



Lync Software Pty Ltd

LyncRMS Database Installation
&
LyncRMS Client Configuration

Administrator Guide

Version 4.0



extend your information security
to removable media and mobile devices

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Introduction

Lync Software has developed a range of network management and security solutions that extend your security reach to mobile devices. LyncRMS delivers an integrated removable media security solution. There are two modules:

LyncRMS – Discover & Audit

Audit all hardware and file transactional details of connecting devices

LyncRMS Device & File Security

Create policy rules regarding access to devices and file types, also implement file encryption to removable device and file shadowing.

LyncRMS is a compact Windows client based security solution, which controls access to different types of removable media devices and logs all files transfers that take place between a removable device and a PC.

LyncRMS has been designed to operate on computers running Windows XP and Windows 2000.

This document covers the installation of LyncRMS Database and subsequent installation of the LyncRMS client service.

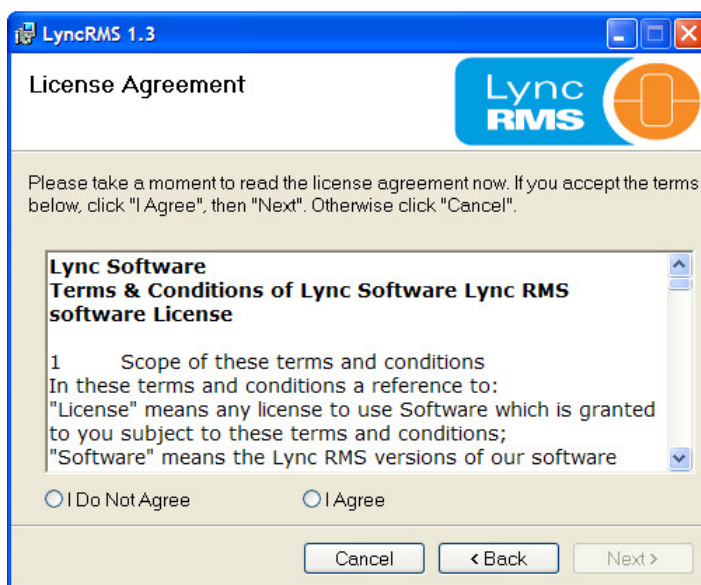
The installation msi package (**LyncRMS.msi**) can be executed on any computer which has a connection to the computer which will host the SQL database.

Important Note

The installation process requires .NET Framework Version 2.0 to be installed on the computer which is executing LyncRMS.msi program. Within this msi package is embedded a further msi, which has a dependency on the .NET framework.

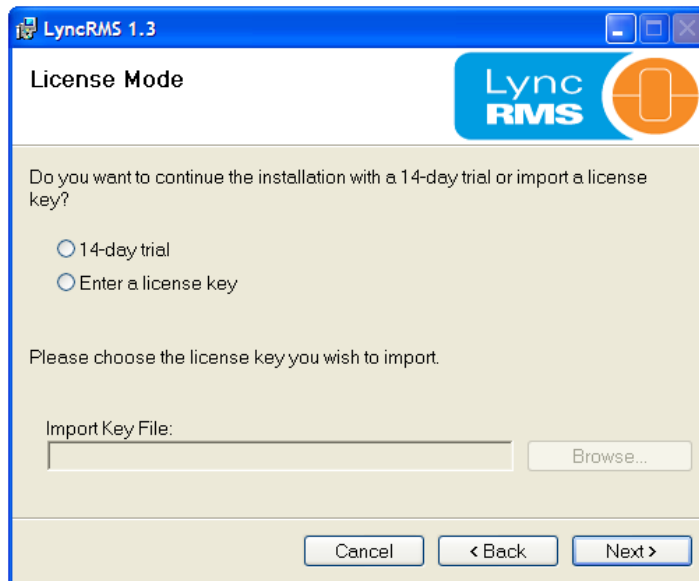
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LyncRMS Database Installation



Installation Guide

The next screen enables you to continue installing with the 14 day trial version or to import a license key.



The licence key contains the number of computers that LyncRMS will audit and log results to the database. If LyncRMS is installed on more computers than the number of licenses, the 'unlicensed' computers will not be audited., however they will continue to operate in off-line mode.

The 14 Day trial version permits you to install LyncRMS on unlimited client computers, and will be configured to enable you to apply rules, file encryption, shadowing etc. On expiry of the 14 day period, the Data and Policy tabs will be disabled and file encryption will cease to function, however the client will continue logging data to the LyncRMS database.

Next, you will be asked to select which type of database configuration you would like to install the database into. Select the option that best fits your database environment.

Appendix A at the end of this document provides further information on how the database is installed and configured.

Step 1:

Option 1: Install a new MSDE instance on the local machine

Selecting this option will allow you to install a clean copy of a MSDE named instance of your choice onto the local PC. The setting for this MSDE instance is Windows Authentication Security Logon. This can be altered later, through the use of various SQL Server Management Tools.

Please proceed to step 3.

Option 2: Install into an existing SQL or MSDE Server

Selecting this option will allow you to install the LyncRMS database into an existing SQL Server or MSDE installation. In this case, the database will attach itself to the server that you specify in the dialog box.

Important – Before continuing, please ensure that authentication on SQL Server is set to Mixed Mode (Windows & SQL Server Authentication)

Please proceed to step 2.

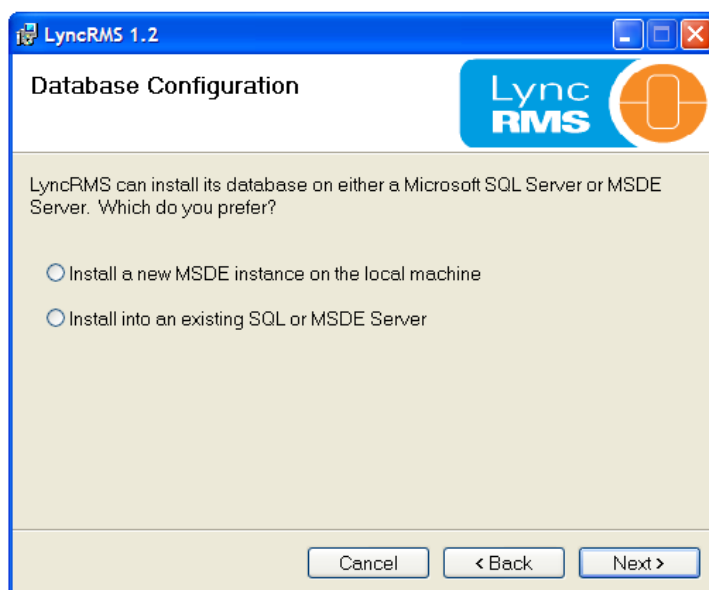
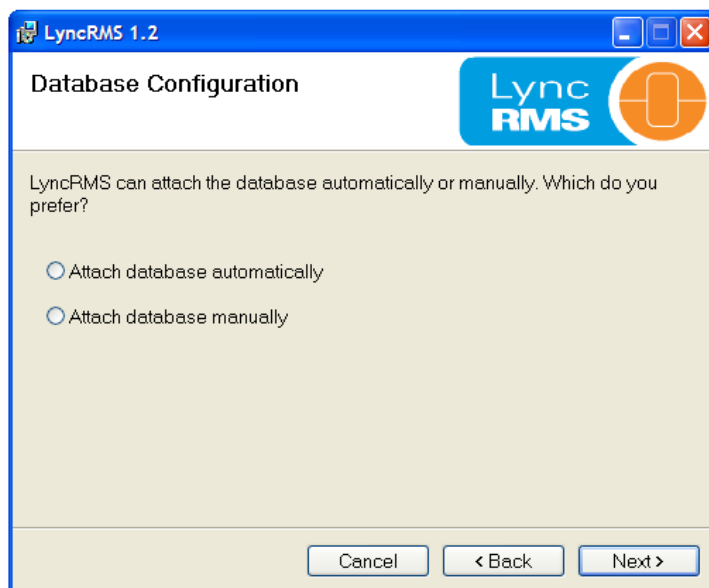


Figure 1 – Database Configuration 1

Step 2



LyncRMS provides the option to attach its database through an automated procedure, meaning that the default Microsoft SQL Server directory will be selected to hold both the .mdf and .ldf files.

The second option permits a DBA to manually install the database at a later time, thus allowing them to run an SQL script where a custom directory can be specified for both the .mdf and .ldf files. The SQL script is called **Lync_FullIDBScript.sql** and can be located in the **Program Files\LyncRMS** directory.

Step 3:

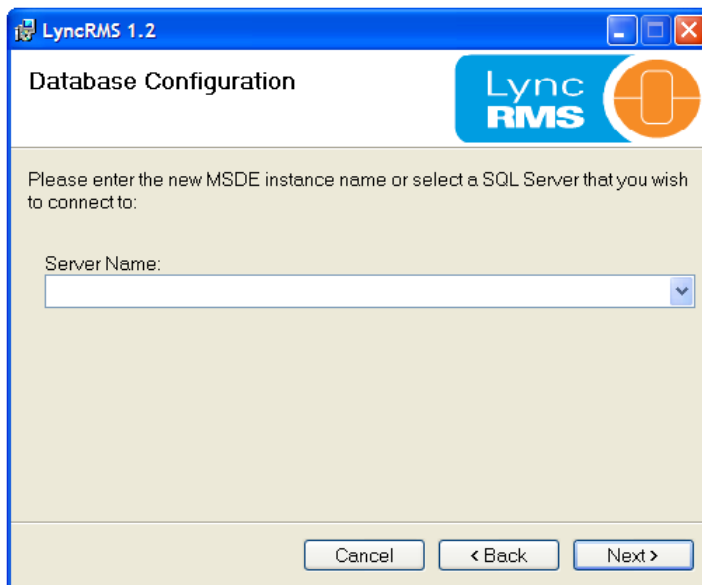


Figure 3 – Database Configuration 3

Option 1:

If you selected Option 1, then you will only need to specify an instance name of your choice in order for the installer to install the LyncRMS database. E.g. MY_MSDE

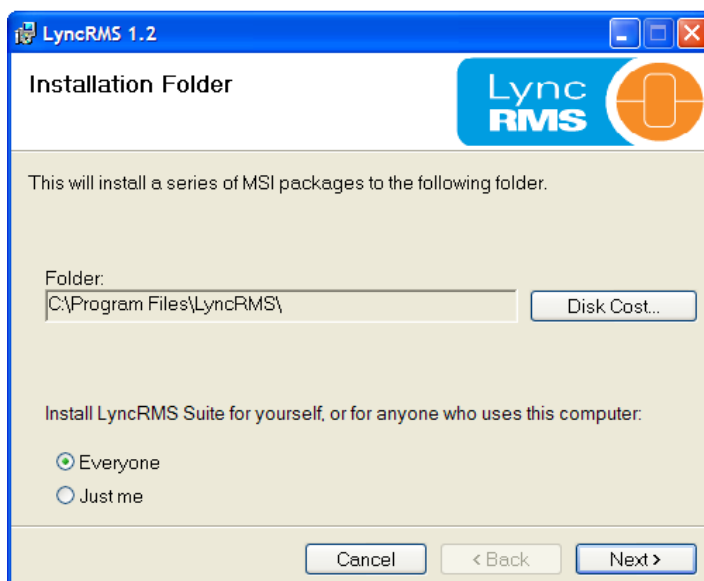
Option 2:

If you selected Option 2, then an enumeration of all existing SQL servers on the network will be available for selection in the combo box.

Note : If the 'drop-down' list of existing SQL Servers is empty, or the server name you need is not listed, then enter the name of the server.

Click "Next" to proceed to the next dialog box

Step 4:

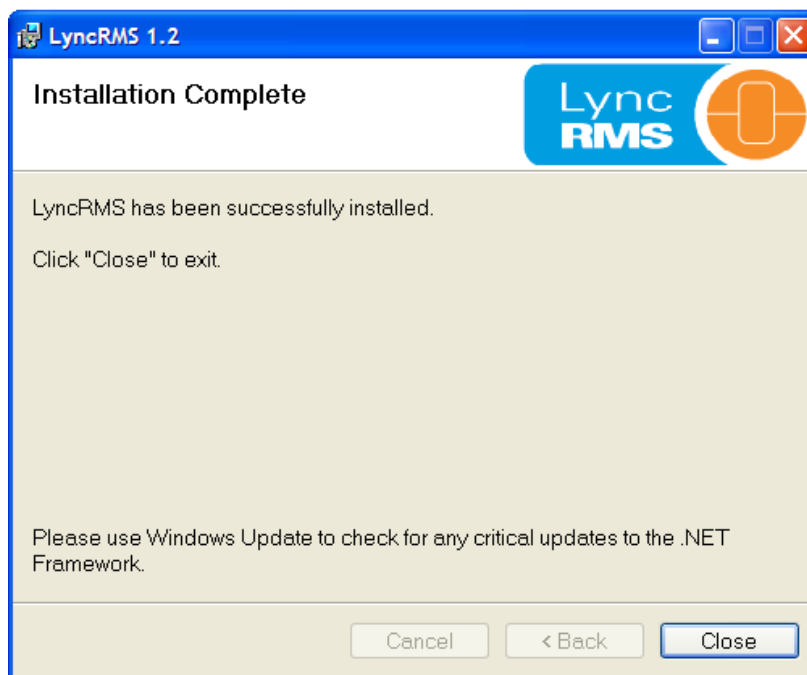


Installation Guide

The "Installation Folder" screen indicates where the files will be installed. More importantly, this is the location where the other MSI installers of the LyncRMS Suite will reside.

The LyncRMS Suite includes the following MSI packages :

1. **LyncFGP.msi** – for distribution to client machines, which installs the LyncFGL service (silent installation)
2. **LyncRMS_Console.msi** – installs the LyncRMS Management Console, which is used to display results of device auditing and file transfer activity.
3. **Uninstall_LyncFGP.msi** – used by an administrator to uninstall the LyncFGL service (silent uninstall)



Database installation and set up is now complete, refer to the next section regarding installation/ deployment of the Lync client application

Note : The LyncRMS Management Console is not automatically installed, refer to the next section for instructions on how to install the console.

LyncRMS Client & Management Console

Client Deployment

During the installation process, a client msi package (**LyncFGP.msi**) is extracted to the C:\Program Files\LyncRMS folder, located on the machine which initiated the installation. To complete the implementation, it is necessary to deploy the LyncRMS client to every computer on the network.

There are a number of options available to administrators to deploy the client, including manual install, Active Directory Group Policy and more sophisticated processes using tools such as Microsoft SMS or Novell ZENworks.

Manual Install

For a manual install, the msi package can be located on a server and accessed from the local machine. This performs a 'silent install' on the local machine, (ie there is no feedback provided on progress or success etc).

In order to verify that LyncRMS has been installed successfully, open Task Manager and LyncFGP.exe should be listed in the Processes tab. Initially it will have a User Name of Administrator, however within a couple of minutes, this should change to System,.

Active Directory Group Policy

There are two different ways to deploy an application through the Active Directory. You can either publish the application or assign the application. You can only publish applications to users, but can assign applications to either users or computers.

With LyncRMS, the application should be **assigned** to a **computer**, because publishing an application doesn't actually install the software.

Assigning an application to a computer works similarly to assigning an application to a user. The main difference is that the assignment is linked to the computer rather than to the user, so it takes effect the next time that the computer is rebooted. The user will not see any indication the LyncRMS service is running on their PC, however the LyncFGL.exe should be listed in the Processes tab, within Task Manager.

To perform the deployment, open the Group Policy Editor. To assign an application to a computer, navigate through the group policy console to Computer Configuration | Software Settings | Software Installation. Next, right click on the Software Installation container and select the New | Package commands from the shortcut menu. Select the appropriate MSI file and click Open. You are now asked whether you want to publish or assign the application, select Assign and click OK.

Client Uninstall

The **Uninstall_LyncFGP.msi** package will uninstall LyncRMS.

Note – only users with Administrative privileges can uninstall LyncRMS.

Management Console Installation

LyncRMS_Console.msi will install the Console on a local computer.

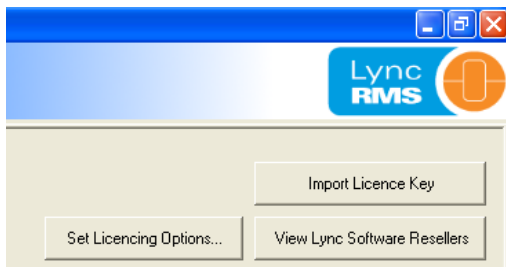
The console has been configured to read data from the database that was configured during the initial install process, detailed in the ini file located in Program Files\LyncRMS\Console

The Console requires .NET Framework Version 2.0 (22 MB) to be installed on the computer.

Upgrade from Trial Version to Licensed Version

In order to upgrade from the 14 Day Trial Version, you will need a License Key (obtained from your LyncRMS Vendor)

After obtaining the license key file, open the Management Console and select the Import License Key button, located on the Status tab, which will open an Import dialog box. After importing the license key, the console will be updated to display the total number of licenses, for each mode (Audit, Security and Security+Encryption)



If additional licenses are required, follow the same procedure as detailed above and the console will be updated with the 'new' License Limit.

Extend Trial Period

In order to extend the Trial Period, you will need a License Key (obtained from your LyncRMS Vendor). Import the license key following the steps outlined in the section above.

Troubleshooting

Microsoft XP Service Pack 2 Firewall

If you are running Windows XP with Service Pack 2 applied to your system then you may encounter Server-Client connection failures to the SQL/MSDE server. This is due to Microsoft's Windows firewall, in which it inherits default settings to permit all outgoing traffic and prohibits all incoming traffic to your SQL Server. This could prevent LyncRMS from functioning properly.

Resolution:

To allow for remote connections to your SQL/MSDE server you will need to enable both the TCP and UDP ports on the server having the SQL or MSDE installation.

To detect what TCP port number your SQL/MSDE server is listening on

Click on:

Start -> Run

In the run dialog box enter **svrnetcn.exe**,

Server Network Utility appears, from the drop-down menu select the server name that you wish to view.

Under **enabled protocols**, select **TCP/IP** and click on **Properties**

Another dialog will appear indicating what TCP port number your Server Instance is listening on.

To add ports to the Windows Firewall Exceptions list

Click on:

Start -> Run

In the run dialog box enter **firewall.cpl**

Windows Firewall appears, select from the **Exceptions** tab and add a port by clicking on **Add Port**.

Provide a name and type in the TCP port number into its respective boxes, ensure that the TCP radio-button is selected.

Repeat the procedure to add a UDP port to the Exceptions list.

Note: UDP port number is always set to 1434

Login failed for user lyncadmin - error message

If error *Login failed for user lyncadmin* is displayed when the console starts up, it is possible the SQL Server that is hosting the database has its authentication set to Windows Only, however it will require SQL Server & Windows (ie mixed mode) for LyncRMS to function correctly.

Use a valid Windows login to connect to SQL Server, then change the security authentication mode in SQL Server to **SQL Server and Windows**. To do this, follow these steps:

1. Start Enterprise Manager.
2. Expand **Microsoft SQL Servers**, and then expand **SQL Server Group**.
3. Right-click the server that you want to change to **SQL Server and Windows** authentication, and then
4. In the **SQL Server Properties** dialog box, click the **Security** tab, click **SQL Server and Windows**, and
5. When you are prompted to re-start the SQL Server service, click **Yes**.

Appendix A

LyncRMS Database Configuration Overview

Upon installation of LyncRMS, the user will be required to setup a database which the LyncRMS clients will be able to communicate with. The first action that the MSI performs is to enumerate existing active SQL Server/MSDE instances on the network. The Server list will be cached thus providing a means for populating the installer combo box.

Step 1, requires the administrator to select which type of database configuration and setup they would like to perform.

There are two options:

Option 1:

This option installs a new MSDE instance on the local machine. Selecting this radio-button will trigger the MSI to run a custom action setup script that installs the MSDE instance.

The MSDE target directory will be set to a default location found in:

C:\Program Files\Microsoft SQL Server\ MSSQL\$<INSTANCENAME>

Step 2, a dialog will prompt the administrator to enter an MSDE instance name of their choice. In this case an empty but editable combo box will be issued to configure the instance name.

Following the installation of the MSDE server instance, the MSI will send a command to initialize and start the MSDE server then execute an SQL script to install the LyncRMS database. Two output files will be created as a result of running the SQL script. These include a SQL Primary data file and a SQL Primary transaction log file, named LyncRMS.mdf and LyncRMS_log.ldf respectively. These files can be found in:

C:\Program Files\Microsoft SQL Server\ MSSQL\$<INSTANCENAME>\Data

Option 2:

Option 2 adopts a more configurable database installation process as opposed to the automated process in option 1.

In option 2 Step 2, the administrator will have the choice of whether to automatically or manually install the LyncRMS database.

If the administrator elects to perform an automated database installation into an existing SQL/MSDE server, then they are required to specify both the "COMPUTERNAME" and "SQL/MSDE Server Name".

To make the install procedure user-friendly, an additional feature has been included to enumerate all the currently active SQL Server/MSDE Server instances. This will allow the user to select servers from a list or manually input a server path of their choice so that it can be compiled within the DBConfig.ini file and embedded inside the LyncFGL.msi client installation file

The dialog box prompting for the server name serves two purposes; to provide a server path for the clients to connect to, and a path for the database to be installed into.

The LyncRMS database will be installed onto the specified server with its .mdf and .ldf deposited in location:

C:\Program Files\Microsoft SQL Server\ <INSTANCENAME>\Data

If the administrator elects to run the LyncRMS SQL script manually then no database will be created. If this option is selected a copy of the LyncRMS SQL script will reside in the LyncRMS.msi installation directory:

C:\Program Files\LyncRMS



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