Remotely install or reinstall the ESET Management Agent using ESET PROTECT (8.x)

Steef | ESET Nederland - 2021-06-18 - Comments (0) - Legacy

Issue

- Install the ESET Management Agent to client workstations remotely using the ESET PROTECT Web Console
- Reinstall the ESET Management Agent to orphaned or disconnected client workstations using the ESET PROTECT Web Console
- A client workstation was orphaned or disconnected because it was pointed at an absent or incorrect server

Solution

Requirements for remote deployment

Make sure to meet the requirements for remote deployment of ESET Management Agent:

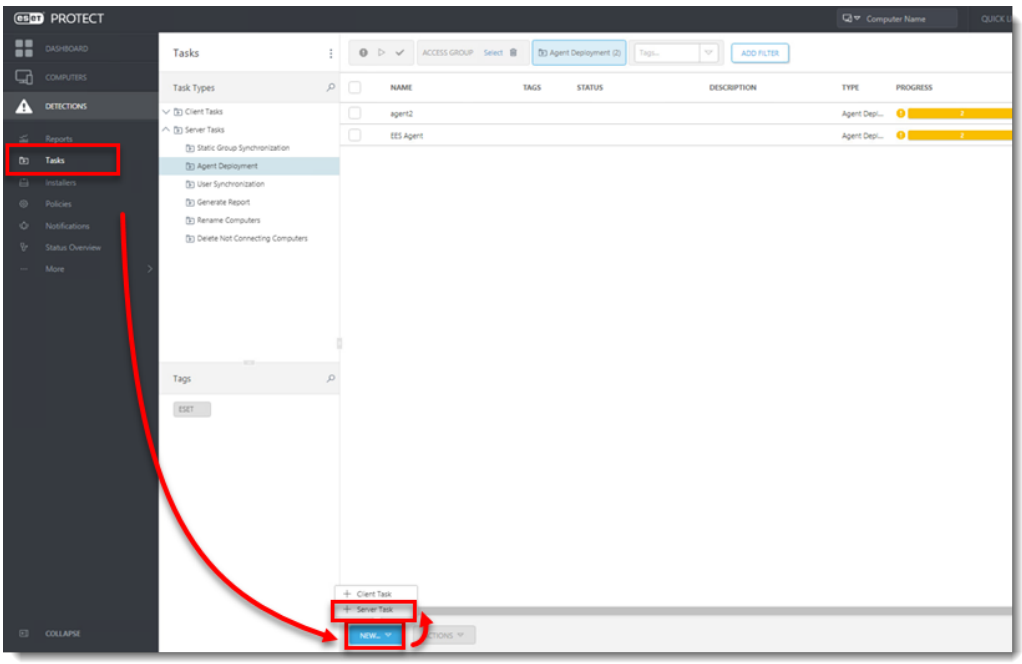
- Deployment on Windows targets
- Deployment on Linux or macOS machines: Make sure the target machine has SSH daemon enabled and running on the port 22 and a firewall is not blocking this connection. Use the following command (replace the IP address with the IP of your ESET PROTECT Server) to add an exception in Linux firewall: `iptables -A INPUT -s 10.0.0.1 -p tcp --dport 22 -m state --state NEW -j ACCEPT`
- Deployment on Linux machines: Select a user with permission to use the `sudo` command or `root` user. If `root` is used, the ssh service must allow you to log-in as root.

Re-deployment of Agent

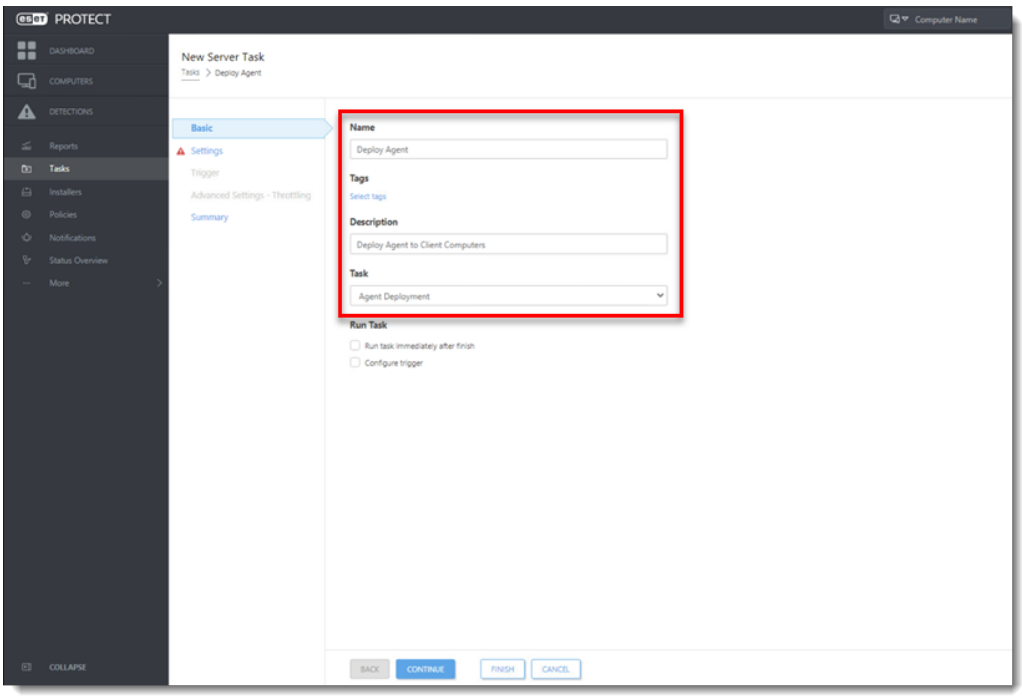
To re-deploy ESET Management Agent, never remove the currently installed Agent. Run the Agent Deployment task over the currently installed Agent. When you remove the Agent, the new Agent may start executing old tasks after the new deployment.

To remotely install or reinstall the ESET Management Agent using ESET PROTECT, follow the steps below:

1. Open ESET PROTECT Web Console in your web browser and log in.
2. Click **Tasks → New → Server Task**.



3. Type a **Name** and optional **Description** for your task. Select **Agent Deployment** from the **Task** drop-down menu.



4. Click **Settings**, and configure the settings listed below to your preference (fields marked with a * are mandatory). ESET PROTECT Server can select the appropriate Agent installation package for operating systems automatically.
    1. *** Targets** — Select the clients that will receive this task. Click **Targets**, navigate to the group the target client workstations belong to, select the target clients and then click **OK**.
    2. **Server hostname** — Enter a server hostname if the client hostname differs from that of the server. Alternatively, you can enter the IP address if you are having hostname resolution issues.
    3. *** Username/Password** — The **Username** and **Password** fields are for the user with sufficient rights to perform a remote agent installation (not your ESET-issued Username). The username should be typed in the following format: %domainname%\AdminUsername.
    4. *** Peer certificate/ESET PROTECT certificate** — This is the security certificate and Certificate Authority for the agent installation. You can select the default certificate and Certific
    5. **Custom certificate** — If you use a custom certificate for authentication, navigate to that certificate and select it when installing the Agent.
    6. **Certificate passphrase** — Optionally, you can create a password for the certificate. If you apply a password for a certificate, users will be required to enter it before they can install ESET Management Agent using that certificate.

7. Deselect the check box next to **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.

5. Click **ESET PROTECT Certificate** and verify the correct certificate created during installation is selected.
6. Click the **Summary** section to review your configured settings and then click **Finish**.

If you are performing a new installation of ESET PROTECT, proceed to: Deploy ESET endpoint products.

Troubleshooting

If the remote deployment of Agent fails, refer to:

- Requirements for remote deployment of ESET Management Agent to Windows targets (Knowledgebase article)
- ESET Management Agent deployment troubleshooting (Knowledgebase article)
- ESET Management Agent deployment troubleshooting (Online Help)