txOne networks | Keep the Operation Running

2.0 TXOne StellarOne
Installation Guide

Unify your cyber security posture with one centralized console

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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

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:

Table 1. Document Conventions

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

Convention	Description
Navigation > **Path**	The navigation path to reach a particular screen For example, **File** > **Save** means, click **File** and then click **Save** 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

Introduction

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

Topics in this chapter include:

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

Feature	Benefit
Centralized Agent Management	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 • Turn agent Application Lockdown on or off • 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.

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

Feature	Benefit
Application Lockdown	This feature prevents malware attacks and increases protection level by locking down files defined in an Application List. Three modes are available for selection: • Detect: The applications that are not in the Approved List will be allowed to run, and users will receive a notification. • Enforce: The applications that are not in the Approved List will be blocked from running, and users will receive a notification. • 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.
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.

Chapter 2

Installation Planning

This section shows how to plan for TXOne StellarOne installation.

Topics in this chapter include:

System Requirements

TXOne StellarOne™ 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

Note
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.

Table 2-1. Sizing Table for VMware

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

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.

Table 2-3. Sizing Table for Hyper-V

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 2-4. 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

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.

Table 2-5. Agent Deployment Plan

Total Bandwidth / Deployment 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

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	To	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

From	To	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.trendmicro.com/activeupdate **StellarEnforce:** txse-p.activeupdate.trendmicro.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

Installation

This chapter guides you through TXOne StellarOne™ installation. StellarOne™ 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

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**.

Figure 3-1. Navigator

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

Figure 3-2. Select creation type

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

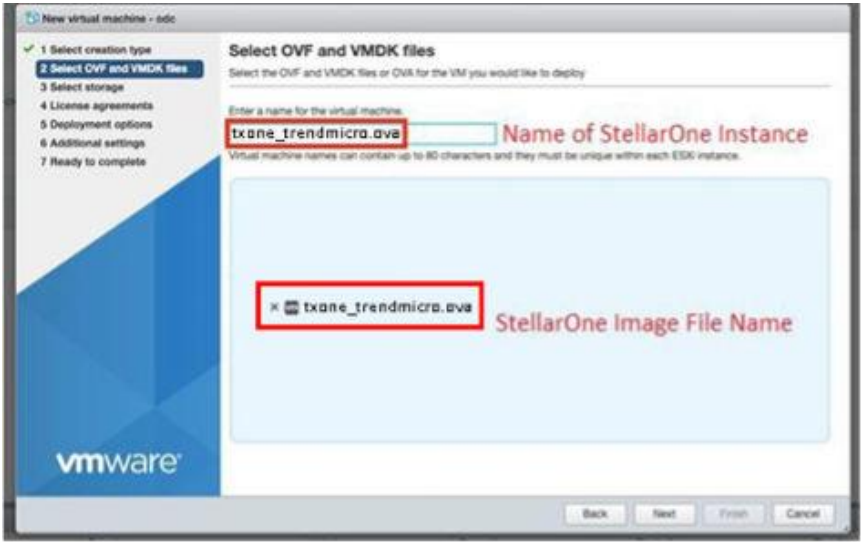

Figure 3-3. Select OVF and VMDK files

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

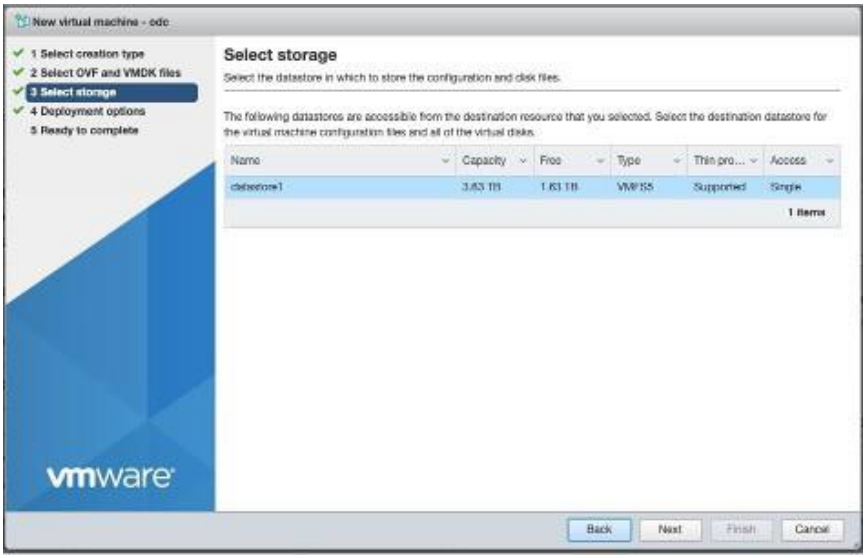

Figure 3-4. Select storage

6. Select deployment options.

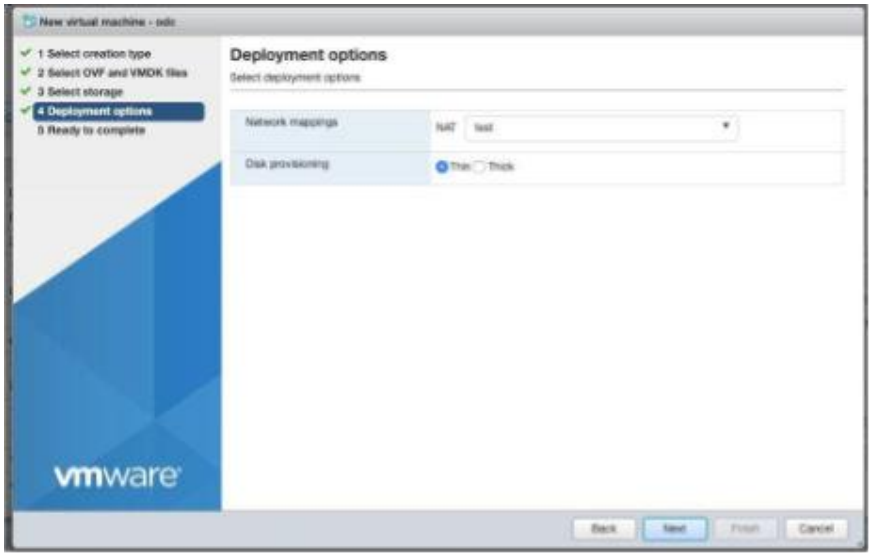

Figure 3-5. Deployment options

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

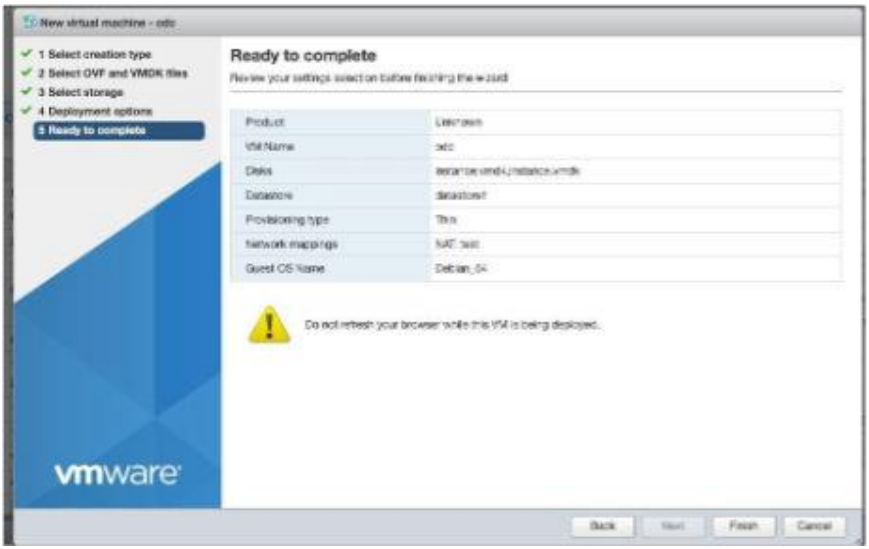

Figure 3-6. Ready to complete

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:

[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**

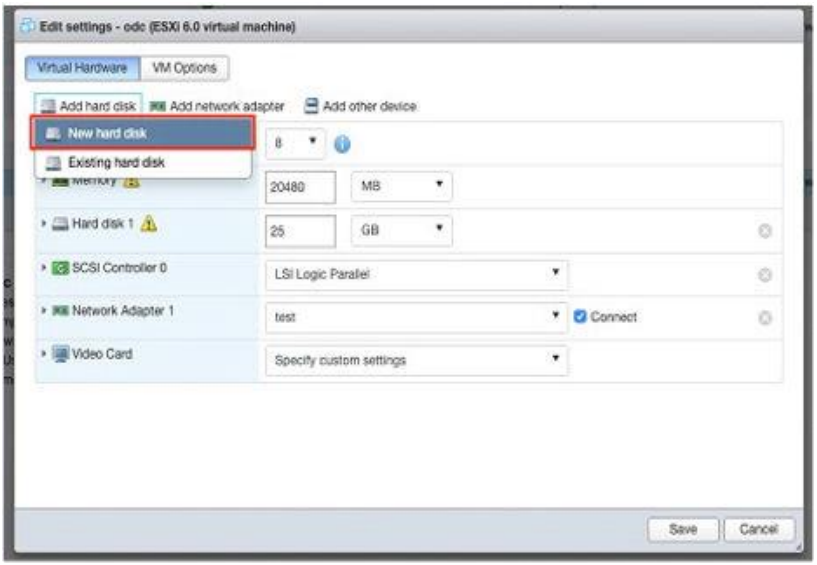

Figure 3-7. Edit settings - New hard disk

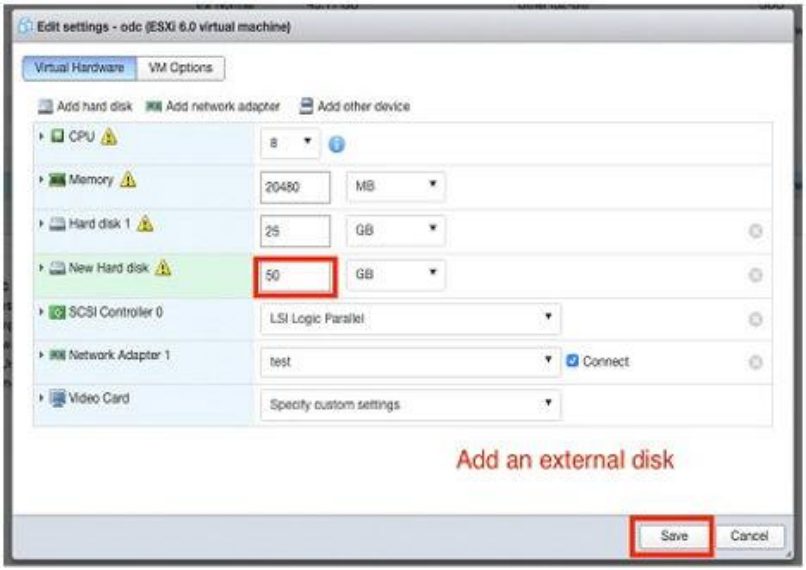

Figure 3-8. Edit settings - New hard disk capacity

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.

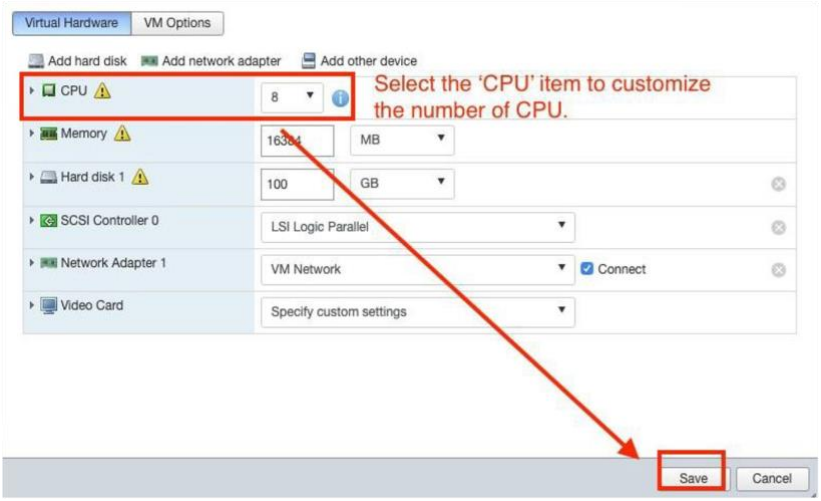

Figure 3-10. Select number of CPU

c. Configure the amount of Memory.

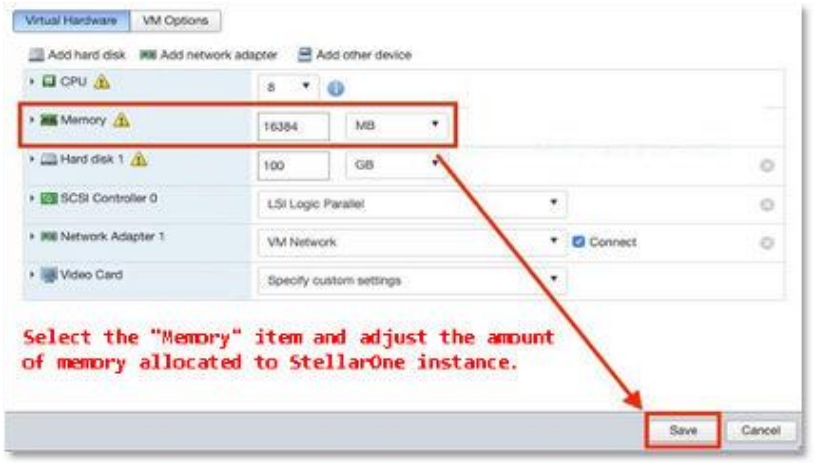

Figure 3-11. Configure Memory

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**.

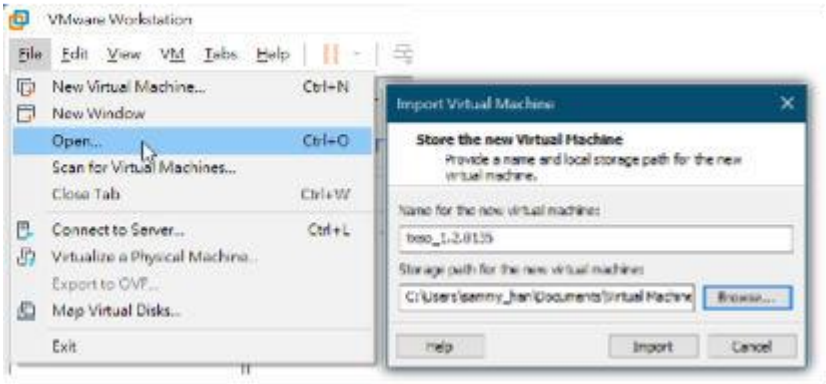

Figure 3-12. Import File to VMware Workstation

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

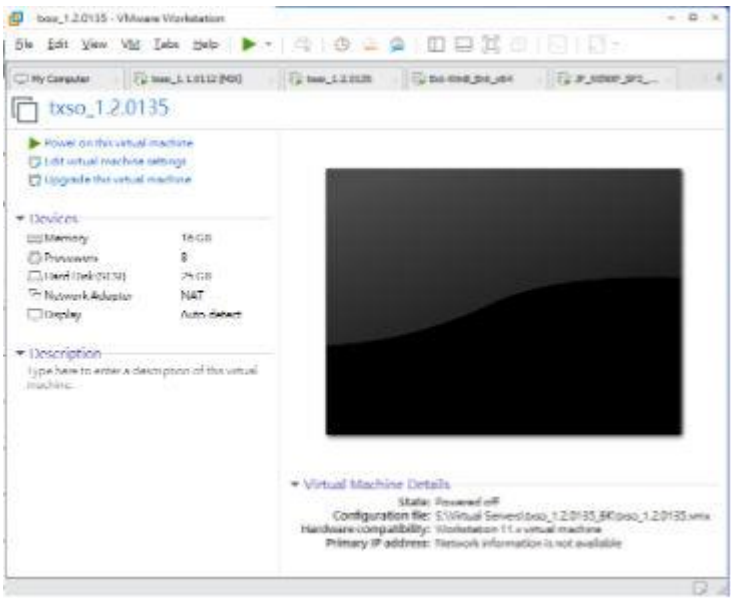

Figure 3-13. StellarOne VM Details

5. Add an extra hard disk.

a. Click **Edit virtual machine settings**.

b. Click **Add...** > **Hard Disk** for **Hardware Type**

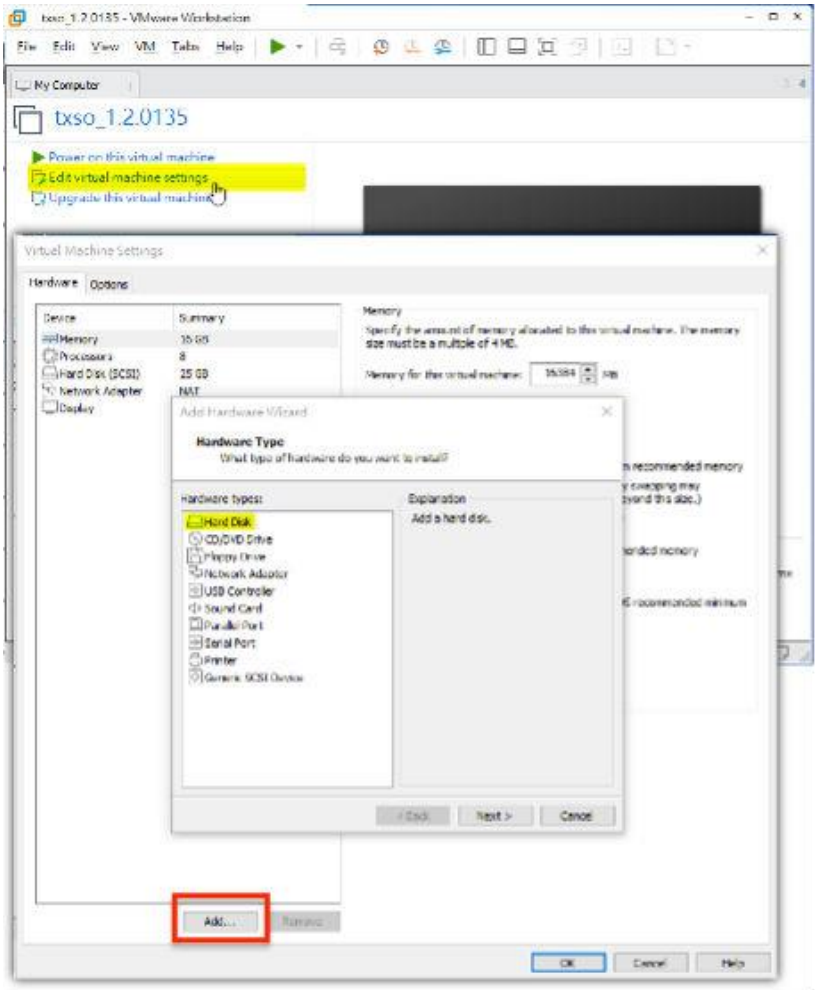

Figure 3-14. Add an Hard Disk

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.

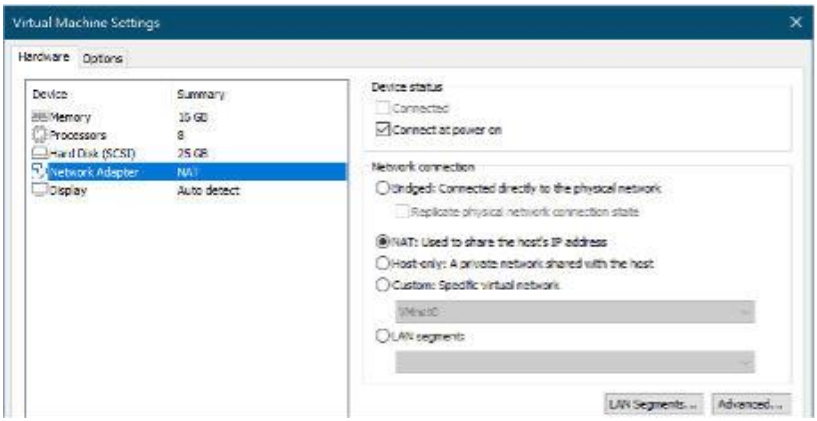

Figure 3-15. Add Hardware Wizard

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

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.

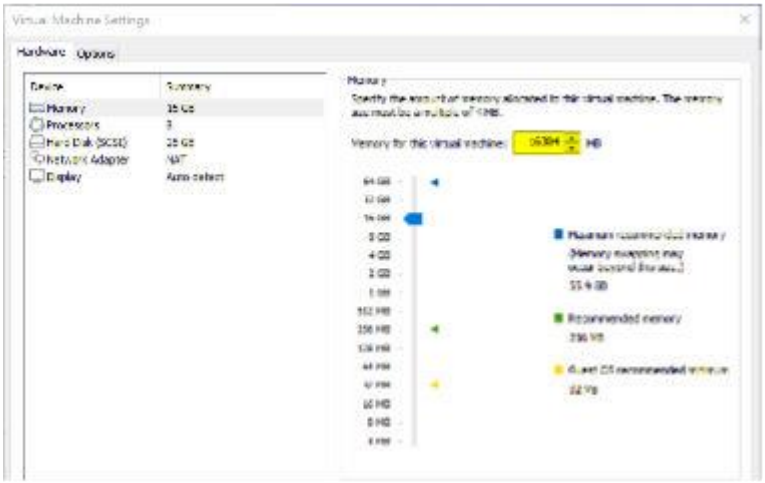

Figure 3-17. Memory for Virtual Machine

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.

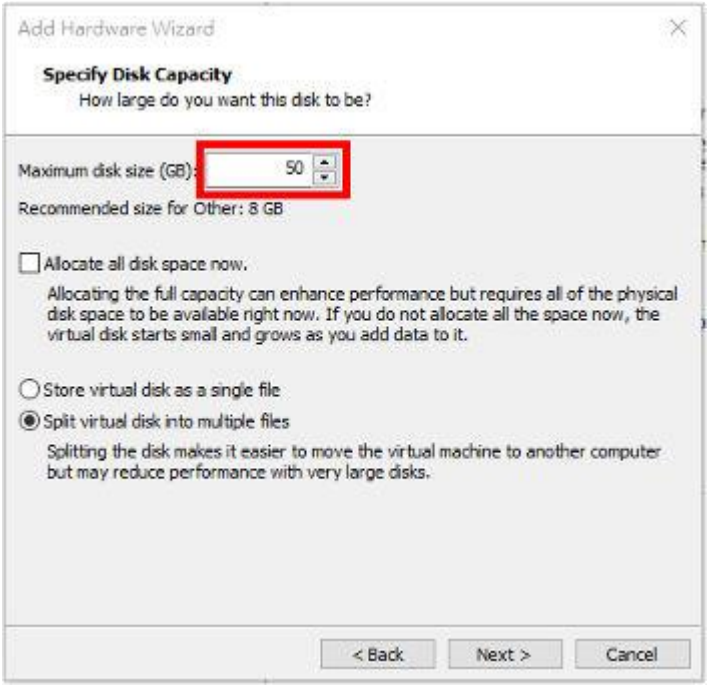

Figure 3-18. Network Adapter in Virtual Machine Settings

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**

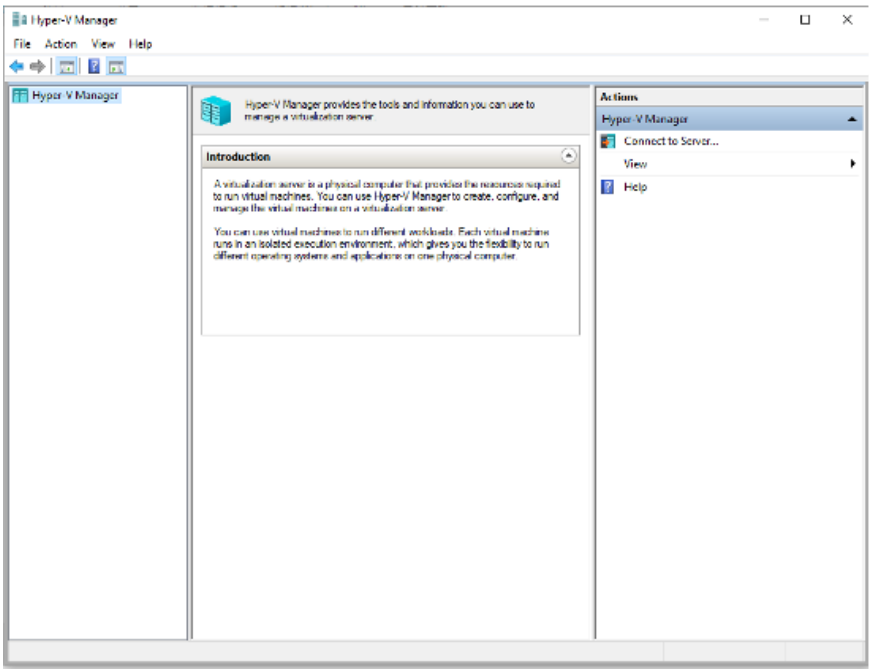

Figure 3-19. Hyper-V Manager

2. Under **Actions**, click **New** > **Virtual Machine**.

3. The **New Virtual Machine Wizard** appears, click **Next**.

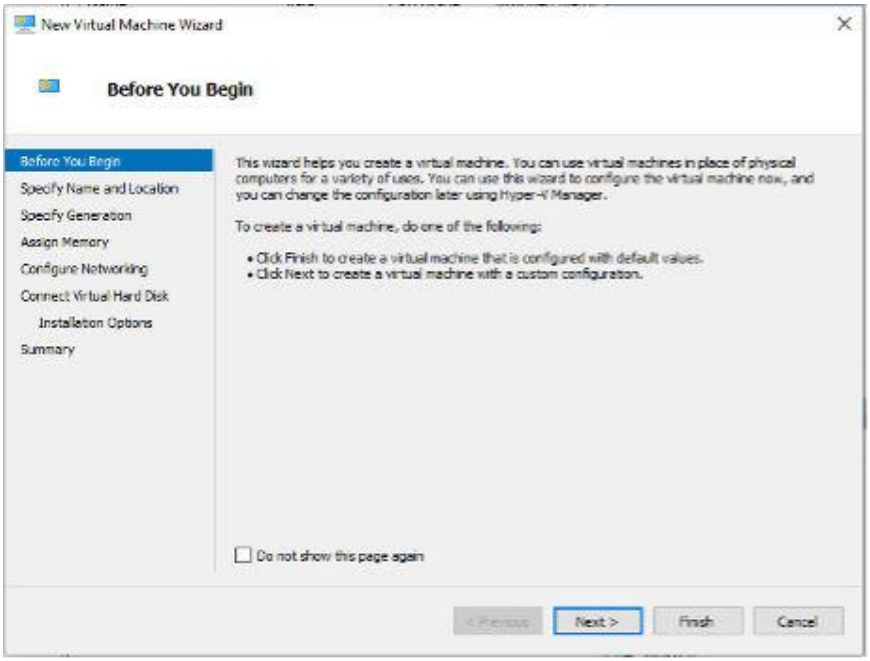

Figure 3-20. New Virtual Machine Wizard: Before You Begin

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

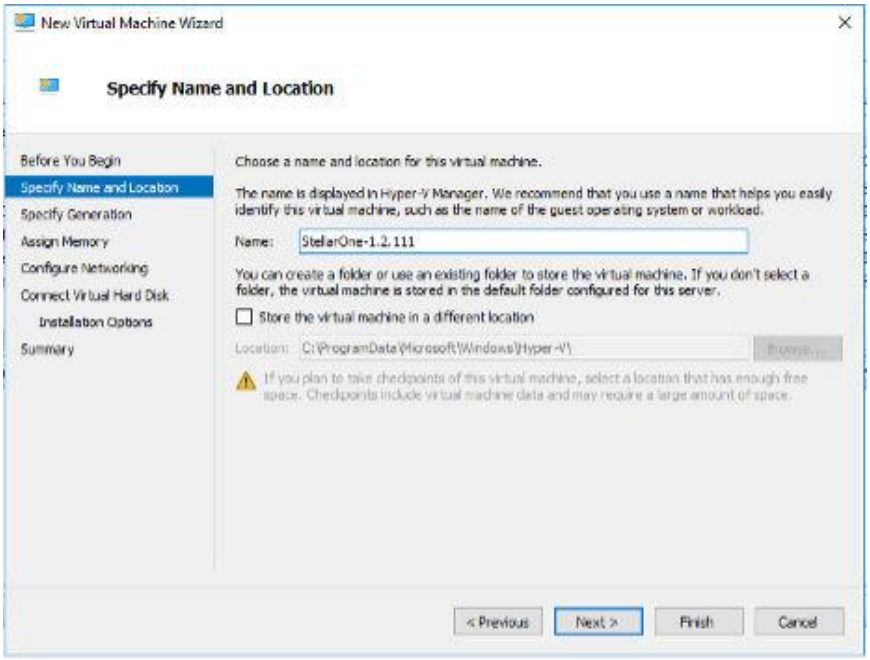

Figure 3-21. New Virtual Machine Wizard: Specify Name and Location

5. Under **Specify Generation**, select **Generation 1**.

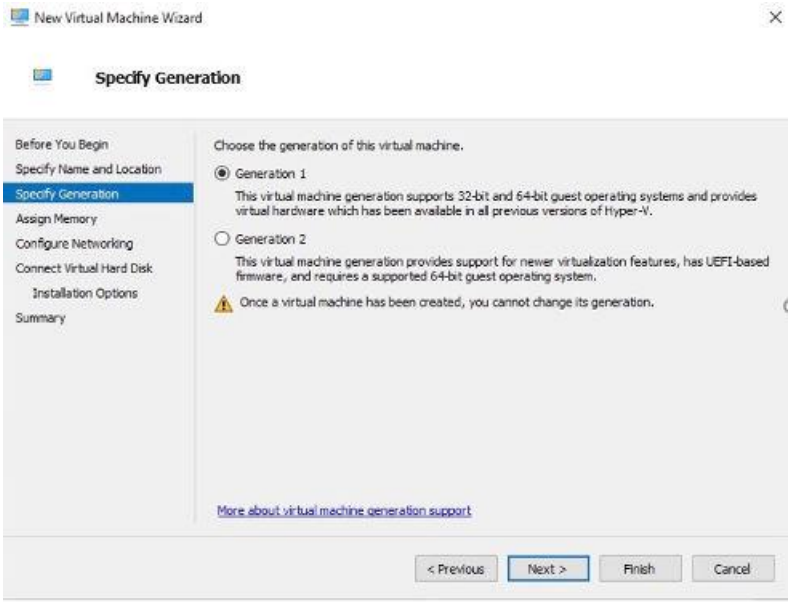

Figure 3-22. New Virtual Machine Wizard: Specify Generation

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

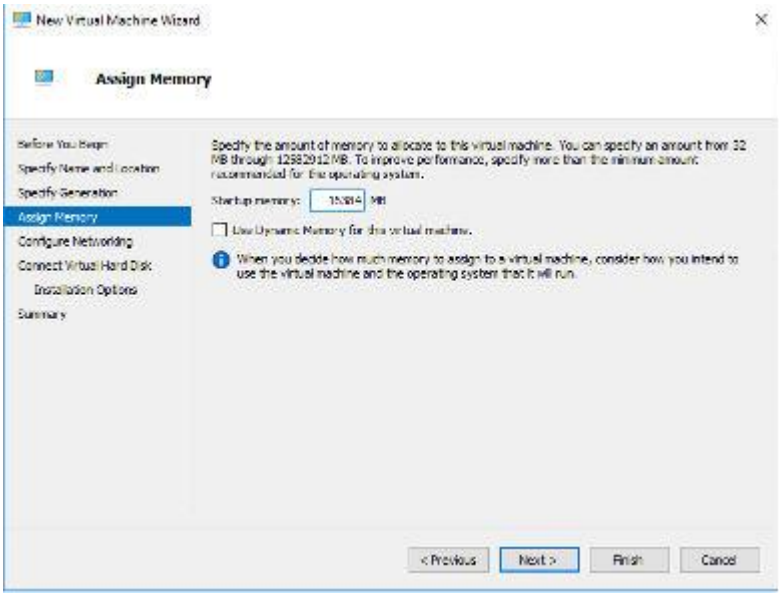

Figure 3-23. Assign Memory for Virtual Machine

Note
StellarOne requires minimum memory of 8 GB.

7. Configure the VM's network settings.

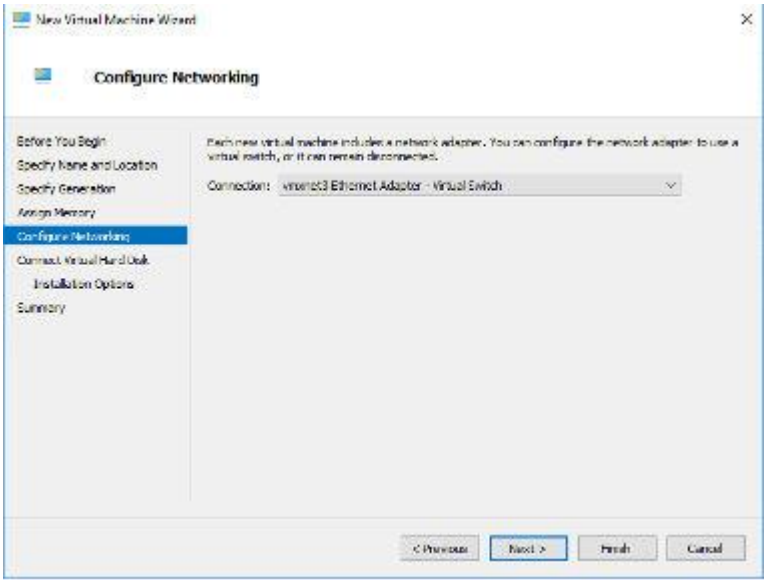

Figure 3-24. Configure Networking for Virtual Machine

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

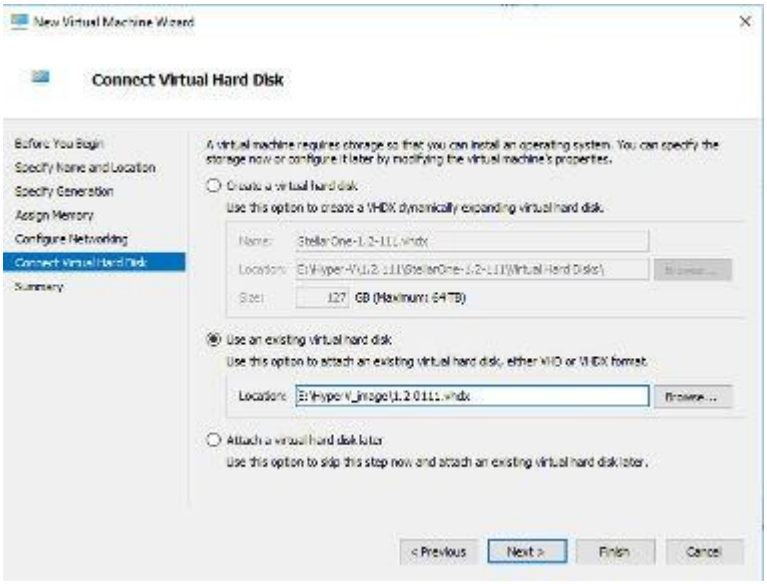

Figure 3-25. Connect Virtual Hard Disk

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

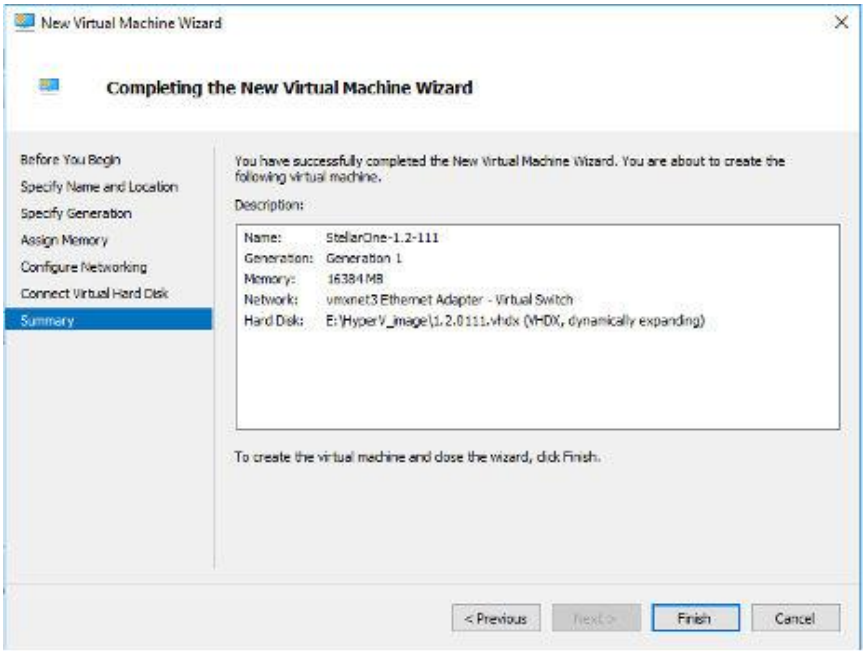

Figure 3-26. Completing the New VM Wizard

10. Add a new disk for the virtual machine.

Note

Make sure the previous SterllarOne is turned off.

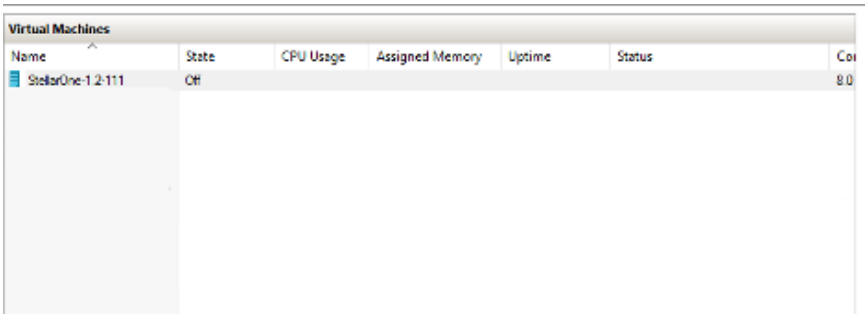

Figure 3-27. State of previous StellarOne is off

a. Select **Virtual Machine**, right click **Menu** and then select **Settings**.

b. Select **Hard Drive**, and then click **Add**.

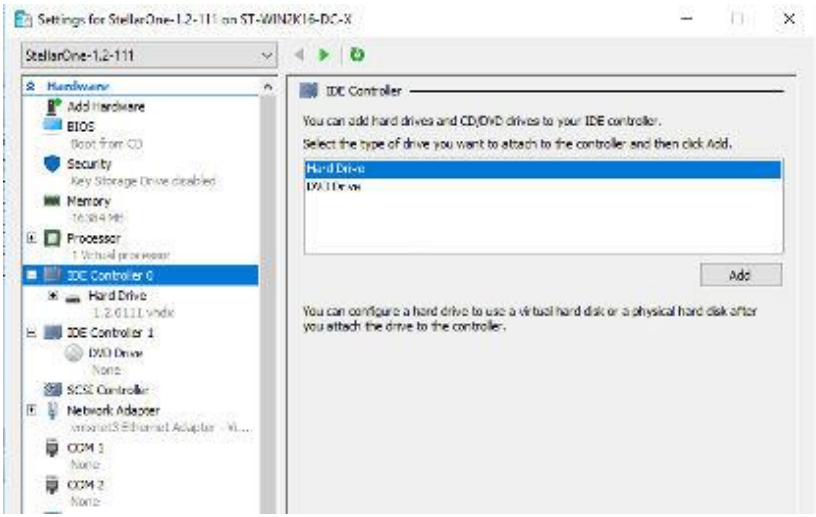

Figure 3-28. Settings for StellarOne -1

c. Click **New**.

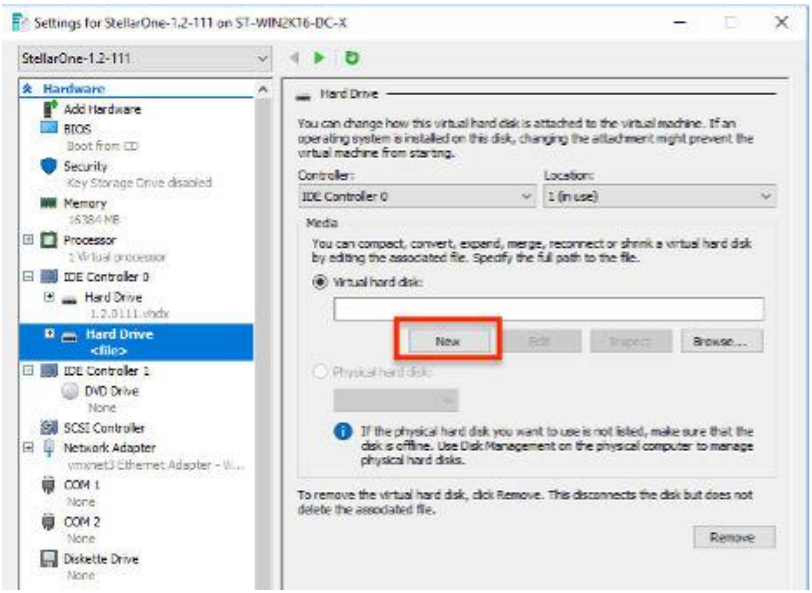

Figure 3-29. Settings for StellarOne -2

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.

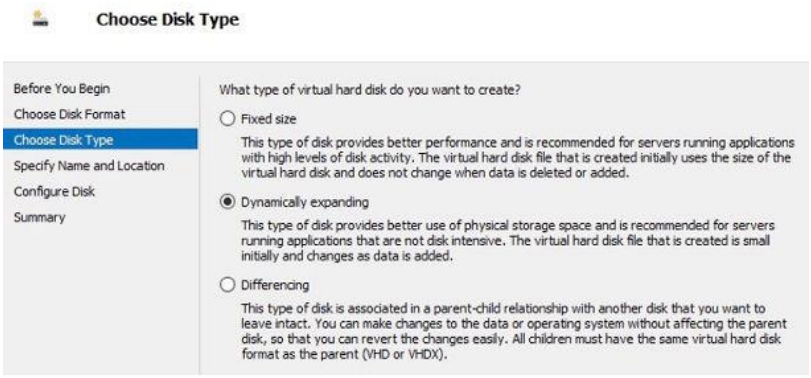

Figure 3-31. Choose Disk Type

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

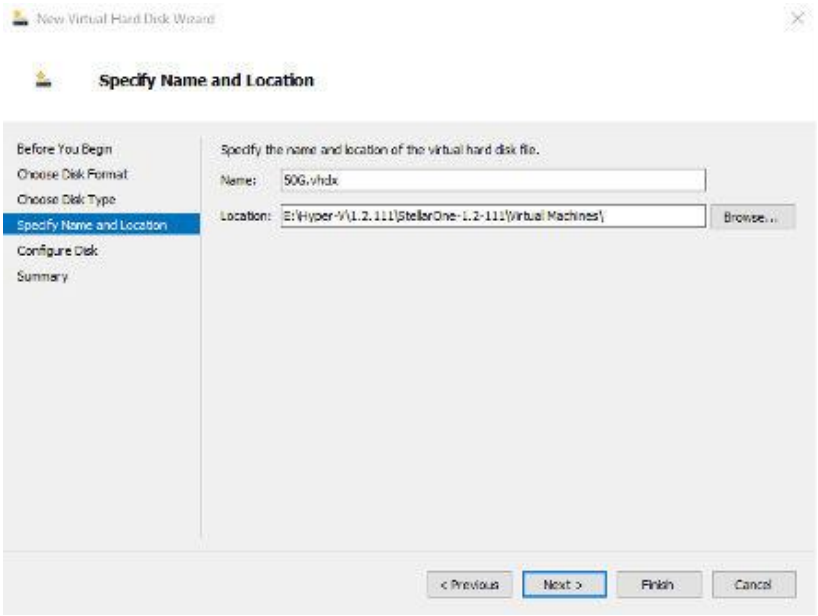

Figure 3-32. Specify Name and Location

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.

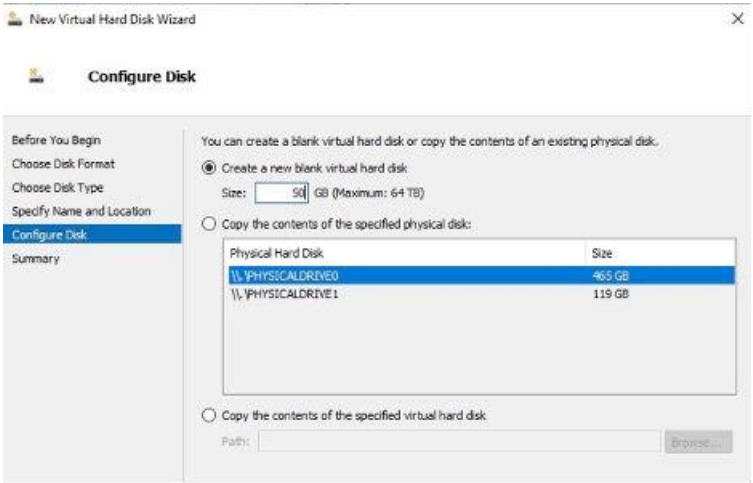

Figure 3-33. Configure Disk for StellarOne

h. Click **Finish**.

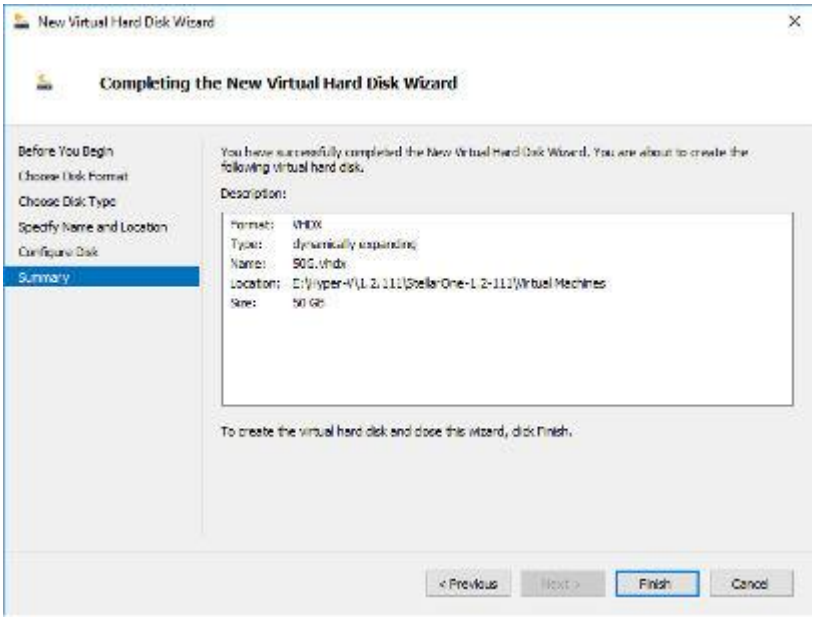

Figure 3-34. Completing the New Virtual Hard Disk Wizard

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**.

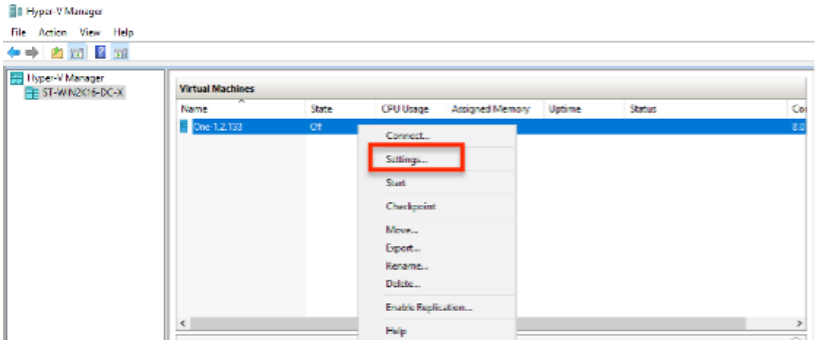

Figure 3-35. StellarOne Configuration

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

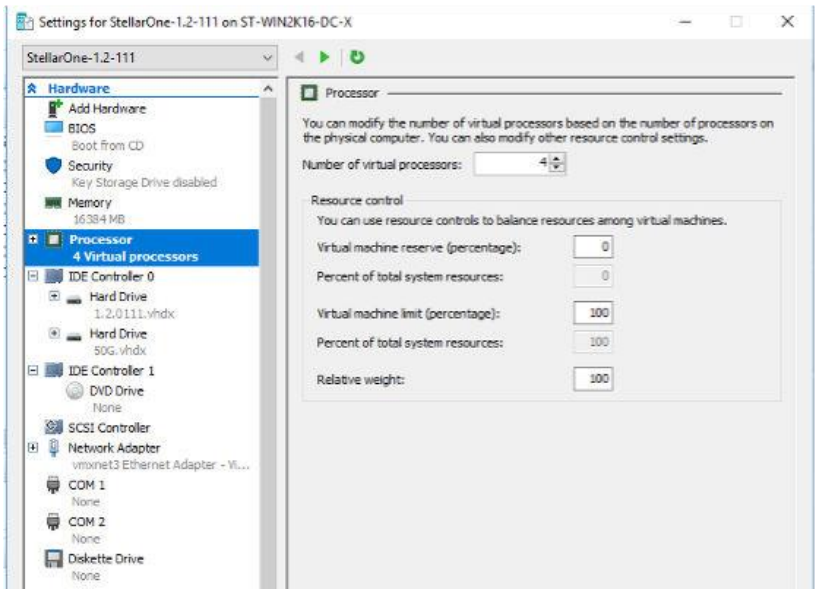

Figure 3-36. Processor Settings in StellarOne Configuration

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

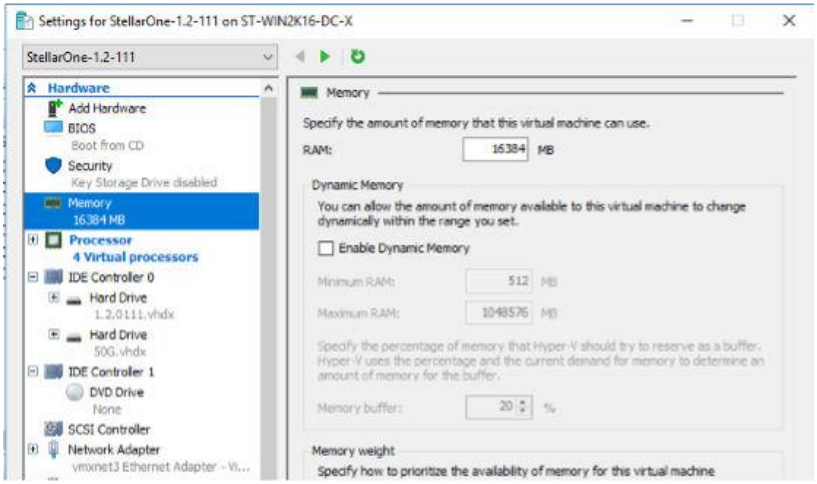

Figure 3-37. Memory Settings in StellarOne Configuration

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://<targetserver IP 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

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)

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

Procedure

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 help command for a list of available commands.

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 ls` to get the IP address of the StellarOne instance.

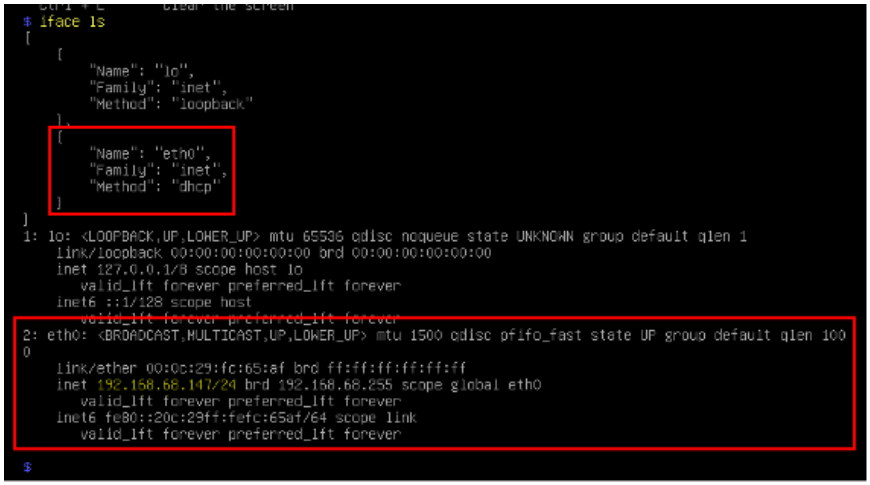

Figure 4-2. Getting the IP Address of StellarOne

2. Type iface updatecommand 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

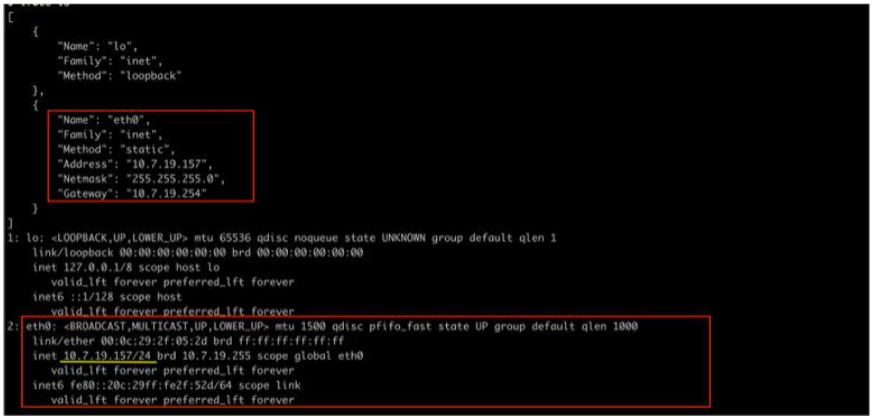

Figure 4-3. Viewing New Network Settings

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 ls` command for the list of current communication ports.

```
$ env ls
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 Down Port:14336
Stellar Protect Agent Up Port:9443
Stellar Protect Agent Down Port:14336
Locale:                         en
```

Figure 4-5. List of Current Communication Ports

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

```
$ stellar
        set-enforce-ports  Edit the communication ports for Stellar Enforce agents
        set-protect-ports  Edit the communication ports for Stellar Protect agents
```

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*.

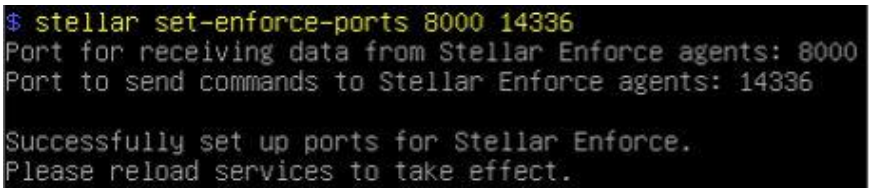

Figure 4-8. Agent's Communication Ports

5. Reboot.

Important

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.

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 ja` command to switch the language to Japanese.
2. Reload the StellarOne web console

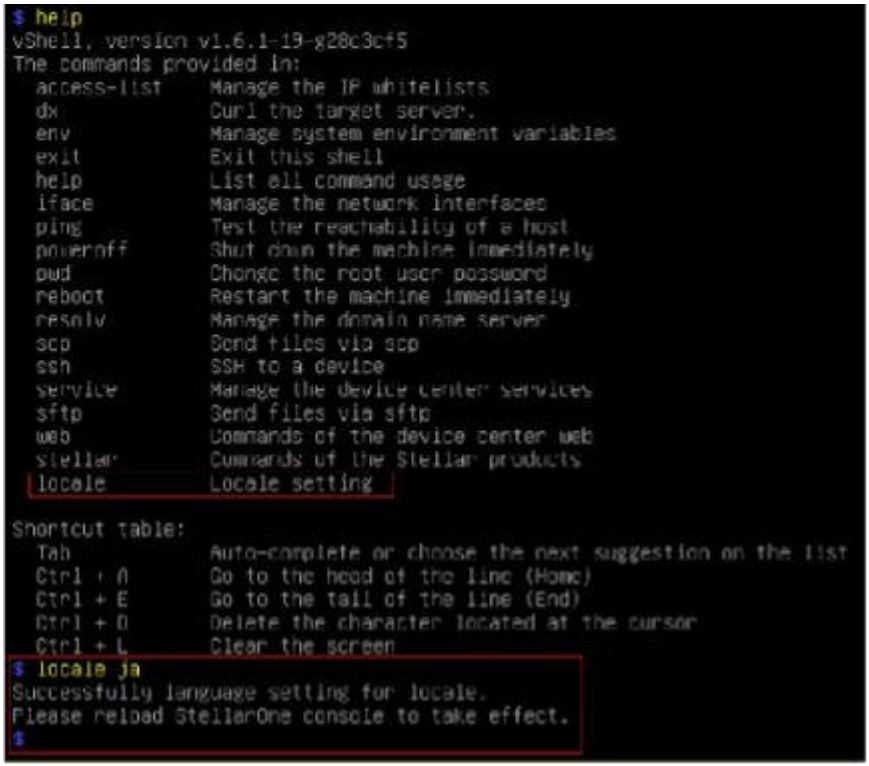

Figure 4-9. Reload StellarOne console

3. Type `env ls`command to check current language setting.

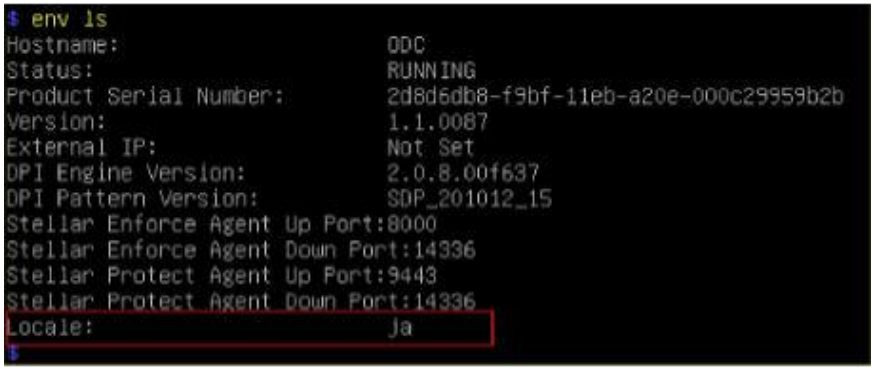

Figure 4-10. Check Language Setting

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-reset` command.
3. Type `network internal-service-list` command to display the address pools of docker daemon configuration.

Chapter 5

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)

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.

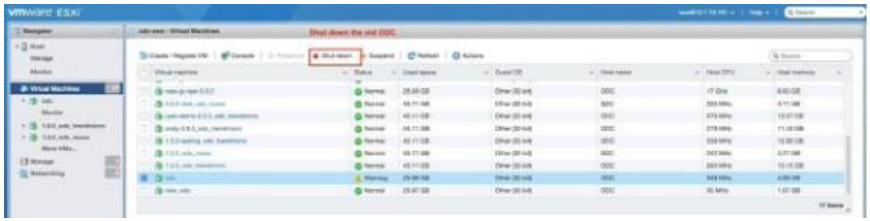

Figure 5-1. Shut Down the Previous VM

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

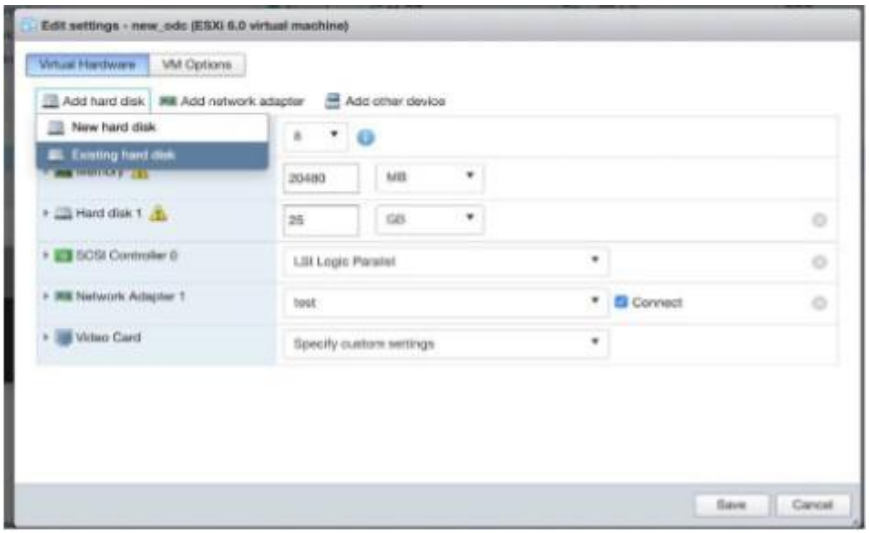

Figure 5-2. Select Existing (Previous) Hard Disk

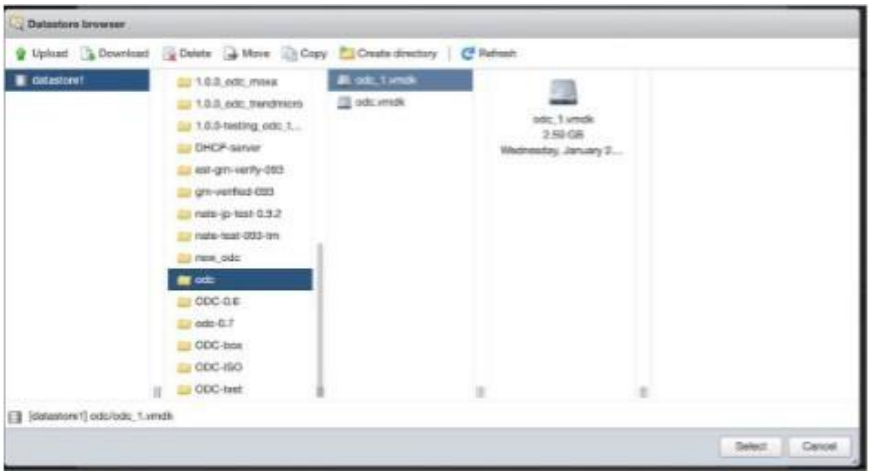

Figure 5-3. Attach to New VM

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.

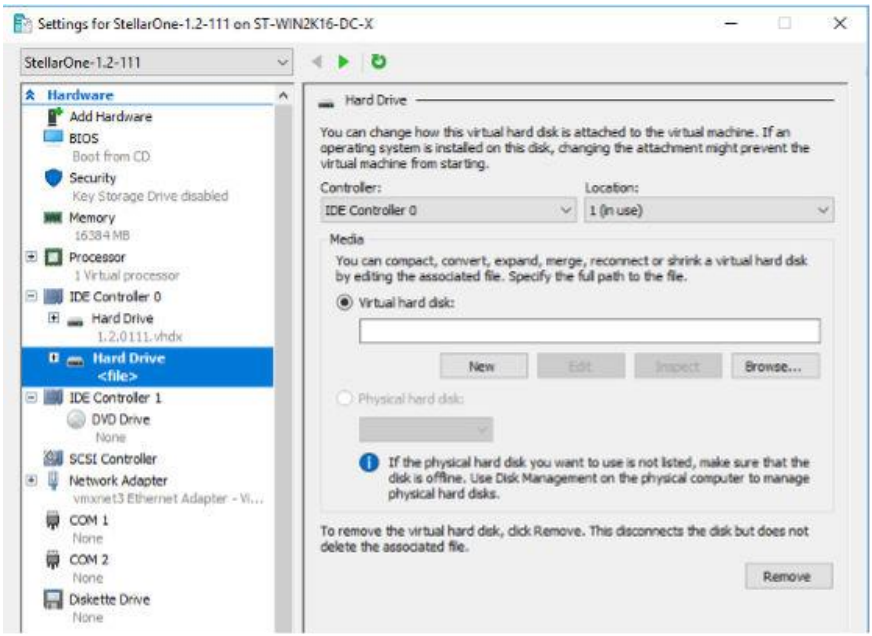

Figure 5-4. Shut Down the Previous VM

The data of the previous StellarOne instance will be upgraded/migrated to new StellarOne instance.

Chapter 6

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 https://www.trendmicro.com/vinfo/us/threat-encyclopedia/#malware and https://www.encyclopedia.txone.com/ 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:

Table 6-1. Trend Micro 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 6-2. TXOne Contact Information

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

- 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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www.txone.com

Item Code: APEM29593/220907