dotDefender v5.18 for IIS

Upgrade Guide

From versions 3.86 and higher

Applicure Web Application Firewall

Installation Process

The installation guide contains the following sections:

System Requirements

Upgrading dotDefender

Troubleshooting

System Requirements

Make sure to back-up the following:
* "$:\Program Files\Applicure\dotDefender for IIS\etc\"
* HKEY_LOCAL_MACHINE -> SOFTWARE -> Applicure
        Use the "Export…" option in the Registry management (Start -> Run -> "regedit").

dotDefender operation requires the following:
Web Server: IIS 6.0, IIS 7.0, IIS 7.5.

Supported Operating systems: Microsoft Windows 2003, Microsoft Windows 2008

Windows 2008 Requirements

Note: This section concerns steps that have to be performed before installing dotDefender v5.18 on a *Windows 2008 server*.

The following role services should be installed (In addition to the default role services installed with IIS):

APPLICATION DEVELOPMENT:
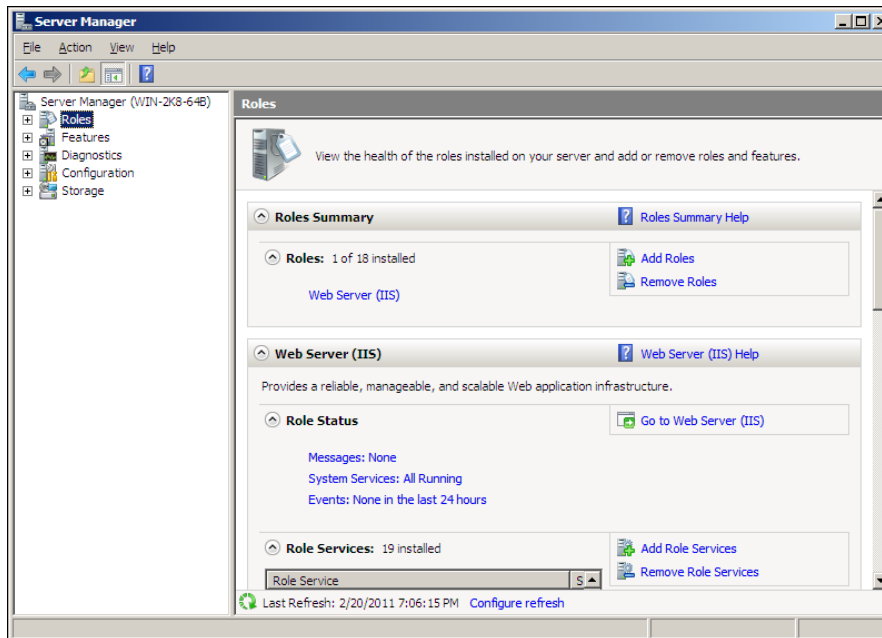
ISAPI Extensions

ISAPI Filters

CGI

SECURITY:

Windows Authentication

MANAGEMENT TOOLS:

IIS6 Metabase Compatibility

Note: When selecting the parameters instructed in the steps below, leave other default definitions.

1. Select **Start > Server Manager** to open the Server Manager window.

2. Select **Roles** in the left pane.
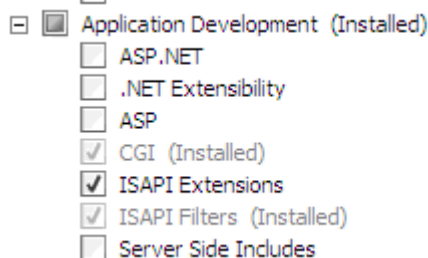
3. Select **Web Server (IIS)**.
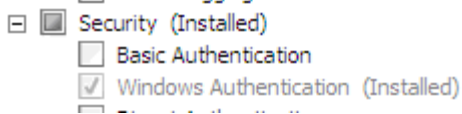

4. Select **Add Role Services**.

   The Add Roles Wizard appears.

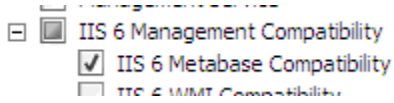5. Under Application Development in the right pane, select:

   - **ISAPI Extensions**
   - **ISAPI Filters**
   - **CGI**

6. Under Security select **Windows Authentication**.

7. Under Management Tools > IIS6 Management Compatibility, select **IIS6 Metabase Compatibility**.

8. Click **Next**.

9. Click **Install**.

After installation, the Installation Results window appears with a message informing you that the Installation has succeeded.
An IIS restart is required now.

Now you are ready to upgrade to dotDefender v5.18 for IIS.

Continue to the next section.

Upgrading dotDefender

Note: The IIS Web server will be automatically restarted during the installation process.

1. Select from Applicure website's downloads page the version you plan to install.

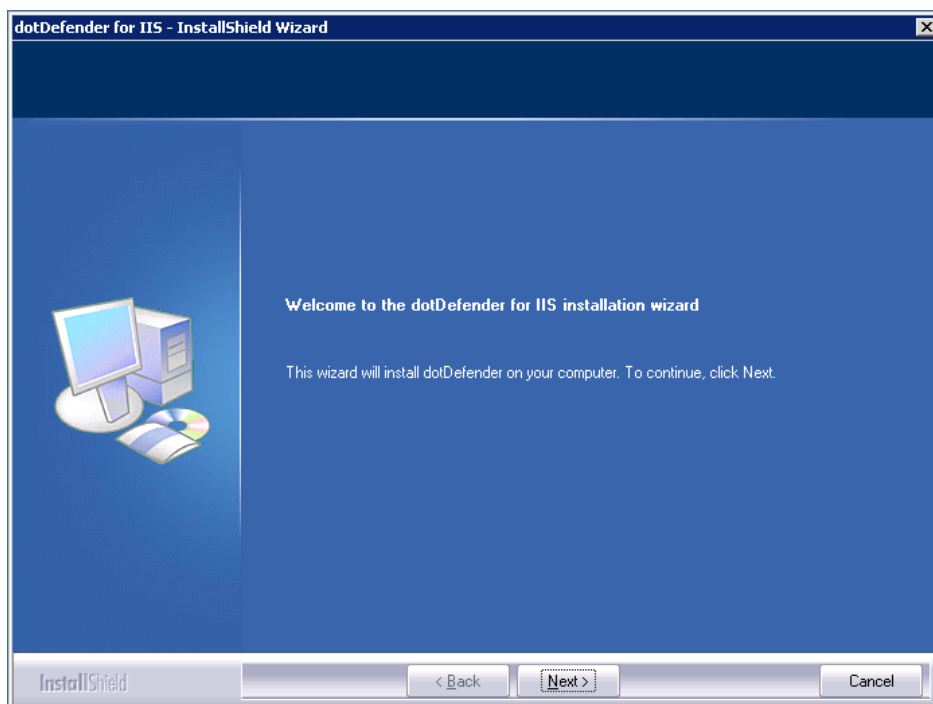   You will be prompted to Save or Run the dotDefender installation. Click Save.

   The file will begin downloading.

2. Double-click the .exe file.

**Note**: We recommend manually stopping the IIS service and the dotDefender services before launching the installer.

   (In the command prompt type: "iisreset /stop").

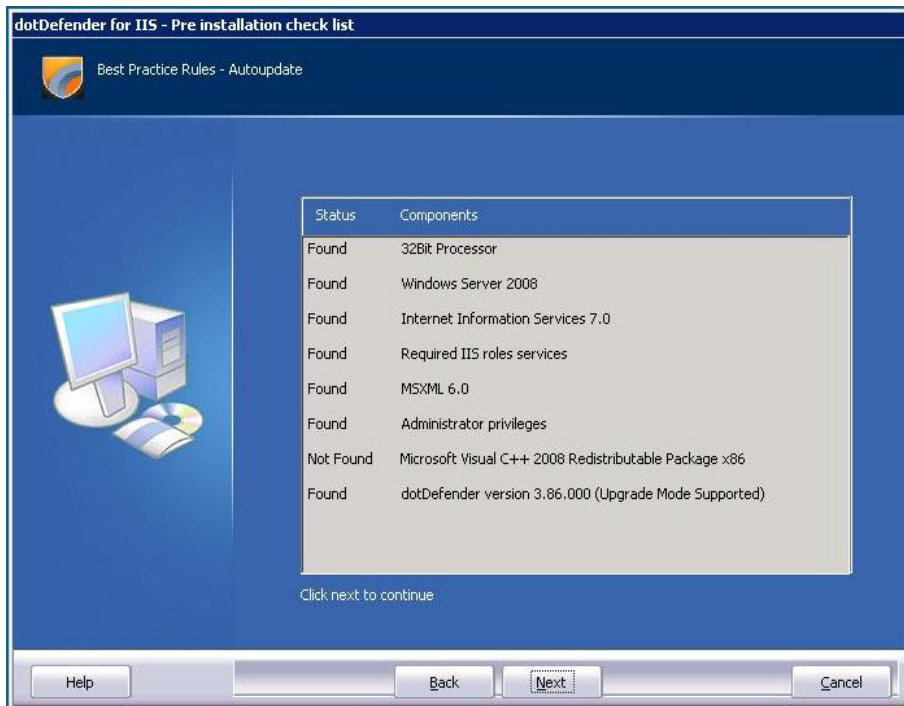3. **The InstallShield Wizard begins and the Welcome window appears.**

Click **Next** to continue.

4. A message appears warning you that the IIS Web server will be automatically restarted during the installation. Click **Yes** to continue.

Question ✕

❓ Important!
Please note that IIS web server will be automatically restarted during installation.
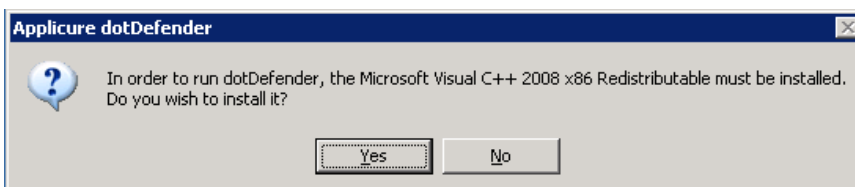Would you like to continue?

[Yes]   [No]

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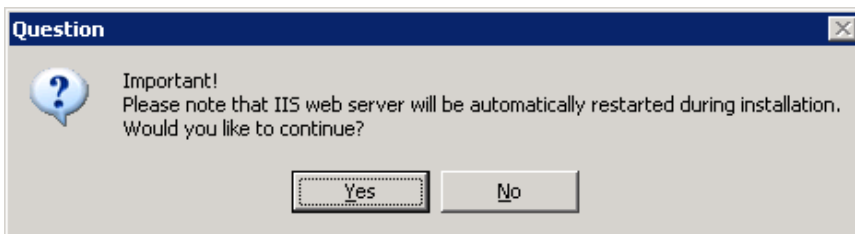
5. Requirements screen - the "Help" button will supply additional information if the server does not meet the requirements (Microsoft Visual C++ 2008 will be installed automatically).
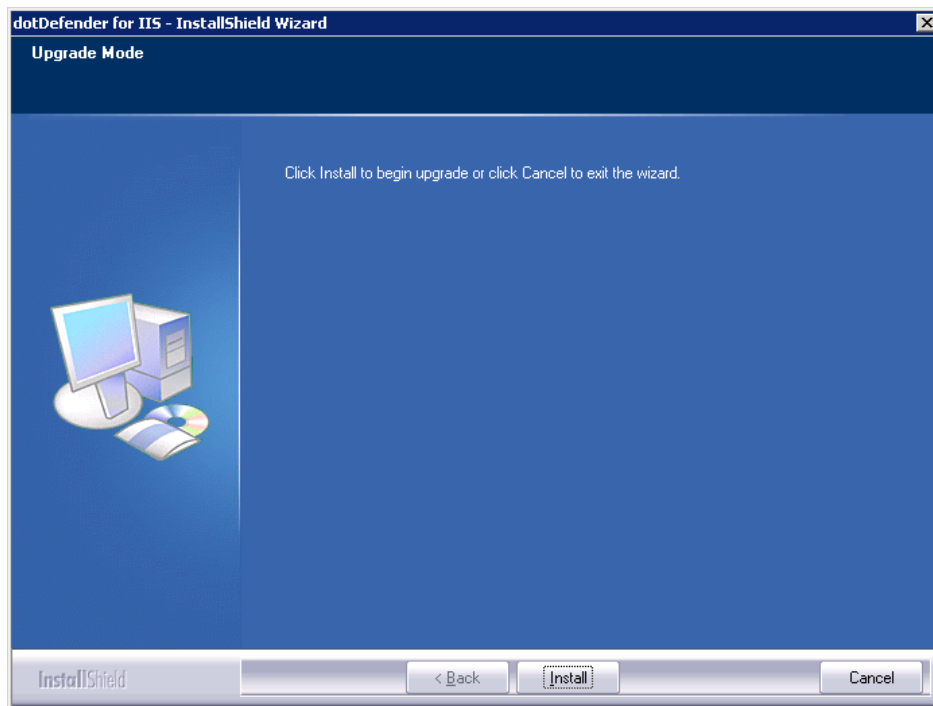
dotDefender for IIS - Pre installation check list

🛡 Best Practice Rules - Autoupdate

Status	Components
Found	32Bit Processor
Found	Windows Server 2008
Found	Internet Information Services 7.0
Found	Required IIS roles services
Found	MSXML 6.0
Found	Administrator privileges
Not Found	Microsoft Visual C++ 2008 Redistributable Package x86
Found	dotDefender version 3.86.000 (Upgrade Mode Supported)

Click next to continue

[Help]   [Back] [Next]   [Cancel]

*** If the server is missing MSXML 6.0 – Simply download and install it. After that, re-run the installer. ***

*** If the server is missing Microsoft Visual C++ 2008, it will be installed automatically after clicking "Yes" on the next window. ***
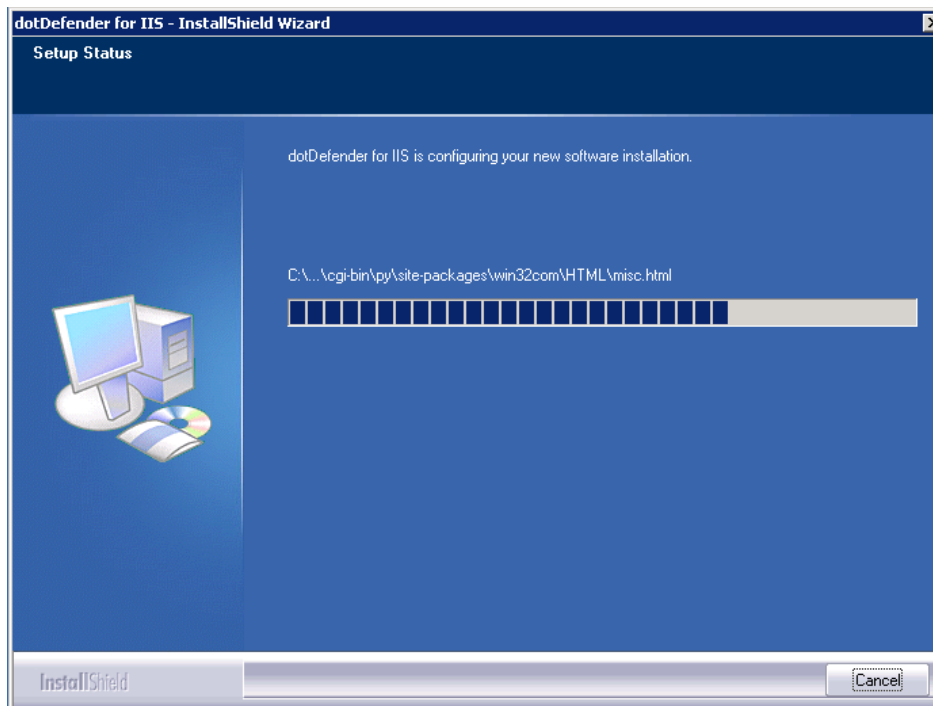

Applicure dotDefender ✕

❓ In order to run dotDefender, the Microsoft Visual C++ 2008 x86 Redistributable must be installed.
Do you wish to install it?

[Yes]   [No]

Click **Yes** to continue.
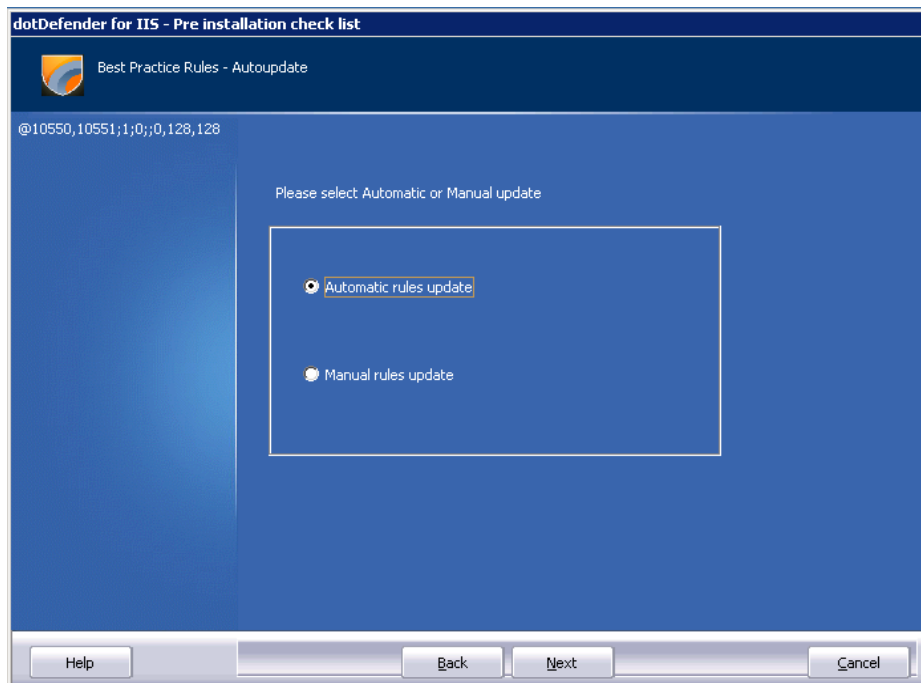
7. The Installation window appears.

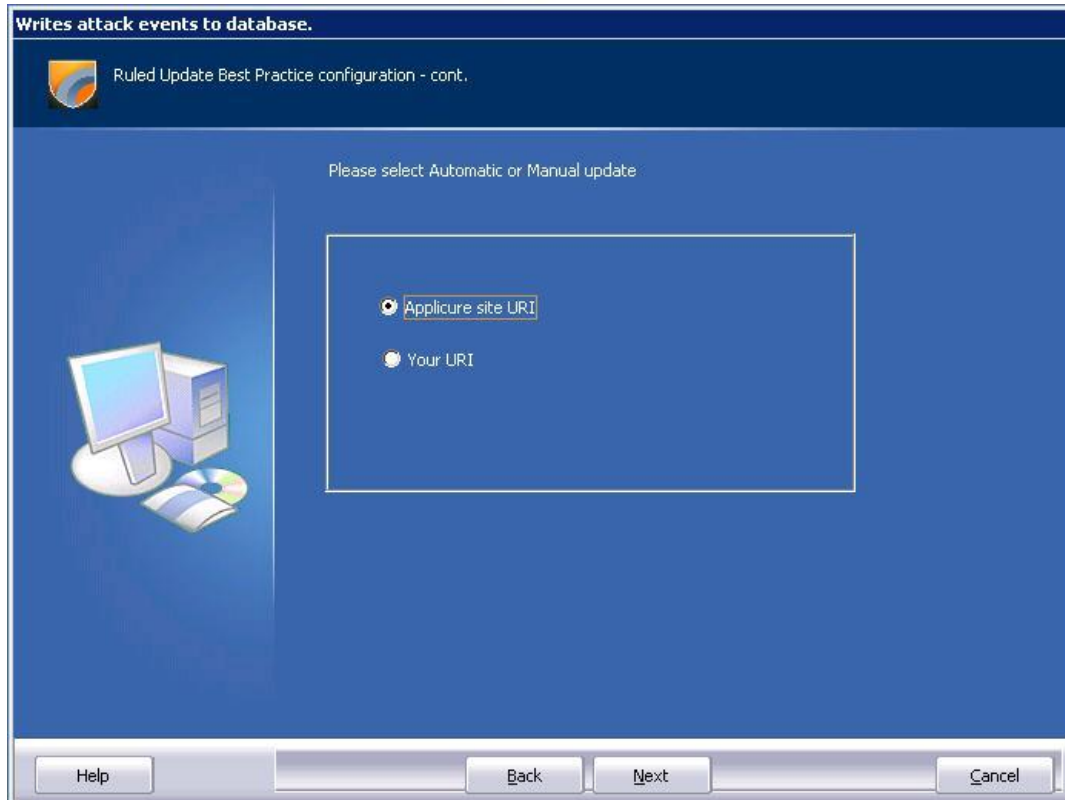## 8. Click Install to begin the upgrade.

9. The Rule-Updates window appears.

Select either **Automatic Update** or **Manual Update**, and then **Next.**
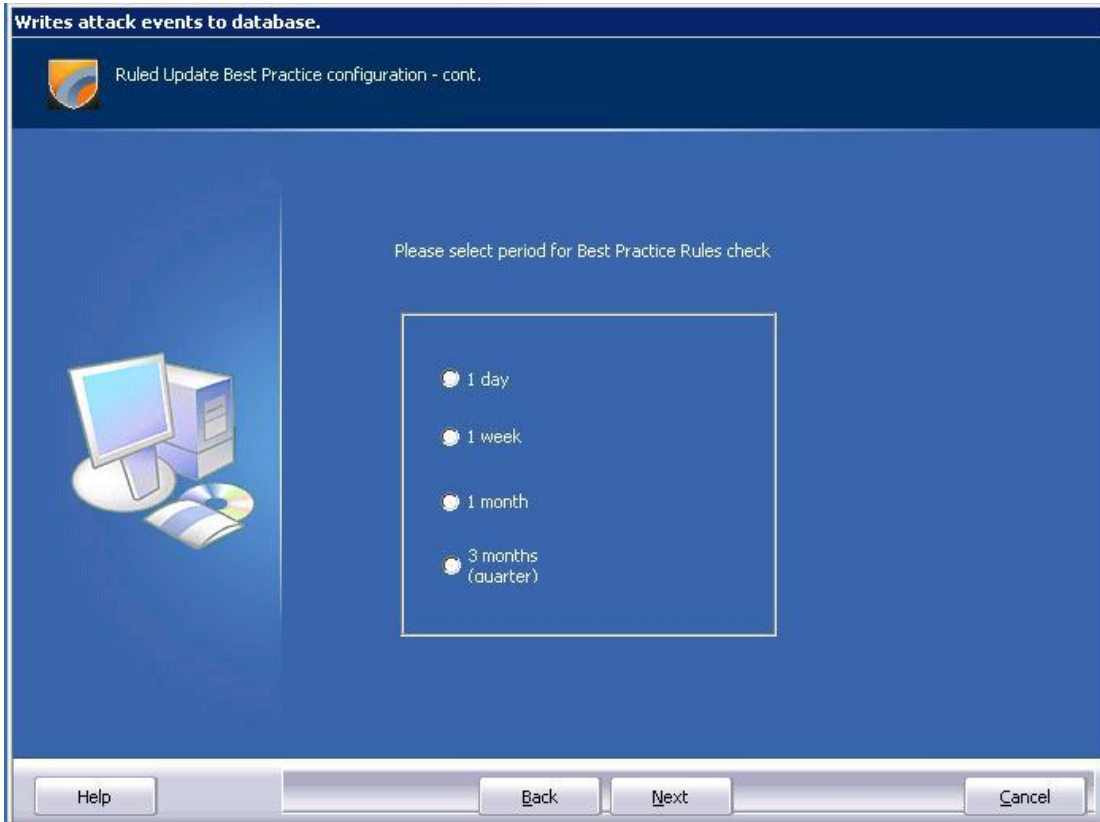

10. The Rule-Updates window appears.

Select to download the rules from either **Applicure's website** or a **custom location**.
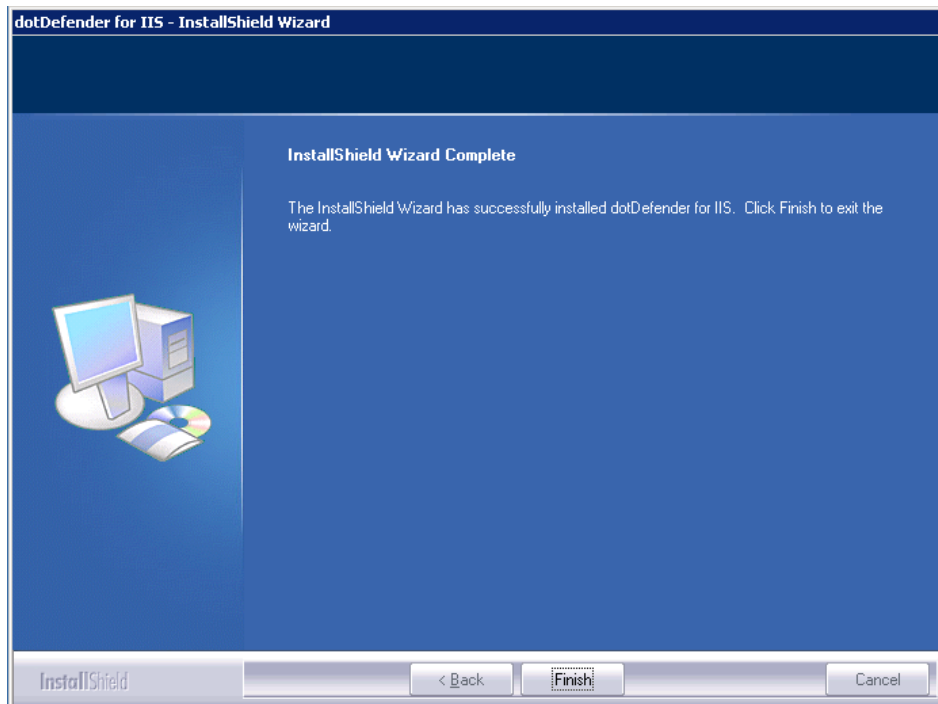
11. The Rule-Updates window appears.

For automatic update, select the frequency of the updates and then **Next.**

When the installation has completed, click **Finish.**

Note: Make sure that your license is activated and the Engine is started.

Note: We recommend manually restarting the IIS service after the installation has finished.
(In the command prompt type: "iisreset").

Once installation has finished and dotDefender is installed on your machine,
a license must be applied to enable blocking and protection..
For licensing your dotDefender, please contact your Applicure account representative or the
Support Team.

Troubleshooting

If you experience any issues loading the dotDefender interface, please review the following points to isolate your problem.

1) Login must be done using an Administrator account. Make sure the user is included in the groups "Administrators", "dotDefenderAdmins" and "IIS_WPG"(IIS6) / "IIS_IUSRS"(IIS7).
2) Check ISAPI filters. (Websites -> properties -> ISAPI Filters)
If an ISAPI filter called URL-Scan is present, it will prevent dotDefenderWS.exe service from running. You must add an exception for dDefender in URL-Scan.
In addition, make sure that either an extension (IIS6) or a "dotDefenderModule" (IIS7) exists.
3) The license.dat file may be corrupted.
Open the file, and if you see strange characters instead of clear text, it is corrupted. Replace the license.
4) The dotDefender virtual directory is placed under the Default website.
If the default website is stopped, missing or working in a different port (FTP port 21 for example) the installer will not create a virtual directory.
If a virtual directory isn't found, create it manually under a different site (please contact the Support Team and ask for instructions).
5) Accessing the Default website from within the server sometimes may cause troubles.
Try accessing it from outside.
6) Avoid .exe filtering. It might block the "dotDefenderWS.exe" file.
7) In case you are NOT using the 'Administrator' account, make sure to disable the UAC.

Please help us help you!

Link to our knowledgebase:
http://applicuresupport.helpserve.com/index.php?_m=knowledgebase&_a=view&parentcategoryid=12&pcid=0&nav=0

support@applicure.com