

GFI Product Manual

GFI LanGuard™

Installation and Setup Guide



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1 Introduction

1.1 About this manual

This **Installation and Setup Guide** will help you install and test GFI LanGuard 2011 and is structured as follows:

CHAPTER	DESCRIPTION
Chapter 1	Introduction Introduces GFI LanGuard 2011 and its documentation.
Chapter 2	Installing GFI LanGuard 2011 Provides information on the pre-requisites needed and how to install GFI LanGuard 2011.
Chapter 3	Testing GFI LanGuard 2011 Provides information on how to test the installation by performing a scan on the local host.
Chapter 4	GFI LanGuard Dashboard Provides information about the Dashboard as the central point of GFI LanGuard 2011.
Chapter 5	Uninstalling GFI LanGuard 2011 Provides information on how to un-install GFI LanGuard 2011.
Chapter 5	Troubleshooting and support Provides troubleshooting information on common issues.
Chapter 6	Glossary Explains specific technical terms used in this manual.

1.2 Administration and configuration

Detailed administration and configuration guidelines are provided in the '**GFI LanGuard 2011 Administration and Configuration Manual**'. This is installed with the product or can be downloaded from the GFI website:

<http://www.gfi.com/lannetscan/manual>

The '**GFI LanGuard 2011 Administration and Configuration Manual**' complements this guide and provides more information on how to use and customize GFI LanGuard 2011.

1.3 Licensing

For information on licensing and evaluation, refer to the GFI website at:

<http://www.gfi.com/products/gfi-LanGuard/pricing/licensing>

2 Installing GFI LanGuard 2011

2.1 Introduction

GFI LanGuard 2011 can be installed on any computer on your network that has access to computers scan targets. It enables you to scan a wide range of computer and servers running a wide range of operating systems such as Microsoft Windows, UNIX, Linux, and MAC OS.

2.2 System requirements

2.2.1 Supported Operating Systems (x86 or x64)

OPERATING SYSTEM	GFI LANGUARD	GFI LANGUARD AGENT
Microsoft Windows Server 2008 Standard/Enterprise	✓	✓
Microsoft Windows Server 2003 Standard/Enterprise	✓	✓
Microsoft Windows 7 Professional/Enterprise/Ultimate	✓	✓
Microsoft Windows 7 Home Premium	x	✓
Microsoft Windows Vista Business/Enterprise/Ultimate	✓	✓
Microsoft Windows Vista Home	x	✓
Microsoft Windows XP Pro SP2 (or later)	✓	✓
Microsoft Small Business Server 2008 Standard	✓	✓
Microsoft Small Business Server 2003 SP1	✓	✓
Microsoft Windows 2000 Professional/Server/Advanced	x	✓

2.2.2 Hardware requirements

	1 TO 100 MACHINES	100 TO 500 MACHINES	500 TO 3000 MACHINES	AGENT
Processor	2 GHz Dual Core	2 GHz Dual Core	3 GHz Quad Core	1 GHz +
Physical Storage	5 GB	10 GB	20 GB	350 MB
Memory	2 GB	4 GB	8 GB	25 MB
Network usage	1544 Kbps	1544 Kbps	1544 Kbps	1544 Kbps

2.2.3 Pre-requisites

OPTION	GFI LANGUARD	GFI LANGUARD AGENT
Microsoft .NET Framework 3.5 SP1 or higher	✓	x
Microsoft Data Access Components (MDAC 2.0)	✓	x
Windows Installer 3.1 redistributable	✓	x

2.2.4 Supported databases

- » Microsoft Access
- » Microsoft SQL Server 2000 or later
- » MSDE/SQL Server Express Edition

2.2.5 Ports and Protocols

TCP PORTS	PROTOCOL	DESCRIPTION
22	SSH	Auditing Linux systems
80	HTTP	Downloading product-fix and missing patches/updates
443	HTTPS	Downloading product-fix and missing patches/updates
135	DCOM	Dynamically assigned port
137	NetBIOS	Computer discovery and resource sharing
138	NetBIOS	Computer discovery and resource sharing
139	NetBIOS	Computer discovery and resource sharing
161	SNMP	Computer discovery
445	SMB	Used while: <ul style="list-style-type: none">» Auditing computers» Agent management» Patch deployment
1070 - 1170		Dynamically assigned port used by Agents to deploy patches/updates

2.2.6 Anti-virus \ Anti-spyware supported by GFI LanGuard 2011

GFI LanGuard 2011, detects outdated definition files for a number of Anti-virus and Anti-spyware software. For a full list of Anti-virus and Anti-spyware software supported by GFI LanGuard 2011, refer to: <http://kbase.gfi.com/showarticle.asp?id=KBID003187>

2.3 Installing GFI LanGuard 2011

2.3.1 Upgrade from earlier versions

GFI LanGuard 2011 retains all settings and result information from any previous version of GFI LanGuard. This enables you to:

- » Install GFI LanGuard 2011 without uninstalling the previous version.
- » Import settings to GFI LanGuard 2011 from other instances.
- » Deploy agents on the same machines where you have a previous version of GFI LanGuard installed.

For more information on how to install GFI LanGuard 2011, refer to [New installations](#) section in this manual.



Software upgrades from versions older than GFI LanGuard 9 cannot be performed.

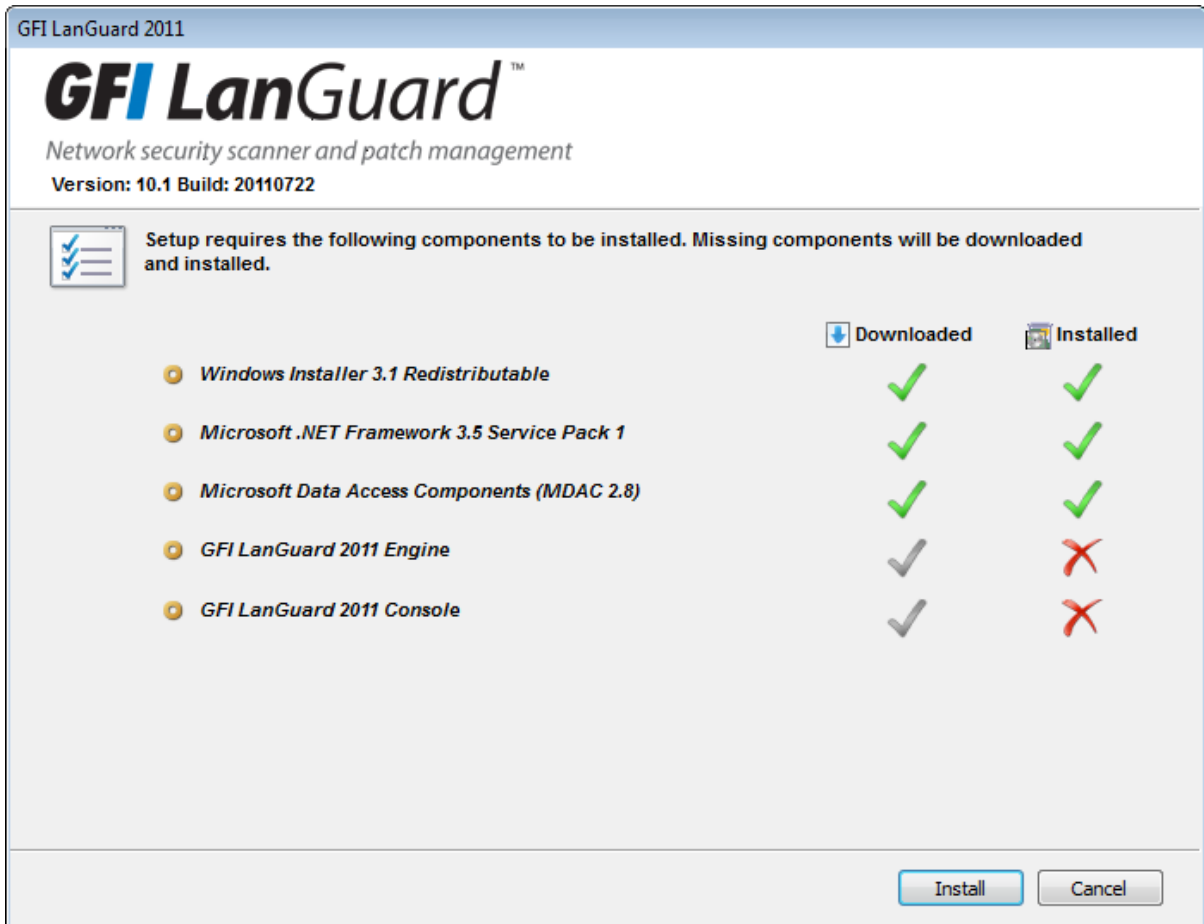


License keys of earlier versions of GFI LanGuard are not compatible and must be upgraded to run GFI LanGuard 2011.

2.3.2 Upgrading GFI LanGuard installation

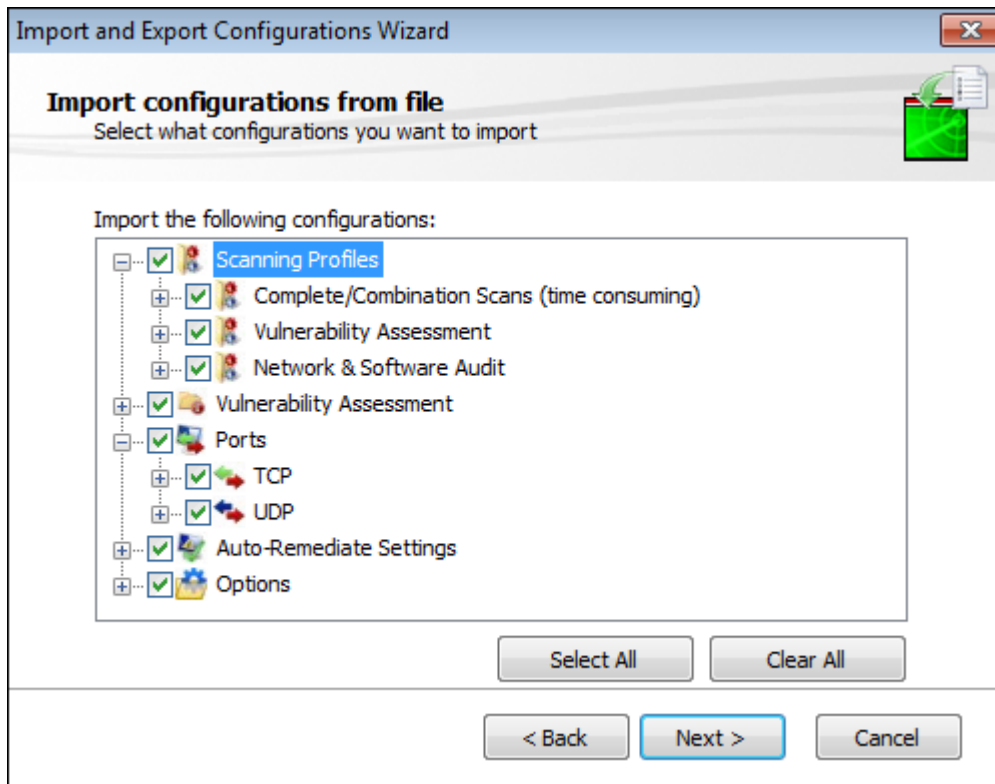
To upgrade to a newer version:

1. Logon using administrator credentials on the machine where to install GFI LanGuard 2011.
2. Launch GFI LanGuard 2011 installation.



Screenshot 1 - Pre-requisite check dialog

3. The pre-requisite check dialog shows an overview of the status of the components required by GFI LanGuard 2011 to operate. Click **Install** to start the installation.
4. Follow the onscreen instructions to complete the upgrade.



Screenshot 2 - Import and Export settings from a previous instance

5. Once GFI LanGuard 2011 is installed, it detects the previous installation and automatically launches the **Import and Export Configuration Wizard**. This enables you to export various configurations from the previous version and import them into the new one.
6. Select the configurations to import and click **Next** to finalize the import process.



For more information about installing GFI LanGuard 2011, refer to **New installation** section in this manual.

2.4 New installation

2.4.1 Pre-install actions

Before installing, close any running Windows applications.

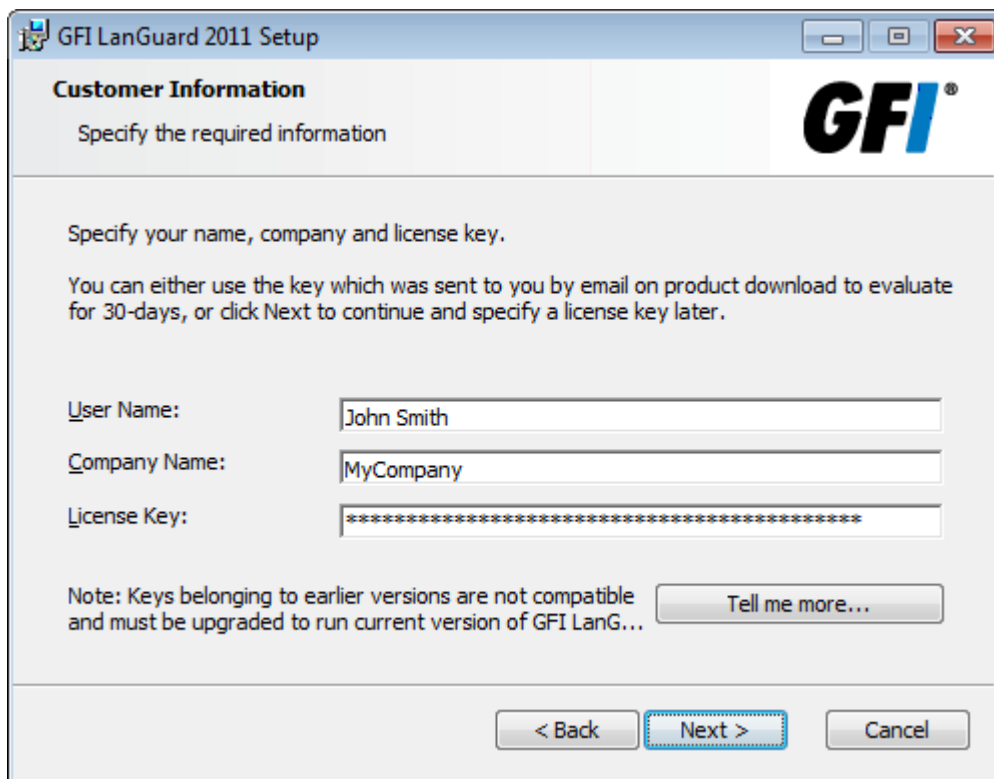
2.4.2 Installation procedure

1. Logon using administrator credentials on the machine where GFI LanGuard 2011 will be installed.
2. Launch GFI LanGuard 2011 setup.



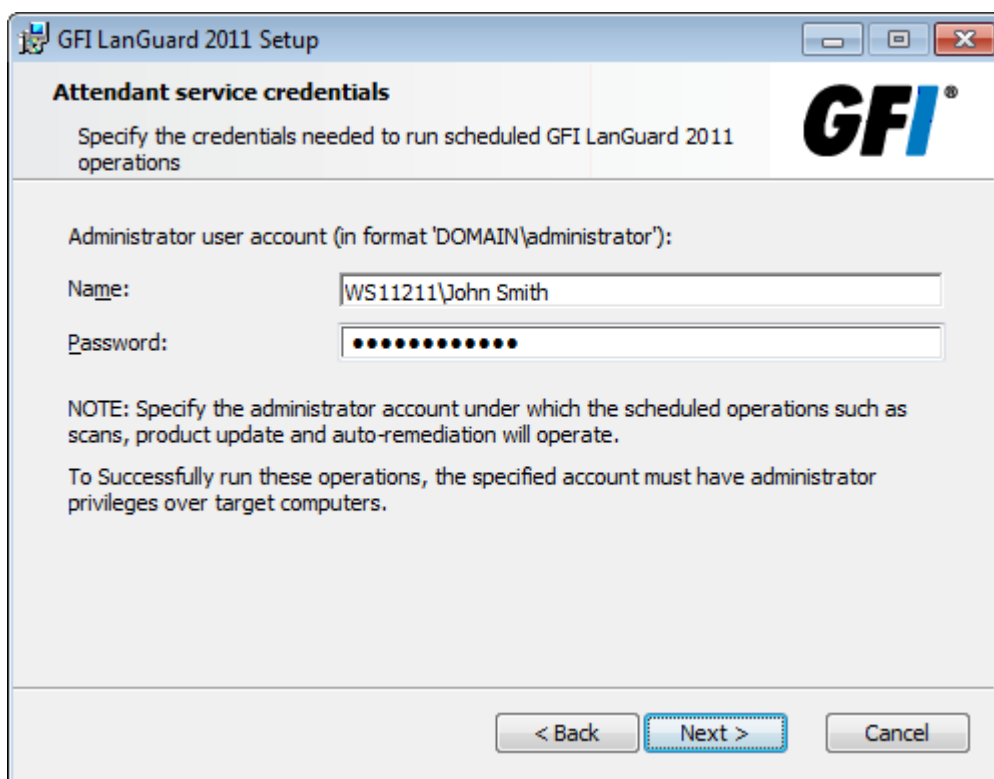
Screenshot 3 - Pre-requisite check dialog

3. Click **Install** in the pre-requisites check window to download and install any missing required components.
4. In the GFI LanGuard 2011 welcome screen, click **Next**.
5. Read licensing agreement. To proceed with the installation, select **I accept the license agreement** and click **Next**.



Screenshot 4 - Specify user details and license key

6. Specify user details and enter license key. Click **Next**.






Screenshot 5 - Installation: Attendant service credentials

7. Key in the administrator credentials and password. This will be used by the service under which scheduled operations will operate. Click **Next** to continue setup.

8. Click **Install** to install GFI LanGuard 2011 in the default location or click **Browse** to change path.

9. Click **Finish** to finalize installation.

When launched for the first time, GFI LanGuard 2011 automatically enables auditing on the local computer and scans the local computer for vulnerabilities. On completion, the GFI LanGuard 2011 Home page displays the vulnerability result. To manually test your installation, refer to [Testing GFI LanGuard 2011](#) section in this manual.

	An internet connection is required to download missing components.
	If the credentials keyed in are invalid, a message stating that this option can be skipped is displayed. It is highly recommended to provide a valid username and password and not to skip this option
	License keys from earlier versions of GFI LanGuard 2011 are not compatible and must be upgraded to run GFI LanGuard 2011

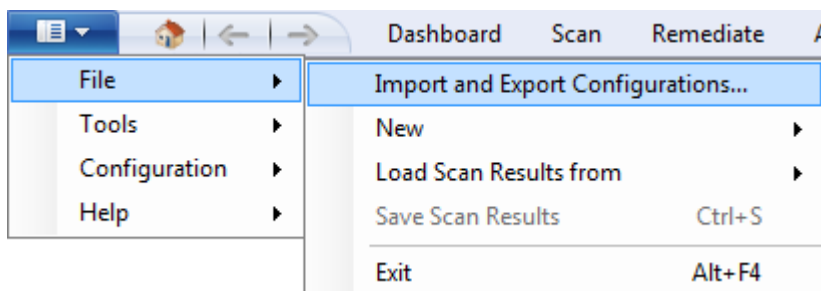
2.4.3 Post install actions

Import settings from an earlier version

GFI LanGuard 2011 can be installed on a machine with an older version of GFI LanGuard without uninstalling it. This enables you to retain configuration settings and reuse them in the new version.

To import the settings from the earlier version:

1. Launch the GFI LanGuard 2011 management console from **Start ► Programs ► GFI LanGuard 2011 ► GFI LanGuard 2011**.
2. Click the **GFI LanGuard** button ► **File ► Import and Export Configurations...** to launch the **Import and Export Configurations** wizard.



Screenshot 6 - Import and Export configurations

3. Select **Import the configuration from another instance** and click **Next**.
4. Click **Browse** to select the GFI LanGuard installation folder. The default location is **<Local Disk>\Program Files\GFI\ LanGuard <Version>**. Click **Next**.
5. Select the settings to import and click **Next**.
6. While importing, GFI LanGuard 2011 asks to override or keep existing settings. Select:

Table 1 - Import override options

OPTION	DESCRIPTION
Yes	Override current setting with imported setting.
No	Keep current setting and ignore imported setting.
Auto Rename	Rename imported settings and keep the current settings.

7. Click **OK** when complete.

2.4.4 Modify default settings

While GFI LanGuard 2011 is specifically designed to be used with minimal configuration, it is recommended to review the default settings and configure them to fit your needs and requirements.

The core settings to configure are:

To configure these settings:

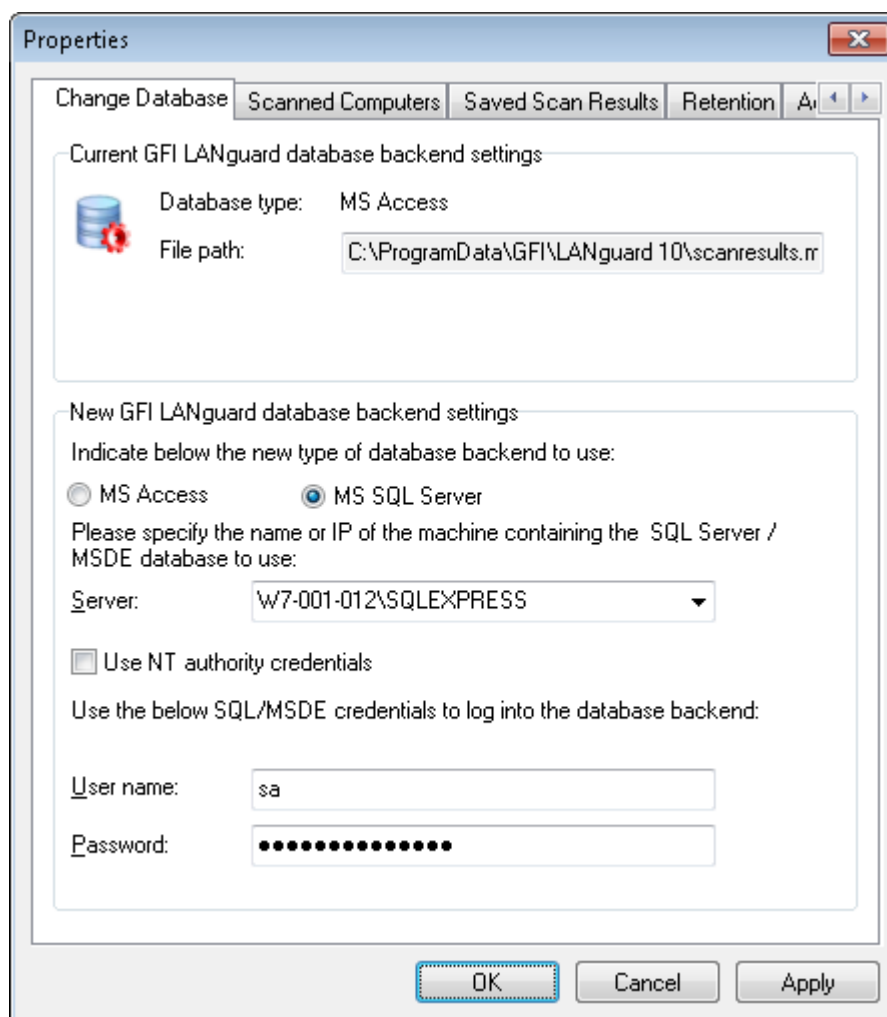
1. Launch the GFI LanGuard 2011 management console from **Start ► Programs ► GFI LanGuard 2011 ► GFI LanGuard 2011**
2. Click **Configuration** tab and review the following sections:

Database backend settings

By default GFI LanGuard 2011 uses a Microsoft Access database to store scan data.

To change your database:

1. Click **Configuration** tab ► **Database Maintenance Options** ► **Database backend settings...**



Screenshot 7 - Change database backend

2. Select one of the options described below:

Table 2 - Available database types

OPTION	DESCRIPTION
MS SQL Server	Changes database to a Microsoft SQL based database. Provide the name or IP address of the SQL/MSDE database and the required credentials to use when connecting to the Microsoft SQL server database.
MS Access	Retains or changes the database to a Microsoft Access database. Provide the folder where the database is located to use an MS Access database.

3. Click **Apply** and **OK** to save settings.



GFI LanGuard 2011 uses a Microsoft Access database to store scan data. It is highly recommended to change the backend database to a Microsoft SQL/MSDE/SQL Express database. This enables better performance and scalability than Microsoft Access

Alerting options

Alerting options enable you to receive mail notifications after each scheduled scan. This informs you of the success/failure of such scans. Configure alerting options to ensure you keep up to date with GFI LanGuard 2011 automated scanning.

1. Click **Configuration** tab ► **Alerting options**.
2. Click the link provided to access **Alerting options properties** dialog.

The screenshot shows the 'Alerting Options Properties' dialog box with the 'Notifications' tab selected. The dialog contains the following fields and options:

- To:** administrator@mydomain.com
- CC:** (empty)
- From:** gfilanguardadmin@mydomain.com
- Server:** localhost
- Port:** 25
- SMTP Server requires login
- User name:** administrator
- Password:** (masked with dots)
- Verify Settings** button
- OK**, **Cancel**, and **Apply** buttons at the bottom.

Screenshot 8 - Alerting options dialog

2. Key in all the values required by GFI LanGuard 2011 to send emails and click **Verify Settings** to confirm the validity of the settings keyed in.

Table 3 - Alerting options - General tab parameters

OPTION	DESCRIPTION
To	Recipient email address. Emails send by GFI LanGuard 2011 will be received by this email address.
CC	Key-in another email address in this field if you need to send a copy to another email address.
From	Sender email address. GFI LanGuard 2011 uses this email account to send the required emails.
Server	Defines the server through which emails are routed. This can be either an FQDN (Fully Qualified Domain Name) or an IP Address.
Port	Defines the IP port through which emails are routed. Default value is 25
SMTP Server requires login	Enable if the SMTP server requires a username and password to authenticate.

3. (Optional) From **Daily Digest** tab, select **Enable daily digest** checkbox to start receiving a report containing network-wide changes that occurred during the last day.

4. Click **Apply** and **OK** to save settings and close the dialog.

GFI LanGuard 2011 and Microsoft updates

After configuring GFI LanGuard 2011 database backend and the Alerting options, next, configure the GFI LanGuard 2011 and Microsoft updates schedule. By default GFI LanGuard 2011 is configured to download updates everyday at 15:00, computer time.

1. Click **Configuration** tab ► **Program updates** ► **(Common Tasks) Edit program updates options...**

2. Customize GFI LanGuard 2011 updates configuration by editing the following parameters in the **General** tab:

Table 4 - General tab parameters

OPTION	DESCRIPTION
Enable scheduled updates	Key-in the recurrence pattern to use. When these parameters are configured, GFI LanGuard 2011 checks for updates on a schedule.
Recurrence pattern	Specify a daily, weekly or monthly schedule.
Download updates from GFI Web site	Download all updates from GFI website.
Download updates from an alternative location.	Select this option to download updates from an alternative web site.

3 Testing GFI LanGuard 2011

3.1 Running an agent-less local scan

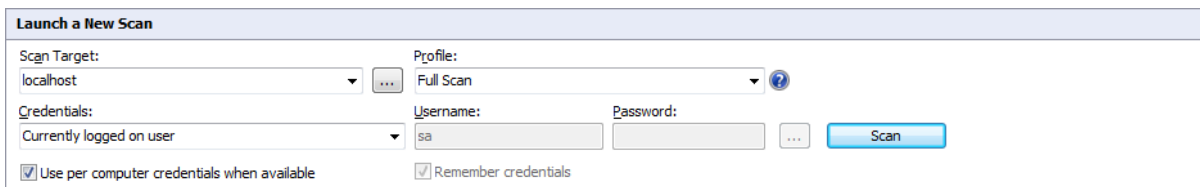
Once GFI LanGuard 2011 is installed, test your installation by running a local scan to ensure it installed successfully.

1. Click **Start ► Programs ► GFI LanGuard 2011 ► GFI LanGuard 2011**.



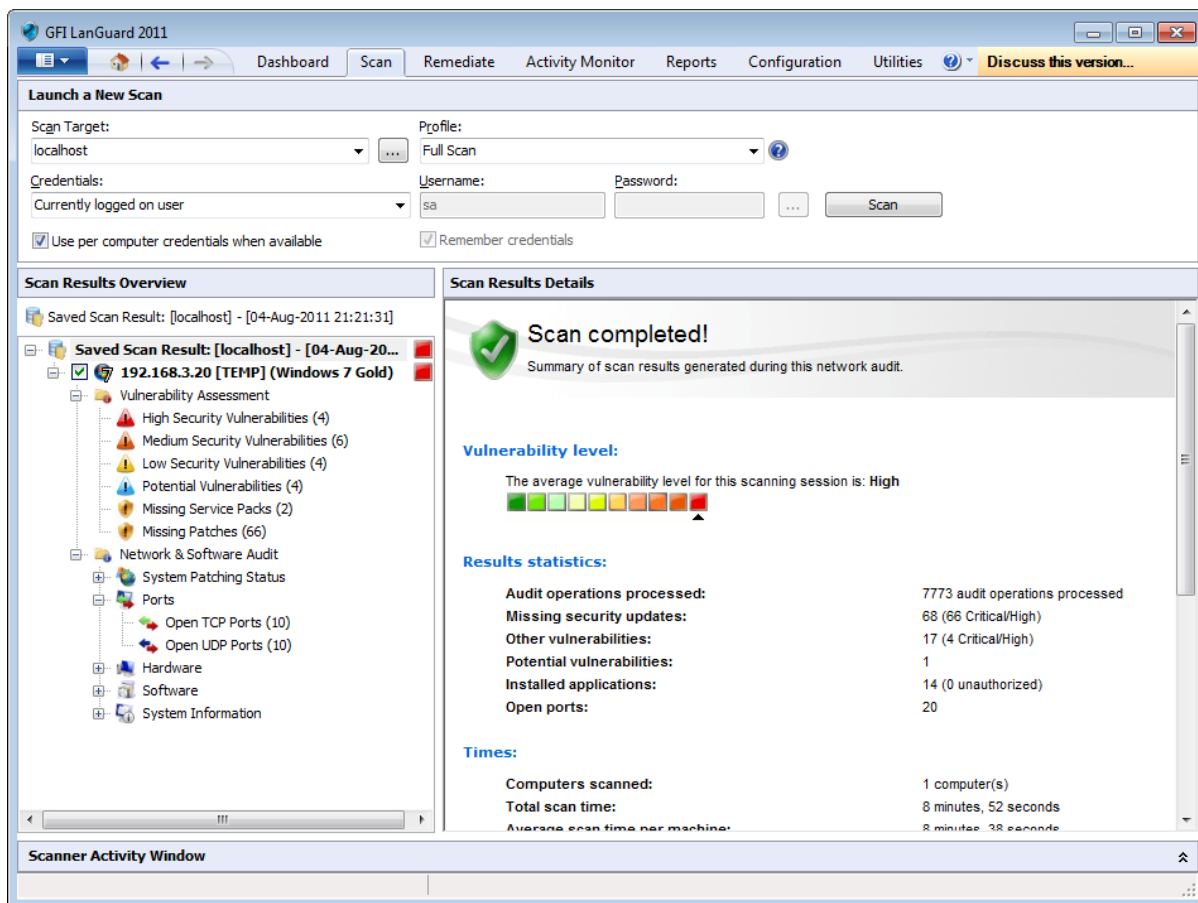
Screenshot 9 - Launch a scan

2. From GFI LanGuard 2011 home page, click **Launch a Scan**.



Screenshot 10 - Launch a scan properties

3. From **Scan Target** drop-down menu, select **localhost**.
4. From **Profile** drop-down menu, select **Full Scan**.
5. Click **Scan** to start the scan on the local computer.
6. The scan progress is displayed in the **Scan** tab.



Screenshot 11 - Scan results summary

6. On completion, the **Progress** section will display an overview of the scan result.
7. For more details on interpreting scan results, customizing and using GFI LanGuard 2011, refer to the 'GFI LanGuard 2011 Administration and configuration manual' available from: <http://www.gfi.com/lanss/lanscan2011manual.pdf>

3.2 Deploy Agents

Deploy GFI LanGuard Agents to automate network auditing and distribute scanning load across client machines.

To deploy an Agent:

1. Click **Configuration** tab ► **Agent Management** ► **Deploy Agents**.
2. Select the target computers from the options described in the table below and click **Next**:

Table 5 - Scan target options

OPTION	DESCRIPTION
Local domain	Deploy Agents on every reachable machine in the same domain/workgroup as the GFI LanGuard host.
Custom	Deploy Agents on specific computers. Specify a computer name, domain name or organizational unit name.




3. (Optional) Select **Authenticate using** checkbox to specify alternate credentials. Click **Next**.

4. (Optional) Click **Advanced Settings** to configure the options described in the table below and click **OK**:

Table 6 - Scan target options

OPTION	DESCRIPTION
General	Configure automatic discovery schedule for GFI LanGuard to scan the network and detect new computers.
Audit schedule	Configure how often the Agent audits the host computer to refresh security information.
Auto remediation	Configure GFI LanGuard to automatically check for, download and deploy missing patches, and service packs. Select Automatically uninstall unauthorized applications to automatically uninstall unauthorized applications.

5. Click **Finish**.

	For more detailed information about deploying GFI LanGuard Agents, refer to the GFI LanGuard 2011 Administration and configuration manual available from: http://www.gfi.com/lanss/lanscan2011manual.pdf
	For more information about Auto remediation options, refer to the GFI LanGuard 2011 Administration and configuration manual available from: http://www.gfi.com/lanss/lanscan2011manual.pdf
	For troubleshooting GFI LanGuard Agents, refer to http://kbase.gfi.com/showarticle.asp?id=KBID004078

4 GFI LanGuard Dashboard

The dashboard is an important feature of GFI LanGuard 2011. As the central point of the application, it enables you to perform all the common tasks supported by GFI LanGuard 2011.



Screenshot 12 - GFI LanGuard Dashboard

Supported common tasks:

- » View all computers managed by GFI LanGuard.
- » Manage scan targets. Add, edit or remove computers, domains and workgroups.
- » Deploy agents on scan targets and configure agent settings.
- » Configure computer credentials.
- » Configure auto-remediation options.
- » Configure recurrent network discovery on the managed domains/workgroups/OUs.
- » Trigger security scans/refresh information.
- » Analyze computers security state and audit details.
- » Jump to relevant locations by clicking on security sensors and charts.



For information related to the above functions, refer to the **Administration and Configuration** manual, available for download from:
<http://www.gfi.com/lannetscan/manual>.

5 Uninstalling GFI LanGuard 2011

To uninstall GFI LanGuard 2011:

1. Click **Start ► Control Panel ► Add or Remove Programs**.
2. Select **GFI LanGuard 2011** from the list, and click **Remove**.
3. In the uninstall wizard, click **Next**.
4. Select the configuration data files to remove during un-installation and click **Next**.
5. On completion, click **Finish**.

6 Troubleshooting and support

6.1 Introduction

This chapter explains how to resolve any GFI LanGuard 2011 issues encountered during installation. The main sources of information available to solve these issues are:

6.2 Common Issues

Use the table below to solve some of the most common issues that you may encounter while installing and configuring GFI LanGuard 2011.

Table 7 - GFI LanGuard 2011 common issues

ISSUE ENCOUNTERED	SOLUTION / DESCRIPTION
Failed to connect to database error is encountered when trying to configure the database backend.	Description: This issue may occur when the following two conditions are met: GFI LanGuard 2011 is installed on Windows 2000 SP4 with MDAC 2.5 SP 3. And The database backend is Microsoft SQL having the database instance name different from the SQL machine name. Solution: Install Microsoft Data Access Components (MDAC 2.6 or later) on GFI LanGuard 2011 machine and try again. MDAC can be downloaded from: http://www.microsoft.com/download/en/details.aspx?id=5793
The database structure is incorrect. Do you want to delete and recreate the database? Warning is encountered when trying to configure the database backend.	Description: This issue occurs when the database structure is corrupted. Or The database returns a timeout because the connection cannot be established. Solution: When this message is encountered: Check that all SQL credentials are correct and there are no connectivity problems between the GFI LanGuard 2011 machine and the SQL server. Important to note that when OK is clicked all saved scans are lost.

6.3 Knowledge Base

GFI maintains a comprehensive Knowledge Base repository, which includes answers to the most common installation problems. In case that the information in this manual does not solve your installation problems, next refer to the Knowledge Base. The Knowledge Base always has the most up-to-date listing of technical support questions and patches. Access the Knowledge Base by visiting:

<http://kbase.gfi.com/>

6.4 Web Forum

User to user technical support is available via the GFI web forum. Access the web forum by visiting:

<http://forums.gfi.com/>.

6.4.1 Request technical support

If none of the resources listed above enable you to solve your issues, contact the GFI Technical Support team by filling in an online support request form or by phone.

Online: Fill out the support request form and follow the instructions on this page closely to submit your support request on:

<http://support.gfi.com/supportrequestform.asp>

Phone: To obtain the correct technical support phone number for your region please visit:

<http://www.gfi.com/company/contact.htm>



Before you contact our Technical Support team, please have your Customer ID available. Your Customer ID is the online account number that is assigned to you when you first register your license keys in our Customer Area at: <http://customers.gfi.com>.

We will answer your query within 24 hours or less, depending on your time zone.

6.5 Build notifications

We strongly suggest that you subscribe to our build notifications list. This way, you will be immediately notified about new product builds. To subscribe to our build notifications, visit:

<http://www.gfi.com/pages/productmailing.htm>.

6.6 Documentation

If this manual does not satisfy your expectations, or if you think that this documentation can be improved in any way, let us know via email on: documentation@gfi.com

7 Glossary

TERM	DEFINITION
GFI ReportPack	A graphical IT-level, technical and management report system based on the scan results generated by GFI LanGuard 2011.
Microsoft .Net Framework	A full cumulative update that contains many new features building incrementally upon .NET Framework 2.0, 3.0, 3.5, and includes cumulative servicing updates to the .NET Framework 2.0 and .NET Framework 3.0 subcomponents.
Microsoft Access Database	A desktop database management system included in Microsoft Office.
Microsoft Data Access Components (MDAC)	A framework of interrelated Microsoft technologies that allows programmers a uniform and comprehensive way of developing applications that can access almost any data store.
Microsoft SQL Database	A scalable relational database management system developed by Microsoft Corporation.
Secure Shell (SSH)	A network protocol that creates a secure channel between two nodes. Required by GFI LanGuard 2011 when scanning UNIX based targets. Included in most UNIX based systems.
Windows Installer	A Microsoft application installation and configuration service.

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