MARSHAL REPORTING CONSOLE
VERSION 2.5
INSTALLATION GUIDE

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Marshal Reporting Console 2.5 Installation Guide - November 25, 2013

About This Document

Marshal Reporting Console (MRC) is a server-based tool that allows you to create reports on data logged by MailMarshal SMTP (SEG), MailMarshal Exchange (ECM), and WebMarshal. You can report on system activity, threats, and blocked or quarantined items.

This document applies to MRC 2.5. It provides information about supported environments and prerequisites, as well as instructions for installation of the product.

- MRC 2.5.4 is updated with support for installation on Windows 2012 and 2012 R2.

For usage instructions, see the product Help. For late-breaking information and change history, see the Release Notes included with the product.

1 Introduction

Marshal Reporting Console is a server-based tool that allows you to create reports on MailMarshal SMTP (SEG). MailMarshal Exchange (ECM), and WebMarshal system activity, threats, and blocked or quarantined items.

2 Supported Installation Types

You can install Marshal Reporting Console in a number of scenarios. Trustwave suggests type 1 below as a free solution for most customers and trial installations. Type 2 below can be used by larger organizations that have the appropriate infrastructure and SQL Server licenses.

You can **upgrade** seamlessly from Marshal Reporting Console 2.1 to Marshal Reporting Console 2.5. For more information about upgrading, see the Release Notes.

2.1 Standalone Server Installation (SQL Express 2008 R2 Advanced)

- Install IIS, SQL Express Advanced Edition with Reporting Services and Marshal Reporting Console on a single server.

    - This server could be the intranet web server.

    - The MailMarshal and/or WebMarshal logging databases can be hosted on this or another database server.

    - The MailMarshal Spam Quarantine Management and Web Administration Console could be installed on the same server.

- **Advantages:** No cost for SQL Server software. Simplified installation and configuration (the MRC installer package includes SQL Express 2008 R2 Advanced with SP2, and configures MRC to use this instance).

- **Disadvantages:** SQL Express does not support abort of running reports. SQL Express supports limited export formats (PDF and Excel only). SQL Express Advanced must be installed as a package; you cannot add SQL Reporting Services to an existing SQL Express installation. *(However, it may be possible to install SQL Express Advanced as a second instance on a server that already has SQL Express installed.)* Database size is limited to 10 GB.

2.2 Standalone Server Installation (SQL Server 2005, 2008, 2008 R2)

- Install IIS, SQL Server, SQL Reporting Services, and Marshal Reporting Console on a single server. This scenario also applies if you want to use a pre-existing installation of SQL Express Advanced Edition.

    - This server could also host the MailMarshal and/or WebMarshal logging databases.

    - This server could host other IIS applications such as the MailMarshal Spam Quarantine Management and Web Administration Console (load permitting).

- **Advantages:** Full range of features. Single SQL server for all databases. Simplified installation and configuration of Reporting Services (when SQL Server and SSRS are installed at the same time, a default configuration is created). No limitations on database size.

- **Disadvantages:** License required for SQL Server and SQL Reporting Services.

Note: MRC requires the SQL Server and SSRS instances to be installed on the **same** server. Although SSRS supports installation of the SSRS instance on a separate server, MRC does not currently support this scenario.

3 Hardware Prerequisites

The following are hardware prerequisites for the Marshal Reporting Console installation. Note that if Reporting Console databases are installed on the same computer as the MailMarshal SMTP/SEG, MailMarshal Exchange/ECM, and/or WebMarshal logging databases, the requirements for the product databases must also be considered. For information about MailMarshal and WebMarshal database sizing, see the *User Guide* for each product.

- Pentium, 3GHz

- 2 GB RAM

- Free disk space to support installation temporary files and databases (10 GB free recommended)

- If installing standalone, SQL Express requires a minimum of 600 MB of free disk space for installation (in addition to database storage space)

4 Software Prerequisites

The following are software prerequisites for the Marshal Reporting Console installation. Note that if Reporting Console is installed on the same computer as SQL Server, the SQL Server requirements must also be considered.

- Windows Server 2012 or 2012 R2 (installed as a 32 bit application)

- Windows Server 2008 SP2, 32 or 64 bit versions, or Server 2008 R2 (installed as a 32 bit application)

- Windows 7, 32 or 64 bit versions (installed as a 32 bit application)

- Windows Vista Business or Ultimate, SP2, 32 or 64 bit versions (installed as a 32 bit application)

- Windows Server 2003, SP2 or above (32 bit versions, excluding R2)

- Windows XP, SP3 or above (32 bit versions)

- SQL Server:

    - Mixed Mode authentication enabled

    - 2005 SP3, 2005 Express Advanced Edition SP3

    - 2008 SP1, 2008 Express Advanced Edition SP1 (for Windows 2012, SP3 is required)

- 2008 R2, 2008 R2 Express Advanced Edition (for Windows 2012, SP1 or above is required)

- Internet Information Services 5.1 or above

- .NET Framework 3.5 SP1

- The Marshal Reporting Console installer automatically installs the Microsoft Report Viewer.

- Supported browsers (for client workstations):

  - Firefox 3.6 or above

  - Internet Explorer 7 or above

Note: To successfully connect to the MRC site using Internet Explorer from a computer running Windows Server 2003 or above, **uninstall** Internet Explorer Enhanced Security Configuration (IEESC) on the computer you are browsing from. IEESC blocks active content such as the ASP.NET code used by MRC. This behavior is by design. Adding the MRC site to "safe sites" may not resolve all issues created by IEESC

If you cannot uninstall IEESC, browse from another workstation, or use another browser such as Firefox.

You may also wish to enable "Intranet Settings" (disabled by default with some recent Windows service packs) in order to avoid repeated authentication prompts.

5 Installation Procedures

Installation varies depending on the selected installation type.

5.1 Permissions

The SQL Report Server application requires write access to the Temporary ASP.NET files folder (by default, a path like `C:\WINDOWS\Microsoft.NET\Framework\V2.0.050727\Temporary ASP.NET Files`). The .NET framework installer included with SQL Reporting Services correctly sets this permission for the Network Service account. SQL Express Advanced also correctly sets this permission. **However** if you previously installed .NET framework, and then install SQL Reporting Services, this permission may not be set.

- If you encounter an error referring to permissions on this folder, use Windows Explorer to set the permission. For more information, see this File Permissions topic from SQL Server Developer Center.

5.2 Standalone Installation (SQL Express Advanced)

To install Marshal Reporting Console, including SQL Express 2008 R2 Advanced with SP2, complete the following steps.

1. Obtain the MRC installer (download from Trustwave).
2. If necessary, obtain .NET Framework 3.5 SP1 (download from Microsoft).

On the target server:

3. Log on to the server as an account with local administrator permissions.

4. Enable IIS (if it is not already enabled). For information about enabling IIS on various Windows versions, see Appendix: Enabling IIS. Include Windows Authentication and ASP.NET support.

5. Enable Windows Power Shell.

6. Install .NET 3.5 SP1.
   Note: You **must** enable IIS before installing the .NET framework. If you do not, SQL Express will not install correctly. For more information and troubleshooting help, see Trustwave Knowledge Base article Q12054.

7. Install Marshal Reporting Console.

   a. On the **SQL Server Options** window, choose to install SQL Server 2008 R2 Express.

   Marshal Reporting Console - InstallShield Wizard

   SQL Server Options

   Please select where you would like to store the MailMarshal Reporting Console database

   ○ Recommended: Automatically install and configure SQL Express 2008 R2 with Advanced Services.

   Note:
   * SQL Express 2008 R2 requires Windows Installer 4.5, Powershell1.0, and .Net Framework 3.5 SP1. You may need to cancel this wizard to install these packages before continuing.

   * At the end of the installation, you may be required to restart your computer.

   ○ Use an existing installation of SQL Server.

   This option requires an installed and configured instance of SQL Server 2005 SP3 or above with Reporting Services (SSRS).

   InstallShield

   < Back   Next >   Cancel

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   b. On the **SQL Server Password** window, enter and confirm a strong password for the administrative account (SA), which will be created during installation.

   c. Setup now proceeds to extract and install SQL Server 2008 R2 Express. The server instance name is MRC_SQLEXPRESS. This process can take 15 minutes or longer. It does not require additional input.

   Note: If the SQL Server installation encounters any errors, it opens a report in a new window.

   d. Continue with the **Installation Location** and **Ready to Install** windows. Setup installs the MRC program files.

e. On the **Impersonate User Details** window, enter the Windows account and password that Reporting Console will use for access to local resources. This should be a local administrator. If you plan to add users from the domain environment, this account must also be a domain administrator.

f. On the **Email Configuration** window, enter details of an email server that Marshal Reporting Console will use to deliver reports and administrative messages.

Note: The Sender Email address must be allowed to send mail through the specified server. The address should be valid for delivery and monitored by an administrator.

You can enter a user name and password for SMTP authentication, if required by the email server.

Click **Test** to verify the details by sending an email. Click **Next** to continue.

g. Setup now connects to SQL Reporting Services and installs the reports.

h. On the final window of the wizard, accept the defaults to start services and open the Console in a browser window.

Tip: See the note about Internet Explorer Enhanced Security Configuration in the Software Prerequisites section. To complete configuration, you may need to connect from another workstation.

8. Connect to the Marshal Reporting Console website using an account that is an administrator of the server. On the **Configuration>Databases** tab, add MailMarshal and/or WebMarshal databases that you want to report on, and users who can access the website. To learn more about the options on this tab, see Help.
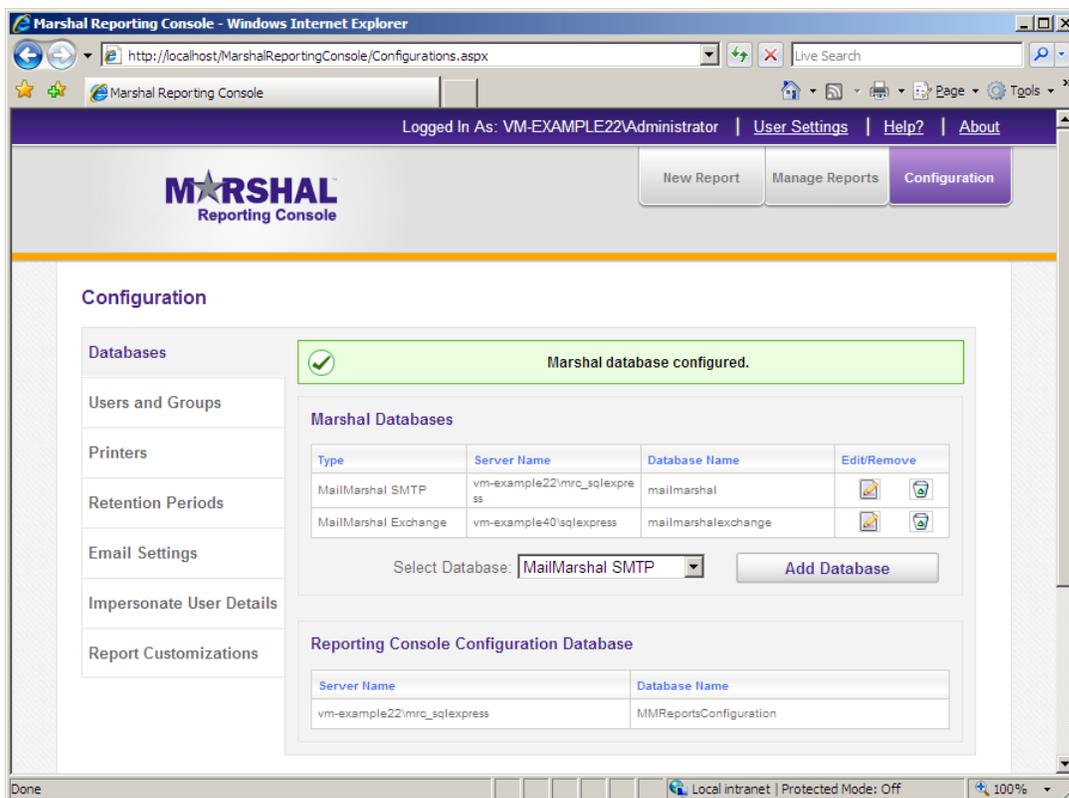
5.3 Same Server Installation (SQL Server 2005 or 2008)

The detailed instructions in this section assume that you have already installed and configured SQL Server and SQL Reporting Services on one computer. Marshal Reporting Console is installed on the same computer.

Trustwave has validated the following settings for SQL and Reporting Services in this scenario:

• Enable TCP/IP connections to SQL Server.

• Enable Mixed Mode authentication on SQL Server.

- Enable SQL Server Browser. This allows the Marshal Reporting Console installer to find the SQL Server.

- When you install Reporting Services at the same time as SQL Server, by default the Reporting Services installation creates appropriate settings. You can review these settings after installation using Reporting Services Configuration Manager. Ensure that Reporting Services is initialized before you install MRC.

On the target server for Marshal Reporting Console:

1. Install Marshal Reporting Console.

   a. On the **Setup Type** window, select a Virtual Directory name used to connect to the web application.

   b. On the **Database Server Location** window, select or enter the server name - do not use (local). To specify a named instance, you can use the format *servername\instancename.* You may need to specify the instance if the server includes multiple instances, or if you are using a pre-existing installation of SQL Express (by default SQL Express creates an instance named `SQLExpress`).

      Enter a SQL username and password.

   Note: The user account must be allowed to create databases.

   c. On the **Impersonate User Details** window, enter the Windows account and password that Reporting Console will use for access to local resources. This should be a local administrator. If you plan to add users from the domain environment, this account must also be a domain administrator.

   d. On the **Email Configuration** window, enter details of an email server that Marshal Reporting Console will use to deliver reports and administrative messages.

   Note: The Sender Email address must be allowed to send mail through the specified server. The address should be valid for delivery and monitored by an administrator.

      You can enter a user name and password for SMTP authentication, if required by the email server.

      Click **Test** to verify the details by sending an email.

   e. On the **SQL Report Services** window, enter the web address of the SQL Reporting Services website, and enter a deployment folder location. If necessary you can find the path using IIS Manager.

   Tip: For instance, if the name of the server is `intranetserver` and you installed SQL Server as the default instance, the entry should be `http://intranetserver/ReportServer`.

   f. On the final window of the wizard, accept the defaults to start services and open the Console in a browser window.

Tip: See the note about Internet Explorer Enhanced Security Configuration in the Software Prerequisites section. To complete configuration, you may need to connect from another workstation.

2. Connect to the Marshal Reporting Console website using an account that is an administrator of the server. On the Configuration tab, add MailMarshal SMTP/SEG, MailMarshal Exchange/ECM, and/or WebMarshal databases that you want to report on, and users who can access the website. To learn more about the options on this tab, see Help.

6 Appendix: Enabling IIS

This section briefly outlines the steps and options required to enable Internet Information Services on supported Windows versions.

6.1 Windows Server 2008 or 2012

1. Open Server Manager.

   - For Windows 2008, Start>Administrative Tools>Server Manager.

   - For Windows 2012, Start>Server Manager.

2. Expand Roles.

3. Add the Role Web Server (IIS).
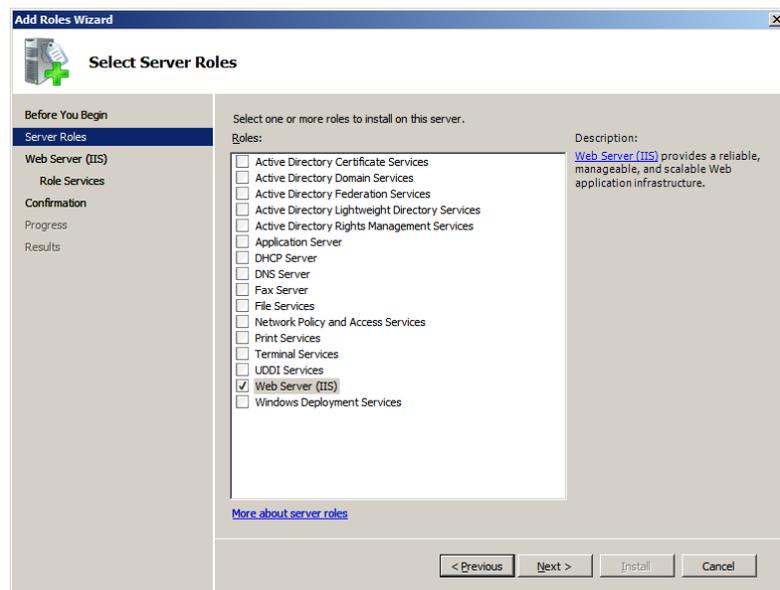
4. On the Select Role Services window, in addition to the defaults, add Role Services **ASP.NET** and **Windows Authentication**.
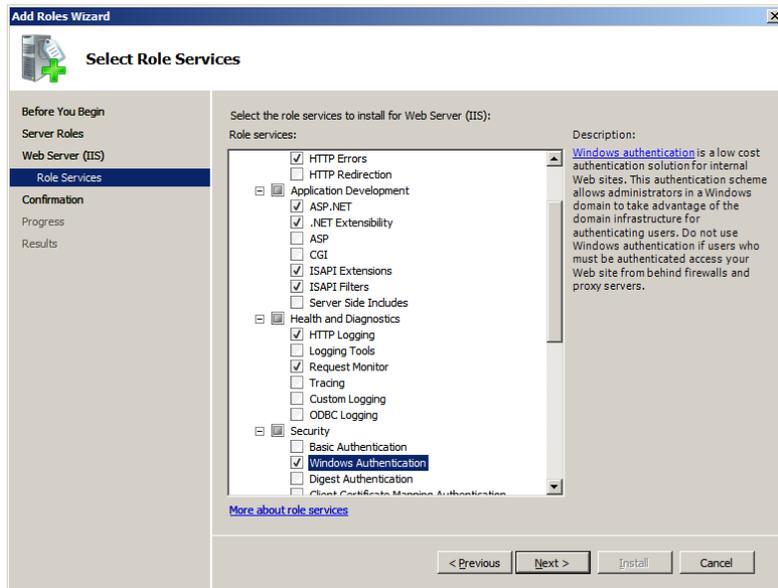
5. Complete the wizard to enable this component.

6.2 Windows Vista

1. Navigate to Start>Control Panel>Programs and Features>Turn Windows features on or off.

2. Select Internet Information Services.

3. Expand Internet Information Services, expand the required feature sets, and select **ASP.NET** and **Windows Authentication**.
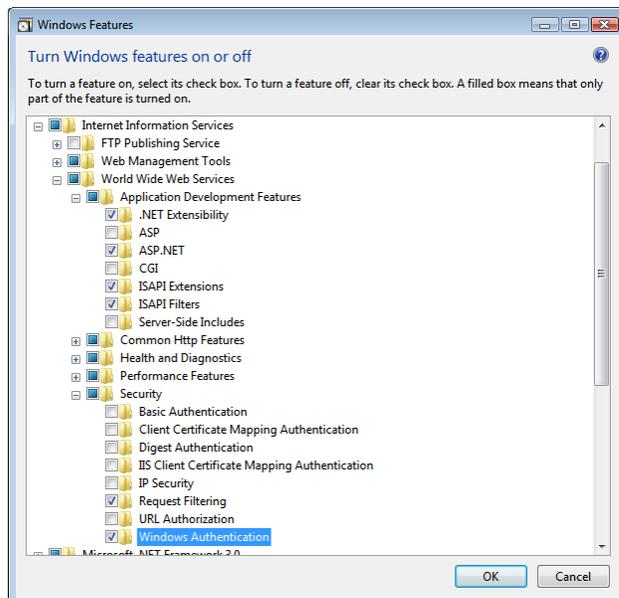
4. Click **OK** to enable this component.

6.3 Windows Server 2003

1. Navigate to Start>Control Panel>Add/Remove programs>Add/Remove Windows components.

2. Select **Application Server** (the default limited set of options is all that is required).
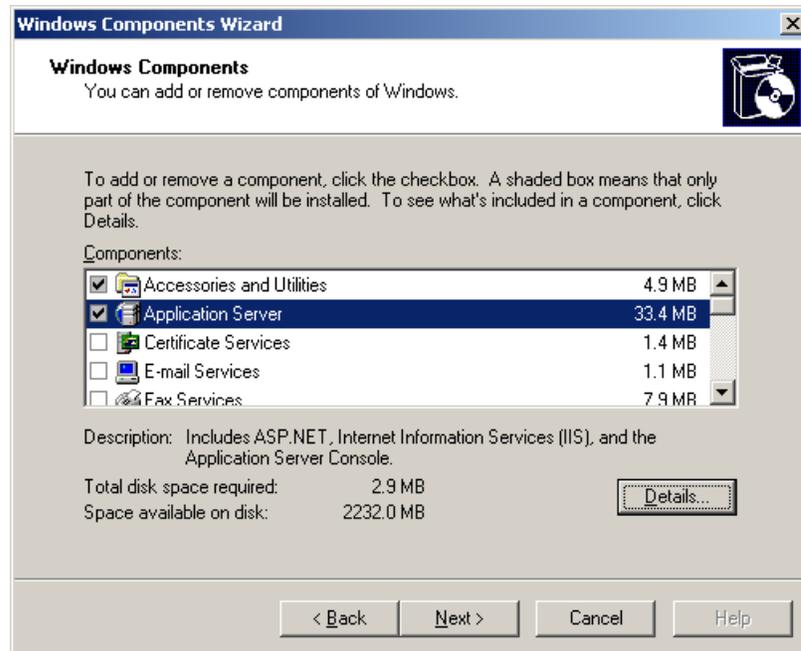
3. Complete the process to enable this component.

6.4 Windows XP

1. Navigate to Start>Control Panel>Add/Remove programs>Add/Remove Windows components.

2. Select **Internet Information Services** (the default limited set of options is all that is required).

Windows Components Wizard

Windows Components
You can add or remove components of Windows XP.

To add or remove a component, click the checkbox. A shaded box means that only part of the component will be installed. To see what's included in a component, click Details.

Components:

☐ 🖨 Fax Services	3.8 MB	
☐ 💬 Indexing Service	0.0 MB	
☑ 🌐 Internet Explorer	0.0 MB	
☑ 🗄 Internet Information Services (IIS)	13.5 MB	
☐ 🖥 Management and Monitoring Tools	2.0 MB	

Description: Includes Web and FTP support, along with support for FrontPage, transactions, Active Server Pages, and database connections.

Total disk space required: 54.1 MB
Space available on disk: 4616.2 MB

[Details...]

[< Back] [Next >] [Cancel]

3. Complete the process to enable this component.

About Trustwave

Trustwave is a leading provider of compliance, Web, application, network and data security solutions delivered through the cloud, managed security services, software and appliances. For organizations faced with today's challenging data security and compliance environment, Trustwave provides a unique approach with comprehensive solutions that include its TrustKeeper® portal and other proprietary security solutions. Trustwave has helped hundreds of thousands of organizations—ranging from Fortune 500 businesses and large financial institutions to small and medium-sized retailers—manage compliance and secure their network infrastructures, data communications and critical information assets. Trustwave is headquartered in Chicago with offices worldwide. For more information, visit https://www.trustwave.com.