

SOPHOS

Sophos for Microsoft SharePoint upgrade guide

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1 About this guide

This guide is for customers who want to upgrade Sophos for Microsoft SharePoint from version 1.0 to 2.0. This guide tells you:

- Where to find system requirements.
- How to upgrade on a standalone server.
- How to upgrade on a server farm environment.
- How to contact technical support.

2 System requirements

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

You must have internet access in order to download the installation software from the Sophos website.

3 Planning your upgrade

You can upgrade Sophos for Microsoft SharePoint on a standalone computer or in a server farm environment.

3.1 Upgrading on a standalone computer

In a standalone computer scenario, one server runs all the SharePoint server components and the SQL Server data store used by the SharePoint. In this scenario upgrade Sophos for Microsoft SharePoint on the same computer.

3.2 Upgrading on a server farm environment

On a server farm environment, there may be one or more servers in the farm running the SharePoint server components and SQL Server. In this scenario, upgrade Sophos for Microsoft SharePoint on all the servers that have the SharePoint server components installed.

On a farm, in order to manage several Sophos for Microsoft SharePoint servers together, you must select the same SQL Server instance and Sophos for Microsoft SharePoint configuration group during the installation. The servers belonging to the same Sophos for Microsoft SharePoint configuration group will share the same configuration and can be monitored from any of the servers in the configuration group.

When upgrading the first server choose a remote SQL Server and create a new configuration group. For subsequent upgrades choose the same SQL Server and join the existing (newly created) configuration group.

If you have Sophos for Microsoft SharePoint 1.0 installed in a farm with separate SQL Server instances (for example, local to each server), you must first uninstall it and then install Sophos for Microsoft SharePoint 2.0. This is because the upgrade from Sophos for Microsoft SharePoint 1.0 does not allow you to change the SQL Server instance during an upgrade.

Before you uninstall the existing Sophos for Microsoft SharePoint 1.0 you can also choose to export its configuration so it can be restored on version 2.0. The configuration that is restored will be applied to all the servers of the configuration group.

In a farm, the data in the SharePoint store is stored by SQL Server and is accessible by each server in the farm. For on-demand and scheduled scans you can select any one of the servers in a configuration group that performs the scan. The configured server can scan all or configured parts of the SharePoint store.

4 Upgrade Sophos for Microsoft SharePoint

To upgrade Sophos for Microsoft SharePoint:

1. Log on to the SharePoint server with local administrator rights. If you are in a domain, you must also be a domain user.

For a complete list of permissions that are required for installation, see <http://www.sophos.com/support/knowledgebase/article/58866.html>.

2. Find the Sophos for Microsoft SharePoint installer that you downloaded earlier and double-click on it.
3. In the **Welcome** dialog box, click **Next**.
4. In the **License Agreement** page, read the agreement. If you agree with the terms, click **I accept the terms of the license agreement** and click **Next**.
5. In the **Sophos Download Credentials** page, enter the username and password that were supplied by Sophos.

*If you access the internet via a proxy, click **Proxy Details** and enter your proxy settings. Otherwise, click **Next**.*

6. In the **Configuration Group** page, select a group you want to join or create a new group.

Sophos for SharePoint installations can be grouped together to share the same policy configuration and be managed from a single management console. For more information, see [Upgrading on a server farm environment](#) (page 3).

7. In the **Service Credentials** page, enter the credentials for the account that will be used for Sophos for Microsoft SharePoint services.

The account must have local administrator rights, and full access to the SharePoint store content. Sophos for Microsoft SharePoint uses these credentials to scan and clean items in the SharePoint store.

Read <http://www.sophos.com/support/knowledgebase/article/58866.html> for more information on which accounts you can use.

Note: If you have Windows User Account Control (UAC) enabled, you will be prompted for local administrative privileges with full access rights to the entire SharePoint store. Ensure the account has the necessary privileges and then click **Yes** to continue.

If your computers are in a workgroup, continue to step 10.

8. In the **Administrators group** page, accept the default group name or provide a different group name.

If the installer cannot create the group or if the group does not exist, a message is displayed **The group does not exist. Please ask a Domain Administrator to create the group.** In this case, contact the domain administrator to create the group and add the installing user and the service user as members to the group.

9. In the **Start Copying Files** page, check that the settings are correct. If they are then click **Next**. If they are not then click the back button to return to previous dialog boxes and correct the settings.
10. In the **InstallShield Wizard Complete** page, click **Finish** to complete the installation.

Note: For information on how to configure database mirroring, see the Appendix in *Sophos for Microsoft SharePoint startup guide*.

5 Check if the upgrade is successful

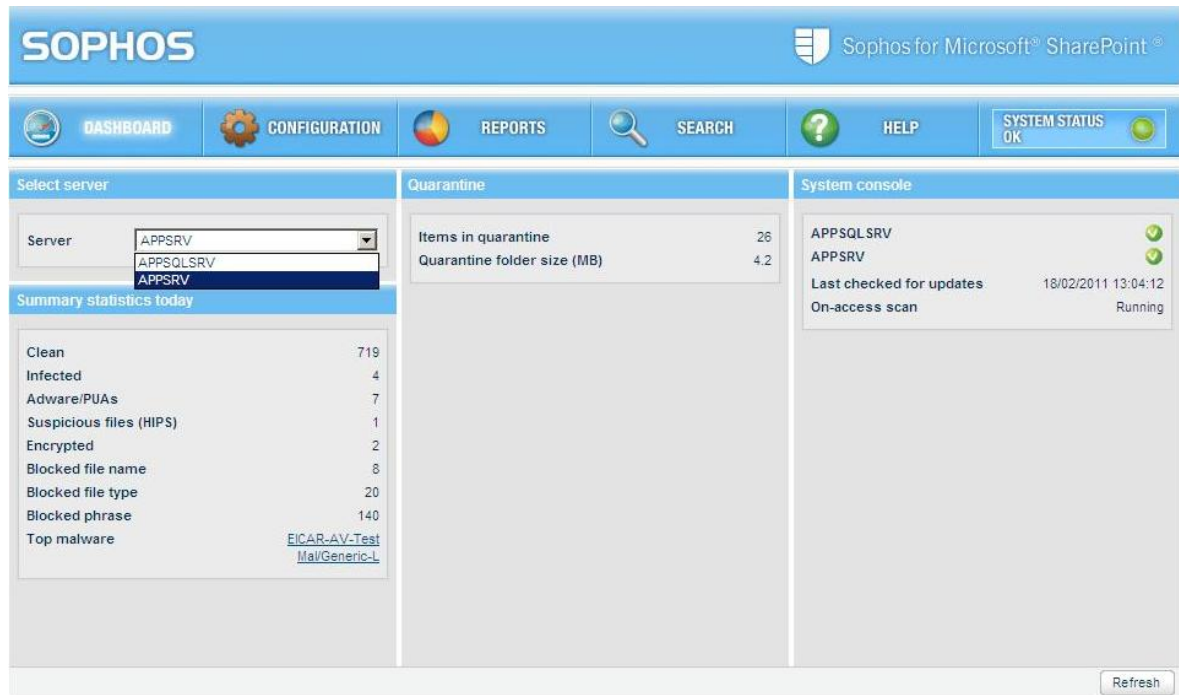
By default, on-access scanning is enabled for Microsoft SharePoint.

Note: Microsoft SharePoint or Microsoft Office products may provide incorrect warning messages when the on-access scan blocks files. For information on the messages that are displayed, see <http://www.sophos.com/support/knowledgebase/article/55263.html>.

To check if the upgrade is successful and on-access scanning is enabled:

- Open Sophos for Microsoft SharePoint, on the navigation bar, the **System status** tab should display **OK** with a green icon.

In the **Dashboard** tab, under **System Console** section, all the servers in the configuration group should have the text **Running** against on-access scan.



6 Technical support

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

- Visit the SophosTalk community at <http://community.sophos.com/> and search for other users who are experiencing the same problem.
- Visit the Sophos support knowledgebase at <http://www.sophos.com/support/>.
- Download the product documentation at <http://www.sophos.com/support/docs/>.
- Send an email to support@sophos.com, including your Sophos software version number(s), operating system(s) and patch level(s), and the text of any error messages.

7 Legal notices

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