



PRODUCT BULLETIN NO. 2501

USING TREND SERVERPROTECT5 WITH CISCO CALLMANAGER

PRODUCT OVERVIEW

Any Windows 2000 Server is recommended to have virus protection and the Cisco CallManager is no exception. Trend Micro's ServerProtect5 is an Anti-Virus solution for the enterprise that utilizes a centralized management server. This document will go over the installation and caveats involved with installing Trend on a CallManager Server. This document will not go into the Centralized IS server configuration. Please follow Trends documentation for Server installation and configuration.

This paper provides a description of the Trend Micro's ServerProtect5 AntiVirus for use on Cisco CallManager versions 3.3(x). The paper describes the need for the product, a description of the product and product features/functionality.

Trend Micro's ServerProtect5 AntiVirus is an application that provides comprehensive antivirus scanning for servers, detecting and removing viruses from files and compressed files in real time. Administrators use a Windows-based console for centralized management of virus outbreaks, virus scanning, virus pattern file updates, notifications, and remote installation.

CISCO SYSTEMS SUPPORT POLICY

Cisco makes no warranty or claims as to the accuracy or completeness of this document. Furthermore, Cisco Systems Technical Assistance Center is not responsible for supporting this integrated solution.

(Note: This statement is included in documentation until product passes IVT and coordinated support is in place.)

CAVEATS

1. There is no need to turn off Virus scan during a Call Manager install. The supported version is headless on the server and this would need to be done on the IS server. This eliminates server vulnerability during the CM install.
2. There is no need for a reboot after install of ServerProtect client
3. Major Virus Scans should only be scheduled during non peak call hours, there is increased overhead while scanning is occurring. It is recommended to scan only "incoming" files.
4. Server Protect must be installed prior to the installation of CSA.
5. Even though the compressed file size limit is 4024MB for scanning, it is recommend to set the compressed scan size to 64mb, as it will dramatically impact performance on huge compressed files.
6. For remote install of ServerProtect, both the Remote RPC, and Remote Registry services are required to be running.

REQUIRED CISCO AVVID HARDWARE AND SOFTWARE LEVELS

Cisco Hardware levels are not a concern of please refer the hardware requirements section of the Trend documentation. Below are the tested CallManager software levels, please refer to the list below for all supported CallManager versions.

- Cisco CallManager Version 4.0(1)
- Cisco CallManager Version 3.3(x) or greater within the CCM 3.3 version.

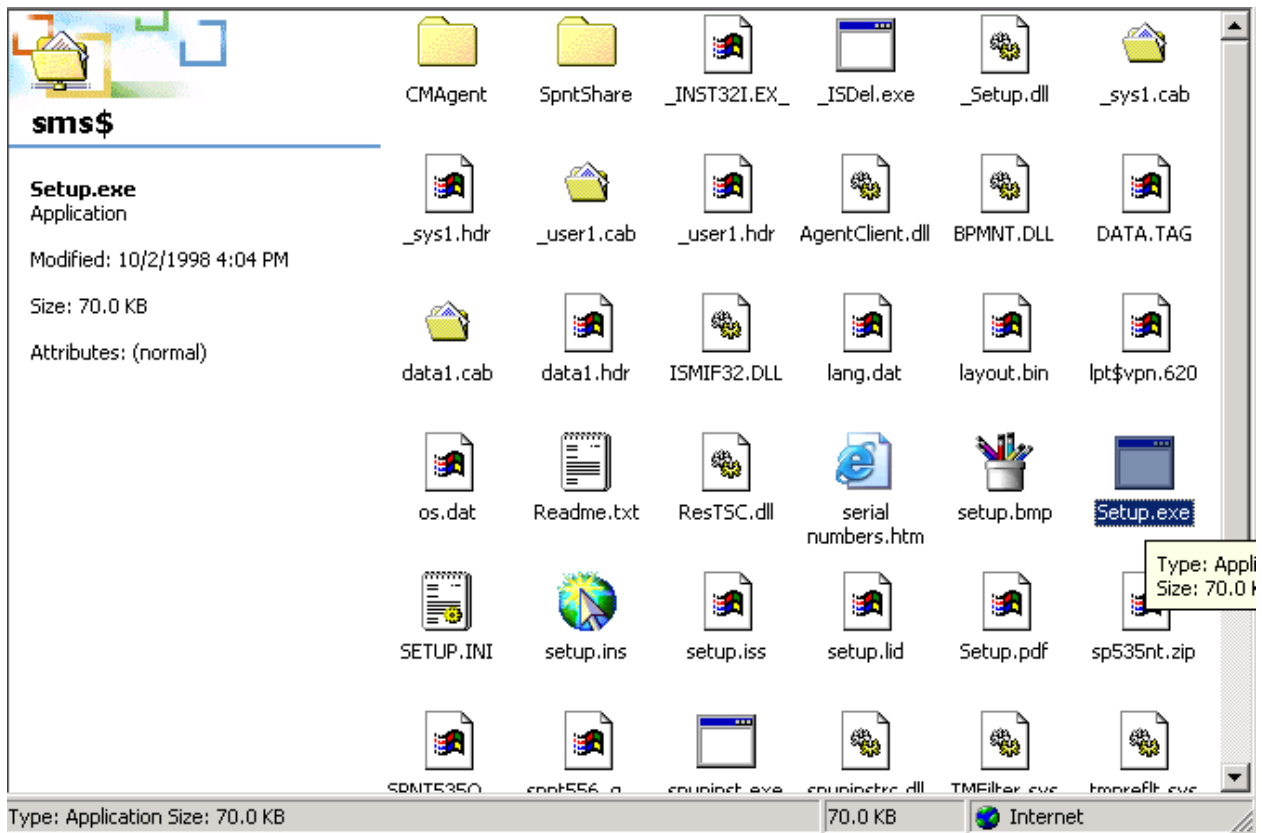
- Cisco CallManager Version 3.2(2c) or higher

INSTALLATION

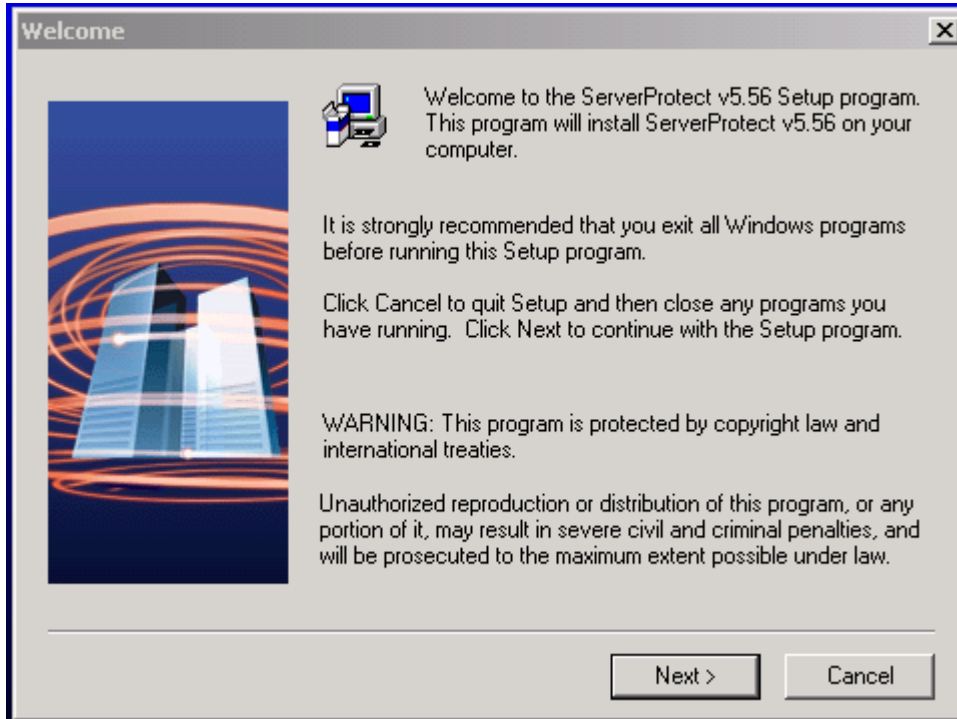
Installing the Trend Micro's ServerProtect5 client

To start the installation

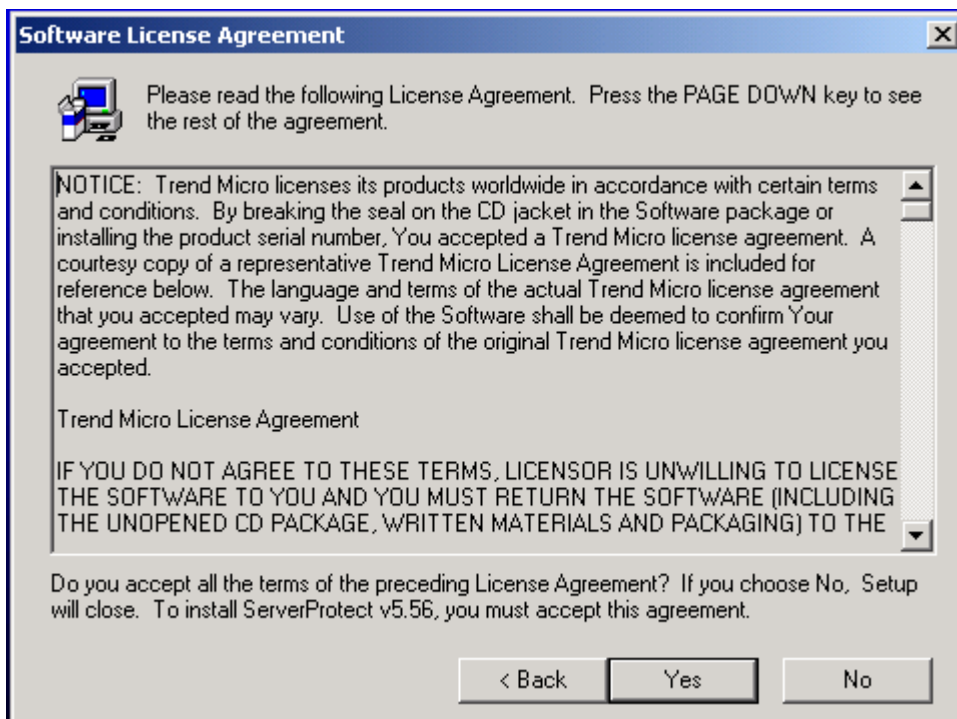
1. Access the shared install folder that has been created on your ServerProtect5 IS server.
2. Execute the Setup.exe file. This will launch the install wizard



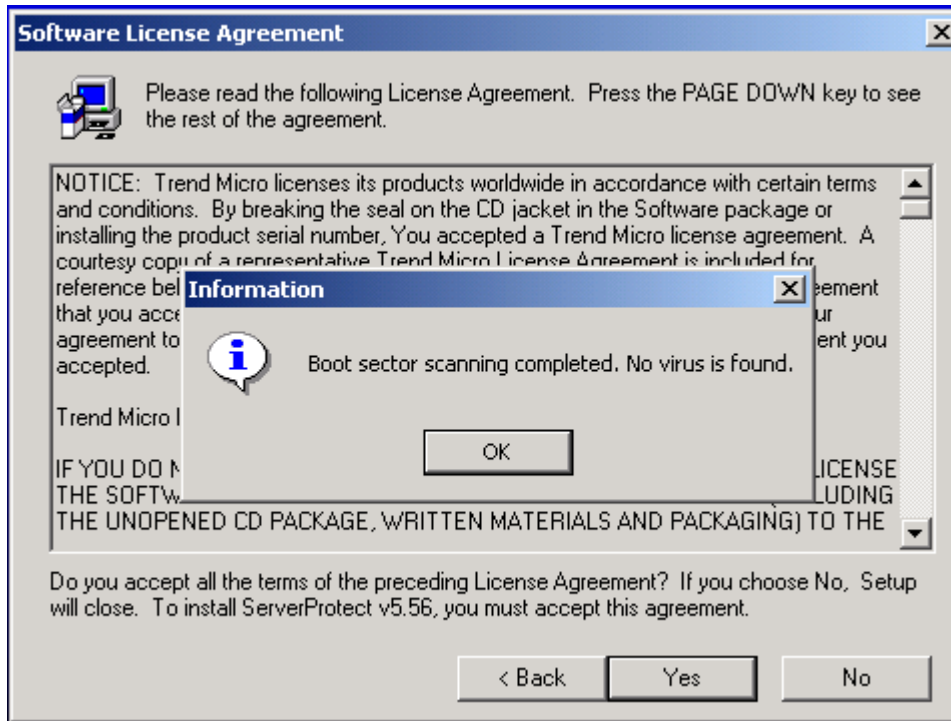
3. Click next



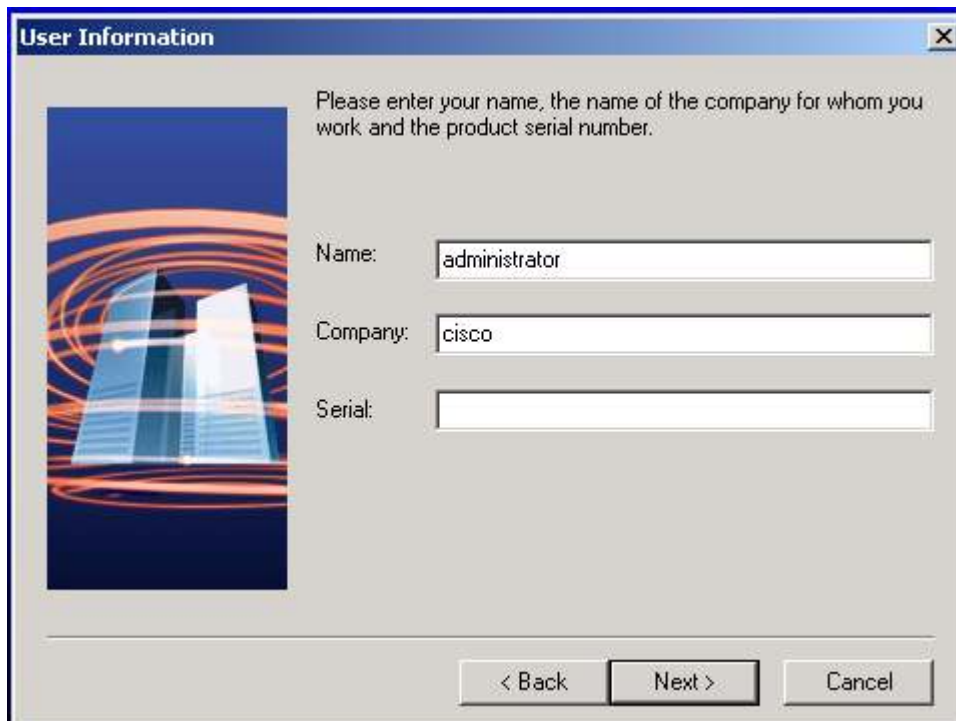
4. Click Yes, This will initiate a Scan of the Server's Boot Sector



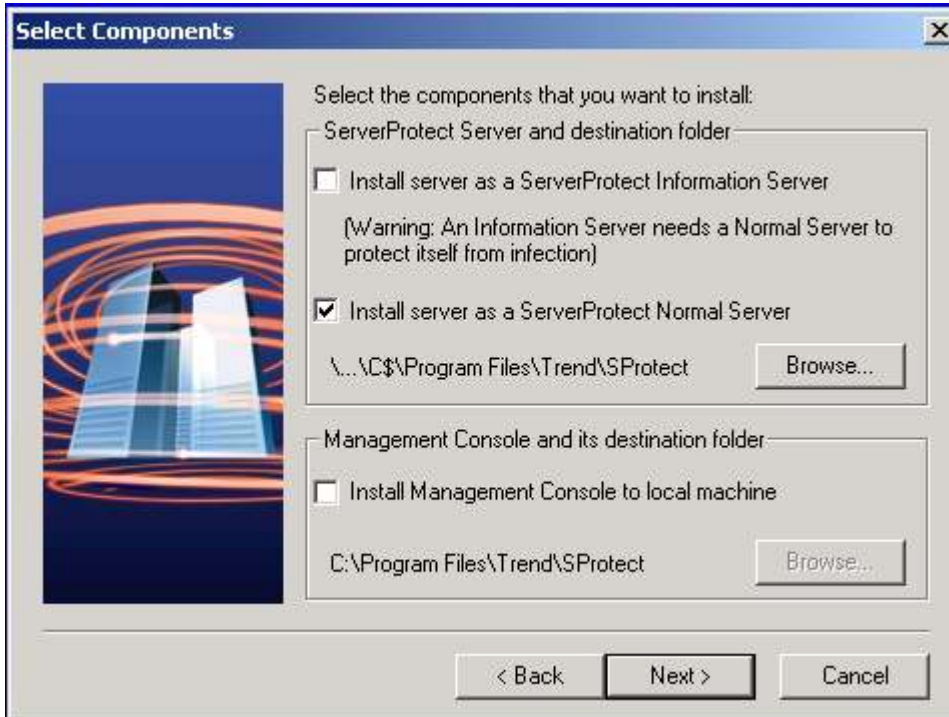
5. Once the boot sector scan is completed, Click OK



6. Enter your Name, Company and Serial Number and Click Next



7. Under the "Select Components" screen, you ONLY want to check the one, "Install server as a ServerProtect normal server", and make sure the other two are un-selected. Click Next



8. You will be prompted to enter the account which Trend will use to connect from the IS server to update dat's and engines. It is recommended to leave the domain name blank and use the local administrator's account and password in the following boxes. This way, if the user is for some reason removed from the domain, the server will still be updated and accessible.

Input Logon Information

To install a Normal Server or an Information Server, you must enter the administrator account information of the target server. ServerProtect will run as this administrator account for network connection purposes.

Logon Information

Domain name:

User name:

Password:

Confirm Password:

< Back Next > Cancel

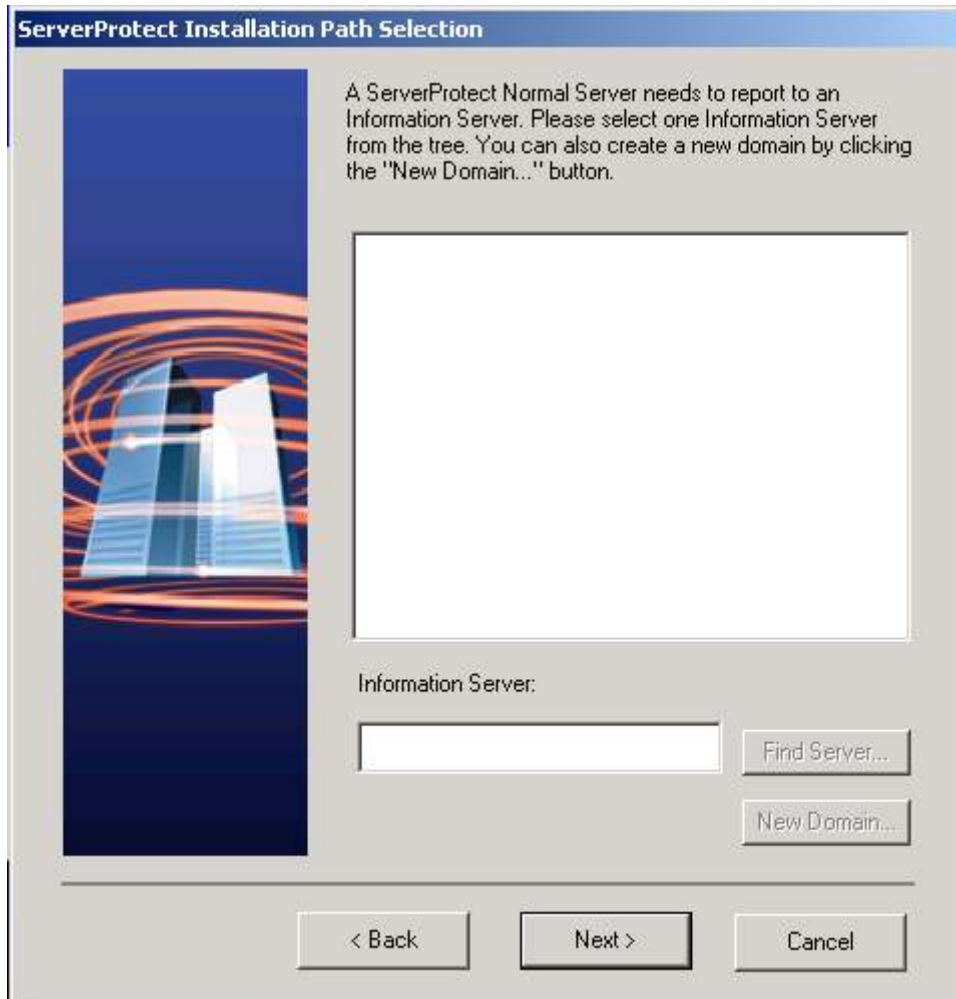
9. You will be prompted to create a directory, Click Yes.

Question

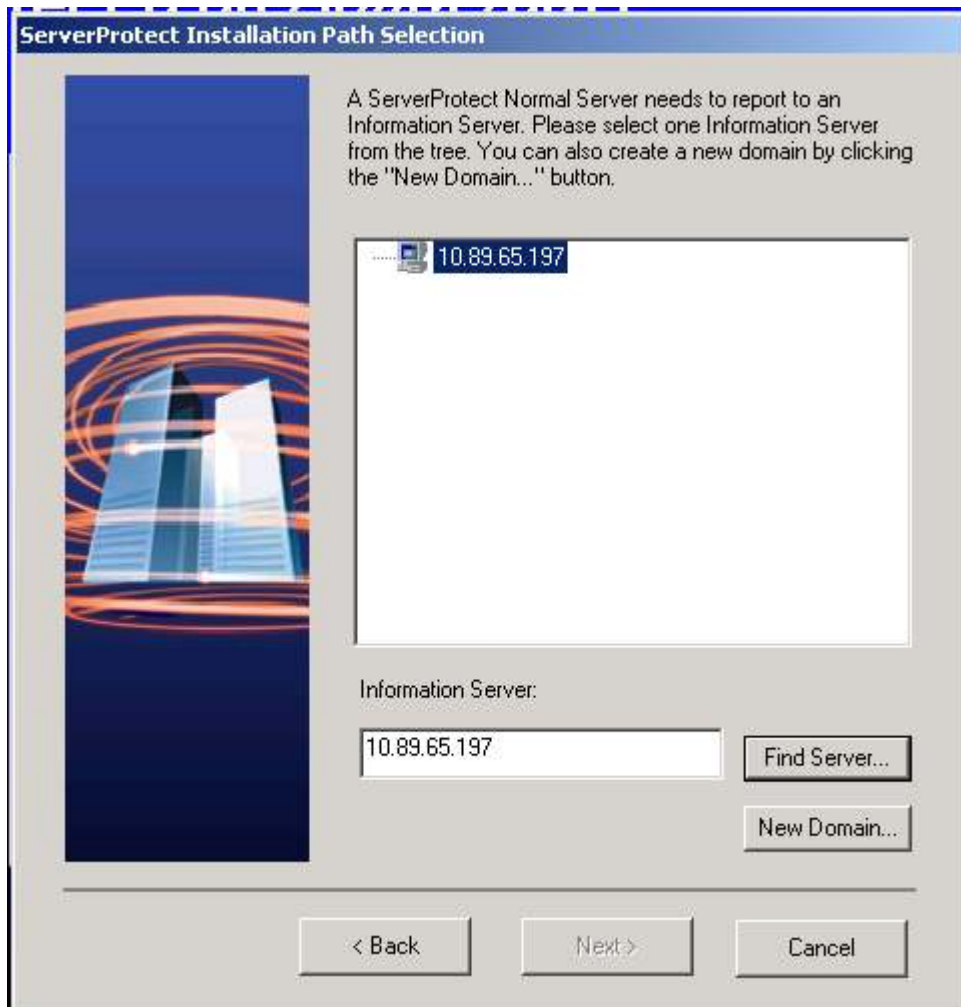
Path \\TREND\C\$\Program Files\Trend\SPProtect does not exist. Do you want to create it?

Yes No

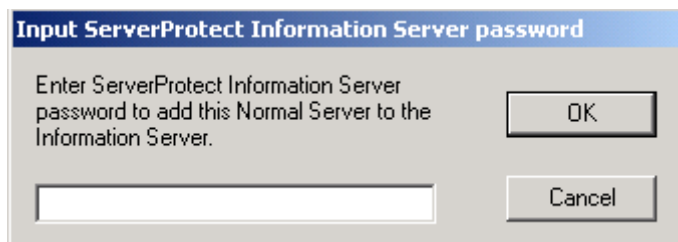
10. Under the label "Information Server:" there will be a text box. Enter your ServerProtect IS server name, (or IP address) AND CLICK ON FIND SERVER. If you hit "enter", you will be uninstalling, and starting over



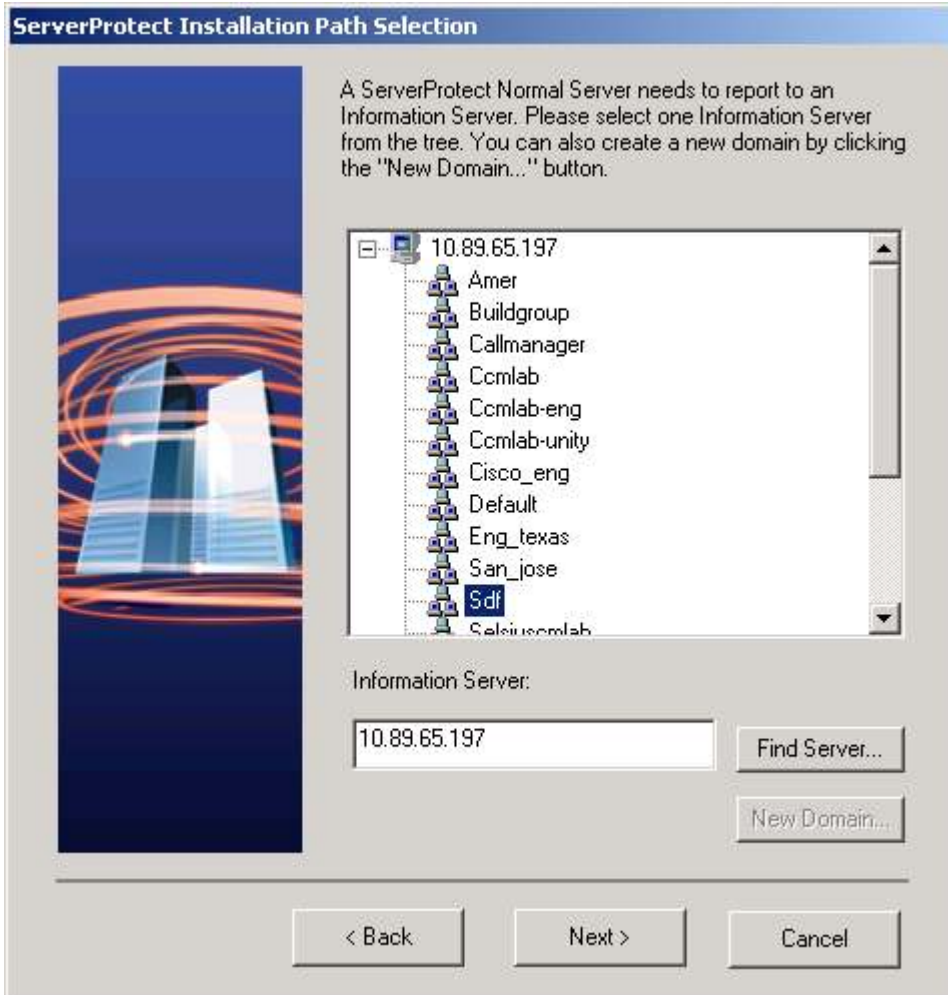
11. The IS server name or IP address will appear in the upper text list. Double-click on it



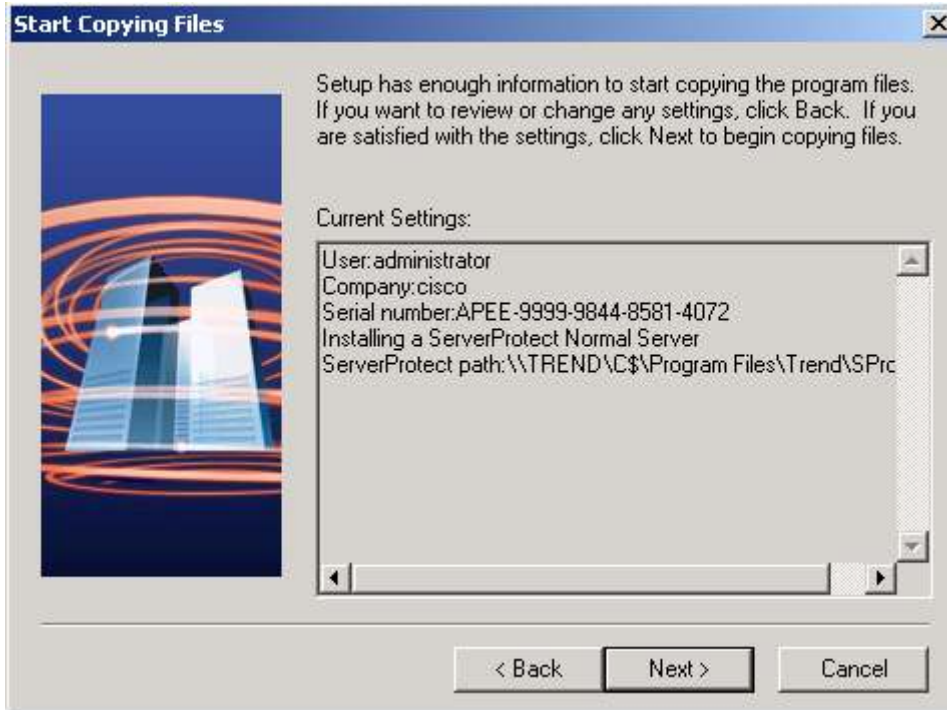
12. It will prompt you for a password, enter the password set up on you IS Server.



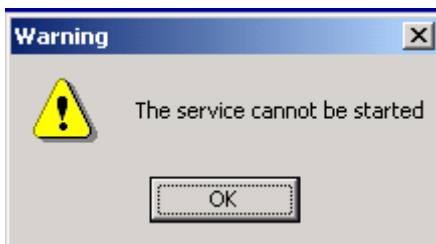
13. It will then prompt for a Domain/group to put the server in. Choose and Click next



14. Installation is ready to begin, Click Next

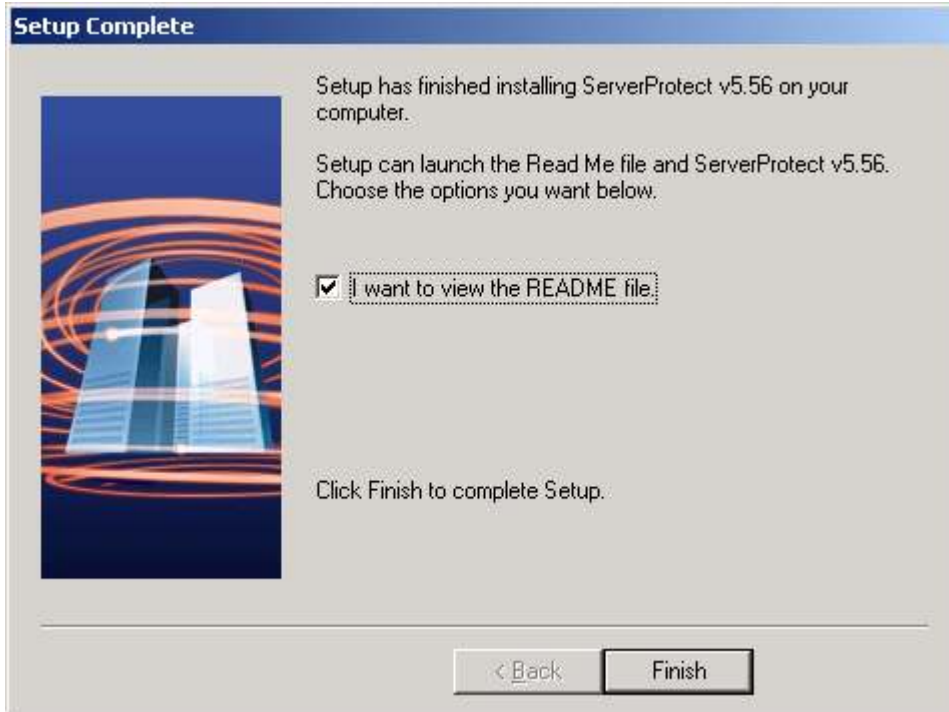


15. There maybe an error message about a service starting, this is a bug and can be ignored



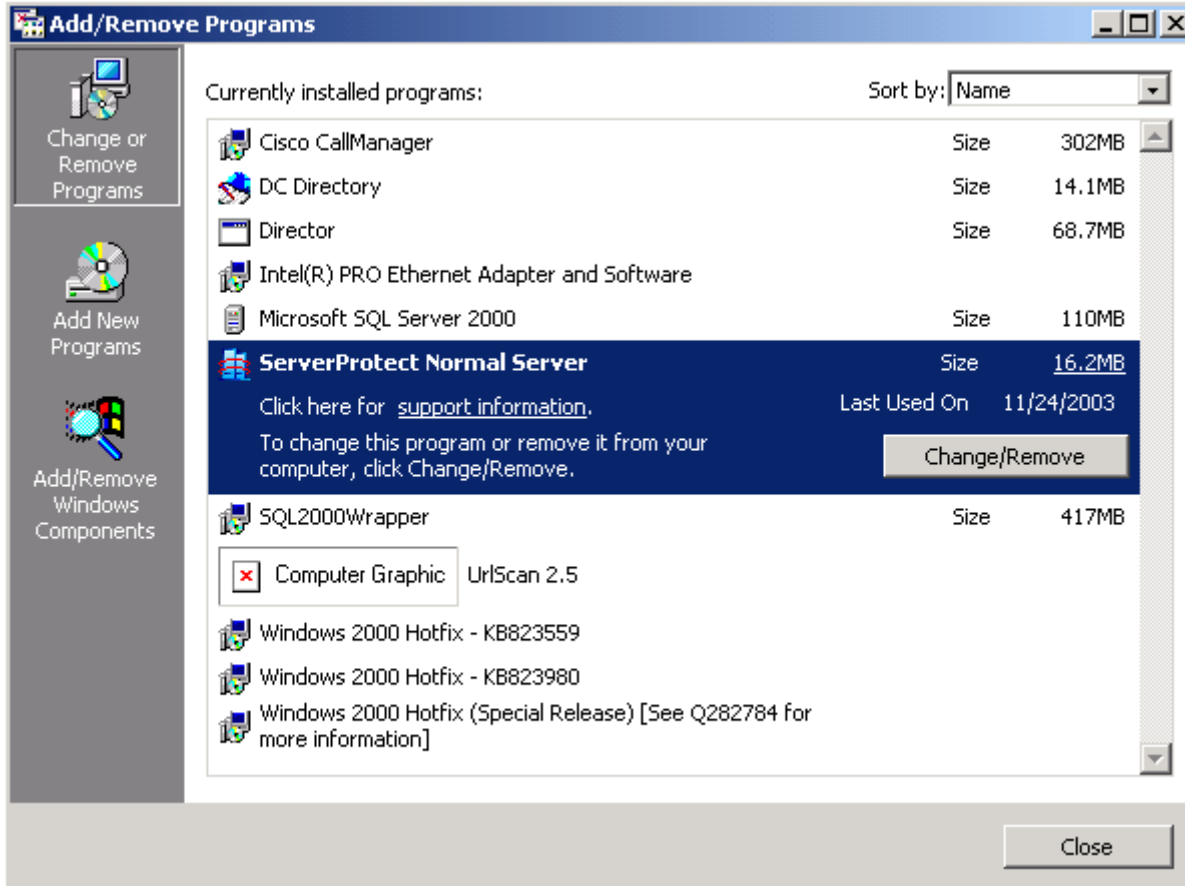
16. Click F

17. Finish when completed, a reboot is not necessary.



UN-INSTALLATION

Trend ServerProtect5 can be removed from the server though the add/remove programs.



FOR MORE INFORMATION

For more information about using McAfee VirusScan Enterprise 7.0 and 7.1 with Cisco CallManager, visit

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/cmccomp.htm.

For more information on Cisco CallManager please visit

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/cmccomp.htm



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