import computers from Active Directory** page, select **Set up groups for your computers** if you want Sophos Enterprise Console to use your existing Active Directory computer groups.

Note
For information about protecting Windows 8 computers, go to https://www.sophos.com/en-us/support/knowledgebase/118261.aspx.

If you turned off User Account Control before installation, you can now turn it on again.

12 Create computer groups

Before you can protect and manage computers, you need to create groups for them.

1. If Sophos Enterprise Console is not already open, open it.
2. In the **Groups** pane (on the left-hand side of the console), ensure that the server name shown at the top is selected.
3. On the toolbar, click the **Create group** icon.
   A "New Group" is added to the list, with its name highlighted.
4. Type a name for the group.

To create further groups, go to the left-hand pane. Select the server shown at the top if you want another top-level group. Select a group if you want a sub-group within it. Then create and name the group as before.

13 Set up security policies

Sophos Enterprise Console applies “default” security policies to your computer groups. You do not have to change these policies unless you want to, with these exceptions:

- If you want to use Sophos Client Firewall, we recommend that you set up the firewall policy before deploying the firewall to computers.
- You must edit the application control, device control, patch or web control policies if you want to use these features. You can do this any time.

13.1 Set up a firewall policy

Note
During the installation of firewall, there will be a temporary disconnection of network adapters. The interruption may cause the disconnection of networked applications, such as Remote Desktop.

By default, the firewall blocks all non-essential connections. Therefore you must configure the firewall before you protect your computers.

1. In the **Policies** pane, right-click **Firewall**, and click **Create Policy**.
   A **New Policy** is added to the list, with its name highlighted. Type the name that you want to use for the policy.
2. Double-click the policy to edit it.
   A wizard is launched.
3. In the **Firewall Policy Wizard** we recommend that you make the following selections.
   a) On the **Configure firewall** page, select **Single location** unless you want the firewall to use different settings according to the location where you use it.
   b) On the **Operational Mode** page, select **Block inbound and allow outbound traffic**.
   c) On the **File and print sharing** page, select **Allow file and print sharing**.

14 Search for computers

If you used the **Download Security Software Wizard** to set up your computer groups (based on your Active Directory groups), skip this section. Go to Prepare to protect computers (page 19).

You must search for computers on the network before Sophos Enterprise Console can protect and manage them.

1. Click the **Discover computers** icon in the toolbar.
2. Select the method you want to use to search for computers.
3. Enter account details if necessary and specify where you want to search.

If you use one of the **Discover** options, the computers are placed in the **Unassigned** group.

15 Prepare to protect computers

Before you protect computers, you must prepare them as follows:

- Prepare for removal of third-party security software.
- Check that you have an account that can be used to install software.
- Prepare for installation of anti-virus software.

15.1 Prepare for removal of third-party security software

If you want the Sophos installer to remove any previously installed security software, do the following:

- If computers are running another vendor's anti-virus software, ensure that its user interface is closed.
- If computers are running another vendor's firewall or HIPS product, ensure that it is turned off or configured to allow the Sophos installer to run.

If computers are running another vendor's update tool, you may want to remove it. See "Remove third-party security software" in Sophos Enterprise Console Help.

15.2 Check that you have an account that can be used to install software

You will be prompted to enter details of a Windows user account that can be used to install security software. It must:

- Have local administrator rights on computers you want to protect.
- Be able to log on to the computer where you installed Sophos Enterprise Console.
- Have Read permission to the location that computers will update from. To check this location, in the **Policies** pane, double-click **Updating**, and then double-click **Default**.

> **Note**
> If the **Policies** pane (bottom left-hand side of the window) is not displayed, on the **View** menu, click **Endpoints**.

We recommend that the account:

- Is not a domain administrator account and is configured for constrained delegation.
- Has no administrative rights or any elevated privileges on the computer where Sophos Enterprise Console is installed.
- Has no Write or Modify permission to the location that computers will update from.
- Is used only for protecting computers and not used for general administrative tasks.

- Has its password changed frequently.

15.3 Prepare for installation of anti-virus software

You may need to prepare computers prior to installation of anti-virus software. For advice, see the Sophos endpoint deployment guide (https://docs.sophos.com/esg/enterprise-console/tools/deployment_guide/en-us/index.html), the section about preparing computers for deployment.

We recommend that the computers being protected have a firewall enabled.

Note
After the computers have been successfully protected and appear as managed in Sophos Enterprise Console, consider disabling any firewall exceptions created specifically to allow remote deployment on the computers.

16 Protect computers

This section tells you how to:

- Protect Windows computers automatically.
- Protect Windows computers or Macs manually.
- Protect Linux computers (if your license includes this).

You can also use your own tools or scripts for installing protection on Windows computers. For details, see https://www.sophos.com/support/knowledgebase/article/114191.html.

16.1 Protect Windows computers automatically

To protect computers:

1. Select the computers you want to protect.
2. Right-click and select **Protect computers**.

   Note
   If computers are in the **Unassigned** group, simply drag them to your chosen groups.

3. A wizard guides you through the installation of Sophos security software. You should do as follows:
   a) On the **Welcome** page, click **Next**.
   b) On the **Installation Type** page, leave the option **Protection software** selected.
   c) On the **Select features** page, you can choose to install optional features.

      The current version of the firewall (included with Sophos Endpoint Security and Control 10.2 or earlier) cannot be installed on Windows 8 computers.
   d) On the **Protection summary** page, check for any installation problems. For help, see Troubleshooting (page 24).
   e) On the **Credentials** page, enter details of a Windows user account that can be used to install software on computers.

Installation is staggered, so that the process may not be complete on all the computers for some time.

When installation is complete, look at the list of computers again. In the **On-access** column, the word **Active** indicates that the computer is running on-access virus scanning.

16.2 Protect Windows computers or Macs manually

16.2.1 Locate the installers

If you have computers that you cannot protect from Sophos Enterprise Console, you can protect them by running an installer from the shared folder to which the security software has been downloaded. This folder is known as the bootstrap location.

To locate the installers:

1. In Sophos Enterprise Console, on the **View** menu, click **Bootstrap Locations**.
   A list of locations is displayed.
2. Make a note of the location for each operating system you want to protect.

16.2.2 Protect Windows computers manually

You must use an administrator account on the computers that you want to protect.

1. At each computer that you want to protect, browse to the bootstrap location, find `setup.exe` and double-click it.
2. In the **Sophos Setup** dialog box, in the **User account details**, enter details of the Update Manager account, **SophosUpdateMgr**, that you created to access the share where Sophos Enterprise Console puts software updates. You did this in Update Manager account (page 7).

Tip
You can also use any low-privilege account that can access the bootstrap location. Sophos Enterprise Console will apply an updating policy that includes the right user account details later.

Note
For information about command line parameters for the `setup.exe` file, see https://www.sophos.com/en-us/support/knowledgebase/12570.aspx.

16.2.3 Protect Macs

You must use an administrator account on the Macs that you want to protect.

1. At each Mac that you want to protect, browse to the bootstrap location. Copy the `Sophos Installer.app` installer file and the `Sophos Installer Components` directory to a preferred location (for example, the Desktop) and double-click it.

   A wizard guides you through installation.
2. Accept the default options. When prompted, enter the details of a user account that can install software on the Mac.

16.3 Protect Linux computers

For details of how to protect Linux computers (if your license permits this), see the Enterprise Console startup guide for Linux and UNIX.

17 Check the health of your network

To check the health of your network from Sophos Enterprise Console, do as follows.

On the menu bar, click the **Dashboard** icon (if the Dashboard is not already displayed). The Dashboard shows you how many computers:

- Have detected threats.
- Are out of date.
- Do not comply with policies.

18 Troubleshooting

When you run the Protect computers wizard, installation of security software can fail for a number of reasons:

- Automatic installation is not possible on that operating system. Perform a manual installation. For other operating systems (if your license permits you to protect them), see the Sophos Enterprise Console startup guide for Linux and UNIX.
- Operating system could not be determined. This may be because you did not enter your username in the format domain\username when finding computers.
- Firewall rules are blocking access needed to deploy the security software.

19 Get help with common tasks

This section tells you where you can find information on how to carry out common tasks.

Sophos Enterprise Console documentation can be found at https://www.sophos.com/en-us/support/documentation/enterprise-console.aspx.

Task	Document
Protect standalone computers	Sophos Enterprise ConsoleAdvanced startup guideProtecting standalone computers
Configure Sophos Enterprise Console Configure Sophos Enterprise Console policies	Sophos Enterprise Console Help: Configuring policies
Deal with alerts	Sophos Enterprise Console Help: Dealing with alerts and errors
Clean up computers	Sophos Enterprise Console Help: Clean up computers now
Generate Sophos Enterprise Console reports	Sophos Enterprise Console Help: Generating reports

20 Technical support

You can find technical support for Sophos products in any of these ways:

- Visit the Sophos Community at community.sophos.com/ and search for other users who are experiencing the same problem.
- Visit the Sophos support knowledge base at www.sophos.com/en-us/support.aspx.
- Download the product documentation at www.sophos.com/en-us/support/documentation.aspx.
- Open a ticket with our support team at https://secure2.sophos.com/support/contact-support/support-query.aspx.

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