ESET Tech Center

How to re-deploy ESET Management Agent over an existing password protected Agent

Anish | ESET Nederland - 2018-09-12 - Comments (0) - Endpoint Management

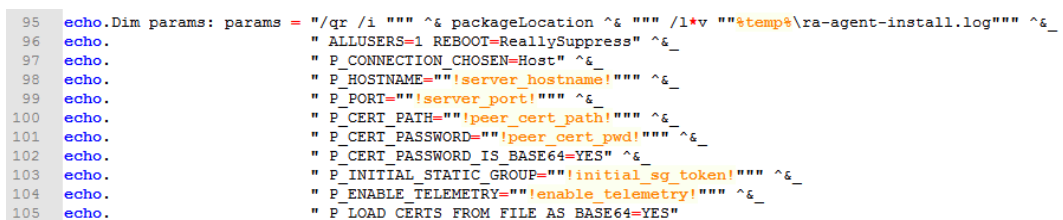### Issue

User needs to reinstall ESET Management Agent over an existing ESET Management Agent which is protected by a known password.

Details

Solution

To create an installer which can override a password-protected agent, you have to create a new (or modify existing) Live installer script.

1. Create the Live installer script, but do not deploy it on a computer yet.

2. Extract the downloaded file ESMCAgentInstaller.zip

3. Open the ESMCAgentInstaller.bat in a simple text editor like Notepad.

4. Find the section between lines 95 and 105 where the parameters shown below are selected.


```
95   echo.Dim params: params = "/qr /i """ ^& packageLocation ^& """ /l*v ""%temp%\ra-agent-install.log""" ^&_
96   echo.                    " ALLUSERS=1 REBOOT=ReallySuppress" ^&_
97   echo.                    " P_CONNECTION_CHOSEN=Host" ^&_
98   echo.                    " P_HOSTNAME=""""!server_hostname!""" ^&_
99   echo.                    " P_PORT=""""!server_port!""" ^&_
100  echo.                    " P_CERT_PATH=""""!peer_cert_path!""" ^&_
101  echo.                    " P_CERT_PASSWORD=""""!peer_cert_pwd!""" ^&_
102  echo.                    " P_CERT_PASSWORD_IS_BASE64=YES" ^&_
103  echo.                    " P_INITIAL_STATIC_GROUP=""""!initial_sg_token!""" ^&_
104  echo.                    " P_ENABLE_TELEMETRY=""""!enable_telemetry!""" ^&_
105  echo.                    " P_LOAD_CERTS_FROM_FILE_AS_BASE64=YES"
```

Figure 1-1

1. Add a line between lines 102 and 103 as seen in the image below. Substitute the example password secret%%123 with the password of your existing ESET Management Agent. Be careful about the escape characters. Special characters (not letters and numbers) must be "escaped" with the escape character to interpret them correctly to the system.

More information on escaping characters

```
 95   echo.Dim params: params = "/qr /i """ ^& packageLocation ^& """ /l*v ""%temp%\ra-agent-install.log""" ^&_
 96   echo.                    " ALLUSERS=1 REBOOT=ReallySuppress" ^&_
 97   echo.                    " P_CONNECTION_CHOSEN=Host" ^&_
 98   echo.                    " P_HOSTNAME=""!server_hostname!""" ^&_
 99   echo.                    " P_PORT=""!server_port!""" ^&_
100   echo.                    " P_CERT_PATH=""!peer_cert_path!""" ^&_
101   echo.                    " P_CERT_PASSWORD=""!peer_cert_pwd!""" ^&_
102   echo.                    " P_CERT_PASSWORD_IS_BASE64=YES" ^&_
103   echo.                    " PASSWORD=""secret%%123""" ^&_
104   echo.                    " P_INITIAL_STATIC_GROUP=""!initial_sg_token!""" ^&_
105   echo.                    " P_ENABLE_TELEMETRY=""!enable_telemetry!""" ^&_
106   echo.                    " P_LOAD_CERTS_FROM_FILE_AS_BASE64=YES"
```

Figure 1-2

1. Save the changes in the file.

2. Use this modified installer for the Agent re-installation according to steps 7 - 9 from the article KB6739.