

SurfControl E-mail Filter 6.0 Upgrade Instructions

WHY UPGRADE?

This release of SurfControl E-mail Filter includes new features and improvements and may resolve previous issues. SurfControl customers currently running earlier versions are encouraged to upgrade to version 6.0. New features in this release include:

New Anti-Virus Engine Included with Standard Subscription

A fully integrated anti-virus scanning engine will now be available to customers as part of the dynamic threat database subscription, offering additional protection and value. The Anti-Virus Agent (AVA), powered by McAfee, will continue to be available as an additional cost option and can be used in conjunction with the new, integrated anti-virus engine.

Zero-Hour Virus Protection

Version 6.0 of SurfControl E-mail Filter includes new Zero-Hour Virus Protection technology, protecting your network from viruses as they emerge.

SurfControl Reputation Service

Incoming e-mail connections can now be checked against SurfControl's own Reputation Service to help determine whether the sender's IP address can be trusted. This feature combines with the True Source IP feature to deliver increased protection and greatly reduce spam volumes to all SurfControl E-mail Filter customers.

Identification of True Source IP Address

Organizations choosing to deploy SurfControl E-mail Filter behind a firewall can now take full advantage of E-mail Filter's Connection Management. The original source IP address of the inbound e-mail connection can now be identified, allowing all E-mail Filter users to benefit from this highly effective protection layer, including the additional security offered by the new SurfControl Reputation Service.

Enhanced Document Decomposition

This further extends the list of file types to which content filtering rules can be applied, including Microsoft Office 2007 documents, for deeper compliance and increased security and with the additional benefit of improved performance.



Extended Compliance Dictionaries and Default Rules Set

New compliance dictionaries and associated default rules, including HIPAA, GLBA and Personal Identifiers, will help you to manage regulatory compliance and enforce good corporate governance.

Compatible with SurfControl Report Central (SRC) 2.6

SurfControl E-mail Filter 6.0 enables you to take advantage of the enhanced reporting capabilities of SurfControl Report Central 2.6 such as new Return on Investment (ROI) reports, high-level inbound traffic summary chart and visibility of the new SurfControl Reputation Service which is available in E-mail Filter 6.0.

Compatible with SurfControl Personal E-mail Manager (PEM) 1.2

SurfControl E-mail Filter 6.0 is compatible with Personal E-mail Manager 1.2 and 1.0 SP2.

Support for VMware

This latest release of SurfControl E-mail Filter will be supported on a VMware platform, offering greater deployment flexibility and reduced total cost of ownership of security infrastructure.

Support for 64-bit Operating Systems

SurfControl E-mail Filter 6.0 is now supported on the 64-bit version of Windows Server 2003, giving customers greater flexibility and choice of platforms.

BEFORE YOU UPGRADE

Before you upgrade to SurfControl E-mail Filter v6.0 there are a few items for your consideration:

- Ensure that your system meets SurfControl E-mail Filter v6.0 minimum hardware and software requirements. Check the [System Requirements](#) page on our Web site.
- Microsoft MSDE has a 2 GB data size limit. During an upgrade it is possible that your STEMLog database will go beyond this limit even if it below it before beginning the upgrade. It is recommended that you purge your existing STEMLog database to less than 1 GB before upgrading, if you are using MSDE.
- If you plan to upgrade from MSDE to SQL Server Express as part of this upgrade, SurfControl recommend you do this **BEFORE** upgrading E-mail Filter. For instructions on upgrading from MSDE to SQL Server Express, read the following [Microsoft Technet article](#). You will need to install .NET 2.0 if you are upgrading to SQL Server Express.
- The SurfControl server being upgraded should have between two to three times as much free disk space as the size of the STEMLog database. This will ensure there are no problems creating temporary files required to perform the upgrade process.
- Before upgrading, run any SRC reports that you might need on your existing database.
- **5.2 and 5.2.1 customers only:** After upgrading, v6.0 will use a new STEMLog database. A backup is kept of your previous version.
- **5.2 and 5.2.1 customers only:** During the upgrade, a Queue Synchronization is performed so that the new STEMLog database has the message details for isolated mail. This process can take a long time, and SurfControl recommends that you reduce the isolated message queue as much as possible to help speed up this process.
- The default update periods for the AVA and ASA in the Scheduler are 1 hour intervals in v6.0. Your existing settings are carried forward during the upgrade and SurfControl recommends you change your Scheduler settings to the new defaults following an upgrade.

UPGRADE INSTRUCTIONS

From E-mail Filter 5.2, 5.2.1, 5.5 or 5.5 SP1

Simply run setup and the E-mail Filter installation wizard will walk you through the upgrade process.

From E-mail Filter 5.0 SP3a

You will need to upgrade to 5.2.1 or 5.5 before upgrading to 6.0.

Rollback

5.2 and 5.2.1 customers only: As part of the upgrade process, the STEMLog database is backed up, allowing you to rollback to a previous version if necessary.

Importing the Anti-Virus Malware, Zero-Hour Protection, HIPAA Compliance and GLBA Compliance Rules

- 1 Open the **Rules Administrator**.
- 2 Click **File > Import Rules**.
- 3 Browse to the location of the default.rul file (by default, it's located in C:\Program Files\SurfControl E-mail Filter) and click **Open**.
- 4 Select **ONLY** the **Anti-Virus Malware Scanning, Zero-Hour Virus Protection, HIPAA Compliance and GLBA Compliance** rules from the list.
- 5 Click **Import**.
- 6 Click **File > Save Changes**.

Creating a LiveUpdate scheduled event for the AVMS plug-in

The AVMS plug-in (Authentium scanning engine) is new in version 6.0 of E-mail Filter. To use this feature after upgrading from a previous version of E-mail Filter, you need to perform the following steps:



Note: The AVMS plug-in will function for 30 days only. You will need to contact SurfControl Customer Services to obtain a free license key to use the AVMS beyond this period.

- 1 Open the **Scheduler**.
- 2 Click **Add Item**.
- 3 Select **Anti-Virus Malware Live Update** from the drop-down list.
- 4 Configure the Scheduler to check for new AVMS updates **every hour**.
- 5 Click **Configure**.
- 6 Type information into the required fields in the SurfControl Product Registration dialog. Required fields are marked with an asterisk *.
- 7 Click **Register**.
- 8 Click **OK**.

For more details, see our [Knowledge Base article 2279](#).

MIGRATING FROM EUSM TO PEM

For detailed instructions on migrating from the existing EUSM to the new PEM, please consult the *PEM Starter Guide*.



Caution: From E-mail Filter v5.5, EUSM is replaced by PEM.

KNOWN ISSUES

All E-mail is Isolated by AV Rule After Upgrade

This requires replacing the Symantec Anti-Virus Scanning Engine (SASE) with the Symantec Anti-Virus Scanning Engine (SAVSE).

For more details about this issue, and how to fix it, see our [Knowledge Base article 2044](#).

Upgrading EUSM to PEM 1.2 Fails with Error or Doesn't Update STEMConfig Completely

For more details about this issue, and how to fix it, see our [Knowledge Base article 2040](#).

SRC 2.5 cannot connect to E-mail Filter 6.0 after an upgrade from 5.5

Following an upgrade to version 6.0 from 5.5 you may see the following error message when launching SRC 2.5:

"The specified database server does not contain any valid E-mail Filter databases"

For more details about this issue, and how to fix it, see our [Knowledge Base article 2282](#).