

F-Secure PSB E-mail and Server Security Getting Started Guide

Table of Contents

Chapter 1: Getting Started.....	5
Creating a New Account.....	6
Downloading Software.....	8
System Requirements.....	10
Installing the Software.....	11
Troubleshooting.....	16

Chapter 1

Getting Started

Topics:

- [*Creating a New Account*](#)
- [*Downloading Software*](#)
- [*System Requirements*](#)
- [*Installing the Software*](#)
- [*Troubleshooting*](#)

This guide instructs you how to create a new account to log into the F-Secure PSB Portal, and to download and install the F-Secure PSB E-mail and Server Security software.

Creating a New Account

You need to create a new account to log into the F-Secure PSB Portal.

To create a new account:

👉 **Note:** If you have created an account for F-Secure PSB for Workstations, do **not** create a new company account, but add a new subscription to the existing account. If you have forgotten your password, click [Forgot your password](#) and enter your user name. The new password is sent to the e-mail address that you provided when you created the account.

1. In your browser, go to the URL that was provided to you together with the subscription key. You received the URL and the subscription key, for example by e-mail, when you purchased the product.

The F-Secure Protection Service login page opens.

Support pages

F-SECURE

F-Secure Protection Service

Help

Log into the portal

The portal gives you an overview of the protection status of your computers and the ability to change their security settings.

Login information

User name

Password

[Forgot your password?](#)

Create a new company account

To create a new company account, you need a valid subscription key.

[Create your company account](#)

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2. Click the [Create your account](#) link at the bottom of the login page.

The Create account page opens.

Support pages

F-SECURE

F-Secure Protection Service

Create your company account

Company account

Subscription key - - - -

Account name

User name

Password

Confirm password

Mobile phone number (optional)

Language

E-mail

Receive e-mail as Plain Text HTML

Time zone

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3. Enter the required information:
 - In the **Subscription key** field, enter the subscription key that you received, for example by e-mail, when you purchased the product.
 - In the **Account name** field, enter the name of the company.
 - In the **User name** field, enter the e-mail address of the user. The e-mail address is used as your login name.
 - In the **Password** and **Confirm Password** fields, you must enter exactly the same passwords.
4. Click **Create your account**.
You will receive an e-mail message that shows your account information.
5. Click **Back to the login page**.
The F-Secure Protection Service login page opens.
6. Log in to the F-Secure PSB Portal.

Downloading Software

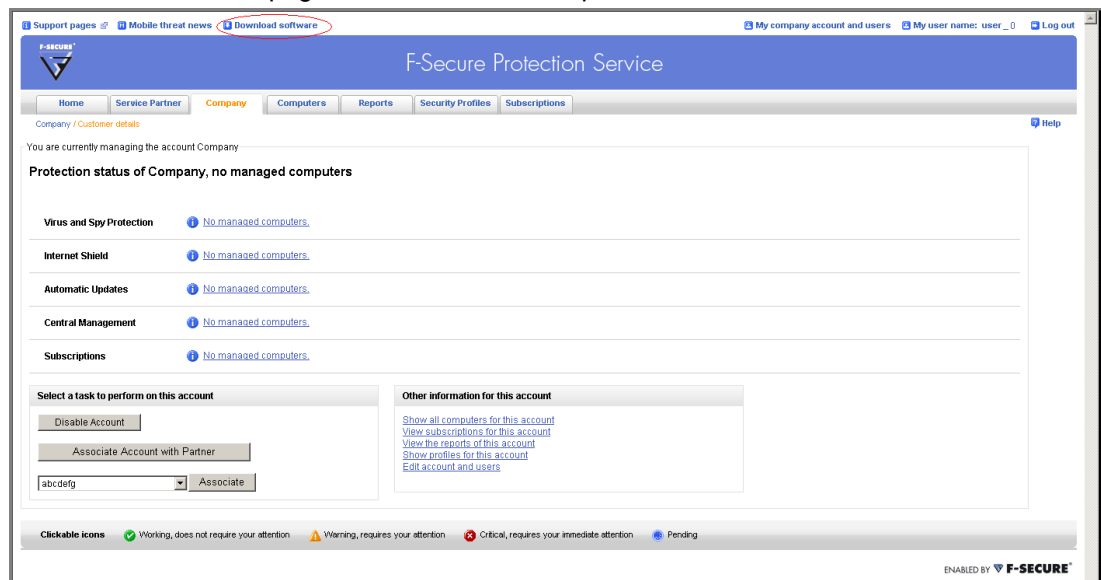
You can download the F-Secure PSB E-mail and Server Security software through the F-Secure PSB Portal.

To download the software:

1. Log in to the F-Secure PSB Portal.

Enter the user name and password, which you selected when you created your account.

The Protection status page of the new account opens.



2. Click the **Download software** link at the top of the page.

The Download software page opens.




The screenshot shows the 'Download software' page in the F-Secure Protection Service interface. At the top, there is a navigation bar with links for 'Support pages', 'Mobile threat news', 'Download software' (highlighted), 'My company account and users', 'My user name: user_0', and 'Log out'. Below this is a blue header with the F-Secure logo and the text 'F-Secure Protection Service'. A secondary navigation bar contains buttons for 'Home', 'Computers', 'Subscriptions', 'Reports', and 'Security Profiles'. The main content area features the heading 'Download software' followed by two links: 'Download the workstation software' and 'Download the server software'. A paragraph of text explains that users should use the subscription key provided and visit the 'Subscriptions' page to select a subscription and click the 'Install Software' button. Below this is another link: 'Download the Remote Installation tool', followed by a brief description: 'This tool helps you to deploy our workstation and server software to computers remotely.' In the bottom right corner, there is a logo that reads 'ENABLED BY F-SECURE'.

3. In the Download software page, click the [Download the server software](#) link.

System Requirements

Read the following before installing F-Secure PSB E-mail and Server Security.

Your computer must meet the following requirements for installing and using the product:

Operating System:	Windows Small Business Server 2003 (32-bit)
	<p>Note: For installing F-Secure PSB Server Security only:</p> <p> Windows Server 2000 (32-bit), Windows Server 2003 (32-bit and 64-bit), Windows Server 2008 (32-bit and 64-bit).</p>
Microsoft Exchange Server:	Microsoft Exchange Server 2003 with the latest service pack
Processor:	Intel Pentium 4 2GHz or higher
Memory:	1 GB of RAM
Disk space to install:	260 MB free hard disk space
Disk space for processing:	10 GB or more free hard disk space
	<p> Note: The required disk space depends on the number of mailboxes, amount of data traffic, and the size of the Information Store.</p>
SQL server (for quarantine database):	<ul style="list-style-type: none"> • Microsoft SQL Server 2005 (Enterprise, Standard, Workgroup or Express edition) - recommended • Microsoft SQL Server 2000 (Enterprise, Standard or Workgroup edition) with Service Pack 4 • Microsoft SQL Server 2000 Desktop Engine (MSDE) with Service Pack 4 <p> Note: You must install the MSDE or Microsoft SQL Server with Mixed Mode authentication before you install the F-Secure PSB E-mail and Server Security software. Make sure that you know the password for the 'sa' account on the Microsoft SQL Server. If you have multiple instances of Microsoft SQL Server installed on the same server, make sure you know the correct instance name that will be used for the quarantine.</p>
Internet Connection:	An Internet connection is required to validate your subscription and receive updates.

Installing the Software

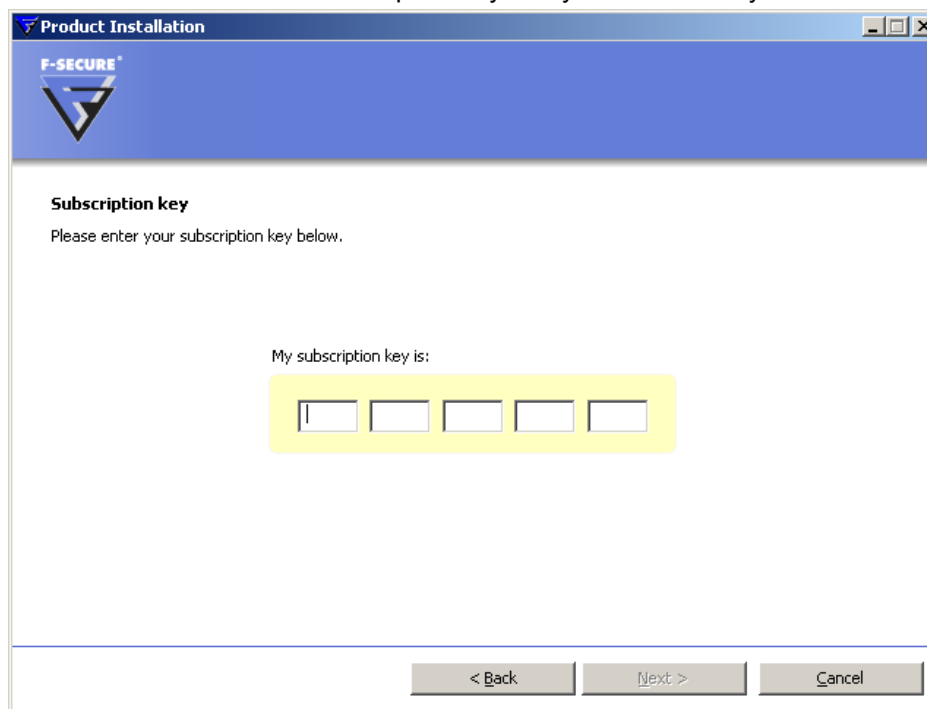
Install the software on a computer and after the installation verify that the databases have been updated.

You must install a Microsoft SQL Server or Microsoft SQL Server Desktop Engine (MSDE) with Mixed Mode authentication before you install the F-Secure PSB E-mail and Server Security software. To install Microsoft SQL Server 2005, refer to <http://www.microsoft.com/Sqlserver/2005/en/us/default.aspx>.

To install the software:

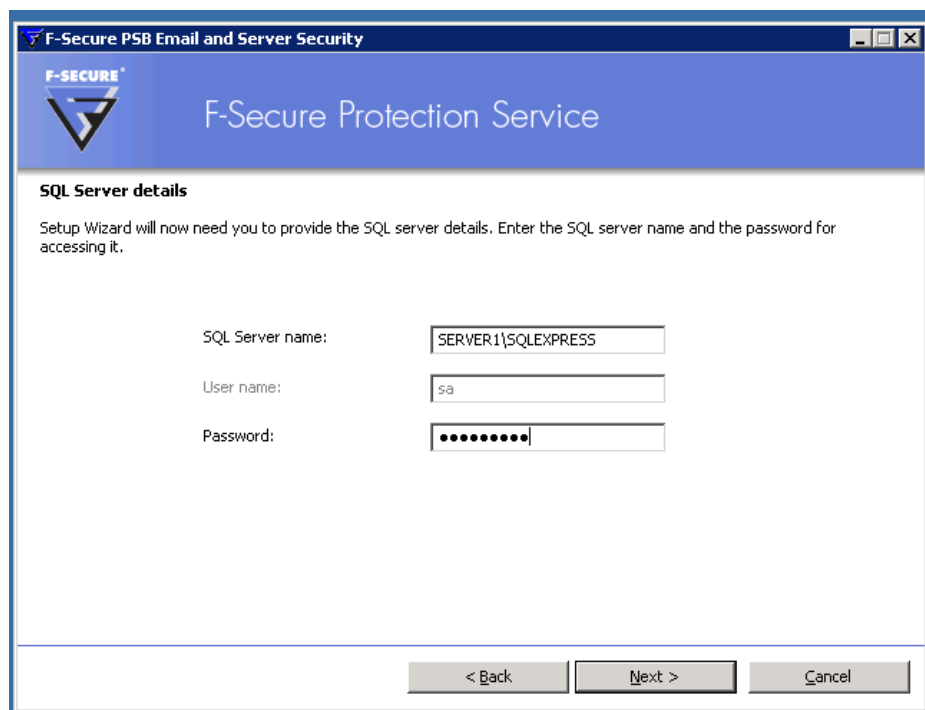
1. Locate the downloaded file and double-click the .exe file to start the installation.
2. Select the installation language, and click **Next** to continue.
If you are installing F-Secure Anti-Virus for Microsoft Exchange, select English as the installation language.
3. Read the license agreement. To accept the agreement and to continue, click **Accept**.
4. Enter your subscription key and click **Next**.

You must enter the same subscription key that you used when you created the account.



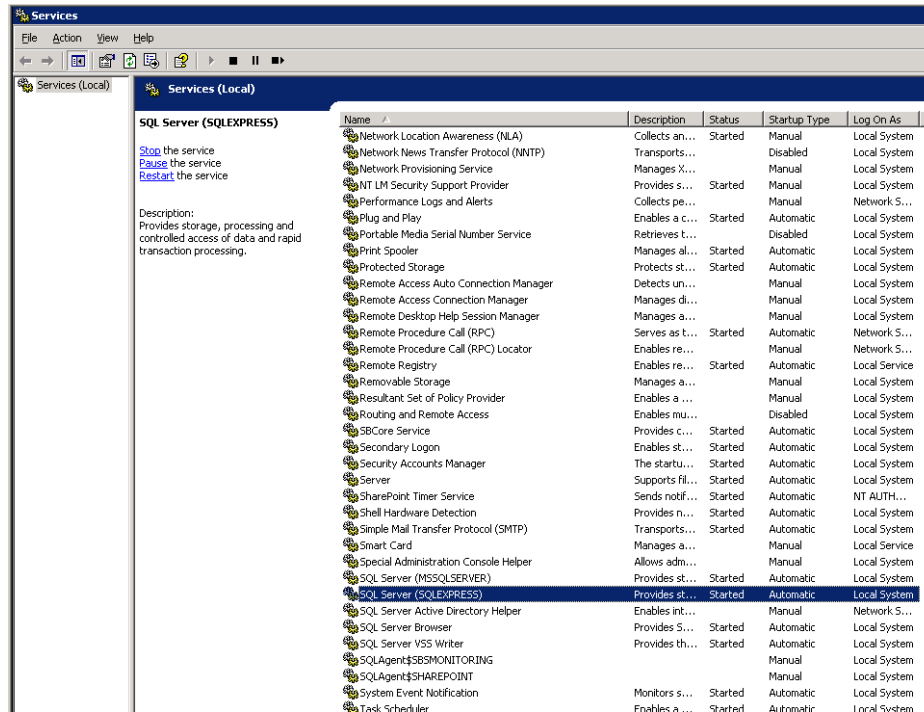
The screenshot shows a window titled "Product Installation" with the F-Secure logo. The main heading is "Subscription key" with the instruction "Please enter your subscription key below." Below this, the text "My subscription key is:" is followed by a row of five empty input boxes. At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel".

5. Select the installation type, and click **Next**:
 - **Automatic installation**: The product is installed automatically. Existing security products may be automatically replaced. The product is installed to the default directory.
 - **Step by step installation**: During the installation, you can change the installation directory. However, we recommend using the default directory.
6. Select the installation folder, and click **Next**.
7. In the SQL Server details page, enter the name of a local or remote SQL server instance.




The screenshot shows a window titled "F-Secure PSB Email and Server Security" with the F-Secure logo and "F-Secure Protection Service" header. Below the header, the section is titled "SQL Server details". The text reads: "Setup Wizard will now need you to provide the SQL server details. Enter the SQL server name and the password for accessing it." There are three input fields: "SQL Server name:" with the value "SERVER1\SQLEXPRESS", "User name:" with the value "sa", and "Password:" with a masked password of ten dots. At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

- 👉 **Note:** To find your HOSTNAME, type `ipconfig /all` at a command prompt. The server name is displayed in the command prompt window as "Host Name". You can also use an IP address or Fully Qualified Domain Name instead of hostname.
- 👉 **Note:** To find your INSTANCE, click [Start > All Programs > Administrative Tools > Services](#). Then find the [SQL Server \(INSTANCENAME\)](#) service. The instance name is displayed in brackets. If you find multiple instance names, select the one that you want to use.



8. Enter your SA user password.

 **Note:** If you are not sure that you remember your correct SA password, or if the installation fails because of an SQL server error, refer to the Troubleshooting section.

9. Click **Next**.

10. When the installation is complete, click **Finish**.

11. After the installation, open the F-Secure Web Console and check that the databases have been updated:

- Select **Programs > F-Secure Anti-Virus for Microsoft Exchange > F-Secure Anti-Virus for Microsoft Exchange Web Console**.
- In the **Automatic Update Agent** tab, in the Summary page, check that the last check result shows that there is nothing new available.
- Under **Summary**, click **Downloads** and check that the Available Packages list shows at least one update with a recent date on it.

12. In the Home tab, check that each component has a green status icon.

13. Next, configure F-Secure Anti-Virus for Microsoft Exchange. See the *Administration With Web Console* chapter in *F-Secure Anti-Virus for Microsoft Exchange Administrator's Guide* for detailed instructions.

Troubleshooting

This section answers the most frequently asked questions.

If you do not find answers to your questions here, please contact support.

Q. How to check and change the authentication mode that has been selected during the MSDE or MS SQL Server 2005 Express Edition installation?

A. In the case of MSDE, this can be done only in the Windows Registry by using the Registry Editor. For instructions how to check and change the authentication mode, refer to the Microsoft support pages at: <http://support.microsoft.com/kb/322336>.

If you have installed Microsoft SQL Server Manager Studio Express (available as a free download from Microsoft) with the Microsoft SQL Server 2005 Express Edition, you can use it to check and change the authentication mode. If you have not installed this tool, the only way to check and change the authentication mode is to edit the Windows Registry. See the above link for further instructions.

Q. Can I use a blank password with the "sa" account when installing F-Secure PSB E-mail and Server Security?

A. No. The password cannot be blank.

Q. What is the default installation directory for MSDE or MS SQL Server 2005 Express Edition?

A. The default directory for the Microsoft SQL Server 2005 and MSDE is `C:\Program Files\Microsoft SQL Server`.

Q. I need to verify my SA password. What to do?

A. You can use the `osql.exe` tool to verify that your SA password is valid and to make sure that the database is up and running. The `osql.exe` tool in MSDE and Microsoft SQL Server 2005 is located in your SQL installation directory. In the Command Prompt window, go to the directory in which the `osql.exe` file is located (for example in `C:\Program Files\Microsoft SQL Server\80\Tools\Binn`), and type:

```
osql.exe -U SA -P <password> -Q "USE master SELECT @@version" -p
```

If the query is successful, you will see output similar to the following:

Microsoft SQL Server 2000 - 8.00.760 (Intel X86) Dec 17 2002 14:22:05
Copy right (c) 1988-2003 Microsoft Corporation Desktop Engine on Windows
NT 5.0 (Build 2195: Service Pack 3)

Q. Using the osql.exe, I am verifying my SA password and making sure that the database is up and running, but the the check fails. What should I do?

A. A number of reasons can cause the status check of the password or the database or both, to fail. The check can fail because of a wrong authentication mode, a wrong password for the "sa" account, or, for example, because the necessary MSDE or MS SQL Server 2005 Express Edition services are not running.

For instructions how to change the password and the authentication mode, refer to the Microsoft support pages at: <http://support.microsoft.com/kb/322336>.

Q. My SA password seems to be invalid. How can I change it?

A. To change your SA password, refer to the instructions under the **How to change your SA password** section at <http://support.microsoft.com/kb/322336>.