



Trellix deployment on Avaya Aura®

Release 10.2
Issue 1.0
December 2023

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Contents

- 1. Overview7
- 2. Networking Requirements.....7
- 3. Agent and Antivirus Deployment8
 - 3.1 Agent Installer Export/Download from EPO Server 8
 - 3.2 Upload & Installation of Agent on Avaya Server 9
 - 3.3 Antivirus installation..... 10
- 4. Scope for Scanning Tests & Recommendations12
 - 4.1 Scan Execution Options 12
 - 4.2 Impact of Updates/Upgrades to Trellix Agent & Antivirus 14
- 5. Traffic Run & Recommendations15
- Summary.....15

1. Overview

This Application Note describes the steps to deploy Trellix Agent & Antivirus on Avaya Aura Components namely SMGR, CM, SM and AES with versions outlined in the table below. This support is applicable for OVA Deployments only. The site must have Trellix ePo server and infrastructure installed and operational prior to performing steps in configuration notes. The customer is responsible for all Trellix installations, updates, and configuration.

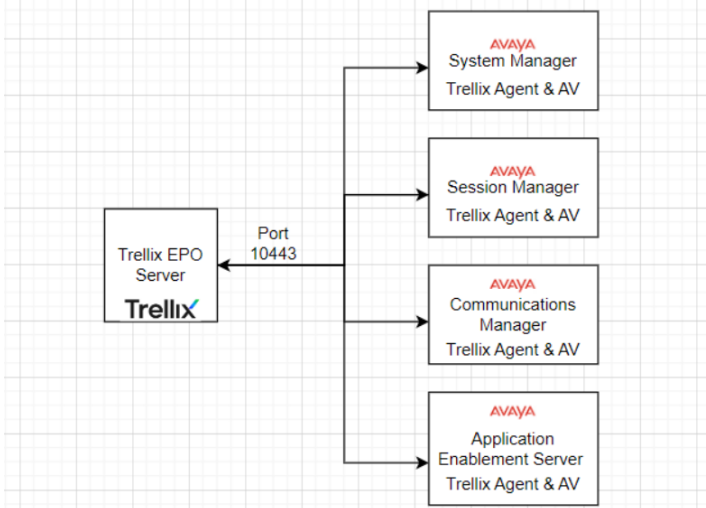
Release/Version Information & Supported Avaya Product OVA profiles			
Trellix Product	Release/Version	Avaya Product	Release/Version
Trellix ePolicy Orchestrator (EPO) Server	5.10.0	Avaya SMGR	10.2
Trellix Agent	5.7.9 and above	Avaya CM	10.2
Trellix Linux Antivirus	10.7.14 and above	Avaya SM	10.2
		Avaya AES	10.2

Note: Trellix ePolicy Orchestrator Server is referred to as EPO Server in this document.

2. Networking Requirements

Trellix Deployment relies on client/server mechanism for communication of EPO Server with the Agents deployed on the Avaya Servers. Intended ports for communication between EPO Server and Agent deployed on Avaya Servers are configured during deployment of EPO Server. Please refer official Trellix documentation for latest networking requirements, following is a Trellix EPO knowledge base article which specifies the port requirements: <https://kcm.trellix.com/corporate/index?page=content&id=KB66797>

Trellix Deployment on Avaya Aura Products



For the testing carried out in Avaya Labs, Port 1080 and 10443 were configured for communication of Agent devices to communicate with EPO Server.

3. Agent and Antivirus Deployment

For Agent and Antivirus Deployment on Avaya Servers, following are 3 high-level steps.

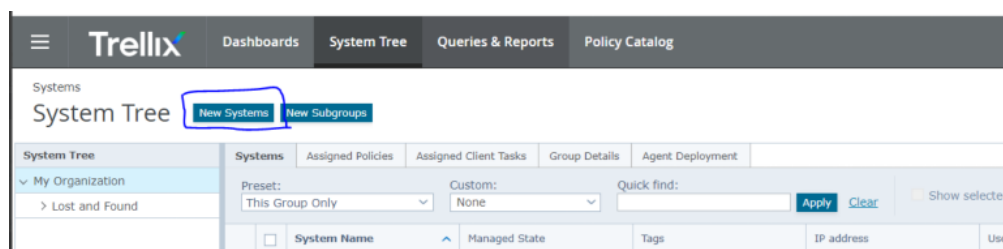
- Agent Installer Export from EPO Server
- Upload of Installer & Installation of Agent on Avaya Server
- Antivirus installation

Before commencing the installation of the Trellix Agent/Antivirus, customers must ensure the removal of any other antivirus software from Avaya Servers.

Please note that Agent installation requires root permissions to Avaya Servers and customers need to have the root password. Below Sub-sections (3.1, 3.2 and 3.3) describe above steps in detail.

3.1 Agent Installer Export/Download from EPO Server

- Log in to the EPO Server through browser with admin credentials and Navigate the Systems Tree and click on "New Systems".



- This will open a new page which contains options to select the Agent Installer Package to downloaded for deployment on customer systems.

The screenshot shows the 'New Systems' configuration page in the Trellix interface. The 'How to add systems:' section contains several radio button options, with 'Create and download agent installation package' highlighted in yellow. The 'Agent version:' section has 'Non-Windows' selected, and a dropdown menu shows 'Trellix Agent for LINUX 5.7.9.182 (Evaluation)'. The 'Assign to Agent Handlers:' section has 'All Agent Handlers' selected.

- On clicking OK, we are navigated to a page wherein Agent Installer link is available for download from EPO Server as seen in the snapshot below:

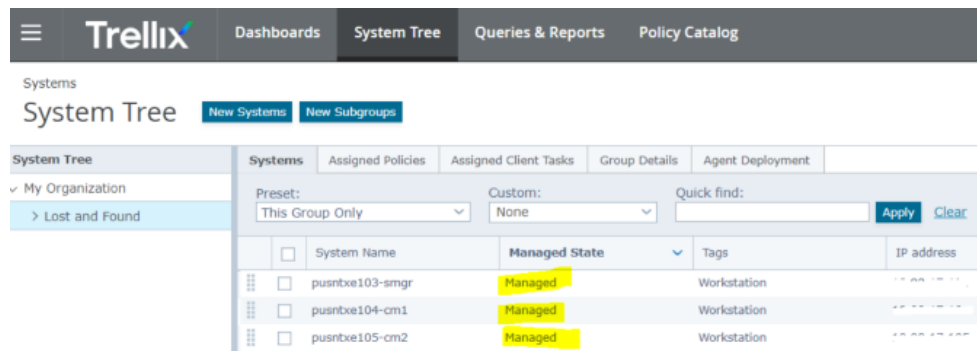
The screenshot shows the 'Download File' page in the Trellix interface. The page contains a message: 'Click the file link or right-click and select "Save Target As" to download the file.' Below this, there is a 'Download file:' section with a yellow box highlighting the 'Agent Package' link.

- Click on "Agent Package" to download the installer, so that it can be uploaded to respective Avaya Aura Server.

3.2 Upload & Installation of Agent on Avaya Server

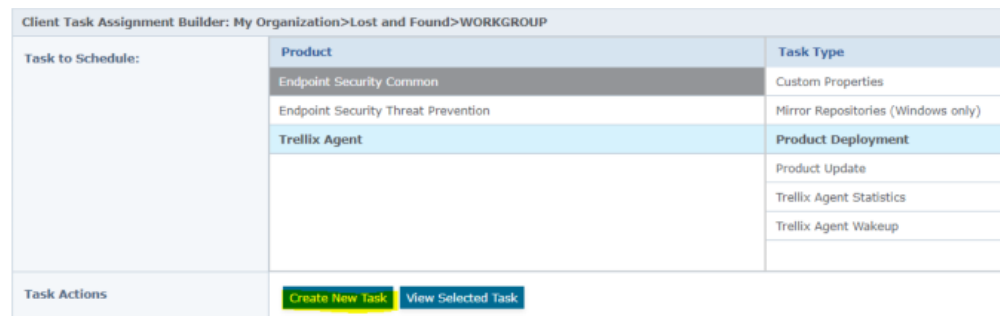
1. Upload the Agent Installer Package to the Avaya Server in home directory of the user `"/home/<user>"` or temporary directory i.e., `"/tmp"` directory.
2. SSH to the Avaya Server with regular user permissions and then escalate the permissions to be a root user with `"su - root"` command.

3. Navigate to the folder wherein installer package has been uploaded and then unzip the contents of the Agent installer package using command "**unzip <agentPackages.zip>**"
4. Post unzipping, the folder will contain "**install.sh**" file. This file contains installation script which needs to be provided executable permissions using command "**chmod +x install.sh**".
5. Proceed with installation of the Agent using command "**sh install.sh -i**".
6. Post successful installation of the Agent, the agent will start communicating with the EPO.
7. To verify the communication to EPO Server is working fine.
 - a. Login to the EPO Server home page.
 - b. Navigate to the System Tree and required folder under My Organization, e.g., "Lost and Found" section.
 - c. As can be seen in the highlighted section SMGR and CM are in managed state on the EPO Server which indicates that Agents can communicate successfully to the EPO Server.



3.3 Antivirus installation

1. Post successful installation of the Agent on the Avaya products, the Antivirus installation will be done in an automated manner through auto-push mechanism from the EPO Server.
2. Client Task needs to be defined as below for the Antivirus to get pushed to the Avaya Servers:
 - a. Navigate to System Tree and click on "New Client Task Assignment".
 - b. We will then be re-directed to a page wherein new scheduling task can be created.



- c. Click on "Create New Task".

- d. Update the Name of the Task and mention the path i.e., "altmppath=/opt/" for command-line option, this is the location wherein Antivirus will be pushed from EPO Server.

The screenshot shows the 'Create New Task' configuration page. Key fields include:

- Task Name:** AV-Push-to-Avaya-Servers
- Target platforms:** Linux (checked), AIX, Trellix Email and Web Security, HP-UX, Mac, Trellix Linux OS, Solaris, Wind River Linux, Windows.
- Products and components:** Trellix Endpoint Security for Linux Threat Prevention 10.7.15.109, Action: Install, Language: English, Branch: Current.
- Command line:** altmppath=/opt/
- Postpone Deployment dialog box (Windows systems only):** Allow end users to postpone this deployment (unchecked), Maximum number of postpones allowed: 1, Option to postpone expires after (seconds): 20.

- e. Click save to update the changes for client task.
 - f. There are options to schedule the tasks and run them in automated manner, please refer Trellix Administrator guide for details options.
3. Alternatively, Antivirus installation can be manually triggered through EPO. Contact EPO Administrator for the manual trigger.
 4. Verification of Antivirus installation on Avaya products can be done using following procedure:

Check log for installation status: **/tmp/ensltp-epo-setup.log**

OR

Run **"/opt/McAfee/ens/tp/bin/mfetccli --listtasks"**, with expected output as below:

```
root >/opt/McAfee/ens/tp/bin/mfetccli --listtasks
-----
|Index| Task Name                | Task Type          | Task Status   | Last Run                |
-----|-----|-----|-----|-----|
|11| quick scan                | ODS                | Not Started   | Not Applicable         |
|12| full scan                 | ODS                | Not Started   | Not Applicable         |
|13| Default Client Update task| DAT and Engine Update| Completed     | Thu Aug 31 00:15:01 2023|
-----
```

4. Scope for Scanning Tests & Recommendations

Respective Avaya products have been tested for all 3 different types of Scans mentioned below.

- Quick Access Scan
- Full Scan
- On Access Scan

Avaya Recommends that exclusions are to be configured for respective products before proceeding with any kind of Scan, please refer Section 5, Traffic Run & Recommendations.

4.1 Scan Execution Options

Execution of the Scan through CLI

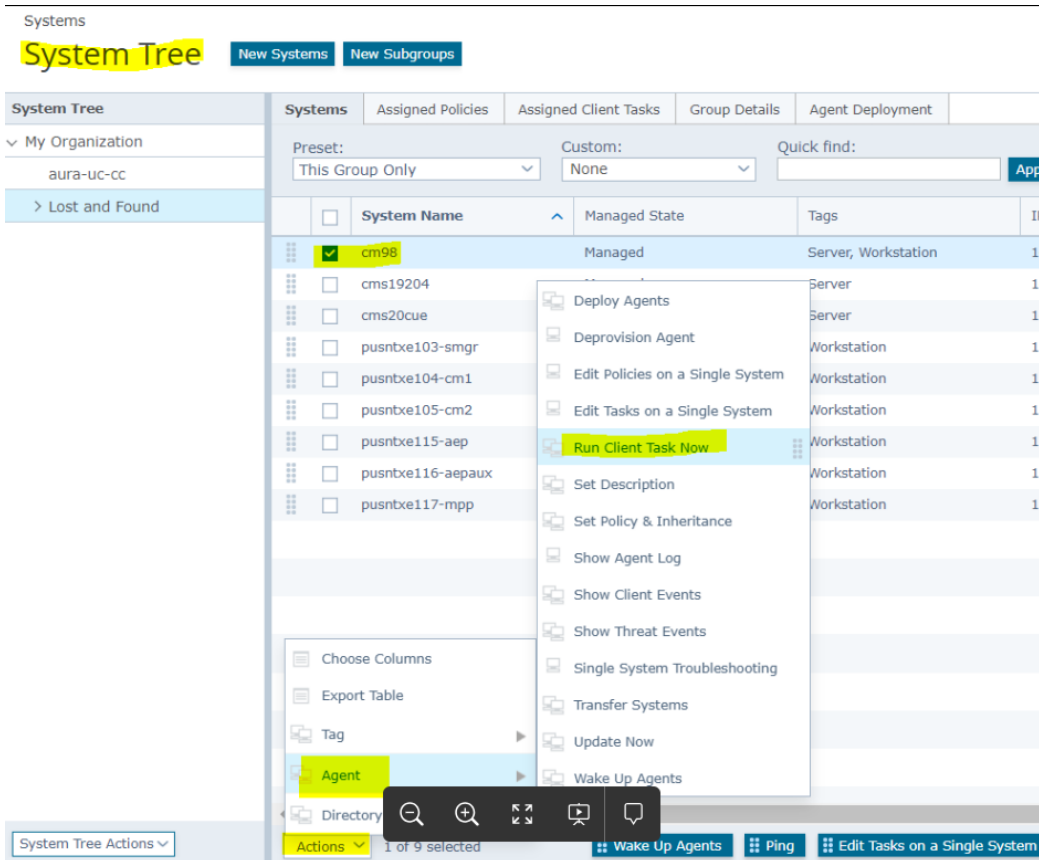
Screenshot below is an example of Scan execution via the CLI option using command `"/opt/McAfee/ens/tp/bin/mfetpccli --runtask --index 1"` i.e., a Quick Scan is executed on a CM using CLI method.

```
root@cm98> /opt/McAfee/ens/tp/bin/mfetpccli --runtask --index 1
Task was successfully started
root@cm98> /opt/McAfee/ens/tp/bin/mfetpccli --listtasks
```

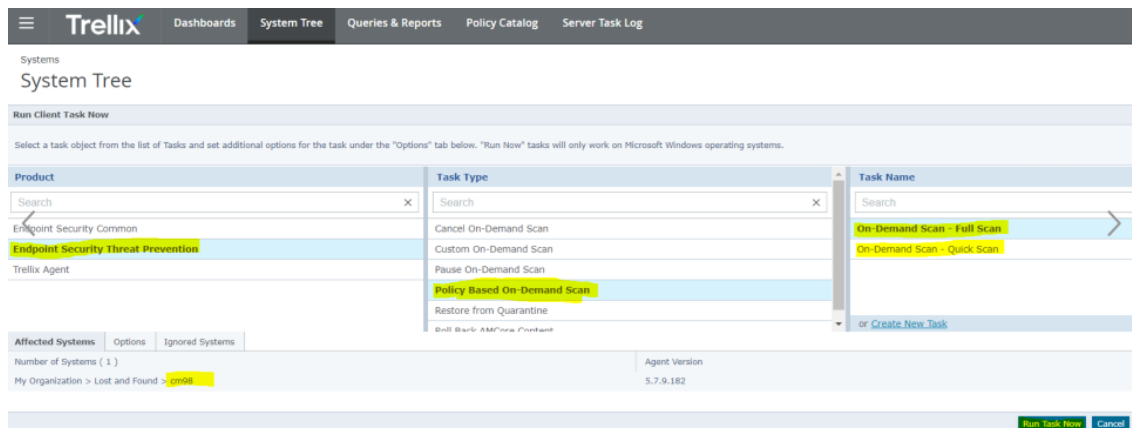
Index	Task Name	Task Type	Task Status	Last Run
1	quick scan	ODS	Completed	Tue Oct 17 03:49:49 2023
2	full scan	ODS	Not Started	Not Applicable
3	Default Client Update task	DAT and Engine Update	Completed	Tue Oct 17 00:15:01 2023

Execution of the Scan through EPO Server

- Navigate to System Tree → Click Systems Tab → Select the Group in which the target system is Located → Select the System(s) on which Scan needs to be executed.
- At bottom of Screen, click "Actions" → Click "Run Client Task Now".



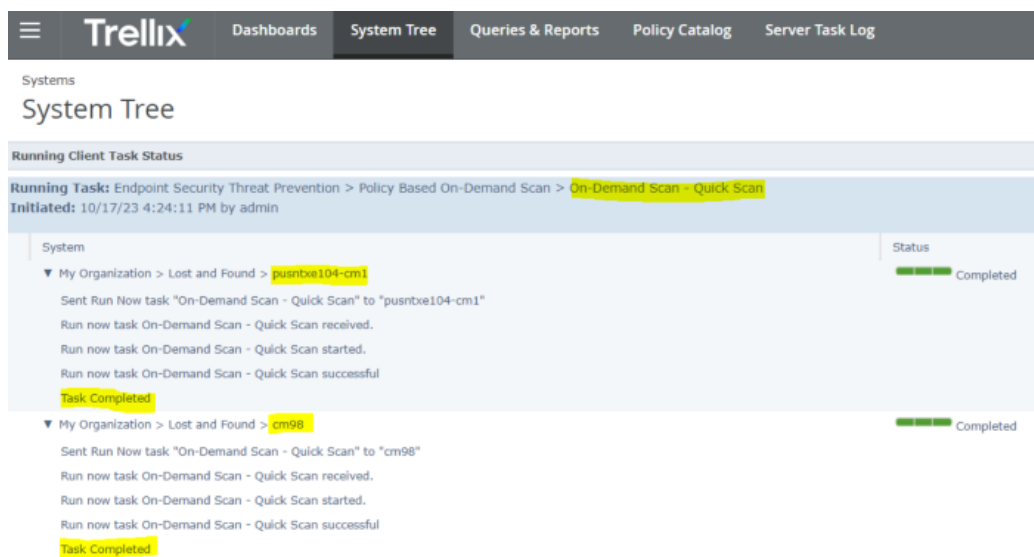
- c. This opens another screen under System Tree. Navigate to "Endpoint Security Threat Prevention" → "Policy Based On-Demand Scan" → "On-Demand Scan - Full" or "Quick".



- d. Click on "Run Task Now", this will trigger the intended type of Scan on the target system. In example below, Full Scan was executed.



- e. Same method described above, is used to trigger scans on multiple systems parallelly. Below is an example of Successful Completion of On-Demand Quick Scan executed on two systems parallelly.



Note:

There are also options to schedule scans through scheduled Policies, please refer Trellix documentation <https://docs.trellix.com/> for details options.

4.2 Impact of Updates/Upgrades to Trellix Agent & Antivirus

Updates of Avaya Servers to latest Security Service Pack, Service pack or Feature pack has no impact on the Trellix Agent and Antivirus. For scenarios wherein Re-deployment of OVA is required e.g., major release upgrade, the Trellix Agent will need to be re-deployed.

5. Traffic Run & Recommendations

Products	Exclusion Settings	Remarks/Recommendation
SMGR	N.A.	<ul style="list-style-type: none"> On Access Scan can be active without exclusions. Full Scan should only be executed during maintenance window.
CM	/var/log/*	<ul style="list-style-type: none"> On Access Scan can be active with exclusion of log directory /var/log/* Contains log files, application logs, kernel logs, VMware logs and misc. logs. <ol style="list-style-type: none"> root has read/write permission. init/cust and other logins only have read permission. Full Scan should only be executed during low traffic periods.
SM	N.A.	<ul style="list-style-type: none"> On Access Scan can be active without exclusions. Full Scan should only be executed during maintenance window.
AES	N.A.	<ol style="list-style-type: none"> Quick Scan runs for 10-20 Secs. Full Scan runs around 10-23 mins. No changes in Full scan time even with cache. On an Idle AES, when we run Full Scan, CPU spikes between 80-90%. Full Scan should be executed only during maintenance window. On Access Scan can be active without exclusions

Summary

- Certain real time (RT) applications are very sensitive to computing disruptions that impact the ability of the system to consistently process data at a millisecond level. Avaya recommends customers to run Antivirus scans during a defined maintenance window, please follow recommendations section in table above for respective products.
- For any Trellix Specific Admin/configurations/queries, please refer official Trellix documentation available at <https://docs.trellix.com/>
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