

SOPHOS

PureMessage for Microsoft Exchange upgrade guide

Product version: 3.1
Document date: May 2010



Contents

1 About this guide.....	3
2 System requirements.....	4
3 Before you upgrade.....	5
4 Upgrading on a non-clustered server.....	6
5 Upgrading on SCC and CCR clustered servers.....	7
6 Technical support.....	9
7 Legal notices.....	10

1 About this guide

This guide is for customers who want to upgrade PureMessage for Microsoft Exchange from version 3.0.1 or later to 3.1. This guide tells you:

- Where to find system requirements.
- How to upgrade on a non-clustered server.
- How to upgrade on clustered servers.
- How to contact technical support.

2 System requirements

For system requirements, see the system requirements page of the Sophos website (<http://www.sophos.com/products/all-sysreqs.html>).

3 Before you upgrade

This section gives you information you need before upgrading.

3.1 Upgrading PureMessage

Note: PureMessage installs Microsoft .NET Framework 3.5 SP1 as a prerequisite. This component has known issues related to Exchange Web services. After installing PureMessage, it is recommended to install the update for .NET Framework provided in Microsoft knowledgebase article 959209 (<http://support.microsoft.com/kb/959209>). If you are using the Microsoft Windows Server Update Services (WSUS) this update will be applied automatically.

Before you upgrade PureMessage, you should do as follows.

- Ensure you are upgrading from PureMessage version 3.0.1 or later. Upgrading from earlier versions is not supported.
- If you use an Exchange Mailbox-only Server, make sure you use the same version of PureMessage on the Transport Server.
- It is recommended that all PureMessage servers in an organization are upgraded one after another within a short period, but not simultaneously.
- Read the release notes supplied with this set of documentation.
- Review system requirements page of the Sophos website (<http://www.sophos.com/products/all-sysreqs.html>).

Your existing database and configuration options will be preserved. However, it is suggested to take a back up of the Exchange store database and PureMessage configuration before upgrading.

If you plan to upgrade your database, see [Upgrading the database](#) (page 5) for advice.

3.2 Upgrading the database

If you are currently using MSDE or SQL Server 2000 database, it is recommended that you upgrade to SQL Server 2005 or later (any edition) for optimized performance.

For details on how to upgrade existing MSDE or SQL Server 2000 database, see <http://www.sophos.com/support/knowledgebase/article/31157.html>.

4 Upgrading on a non-clustered server

Before you start the upgrade, ensure that you have chosen a time when it would not be inconvenient to restart the computer. You may be prompted to restart to complete the installation process.

Depending on which version of PureMessage you upgrade from, some of the dialog boxes described below may not be displayed.

1. Download the PureMessage self-extractor from the Sophos website. Click **Install** to extract and launch the PureMessage installer.

Note: Make sure the installer is not run from a network share.

2. In the **Welcome** dialog box, click **Next**.
3. In the **License Agreement** dialog box, read the agreement. If you agree with the terms, click the radio button **I accept the terms of the license agreement** and click **Next**.
4. In the **Select Features** dialog box, select the components you want to install. Click **Next**.

Note: You cannot install the PureMessage server without an administration console.

5. In the **Sophos Download Credentials** dialog box, enter the username and password that were supplied by Sophos and click **Next**.

The credentials are used to download anti-virus and anti-spam (if your license includes) updates from Sophos.

6. In the **PureMessage Service Credentials** dialog box, enter the password for SophosPureMessage user, if the account exists, else click **Create** to create the user. Click **Next**.

This account is used by Sophos PureMessage services.

7. In the **Start Copying Files** dialog box, make sure the settings are correct. If they are not, use the back button to return to previous dialog boxes and change the settings. When they are correct, click **Next**.
8. In the **InstallShield Wizard Complete** dialog box, click **Yes** if prompted to restart your computer, else click **Finish** to complete the installation.

5 Upgrading on SCC and CCR clustered servers

This section describes how to upgrade from PureMessage 3.0.1 or later to PureMessage 3.1 on Single Copy Cluster (SCC) and Cluster Continuous Replication (CCR) servers.

5.1 About upgrading SCC and CCR clustered servers

Note: We recommend that you read the Appendix A of *PureMessage for Microsoft Exchange startup guide* before starting the upgrade.

When you are upgrading to PureMessage 3.1 on SCC or CCR clustered servers:

- Upgrade one node at a time, one after another, but not simultaneously on all nodes.
- You can upgrade the nodes in any order.
- You should not failover or move cluster groups during the upgrade process.
- You must upgrade each active node (hosting an Exchange virtual server instance) and each passive node.

In order to meet the upgrade criteria, the following procedure is recommended:

1. Ensure that each Exchange virtual server instance is owned by a different cluster node.
2. Upgrade PureMessage, in turn, on each cluster node owning an Exchange virtual server instance.
3. Upgrade PureMessage, in turn, on each remaining cluster node.

5.2 Upgrading SCC and CCR clustered servers

On each server, do as follows:

1. Download the PureMessage self-extractor from the Sophos website. Click **Install** to extract and launch the PureMessage installer.

Note: Ensure that the installer is not run from a network share.

2. In the **Welcome** dialog box, click **Next**.
3. In the **License Agreement** dialog box, read the agreement. If you agree with the terms, click the radio button **I accept the terms of the license agreement** and click **Next**.
4. In the **Select Features** dialog box, select the components you want to upgrade. Click **Next**.

Important:

- If you do not select a component to upgrade, the component will be uninstalled during the upgrade process.
- You cannot upgrade the PureMessage server without the administration console, or vice versa.

5. In the **Sophos Download Credentials** dialog box, enter the username and password that were supplied by Sophos and click **Next**.

The credentials are used to download anti-virus and anti-spam (if your license includes) updates from Sophos.

6. In the **PureMessage Cluster Settings** dialog box, select whether the node is Active or Passive, if Active select the cluster group. Click **Next**.

For more information, see Appendix A of the *PureMessage for Microsoft Exchange startup guide*.

7. In the **PureMessage Service Credentials** dialog box, enter the password for SophosPureMessage user, if the account exists, else click **Create** to create the user. Click **Next**.

This account is used by Sophos PureMessage services.

8. In the **Start Copying Files** dialog box, make sure the settings are correct. If they are not, use the back button to return to previous dialog boxes and change the settings. When they are correct, click **Next**.

9. In the **InstallShield Wizard Complete** dialog box, if prompted restart your computer, else click **Finish** to complete the installation.

6 Technical support

For technical support, visit <http://www.sophos.com/support>.

If you contact technical support, provide as much information as possible, including the following:

- Sophos software version number(s)
- Mail server or gateway details
- Operating system(s) and patch level(s)
- The exact text of any error messages

7 Legal notices

Copyright © 2010 Sophos Group. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording or otherwise unless you are either a valid licensee where the documentation can be reproduced in accordance with the licence terms or you otherwise have the prior permission in writing of the copyright owner.

Sophos and Sophos Anti-Virus are registered trademarks of Sophos Plc and Sophos Group. All other product and company names mentioned are trademarks or registered trademarks of their respective owners.

XPExplorerBar

Copyright © 2004-2005, Mathew Hall

All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

- Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
- Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED.

IN NO EVENT SHALL THE COPYRIGHT OWNER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.