

ESET Tech Center

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Use Agent Live Installer to deploy the ESET Management Agent (7.x)

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Solution

"Failed to get installers" or "Failed to synchronize package repository"

If you receive a "Failed to get installers" or "Failed to synchronize package repository" error while performing the steps below, it is possible your third-party firewall is blocking certain communications based on the country of origin. If this is the case, we recommend [allowing communications to and from Slovakia](#) on your third-party firewall.

Error 1603 when installing the ESET Management Agent

Occasionally during installation of the ESET Management Agent, the notification "Error code 1603- Installation ended prematurely" will be displayed. Use the following troubleshooting steps to resolve this error:

- If you are running ESET Live Installer from a shared location, copy the live installer file to the local disk and attempt installation again.
- When you run the Agent Live installer, right-click it and select **Run as Administrator** from the context menu.
- If the issue persists, [collect and submit an ESET Sysinspector log](#) to ESET Technical Support.

ESET Security Management Center (ESMC) 7 User Permissions

This article assumes that your ESMC user has the correct access rights and permissions to perform the tasks below.

If you are still using the default Administrator user, or you are unable to perform the tasks below (the option is grayed out), see the following article to create a second administrator user with all access rights (you only need to do this once):

- [Create a second administrator user in ESET Security Management Center 7.x](#)

[View permissions needed for least privilege user access](#)

Peer certificates and Certification Authority that are created during the installation are by default contained in the Static Group All.

1. [Open ESET Security Management Center Web Console](#) (ESMC Web Console) in your web browser and log in.
2. Click **Quick links** → **Other Deployment Options**.



Figure 1-1

Click the image to view larger in new window

1. Select **Create Agent Live Installer**. In the **Create Agent Live Installer** section, you can select **Create Installer** or **Select Existing**. In this example **Create Installer** option is selected.



Figure 1-2

1. Select **Configuration** and click **Select** under **Parent group (optional)** to select the group the computer will belong to after the installation. Click **OK**.
2. Click **Finish**.

Remote Clients

If you are creating a live installer to allow remote clients to check into a central ESMC Server, select **Configuration**. In the **Server Hostname (Optional)** field, type the public fully qualified domain name (FQDN) or public IP address for the ESMC Server and then click **Finish**.



Figure 1-3

Click the image to view larger in new window


1. Click **Download** under the installer file(s) you want to send to client computers. Make note of the .zip file's saved location.



Figure 1-4

Click the image to view larger in new window

1. Distribute the compressed Live Installer file(s) to your target client computers using email, a shared folder, or removable media (for example, a USB flash drive or CD).

macOS  users: continue with step 3 in the following article to [Deploy the ESET Management Agent to a macOS](#).

2. On the client computer, extract the Live Installer file using a program like Winzip or 7Zip.
3. Double-click the extracted batch file on your client workstation to install ESET Management Agent.
4. If you are performing a new installation of ESMC, proceed to Step 5, [deploy ESET endpoint products to your client computers](#).