# **ESET Tech Center**

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# **Cloning computers in ESET PROTECT: Match with the existing computer every time**

Steef | ESET Nederland - 2021-03-19 - Comments (0) - ESET PROTECT On-prem

#### Issue

- You are running a VDI environment with one master image or you use the master image in SCCM reimaging. Select the computer to be recognized as a master in ESET PROTECT Web Console. All clones recover their previous identities or are assigned new ones.
- Mark an already cloned machine as a master computer
- Mark a machine as a master computer prior to cloning (recommended for VDI environments)

#### Details

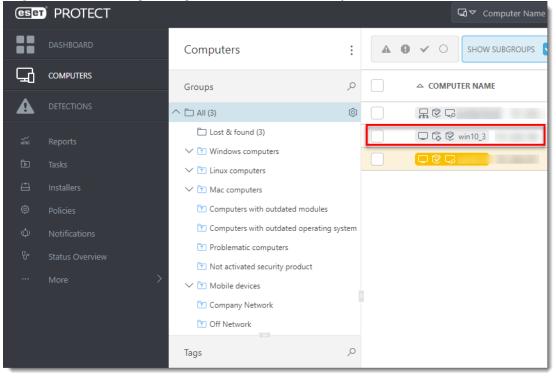
Review the supported features of various VDI environments.

#### Solution

This article demonstrates an example situation using the VMware® vSphere web client. You can use these same steps with other <u>supported hypervisors</u>.

### Mark a cloned machine as a master computer

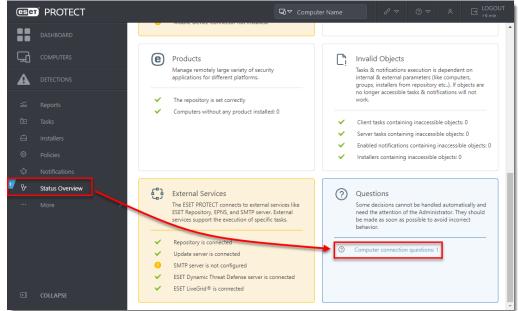
**Prerequisites:** You already have ESET PROTECT installed and running. You also have at least one client computer with ESET Management Agent installed and connected to your ESET PROTECT Server.



1. Clone the client computer in your virtual machine management tool (hypervisor).

	Actions - win10_3	Monitor	conngure r		WOIKS
> 🗖	Power		Guest OS: Compatibility:	Microsoft Windows 10 (64-bit) ESXi 5.0 and later (VM version 8)	
₽ ₽	Guest OS		VMware Tools:	Running, version:11301 (Current) More info	
<b>a</b>	Snapshots	ed On	DNS Name:	win10_3	
<b>F</b>	💕 Open Remote Console		IP Addresses:	View all 2 IP addresses	
₽ ₽	📇 Migrate	b Console note Console	Host:	bts-esxi75-b.eset.corp	
6	Clone	🚰 Clone to Vir	tual Machine		
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8	VM Policies	•		·	Notes
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ß	Export System Logs	disk 1	35 GB		Attribu
₽ ₽	🔂 Edit Settings	work adapter 1	TS-TEST	-EXT.202 (connected)	
Б	Move to folder	OVD drive 1	Disconne	ected g. v	
🔓	Rename	py drive 1	Disconne	ected	
	Edit Notes	o card	64 MB		
	Tags & Custom Attributes	•			

- 2. After cloning is complete, start the clone.
- 3. Wait a few moments until the machine is started. When startup is complete, the Agent on the cloned computer will connect to the ESET PROTECT Server. The ESET PROTECT Server will recognize that this is the clone of an existing client computer already connected to ESET PROTECT.
- 4. Click Status Overview → Questions → Computer connection questions.



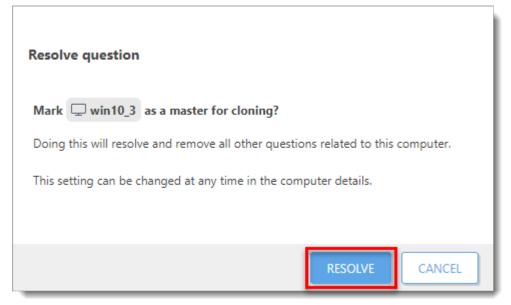
5. Select the computer you have just cloned and click Resolve question.

(	eset	PROTECT	$\Box$ $\nabla$ Computer Name $\phi^{\circ}$	7
		DASHBOARD	< BACK Questions	
	G	COMPUTERS	COMPUTER QUESTION	0
		DETECTIONS	win10_3 win10_3 appears to have connected using different hardware	20
			Question	
			<ul> <li>Get help</li> </ul>	
	Φ			
1	$\mathcal{C}$	Status Overview		

6. Select **Match with the existing computer every time** to set the selected computer as a master computer. All clones of this computer will be recognized as new computers and will have unique identities in ESET PROTECT Web Console. Click **Resolve**.

Resolve question	×
win10_3 appears to have connected using different hardware	
New computers are being cloned or imaged from this computer	
• Match with the existing computer every time (mark this computer as master) $i$	
$\bigcirc$ Create a new computer every time (mark this computer as master) $i$	
○ Create a new computer this time only 1	
No computers are cloned from this computer, but its hardware has changed	
Accept changed hardware every time (disables hardware detection) i	
<ul> <li>Accept changed hardware only this time i</li> </ul>	
The choice will be applied as soon as the computer is connected. Data from related computers might not appear until a choice was made.	
RESOLVE	GET HELP CANCEL

7. Click **Resolve** to confirm setting the selected computer as a master. All other unresolved clones of this computer would be resolved automatically.

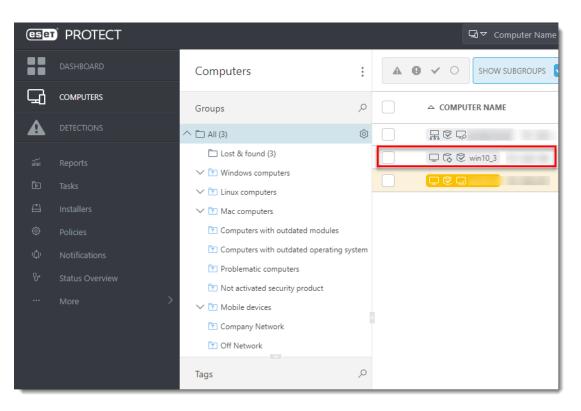


8. Wait a few minutes for the cloned machine to connect at least two times (two replication intervals). Click **Computers** to see the new identity assigned to the clone. The name of cloned computer will be the same by default, but it will have a unique IP address. The clone is now independent of the master computer.

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	DETECTIONS	^ 🗅 Ali (4)			₽©₽		-
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Þ		<ul> <li>Innux computers</li> </ul>		]	□ 6 0	win10_3	.48
<u> </u>		✓ 🔽 Mac computers			₽0₽		
$\odot$		Computers with outdated modules					
φ		Computers with outdated operating system	1				
ሌ	Status Overview	Problematic computers					
		<ul> <li>Not activated security product</li> <li>Image: Mobile devices</li> <li>Company Network</li> </ul>	- 10				
		Tags					

## Mark a machine as a master computer prior to cloning

**Prerequisites:** You already have ESET PROTECT installed and running. You also have at least one client computer with ESET Management Agent installed and connected to your ESET PROTECT Server.



1. Select the computer that will be marked as a master computer and click Show Details.

eser) PROTECT 🔤 ⊂ Compu						Cor	Computer		
								Show Details	
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	computers	:		÷ U	511014 30001		$\oslash$	Tags	
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	Lost & found (3)						00	Isolate from networ	rk
	,			₽	1		00	End network isolation	on
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	✓ ➡ Linux computers				winito_5		•	New Task	
<u> </u>	∨ 🕅 Mac computers			₽ © Ģ			~		Þ
Ô	Computers with outdated modules						8	Assign User	
ŵ	🝸 Computers with outdated operating sy	/stem					19	Manage Policies	
	Problematic computers								
ሌ								Deploy Agent	
>	Not activated security product						Ċ	Deactivate Products	5
í í	✓ ➡ Mobile devices						20	Connect	
	Company Network						A	Enable encryption	
	🔽 Off Network						<u> </u>	Enable EDTD	
								Rename multiple ite	ems
	Tags	Q					_	Move to Group	

2. In the **Overview** tab, click **Hardware** and select **Mark as Master for Cloning** → **Match with existing computers**. This setting automatically resolves each future clone of this computer.

eser	PROTECT		🖬 🗢 Computer Name	& ∞	A ⊡ LOGOUT
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G	i OVERVIEW				A
▲ ≦ © ¢ ∵ >	<ul> <li>CONFIGURATION</li> <li>LOGS</li> <li>TASK EXECUTIONS</li> <li>INSTALLED APPLICATIONS</li> <li>ALERTS</li> <li>QUESTIONS</li> <li>DETECTIONS AND QUARANTINE</li> <li>DETAILS</li> </ul>	win10_3 / Add description Select tags FQDN Parent Group IP Applied Policies Count Member of Dynamic Groups	win10_3 i /All/Lost & found 2 /All/Windows compute /All/Windows compute More 10 Enterprise N 64-bit Match with existing computers 16	rs rs/Windows (desktops)	
	CLOSE COMPUTER 🗢	Disable hardware detection SAVE HARDWARE  N	Create new computers	~	<b>`</b>

3. You can now clone the client computer in your virtual machine management tool and power it on. After the first two replications, ESET PROTECT recognizes the clone, and it recovers the old one or assigns it a new identity (when connected for the first time) in the Web Console.