ESET Tech Center

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Supported settings in VDI environments using ESMC (7.x) and ESET PROTECT (8.x)

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Issue

- VMware Horizon specified settings and actions not supported by ESET Security Management Center and ESET PROTECT
- <u>Microsoft SCCM specified settings and actions not supported by ESET Security Management Center and ESET PROTECT</u>

Details

ESET Security Management Center is renamed to ESET PROTECT

The ESET Security Management Center (ESMC) is renamed to ESET PROTECT starting with version 8.0. In this article, when writing about ESET PROTECT, the information is valid for ESET PROTECT Cloud and ESMC unless explicitly stated otherwise.

Supported environments:

- Citrix PVS 7.0+ physical machines
- Citrix PVS 7.0+ virtual machines in Citrix XenServer 7+
- Citrix PVS 7.0+ and Citrix XenDesktop with Citrix XenServer 7+
- (without PVS) Citrix XenDesktop with Citrix XenServer 7+
- VMWare Horizon 7.x and 8.0 with VMWare ESXi, instant clones are not supported
- Microsoft SCCM (for re-imaging)

Other environments may be functional as well, but were not tested.

Solution

VMware Horizon

- The setting **Delete or refresh machine on logoff**:
 - **Never** this option is supported.
 - **Delete immediately** this option is not currently supported in ESET PROTECT. VMware creates a machine with a new name and old hardware, this causes ESET PROTECT to create a new machine in the Web Console.
 - Refresh Immediately The notification about recovery of identity (Events on managed computers → Computer identity recovered) may not function properly. It is due to the way VMware optimizes the manipulation with images. VMware sometimes uses the previous identity, which can cause the notification to not work. The assigning of the identities of such clones in ESET PROTECT is functioning correctly.

Desktop Pool Definition	Desktop Pool Settings General State: Enabled		
Type User Assignment			
vCenter Syver Setting Desktop Pool Identification	Connection Server restrictions:	None Browse	
Desktop Pool Settings	Category Folder:	None Browse	
Provisioning Settings View Composer Disks Storage Optimization vCenter Settings Advanced Storage Options Guest Customization Ready to Complete	Remote Settings Remote Machine Power Policy: Automatically logoff after disconnect: Allow users to reset/restart their machines: Allow user to initiate separate sessions from different client devices:	Take no power action • ⑦ Never • No • No •	
	Delete or refresh machine on logoff:	Never 3	
	Remote Display Protocol Default display protocol:	Delete Immediately Refresh Immediately	

Instant clones are <u>not supported</u> with ESET PROTECT. Full clones and Linked clones are supported.
 Add Desktop Pool
 O

Type			View Composer
User Assignment	 Instant clones 		Charles and the second second
vCenter Server	 View Composer linked clones 		View Composer linked clones share the same base image and
Setting	 Full virtual machines 		use less storage space than full virtual machines.
Desktop Pool Identification Desktop Pool Settings	vCenter Server	View Composer	The user profile for linked clones
Provisioning Settings			can be redirected to persistent
View Composer Disks			disks that will be unaffected by OS updates and refreshes.
Storage Optimization			updates and refresties.
vCenter Settings			
Advanced Storage Options			
Guest Customization			
Ready to Complete			
			Supported Features
			✓ VMware Blast
			✓ PCoIP
			✓ Storage savings
			✓ Recompose and refresh
			Push Image
			✓ QuickPrep guest customization
			✓ SysPrep guest customization
	Description:		ClonePrep guest customization
			✓ Persona management

- Actions over a pool of machines:
 - Using Refresh over a pool of machines is supported in ESET PROTECT, however the notification about the recovery of identity (Events on managed computers → Computer identity recovered) may not function properly.
 - **Rebalance** supported in ESET PROTECT.
 - Operation **Recompose** changes the serial numbers of virtual drives. If there are more virtual dives mounted, it can cause ESET PROTECT to create new machine identities in the Web Console. Check your machines in the Web Console after running the **Recompose**.

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Sessions 0 Problem vCenter VMs 0	Summary Inventory Ses	sions Entitlements Tasks	Events Policies	
Problem RDS Hosts 0	Edit Delete Desktop Pool	▼ Entitlements ▼ Status	View Composer	
Events \bigcirc 1 $\land 1$ System Health \square \square \square \square \square \square 11 0 0 0	General		Refresh Recompose	
Inventory	Unique ID:	JL16	Rebalance	
🔊 Dashboard	Type:	Automated Deskto	Automated Desktop Pool Floating assignment	
👌 Users and Groups	User assignment:	Floating assignme		
/ Catalog	Machine source:	vCenter (linked clo	vCenter (linked clone)	
Desktop Pools	Use View Composer:	Yes	Yes	
P ThinApps	Display name:	JL16	JL16	

Microsoft SCCM

If you use SCCM for re-imaging of machines with ESET Management Agent, the Agent must be installed in the Windows reference image. The following conditions must be met to create a fully functional reference image with ESET Management Agent:

- Allowed local administrator has a blank password
- Computer must be a member of Workgroup; not be in a domain
- SCCM agent cannot be installed
- Requesting strong passwords must be turned off
- ESET Management Agent must be installed on the system and have connected at least twice to ESET PRTOECT server, or the cloud instance, before creating the image

All conditions mentioned above must be met only during the creation of the reference image. After the image is deployed, you can change them on the target machine.

If the installation of the ESET Management Agent is included in the task sequence, ESET PROTECT creates a new machine identity in the Web Console after each re-imaging.