

## INSTALLATION GUIDE

# Marshal Reporting Console 2.6

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## About This Document

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

This document applies to MRC 2.6. It provides information about supported environments and prerequisites, as well as instructions for installation of the product.

- MRC 2.6 adds support for installation on Windows 2016 and with SQL Server 2016 (Express and licensed versions).
- MRC 2.6 includes the Report Viewer 2016, which provides enhanced exporting of reports in Excel 2013 and Word 2013 formats.
- MRC 2.6 removes support for some older operating systems and SQL versions. For full details see the Release Notes included with the product.

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

# 1 Introduction

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

## 2 Supported Installation Types

You can install Marshal Reporting Console in several 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 2.5.4 to Marshal Reporting Console 2.6. For more information about upgrading, see the Release Notes.

### 2.1 Standalone Server Installation (SQL Express 2016 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 SEG, ECM, and/or WebMarshal logging databases can be hosted on this or another database server.
  - The SEG or ECM Web Components 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 2016 Advanced, and configures MRC to use this instance).
- **Disadvantages:** SQL Express does not support abort of running reports. SQL Express supports limited export formats (PDF, Word, and Excel). 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. SQL Express 2016 requires Windows Server 2012 or above.

### 2.2 Standalone Server Installation (SQL Server 2008 R2, 2012, 2014, 2016)

- 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 SEG, ECM, and/or WebMarshal logging databases.
  - This server could host other IIS applications such as the SEG or ECM Web Components (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 SEG, ECM, and/or WebMarshal logging databases, the requirements for the product databases must also be considered. For information about SEG, ECM, and WebMarshal database sizing, see the *User Guide* for each product.

- Core i5 processor or similar performance
- 6 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 2GB 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. MRC is a 32-bit application.

- Windows Server 2016
- Windows Server 2012 or 2012 R2
- Windows Server 2008 SP2, 32 or 64 bit versions, or Server 2008 R2 (*See note about SQL 2016*)
- Windows 7, 32 or 64 bit versions (*See note about SQL 2016*)
- *Windows 10 is not supported*
- SQL Server:
  - Mixed Mode authentication enabled
  - 2008 R2, 2008 R2 Express Advanced Edition (SP2 or above is required)
  - 2012, 2012 Express Advanced Edition (SP4 or above is required)
  - 2014, 2014 R2 Express Advanced Edition (SP2 or above is required)

- 2016, 2016 R2 Express Advanced Edition (SP2 or above is required)



**Note:** SQL Express 2016 can only be installed on Windows 2012 or above (Windows 8 or above).

- Internet Information Services
  - Windows Authentication is required.
- .NET Framework 3.5 SP1.
  - For SQL 2016, .NET Framework 4.6 is also required.
- The Marshal Reporting Console installer automatically installs the Microsoft Report Viewer.
- Supported browsers (for client workstations):
  - Firefox and Chrome (current versions)
  - Microsoft Edge
  - Internet Explorer (versions supported by Microsoft)



**Note:** To successfully connect to the MRC site using Internet Explorer from a computer running Windows Server operating systems, **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

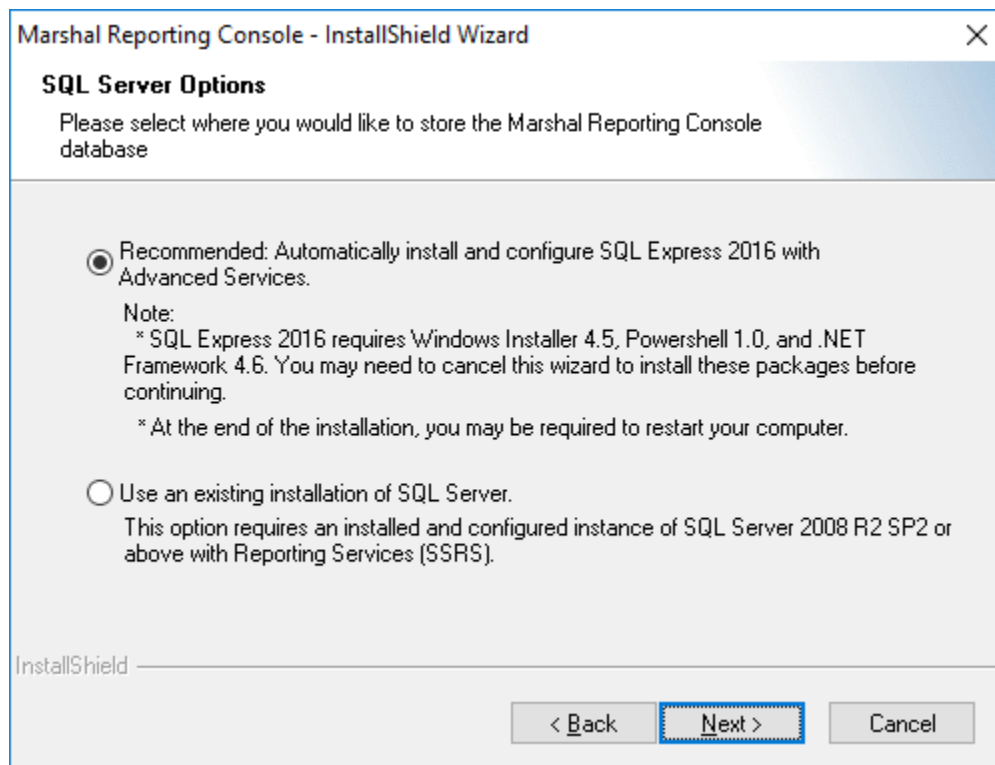
The SQL Report Server application requires write access to the Temporary ASP.NET files folder (by default, a path like `C:\WINDOWS\Microsoft.NET\Framework\V2.0.050727\Temporary ASP.NET Files`). The .NET framework installer included with SQL Reporting Services correctly sets this permission for the Network 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 2016 Advanced, complete the following steps.

1. Obtain the MRC installer (download from Trustwave).
2. Log on to the target server as an account with local administrator permissions.
3. 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.
4. Enable Windows Power Shell.
5. Install .NET 3.5 SP1 if it is not installed. Depending on Operating System version, this installation could be through Server Manager or by download from Microsoft.  
**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](#).
6. Install Marshal Reporting Console.
  - a. On the **SQL Server Options** window, choose to install SQL Server 2016 Express.



- 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 2016 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 **must** be a local account that is an administrator.



**Note:** If you plan to add users from the domain environment, you can change the Impersonate User after installation, from Configuration page of the MRC website.

Marshal Reporting Console - Configuration Wizard

### Impersonate User Details

Enter the administrator user name and password

Please specify the Windows Username including Domain or Computer Name prefix (e.g. Domain\UserName).

The Reporting Console will use this credential to access Windows resources. For more information about required privileges, see the Installation Guide.

User Name: WIN-MESQF3BDIC5\Administrator

Password: ●●●●●●●●●●●●

< Back   Next >   Cancel

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

Marshal Reporting Console - Configuration Wizard

**Email Notification Details**

Enter information required for the Marshal Reporting Console to send email.

Enter the notification email address, SMTP server hostname and optionally select the authentication method to be used for delivering reports and notification by email.

Sender Email:

Sender Name:

SMTP Server:  Port:   Use SSL

Use SMTP Authentication

User Id:

Password:

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**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.



**Tip:** If Setup cannot connect to Reporting Services, ensure that you do not have a proxy server set in Internet Explorer.

- 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.

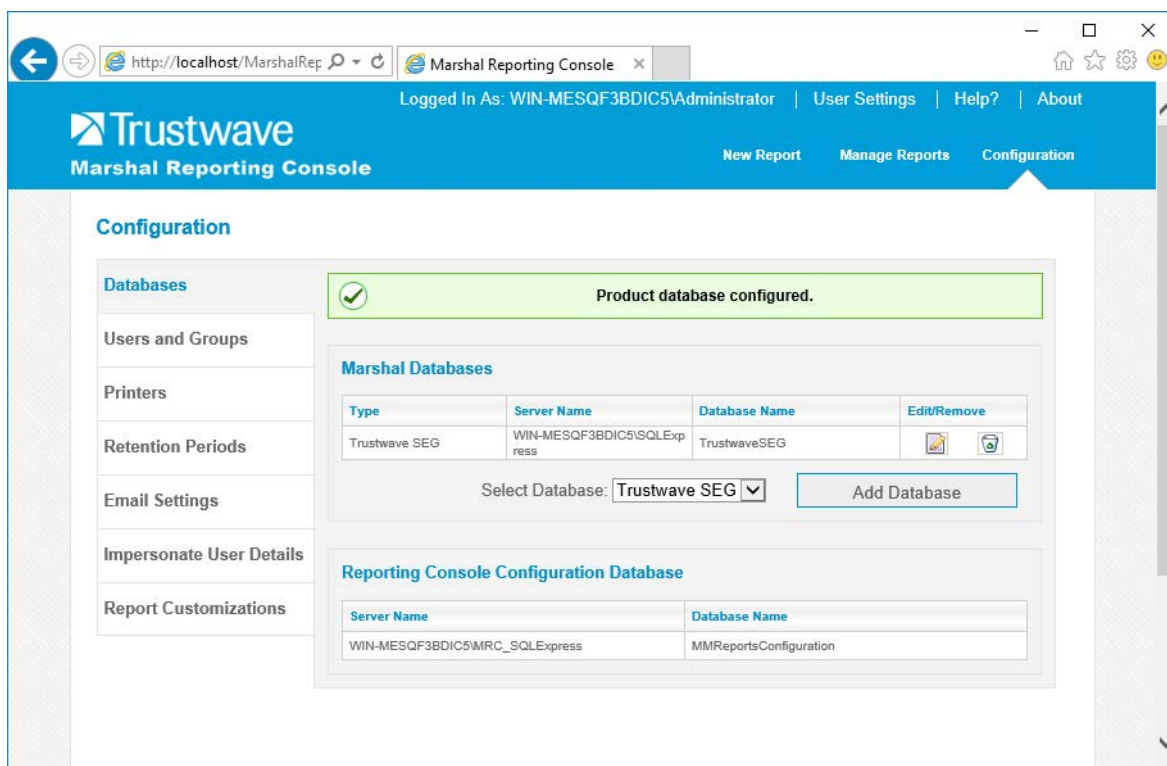


7. Connect to the Marshal Reporting Console website using an account that is an administrator of the server. On the **Configuration>Databases** tab, add SEG, ECM, and/or WebMarshal databases that you want to report on.
8. If you want to add users and groups from the domain environment, on the **Configuration>Impersonate User Details** tab change the Impersonate User to a Domain User that is also a member of the MRC server local Administrators group.



**Note:** Earlier versions of this Guide state that the Impersonate User must be a domain administrator, but that is not required. Only local administrator permission is required. Any Domain User can be a local administrator.

9. To add users and groups who can access the site, see the **Configuration>Users and Groups** tab.
10. To learn more about the configuration options, see Help.



### 5.3 Same Server Installation (SQL Server 2008 R2 through 2016)

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:

#### 11. 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.

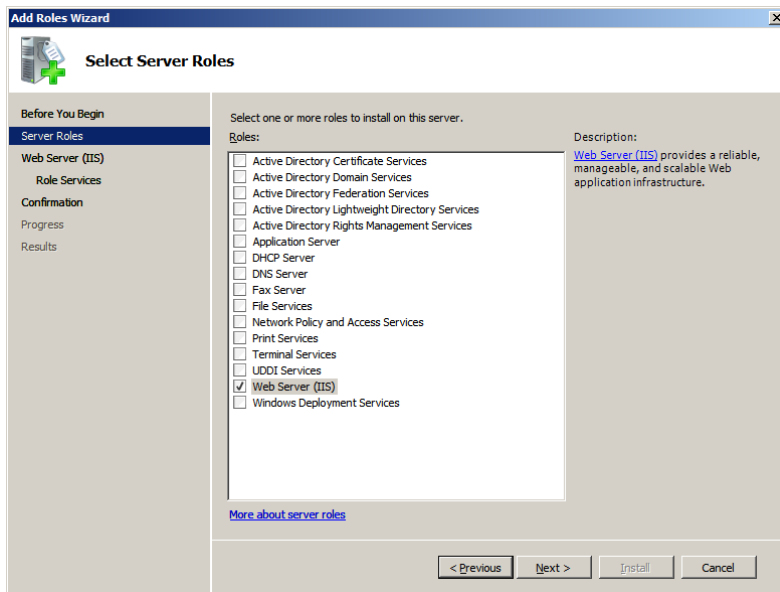
12. Connect to the Marshal Reporting Console website using an account that is an administrator of the server. On the Configuration tab, add SEG, ECM, and/or WebMarshal databases that you want to report on, and users who can access the website. To learn more about the options on this tab, see Help.

## 6 Appendix: Enabling IIS

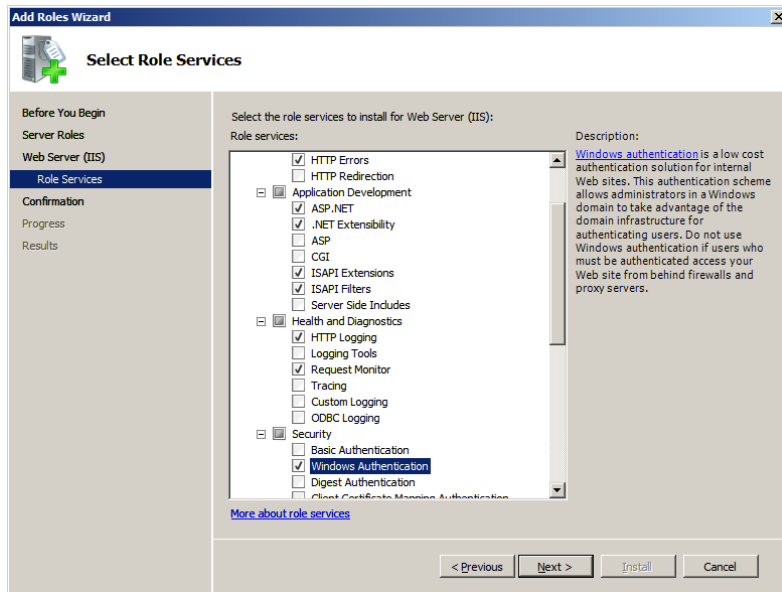
This section briefly outlines the steps and options required to enable Internet Information Services on supported Windows Server versions.

### 6.1 Windows Server 2008

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).



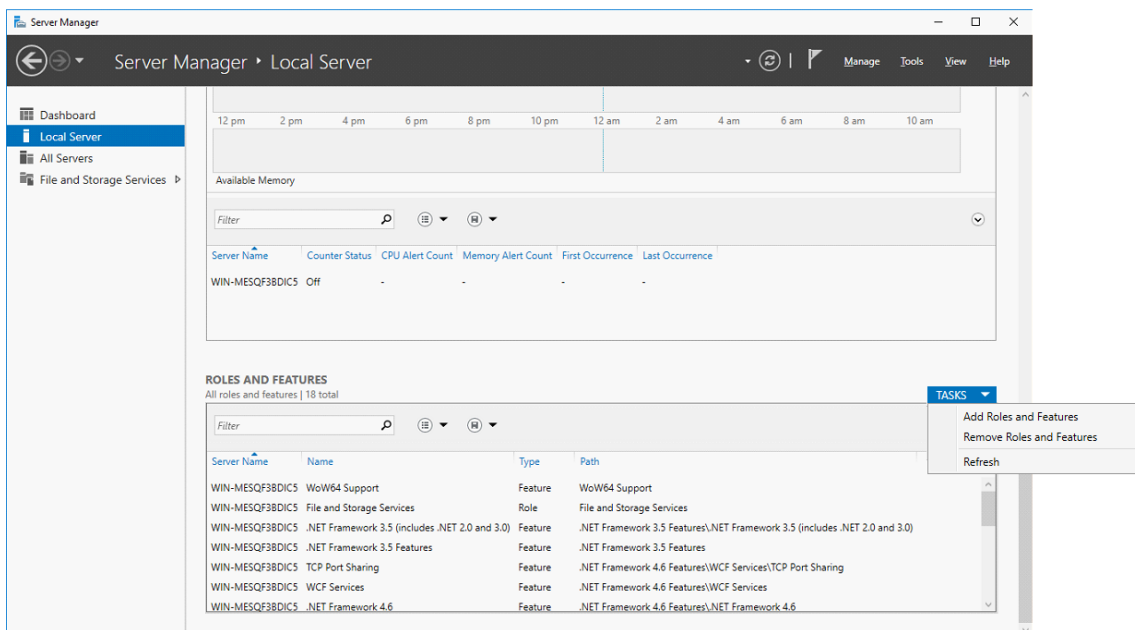
- On the Select Role Services window, in addition to the defaults, add Role Services **ASP.NET** and **Windows Authentication**.



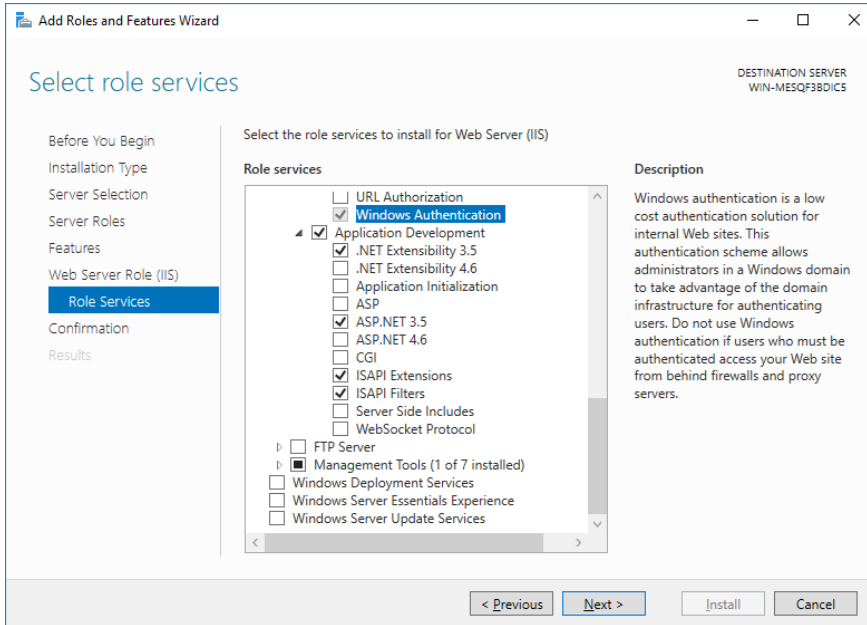
- Complete the wizard to enable this component.

## 6.2 Windows Server 2012 and 2016

- Open Server Manager (Start > Server Manager).
- Select the Local Server.
- Scroll to the Roles and Features section. At top right, select Tasks > Add Roles and Features.



4. Select Role-based installation and select the local server.
5. Select the Server Role Web Server (IIS).
6. On the IIS Role Services window:
  - In the Security section, select Windows Authentication.
  - In the Application Development section, select ASP.NET 3.5



7. Complete the wizard.

# About Trustwave

Trustwave helps businesses fight cybercrime, protect data and reduce security risk. With cloud and managed security services, integrated technologies and a team of security experts, ethical hackers and researchers, Trustwave enables businesses to transform the way they manage their information security and compliance programs. More than three million businesses are enrolled in the Trustwave TrustKeeper® cloud platform, through which Trustwave delivers automated, efficient and cost-effective threat, vulnerability and compliance management. Trustwave is headquartered in Chicago, with customers in 96 countries. For more information about Trustwave, visit <https://www.trustwave.com>.