

ESET Tech Center

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Anish | ESET Nederland - 2018-09-12 - Comments (0) - 7.x

Details

Solution

1. On your client workstation, go to the [ESET Security Management Center 7 Download](#) page and click **Standalone installers**.

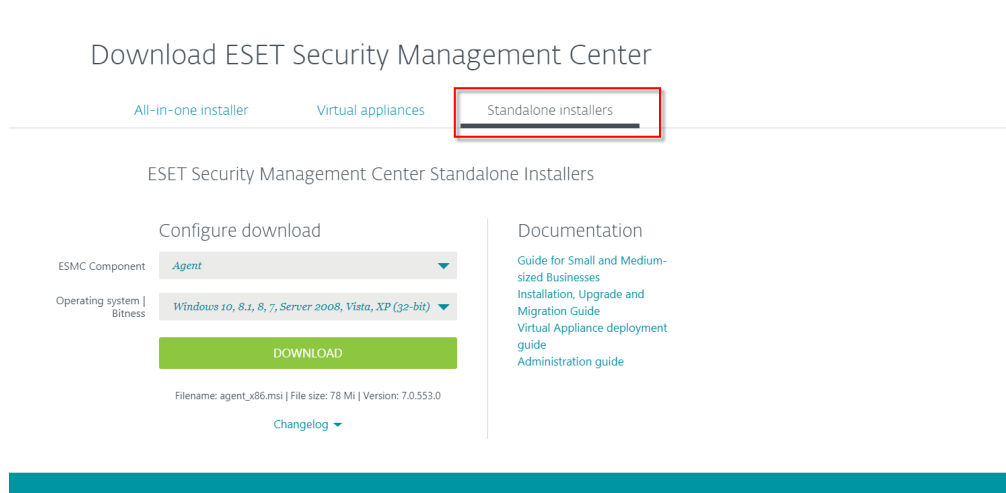


Figure 1-1

2. In the **Configure download** section, select the information below and then click **Download**.
 - o **ESMC component:** Select **Agent**
 - o **Operating system and Bitness:** Select the operating system of the client

Download ESET Security Management Center

All-in-one installer

Virtual appliances

Standalone installers

ESET Security Management Center Standalone Installers

Configure download

ESMC Component *.Agent*

Operating system | Bitness *Windows 10, 8.1, 8, 7, Server 2008, Vista, XP (32-bit)*

DOWNLOAD

Filename: agent_x86.msi | File size: 78 Mi | Version: 7.0.553.0

Changelog

Documentation

- Guide for Small and Medium-sized Businesses
- Installation, Upgrade and Migration Guide
- Virtual Appliance deployment guide
- Administration guide

3.

Figure 1-2

4. Double-click the downloaded .msi file and click **Next** to continue to the Setup Wizard.



Figure 1-3

5. Accept the **End-User License Agreement** and click **Next**.

Figure 1-4

6. Deselect the check box **Participate in product improvement program** if you do not agree to send crash reports and telemetry data to ESET. If the check box is left selected, telemetry data and crash reports will be sent to ESET.

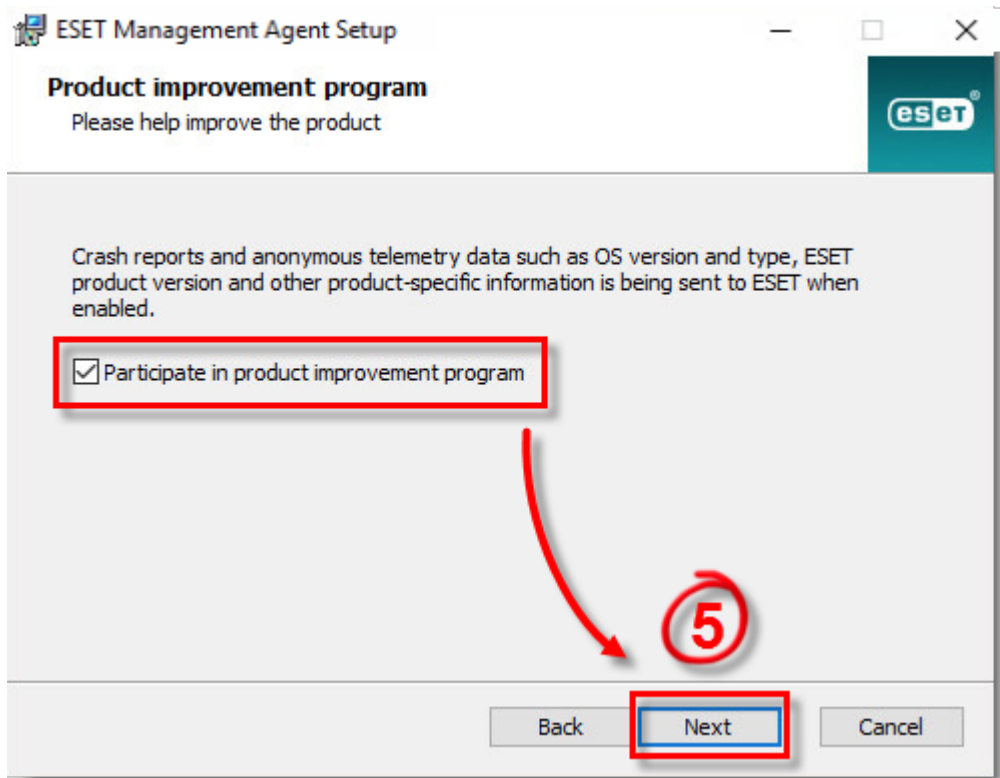


Figure 1-5

1. Select the type of installation you want to perform a [Server assisted installation](#) or [Offline installation](#).

For Server assisted installation:

Your client computer must be able to communicate with ESMC Server over the network.

1. Specify the **Server host** (name or IP address) and **Server port** of your ESMC Server (the default Server port is 2222). If you are using a different port, replace the default port with your custom port number. If you use a proxy for Agent - Server connection, you can configure this connection after selecting the check box **Use Proxy**. Verify **Server assisted installation** is selected and click **Next**.



Figure 1-6

2. Enter the **Username** and **Password** used to access your ESMC Web Console to allow the Agent to download updates and new certificates.



Figure 1-7

3. Click **Choose custom static group** and use the drop-down menu to select the appropriate static group for the client computer. Follow the steps on-screen to complete installation.

4. If you are performing a new installation of ESMC, proceed to [deploy ESET endpoint products to your client computers](#).

Error 1603 when installing the ESET Management Agent

During some installations of the ESET Management Agent, the notification "Error code 1603-Installation ended prematurely" will display. Use the following troubleshooting steps to resolve this error:

- If you are running the ESET Live Installer from a shared location, copy the live installer file to the local disk and attempt the installation again.
- When you run the ESET Management Agent Live installer, right-click it and select **Run as Administrator** from the context menu.

For Offline installation:

Your client computer is unable to communicate with the ESMC Server. Before performing an offline installation, verify you have the Agent certificate available on the targeted client computer.

Default certificates

Peer certificates and Certification Authority that are created during installation are, by default, contained in the Static Group All.

A user must have the following permissions for the group that contains the modified object. Once permissions are in place, follow the process below.

Functionality	Read	Use	Write
----------------------	-------------	------------	--------------

Certificates	✓	✓	
--------------	---	---	--

1. Specify the **Server host** (name or IP address) and **Server port** of your ESMC Server (the Default Server port is 2222). If you are using a different port, replace the default port with your custom port number. If you use a proxy for Agent - Server connection, you can configure this connection after selecting the check box **Use Proxy**.

Verify **Offline installation** is selected and click **Next**.

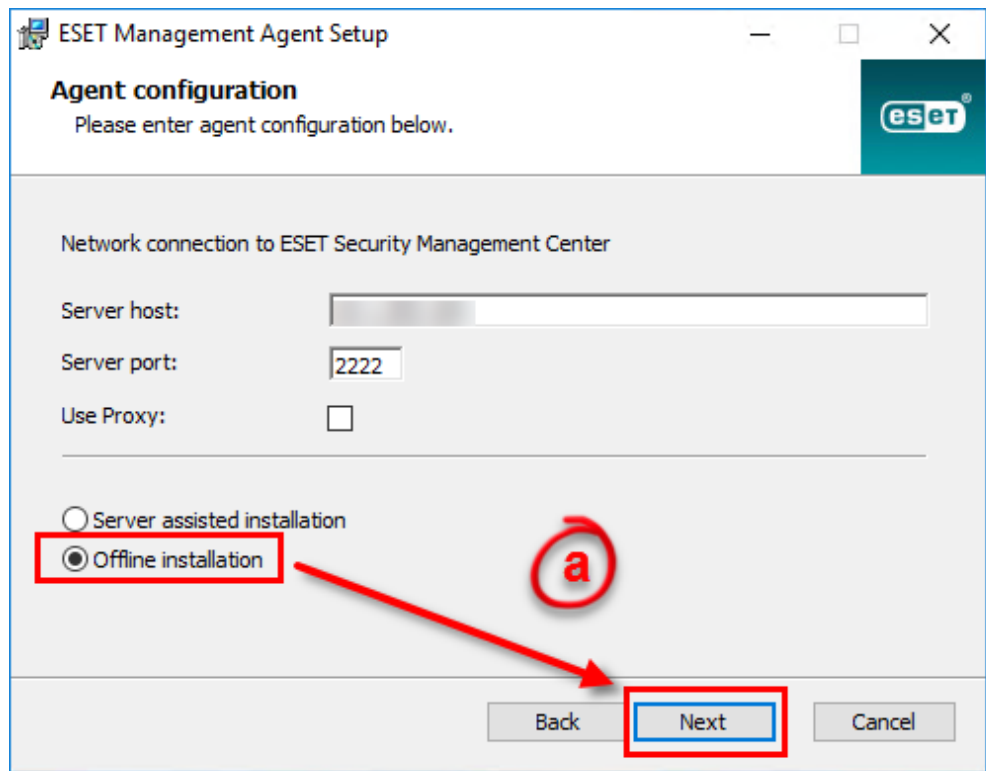


Figure 1-8

2. [Open ESET Security Management Center Web Console](#) (ESMC Web Console) in your web browser and log in. Click **More** → **Peer Certificates**. Select the certificate you want to use for this installation and click **Export**. Transfer the exported certificate to the client computer using removable media or another method of your choice.



Figure 1-9

Click the image to view larger in new window

3. Similarly, click **More** → **Certification Authorities**. Select the **ERA Certification Authority** and click **Export Public Key**. Transfer the exported CA to the client computer.
4. In the Agent Setup Wizard, next to **Peer certificate**, click **Browse**. Navigate to the certificate you want to use for this installation and click **Open**. In the same way, add the **Certification Authority**. Click **Next**.

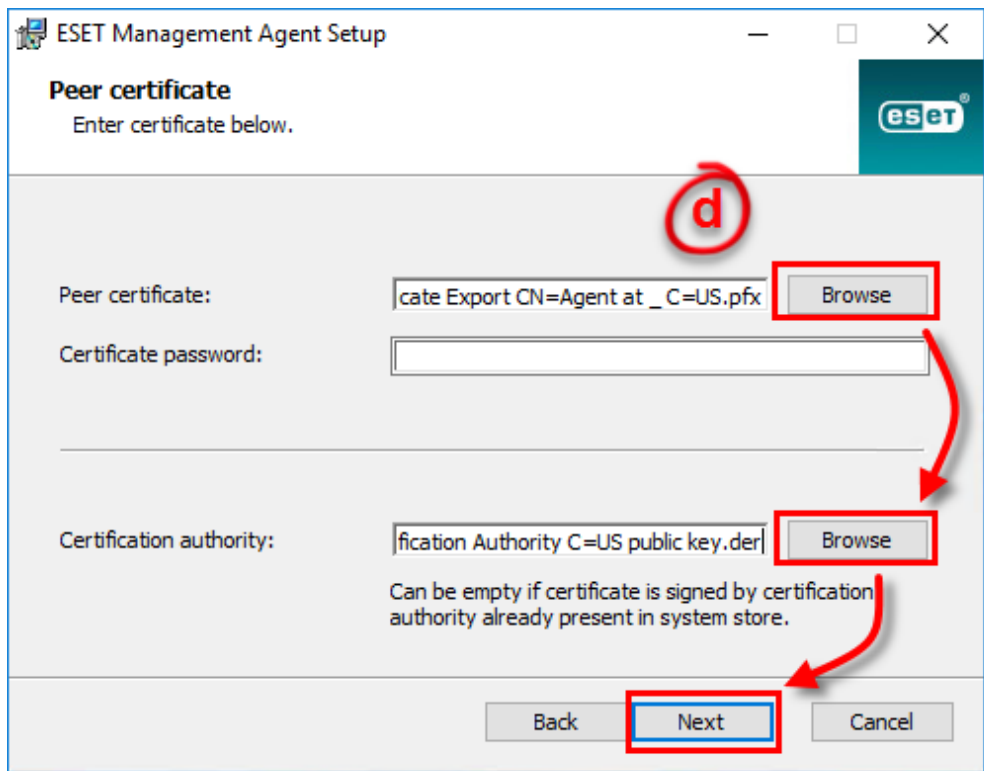


Figure 1-10

5. Follow the steps on-screen to complete installation. To verify the Agent is working properly, check the status log located at: `C:\ProgramData\ESET\RemoteAdministrator\Agent\EraAgentApplicationData\Logs\status.html`.
6. If you are performing a new installation of ESMC, proceed to [deploy ESET endpoint products to your client computers](#).

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