Keep the Operation Running



# TXOne StellarOne Installation Guide

Unify your cyber security posture with one centralized console



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http://docs.trendmicro.com/en-us/enterprise/txone-stellarenforce.aspx

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This documentation introduces the main features of the product and/or provides installation instructions for a production environment. Read through the documentation before installing or using the product.

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# Preface

This Installation Guide introduces TXOne StellarOne and guides administrators through installation and deployment.

Topics in this chapter include

- About the Documentation on page iv
- Audience on page v
- Document Conventions on page v

### About the Documentation

TXOne StellarOne documentation includes the following:

Documentation	Description
Readme file	Contains a list of known issues and basic installation steps. It may also contain late-breaking product information not found in the other documents.
Installation Guide	A PDF document that discusses requirements and procedures for installing StellarOne.
Administrator's Guide	A PDF document that discusses StellarOne agent installation, getting started information, and server and agent management
Online Help	HTML files that provide "how to's", usage advice, and field- specific information

Documentation	Description
Knowledge Base	An online database of problem-solving and troubleshooting information. It provides the latest information about known product issues. To access the Knowledge Base, go to the following websites:
	http://success.trendmicro.com
	https://kb.txone.com/

## Audience

TXOne StellarOne documentation is intended for administrators responsible for StellarOne management, including agent installation. These users are expected to have advanced networking and server management knowledge

## **Document Conventions**

The following table provides the official terminology used throughout the TXOne StellarOne documentation:

Convention	Description
UPPER CASE	Acronyms, abbreviations, and names of certain commands and keys on the keyboard
Bold	Menus and menu commands, command buttons, tabs, and options
Italics	References to other documents
Monospace	Sample command lines, program code, web URLs, file names, and program output

Table	1.	Document	Conventions
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Convention	Description
Navigation > Path	The navigation path to reach a particular screen
	For example, <b>File</b> > <b>Save</b> means, click <b>File</b> and then click <b>Save</b> on the interface
Note	Configuration notes
Tip	Recommendations or suggestions
Important	Information regarding required or default configuration settings and product limitations
WARNING!	Critical actions and configuration options

# **Chapter 1**

1-1

# Introduction

This section introduces TXOne StellarOne and provides an overview of its features.

Topics in this chapter include:

- About StellarOne on page 1-2
- Key Features and Benefits on page 1-2
- What's New on page 1-3

# About StellarOne

TXOne StellarOne is a centralized management console designed to streamline administration of both TXOne StellarProtect for modernized systems and TXOne StellarEnforce for legacy systems.

# **Key Features and Benefits**

The StellarOne management console provides following features and benefits.

Table 1-1. Features and Benefits

Feature	Benefit
	The web console dashboard provides summarized information about monitored agents.
Dashboard	Administrators can check deployed agent status easily, and can generate security reports (StellarEnforce only) related to specific agent activity for specified periods.

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Feature	Benefit				
	TXOne StellarOne allows administrators to perform the following tasks:				
	Monitor StellarProtect/StellarEnforce agent status				
	Examine connection status				
	View configurations				
	Collect agent logs on-demand or by policy - StellarEnforce only				
Centralized Agent	Turn agent Application Lockdown on or off				
Management	Enable or disable agent Device Control				
	Configure agent Maintenance Mode settings				
	Update agent components				
	Initialize the Approved List				
	Deploy agent patches				
	Add trusted files and USB devices				
Centralized Event Management	On endpoints protected by StellarProtect/StellarEnforce agents, administrators can monitor status and events, as well as respond when files are blocked from running. TXOne StellarOne provides event management features that let administrators quickly know about and take action on blocked file events.				
Server Event Auditing	Operations performed by StellarOne web console accounts are logged. StellarOne records an operating log for each account, tracking who logs on, who deletes event logs, and more.				

### What's New

TXOne StellarOne 2.0 provides following new features and enhancements.

Feature	Benefit
	This feature prevents malware attacks and increases protection level by locking down files defined in an Application List. Three modes are available for selection:
Anglianting Landaum	<ul> <li>Detect: The applications that are not in the Approved List will be allowed to run, and users will receive a notification.</li> </ul>
Application Lockdown	<ul> <li>Enforce: The applications that are not in the Approved List will be blocked from running, and users will receive a notification.</li> </ul>
	<ul> <li>Disable: The Application Lockdown mode can also be disabled in case users may have the needs, but it is recommended to have this function enabled.</li> </ul>
Agent Component Update Schedule	In addition to the existing component update schedule function of the StellarOne console, now users can also configure the component update schedule for the agents (StellarProtect). The system can run component update automatically at users' assigned time frequency.
Self-management Group Policy	This newly-added group policy allows the operators on site to configure the agents' policy settings on their own. Once being switched to the self-management status, the local agents are free from the StellarOne console's policy management.
Real-Time Malware Scan in Maintenance Mode	A Real-Time Malware Scan toggle switch is added under the Maintenance Mode option, reminding users to enable Real- Time Malware Scan during the maintenance period for seamless protection.
Open API	Provides open API for users to query data from agents. Users can also generate API keys and set the expiration dates for different user accounts for account management.

Table 1-2. What's New in TXOne StellarOne 2.0

# **Chapter 2**

2-1

# **Installation Planning**

This section shows how to plan for TXOne StellarOne installation.

Topics in this chapter include:

- System Requirements on page 2-2
  - Hardware Requirements for VMware System on page 2-2
  - Hardware Requirements for Hyper-V System on page 2-4
- Agent Deployment Plan on page 2-5
- Ports and FQDN Used on page 2-6

# **System Requirements**

TXOne StellarOne<sup>™</sup> is packaged in an Open Virtual Appliance (OVA) or Virtual Hard Disk v2 (VHDX) format. Different package files respectively apply to different hypervisors.

#### Supported Hypervisors (OVA file)

- VMware ESXi 6.5.x or later versions
- VMware Workstation 16.x or later versions

#### Supported Hypervisors (VHDX file)

· Windows Server 2019, Hyper-V Manager Windows 10 or later versions

#### **Supported Browser**

- Google Chrome 87 or later versions
- Microsoft Edge 79 or later versions
- Mozilla Firefox 78 or later versions



The minimum resolution supported is 1366x768.

### Hardware Requirements for VMware System

Hardware requirements vary depending on the number of agents and logs that will be configured and retained. Please refer to below tables for determining the optimal number of agents that your StellarOne server deployment can manage.

Max. No. of Agents	Min No. of vCores	Memory Size	1st HDD Space	2nd HDD Space (Recommended)
30,000	8	32 GB	25 GB	100 GB
20,000	8	16 GB		100 GB
15,000	4	16 GB		50 GB
10,000	4	16 GB		50 GB
5,000	4	12 GB		50 GB
1,000	4	12 GB		50 GB
500	4	12 GB		50 GB

Table 2-1. Sizing Table for VMware

The external disk space varies depending on the number of logs planned to be stored, as shown in the table below.

Table 2-2. No. of Logs versus Disk Space

No. of Logs	Disk Space
90,000,000	150 GB
60,000,000	100 GB
30,000,000	50GB

To determine the ideal specifications for your exernal HDD, please refer to the following formula:[Output log numbers for a single agent per day] x [Log storage period in days] x [Total number of agents]

Example: External HDD size for 20,000 agents

- Output log numbers for a single agent per day: 100 events
- Log storage period in days: 30 days
- Total number of agents: 20,000 agents

Total number of logs: 100 x 30 x 20000 = 60,000,000 Logs

In this case, it would be required to prepare 100 GB for storage space.

### Hardware Requirements for Hyper-V System

Hardware requirements vary depending on the number of agents and logs that will be configured and retained. Please refer to below tables for determining the optimal number of agents that your StellarOne server deployment can manage.

Max. No. of Agents	Min. No. of CPU	Memory Size	1st HDD Space	2nd HDD Space (Recommended )
30,000	10	24 GB	25 GB	100 GB
20,000	8	16 GB		100 GB
15,000	8	16 GB		50 GB
10,000	8	16 GB		50 GB
5,000	8	16 GB		50 GB
1,000	4	16 GB		50 GB
500	4	8 GB		50 GB

Table 2-3. Sizing Table for Hyper-V

Table 2-4. No. of Logs versus Disk Space

No. of Logs	Disk Space
300,000,000	500 GB
180,000,000	300 GB
90,000,000	150 GB
30,000,000	50GB

2 - 5

#### 🔏 Note

- 1. The StellarOne requires one external disk with at least 50 GB minimum space for initialization and booting process.
- 2. Ther external disk is used to store the system configurations and event logs. You may reuse the external disk of a terminated StellarOne instance if you want to migrate the previous configurations and logs to a new StellarOne instance.

### **Agent Deployment Plan**

Please take network bandwidth into consideration when planning for agent deployment. Refer to below section as an example of calculating the bandwidth required to support the number of agents planned to deploy.

Basic concept:

Total available bandwitdth / Deployment task size = How many agents can be deployed at one task

Currently, there are 3 types of StellarOne deployment tasks:

- Incremental Pattern Update: works for agent pattern version no less than server version for two weeks, which requires about less than 5 MB
- Full Pattern Update: works for agent pattern version that's already exceeded two-week-duration compared to server/update source, which requires about 80 MB
- Agent Remote Patch: update with the remote agent deployment upgrade package, which requires about 70 MB

Below table illustrates the number of agents to be deployed on condition that the deployment takes 5 minutes and requires 50% of network bandwidth.

Total Bandwidth / Deploymen t Task	No. of Agents Deployed				
	10 Mbps	100 Mbps	1000 Mbps	10 Gbps	
Incremental Pattern Update	38	375	3750	37500	
Full Pattern Update	2	23	234	2344	
Agent Remote Patch	3	27	268	2679	

Table 2-5. Agent Deployment Plan

## Ports and FQDN Used

The following table shows the ports that are used by the StellarOne server.

Table 2-6. Ports and FQDN Used

From	То	Open Port	FQDN	Function
StellarProtect	StellarOne	9443, 443	-	StellarOne's listening port for StellarProtect
StellarEnforce	StellarOne	8000, 443	-	StellarOne's listening port for StellarEnforce
StellarOne	StellarProtect	14336	-	StellarProtect's listening port

2-7

From	То	Open Port	FQDN	Function
StellarOne	StellarEnforce	14336	-	StellarEnforce's listening port
StellarOne	License (PR) Server	443	odc.cs.txone- networks.com	StellarOne connects to global server port for license verification and renewal through HTTPS
Browser	StellarOne Web	443	-	StellarOne's listening port for web access through HTTPS
StellarOne	Active Update Server	443	StellarProtect: txsp- p.activeupdate.tre ndmicro.com/ activeupdate StellarEnforce: txse- p.activeupdate.tre ndmicro.com/ activeupdate	StellarOne connects to global server port for the Stellar Active Update through HTTPs

#### Note

The following ports are reserved for StellarOne private service usage and are not allowed to use for other purposes.

#### Table 2-7. StellarOne Occupied Ports

StellarOne Occupied Port	Port
StellarEnforce Default Port	8000

StellarOne Occupied Port	Port
StellarProtect Default Port	9443
SSH	22
NTP	123
Web	443
StellarOne Internal Service	25
	7590
	8888
	8889
	8999
	9091

# **Chapter 3**

3-1

# Installation

This chapter guides you through TXOne StellarOne<sup>™</sup> installation. StellarOne<sup>™</sup> is packaged in an Open Virtual Appliance (OVA) format and supports 3 types of Hypervisor: VMware ESXi, VMware Workstation, and Windows Hyper-V systems.

Topics in this chapter include:

- StellarOne Installation Flow on page 3-2
- StellarOne Onboarding to VMware ESXi on page 3-2
- StellarOne Onboarding to VMware Workstation on page 3-12
- StellarOne Onboarding to Windows Hyper-V on page 3-17
- Opening StellarOne Management Console on page 3-32

## **StellarOne Installation Flow**

Installing StellarOne web console requires performing the following steps:

#### Procedure

- 1. Deploy a StellarOne virtual machine based on VMware ESXi, VMware workstation, or Windows Hyper-V system.
- **2.** Add an external hard disk with at least 50 GB of space to the StellarOne instance.
- 3. Log on StellarOne web console to set up the administrator's account.
- **4.** Log on StellarOne web console to activate the product and set the time properties.
- 5. Configure settings such as IP address and communication ports.

## StellarOne Onboarding to VMware ESXi

This section describes how to deploy StellarOne to a VMware ESXi system.

### **Prerequisites**

- The OVA packages provided by TXOne must be available and accessible to VMwareESXi.
- VMware ESXi 6.5.x or later versions is required.
- The necessary networks have been properly created for ESXi.
- An external disk with at least 50 GB.

### Deploying StellarOne to a VMware ESXi System

Below section details procedures of deploying StellarOne to a VMware ESXi system.

#### Procedure

- 1. Log in to the VMware vSphere web client
- 2. Under Navigator, click Host > Create/Register VM.

T Navigator		Docalhost.localdomain	
- 📱 Host			
Manage Monitor		Image: Construction of the second	
<ul> <li>♥ Urtual Machines</li> <li>♥ ● Kali</li> <li>Monitor</li> <li>More VMs</li> </ul>	6	Version: 6.5.0 (Build 4564106) State: Normal (not connected to any vCenter Server) Uptime: 10.23 days FREE: 12.36 USED: 11.1 GHz CAPACITY: 13.66 MEMORY FREE: 12.36 USED: 19.48 GB CAPACITY: 31.83	3Hz 2% 3Hz GB 1% GB
Storage     Q Networking     vSwitch0	1	STORAGE FREE: 149.91 G USED: 308.34 GB CAPACITY: 458.25	GB 7% GB

Figure 3-1. Navigator

3. Select Deploy a virtual machine from an OVF or OVA file.



Figure 3-2. Select creation type

3-4

**4.** Input a name for your new StellarOne virtual machine and then select the StellarOne disk image to upload.

C New virtual machine - ade	
<ul> <li>1 Select creation type</li> <li>2 Select CV/F and VMDX files</li> <li>3 Select storage</li> </ul>	Select OVF and VMDK files Select the OVF and VMDK files or OVA for the VM year would like to deploy
4 License agreements 5 Deployment options 6 Additional settings 7 Ready to complete	Creer a name for the whole mechanism     Comment of the initial mechanism     Comment of the initial mechanism     Name of StellarOne Instance     Visial mechanisms can contain up to 80 characters and they must be unique within each EDC initiance.
	×≣txone_trendmicro.ove StellarOne Image File Name
vmware	
	Back Net From Canon

Figure 3-3. Select OVF and VMDK files

5. Choose a strorage location for the StellarOne virtual machine.



Figure 3-4. Select storage

6. Select deployment options.



New virtual machine - ode			
<ul> <li>1 Select creation type</li> <li>2 Select OVF and VMDK files</li> <li>3 Belect storage</li> </ul>	Deployment options detect deployment options	ki -	2
4 Deployment options 3 Ready to complete	Natwork mappings	N47 164	•
	Disk provisioning	O This _ Thick	
<b>vm</b> ware <sup>.</sup>			
			Beck New From Cardel

Figure 3-5. Deployment options

7. When you see **Ready to complete**, click **Finish** to start the deployment.

Select creation type     Select OVF and VMDK files     Select storage	Ready to complete Nevew your settings selection to	Ready to complete Review your sutting's selection factors factors for would				
4 Deployment options 5 Needy to complete	Product	Lawrown				
	VieName	the				
	Dates	Becartor send-contration-ends				
	Detectore	dication!				
	Provisioning type	The				
	hierwork micoings	NAT THE				
	Guest CS Name	Detan (4				

Figure 3-6. Ready to complete

- **8.** Under the **Recent Tasks**pane, you will see a progress bar indicating the StellarOne image is being uploaded. Please wait until the upload is finished.
- **9.** Add an external disk with at least 50 GB of capacity to the StellarOne instance.
  - a. Close the StellarOne instance if it is open
  - b. The external disk capacity is determined by the number of logs to be stored, as shown in the table below.

No. of Logs	Disk Capacity
90,000,000	150 GB
60,000,000	100 GB
30,000,000	50 GB

To determine the ideal specifications for your external HDD, please refer to the following formula:

3-7

•

[Output log numbers for a singel agent per day] x [Log storage period in days] x [Total number of agents]

External HDD capacity for 20,000 agents

- Output log number for a single agent per day: 100 events
- Log storage period in days: 30 days
- Total number of agents: 20,000 agents

Total number of logs: 100 x 30 x 20,000 = 60,000,000 logs

For this case, it is requred to prepare an external disk with capacity of 100 GB for storage space.

c. Add the external disk by following steps: Actions > Edit Settings > Add Hard Disk > Save

New hard disk	8 .	0			
Existing hard disk	20480	мв			
Hard disk 1 🧥	25	GB •			0
SCSI Controller 0	LSI Logic P	raralei			0
RE Network Adapter 1	test	test		* 🖸 Connect	
🛛 🌆 Video Card	Specify but	stom settings			
	Ditestation				

Figure 3-7. Edit settings - New hard disk

3-9

Add hard disk 🛤 Add netwo	rk adapter 🛛 🗎 A	dd other devie	00			
CPU 🚵	8 7	0				
Memory 🛕	20480	MB	*			
🖼 Hard disk 1 🛕	25	GB	*			0
🕋 New Hard disk 🛕	50	GB	*			0
SCSI Controller 0	LSI Logic I	Paralilel		٠		Ø
IN Network Adapter 1	test			•	Connect	0
Wideo Card	Specify ou	stom settings		17		
			Ad	d an ex	ternal disk	

Figure 3-8. Edit settings - New hard disk capacity

- d. If you must increase the number of logs which StellarOne can store, please refer to below steps.
  - i. Shut down StellarOne
  - ii. Increase the external disk capacity to fit the maximum log requirements
  - iii. Restart the instance of StellarOne. After that, the storage available for StellarOne's log files will be expanded.
- e. If you wan to migrate the existing StellarOne settings to the newly launched VM, please refer to *System Migration on page 5-2*.

#### Note

- a. StellarOne requires one external disk with minumim capacity above 50GB; otherwise, StellarOne will not finish initialization and will not complete the boot process.
- b. The external disk is used to store the system configurations and event logs. You may attach the external disk of a terminated StellarOne instance here instead of adding a new disk if you want to migrate the previous configurations and logs to a new instance.
- 10. Turn on the VM.



#### Figure 3-9. VM turned on

- **11.** (Optional) Adjust your StellarOne instance to use proper resource configurations based on the default setting (8-core CPU, 16 GB Memory).
  - a. Shut down the instance of StellarOne and click **Edit**. The **Edit Settings** window will appear.
  - b. Configure the number of CPU cores.

Memory 🔔	163% MB	iber of CPU.	
Hard disk 1 🛕	100 GB •		0
SCSI Controller 0	LSI Logic Parallel	•	0
Network Adapter 1	VM Network	•	Connect ©
Video Card	Specify custom settings		



c. Configure the amount of Memory.

-	0	0			
Marnory (1)	16384	MB	<u> </u>		
Hard disk 1 🛕	100	GB	1		
SCSI Controller 0	LSI Logic P	arallel		2	
998 Network Adapter 1	VM Networ	ĸ		• Conne	ct
Wideo Card	Specify cut	ntom settings		1.	
alact the "Name	eu" itom ar	uide le	ct the a		
f moment allocation	tod to Stol	ll au ju	instanc		

Figure 3-11. Configure Memory

**Note** Refer to the *Hardware Requirements for VMware System on page 2-2* to determine CPU and memory requirements for agent deployment.

d. Boot the StellarOne instance.

### StellarOne Onboarding to VMware Workstation

This section describes how to deploy StellarOne to a VMware Workstation system.

### **Prerequisites**

- The OVA packages provided by TXOne must be available and accessible to VMware Workstation.
- VMware Workstaion 16 or later versions is required.
- The necessary networks have been properly created for VMware Workstation.
- An external disk with at least 50 GB.

### Deploying StellarOne to a VMware Workstation

Below section details procedures of deploying StellarOne to a VMware Workstation system.

#### Procedure

- 1. Start the VMware Workstation and click **File** on the menu bar.
- 2. Select **Open** to import the StellarOne VM image file (\*.ova).
- **3.** Select the StellarOne VM image file from your localhost file path and click **Import**.



Figure 3-12. Import File to VMware Workstation

4. Check the detailed VM information of the imported StellarOne VM.

Dose_1.2.0135 - VMvare Workstation		+ D )
jie gdi yiew VM Iebs Help 🕨 →	1410 4 9 0 2 2 0	
City Cargodar (22 taxes, 6 citiz (Mod) txso_1.2.0135	Galaxian Galaxies	i san se.
Proced on this which imagine     Edit which introduce settings     Edit which introduce settings     Editorial interface     Topology Texts     Texts	* Virtual Machine Details State Proceed of Configuration file: SVirinal Several Handware Comparison file: SVirinal Several Handware Temori information Primary IP address: Temori information	nou 120133 5K prou 3 20133 sens multi matina on its not available
		Q.

Figure 3-13. StellarOne VM Details

- 5. Add an extra hard disk.
  - a. Click Edit virtual machine settings.
  - b. Click Add... > Hard Disk for Hardware Type



Figure 3-14. Add an Hard Disk
- c. Select SCSI (Recommended) as the disk type.
- d. Select Create a new virtual disk as the disk item.
- e. Set Maximum disk size (GB)as 50.

Virtual Machine Setting	8	×
Virtual Machine Setting Hardware Options Device History Processors Hard Disk (SCSI) Vietwork Adapter Display	s Summary 15 GB 8 25 GB NA1 Auto detect	
		LRV Segments Advanced

Figure 3-15. Add Hardware Wizard

f. Select path to store the disk and click **Finish**. The new external disk will be created in **Virtual Machine Settings**.

itual Machine Settings		×	
lardware Options			
Device	Summary	Disk file	
1991 Momory	16.08	txeo_1.2.0135.vmdk	
Processors	8		
Hard Disk (SCSI)	25 GB	Capacity	
New Hard Disk (SCSI)	56 GB	Current size: 6.3 MB	
S Network Adapter	NAT	System free: 244.6 GB	
Display	Auto detect	Maximum size: 50 GB	

Figure 3-16. Hardware Overview in Virtual Machine Settings

- **6.** (Optional) Adjust your StellarOne instance to use proper resource configurations based on the default settings (8 CPU cores, 16 GB memory).
  - a. Click Edit virtual machine settings.

b. Specify the amount of **Memory** allocated to StellarOne instance.

rdware opports				
Desine Di Hanory Processors Processors District (200) District (200) Dis	Survey 15 Co 3 25 Co 457 Auro celect	Nakar Scenty the kon Scenty the kon Vernov for the Scale 10 69 14 69 14 69 14 69 14 69 14 69	utar seconalis Utal of 4MB. Visual Vactions ( 4	Could be the share could be the second COULD BE SHARE HE Pleasant country day name
		1 000 - 1 1000 - 1100 - 150 HB 150 HB	•	Vicial Scient Broads) 554 00 Broannended nemory 356 Vit
		41799 47794 6745 8745	•	<ul> <li>Auser CS reconcerded without s2 mg</li> </ul>

Figure 3-17. Memory for Virtual Machine

- 7. (Optional) Change the network adapter settings from **NAT** to **Bridged**.
  - a. Right-click the StellarOne VM icon and select Settings
  - b. Select **Network Adapter** and change the default setting from **NAT** to **Bridged** if necessary.

Add Hardware Wizard			×
Specify Disk Capacity			
How large do you want this d	isk to be?		
Maximum disk size (GB): 50	) ÷		
Recommended size for Other: 8 GB	- Anne and a		
Recommended size for other, o do			
Allocate all disk space now.			
Allocating the full capacity can en	hance performance	but requires all	of the physical
disk space to be available right no	w. If you do not a	locate all the spa	ace now, the
virtual disk starts small and grows	as you add data t	D IT.	
O Store virtual disk as a single file			
Split virtual disk into multiple files			
Splitting the disk makes it easier to but may reduce performance with	o move the virtual	machine to anoth	ier computer
partial reduce performance me	r ver y ier ge einier		
	< Back	Nexts	Cancel
	< DOLK	next >	Caricer

Figure 3-18. Network Adapter in Virtual Machine Settings

8. Boot the StellarOne VM, and the StellarOne instrance will start.

### StellarOne Onboarding to Windows Hyper-V

This section describes how to deploy StellarOne to Windows Hyper-V system.

### **Prerequisites**

The VHDX packages provided by TXOne must be available and accessible to Windows Hyper-V.

- Windows Server 2019, Hyper-V Manager Windows 10 or later versions.
- The necessary networks have been properly created for Windows Hyper-V.
- An external disk with at least 50 GB.

### Deploying StellarOne to a Hyper-V System

Below section details procedures of deploying StellarOne to a Hyper-V system.

#### Procedure

1. Launch Hyper-V Manager



Figure 3-19. Hyper-V Manager

- 2. Under Actions, click New > Virtual Machine.
- 3. The New Virtual Machine Wizard appears, click Next.

Before You	Begin	
Before You Begin Specify Name and Location Specify Generation Assign Memory Configure Networking Connect Virtual Hard Disk Installation Options Summary	This watard helps you create a virtual machine. You can use virtual machines in place of physical computers for a variety of uses. You can use this watard to configure the virtual machine now, and you can change the configuration later using Hyper-V Manager. To create a virtual machine, do one of the following: • Click Firish to create a virtual machine that is configured with default values. • Click Next to create a virtual machine with a custom configuration.	
	Co not show this page again	

Figure 3-20. New Virtual Machine Wizard: Before You Begin

**4.** Under **Specify Name and Location**, type a name for your new virtual machine.

efore You Begin	Choose a name and location for this virtual machine.	
Specify Name and Location Specify Generation Assign Memory Configure Networking Connect Virtual Hard Disk Installation Context	The name is displayed in Hyper-V Manager. We recommend that you use a name identify this virtual machine, such as the name of the guest operating system or Name: StelarOne-1.2.111 You can create a folder or use an existing folder to store the virtual machine. If folder, the virtual machine is stored in the default folder configured for this serve	e that helps you easi workload. you don't select a rer.
Installation Options	Store the virtual machine in a different location Location: Cr@roeramData@locacoftWindows/Hyper-VV	Branch
	It you pan to take mecapaniti of this while maddine, select a location that space. Checkpoints include virtual machine data and may require a large an access.	r nas mosiĝo frae nuurit of space.

Figure 3-21. New Virtual Machine Wizard: Specify Name and Location

5. Under Specify Generation, select Generation 1.

Specify Gen	eration
Before You Begin Specify Name and Location Specify Constition Assign Memory Configure Networking Connect Virtual Hard Disk Installation Options Summary	<ul> <li>Choose the generation of this virtual machine.</li> <li>④ Generation 1         This virtual machine generation supports 32-bit and 64-bit guest operating systems and provides virtual hardware which has been available in all previous versions of Hyper-V.     </li> <li>O Generation 2         This virtual machine generation provides support for newer virtualization features, has UEFI-based firmware, and requires a supported 64-bit guest operating system.     </li> <li>Once a virtual machine has been created, you cannot change its generation.</li> </ul>

Figure 3-22. New Virtual Machine Wizard: Specify Generation

6. Under Assign Memory, allocate memory for the new virtual machine.



Figure 3-23. Assign Memory for Virtual Machine



7. Configure the VM's network settings.



Figure 3-24. Configure Networking for Virtual Machine

8. Select a virtual hard disk (select the StellarOne .vhdxfile)

iofore You Begin	A virtual machine requires storage so that you can install an operating system. Yo storage now or configure it later by modifying the virtual machine's properties.	u can specify the	
ipeony Name and Location (peony Generation Issign Memory	<ul> <li>Create a wrtaal hard disk Lise this option to preate a WHDK dynamically expanding virtual hard disk.</li> </ul>		
Configure Networking	Name: Stellar One-1.2-111 Andx		
Connect Virtual Hard Flids	Location: ErWiper-V(1.2 111/StellarOne-1.2-111/Wrb.al-Hard Disks)		
CTURENTY .	Sizei 127 GB (Haximum: 64/TB)		
	Use an existing virtual hard disk Use this option to attach an existing virtual hard disk, either VID or VIDX for	vat	
	Location: [E: Hyper V_image(1.2.0111.whds	Browse	
	<ul> <li>Attach a virtual hard dok later</li> <li>Use this option to slip this step now and attach an existing virtual hard disk is</li> </ul>	ter.	

Figure 3-25. Connect Virtual Hard Disk

9. Check your settings and then click **Finish**.

efore You Book	. You have a present its completed the Mary Victoria Marchine Wiczof. You are about to create the
pecify Name and Location	following virtual machine.
pecify Generation	Description:
asign Memory	Name: StellarOne-1.2-111 Generation: Generation 1
onfigure Networking	Memory: 16384 MB
ummary	Network: vmxnet3 Ethernet Adapter - Virbual Switch Hard Diek: E: 'HyperV image\1,2,0111, vhdx (VHDX, dynamically expanding)
	To create the virtual machine and dose the wizard, dick Finish.

Figure 3-26. Completing the New VM Wizard

**10.** Add a new disk for the virtual machine.





Virtual Machines						
Name	State	CPU Usage	Assigned Memory	Uptime	Status	Cor
StellarOne-1.2-111	Off					8.0

Figure 3-27. State of previous StellarOne is off

- a. Select Virtual Machine, right click Menu and then select Settings.
- b. Select Hard Drive, and then click Add.



Figure 3-28. Settings for StellarOne -1

c. Click New.

StellarOne-1.2-111	~	4 F D	
Hardware     Add Its dware     Boot from CD     Security     Key Storage Drive disabled     Memory     SS34 NB     Processor     Witad processor     Witad processor     Witad processor     Units dwite     DE Controller 3     DE Controller 3     DE Controller 3     DI E Controller 3	_^	Hard Drive You can change how this virtual hard disk is attached operating upstern is installed on this disk, changing th wrbual machine from starting. Controller: Localix IDE Controller 0 v 12 (mor Neda You can compact, convert, expend, merge, recon by eding the associated file. Specify the full path     winual hard disk:     New Edit	I to the virtual modules. If an excludement might prevent the arc set) v rect or shrink a virtual hard disk to the file.
IDE Controller 1     DND Drive     None     SCSI Controller     Methods Adapter     vmmmet3 Ethernet Adapter - W.     COM 1     None     Oxid 1     None     Diskette Drive     None		Physical hard date     The physical hard date you want to use     deals offine. Use Date Management on to     physical hard date.     To remove the virtual hard date, click Remove. This d     delete the associated file.	is not listed, make sure that the he physical computer to manage biconnects the disk but does not Remove

Figure 3-29. Settings for StellarOne -2

d. Under Choose Disk Format, select VHDX as the disk format.



Figure 3-30. Choose Disk Format

e. Under **Choose Disk Type**, select **Dynamically expanding** as the disk type.

4625
What type of virtual hard disk do you want to create?
This type of disk provides better performance and is recommended for servers running applications with high levels of disk activity. The virtual hard disk file that is created initially uses the size of the virtual hard disk and does not change when data is deleted or added. ( Dynamically expanding This type of disk provides better use of physical storage space and is recommended for servers running applications that are not disk intensive. The virtual hard disk file that is created is small initially and changes as data is added. Differencing This type of disk is associated in a parent-child relationship with another disk that you want to leave intact. You can make changes to the data or operating system without affecting the parent

Figure 3-31. Choose Disk Type

f. Specify name and location for the virtual hard disk file.

Specify Nai	me and Loc Specify th	ation te name and location of the virtual hard disk file.	1
Choose Disk Type	Name:	50G, vhdx	
pedfy Name and Location	Location:	E:\Hyper-V\1.2.111\StellarOne-1.2-111\Virtual Machines\	Browse
iunnary			

Figure 3-32. Specify Name and Location

g. Configure disk size.

#### Note

Refer to the *Sizing Table for Hyper-V System on page 2-4* to determine proper disk size for StellarOne.

New Virtual Hard Disk Wo Configure D	isk	,
Before You Begin Choose Disk Format Choose Disk Type Specify Name and Location	You can create a blank virtual hard disk or copy the o	contents of an existing physical disk.
Configure Disk	Physical Hard Disk	Sina
Summary	11 VENUESCAL DODIED	465 CR
	\\ PHYSICALDRIVE1	119 GB
	Copy the contents of the specified virtual hard d	lsk Bronse

Figure 3-33. Configure Disk for StellarOne

h. Click Finish.



efore You Begin horese Link Formet horose Disk Type sedfy Name and Location anfigure Disk	You have successfully completed the New Writed Hard Disk Woord. You are about to create the following virtual hard disk. Description:           Permit:         VHOX           Type:         description;           Name:         S00,Vhdx           Location:         E%/Vper-VL2.111(StellarOne-L2-111)/Virtual Machines           Size:         50 G8
	To create the wintual hand disk and dose this witzard, dick Finish.

Figure 3-34. Completing the New Virtual Hard Disk Wizard

- **11.** (Optional) Refer to *Hardware Requirements for Hyper-V System on page 2-4* to determine CPU and memory requirements for agent deployment and corresponding StellarOne configuration and resource allocation. It is recommended to at least adopting default settings (4 CPU cores, 16 GB Memory).
  - a. Shut down the StellarOne instance. Select and right click the instance, and then click **Settings**.

Hyper-V Manager							
File Action View Help							
🗢 🔶 🙇 🖬 📓 🖬							
Hyper-V Manager	Virtual Machines						
_	Name	State	CPU Usage	Assigned Memory	Uptime	Status	Col
	Cine 1.2.173	Ct	Connect. Stat Stat Chuckpoint Move. Oport. Rename. Delete. Enable Replic Help	den			20

Figure 3-35. StellarOne Configuration

b. Under **Processor**, configure the number of virtual processors and resource control settings.

Ste	llarOne-1.2-111 v	4 Þ 0					
*	Hardware ^	Processor					_
	Boot from CD	You can modify the number of virtual the physical computer. You can also r	processors nodify othe	based on the r resource con	number of pri- trol settings.	ocessors o	ΞŪ.
	Security Key Storage Drive disabled	Number of virtual processors:	4 🛊				
	Memory	Resource control					
	16384 MB	You can use resource controls to b	alance reso	urces among v	rirtual machin	es.	
•	Processor     4 Virtual processors	Virtual machine reserve (percentag	je):	0			
	IDE Controller 0	Percent of total system resources:		0			
	Hard Drive 1.2.0111.vhdx	Virtual machine limit (percentage):		100			
	Hard Drive 50G. vhdx	Percent of total system resources:		100			
•	DE Controller 1	Relative weight:		100			
	SCSI Controller						
Đ	Vition Network Adapter Vition Adapter - Vi						
	COM 1 None						
	COM 2						
	Diskette Drive						

Figure 3-36. Processor Settings in StellarOne Configuration

c. Under **Memory**, configure the amount of memory.

StellarOne-1.2-111	4 > 0			
A Hardware	Memory			
Add Hardware				
BIOS	Specify the amount of r	nemory that this virtual maching	ne can use.	
Boot from CD	RAM:	16384 MB		
Vey Storage Drive direbled	Description			
Manage of the disabled	Dynamic Memory		S. 1. Y. 4. 1	
16384 MB	You can allow the an dynamically within th	ount of memory available to t e rance you set.	his virtual machine to	change
Processor     4 Virtual processors	Enable Dynamic	Memory		
E III IDE Controller 0	Morean RAM:	512 MB		
Hard Drive 1.2.0111, vhdx	Maximum RAM:	1048576 MB		
Hard Drive 50G. vhdx	Spedfy the percents	ge of memory that Hyper V sl	ould try to reserve as	s a buffer.
IDE Controller 1	amount of memory f	or the buffer.	and for memory to de	ternine at
DVD Drive     None	Memory buffer:	20 🗇 🎋		
SCSI Controller				
D Vetwork Adapter vmxnet3 Ethernet Adapter - VI	Memory weight Specify how to priori	tize the availability of memory	for this virtual machin	e

Figure 3-37. Memory Settings in StellarOne Configuration

d. Boot the StellarOne instance

### **Opening StellarOne Management Console**

#### Procedure

- 1. In a web browser, type the address of the StellarOne in the following format: https://<targetserverIP address>. The log on screen will appear.
- 2. Enter your credentials (user name and password).

Use the default credentials of administrator when logging on for the first time:

- User name: admin
- Password: txone
- 3. Click Log On.

- **4.** If this is the first time the StellarOne console being used, follow below procedures to complete the initial settings.
  - a. The **Login Information Setup** window will appear and prompt you to change password. Confirm your password settings by:
    - specifying your new password in the New Password text field.
    - specifying the password again in the **Confirm Password** text field.
  - b. Click **Confirm**. You will be automatically logged out. The **Log On** screen will appear again.
  - c. Log on again using your new credentials.
  - d. Enter your first Activation Code, and then click **Continue**. If you want to enter an activation code for another product, click **Enter Another Code** instead of **Continue**.
  - e. The **EULA/OT Intelligent Trust Agreement** screen will appear. Click the links to read the documents carefully and click the checkboxes to proceed to next step.

#### 🔏 Note

It is recommended to enable **TXOne OT Intelligent Trust** to enhance security deployment. Please refer to *OT Intelligent Trust on page 3-34* for more details.

- f. Specify the time settins such as the **Date and Time** as well as the **Time Zone**, and then click **Continue**.
- g. The StellarOne console is ready for use now.
- 5. After the initial settings are completed, the StellarOne allows various user accounts to log on remotely via a web browser.
- 6. (Optional) You can change your password by clicking the ID icon at the top righ corner of the screen, and then click **Change Password**.
- 7. (Optional) For security reasons, you can manually log off by clicking the ID icon at the top right corner of the screen, and then click **Log Off**.

Note

Users will be automatically logged off the console if no operations are performed within 30 minutes.

### **OT Intelligent Trust**

When enabled, TXOne OT Intelligent Trust shares anonymous threat information with the Smart Protection Network, allowing TXOne to rapidly indentify and address new threats. You can disable TXOne OT Intelligent Trust anytime through this console.

# **Chapter 4**

4-1

# Configuring StellarOne via Command Line Interface (CLI)

This chapter describes how to configure some settings for StellarOne via command line interface (CLI).

Topics in this chapter include:

- Using the StellarOne Command Line Interface (CLI) on page 4-2
- Configuring the IP Address via CLI on page 4-3
- Modify Communication Ports via CLI on page 4-6
- Change Language Setting via CLI on page 4-8
- Manage Docker Network on vShell via CLI on page 4-10

## Using the StellarOne Command Line Interface (CLI)

Below section describes how to log on StellarOne and get a list of available commands via command line interface (CLI).

#### Procedure

4-2

- **1.** Open the StellarOne VM console.
- 2. Log on by tying root as the user name, txone as the password.
- **3.** After logging on the StellarOne console, type helpcommand for a list of available commands.

3 help	
vShell, version	v1.6.1-29-g7ecec51
The commands or	ovided in:
access-list	Manage the IP whitelists
dx	Curl the target server.
env	Manage system environment variables
exit	Exit this shell
help	List all command usage
iface	Manage the network interfaces
ping	Test the reachability of a host
poweroff	Shut down the machine immediately
owd	Change the root user password
reboot	Restart the machine immediately
resolv	Manage the domain name server
SCD	Send files via scp
ssh	SSH to a device
service	Manage the device center services
sftp	Send files via sftp
web	Commands of the device center web
stellar	Commands of the Stellar products
locale	Locale setting
network	Manage network of the StellarOne service
Shortcut table:	
Tab	Auto-complete or choose the next suggestion on the list
Ctrl + A	Go to the head of the line (Home)
Ctrl + E	Go to the tail of the line (End)
Ctrl + D	Delete the character located at the cursor
Ctrl + L	Clear the screen
\$ _	

Figure 4-1. StellarOne CLI

## **Configuring the IP Address via CLI**

Below section describes procedures of configuring the IP address settings for StellarOne instance via command line interface (CLI) .

#### Procedure

1. Type iface Isto get the IP address of the StellarOne instance.



Figure 4-2. Getting the IP Address of StellarOne

2. Type iface update command for updating the settings of current network interface. For example, the following command sets the interface **eth0** to a static IP address 10.7.19.187/24 with the Gateway IP address 10.7.19.190

iface update eth0 --method static --address 10.7.19.157 -- netmask 255.255.255.0 -gateway 10.7.19.254

**3.** Check if the network interface settings are correct, and then type the following command to execute the change.

#### iface restart eth0

**4.** Type following command again for viewing the new network interface settings.

iface ls



Figure 4-3. Viewing New Network Settings

5. Use the resolv addcommand to add a DNS server and resolv lsto view the DNS server list. For example, the following command adds 8.8.8.8 to the DNS server list

```
resolv mode custom
resolv add 8.8.8.8
```

6. Type following command to view the DNS server settings

resolv ls



#### Figure 4-4. Viewing DNS Server Settings

7. Type following command to reboot the VM.

reboot

### **Modify Communication Ports via CLI**

Below section describes how to modify the communication ports for StellarOne instance via command line interface (CLI).

#### Procedure

1. Type env lscommand for the list of current communication ports.

<pre>\$ env ls</pre>	
Hostname:	ODC
Status:	RUNNING
Product Serial Number:	d8a5c2e0-b715-11ec-a674-000c29d4fc9b
Version:	1.2.0173
External IP:	Not Set
DPI Engine Version:	2.0.8.00f637
DPI Pattern Version:	SDP_201012_15
Stellar Enforce Agent Up	Port:8000
Stellar Enforce Agent Do	wn Port:14336
Stellar Protect Agent Up	Port:9443
Stellar Protect Agent Do	wn Port:14336
Locale:	en

Figure 4-5. List of Current Communication Ports

2. Type stellar command for available agents to appear for selection.



Figure 4-6. Available Agents for Selection

3. Select one of the agents to edit its communication port.



Figure 4-7. Select the Agent for Editing Communication Port

- 4. Input the valid value for <up-port> and <down-port>.
  - <up-port>: Port for receiving data from agents.
  - <down-port>: Port for sending command to agents

#### Note

Make sure not to use StellarOne's service port. Please refer to **Table 2-7.** StellarOne Occupied Ports in *Ports and FQDN Used on page 2-6.* 

\$ stellar set-enforce-ports 8000 14336 Port for receiving data from Stellar Enforce agents: 8000 Port to send commands to Stellar Enforce agents: 14336 Successfully set up ports for Stellar Enforce. Please reload services to take effect.

Figure 4-8. Agent's Communication Ports

5. Reboot.



Please note the previously installed package does not contain the new port setting. Be sure to do either of the following actions after changing the commuication ports for StellarOne via CLI.

- Download the agent's installer package containing the new port setting from StellarOne, and install it on the agent.
- Modify the port setting accordingly in setup.inior setup.yamlfile in the agent's existing installer package, and reinstall it on the agent.

4-7

## **Change Language Setting via CLI**

Below section describes how to change the language setting for StellarOne by command line interface (CLI). The default language for StellarOne web console is English. You can change the language to Japanese following below procedures.

#### Procedure

- **1.** Type locale jacommand to switch the language to Japanese.
- 2. Reload the StellarOne web console

vSheil, version v1.6.1-19-g28c3cf5 The commands provided in: access-list Manage the IP whitelists dx Curl the target server. env Manage system environment variables exit Exit this shell help List ell command usage iface Manage the network interfaces ping Test the reachability of a host poweroff Shut down the machine inmediately owd Charge the network programmed
The commands provided in: access-list Manage the IP whitelists dx Curl the target server. env Manage system environment variables exit Exit this shell help List all command usage iface Manage the network interfaces ping Test the reachability of a host poweroff Shut down the machine inmediately owd Charge the network password
access-list     Manage the IP whitelists       dx     Curl the target server.       env     Manage system environment variables       exit     Exit this shell       help     List all command usage       iface     Manage the network interfaces       ping     Test the reachability of a host       poweroff     Shut down the machine inmediately       owd     Character the reachability of a
dx     Curl the target server.       env     Manage system environment variables       exit     Exit this shell       help     List all command usage       iface     Manage the network interfaces       ping     Test the reachability of a host       poweroff     Shut down the machine inmediately       owd     Character to react user posses
env Manage system environment variables exit Exit this shell help List all command usage iface Manage the network interfaces ping Test the reachability of a host poweroff Shut down the machine inmediately ower Charge the roat uses passward
exit Exit this shell help List all command usage iface Manage the network interfaces ping Test the reachability of a host poweroff Shut down the machine inmediately owed Charge the road user presented
help List all command usage iface Manage the network interfaces ping Test the reachability of a host poweroff Shut down the machine immediately owed Cheose the react uses password
iface Manage the network interfaces ping Test the reachability of a host poweroff Shut down the machine immediately own Cheose the react was passwered
ping Test the reachability of a host poweroff Shut down the machine immediately owed Cheose the cost wasswerd
poweroff Shut down the machine immediately own Cheore the roat user password
and Cheese the part user password
rehard Bestart the machine Immediately
cervely Nacade the domain name server
ern Pand tile uin ern
ech CCU to daulee
same fine Manante file device
service noise the device center services
STUD SCHUTTLES VIA STUD
ue to Commands of the Device Center lies
stellar converts of the stellar products
Ideale Locale setting
Shortcut table:
Tab auto-complete or choose the next suggestion on the list
Ctrl + 0 Go to the head of the Line (Hame)
Ctrl + E Go to the tail of the line (End)
Ctrl + 0 Delete the character located at the cursor
Ctrl + L Clear the screen
s locale ta
Successfully language setting for locale.
Please reload StellarOne consple to take effect.

#### Figure 4-9. Reload StellarOne console

3. Type env lscommand to check current language setting.

s env 1s	
Hostname:	ODC
Status:	RUNNING
Product Serial Number:	2d8d6db8-f9bf-11eb-a20e-000c29959b2b
Version:	1.1.0087
External IP:	Not Set
DPI Engine Version:	2.0.8.00f637
DPI Pattern Version:	SDP_201012_15
Stellar Enforce Agent Up Port	:8000
Stellar Enforce Agent Down Po	ort:14336
Stellar Protect Agent Up Port	:9443
Stellar Protect Agent Down Po	ort:14336
Locale:	ja

Figure 4-10. Check Language Setting

### Manage Docker Network on vShell via CLI

Below section describes how to manage docker network on vShell for StellarOne via command line interface (CLI).

#### Procedure

- 1. If 169.254.0.0/16 IP range is used in your network setting, please type network internal-service-update <New IP> command to set a new IP address for converting IP/16 subnet mask for docker daemon.
- **2.** If you want to restore docker daemon back to the default-address-pools (169.254.0.0/16), type network internal-service-resetcommand.
- **3.** Type network internal-service-list command to display the address pools of docker daemon configuration.

# **Chapter 5**

5-1

## **Upgrade and Migration**

This chapter describes how to upgrade/migrate TXOne StellarOne to a new instance based on VMware or Windows Hyper-V system.

Topics in this chapter include:

- Upgrading/Migrating StellarOne to 2.0 (VMware) on page 5-2
- Upgrading/Migrating StellarOne to 2.0 (Hyper-V) on page 5-4

## Upgrading/Migrating StellarOne to 2.0 (VMware)

This section describes how to upgrade/migrate StellarOne to 2.0 in the VMware ESXi or Workstation system. The upgrade/migration is performed by attaching the external disk of previous StellarOne instance to the StellarOne instance running new firmware version. The upgrade/migration will transfer the previously configured settings to the new StellarOne instance:

- The UUID
- The system configuration, including license, account information, security policies, etc.
- Security event logs

#### Important

- Before executing a system upgrade/migration, please take a VMware snapshot or create a backup of the VM files first.
- StellarOne 2.0 does not support firmware upgrade from older versions via web console and ONLY supports mount upgrade from version 1.2 or 1.2 Patch 1. Make sure you upgrade StellarOne 1.0/1.1 to version 1.2 before upgrading to 2.0.

#### Procedure

- 1. Launch the new StellarOne instance. Please refer to *Deploying StellarOne* to a VMware ESXi System on page 3-3 or *Deploying StellarOne* to a VMware Workstation on page 3-12 for deployment details.
- 2. Close the previous StellarOne instance.

atgener (C)	Contract Wind Decision	fitted down the seld DDC					
Noni Mariage	State (Square 10.   @lovers		C 0	Allara			(8,0000
Municip	- What restrict	- Data - 1	Cost and	- 0.0000	- Testant	- 1600.070	- The name
VICLE MALFINE	(A rest presentate	@ ieres	28.04.08	Orw:30 of	000	100	440.08
建物	C Statement and some	@ farmer	88.71168	101-021-025	800	222.000	677.08
And a second sec	C Of the second state of the second state	Q heres	45.11.08	Offer (0) (vit)	011	475 MPH	10.07.08
S 151, set residence	C Bennetting terms	@ Terret	66.71188	10100-0010-0	1000	278.690	11.00.08
Cot, eds. mana	di 120 metro ani tanimura	@ ferms	457118	0940-001-046	000	332.69%	10.0018
mare that.	C @ TELAD, Intel	@ Terror	68.77.98	101 m (201 m l)	800	242.00%	1.11108
Roma III.	A TEL OR DESIGN	@ feend	42-138	014-01-01	000	007.00%	10-10-08
Astantony III.	·····	A Marine	25-34-34	100-00 to 10	1000	348100	440.00
	C (Breaster	@ Northal	25.47 58	Ofer (0) 148	000	31.Mm	147.08

Figure 5-1. Shut Down the Previous VM

5-2

**3.** Attach the external disk of the existing StellarOne instance to the new StellarOne instance.

New hard disk	· · O					
The local Cry Can	20480	MB				
+ 🔤 Hard disk 1 🚠	25	68				0
<ul> <li>Image: SCSI Controller 0</li> </ul>	LBI Logic F	Lilit Logic Parallel				0
* INE Network Adapter 1	test:	best			Connect	0
Witteo Card	Specify ou	ators setting	i.	•		

Figure 5-2. Select Existing (Previous) Hard Disk

Upstar Downio	ad The Dente The Move and Co	apy Create deschory	C. Hetran		
Colastore!	10.0,000,mess     10.0,000,mess     10.0,000,menters     10.0-reating.cdc.t     DHCP-same     est-gm-emp-e00     gm-verthus 000     man-gn-tast 000-tast     mos-bast 000-tast     COC-tast     COC-tast     COC-tast	I otcreak	adt, 1 unde 2 58 08 Webrestly, Januar	y 2	
(datastore1) odc/odc	Lamdh				

Figure 5-3. Attach to New VM

- **4.** The data of the previous StellarOne instance will be upgraded/migrated to new StellarOne instance.
- 5. The IP address of the new StellarOne instance must be the same as that of the previous StellarOne instance. If not, manually configure the IP address so the new StellarOne instance and agents can be connected to each other. Next time when the agents synchronize their status with the server, they will connect to the new StellarOne. By default, the agents synchronize with the server every 20 minutes.
- 6. If the proxy or scan component update source has already been defined in the previous StellarOne instance, please define it again via the web GUI of the new StellarOne instance.
- 7. If you want to change the language setting to Japanese for the new StellarOne instance, please refer to *Change Language Setting via CLI on page 4-8*.

## Upgrading/Migrating StellarOne to 2.0 (Hyper-V)

This section describes how to upgrade/migrate StellarOne to 2.0 in Windows Hyper-V system. The upgrade/migration is performed by attaching the external disk of previous StellarOne instance to the StellarOne instance running new firmware version. The upgrade/migration will transfer previously configured settings to the new StellarOne instance:

- The UUID
- The pattern and firmware
- The system configuration, including license, account information, security policies, etc.
- The security event logs

#### Important

- Before executing a system upgrade/migration, please create a backup of the VM files first.
- StellarOne 2.0 does not support firmware upgrade from older versions via web console and ONLY supports mount upgrade from version 1.2 or 1.2 Patch 1. Make sure you upgrade StellarOne 1.0/1.1 to version 1.2 before upgrading to 2.0.

#### Procedure

- 1. Launch the new StellarOne instance. Please refer to *Deploying StellarOne to a Hyper-V System on page 3-18* for deployment details.
- 2. Close the previous StellarOne instance.
- 3. Click **Browse** and choose the existing disk.
- **4.** Attach the external disk of previous StellarOne to the new StellarOne instance.

Stel	larOne-1.2-111	< ≤	• 0							
*	Hardware Add Hardware BtOS Boot from CD Security Key Storage Drive disabled	A Ye of ye	Hard Drive	<ul> <li>this virtual hard installed on this on starting.</li> </ul>	l dsk is a disk, cha	attached to the nging the atta Location:	: virtual mac chment migh	thine. I ht prev	If an vent the	
,	Memory 16384 MB	1	JE Controller 0		~	1 (in use)			~	
•	Processor 1 Virtual processor		You can compact, convert, expand, merge, reconnect or shrink a virtual hard disk by editing the associated file. Specify the full path to the file.							
	IDE Controller 0 Hard Drive 1.2,0111.vhdx		Virtual hard d	lsk:						
	Hard Drive <file></file>			New	В	ot 3	mpett	Bro	wse	
•	IDE Controller 1		O Physical hard	/ disk:						
•	SCSE Controller Network Adapter vmxnet3 Ethernet Adapter - Vi		If the pl disk is o physical	hysical hard disk ffine. Use Disk M I hard disks.	you wan lanagem	t to use is not ent on the phy	lsted, make sical compu	ter to	that the manage	
	COM 1 None	To	To remove the virtual hard disk, dick Remove. This disconnects the disk but does not delete the associated file.							
1	None Diskette Drive								Remove	

Figure 5-4. Shut Down the Previous VM

The data of the previous StellarOne instance will be upgraded/migrated to new StellarOne instance.
# **Chapter 6**

6-1

# **Technical Support**

Support for TXOne Networks products is provided mutually by TXone and Trend Micro. All technical support goes through TXone and Trend Micro engineers.

Learn about the following topics:

# **Troubleshooting Resources**

Before contacting technical support, consider visiting the following Trend Micro online resources.

## **Using the Support Portal**

The Trend Micro Support Portal is a 24x7 online resource that contains the most up-to-date information about both common and unusual problems.

#### Procedure

- 1. Go to https://success.trendmicro.com.
- **2.** Select from the available products or click the appropriate button to search for solutions.
- 3. Use the Search Support box to search for available solutions.
- 4. If no solution is found, click **Contact Support** and select the type of support needed.

### ) Tip

To submit a support case online, visit the following URL:

https://success.trendmicro.com/smb-new-request

A Trend Micro support engineer investigates the case and responds in 24 hours or less.

## **Threat Encyclopedia**

Most malware today consists of blended threats, which combine two or more technologies, to bypass computer security protocols. Trend Micro and TXOne combats this complex malware with products that create a custom

defense strategy. The Threat Encyclopedia provides a comprehensive list of names and symptoms for various blended threats, including known malware, spam, malicious URLs, and known vulnerabilities.

Go to <u>https://www.trendmicro.com/vinfo/us/threat-encyclopedia/#malware</u> and <u>https://www.encyclopedia.txone.com/</u> to learn more about:

- Malware and malicious mobile code currently active or "in the wild"
- Correlated threat information pages to form a complete web attack story
- · Internet threat advisories about targeted attacks and security threats
- Web attack and online trend information
- Weekly malware reports

# **Contacting Trend Micro and TXOne**

In the United States, Trend Micro and TXOne representatives are available by below contact information:

Address	Trend Micro, Incorporated
	225 E. John Carpenter Freeway, Suite 1500
	Irving, Texas 75062 U.S.A.
Phone	Phone: +1 (817) 569-8900
	Toll-free: (888) 762-8736
Website	https://www.trendmicro.com
Email address	support@trendmicro.com

 Table 6-1. Trend Micro Contact Information

6-3

Address	TXOne Networks, Incorporated
	222 West Las Colinas Boulevard, Suite 1650
	Irving, TX 75039 U.S.A
Website	https://www.txone.com
Email address	support@txone.com

Table 6-2. TXOne Contact Information

Worldwide support offices:

https://www.trendmicro.com/us/about-us/contact/index.html

https://www.txone.com/contact/

Trend Micro product documentation:

https://docs.trendmicro.com

# Speeding Up the Support Call

To improve problem resolution, have the following information available:

- Steps to reproduce the problem
- Appliance or network information
- Computer brand, model, and any additional connected hardware or devices
- Amount of memory and free hard disk space
- Operating system and service pack version
- Version of the installed agent
- Serial number or Activation Code
- Detailed description of install environment
- Exact text of any error message received

# **Sending Suspicious Content to Trend Micro**

Several options are available for sending suspicious content to Trend Micro for further analysis.

### **Email Reputation Services**

Query the reputation of a specific IP address and nominate a message transfer agent for inclusion in the global approved list:

https://ers.trendmicro.com/

Refer to the following Knowledge Base entry to send message samples to Trend Micro:

http://esupport.trendmicro.com/solution/en-US/1112106.aspx

### **File Reputation Services**

Gather system information and submit suspicious file content to Trend Micro:

https://success.trendmicro.com/solution/1059565

Record the case number for tracking purposes.

### Web Reputation Services

Query the safety rating and content type of a URL suspected of being a phishing site, or other so-called "disease vector" (the intentional source of Internet threats such as spyware and malware):

https://global.sitesafety.trendmicro.com/

If the assigned rating is incorrect, send a re-classification request to Trend Micro.

# **Other Resources**

In addition to solutions and support, there are many other helpful resources available online to stay up to date, learn about innovations, and be aware of the latest security trends.

## **Download Center**

From time to time, TXOne Networks may release a patch for a reported known issue or an upgrade that applies to a specific product or service. To find out whether any patches are available, go to:

https://www.trendmicro.com/download/

If a patch has not been applied (patches are dated), open the Readme file to determine whether it is relevant to your environment. The Readme file also contains installation instructions.

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