NOVARTIS

GIS Anti-Malware Improvement CR-13
McAfee VirusScan Enterprise for Storage 1.1.0
IQ Specification

Doc. No.: GITI_AV_IQ_022_V.2.0

Author:	Signature / Date:
Doug Peterson Project Technical Lead GIS OPS	
Approval:	
Daryl Lehman Antivirus Service Manager GIS OPS	
Jenny Allen Project Quality Manager GIS IGM	
Larry Kiger IGM Manager Antivirus Service GIS IGM	

Document History

Version	Date	Author	Comments
1.0	19-FEB-2014	Doug Peterson	Initial Version
2.0	29-APR-2014	Doug Peterson	• Removed references to Automated Installation in sections 1 and 4. It was decided that this product will not be packaged via SCCM for deployment since each installation will require individual configuration and the number of requests will be low. • Changed section 4.1 to "Pre-Installation Alignment with Antivirus Services Group" and updated content. • Changed step 5.1.2 to state that software will come from the Antivirus Services Group. • Added "(or later)" text to steps 5.1.4 and 5.1.5 in the Prerequisites for Manual Installation sections to indicate that McAfee Agent 4.8.0.887 and VirusScan Enterprise 8.8 Patch 2 are minimum requirements. Later versions are also acceptable. • Added steps 5.3.1 and 5.3.2 to the Manual Installation Procedure section to address a communication issue between the NAS filer and the Operating System of the Scanner Server identified in version 1.0 of this IQ. • Changed the rest of section 5.3 Manual Installation Procedure to reflect installing using a command line string instead of the Installation Wizard. This was due to an issue the packaging team was having selecting the licencing options in the Installation Wizard. • Deleted the following sections dealing with Automated Installations and Manual Uninstallation for SCCM Packaging: o 4.2 Automated Installation Process and Automated Application Configuration o 5.2 Pre-Installation Hardware Instructions o 5.5 Manual Uninstallation Proceedure o 5.6 Manual Uninstallation Qualification Tests o 6 Automated Installations

Table of Contents

1. Introduction

This document aims to document the manual installation steps and verification for McAfee VirusScan Enterprise for Storage 1.1.0.

Comments to the installer:

An Installation Qualification, or IQ, is a document that provides verification that a system is installed according to manufacturer specifications.

To satisfy regulations this document must be written and pre-approved. There are strict guidelines guiding the creation of this document, so please read the following rules carefully and do not deviate from these rules:

1. Write in **ink**. If you make a mistake, draw a **single line** through the mistake, and **initial** and **date it.**
2. **Do not leave any blank fields.** If something does not apply to this system, write **N/A, initial and date** in the appropriate space with a brief explanation of why. Alternatively, if it is foreseeable that certain sections may not always be applicable, a conditional check box indicating non-applicability, accompanied by suitable instructions, can be used to skip inapplicable steps.
3. If you do not or cannot complete some action listed on this form, select **NO** and make a footnote in the **Installation Remarks** section at the end of this form.
   a. If you use a different version of a utility or component specified in this form, **footnote** the entry, and provide the version of the utility or component in the **Installation Remarks** section. **Include the reason** for using a different version.
4. If you observe any errors during the assembly, testing, or shutdown of the system, please make a note of your observations in the **Installation Remarks** section.
5. When you are required to print evidence in support of the documentation, please **date** and **initial** the first page of the hardcopy and staple or otherwise bind the pages of the printout together. See the **Printed Evidence** section for further instruction.
6. If there is a field for you to sign or initial, please do so. **Every** field requiring a signature or initials **must** be signed.
7. Please fill out by hand.
8. Fill in data **during** execution, **not after** completion.

NOVARTIS

2. Installer

The Installer is the person performing the following steps and as such, is the person that signs off on each step as it is completed. In the rare case that more than one installer is working on the same system and is personally performing the steps in this IQ, the second and subsequent additional installer's names should be written into the space provided.

Record the printed name, the signature and the initials of the persons who carry out the testing, plus the date format they usually apply. Sign at activity start.

Name (print characters)	Company / Role	Signature	Initials	Date (DD-MMM-YYYY Format)

3. System Information

Target Computer	
Computer Function	
Application Name	**McAfee VirusScan Enterprise for Storage**
Version	**1.1.0**
Manufacturer	**McAfee**
Distribution media	File Share
Language	**English**
Source data provided by	N/A
Comment	N/A

4. Installation Process

The install instructions in this document will be limited to the manual installation on Windows 2008 R2 Server (or later) with McAfee Agent 4.8 (or later) and McAfee VirusScan Enterprise 8.8 Patch 2 (or later) installed to verify that McAfee VirusScan Enterprise for Storage 1.1.0 is correctly installed as expected.

4.1   Pre-Installation Alignment with Antivirus Services Group

The installer will need to open a Remedy Incident and have it assigned to the **GL_Antivirus** resolver group requesting the "McAfee VirusScan Enterprise for Storage 1.1.0" software. The installer will also need to include the following required information in the Remedy Incident:
1. IP Address(es) of NAS Filer(s)
2. Computer name(s) and location(s) of the Server(s) that will be configured as Scanner Server(s) and have McAfee VirusScan Enterprise for Storage 1.1.0 installed.
3. AD Account ID that has been granted Read, Write, and Backup rights to the NETAPP filer(s).

Once the Remedy Incident is assigned to the **GL_Antivirus** resolver group, a member of the Antivirus Services Group will contact the installer with any questions on information provided in the Remedy Incident. The Antivirus Services Group member will also work with the installer to review VirusScan Enterprise for Storage 1.1.0 policy configuration settings and any required Virus Scan policy exclusions. The Antivirus Services Group member will help the installer get a request submitted to Novartis Security for approval of any needed Virus Scan policy exclusions. Once any policy exclusions have been approved by Novartis Security, the Antivirus Services Group member will work with the installer to get the policy updates implemented on the ePO Server.

NOTE: This process can take several weeks depending on what exclusions are being requested, so ample time must be planned to allow this work to be completed.

Once all policy exclusions and settings are approved and implemented, the Antivirus Services Group member will provide the "McAfee VirusScan Enterprise for Storage 1.1.0" software to the installer to complete the manual execution of this IQ.

5. Manual Installations

5.1 Prerequisites for Manual Installations

No.	Prerequisite	Recorded Data	Prerequisite met? * (if No, cite installer note)	
1.	Hardware satisfies the following requirements: • Qualified hardware for Windows Server 2008 R2 - GIS_SRV_FSDS_008. • Qualified hardware for Windows Server 2012 R2 - GIS_OS2012_FSDS_014.		Yes ☐	No ☐ ____
2.	Installer has received the "McAfee VirusScan Enterprise for Storage 1.1.0" software from the Antivirus Services Group member and has copied it locally to the Server on which the product will be installed.		Yes ☐	No ☐ ____
3.	Computer is newly installed with the Connect Server 01.02 Wipe and load base installation.		Yes ☐	No ☐ ____
4.	Computer has had McAfee Agent 4.8.0.887 (or later) installed either manually or via an SCCM package.		Yes ☐	No ☐ ____
5.	Computer has had McAfee VirusScan Enterprise 8.8 patch 2 (or later) installed either manually or via an SCCM package.		Yes ☐	No ☐ ____
6.	Computer is Novartis Active Directory integrated and the Server Group Policy is applied.		Yes ☐	No ☐ ____
7.	Test user has administrative rights for executing the installation and is a member of the local administrator group.		Yes ☐	No ☐ ____
Installer Initials:			Date:	

5.2   Manual Installation Procedure
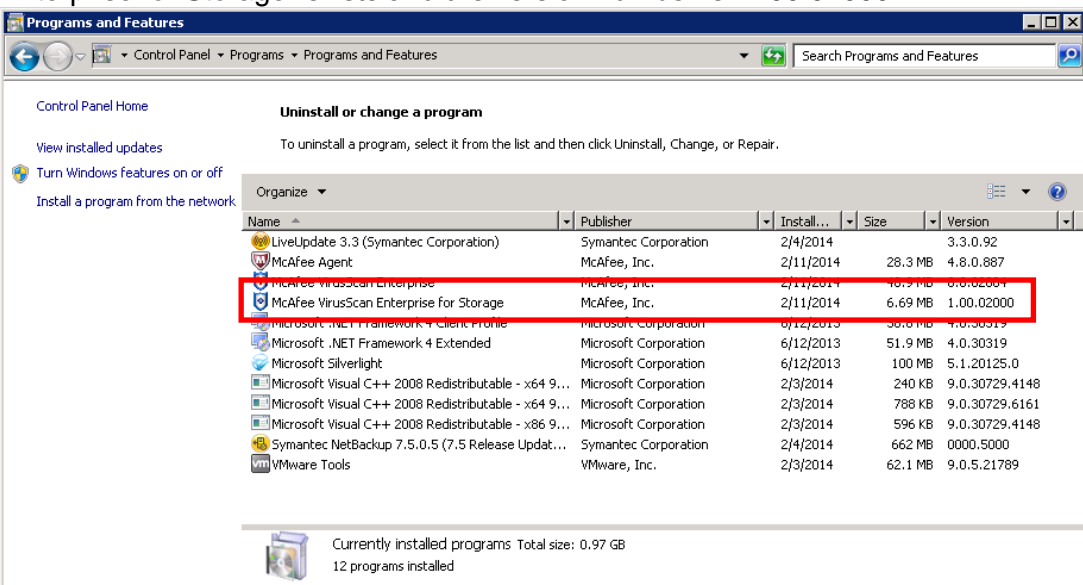
No.	Activity	Successfully Completed? * (if No or N/A, cite installer note)		
1.	A. Log on to the Windows server as an administrator. B. Select **Start** | **Control Panel** | **Administrative Tools**, then click **Local Security Policy** to expand. C. On **Security Options**, select **Network Access Named Pipes that can be accessed anonymously**, type NTAPVSRQ in the text box, then click **OK**.	Yes ☐	No ☐ ___	N/A ☐ ___
2.	A. Run Regedt32.exe. B. Browse to registry location: **HKEY_LOCAL_MACHINE\ SYSTEM\CurrentControlSet\ Services\LanmanServer\ Parameters** C. Change **SMBServerNameHardeningLevel** to value = 0.	Yes ☐	No ☐ ___	N/A ☐ ___
3.	Open a command prompt and change directory to the folder location of the local copy of the "McAfee VirusScan Enterprise for Storage 1.1.0" software.	Yes ☐	No ☐ ___	N/A ☐ ___
4.	Enter the following command: **setup.exe /v"/q /l*v c:\temp\vses_install_log.txt"**	Yes ☐	No ☐ ___	N/A ☐ ___
5.	You will see the following screen. There is no "installation is complete" message.	Yes ☐	No ☐ ___	N/A ☐ ___
	Installer Initials:	Date:		
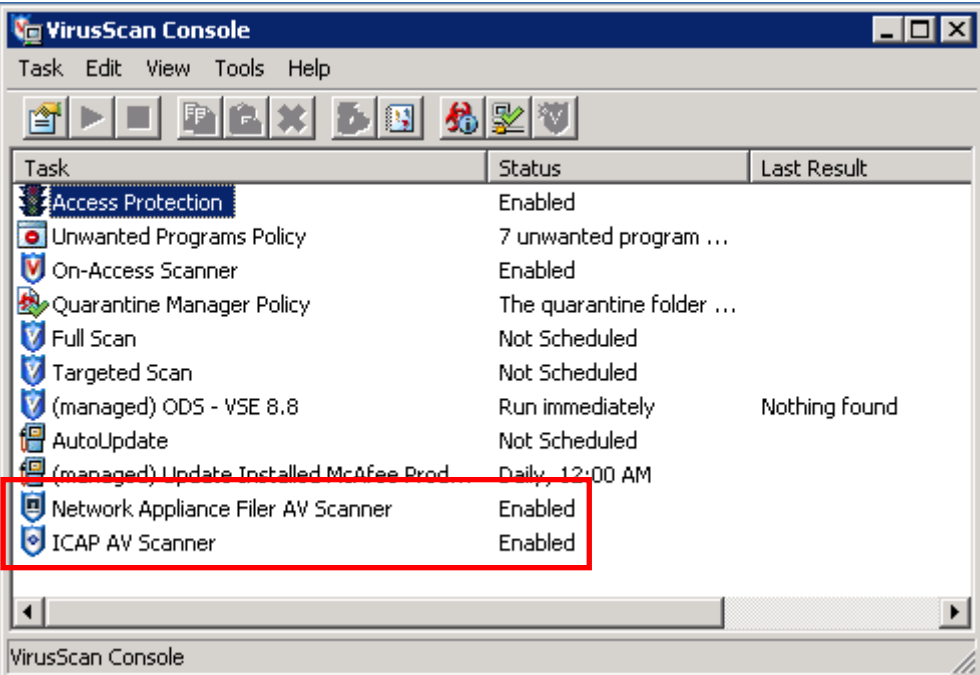
5.3   Manual Installation Qualification Tests

Installer instructions: The installer will fill in the "Observed Result", a pass / fail assessment, and initial and date the test by hand at the time of testing. Printed evidence should be handled as per the instructions in the **Printed Evidence** section.

IMPORTANT: The following tests must be performed to validate the installation process. Follow these instructions and report errors during tests or differences from expected results.

No.	Activity
1.	**Action:** Check Control Panel ->Uninstall a Program, verify that "McAfee VirusScan Enterprise for Storage" exists and the version number is "1.00.02000": **Expected Results:** McAfee VirusScan Enterprise for Storage exists and the Version number shows "1.00.02000".

Observed Results:	**Pass/Fail**	**Initials/Date**

No.	Activity
2.	**Action:** Open the McAfee VirusScan Console by clicking on Start->All Programs->McAfee-> VirusScan Console. Verify that the "Network Appliance Filer AV Scanner" and "ICAP AV Scanner" tasks exist: **Expected Results:** The "Network Appliance Filer AV Scanner" and "ICAP AV Scanner" tasks exist.

Observed Results:	Pass/Fail	Initials/Date

6. Printed Evidence

If printed evidence is used to document an observation, attach all the printouts to this document. Each printout must be uniquely and consistently referenced to an installation or testing step (e.g. IQ document number and attachment number), initialed and dated. If a printout exceeds one page, the pages should be numbered (x of x) and attached to the end of this document. Insert the total number of attached documents below or screenshots can be added in the table below.

This document contains _____ attachments.

Attachment 1:	
Attachment 2:	
Attachment 3:	
Attachment 4:	
Attachment 5:	
Attachment ….:	

NOVARTIS

7. Installation Remarks

This section is intended for recording observations of "abnormal" conditions. Such conditions could include steps that could not be carried out as written or observations of unexpected behavior. Each remark must be assessed for impact and an explanation given as to why the process can still be deemed successful.

Note No. *	Section/ Step No. *	Remark*	Explanation of Impact*

8. References, Attachments, Abbreviations/Acronyms

8.1 References

ID	Title
GIS_OS2012_FSDS_014	Windows Server 2012 Functional & Design Specification
GIS_SRV_FSDS_008	Windows Server 2008 Functional & Design Specification

8.2 Attachments

Add references to any attachments to this document and define their management.

Document No	Document Title

8.3 Abbreviations / Acronyms

Abbreviation Acronym	Description
AD	Active Directory
AV	Antivirus
CR	Change Request
DOC	Document
ePO	McAfee's ePolicy Orchestrator product
GIS	Global Infrastructure Services
ICAP	Internet Content Adaptation Protocol
ID	Identification
IP	Internet Protocol
IQ	Installation Qualification
IGM	Information Governance and Management
NAS	Network Attached Storage
NETAPP	Network Applicance
No	Number
OPS	Operations
R2	Release 2

Abbreviation Acronym	Description
SCCM	Microsoft's System Center Configuration Manager product
VSES	McAfee's VirusScan Enterprise for Storage product

9. Publishing

This document is published in the GIS Anti-Malware Improvement SharePoint site.

10. IQ Record Approval

10.1 Comments:

Installation and tests performed according to the data given in this specification: *

Printed
Name: Signature: Date:
Installer

Accepted ☐	Accepted with deviations ☐	Re-test required ☐

10.2 IQ Record Approval:

Printed
Name: Signature: Date:
 <Project Application/Service/System> Manager

Printed
Name: Signature: Date:
<Project/IT> Quality Manager