

Symantec™ Data Loss Prevention System Requirements and Compatibility Guide

Version 11.0



Symantec Data Loss Prevention System Requirements and Compatibility Guide

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- Version and patch level
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|---------------------------------|--|
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| | |
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System Requirements and Recommendations

This chapter includes the following topics:

- [Deployment planning considerations](#)
- [Minimum system requirements for Symantec Data Loss Prevention servers](#)
- [Operating system requirements for endpoint systems](#)
- [Symantec DLP Agent connectivity requirements](#)
- [Supported languages for detection](#)
- [About Symantec Management Platform server requirements](#)
- [Oracle database requirements](#)
- [Browser requirements for accessing the Enforce Server administration console](#)
- [Virtual server and virtual workstation support](#)
- [Virtual desktop and virtual application support with Endpoint Prevent](#)
- [Third-party software requirements and recommendations](#)

Deployment planning considerations

Installation planning and system requirements for Symantec Data Loss Prevention depend on:

- The type and amount of information you want to protect
- The amount of network traffic you want to monitor

- The size of your organization
- The type of Symantec Data Loss Prevention detection servers you choose to install

These factors affect both:

- The type of installation tier you choose to deploy (three-tier, two-tier, or single-tier)
See [“About installation tiers”](#) on page 12.
- The system requirements for your Symantec Data Loss Prevention installation
See [“The effect of scale on system requirements”](#) on page 13.

About installation tiers

Symantec Data Loss Prevention supports three different installation types: three-tier, two-tier, and single-tier. Symantec recommends the three-tier installation. However, your organization might need to implement a two-tier installation depending on available resources and organization size. Single-tier installations are recommended only for performing risk assessments or testing the software.

| | |
|-------------|--|
| Single-tier | To implement the single-tier installation, you install the database, the Enforce Server, and a detection server all on the same computer. Use single-tier installation only for testing or risk assessment purposes. |
| Two-tier | To implement the two-tier installation, you install the Oracle database and the Enforce Server on the same computer. You then install detection servers on separate computers. Typically, this installation is implemented when an organization, or the group responsible for data loss prevention, does not have a database administration team. If you choose this installation, the administrator needs to be able to perform database maintenance tasks, such as database backups. See “Minimum system requirements for Symantec Data Loss Prevention servers” on page 14. |

Three-tier To implement the three-tier installation, you install the Oracle database, the Enforce Server, and a detection server on separate computers. Symantec recommends implementing the three-tier installation architecture as it enables your database administration team to control the database. In this way you can use all of your corporate standard tools for database backup, recovery, monitoring, performance, and maintenance. Three-tier installations require that you install the Oracle Client (SQL*Plus and Database Utilities) on the Enforce Server to communicate with the Oracle server.

See [“Minimum system requirements for Symantec Data Loss Prevention servers”](#) on page 14.

The effect of scale on system requirements

Some system requirements vary depending on the size of the Symantec Data Loss Prevention software deployment. Determine the size of your organization and the corresponding Symantec Data Loss Prevention deployment using the information in this section.

The key considerations in determining the deployment size are as follows:

- Number of employees to be monitored
- Amount of network traffic to monitor
- Size of Exact Data Match profile (EDM) or Indexed Data Match profile (IDM)

The following table outlines two sample deployments based on enterprise size. Review these sample deployments to understand which best matches your organization’s environment.

Table 1-1 Types of enterprise deployments

| Variable | Small/Medium Enterprise | Large/Very Large Enterprise |
|--------------------------------------|---|---|
| Number of employees | < 10,000 | > 10,000 |
| Volume of network traffic to monitor | 30–40 Mbps | > 40 Mbps |
| EDM/IDM size | EDM < 1 million cells or IDM < 1,000 pages | EDM > 1 million cells or IDM > 1,000 pages |
| Hardware requirements | See “Small/medium enterprise minimum hardware requirements” on page 14. | See “Large/very large enterprise minimum hardware requirements” on page 16. |

For additional related information see also *Symantec Data Loss Prevention Network Performance Sizing Guidelines*.

Minimum system requirements for Symantec Data Loss Prevention servers

All Symantec Data Loss Prevention servers must meet or exceed the minimum hardware specifications and run on one of the supported operating systems.

- See [“Small/medium enterprise minimum hardware requirements”](#) on page 14.
- See [“Large/very large enterprise minimum hardware requirements”](#) on page 16.
- See [“Operating system requirements for servers”](#) on page 17.

Symantec Data Loss Prevention requires the Oracle 11g or Oracle10g database. If the Oracle database is installed on a dedicated computer (a three-tier deployment), that system must meet its own set of system requirements.

See [“Oracle database requirements”](#) on page 26.

All installations that include the Endpoint Discover or Endpoint Prevent products require a separate Symantec Management Platform installation, which has its own set of system requirements.

See [“About Symantec Management Platform server requirements”](#) on page 23.

Small/medium enterprise minimum hardware requirements

The following table provides the system requirements for small and medium-size enterprise systems.

Table 1-2 Small/medium enterprise minimum system requirements

| Required for | Enforce Server | Network Monitor | Network Discover, Network Prevent, Endpoint Prevent, or Classification Server |
|--------------|---|--|---|
| Processor | 2 x 3.0 GHz CPU | 2 x 3.0 GHz CPU | 2 x 3.0 GHz CPU |
| Memory | 6–8 GB RAM (EDM/IDM size can increase memory requirements)* Two-tier deployments may require additional memory for running Oracle. | 6–8 GB RAM (EDM/IDM size can increase memory requirements) | 6–8 GB RAM (EDM/IDM size can increase memory requirements) |

Table 1-2 Small/medium enterprise minimum system requirements (*continued*)

| Required for | Enforce Server | Network Monitor | Network Discover, Network Prevent, Endpoint Prevent, or Classification Server |
|-------------------|---|---|--|
| Disk Requirements | <p>500 GB, RAID 1+0 or RAID 5 configuration is recommended*</p> <p>For Network Discover deployments, approximately 150 MB of disk space is required to maintain incremental scan indexes. This is based on an overhead of 5 MB per incremental scan target and 50 bytes per item in the target.</p> | <p>140 GB Ultra SCSI</p> | <p>140 GB Ultra SCSI</p> <p>For Network Discover deployments, approximately 150 MB of disk space is required to maintain incremental scan indexes. This is based on an overhead of 5 MB per incremental scan target and 50 bytes per item in the target.</p> |
| NICs | <p>1 copper or fiber 1 Gb/100 Mb Ethernet NIC to communicate with detection servers.</p> | <p>1 copper or fiber 1 Gb/100 Mb Ethernet NIC to communicate with the Enforce Server.</p> <p>For network traffic monitoring (pick one):</p> <p>1 copper or fiber 1 Gb/100 Mb Ethernet NIC.</p> <p>Or:</p> <p>Endace network measurement card to monitor network traffic. This card is optional, but improves detection performance in high-traffic environments. Supported cards:</p> <p>EDM01-01v7_DAG_3.7</p> <p>EDM01-01v7_DAG_4.3GE</p> <p>DAG_4.5 G2/G4 (PCI-X)</p> <p>DAG_7.5 G2/G4 (PCI-E)</p> <p>See Table 1-11 on page 32.</p> | <p>1 copper or fiber 1 Gb/100 Mb Ethernet NIC to communicate with the Enforce Server.</p> |

*If you are installing the Enforce Server only for use with Enterprise Vault Data Classification Services, fewer resources are required.

See [“Oracle database requirements”](#) on page 26.

See [“The effect of scale on system requirements”](#) on page 13.

Large/very large enterprise minimum hardware requirements

The following table provides the system requirements for large and very large enterprise systems.

Table 1-3 Large/Very Large enterprise minimum system requirements

| Required For | Enforce Server | Network Monitor | Network Discover, Network Prevent, Endpoint Prevent, or Classification Server |
|-------------------|--|---|---|
| Processor | 2 x 3.0 GHz Dual Core CPU | 2 x 3.0 GHz Dual Core CPU | 2 x 3.0 GHz Dual Core CPU |
| Memory | 8–16 GB RAM (EDM/IDM size can increase memory requirements)* Two-tier deployments require additional memory for running Oracle. | 8–16 GB RAM (EDM/IDM size can increase memory requirements) | 8–16 GB RAM (EDM/IDM size can increase memory requirements) |
| Disk Requirements | 1 TB, RAID 1+0 or RAID 5 configuration is recommended* For Network Discover deployments, approximately 1 GB of disk space is required to maintain incremental scan indexes. This is based on an overhead of 5 MB per incremental scan target and 50 bytes per item in the target. | 140 GB Ultra SCSI | 140 GB Ultra SCSI For Network Discover deployments, approximately 1 GB of disk space is required to maintain incremental scan indexes. This is based on an overhead of 5 MB per incremental scan target and 50 bytes per item in the target. |

Table 1-3 Large/Very Large enterprise minimum system requirements
(continued)

| Required For | Enforce Server | Network Monitor | Network Discover, Network Prevent, Endpoint Prevent, or Classification Server |
|--------------|--|---|---|
| NICs | To communicate with detection servers: 1 copper or fiber 1 Gb/100 Mb Ethernet NIC | To communicate with the Enforce Server: 1 copper or fiber 1 Gb/100 Mb Ethernet For network traffic monitoring (pick one): 1 copper or fiber 1 Gb/100 Mb Ethernet NIC. Or: Endace network measurement card to monitor network traffic. This card is optional, but improves detection performance in high-traffic environments. Supported cards: EDM01-01v7_DAG_3.7 EDM01-01v7_DAG_4.3GE DAG_4.5 G2/G4 (PCI-X) DAG_7.5 G2/G4 (PCI-E) See Table 1-11 on page 32. | To communicate with the Enforce Server: 1 copper or fiber 1 Gb/100 Mb Ethernet NIC |

*If you are installing the Enforce Server only for use with Enterprise Vault Data Classification Services, fewer resources are required.

See [“Oracle database requirements”](#) on page 26.

See [“The effect of scale on system requirements”](#) on page 13.

Operating system requirements for servers

Symantec Data Loss Prevention servers can be installed on a supported Linux or Windows operating system. Different operating systems can be used for different servers in a heterogeneous environment.

Symantec Data Loss Prevention supports the following operating systems for Enforce Server and detection server computers:

- Microsoft Windows Server 2003, Enterprise Edition (32-bit) with Service Pack 2 or later
- Microsoft Windows Server 2008 R2, Enterprise Edition (64-bit) or later
- Red Hat Enterprise Linux 5 (32-bit or 64-bit) Update 2 or later

Note: The Classification detection server, used with the Data Classification for Enterprise Vault product, is not supported on Linux operating systems.

English language versions of both operating systems are supported. In addition, localized versions of Windows platforms are supported for Symantec Data Loss Prevention servers and endpoint computers. Note that localized Linux platforms are not currently supported.

See [“Supported languages for detection”](#) on page 21.

See also the *Symantec Data Loss Prevention Administration Guide* for detailed information about supported languages and character sets.

See [“Minimum system requirements for Symantec Data Loss Prevention servers”](#) on page 14.

Linux partition guidelines

Minimum free space requirements for Linux partitions vary according to the specific details of your Symantec Data Loss Prevention installation. The table below provides general guidelines that should be adapted to your installation as circumstances warrant. Symantec recommends using separate partitions for the different file systems, as indicated in the table. If you combine multiple file systems onto fewer partitions, or onto a single root partition, make sure the partition has enough free space to hold the combined sizes of the file systems listed in the table.

Table 1-4 Linux partition minimum size guidelines—Enforce Server with Oracle database

| Partition | Minimum free space | Description and comments |
|-----------|--------------------|--|
| /home | 6 GB | Store the Oracle installation tools, Oracle installation ZIP files, and Oracle critical patch update (CPU) files in /home. |
| /tmp | 1.2 GB | The Oracle installer and installation tools require space in this directory. |

Table 1-4 Linux partition minimum size guidelines—Enforce Server with Oracle database (*continued*)

| Partition | Minimum free space | Description and comments |
|-----------|---|---|
| /opt | 500 GB for Small/Medium installations 1 TB for Large/Very Large installations | Contains installed programs such as Symantec Data Loss Prevention, the Oracle Server, and the Oracle database. The Oracle database requires significant space in this directory. For improved performance, you may want to mount this partition on different disks/SAN/RAID from where the root partition is mounted. |
| /var | 15 GB for Small/Medium installations 46 GB for Large/Very Large installations | Contains logs, EDM/IDM indexes, incremental scan indexes, and network packet capture directories. Note: The /var/spool/pcap and /var/vontu/drop_pcacp directories must reside on the same partition or mount point. |
| /boot | 100 MB | This must be in its own ext2 or ext3 partition, not part of soft RAID (hardware RAID is supported). |
| swap | 8 GB if RAM equal 8 GB or less Equal to RAM if RAM is between 8 and 16 GB 16 GB if RAM is equal or greater than 16 GB | If you need to have the memory dump in case of system crash (for debugging), you may want to increase these amounts. |

Table 1-5 Linux partition minimum size guidelines—Enforce Server without an Oracle database

| Partition | Minimum size guidelines | Description and comments |
|-----------|--|---|
| /opt | 10 GB | Contains installed programs such as Symantec Data Loss Prevention and the Oracle client. |
| /var | 15 GB for Small/Medium installations 46 GB for Large/Very Large installations | Contains logs, EDM/IDM indexes, incremental scan indexes, and network packet capture directories. Note: The /var/spool/pcap and /var/vontu/drop_pcacp directories must reside on the same partition or mount point. |
| /boot | 100 MB | This must be in its own ext2 or ext3 partition, not part of soft RAID (hardware RAID is supported). |

Table 1-5 Linux partition minimum size guidelines—Enforce Server without an Oracle database (*continued*)

| Partition | Minimum size guidelines | Description and comments |
|-----------|--|--|
| swap | 8 GB if RAM is 8 GB or less Equal to RAM if RAM is between 8 and 16 GB 16 GB if RAM is equal or greater than 16 GB | If you need to have the memory dump in case of system crash (for debugging), you may want to increase these amounts. |

Note that partition size guidelines for detection servers are similar to those for Enforce Server without an Oracle database.

Operating system requirements for endpoint systems

Symantec DLP Agents can be installed on computers running any of the following Windows operating systems:

- Microsoft Windows Server 2003 (32-bit) with Service Pack 2 or Windows Server 2003 R2 (32-bit)
- Microsoft Windows XP Professional with Service Pack 2 or Service Pack 3 (32-bit)
- Microsoft Windows Vista Enterprise or Business with Service Pack 1 or Service Pack 2 (32-bit)
- Microsoft Windows 7 Enterprise, Professional, or Ultimate (32-bit or 64-bit)

Symantec DLP Agents can also be installed on supported localized versions of these Windows operating systems.

See [“Supported languages for detection”](#) on page 21.

See also the *Symantec Data Loss Prevention Administration Guide* for detailed information about supported languages and character sets.

See [“About Endpoint Data Loss Prevention compatibility”](#) on page 43.

See [“About Symantec Management Platform server requirements”](#) on page 23.

Symantec DLP Agent connectivity requirements

As part of regular operation, a Symantec DLP Agent requires a persistent connection to a single Endpoint Server. This connection may remain idle for long periods of time. If the connection is broken and reestablished, or if the DLP Agent is connected to a different Endpoint Server, significant overhead is incurred while the server retransmits configured policies to the agent. For this reason, any

network interfaces that reside between DLP Agents and Endpoint Servers must support persistent connections that maintain each agent's affinity to its currently connected Endpoint Server.

DLP Agents can be configured to fail over to another Endpoint Server if the current server cannot be reached. This failover process also incurs the overhead of retransmitting policies to the agent. See the *Symantec Data Loss Prevention System Administration Guide* for information about configuring Endpoint Server redundancy.

Supported languages for detection

Symantec Data Loss Prevention supports a large number of languages for detection. Policies can be defined that accurately detect and report on the violations found in content in these languages.

Table 1-6 Languages supported by Symantec Data Loss Prevention

| Language | Version 9.x | Version 10.0 | Version 10.5 | Version 11.0 |
|-----------------------|-------------|--------------|--------------|--------------|
| Arabic | | Yes | Yes | Yes |
| Brazilian Portuguese | | Yes | Yes | Yes |
| Chinese (traditional) | Yes | Yes | Yes | Yes |
| Chinese (simplified) | Yes | Yes | Yes | Yes |
| Czech | | Yes | Yes | Yes |
| Danish | Yes | Yes | Yes | Yes |
| Dutch | Yes | Yes | Yes | Yes |
| English | Yes | Yes | Yes | Yes |
| Finnish | Yes | Yes | Yes | Yes |
| French | Yes | Yes | Yes | Yes |
| German | Yes | Yes | Yes | Yes |
| Greek | | Yes | Yes | Yes |
| Hebrew | Yes | Yes | Yes | Yes |
| Hungarian | | Yes | Yes | Yes |
| Italian | Yes | Yes | Yes | Yes |

Table 1-6 Languages supported by Symantec Data Loss Prevention
(continued)

| Language | Version 9.x | Version 10.0 | Version 10.5 | Version 11.0 |
|------------|-------------|--------------|--------------|--------------|
| Japanese | Yes | Yes | Yes | Yes |
| Korean | Yes | Yes | Yes | Yes |
| Norwegian | Yes | Yes | Yes | Yes |
| Polish | | Yes | Yes | Yes |
| Portuguese | Yes | Yes | Yes | Yes |
| Romanian | | Yes | Yes | Yes |
| Russian | Yes | Yes | Yes | Yes |
| Spanish | Yes | Yes | Yes | Yes |
| Swedish | Yes | Yes | Yes | Yes |
| Turkish | | Yes* | Yes* | Yes* |

*Symantec Data Loss Prevention cannot be installed on a Windows operating system that is localized for the Turkish language, and you cannot choose Turkish as an alternate locale.

For additional information about specific languages, see the *Symantec Data Loss Prevention Release Notes*.

A number of capabilities are not implied by this support:

- Technical support provided in a non-English language. Because Symantec Data Loss Prevention supports a particular language does not imply that technical support is delivered in that language.
- Localized administrative user interface (UI) and documentation. Support for a language does not imply that the UI or product documentation has been localized into that language. However, even without a localized UI, user-defined portions of the UI such as pop-up notification messages on the endpoint can still be localized into any language by entering the appropriate text in the UI.
- Localized content. Keywords are used in a number of areas of the product, including policy templates and data identifiers. Support for a language does not imply that these keywords have been translated into that language. Users may, however, add keywords in the new language through the Enforce Server administration console.

- New file types, protocols, applications, or encodings. Support for a language does not imply support for any new file types, protocols, applications, or encodings that may be prevalent in that language or region other than what is already supported in the product.
- Language-specific normalization. An example of normalization is to treat accented and unaccented versions of a character as the same. The product already performs a number of normalizations, including standard Unicode normalization that should cover the vast majority of cases. However, it does not mean that all potential normalizations are included.
- Region-specific normalization and validation. An example of this is the awareness the product has of the format of North American phone numbers, which allows it to treat different versions of a number as the same, and to identify invalid numbers in EDM source files. Support for a language does not imply this kind of functionality for that language or region.

Items in these excluded categories are tracked as individual product enhancements on a language- or region-specific basis. Please contact Symantec Support for additional information on language-related enhancements or plans for the languages not listed.

About Symantec Management Platform server requirements

All installations that include the Endpoint Discover or Endpoint Prevent products require a separate Symantec Management Platform 7.0 (SP2 or later), or 7.1 (SP0 or later) installation. Symantec Management Platform 7.0 SP3 or 7.1 is required to support Windows 7 endpoint computers.

Altiris 6 users must upgrade to Symantec Management Platform 7.x and migrate existing management data. The Symantec Management Platform performs automated asset discovery and endpoint installation of the Symantec DLP Agents.

See the *Symantec Management Platform Installation Guide* for more details about Symantec Management Platform requirements and installation options.

System requirements for Symantec Management Platform

Use Symantec Installation Manager to install the Symantec Management Platform products. During the installation process, Symantec Installation Manager displays an **Install Readiness Check** page. On this page, Symantec Installation Manager verifies many of the system requirements.

However, this check only verifies that the computer meets the minimum requirements. Before you begin the installation, you should make sure that the computer meets the system requirements that are appropriate for your environment.

For more information, see the documents at <https://www.securesymantec.com/connect/articles/altiris-endpoint-management-migrations-and-upgrades-71>.

Table 1-7 Hardware requirements and recommendations

| Hardware | Minimum requirements for evaluation | Recommended for small business | Recommended for large enterprise |
|-----------|-------------------------------------|--|---|
| CPU | Pentium 4 | Dual processor dual core | Dual processor quad core |
| CPU Speed | 1.8 GHz | 2.53 GHz | 2.53 GHz |
| RAM | 1 GB | 4 GB, DDR2 | 8 GB, DDR2 |
| Cache | not checked | 3 MB L2 | 6 MB L2 |
| Network | not checked | Gigabit | Gigabit |
| Hard disk | 5 GB of free disk space | 10,000 rpm SCSI or better. 10 GB of free disk space. | 10,000 rpm SCSI for RAID 1, 4, or 10 Additional space is dependent on the implementation of site services, the Software Library, and other considerations. |

Table 1-8 Software requirements and recommendations

| Software | Minimum requirements for evaluation | Recommended for small business | Recommended for large enterprise |
|----------------------------|--|--|--|
| Microsoft .NET | Microsoft .NET 3.5 SP1 | Microsoft .NET 3.5 SP1 | Microsoft .NET 3.5 SP1 |
| Microsoft Operating system | Microsoft Windows Server 2008 R2 | Microsoft Windows Server 2008 R2 | Microsoft Windows Server 2008 R2 |
| Web browser | Microsoft IE 7 or IE 8 | Microsoft IE 7 or IE 8 | Microsoft IE 7 or IE 8 |
| Microsoft IIS | IIS 6 Management Compatibility components installed on IIS 7 | IIS 6 Management Compatibility components installed on IIS 7 | IIS 6 Management Compatibility components installed on IIS 7 |
| AJAX | AJAX 1.0 | AJAX 1.0 | AJAX 1.0 |

Table 1-8 Software requirements and recommendations (*continued*)

| Software | Minimum requirements for evaluation | Recommended for small business | Recommended for large enterprise |
|----------------------|---|--|---|
| Microsoft SQL Server | Microsoft SQL Server 2005 or 2008 Express | <p>Microsoft SQL Server 2005 or 2008 Express for 500 or less managed computers</p> <p>Microsoft SQL Server 2005 or 2008 Standard or Enterprise for more than 500 managed computers</p> | <p>Microsoft SQL Server 2005 or 2008 Enterprise</p> <p>Symantec recommends that you host SQL server off-box.</p> <p>Use the following configuration guidelines:</p> <ul style="list-style-type: none"> ■ Virtual disk 1: Operating system and SQL Server (RAID 1, 5, or 10) ■ Virtual disk 2: Data (36 GB minimum disk size) ■ Virtual disk 3: Logs (36 GB minimum disk size) ■ Virtual disk 4: Temp db (36 GB minimum disk size) <p>The SQL Server database for large environments with managed computers, software, and multiple solutions can grow to 35 GB.</p> <p>See Microsoft SQL Server best practices for disk, file growth, and maintenance strategies.</p> |

Note: Symantec Management Platform also supports VMware ESX 3.5 or 4.0 and Microsoft Hyper-V Server 2008 R2.

Table 1-9 Additional software that may be required

| Software | When required |
|---------------------------|--|
| Sun Java Runtime 6 | Java JRE is required for LiveState and Altiris Package Conversion. Java JRE is also required on any computer that remotely accesses the Symantec Management Console when the Software Library is used as the package source. |
| Microsoft Silverlight 3.0 | Silverlight is required for the deployment portal of Deployment Solution and the First Time Setup page in the Symantec Management Console. |
| Adobe Flash Player 10 | The Adobe Flash Player plug-in for Internet Explorer is required for the Resource Association Diagram in the Asset Management Suite. |

Oracle database requirements

Symantec Data Loss Prevention requires Oracle 11g version 11.2 (32-bit or 64-bit) or Oracle 10g database version 10.2.0.4 (32-bit only) with the most recent Critical Patch Update. Symantec Data Loss Prevention includes both Oracle 11g and the necessary patches. Oracle 11g can be run on Windows Server 2003 (any 32-bit version), Windows Server 2008 R2 (64-bit version), and Red Hat Enterprise Linux 5.2 or later (32-bit or 64-bit versions) operating systems. Oracle 10g is not supported on 64-bit operating systems.

All new Symantec Data Loss Prevention installations should install and use Oracle 11g to ensure continued support for database security and stability patches. After upgrading to Symantec Data Loss Prevention version 11, customers that use Oracle 10g should upgrade to Oracle 11g as necessary to receive continued security updates.

Symantec Data Loss Prevention supports only the Standard Edition version of Oracle, and you must use the Symantec Data Loss Prevention schema that is included with the software distribution.

See the *Symantec Data Loss Prevention Oracle 11g Installation and Upgrade Guide* for information about installing or upgrading Oracle software.

You can install Oracle on a dedicated server (a three-tier deployment) or on the same computer as the Enforce Server (a two-tier or one-tier deployment):

- Three-tier deployment.

System requirements for a dedicated Oracle server are listed below. Note that dedicated Oracle server deployments also require that you install the Oracle 11g or 10g Client on the Enforce Server computer to communicate with the remote Oracle 11g or 10g instance.

- One and two-tier deployments.

When installed on the Enforce Server computer, the Oracle system requirements are the same as those of the Enforce Server.

See “[Small/medium enterprise minimum hardware requirements](#)” on page 14.

See “[Large/very large enterprise minimum hardware requirements](#)” on page 16.

If you install Oracle 11g on a dedicated server, that computer must meet the following minimum system requirements for Symantec Data Loss Prevention:

- Microsoft Windows Server 2003 or Red Hat Enterprise Linux version 5 Update 2, or later version of 5.x (32-bit or 64-bit)
- 6 GB of RAM
- 6 GB of swap space
- 500 GB – 1 TB of disk space for the Enforce database

On a Linux system, if the Oracle database is on the same computer as the Enforce Server, then the `/opt` file system must have at least 500 GB of free space for small or medium installations. 1 TB of free space is required for large or very large installations. If Oracle is installed on a different computer from the Enforce Server, then the `/opt` file system must have at least 10 GB of free space, and the `/boot` file system must have at least 100 MB of free space.

If you install Oracle 11g on a dedicated server for use only with a Classification Server (for Enterprise Vault Data Classification Services), the Oracle system requirements are:

- Microsoft Windows Server 2003 or Red Hat Enterprise Linux version 5 Update 2, or later version of 5.x (32-bit or 64-bit)
- 3 GB of RAM
- 6.5 GB of disk space for the Enforce database

The exact amount of disk space that is required for the Enforce database depends on variables such as:

- The number of policies you plan to initially deploy
- The number of policies you plan to add over time
- The number and size of attachments you want to store (if you decide to store attachments with related incidents)
- The length of time you intend to store incidents

See the *Symantec Data Loss Prevention Administration Guide* for more information about developing policies.

See the *Symantec Data Loss Prevention Oracle Installation and Upgrade Guide* more Oracle installation information.

Browser requirements for accessing the Enforce Server administration console

Linux clients can access the Enforce Server administration console using Mozilla Firefox 3.x.

Windows clients can access the Enforce Server administration console using any of the following browsers:

- Microsoft Internet Explorer 7.x or 8.x
- Mozilla Firefox 3.x

Adobe Flash Player 10.1 is required to view the folder risk report for Network Discover (**Incidents > Discover > Folder Risk Report**).

Note: You must install a Microsoft Language Pack on a Windows client system to support certain languages.

See the *Symantec Data Loss Prevention Administration Guide* for information regarding browsers, languages, and character sets.

Virtual server and virtual workstation support

Symantec supports running certain Symantec Data Loss Prevention components on the following virtualization products:

- VMware ESX version 3.5 (32-bit or 64-bit hardware)
- VMware ESX version 4.0 (64-bit hardware)

Symantec supports running the following server components on virtual machines instead of dedicated server hardware:

- Enforce Server
- Network Discover
- Network Protect
- Network Prevent (Email)
- Network Prevent (Web)
- Classification Server (used with the separately-licensed Data Classification for Enterprise Vault product)

Symantec also supports running the Symantec DLP Agent software on virtual workstations using VMware Workstation 6.5.x.

Symantec does not support running the Oracle database server on virtual hardware. If you deploy the Enforce Server to a virtual machine, you must install the Oracle database using physical server hardware (a three-tier deployment).

Symantec does not support running the Endpoint Prevent detection server on a virtual machine.

Symantec does not support running the Network Monitor detection server on a virtual machine.

At a minimum, ensure that each virtual server environment matches the system requirements for servers described in this document.

See “[Minimum system requirements for Symantec Data Loss Prevention servers](#)” on page 14.

Note that a variety of factors influence performance of virtual machine configurations, including the number of CPUs, the amount of dedicated RAM, and the resource reservations for CPU cycles and RAM. The virtualization overhead and guest operating system overhead can lead to a performance degradation in throughput for large datasets compared to a system running on physical hardware. Use your own test results as a basis for sizing deployments to virtual machines.

See the *Symantec Data Loss Prevention Network Monitor and Prevent Performance Sizing Guidelines* for additional information about running Network Prevent servers on virtual machines.

Virtual desktop and virtual application support with Endpoint Prevent

Citrix XenDesktop and Citrix XenApp provide virtual Windows desktops and Windows applications to clients of the Citrix servers. Symantec supports deploying the Symantec DLP Agent software directly on Citrix XenApp/Application servers or Citrix XenDesktop virtual machines to prevent clients from extracting confidential data from Citrix published applications or desktops to the client computer. Symantec Data Loss Prevention provides this functionality by monitoring volumes, print/fax requests, clipboards, and network activity on the Citrix server to detect when confidential data would be sent to a client computer.

Individual Citrix clients do not require a Symantec DLP Agent installation to support this functionality. However, because a single Symantec DLP Agent installation monitors multiple Citrix clients, you must purchase an Endpoint Prevent license that covers all of your Citrix clients. See your Symantec sales representative for more information.

Note: All incidents that are generated on Citrix drives by the Symantec DLP Agent software appear as **Removable Storage Device** incidents. In the Enforce Server administration console, you cannot deselect the **Removable Storage** event for Citrix drives because this event is always monitored by agents that are deployed to Citrix servers.

The following Citrix products are supported, with the indicated limitations:

Table 1-10 Citrix virtualization support and limitations

| Supported Citrix product | Endpoint Prevent use case | Limitations |
|---|---|---|
| Citrix XenApp 4.5 on Windows Server 2003 (32-bit) | Prevents users from extracting confidential data from XenApp published applications to a client computer. | <p>Performance and deployment:</p> <ul style="list-style-type: none"> ■ You must install the Symantec DLP Agent software on each XenApp server host, and on any individual application servers that publish applications through XenApp. ■ All detection on Citrix XenApp is performed in a single thread (all user activities are analyzed sequentially). ■ Symantec tests indicate that the Symantec DLP Agent software can support a maximum of 40 simultaneous clients per Citrix server. However, detection performance varies depending on the server hardware, the type of applications that are used, and the activities that Citrix clients perform. You must verify the Symantec DLP Agent performance characteristics for your environment. ■ The Symantec DLP Agent software should connect to an Endpoint Prevent server that is reserved for Citrix agents. Using the same Endpoint Prevent server for non-Citrix agents limits the functionality of those agents, because you must disable Local Drive and CD/DVD monitoring for the server as a whole. See "Detection server restriction for Symantec DLP Agents on Citrix XenApp" on page 31. ■ When you use the Enforce Server administration console to configure endpoint events to monitor, you must deselect CD/DVD and Local Drive events for XenApp agents. These items are present on the server configuration page, but they are not supported for Citrix XenApp. <p>Endpoint Prevent features:</p> <ul style="list-style-type: none"> ■ Symantec DLP Agents that are deployed to Citrix XenApp servers cannot detect confidential data in an HTTP/S attachment if the attachment is from an Endpoint-published drive. Detection is performed if the attachment is from a server local drive or from a file server that is accessible to the Citrix Published App. ■ If XenApp streams an application directly to an endpoint computer, the Symantec DLP Agent that is deployed to XenApp server cannot monitor the streamed application. ■ FTP events are not supported. ■ Printer/Fax events for files on endpoint-published drives are not monitored for Adobe Acrobat Reader. ■ Instant messenger events (MSN IM, Yahoo IM, and AIM) have not been tested and are not supported. ■ IP addresses in Data Loss Prevention incident snapshots contain the IP address of the XenApp server, and not a Citrix client. ■ If the Symantec DLP Agent software blocks an attempted copy to a client drive, it does not provide an option to restore or recover the file at a later time. |

Table 1-10 Citrix virtualization support and limitations (*continued*)

| Supported Citrix product | Endpoint Prevent use case | Limitations |
|--|--|---|
| <p>Citrix XenDesktop 3.0 with Windows XP, Windows Vista (32-bit), or Windows 7 (32-bit or 64-bit) guest operating systems.</p> | <p>Prevents users from extracting confidential data from a virtualized Windows desktop to the local client computer.</p> | <p>Performance and deployment:</p> <ul style="list-style-type: none"> ■ You must install the Symantec DLP Agent software on each virtual machine on the XenDesktop server. ■ The Symantec DLP Agent software can connect either to a dedicated Endpoint Prevent server or to an Endpoint Prevent server that is shared with non-Citrix agents. You cannot connect to an Endpoint Prevent server that is reserved for Citrix XenApp. Note that if you use the same server for both Citrix and non-Citrix agents, you cannot configure events independently for each environment. <p>Endpoint Prevent features:</p> <ul style="list-style-type: none"> ■ Symantec DLP Agents that are deployed to Citrix XenDesktop VMs cannot detect confidential data in an HTTP/S attachment if the attachment is from an Endpoint-published drive. Detection is performed if the attachment is from a server local drive or from a file server that is accessible to the Citrix Published Desktop. ■ FTP events are not supported. ■ Printer/Fax events for files on endpoint-published drives are not monitored for Adobe Acrobat Reader. ■ Instant messenger events (MSN IM, Yahoo IM, and AIM) have not been tested and are not supported. ■ IP addresses in Data Loss Prevention incident snapshots contain the IP address of the XenDesktop virtual machine, and not a Citrix client. ■ If the Symantec DLP Agent software blocks an attempted copy to a client drive, it does not provide an option to restore or recover the file at a later time. |

Detection server restriction for Symantec DLP Agents on Citrix XenApp

Symantec does not recommend using a single Endpoint Prevent detection server with both physical endpoint computers and Citrix XenApp servers. When you use the Enforce Server administration console to configure endpoint events to monitor, you must deselect CD/DVD and Local Drive events for Citrix XenApp agents. (These items are present on the server configuration page, but they are not supported for Citrix XenApp.) Using the same Endpoint Prevent Server for non-Citrix agents limits the functionality of those agents, because you must disable Local Drive and CD/DVD events for the server as a whole.

To support Symantec DLP Agent software on both Citrix XenApp servers and physical endpoint computers, Symantec recommends that you deploy two Endpoint

Prevent detection servers and ensure that each server is reserved for either Citrix XenApp agents or physical endpoint agent installations.

Third-party software requirements and recommendations

Symantec Data Loss Prevention requires certain third-party software. Other third-party software is recommended. See:

- [Table 1-11](#) for required software
- [Table 1-12](#) for required Linux RPMs
- [Table 1-13](#) for recommended software

Table 1-11 Required third-party software

| Software | Required for | Description |
|---|--|---|
| Adobe Reader | All systems | Adobe Reader is required for reading the Symantec Data Loss Prevention documentation. Download from Adobe . |
| Apache Tomcat version 5.5.27 | Enforce Server | Required to support the reporting system. The correct version of Tomcat is automatically installed on the Enforce Server by the Symantec DLP Installation Wizard and does not need to be obtained or installed separately. |
| Java Runtime Environment (JRE) 1.6.0_20 | All servers | The Symantec DLP Installation Wizard automatically installs the correct JRE version. |
| WinPcap 4.1.1 or later | Required for Windows-based Network Monitor Server. Recommended for all Windows-based detection servers. | Windows packet capture library. Download from winpcap.org . |
| Endace card driver 3.3.1 or 3.4.2 | Detection servers equipped with an Endace network measurement card. | Download from Endace . See “ Small/medium enterprise minimum hardware requirements ” on page 14. |

Table 1-11 Required third-party software (*continued*)

| Software | Required for | Description |
|--|--|---|
| VMware ESX version 3.5 or version 4.0 | Required to run supported components in a virtualized environment. See “ Virtual server and virtual workstation support ” on page 28. | Virtualization software. Download from VMware . |
| Windows Services for UNIX Version 3.5 (SFU35SEL_EN.exe) or Services for NFS (Windows 2008) | Required for any Network Discover Server that runs scans on a UNIX or Linux computer. | Download from the Microsoft Download Center - SFU . In Windows 2008, Services for NFS are installed as part of the File Server role. |

In addition to the Linux Minimal Installation, Linux-based Symantec Data Loss Prevention servers require the Red Hat Package Managers (RPM) listed in [Table 1-12](#)

Table 1-12 Required Linux RPMs

| Linux-based servers | Required RPMs |
|-------------------------------------|---|
| Enforce Server Oracle server | compat-libstdc++-296 compat-libstdc++-33 binutils Xorg-x11* *Required only for graphical installation. Console-mode installation does not require an X server. |
| Network Monitor Server | compat-libstdc++-296 compat-libstdc++-33 Xorg-X11* *Required only for graphical installation. Console-mode installation does not require an X server. |

Note: SELinux must be disabled on all Linux-based servers.

Table 1-13 Recommended third-party software

| Software | Location | Description |
|--------------------|--|--|
| Wireshark | Any server computer | Use Wireshark (formerly Ethereal) to verify that the detection server NIC receives the correct traffic from the SPAN port or tap. You can also use Wireshark to diagnose network problems between other servers. Download the latest version from Wireshark . |
| dagsnap | Network Monitor Server computers that use Endace cards | Use in combination with Wireshark to verify that the detection server Endace NIC receives the correct traffic from the SPAN port or tap. Dagsnap is included with Endace cards, and is not required with non-Endace cards. |
| Sysinternals Suite | Any Windows server computer | Troubleshooting utilities. Recommended for diagnosing problems on Windows server computers. Download the latest version from Microsoft . |
| LDAP browser | Enforce Server | An LDAP browser is recommended for configuring or troubleshooting Active Directory or LDAP. |

Product compatibility

This chapter includes the following topics:

- [Environment compatibility and requirements for Network Prevent \(Email\)](#)
- [Proxy server compatibility with Network Prevent \(Web\)](#)
- [Network interfaces to third-party software and servers](#)
- [Data Insight compatibility with Symantec Data Loss Prevention version 11.0](#)
- [Network Discover compatibility](#)
- [About Endpoint Data Loss Prevention compatibility](#)

Environment compatibility and requirements for Network Prevent (Email)

The Network Prevent (Email) Server is compatible with a wide range of enterprise-grade third-party SMTP-compliant MTAs and hosted email services. Consult your MTA vendor or hosted email service for specific support questions.

Network Prevent (Email) Server can integrate with an MTA or hosted email service that meets the following requirements:

- The MTA or hosted email service must be capable of strict SMTP compliance. It must be able to send and receive mail using only the following command verbs: HELO (or EHLO), RCPT TO, MAIL FROM, QUIT, NOOP, and DATA.
- When running the Network Prevent (Email) Server in reflecting mode, the upstream MTA must be able to route messages to the Network Prevent (Email) Server once and only once for each message.

In practice, these requirements mean that you can use an SMTP-compliant MTA that can route outbound messages from your internal mail infrastructure to the

Network Prevent (Email) Server. For reflecting mode compatibility, the MTA must also be able to route messages that are returned from the Network Prevent (Email) Server out to their intended recipients.

Network Prevent (Email) Server attempts to initiate a TLS connection with a downstream MTA only when the upstream MTA issues the STARTTLS command. The TLS connection succeeds only if the downstream MTA or hosted email service supports TLS and can authenticate itself to the Network Prevent (Email) Server. Successful authentication requires that the appropriate keys and X509 certificates are available for each mail server in the proxied message chain.

See the *Symantec Data Loss Prevention MTA Integration Guide for Network Prevent (Email)* for information about configuring TLS support for Network Prevent (Email) servers operating in forwarding mode or reflecting mode.

Proxy server compatibility with Network Prevent (Web)

Network Prevent (Web) Servers can operate with the following HTTP proxies:

Table 2-1 Network Prevent (Web) supported proxy servers

| Proxy | Supported protocols | Configuration information |
|---|--|--|
| Blue Coat ProxySG | HTTP, HTTPS, FTP over HTTP, or FTP proxy | Blue Coat product documentation |
| Blue Coat NetCache proxy | HTTP, FTP over HTTP | |
| Cisco IronPort S-Series | HTTP, HTTPS, FTP over HTTP | Cisco IronPort product documentation |
| Microsoft ISA | HTTP, limited FTP over HTTP | See the <i>Symantec Data Loss Prevention Integration Guide for Microsoft Internet Security and Acceleration Server</i> |
| Secure Computing Secure Web (Webwasher) | HTTP, HTTPS, FTP over HTTP or FTP proxy | Secure Web documentation (particularly the chapter that describes setting up Secure Web with a DLP Solution) |
| Squid Web Proxy | HTTP | See the <i>Symantec Data Loss Prevention Integration Guide for Squid Web Proxy</i> |

Network interfaces to third-party software and servers

Symantec Data Loss Prevention uses the following network protocols and interfaces to connect with third-party servers and network equipment:

Table 2-2 Network interfaces and configurations

| Interface | Specific version/configuration | Version 9.x | Version 10.x | Version 11.0 |
|-----------|---|-------------|--------------|--------------|
| 802.x | Top Layer switch with Endace | Yes | Yes | Yes |
| SMTP | Any MTA in compliance with ESMTP as defined in RFC 2821; MTA must be able to route messages to the Network Prevent (Email) server once and only once for each message. | Yes | Yes | Yes |
| SQL | Oracle | Yes | Yes | Yes |
| ICAP | Symantec Web Gateway 5.0 | | | Yes |
| ICAP | Blue Coat (Web Proxy) | Yes | Yes | Yes |
| ICAP | Webwasher (Web Proxy) | Yes | Yes | Yes |
| ICAP | Squid (Web Proxy) | | Yes | Yes |
| ICAP | Ironport S-Series Web Security Appliance (Web Proxy) | | Yes | Yes |
| ICAP | MS ISA 2004, 2006 Standard and Enterprise Edition can be integrated using the ICAP interface provided by the Symantec Data Loss Prevention ISA Web filter. See the <i>Symantec Data Loss Prevention Integration Guide for Microsoft Internet Security and Acceleration Server</i> . | | Yes | Yes |

Data Insight compatibility with Symantec Data Loss Prevention version 11.0

Symantec Data Insight is a separately licensed option to Symantec Data Loss Prevention that helps organizations solve the problem of identifying data owners and responsible parties for information due to incomplete or inaccurate metadata or tracking information. Symantec Data Insight provides a connection from the Enforce Server to a Symantec Data Insight Management Server.

Symantec Data Loss Prevention version 11.0 is compatible with Data Insight version 2.0. See the *Symantec Data Loss Prevention Data Insight Implementation Guide* that is included with Symantec Data Loss Prevention.

Network Discover compatibility

Network Discover locates exposed confidential data by scanning a broad range of enterprise data repositories such as: file servers, databases, Microsoft SharePoint, Lotus Notes, Documentum, Livelink, Microsoft Exchange, and Web servers.

See [“Supported file share targets”](#) on page 38.

See [“Supported Lotus Notes targets”](#) on page 39.

See [“Supported SQL database targets”](#) on page 40.

See [“Supported SharePoint server targets”](#) on page 40.

See [“Supported Exchange server targets”](#) on page 40.

See [“Supported file system \(scanner\) targets”](#) on page 41.

See [“Supported Exchange scanner targets”](#) on page 42.

See [“Supported SharePoint scanner targets”](#) on page 42.

See [“Supported Documentum \(scanner\) targets”](#) on page 43.

See [“Supported Livelink \(scanner\) targets”](#) on page 43.

See [“Supported Web server \(scanner\) targets”](#) on page 43.

Supported file share targets

The File Systems (Server) target supports scanning of the following network file shares:

- CIFS on Windows
- NFS on Linux

- DFS scanning on Windows 2003 and Windows 2008. DFS is not supported with Network Protect.

In addition, the File Systems (Server) target supports scanning of the following file types:

- Microsoft Outlook Personal Folders (.pst files) created with Outlook 1997-2002, 2003, and 2007.

The Network Discover Server scanning this target must be running a Windows operating system, and Outlook 2003 SP3 or later must be installed there.

- File systems on UNIX systems can also be scanned, even if they are not exposed as CIFS or NFS shares.

Use the SFTP protocol to provide a method similar to the scans of file shares. Contact Symantec Professional Services for details.

You can also scan the local file system on a Linux Network Discover Server by listing the path name in the content root. For example, you can enter

```
/home/myfiles.
```

Supported Lotus Notes targets

The Lotus Notes target supports scanning of the following versions:

- Lotus Notes 7
- Lotus Notes 8
- Lotus Notes 8.5

The DIIOP configuration option is supported with both Windows and Linux Network Discover servers.

On Network Discover 32-bit servers, the native configuration is recommended, and a Lotus Notes client must be installed on the Network Discover Server. The DIIOP configuration option is supported with 64-bit Windows Servers. However, the native configuration option is supported only on 32-bit Network Discover Windows Servers with a 32-bit Lotus Notes client installed on the Network Discover Server.

Lotus Notes 8.5 scan targets are supported with Linux 32-bit Network Discover Servers. You may need to add the following line in the protect user's `.bash_profile` and then restart the Vontu Monitor service:

```
LD_LIBRARY_PATH=  
$LD_LIBRARY_PATH:/opt/ibm/lotus/notes/data:/opt/ibm/lotus/notes
```

The files `Notes.jar` and `NCSO.jar` are in the Lotus Notes client installation directory. The `NCSO.jar` file is required only for DIIOP mode. The manifest version number of these files depend on the Domino server version.

- Version 7 has a manifest version in the JAR file of 1.4.2
- Version 8 has a manifest version in the JAR file of 1.5.0

Supported SQL database targets

The following SQL Databases were tested with Network Discover Target scans:

- Oracle 10g (the *vendor_name* is `oracle`)
- SQL Server 2005 (the *vendor_name* is `sqlserver`)
- DB2 9 (the *vendor_name* is `db2`)

Contact Symantec Data Loss Prevention support for information about scanning any other SQL databases.

Supported SharePoint server targets

The following SharePoint server targets are supported:

- Microsoft Office SharePoint Server 2007, on Windows Server 2003, 32-bit
- Microsoft Office SharePoint Server 2007, on Windows Server 2003, 64-bit, or Windows 2008 R1
- Microsoft Office SharePoint Server 2010, on Windows Server 2008, 64-bit

SharePoint 2003 is supported only with the SharePoint scanner.

See [“Supported SharePoint scanner targets”](#) on page 42.

Supported Exchange server targets

The following Exchange server targets are supported:

- Microsoft Exchange Server 2003
- Microsoft Exchange Server 2007

Outlook Web Access must be configured, and WebDAV must be enabled.

The Exchange scan includes email message text and email file attachments from the user’s mailbox.

You can scan the data objects that are stored within the Public Folders, for example the following data objects:

- Email messages
- Message attachments
- Microsoft Word documents
- Excel spreadsheets

The Exchange scan does not, however, target the mail that is stored in Personal Folders (.pst files) or offline folders (.ost files) that are not on the Exchange server. For scanning of .pst files on a file share, use the shared file system target.

Supported file system (scanner) targets

The following remote Windows systems can be scanned:

- Windows 2000
- Windows 2003, 32-bit
- Windows XP, 32-bit

The following Linux file systems can be scanned:

- x86 32-bit, Red Hat Enterprise Linux AS 4

The following AIX file systems can be scanned:

- AIX 5.3

AIX requires the following C run time libraries, as well as Java 1.5:

- x1C.aix50.rte (v8.0.0.0+)
- x1C.rte (v8.0.0.0+)

The following Solaris file systems can be scanned:

- Solaris 8 (SPARC platform)
- Solaris 9 (SPARC platform)
- Solaris 10 (SPARC platform)

Solaris requires the following patch levels for the scanner:

- Solaris 8, 111308-05
<http://sunsolve.sun.com/search/document.do?assetkey=1-21-111308-05-1>
- Solaris 9, 115697-01
<http://sunsolve.sun.com/search/document.do?assetkey=1-21-115697-02-1>

File systems on UNIX systems can also be scanned using the SFTP protocol. This protocol provides a method similar to share-based file scanning, instead of using the File System Scanner. Contact Symantec Professional Services for details.

Supported Exchange scanner targets

The Exchange scanner supports scanning of the following targets:

- Microsoft Exchange Server 2003
- Microsoft Exchange Server 2007

Outlook 2003 or Outlook 2007 with a valid Outlook profile must be configured. The Exchange scanner uses Outlook to connect to the Exchange Server and fetch the data. Outlook 2003 or 2007 must be installed on the computer where the scanner is run. Outlook must be configured to talk to the Exchange server you want to scan.

Refer to the following link for steps to set up Outlook 2003 or Outlook 2007.

<http://support.microsoft.com/kb/829918>

The Exchange scan includes Exchange items in email file format (.EML files) and file attachments from the client's mailbox, and scans the content of compressed files.

You can scan the data objects that are stored within the Public Folders.

The Exchange scanner does not, however, target the mail that is stored in Personal Folders (.pst files) or offline folders (.ost files). For scanning of .pst files, use the shared file system target.

The Exchange scanner does not monitor the inbound messages or outbound messages that are sent with MAPI, SMTP, POP3, or HTML Web mail. POP3 or HTML Web mail scan types can be handled with other products of Symantec Data Loss Prevention.

Note: This scanner should only be installed on 32-bit Windows servers.

Supported SharePoint scanner targets

The following SharePoint targets are supported for scanners:

- Microsoft Office SharePoint 2007 Server, on Windows Server 2003, 32-bit
Separate scanner installation is available for SharePoint 2007 32-bit servers. Use the following SharePoint scanner installation file for SharePoint 2007 32-bit servers:

SharePoint2007Scanner_windows_x32_11.0.exe

The scanner must be installed on one of the Web Front End (WFE) servers of a SharePoint 2007 32-bit farm.

The Microsoft Visual C++ 2005 SP1 (32-bit) Redistributable Package must be installed on the computer.

[Link to Microsoft 32-bit download.](#)

- Microsoft Office SharePoint 2007 Server, on Windows Server 2003, 64-bit, or Windows 2008 R1

Separate scanner installation is available for SharePoint 2007 64-bit servers. Use the following SharePoint scanner installation file for SharePoint 2007 64-bit servers.

SharePoint2007Scanner_windows_x64_11.0.exe

The scanner must be installed on one of the Web Front End (WFE) computers of a SharePoint 2007 64-bit farm.

The Microsoft Visual C++ 2005 SP1 (64-bit) Redistributable Package must be installed on the computer.

[Link to Microsoft 64-bit download.](#)

- SharePoint 2003

Make sure the correct SharePoint scanner is installed for your version of SharePoint.

Supported Documentum (scanner) targets

The Documentum scanner supports scanning a Documentum Content Server 5.3.x repository.

Supported Livelink (scanner) targets

The Livelink scanner supports scanning of the following targets:

- Livelink Server 9.x

Supported Web server (scanner) targets

The Web server scanner supports scanning of a static HTTP Web site.

About Endpoint Data Loss Prevention compatibility

Endpoint Data Loss Prevention is compatible with different operating systems and software applications.

See “[Endpoint Data Loss Prevention supported operating systems](#)” on page 44.

See “[Endpoint Prevent supported applications](#)” on page 44.

Endpoint Data Loss Prevention supported operating systems

Endpoint Data Loss Prevention can operate on Endpoint systems that use the following operating systems:

Table 2-3 Endpoint Data Loss Prevention supported operating systems

| Operating system | Version | Symantec Data Loss Prevention | | | |
|-----------------------------------|-----------|-------------------------------|--------------|--------------|--------------|
| | | Version 9.x | Version 10.0 | Version 10.5 | Version 11.0 |
| Windows XP Professional | SP2 | Yes | Yes | Yes | Yes |
| | SP3 | Yes | Yes | Yes | Yes |
| Windows 2003 (32-bit) | SP1 | Yes | Yes | No | No |
| | SP2 | Yes | Yes | Yes | Yes |
| | R2 | Yes | Yes | Yes | Yes |
| Windows Vista Enterprise (32-bit) | unpatched | Yes | Yes | No | No |
| | SP1 | Yes | Yes | Yes | Yes |
| Windows 7 (32-bit) | | No | Yes | Yes | Yes |
| Windows 7 (64-bit) | | No | No | Yes | Yes |

Endpoint Prevent supported applications

This following table describes individual applications that can be monitored using Endpoint Prevent.

Endpoint Prevent enables you to add monitoring support for other third-party applications not listed in this table. Examples of third-party applications include Skype, Thunderbird, and Google Chrome. Any application that is not specifically monitored by Symantec Data Loss Prevention must be configured for application monitoring before Symantec Data Loss Prevention can detect content with those applications. Always test individual third-party applications before you enable monitoring on a large number of endpoints. Individual applications may need additional filtering settings to maintain acceptable performance. See the *Symantec Data Loss Prevention System Administration Guide* for more information about configuring and using application monitoring.

Table 2-4 Applications supported by Endpoint Prevent

| Feature | Software | Version | Symantec Data Loss Prevention | | | |
|---------------------|-------------------|----------|-------------------------------|--------------|--------------|--------------|
| | | | Version 9.x | Version 10.0 | Version 10.5 | Version 11.0 |
| HTTP | All | All | Yes | Yes | Yes | Yes |
| Secure HTTP (HTTPS) | Internet Explorer | 6.0 | Yes | Yes | Yes | Yes |
| | | 7.0 | Yes | Yes | Yes | Yes |
| | | 8.0 | Yes (9.0.1 only) | Yes | Yes | Yes |
| | Firefox | 2.0 | Yes | Yes | Yes | Yes |
| | | 3.0 | Yes | Yes | Yes | Yes |
| Instant messaging | | 3.5 | No | Yes | Yes | Yes |
| | | 3.6 | No | No | Yes | Yes |
| | | 7.5 | Yes | Yes | Yes | Yes |
| | | 8.0 | Yes | Yes | Yes | Yes |
| | | 8.1 | Yes | Yes | Yes | Yes |
| | MSN Messenger | 9.0 | No | Yes | Yes | Yes |
| | | 10.0 | No | No | Yes | Yes |
| | | 8.1 | Yes | Yes | Yes | Yes |
| | | 9.0 (14) | No | Yes | Yes | Yes |
| | | AIM | 5.9 | Yes | Yes | Yes |
| | 6.0 | Yes | Yes | Yes | Yes | |
| | 6.1 | Yes | Yes | Yes | Yes | |
| | 6.5 | No | Yes | Yes | Yes | |
| | 6.8 | No | Yes | Yes | Yes | |
| | 6.9 | No | Yes | Yes | Yes | |
| | AIM Pro | 1.4 | *Yes | Yes | Yes | Yes |

Table 2-4 Applications supported by Endpoint Prevent (*continued*)

| Feature | Software | Version | Symantec Data Loss Prevention | | | |
|---------|------------------|--------------------------|-------------------------------|--------------|--------------|--------------|
| | | | Version 9.x | Version 10.0 | Version 10.5 | Version 11.0 |
| | | 1.5 | *Yes | Yes | Yes | Yes |
| Email | Outlook | 2002 | Yes | Yes | Yes | Yes |
| | | 2003 | Yes | Yes | Yes | Yes |
| | | 2007 | Yes | Yes | Yes | Yes |
| | | 2010 (32-bit and 64-bit) | No | No | No | Yes |
| | Eudora | | No | No | No | Yes |
| | Thunderbird | | No | No | No | Yes |
| | Lotus Notes | 6.5 | No | No | Yes | Yes |
| | | 7.0 | Yes | Yes | Yes | Yes |
| | | 7.0.2 Multiuser | No | No | Yes | Yes |
| | | 8.0 | Yes | Yes | Yes | Yes |
| | | 8.5 | No | Yes | Yes | Yes |
| FTP | | | Yes | Yes | Yes | Yes |
| CD/DVD | BsClip | | Yes | Yes | Yes | Yes |
| | Bs Recorder Gold | | Yes | Yes | Yes | Yes |
| | BurnAware | | Yes | Yes | Yes | Yes |
| | Cheetah Burner | | Yes | Yes | Yes | Yes |
| | Command Burner | | Yes | Yes | Yes | Yes |
| | CopyToDVD | | Yes | Yes | Yes | Yes |
| | Creator10 | | Yes | Yes | Yes | Yes |

Table 2-4 Applications supported by Endpoint Prevent (*continued*)

| Feature | Software | Version | Symantec Data Loss Prevention | | | |
|---------|---------------------------------|---------|-------------------------------|--------------|--------------|--------------|
| | | | Version 9.x | Version 10.0 | Version 10.5 | Version 11.0 |
| | Deep Burner (32-bit Windows XP) | | Yes | Yes | Yes | Yes |
| | GEAR for Windows | | Yes | Yes | Yes | Yes |
| | mkisofs | | Yes | Yes | Yes | Yes |
| | Nero | | Yes | Yes | Yes | Yes |
| | NeroStartSmart | | Yes | Yes | Yes | Yes |
| | Roxio | | Yes | Yes | Yes | Yes |
| | Roxio RecordNow | | Yes | Yes | Yes | Yes |
| | Roxio5 | | Yes | Yes | Yes | Yes |
| | Roxio Mediahub | | Yes | Yes | Yes | Yes |
| | Silent Night Micro Burner | | Yes | Yes | Yes | Yes |
| | Star Burn | | Yes | Yes | Yes | Yes |
| | Windows native CD/DVD writer | | | | | Yes |

* Note that Endpoint Prevent 9.x does not support AIM Pro 1.4 and 1.5 when they are used in encrypted mode.

Symantec DLP Agent Compatibility With Other Applications

This chapter includes the following topics:

- [About using Symantec DLP Agent with other applications](#)
- [Symantec DLP Agent and server-side application configuration](#)
- [Symantec DLP Agent and client-side application configuration](#)
- [Configuring Symantec NetBackup 6.5 to work with Windows Vista](#)

About using Symantec DLP Agent with other applications

The Symantec DLP Agent is installed on endpoint computers, and it interoperates with many other applications.

See [“Operating system requirements for endpoint systems”](#) on page 20.

The agent generally works seamlessly with other applications. However, in some cases you need to configure an application to enable the agent to function properly. The most common adjustments and configurations are required for antivirus and firewall applications, which fall into two these categories:

- Server-side
 - See [“Symantec DLP Agent and server-side application configuration”](#) on page 50.
- Client-side

See [“Symantec DLP Agent and client-side application configuration”](#) on page 57.

The following sections provide instructions for white-listing the Symantec DLP Agent with selected third-party applications. Other applications that are not listed in these sections may also require changes to permit the Symantec DLP Agent to function. In these cases, refer to your third-party application documentation and follow the instructions to white-list individual applications and processes.

Symantec DLP Agent and server-side application configuration

You must make a few configuration changes to a number of server products. If you do not make these changes, the Symantec DLP Agent cannot function properly. The server products that are affected are:

- Cisco CSA - Management Center
See [“Configuring Cisco CSA Management Center to work with Symantec DLP Agent \(server-side\)”](#) on page 50.
- McAfee ePolicy Orchestrator 4.0
See [“Configuring McAfee ePolicy Orchestrator to work with Symantec DLP Agent \(server-side\)”](#) on page 51.
- McAfee Total Protection Service
See [“Configuring McAfee Total Protection Service to work with Symantec DLP Agent \(server-side\)”](#) on page 52.
- Sophos Enterprise Console
See [“About Sophos Enterprise Console and Symantec DLP Agent”](#) on page 53.
- Symantec Critical System Protection
See [“Configuring Symantec Critical System Protection to work with Symantec DLP Agent \(server-side\)”](#) on page 55.

Configuring Cisco CSA Management Center to work with Symantec DLP Agent (server-side)

The Symantec DLP Agent should be defined as a white-listed application in order for the CSA agent to ignore it.

To modify Cisco CSA Management Center

- 1 From the main menu bar, go to **Configuration > Application > Application Classes**.
- 2 Select **Administrator Defined - White List Application**.
- 3 In the **Add process to application** class, double-click the **\$Administrator defined - White List files [V6.0 r205]** variable.
- 4 In the Directory Matching section, enter **@program_files**\Manufacturer\Endpoint Agent*** where @program_files is a variable which would be expanded to the program files path.

This path should be the path where the Symantec DLP Agent is installed.
- 5 In the Files Matching section, enter **edpa.exe** and **wdp.exe**.
- 6 Click **Save**.
- 7 Click **Generate Rules > Generate**.

This command pushes the configuration to the CSA Agent.

Note: This configuration enables the Symantec DLP Agent to operate with the CSA agent. However, Clipboard and Print/Fax functionality are still disabled because of hooking failures within the agent. All other monitoring functions operate correctly.

Configuring McAfee ePolicy Orchestrator to work with Symantec DLP Agent (server-side)

Symantec DLP Agent installation is blocked in McAfee if access protection is enabled for endpoint systems. To install or uninstall Symantec DLP Agent when Maximum Protection rules are enabled, first disable Access Protection on ePolicy. Perform the installation or uninstallation, and then turn on Access Protection when you are finished.

To disable Access Protection

- 1 On the Main page of the ePolicy Orchestrator server, open the **Systems** menu.
- 2 Click the **Access Protection** tab.

- 3 Under the section Access protection settings uncheck **Enable access protection**.
- 4 Click **Save**.

The Access protection is disabled on all the clients the next time the policy is rolled out to the clients.

To configure McAfee ePolicy Orchestrator 4.0

- 1 Click the **Policy Catalog** tab.
- 2 Select the product **Virusscan Enterprise x.x.x** where x is the version number of the product.
- 3 Select the category as **Access Protection policies**.
- 4 All existing policies are listed. Edit the policy you want by clicking the **Edit** icon next to the policy.
- 5 On the Edit page, select the category settings for **Domain / Workstation** and enable authorization.
- 6 Click the **Access Protection** tab and enable access protection.

Configuring McAfee Total Protection Service to work with Symantec DLP Agent (server-side)

By default, McAfee Total Protection Service blocks the Symantec DLP Agent (`edpa.exe`) from communicating with the Endpoint Server. To avoid this problem, create a custom server policy that allows `edpa.exe` to communicate with the Endpoint Server. Then use this policy when installing McAfee Total Protection Service onto client computers.

If you already installed McAfee Total Protection onto computers without using a custom policy, the software blocks `edpa.exe`. In this case, configure the McAfee Total Protection Firewall on the client computer to allow full access for `edpa.exe`.

See “[Configuring McAfee Total Protection Service Firewall to work with Symantec DLP Agent \(client-side\)](#)” on page 59.

To create a custom server policy for `edpa.exe` access

- 1 Log on to the McAfee security center from a computer where you already installed the Symantec DLP Agent. The security center is available at http://www.mcafeeasap.com/asp_securitycenter/default.asp.
- 2 Select **Groups + Policies > Add Policy**.
- 3 Type a name for the new policy in the **Policy name** field.
- 4 Select the **Desktop Firewall** tab.

- 5 Select the **Administrator configures firewall** option.
- 6 In the **Allowed Internet Applications** list, find the `edpa.exe` application. Click the **Allow** button next to the `edpa.exe` application to allow full access.
- 7 Click **Save** to save the new policy.
- 8 In the **Group** list, select the **Assign Policy** link next to the **Default Group** entry.
- 9 Select the name of the new policy you created from the **Policy used by group menu**.
- 10 Click **Save** to save changes to the default group.

When you perform new installations of McAfee Total Protection Service, the custom policy is applied and client computers allow full access for the `edpa.exe` application.

About Sophos Enterprise Console and Symantec DLP Agent

You must authorize the files and the drivers that are related to Symantec DLP Agent through this console. This task is achieved by modifying the policies for:

- Sophos Anti-virus
See [“Configuring Sophos Anti-virus to work with Symantec DLP Agent \(server-side\)”](#) on page 53.
- Sophos Firewall systems
See [“Configuring Sophos Firewall to work with Symantec DLP Agent \(server-side\)”](#) on page 54.
- Sophos Application Control
See [“Configuring Sophos Application Control to work with Symantec DLP Agent \(server-side\)”](#) on page 54.

Configuring Sophos Anti-virus to work with Symantec DLP Agent (server-side)

You must configure Sophos Anti-virus to work with the Symantec DLP Agent.

To configure Sophos Anti-virus

- 1 Expand the Antivirus and HIPS under Policies section on the console home page.
- 2 Select the policy that you want to authorize.
- 3 On the **AV and HIPS policy** tab, select **HIPS runtime behavior**.

- 4 In the **Authorization Manager** window, add **edpa.exe**, **wdp.exe**, **vfsmd.sys**, and **vrtam.sys** to the authorized files list. This procedure should be done for both **Suspicious Files** and **Suspicious Behavior** sections.
- 5 Click **OK**.

Configuring Sophos Firewall to work with Symantec DLP Agent (server-side)

You must configure Sophos Firewall to work with the Symantec DLP Agent.

To configure Sophos Firewall

- 1 On the console home page, click the **Firewall** option under the Policies section.
- 2 Select the policy that you want to authorize.
- 3 Add **edpa.exe**, **wdp.exe**, **vfsmd.sys**, and **vrtam.sys** to the authorized files list. This procedure should be done for both **Suspicious Files** and **Suspicious Behavior** sections.
- 4 Click the **Checksum** tab and add the checksum file.
- 5 Click **OK**.

See [“About Sophos Enterprise Console and Symantec DLP Agent”](#) on page 53.

Configuring Sophos Application Control to work with Symantec DLP Agent (server-side)

You must configure Sophos Application Control to work with Symantec DLP Agent

To configure Sophos Application Control

- 1 On the console home page, click the **Application Control** option under the Policies section.
- 2 Select the policy that you want to authorize.
- 3 Add **edpa.exe**, **wdp.exe**, **vfsmd.sys**, and **vrtam.sys** to the authorized files list. This procedure should be done for both **Suspicious Files** and **Suspicious Behavior** sections.
- 4 Click **OK**.

See [“About Sophos Enterprise Console and Symantec DLP Agent”](#) on page 53.

Configuring Symantec Critical System Protection to work with Symantec DLP Agent (server-side)

The default Prevention Policy that is used in Symantec Critical System Protection prohibits the Symantec DLP Agent from operating. Follow these steps to create a custom policy that enables full access for the Symantec DLP Agent.

To create a custom policy that allows full access for edpa.exe

- 1 Access the server on which Symantec Critical System Protection is installed.
- 2 Select **Start > Programs > Symantec Critical System Protection > Management Console**.
- 3 Enter the administrator user name and password, and select **SCSPServer** from the **Server** menu. Click **Login** to proceed.
- 4 Select the **Prevention View** tab.
- 5 On the left-hand side, click the **Policies** icon.
- 6 Click the + icon on the right-hand side to start the **New Policy Wizard**.
- 7 Enter a name for the new policy in the **Name** field. For example: Vontu Agent Core.
- 8 Select **Windows** from the **Operating System** menu.
- 9 Select **All** from the **Policy Pack** menu.
- 10 Select **sym_win_protection_core_sbp** from the list of starting policies.
- 11 Click **Next** to load the starting policy values.
- 12 Click **Next** on each of the following New Policy Wizard screens to accept default values:
 - **Disable Prevention**
 - **Configure Inbound Network Access**
 - **Configure Outbound Network Access**
 - **Configure Outlook Attachments**
 - **Give Programs Extra Privileges**
 - **Give Users Extra Privileges**
 - **Give Groups Extra Privileges**
- 13 On the Allow users to override the policy screen, select **Allow ALL users to override the policy** and then click **Next**.
- 14 Click **Next** on each of the following New Policy Wizard screens to accept default values:

- **Allow users to run the agent configuration tools**
 - **Allow users to run the Agent Event Viewer**
- 15 On the Set Policy Summary screen, click **Finish** to save the policy and complete the **New Policy Wizard**.
 - 16 In the list of available policies, right-click the policy you created, and select **Edit Policy**.
 - 17 Select **My Custom Programs** on the left-hand side of the policy screen.
 - 18 Click **New** to add a new custom program.
 - 19 Enter a name for the custom program in the **Display Name** field. For example: DLP.
 - 20 Select **This Program is a service** from the **Category** menu.
 - 21 In the **Identifier** field, type the text: edpa. Then click **Finish** to add the custom control.
 - 22 On the left-hand side of the screen, select **My Custom Programs > DLP > Settings** where *DLP* is the name of the custom program you created.
 - 23 On the right-hand side of the screen, select **DLP > Specify Services with Custom privileges > List of custom services**.
 - 24 Click **Add** to add a custom service.
 - 25 In the Program Path field, enter the full path to the *edpa.exe* service. The default path is `c:\Program Files\Manufacturer\Endpoint\edpa.exe`.
 - 26 Click **OK** to add the program path.
 - 27 Ensure that the following options are selected (checked):
 - **Specify Services with Custom privileges**
 - **Disable prevention -- Log but don't prevent policy violations**
 - **Block modifications to executable files**
 - **Block registration of COM and ActiveX controls**
 - **Enable Buffer Overflow Detection**
 - 28 Uncheck the following options:
 - **Enable logging of trivial policy violations**
 - **Enable Thread Injection Detection**

- 29 Click **Apply** and then click **OK** to save your changes to the policy.
- 30 To use the new policy, right-click its name in the policy list and select **Apply Policy**. Then select the computers on which to apply the policy.

See also your Symantec Critical System Protection documentation.

Symantec DLP Agent and client-side application configuration

The Symantec DLP Agent interoperates with a wide variety of other client-side applications such as antivirus, firewall, and other security applications. The following sections describe some commonly used applications to which you must make some minor adjustments to ensure that the Symantec DLP Agent works correctly. The third-party clients that are affected are:

- Symantec AntiVirus 9.0
See [“Configuring Symantec AntiVirus 9.0 to work with Symantec DLP Agent \(client-side\)”](#) on page 57.
- Trend Micro PC-cillin 2007 v15.30
See [“Configuring Trend Micro PC-cillin 2007 v15.30 to work with Symantec DLP Agent \(client-side\)”](#) on page 58.
- Sophos Anti-virus and Firewall V7.6.1 R2
See [“Configuring Sophos Anti-virus and Firewall to work with Symantec DLP Agent \(client-side\)”](#) on page 58.
- McAfee Total Protection Service Firewall
See [“Configuring McAfee Total Protection Service Firewall to work with Symantec DLP Agent \(client-side\)”](#) on page 59.
- McAfee VirusScan
See [“Configuring McAfee VirusScan to work with Symantec DLP Agent \(client-side\)”](#) on page 60.

Configuring Symantec AntiVirus 9.0 to work with Symantec DLP Agent (client-side)

Symantec AntiVirus 9.0 registers the Symantec DLP Agent as a medium-level threat. The software attempts to block the installation of the Symantec DLP Agent with a pop-up error message.

To configure Symantec AntiVirus 9.0

- ◆ From the installation error pop-up message during the Symantec DLP Agent installation, select **Permit Always**.

Configuring Trend Micro PC-cillin 2007 v15.30 to work with Symantec DLP Agent (client-side)

Trend Micro reports `edpa.exe` and `CUI.exe` as suspicious applications and blocks them. You must add `edpa.exe` and `CUI.exe` to the Trend Micro Exception List.

To configure Trend Micro PC-cillin 2007 v15.30

- 1 From the main console menu, open the **Prevent Unauthorized Changes** menu.
- 2 From the Virus & Spyware Controls option, click **Exception List**.
- 3 Click **Add Program**.
- 4 Add `edpa.exe` and `CUI.exe` to the list of acceptable programs.
- 5 Select **Trust** from the response drop-down menu.
- 6 Click **Save**.

Configuring Sophos Anti-virus and Firewall to work with Symantec DLP Agent (client-side)

Three configuration changes are required to ensure that the Symantec DLP Agent works correctly with Sophos Anti-virus and Firewall V7.6.1R.

First, Sophos Anti-virus reports `edpa.exe` and `wdp.exe` as suspicious programs at the time of agent installation. You must configure Sophos to ignore the Symantec DLP Agent.

Configuring Sophos to ignore the Symantec DLP Agent:

- 1 Open Sophos Anti-virus.
- 2 Open the **Configure Sophos Anti-Virus** menu option.
- 3 Select the **Authorization** menu option.
- 4 In the **Authorization Manager** window, select the **Buffer overflow** tab.
- 5 Find the `edpa.exe` and `wdp.exe` programs that have been blocked and move them to the **Authorized list**.
- 6 Click **OK**.

Second, Sophos Anti-virus reports drivers `vfsmfd.sys` and `vrtam.sys` as suspicious program. You must configure Sophos to accept these SYS files as valid files.

Configuring Sophos to accept Symantec DLP Agent drivers:

- 1 Open Sophos Anti-virus.
- 2 Open the Configure Sophos Anti-virus menu option.
- 3 Select the Authorization menu option.
- 4 In the **Authorization Manager** window, select the **Buffer overflow** tab.
- 5 Find the `vfsmfd.sys` and `vrtam.sys` files that have been blocked and move them to the **Authorized list**.
- 6 Click **OK**.

Third, Sophos firewall blocks access when the Symantec DLP Agent initiates communication with the Endpoint Server. You must allow the `edpa.exe` application access to the network.

Configuring the Sophos firewall to allow Symantec DLP Agent to access the network:

- 1 On the pop-up warning window, select the **Add the checksum to existing checksums for this application option**.
- 2 Click **OK**.

Configuring McAfee Total Protection Service Firewall to work with Symantec DLP Agent (client-side)

By default, McAfee Total Protection Service blocks the Symantec DLP Agent (`edpa.exe`) from communicating with the Endpoint Server. If you already installed McAfee Total Protection Service on a client computer, configure the client firewall to allow full access for `edpa.exe`.

If you have not yet installed McAfee Total Protection Service, create a default server policy that gives full access to `edpa.exe` during installation.

See [“To create a custom server policy for edpa.exe access”](#) on page 52.

To configure the McAfee Total Protection Service client firewall

- 1 In the taskbar, right-click the icon for McAfee Total Protection Service and select **Firewall Settings**.
- 2 Select the **Internet Applications** tab.
- 3 Select the `edpa.exe` application in the **Internet Applications** list, then select the **Full Access** option in **Permissions**.
- 4 Click **OK**.
- 5 Restart all Windows services that are associated with McAfee Total Protection Service.

Configuring McAfee VirusScan to work with Symantec DLP Agent (client-side)

McAfee VirusScan in Maximum Protection Mode prevents installation of the Symantec DLP Agent. Follow these steps to add the necessary Symantec DLP Agent executables to the exclusion list in the McAfee VirusScan Console.

To configure McAfee VirusScan to work with Symantec DLP Agent

- 1 Open the McAfee VirusScan Console.
- 2 Open the **Access protection properties** panel.
- 3 Select **Common Maximum Protection** and click **edit**.
- 4 In the **Prevent program registering as service** folder, add the following executables to the exclusion list: `edpa.exe`, `wdp.exe`, and `services.exe`.
- 5 In the **Prevent creation of new executable files in Windows** folder, add the following executables to the exclusion list: `AgentInstall.msi`, `edpa.exe`, and `wdp.exe`.
- 6 In the **Prevent creation of new executable files in Program files** folder, add the following executables to the exclusion list: `AgentInstall.msi`, `edpa.exe`, and `wdp.exe`.
- 7 Click **Apply** to apply your changes.

Configuring Symantec NetBackup 6.5 to work with Windows Vista

Symantec NetBackup fails to back up and restore after Symantec DLP Agent is installed on Windows Vista. The master server returns "Error code 23: A read operation from a socket failed, to NetBackup client." The server's administrative console displays "Error code 25," which is related to time-out settings under the respective Windows Vista client section.

To configure Symantec NetBackup 6.5

- ◆ Make sure that you have installed Microsoft Windows Vista Service Pack 1. To download Service Pack 1, go to: <http://support.microsoft.com/> and search for Windows Vista SP1.

The Symantec DLP Agent requires Service Pack 1 on Microsoft Windows Vista computers. If you do not install Service Pack 1, you must manually restart NetBackup 6.5 after the Symantec DLP Agent starts on each endpoint computer.

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