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Kaspersky Security Center Upgrade Service

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Introduction

This document describes the Kaspersky Security Center Upgrade service provided by our experts at Kaspersky.

The goals of this service are to:

- Install the latest version of Kaspersky Security Center.
- Migrate your old settings and policies to the new version.
- Demonstrate the new product features to you.
- Set up and demonstrate a task to upgrade Kaspersky Endpoint Security for Windows

to your complete satisfaction, within the scope of work agreed.

Coverage

1(one) Kaspersky Security Center and up to 5 Kaspersky Endpoint Security for Windows

Service timeline

This service allows for a maximum of 8 labor hours to achieve these goals, covering one instance of Kaspersky Security Center, together with up to 5 endpoint machines for demonstration purposes. Once everything is fully delivered to your satisfaction, the project will be defined as 'completed', even if less than 8 labor hours have been used.

The Project can be divided into the following stages:

Introduction	Upgrade	Finalisation
Kick-off and talking through the upgrade procedure.	Product version validation.	Creating a Completion Report.
Checking through your systems architecture and environment (establishing remote access, validating binaries, looking at server patching, network communications, internet access and server requirements). You'll need to back up Kaspersky Security Center in advance. If this is not done, we will need to do it ourselves, but this will eat into the labor hours allocated to this service.	Confirming that Kaspersky Security Center has been backed up. Starting to install the new version.	
	Migrating the old settings and policies to a new version.	
	Describing the new features to you.	
	Creating an installation package for Kaspersky Endpoint Security. Setting up a task to upgrade Kaspersky Endpoint Security for Windows. Demonstrating how to run this upgrade task by running it on up to 5 endpoints.	

Requirements & Statements

Please note that Kaspersky is under no obligation to deliver or attempt to deliver this service if the requirements listed below have not been fully met. Please let us know immediately should meeting any of these requirements present a potential problem.

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- You must provide access to your environment remotely using the Zoho Assist tool (TCP ports 80 and 443 only, see detailed requirements https://www.zoho.com/assist/kb/firewall-configuration.html)

- A representative of your IT department or security team must be available at all times during service delivery to meet any reasonable request from our Kaspersky Engineers, including permissions, access, etc.

- Remote access must be executed on all computers with Kaspersky Security Center installed.

- Your server must meet the requirements of the current version of Kaspersky Security Center. For more information visit the following websites (please select your application version in the upper right corner of the pages provided below):

    - Hardware and software requirements: https://support.kaspersky.com/KSC/14/en-US/96255.htm

    - Accounts for work with the DBMS: https://support.kaspersky.com/KSC/14/en-US/156275.htm

    - Ports used by Kaspersky Security Center: https://support.kaspersky.com/KSC/14/en-US/158830.htm

    - Device discovery: https://support.kaspersky.com/KSC/14/en-US/3884_1.htm

- You'll need to download the Setup files for the new versions of Kaspersky Security Center and Kaspersky Endpoint Security in advance. These can be found at: https://www.kaspersky.com/small-to-medium-business-security/downloads/endpoint

- The license activation file must be available to us.

- The Kaspersky Security Center server must have access to the internet without any restrictions, in order to perform downloads from the Kaspersky database

- Kaspersky Security Center must be up and running on the server that's to receive the upgrade.

- You'll need to perform a back-up of your Kaspersky Security Center in advance. Please note that the back-up task consumes a large amount of space. If you don't perform this task and we're obliged to do so, which will eat into the labor hours allocated to this service, you must at least ensure that the server has enough space for us to do this.

Scope of work

In Scope	Out of Scope
• Creating an infrastructure for the upgrading of one instance of Kaspersky Security Center, including the migration of your settings and policies into the upgraded version. • Explaining the new features and benefits of the upgraded version. • Instructing your administrators in how to perform the Kaspersky Endpoint Security upgrade task, including demonstrating this on up to 5 machines. • Creating a Completion Report.	Kaspersky will not work on any task or product not explicitly described here under 'In Scope' & 'Deliverables'. This includes: • Handling user creations, DNS, DHCP, Active Directory or any other network services • Creating or editing rules for external firewalls or routers. • Creating or editing any hypervisor environment. • Implementing any new functionality - migration will be "as is". • Performing backups of machines or systems involved on the project. • Configuring any database. • Installing any operating system.

Outcome and deliverables

1. Your Kaspersky Security Center environment will be upgraded to the latest version.

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2. Your administrators will be aware of the new features and how best to use them, and will know how to run the upgrade task we've created onto all your workstations.
3. You will receive a Report of Completion.

Notes

We can perform additional configurations and deployments, and many other tasks that fall outside the scope of our off-the-shelf Service Packages, through our custom Professional Services portfolio. Please speak to your Account Manager about creating a custom proposal for you.

Our schedule of work will be based on the availability of the most appropriate Kaspersky resources, but work will start no longer than 15 days after we receive the go-ahead to start the project from you in writing.

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