ESET Tech Center

Knowledgebase > Legacy > Legacy ESET Remote Administrator (6.x / 5.x / 4.x) > 6.x > Migrate from ERA Proxy (Linux or Virtual Appliance) to Apache HTTP Proxy in ESMC 7

Migrate from ERA Proxy (Linux or Virtual Appliance) to Apache HTTP Proxy in ESMC 7

Anish | ESET Nederland - 2025-03-07 - <u>Comments (0)</u> - <u>6.x</u>

- You have an ESET Remote Administrator (ERA) 6.x environment running with an ERA Proxy on a Virtual Appliance, and you want to upgrade to ESET Security Management Center (ESMC) 7, which does not support ERA Proxy
- You want to enable an Apache HTTP Proxy on a Virtual Appliance to substitute the role of an ERA Proxy in ESMC7
- Are you using an ERA Proxy on a Windows host?

Details

ESMC 7 introduces a new generation of the agent/server communication protocol. The new replication protocol uses TLS and HTTP2 protocols so it can go through proxy servers. There are also new self-recovery features and a persistent connection that improves overall communication performance.

ERA Proxy 6.x users The new communication protocol does not support a connection using ERA Proxy 6.x.

ESET provides a pre-configured Apache installer. The user can also use other proxy solutions (besides Apache HTTP Proxy) that fulfill the following conditions:

- Can forwardSSLcommunications
- SupportsHTTP CONNECT
- Can work without authentication (the ESET Management Agent does not support authentication with proxy)

The configuration of other proxy solutions is not provided or supported by ESET. Other solutions may not support caching of ESET Dynamic Threat Defense (EDTD) communications.

The ESMC 7 Virtual Appliance contains a correctly pre-configured Apache HTTP Proxy. We recommend you use the new appliance instead of upgrading the old one. Solution

Connection limitations

- The ERA 6.x Proxy component is discontinued in ESMC 7.
- ERA 6.x Agents can connect to the ESMC 7 Server.
- The ESET Management Agent 7 cannot connect to the ESMC Server via ERA Proxy or the ERA 6.x

Server.

- Do not upgrade ERA 6.x Agents before a proper proxy solution is set up.
- It is not possible to run theAgent deployment taskon clients with an ESMC Server. The Agent deployment task can only reach the ESMC Server using Apache HTTP Proxy.

I. Prepare your ERA 6.x environment

- 1. Back up your ERA Server (for example, backup database, CAandcertificates).
- 2. Upgrade your ERA Server to ESMC 7via aRemote Administrator Components Upgrade Task. This task updates the server, agent and web console. When assigning a target for the task, only select the machine with the ERA Server.
- 3. Wait approximately 24 hours to verify the upgraded environment runs smoothly.



II. Deploy the new Virtual Appliance and connect it to your ESMC Server

To keep your proxy safe and well configured, replace your old ERA Proxy - Virtual Appliance with the new version. ESMC 7 does not provide a standalone proxy configuration as ERA 6.x did. We recommend you deploy a new ESMC Server - Virtual Appliance. The new server is not used as an administrative server, but a proxy. The correctly configured Apache HTTP Proxy is included in the ESMC 7 Virtual Appliance download.

- 1. Download the ESMC 7 Virtual Appliance.
- 2. Deploy the ESMC 7 Virtual Appliance on your hypervisor.
- $\ \ \, \text{3. Configure the new Appliance as an ESMC Server.}$

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- $_{\circ}\,$ You will be prompted for the new password later in the process.
- $\circ~$ Enable HTTP Forward Proxy during the configuration.
- 1. Reinstall the ESET Management Agent on the appliance and connect it to the main ESMC Server. Open the virtual machine with your ESMC Virtual Appliance \rightarrow Enter Management mode \rightarrow enter your password \rightarrow Login \rightarrow Exit to terminal.
- 2. The Agent installer is located at:/root/eset_installers/Agent-Linux-x86_64.sh
 We recommend you use the server-assisted installation. For example:
 /root/eset_installers/Agent-Linux-x86_64.sh \

```
--skip-license \
```

- --hostname=10.1.179.36 \
- --port=2222 \
- --webconsole-user=Administrator \
- --webconsole-password=aB45\$45c \
- --webconsole-port=2223

Replace the hostname and password values with actual values from the main ESMC Server. For more information, refer to theAgent installation - Linuxtopic in the ESMC Online Help Guide.



1. If required, you can stop certain services on the new appliance to save resources. In the Terminal, run the applicable commands:

System V init	Systemd
service eraserver stop	systemctl stop eraserver
service mysql stop	systemctl stop mysql
service tomcat stop	systemctl stop tomcat

To prevent ESMC and MySQL services from starting after reboot, disable them:

Systemd

systemctl disable eraserver

systemctl disable mysql

systemctl disable tomcat

2. Modify the Apache HTTP Proxy configuration file */etc/httpd/conf.d/proxy.conf*.Use thenanoeditor in the Terminal or access the file usingWebmin. For nano, use the following command:

nano /etc/httpd/conf.d/proxy.conf

- 1. If you have changed the default port (2222) for the agent, find the lineAllowCONNECT 443 2222 and change 2222 to the number of your port.
- 2. Add the hostname or IP address of your ESMC Server to the configuration file. The hostname you add must be exactly the same as the hostname agents use to connect to the ESMC Server. You can also add aProxyMatch expression.
- 3. Close the file and save the changes.
- 4. Restart the Apache HTTP Proxy service.

systemctl restart httpd

3. Open the ESET Security Management Web Console(ESMC Web Console) in your web browser and log in. If the new agent is connecting, use it for future maintenance of the proxy machine.

III. Assign a transition policy to a test client

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1. In the ESMC Web Console click Policies $\operatorname{\rightarrow}\!\operatorname{New}$ Policy.

Figure 3-1

1. Type aName for the policy.

eser	SECURITY MANAG	EMENT CENTER		G ▼ Computer Name	
		New Policy			
G		Policies > New Policy			
▲			Name		
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		A Settings	New Policy		
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			Tags		
			Select tags		
1					
E	COLLAPSE		BACK	FINISH CANCEL	

Figure 3-2

1. ClickSettings, select ESET Management Agent.

2. In theConnectionsection, next to Server connects to,clickEdit server list.

eser	SECURITY MANAG	EMENT CENTER	Gr⊽ Comput	ter Name d ^o		œ
		New Policy				
됴		Policies > New Policy				
▲		3/			2	*
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Figure 3-3

1. ClickAdd.

eser	SECURITY MANAGEMEI	NT CENTER		G⊲ ⊂ Computer	Name	8 0 8	E
	Edit Policy Policies > Edit Policy	Servers	Port	? 🗆 X			
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¢ &		Add Edit Remove	* *	▼ ₹	certificate	0 • 4	
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Figure 3-4

1. In theHostfield, type the applicable address (the address must match what the agent uses in the configuration) of your ESMC Server and clickOK.

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Figure 3-5

1. ClickSave.

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	Server		Port			Q
	127.0.0.1		2222			
	Add	Remove	*	A	$\mathbf{\nabla}$	Ŧ
				1		
					Save	Cancel

Figure 3-6

1. In the Policy settings drop-down menu, select Append.

New Policy Policies > New Policy					
Basic Settings	ESET Management Agent	~	Q. Type to se	arch	?
Assign Summary	CONNECTION • • • Servers to connect to • • • • Data limit		Edit server list	O O	• +

Figure 3-7

1. ClickAdvanced Settings. In the HTTP Proxysection, selectDifferent Proxy Per Service from theProxy Configurationdrop-down menu.

(ESET)	SECURITY MANAGEMEN	TCENTER	Grand Computer Name				B
	Edit Policy Policies > Edit Policy						
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Figure 3-8

1. Next toReplication (to ESMC Server), clickEdit.

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۲		BACK CONTINUE FINISH SAVE AS CANCEL			



1. Enable theUse proxy server.In the Host field, type the IP address of the proxy machine. In thePortfield, leave the default value (3128), and clickSave.

Replication (to ESMC Server)

Use proxy server	×
Host	127.0.0.1
Port	3128
Username	
Password	
Use direct connection if HTTP proxy is not available	Show password
	Save Cancel

? 🗆 X

Figure	3-10	
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1. ClickFinish to save the policy. Do not assign it to a computer yet.

IP Addresses

It is necessary to have both IP addresses in one list applied to the client. If the agent does not have this information in the policy, it is unable to connect to the proxy and the ESMC Server after the upgrade. Such an agent must be fixed manually by running a repair installation and using the correct ESMC Server address. If the HTTP Proxy setting is not applied in the policy, the agent is able to connect the ESMC Server.

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Figure 3-11

- 1. Choose one computer that is connected via ERA Proxy and assign the new policy to that test client.
- 2. After a few minutes, verify the computer is still connecting to the ESMC Server.

IV. Upgrade ERA Agents on client computers

- 1. Run aSecurity management Center Components Upgrade Task.
- 2. Verify the client is connected to the ESMC Server. Continue upgrading the remaining clients.

Upgrades and troubleshooting

If you have a more extensive network, begin the upgrade with departments that include IT experienced users or those who are physically closer to their computers to make troubleshooting easier.

1. Apply the policy from part III to the other computers connected via the ERA Proxy.



- 1. After the policy is applied, verify all clients are connecting to the ESMC Server.
- 2. Run aSecurity management Center Components Upgrade Task.
- 3. If all clients are connecting to the ESMC Server after the upgrade is finished, proceed to section V below.

V. Remove the ERA Proxy address from the list of servers

- 1. Open the ESET Security Management Web Console(ESMC Web Console) in your web browser and log in.
- 2. Click Policies, select the applicable policy and clickEdit.

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네 •	Policies	ADD FILTER			
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	ESET Endpoint for A	Antivirus - Maximum s ESE	Endpoint for Win	Taking advantage of m	
0	ESET Endpoint for W	Visibility - Balanced ESE	Endpoint for Win	Default setting for visib	
â	 ESET File Security fo 	Visibility - Invisible mode ESE	Endpoint for Win	Disabled notifications,	
ę.	SET Full Disk Encry	Visibility - Reduced inte ESE	Endpoint for Win	Disabled statuses, disa	
1 >	© ESET Mail Security fi ▼	Antivirus - Real-time sc ESE	File Security for W	Optimized performanc	
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	This is where you can see the list of your applied tags and quickly filter them.	Visibility - Silent mode ESE	File Security f	Suitable for multi-user	
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		Cloud-based reputatio ESE	File Security f	Enables ESET LiveGrid	
		Encrypt all disks - Reco ESET	Fr Disk Encr / Change Assignments	Enables full disk encryp	
		Encrypt boot disk only ESET	Full Disk Encr	Enables full disk encryp	
		New Policy ESET	Management Access Binhts		
•			Access Group	K © 1 © 🖨	

Figure 5-1

- ClickSettings.
 In thePolicy settingsdrop-down menu, selectReplace.
 ClickFinishto save and apply the policy.

(ESET) SECURITY MANAGEMEN	G ⊂ Computer Name	⊿ ⊘ ∧ ⊟	
Edit Policy			
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	ADVANCED SETTINGS		0 • +
	5		
thtps://localhost/era/webconsole/#	BACK CONTINUE FINISH S	IAVE AS	

Figure 5-2

1. Remove the ERA Proxy Virtual Appliance (remove the virtual machine from the hypervisor).

