

# Release Notes: F-Secure Anti-Virus for Windows Servers 5.50-SR1

## F-Secure Anti-Virus for Citrix Servers 5.50-SR1

This document contains late-breaking information about the product. Please refer to the manual for more information. The manual is available in Adobe Acrobat PDF format on the installation media.

There are additional release notes distributed with the F-Secure Policy Manager Setup kit. Please consult them for the latest information about those components.

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# Introduction

## **What is F-Secure Anti-Virus for Windows Servers?**

F-Secure Anti-Virus for Windows Servers ensures that users who connect with infected machines to the corporate file servers do not spread viruses to others on the network. With F-Secure, antivirus protection is fast, efficient and easy. Antivirus installations and management can be done remotely from one central location.

## **What is F-Secure Anti-Virus for Citrix Servers?**

F-Secure Anti-Virus for Citrix Servers is designed to protect enterprises using Citrix MetaFrame servers against viruses and other malicious contents.

## **What Does F-Secure Anti-Virus Include?**

**F-Secure Anti-Virus** provides transparent real-time protection against malicious code and viruses. Daily updates can be conveniently downloaded from the F-Secure Web site and put to use immediately. These updates provide the fastest available cure for any new virus threat. No other anti-virus software provides continuous and tested updates for every new virus threat.

**F-Secure Automatic Update Agent** With F-Secure Automatic Update Agent users can get anti-virus database updates and informational content without interrupting their work to wait for files to download from the Web. F-Secure Automatic Update Agent downloads files automatically in the background using bandwidth not being used by other Internet applications, so the users can always be sure they will have the latest updates without having to search the Web. If the F-Secure Automatic Update Agent is always connected to the Internet, it will automatically receive new anti-virus updates within about two hours after they have been published by F-Secure.

**F-Secure Management Agent** enforces the security policies set by the administrator on the managed hosts, and provides the end user with a user interface and other services. It handles all management functions on the local workstations and provides a common interface for all F-Secure applications, and operates within the policy-based management infrastructure.

**F-Secure SNMP Support** F-Secure SNMP Support is a Windows SNMP extension agent, which is loaded and unloaded with the master agent. It is used for transferring statistics and alerts.

## **How to Manage F-Secure Anti-Virus?**

**F-Secure Policy Manager** provides a scalable way to manage the security of multiple applications on multiple operating systems, from one central location. It can be used to keep security software up-to-date, manage configurations, oversee enterprise compliance, and scale to handle even the largest, most mobile workforce. The F-Secure Policy Manager is comprised of two three components: the F-Secure Policy Manager Console, F-Secure Policy Manager Server, and F-Secure Policy Manager Reporting Option. They provide the two upper layers on the management architecture and are seamlessly integrated with the F-Secure Management Agents that handle all management functions on local hosts. In addition to core Policy Manager components, the Policy Manager setup includes some product specific administrative tools like F-Secure Automatic Update Agent (formerly known as F-Secure BackWeb), F-Secure Certificate Wizard, and F-Secure FileCrypto Master Key Wizard.

**F-Secure Policy Manager Console** provides a centralized management console for the security of the managed hosts in the network. It enables the administrator to organize the network into logical units for sharing policies. The policies are defined in F-Secure Policy Manager Console and then distributed to the hosts through the F-Secure Policy Manager Server. F-Secure Policy Manager Console offers integrated GUI for first time deployments, updates, policy based management, status monitoring, alerting, and reporting.

**F-Secure Policy Manager Server** is the repository for policies and software packages distributed by the administrator, and status information and alerts sent by the managed hosts. It provides scalability by working as an extension to the Apache web server. Communication between F-Secure Policy Manager Server and the managed hosts is accomplished through the standard HTTP protocol, which ensures trouble-free performance on the LAN and WAN.

**F-Secure Policy Manager Reporting Option** F-Secure Policy Manager Reporting Option is a powerful tool with it's own easy to use GUI for monitoring the state of health of the entire managed network. It generates reports including security alerts, virus infection rates, antivirus database dates, product versions, installed HotFixes and host status. Reports can be viewed on network, security domain or individual host level. All reports can be customized and can be viewed through a standard WWW browser or Microsoft Excel. Reports are generated by using XSL templates and they can be exported as files in HTML, XML or CSV file format.

In stand-alone installation, the product can be administered with the **local user interfaces** of the components.

Further information can be found in the F-Secure Anti-Virus for F-Secure Anti-Virus for Windows Servers/F-Secure Anti-Virus for Citrix Servers Administrator's Guide and in the F-Secure Policy Manager Administrator's Guide. The manuals are available in Adobe Acrobat PDF format on the installation media.

# F-Secure Anti-Virus for Windows Servers

## Version

F-Secure Anti-Virus for Windows Servers 5.50-SR1 build 11110

## System Requirements

### *Operating system:*

Microsoft Windows NT 4.0 Server SP 6 or later

Windows 2000 Server Family:

Microsoft® Windows 2000 Server with Service Pack 3 or later

Microsoft® Windows 2000 Advanced Server with Service Pack 3 or later

Windows 2003 Server Family:

Microsoft® Windows Server 2003, Standard Edition with latest service pack Microsoft® Windows Server 2003, Enterprise Edition with latest service pack

Processor: Intel Pentium processor

Memory: 64MB (Windows NT 4.0 Server), 128MB (Windows 2000/2003 Server)

Disk space to install: 30MB (during installation 60MB)

### **What's new in this release:**

- Fixes to most common problems in FSAV 5.42 for Servers.

### **Most Important Fixed Problems**

#32824, "FSAV 5.42 SRV freezes occasionally /RTS MSG sending failed"

#31719, "FSAV 5.42 malfunctions in Win2k Server"

#32766, "Strange error code is minus 208037477x"

#33428: "Command-line scanner wrong error level with Sober.D and Sober.G worms"

#33042: "FSAV vulnerable to LHA packer exploit, crashes, etc"

#31817: "Sober.D samples not detected"

### **IMPORTANT NOTES**

Re-installing or upgrading FSAV will overwrite any virus definition databases used by the previous FSAV installation, thus making the virus protection level somewhat older. In centrally managed installations the new virus definition databases will be updated by the next policy polling interval. If FSAV is installed in stand-alone mode, the user should re-apply the latest virus definition databases either by using the *Update* now function or by getting the latest databases from <http://www.F-Secure.com/>.

When upgrading an older Windows operating system having FSAV installed, it is necessary to first uninstall FSAV before proceeding with the upgrade. Not doing this may lead to a system not functioning properly. This is because of differences in the low-level driver architecture in older Windows platforms

compared to newer ones. This is not necessary when installing service packs or other operating system patches.

### **Known Problems**

- If DFS (Distributed File System) is used in a server to share folders of another server, F-Secure Anti-Virus must also be installed on the server physically containing the shared folders to detect viruses. It is not enough to have F-Secure Anti-Virus installed on the server that (logically) provides the DFS-shares.
- If Shadow Copies are enabled for a shared folder on a server, F-Secure Anti-Virus must always be installed on the client computers accessing the Shadow Copies. It is not enough to have F-Secure Anti-Virus installed on the server that shares Shadow Copies of files. Shadow Copies is a feature of Windows 2003 Server operating system.
- If FRS (File Replication Service) is used to maintain duplicates of shared files/folders, it should be noted that F-Secure Anti-Virus real-time protection can't scan files when they are replicated between computers.
- Using the Offline-file synchronization feature in Windows XP/2000 may cause slowdowns with large number of files. This can be worked around by excluding the Offline files storage folder from real-time scanning. By default, the offline storage folder is located at <nt-system-root>\csc. To exclude the folder, use the "Exclude objects" function on the "Real-time Protection" page of F-Secure Anti-Virus settings.
- Real-time protection always causes some overhead on file I/O, which can cause problems for time-critical file operations such as creating CD-R/CD-RW images.
- #13178, "Do not allow install if machine does not meet memory requirements [#10584]": Although F-Secure Anti-Virus has minimum system requirements (see "System requirements" in this document), they are not checked during setup, allowing the product to be installed on systems without enough resources.

Following list contains the technical changes of this release of F-Secure Anti-Virus when compared to the previous release. Refer to F-Secure Anti-Virus for Windows Servers Administrator's Guide or visit [www.f-secure.com](http://www.f-secure.com) for more info about other features in this release.

### **Technical Changes Since Previous Release**

The serial number of the virus definitions installed on the host is now stored in the policy and can be viewed from F-Secure Policy Manager Console.

# F-Secure Anti-Virus for Citrix Servers

## Version

F-Secure Anti-Virus for Windows Servers 5.50-SR1 build 11110

## System Requirements

### *Operating system:*

Citrix MetaFrame XP with Feature Release 2  
Citrix MetaFrame Presentation Server 3.0

### Windows 2000 Server Family:

Microsoft® Windows 2000 Server with Service Pack 3 or later  
Microsoft® Windows 2000 Advanced Server with Service Pack 3 or later

### Windows 2003 Server Family:

Microsoft® Windows Server 2003, Standard Edition with latest service pack  
Microsoft® Windows Server 2003, Enterprise Edition with latest service pack

Processor: Intel Pentium processor

Memory: 64MB (Windows NT 4.0 Server), 128MB (Windows 2000/2003 Server)

Disk space to install: 30MB (during installation 60MB)

### What's new in this release:

- Support for Citrix Servers.
- Terminal Server Support.

## IMPORTANT NOTES

Re-installing or upgrading FSAV will overwrite any virus definition databases used by the previous FSAV installation, thus making the virus protection level somewhat older. In centrally managed installations the new virus definition databases will be updated by the next policy polling interval. If FSAV is installed in stand-alone mode, the user should re-apply the latest virus definition databases either by using the *Update* now function or by getting the latest databases from <http://www.F-Secure.com/>.

When upgrading an older Windows operating system having FSAV installed, it is necessary to first uninstall FSAV before proceeding with the upgrade. Not doing this may lead to a system not functioning properly. This is because of differences in the low-level driver architecture in older Windows platforms compared to newer ones. This is not necessary when installing service packs or other operating system patches.

## Known Problems

- If DFS (Distributed File System) is used in a server to share folders of another server, F-Secure Anti-Virus must also be installed on the server physically containing the shared folders to detect viruses. It is not enough to have F-Secure Anti-Virus installed on the server that (logically) provides the DFS-shares.
- If Shadow Copies are enabled for a shared folder on a server, F-Secure Anti-Virus must always be installed on the client computers accessing the Shadow Copies. It is not enough to have F-Secure Anti-Virus installed on the server that shares Shadow Copies of files. Shadow Copies is a feature of Windows 2003 Server operating system.
- If FRS (File Replication Service) is used to maintain duplicates of shared files/folders, it should be noted that F-Secure Anti-Virus real-time protection can't scan files when they are replicated between computers.
- Using the Offline-file synchronization feature in Windows XP/2000 may cause slowdowns with large number of files. This can be worked around by excluding the Offline files storage folder from real-time scanning. By default, the offline storage folder is located at <nt-system-root>\csc. To exclude the folder, use the "Exclude objects" function on the "Real-time Protection" page of F-Secure Anti-Virus settings.
- Real-time protection always causes some overhead on file I/O, which can cause problems for time-critical file operations such as creating CD-R/CD-RW images.
- #13178, "Do not allow install if machine does not meet memory requirements [#10584]": Although F-Secure Anti-Virus has minimum system requirements (see "System requirements" in this document), they are not checked during setup, allowing the product to be installed on systems without enough resources.

Following list contains the technical changes of this release of F-Secure Anti-Virus when compared to the previous release. Refer to F-Secure Anti-Virus for Citrix Servers Administrator's Guide or visit [www.f-secure.com](http://www.f-secure.com) for more info about other features in this release.

## Technical Changes Since Previous Release

The serial number of the virus definitions installed on the host is now stored in the policy and can be viewed from F-Secure Policy Manager Console.

## Technical notes on using F-Secure Anti-Virus for Citrix Servers with Windows 2000 Server and Windows Server 2003 with Terminal Service

- When F-Secure Anti-Virus for Citrix Servers is used with Terminal Services, remote users accessing the terminal services are protected from viruses. However, only files that are accessed through the terminal session are scanned for viruses.
- Normal users can't access F-Secure Anti-Virus settings over terminal session. Only users with administrator rights to the terminal server can access F-Secure Anti-Virus settings over a terminal session. You can change the user access rights over terminal connections through policy setting: F-Secure Management Agent->Settings->User Interface->Changing Settings Locally.
- F-Secure Automatic Update Agent is shown in disabled state over terminal sessions but the automatic updates still work. If Update-now is used over terminal session, virus definitions are updated using Getdbhttp instead of F-Secure Automatic Update Agent.
- You can also install F-Secure Anti-Virus for Citrix Servers over a terminal session if you have admin rights to the terminal server

# F-Secure Management Agent

## Version

F-Secure Management Agent 5.22 build 6864

## What's new in this release:

- Improved stability of management components.
- New look and feel for the user interface.

## Most Important Fixed Problems

#26750, "Writing to a logfile.log is stopped for some reason"  
#30501, "AMEH doesn't start processing spooled alerts"  
#30503, "AMEH doesn't process some of the spooled alerts"  
#28882, "FSMA prevents logging to Event Log"  
#27792, "Irregular unhandled exception in IM"  
#32766, "Strange error code is minus 208037477x"

## Known Problems

#30904, "Wrong username reported when virus is found": When the product is operating in Terminal Services environment, the virus alerts sent to Policy Manager Console may contain incorrect information about the user accessing the files on the host. **NOTE: This issue will be fixed in a hotfix.**

#20310, "Setting the policy variable 1.3.6.1.4.1.2213.11.2.14.8 was not Successful": In certain environments a policy access error reported on each system startup.

#25533, "FSMA 5.0: IP-address not uploaded with statistics (non-DHCP environment)": If a host has a network adapter configured to use DHCP, then information about the host's IP address is not uploaded to Policy Manager Server, IP address is not visible in Policy Manager Console and it cannot be used in Reporting Option. A workaround is to configure all the network adapters in the host not to use DHCP.

#27016, "Hide the "Alerting" tab if JPN/CHS/KOR language selected": Alerting tab in FSMA's user interface is hidden if the product's installation language is Japanese, Chinese or Korean.

#33589, "FSMA not localized to Czech": FSMA's user interface appears to be in English if the product's installation language is Czech.

Using a separate communication directory user account can fail if the logged-in user also has mounts for the server where the communication directory is located. This is caused by the "Multiple credentials" (error 1219) problem described in Microsoft TechNet article Q173199. A workaround is to use different network host names for the communication directory path and the share used by the logged-in user. For example, using "\\192.1.2.3\commdir" as the communication directory and "\\companyserver\datafiles" as the logged-in user's share should work even though "companyserver" and "192.1.2.3" were the same machine.



#23791: Icons in alert forwarding user-interface look bad if viewed via Terminal Server connection

Certain old versions (older than 5.00) of F-Secure Management Agent may fail to install software remotely deployed from F-Secure Administrator. The error message looks like this: "F-Secure Management Agent: The file C:\Program Files\F-Secure\Common\CommDir\install\distrib\fsav\_5.41-srv-9073\_1045659814532.jar did not pass signature verification. The file may have been manually modified. If the problem persists, please contact the system administrator." If such an error occurs in a host, the software must be upgraded either manually (by running the setup program) or by using F-Secure Policy Manager Console's AutoDiscovery installation option.

# F-Secure Automatic Update Agent

## Version

F-Secure Automatic Update Agent 6.71 build 755

## New Functionality (since version 6.31)

- Full F-Secure Policy Manager and F-Secure Management Agent integration: settings, statistics and alerts.
- Runs as current user whenever a user is logged on. System account is used only while no user is logged on.
- The "Advanced settings" dialog is now compatible with Windows 2003 Server.

## Known Problems

- Microsoft Proxy supports two different types of user authentication: standard HTTP authentication (a.k.a Basic Authentication), and NTLM authentication. F-Secure Automatic Update Agent is compatible with only the standard HTTP authentication and does not work if the proxy is configured to allow only NTLM authentication.
- Detecting HTTP proxy settings from installed browser works only with Internet Explorer 4.0 or later and with Netscape 4.x. It does not work with Netscape Navigator 6.0.
- Detecting HTTP proxy settings from installed browser does not work in most Windows NT, 2000 and XP systems, while there is no user logged on, as the proxy settings are user account specific. The proxy settings can be configured manually in Automatic Update Agent's Advanced Settings.
- Disconnecting or logging off a remote console session to a Windows 2003 Server will stop Automatic Update Agent running on that server until a local or remote console session is available again. Regular terminal sessions do not have this problem.
- Automatic Update Agent's user interface is not available in terminal services sessions, unless the session is a Windows 2003 remote console session.

# Installation

**NOTE: For detailed installation instructions please refer to the F-Secure Anti-Virus for Windows Servers/F-Secure Anti-Virus for Citrix Servers Administrator's Guide.**

## Key Codes for Installation

The key code for installation is printed either:

- 1 On a sticker on the CD-ROM envelope.
- 2 On the back of the installation instructions booklet that comes with your CD-ROM.

### **If you don't yet have Policy Manager installed, or you are updating to a newer version of Policy Manager.**

Install/Update Policy Manager, as part of the installation the Anti-Virus packages will be automatically added. For complete instructions refer to the Policy Manager Administrator's Guide.

### **If you already have Policy Manager Installed**

Use one of the options below that best suites you.

#### **Installing Installation Packages (JARs) from CD-Rom to an existing Policy Manager installation.**

1. Insert the Workstation & Server Security CD-Rom, when asked choose "Corporate Use".
2. From "Install or Update Managed Software" choose "Policy Manager".
3. Choose "Installation Packages" and setup will start. Follow the on-screen instructions.

#### **Manually copying Installation Packages from CD-ROM to an existing Policy Manager installation.**

1. Copy the JAR file from CD-ROM to the communication directory path ".\install\entry".
2. Select "View Packages" in Policy Manager Console.
3. Select "Refresh" in the "Installation Packages" dialog.
4. Policy Manager Console verifies the signature of the new installation packages. After this, you are ready to distribute F-Secure Anti-Virus 5 in the policy domain.

*NOTE: The JAR can be found directly on the CD-ROM in \win32\fspm\<version no>\jars\fsav\*.jar*

### **Special note: Replicating software using image-files**

F-Secure Anti-Virus may be included when software is replicated using disk image files. Every product installation does however contain a unique identification code (UID) that is used by the remote management system (Policy Manager). Several computers may attempt to use the same UID if disk image software is used to install new computers. This situation will prevent Policy Manager from functioning properly. Please follow these steps to make sure that each computer uses a unique UID even if disk-imaging software has been used.

1. Install the system and all the software that should be in the image file, including F-Secure Anti-Virus. Configure F-Secure Anti-Virus to use the correct Policy Manager Server. However, DO NOT import the host to F-Secure Policy Manager Console if the host has sent an auto registration request to the F-Secure Policy Manager Server. Only hosts on which the image file will be installed to should be imported.
2. Run the "FSMAUTIL RESETUID" command from the command prompt. This utility is typically located in the "C:\Program Files\F-Secure\Common" directory (the directory may be different if you are using a localized version of Windows or if you have specified a non-default installation path).
3. Shut down the computer. Do NOT restart the computer at this stage.
4. Create the disk image file.

The utility program resets the UID in the F-Secure Anti-Virus installation. A new UID is created automatically when the system is restarted. This will happen individually on each machine where the image file is installed. These machines will send auto registration requests to the Policy Manager system and the request can be processed normally.

## Uninstallation

Uninstalling F-Secure Anti-Virus requires some manual operations. Administrator rights are also required for uninstalling.

To uninstall F-Secure Anti-Virus, do the following steps:

1. Uninstall "F-Secure Anti-Virus", "F-Secure BackWeb" (if installed) and "F-Secure Management Agent" by using Add/Remove Programs in the Windows Control Panel. Note that "F-Secure Management Agent" must be uninstalled last.
2. Reboot the computer.
3. Remove the remaining files in C:\Program Files\F-Secure (the directory may be different if you are using a localized version of Windows or if you have specified a non-default installation path).
4. Remove the remaining shortcuts in the Start Menu.

## Known Problems

- 1 If MAPI software is running, the Setup initialization may be extremely slow. If it seems that the installation is not starting, try closing all other running programs. It is a good practice to anyway close all running programs before launching any installation software. This is a known limitation of the installation software.
- 2 You cannot add new products and upgrade existing at the same time. You may experience this if you e.g. have an older version of F-Secure Management Agent already installed and you try to add F-Secure Anti-Virus. In such a case only F-Secure Management Agent is upgraded in the first installation and you have to run installation again to install F-Secure Anti-Virus.
- 3 If Japanese, Chinese or Korean is chosen as the installation language on a non-MBCS enabled operating system (e.g. English or Finnish) the installation dialogs do not contain any meaningful text. The cause of this is the different locale and font used in MBCS language dialogs.
- 4 If you start reinstallation of software and the destination drive is full, it may be impossible to leave setup program until disk space is freed. This is a known limitation of the installation software.
- 5 If you try to install F-Secure Anti-Virus in a directory which name contains double-byte characters, the installation hangs during copying files. Currently installing in such a directory is not supported.

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