Migrate from ERA Proxy (Windows) to Apache HTTP Proxy in ESET PROTECT

Steef | ESET Nederland - 2020-12-10 - Comments (0) - ESET PROTECT On-prem

Issue

- You have an ESET Remote Administrator (ERA) version 6 environment running the ERA Proxy (on a Windows host) component and you want to upgrade to ESET PROTECT
- ESET PROTECT does not support ERA Proxy—Apache HTTP Proxy can substitute the role of ERA Proxy in the infrastructure

Migrate from ERA Proxy (Linux or Virtual Appliance) to Apache HTTP Proxy in ESET PROTECT

Details

ESET PROTECT 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 which improves overall communication performance.

New communication protocol does not support connection using ERA 6.x Proxy.

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

- can forward SSL communication
- supports HTTP CONNECT
- can work without authentication (ESET Management Agent does not support authentication with proxy)

However, the configuration of other proxy solutions is not provided or supported by ESET. Other proxy solutions may not support caching of the ESET Dynamic Threat Defense communication.

Solution

Connection limitations

The ESET Remote Administrator version (ERA) 6.x Proxy component is discontinued in ESET PROTECT. Follow the instructions in this article carefully to ensure connection compatibility:

- ERA 6.x Agents can connect to ESET PROTECT Server
- ESET Management (EM) Agent (version 7) cannot connect to ESET PROTECT Server via ERA Proxy
- EM Agent (version 7) cannot connect to ERA 6.x Server
- Do not upgrade ERA 6.x Agents before a proper proxy solution is configured
- It is not possible to run the Agent deployment task on clients where ESET PROTECT server can reach only via Apache HTTP Proxy

I. Prepare your ERA 6.x environment

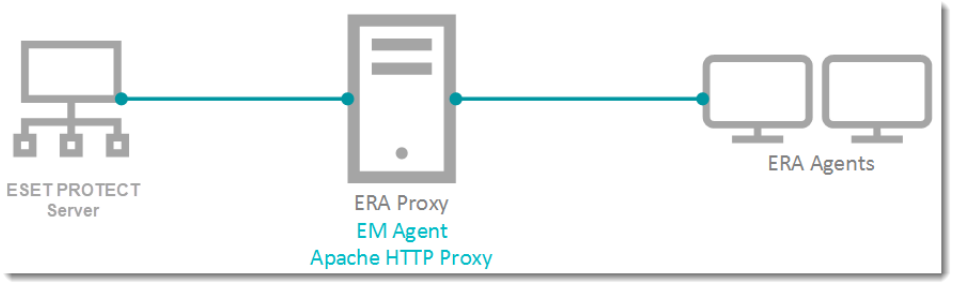
1. Back up your ERA Server (backup database, CA and certificates).

2. Upgrade your ERA Server to ESET PROTECT via **ESET PROTECT Components Upgrade** task. (Server, Agent and Web Console are upgraded). When assigning a target for the task, select only the machine with the ERA Server.
   Upgrade the ERA Server manually
3. Wait approximately 24 hours to make sure that the upgraded environment runs smoothly.
4. Upgrade the ERA Agent on the ERA Proxy machine via **ESET PROTECT Components Upgrade** task.

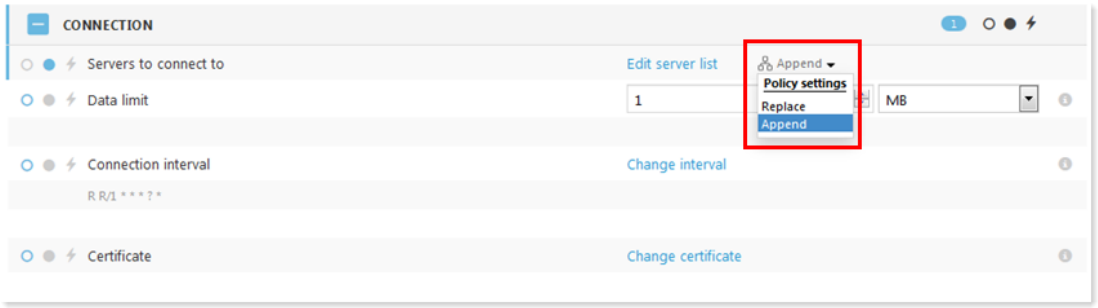


II. Install and configure Apache HTTP Proxy

1. Install Apache HTTP Proxy on the machine where the ERA Proxy is installed. Use the pre-configured ESET version of Apache HTTP Proxy. The configuration necessary for handling the connection of ESET Management Agents is included.
   - ESET download page as a Standalone installer.
   - Run the All-in-one ESET PROTECT installer and select the option **Install/Upgrade Apache HTTP Proxy**, click next and finish the installation.
2. Modify the Apache HTTP Proxy configuration file *httpd.conf* located in *C:\Program Files\Apache HTTP Proxy\conf*. How to write a ProxyMatch expression?
   1. If you have changed the default port (2222) for the Agent, find the line `AllowCONNECT 443 563 2222` and change `2222` to the number of your port.
   2. Add the hostname or IP address of your ESET PROTECT Server to the configuration file. The hostname you add must be exactly the same as Agents use to connect the ESET PROTECT Server. You can add IP address, hostname or both.
   3. Save the changes and restart the **Apache HTTP Proxy** service.



III. Assign a transition policy to a test client



1. To create a new policy on your ESET PROTECT Server,

   Open ESET PROTECT Web Console in your web browser and log in.

2. In the ESET PROTECT Web Console click **Policies → New Policy**.
3. In the **Basic** section, type a **Name** for the policy.
4. In the **Settings** section, select **ESET Management Agent** from the drop-down menu.
5. Navigate to **Connection → Server connects to → Edit server list**.

6. Click **Add** and enter the address (the address must match what Agent used in the configuration) of your ESET PROTECT Server in the **Host** field. Click **OK**.
7. Change the operator from **Replace** to **Append**.
8. Click **Finish**.
9. Navigate to **Advanced Settings → HTTP Proxy** and set **Proxy Configuration Type** to **Different Proxy Per Service**.
10. Click **Edit** next to **Replication (to ESMC Server)** and enable the **Use proxy server** option.
11. Type the IP address of the proxy machine to the **Host** field.
12. Leave the default value *3128* for the **Port**.
13. Click **Save** and **Finish** to save the policy. Do not assign it to any computer yet.

> IP Addresses
> It is absolutely 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 will be unable to connect to the Proxy and the ESET PROTECT Server after the upgrade. Such an Agent must be fixed manually by running a repair installation and using the correct ESET PROTECT Server address.
>
> If HTTP Proxy setting is not applied in the policy, the Agent will not be able to connect to the ESET PROTECT Server. Manual re-installation cannot fix this.

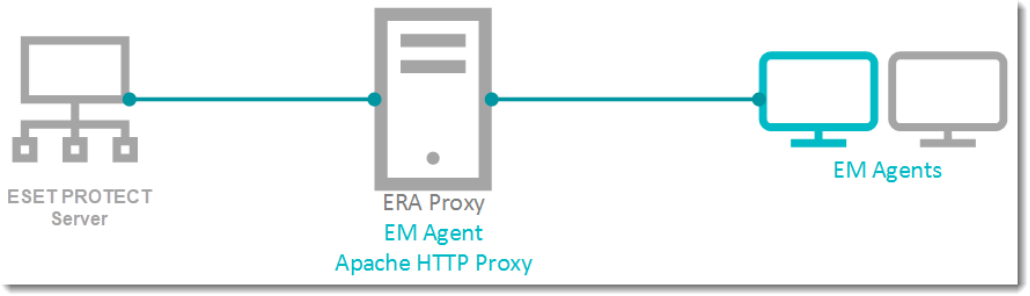
14. Choose one computer that is connected via ERA Proxy and assign the new policy to that test client.
15. Wait a few minutes until the policy is applied and check if the computer is still connecting to the ESET PROTECT Server.

IV. Upgrade ERA Agents on client computers

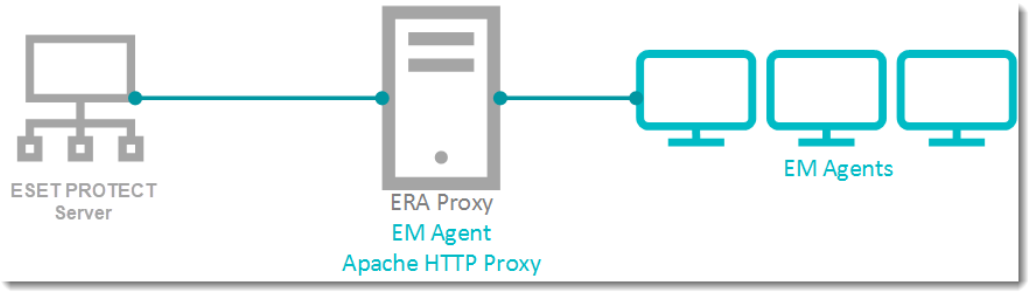
1. Run the **ESET PROTECT Components Upgrade** task to upgrade the selected test client computer.
2. After the client is upgraded to version 7, check if it is still connecting to the ESET PROTECT Server. If the computer is successfully connecting after the upgrade, continue to upgrade other computers.

> Important!
> If you have a larger network, begin the upgrade at departments with IT experienced users or those who are physically closer to computers to make the troubleshooting easier.

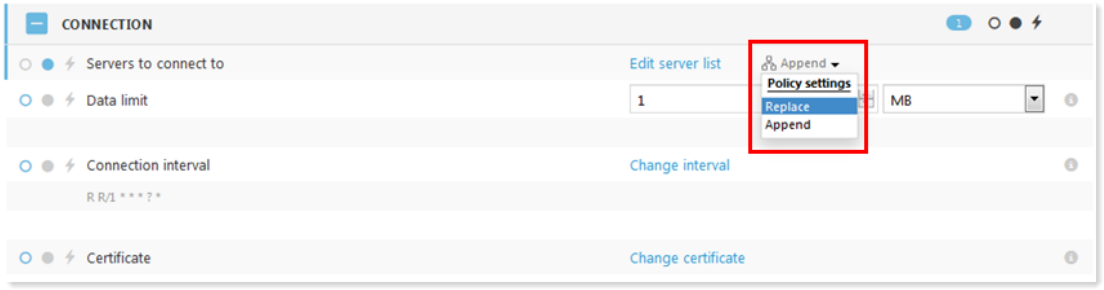
3. Apply the policy (from part III) to the other computers connected via the ERA Proxy.



4. Wait a few minutes until the policy is applied and check if clients are still connecting to the ESET PROTECT Server.
5. Run the **ESET PROTECT Components Upgrade** task on these clients.
6. If all clients are connecting to the ESET PROTECT Server after the upgrade is finished, you can proceed with the next steps.



V. <u>Remove ERA Proxy address from the list of servers</u>



1. Modify the policy (from part III) by navigating to **Policies**, clicking the gear icon next to the policy you want to modify, and then clicking **Edit**.
2. In the **Settings > Connection** change the operator from **Append** to **Replace.**
3. Click **Save**.
4. Click **Finish** to save and apply the policy.
5. Remove the ERA Proxy component using **Client Tasks → Software Uninstall**.

