Deploy the ESET Management Agent and the ESET endpoint product together from ESET PROTECT (8.x – 9.x) or ESET PROTECT Cloud

Mitch | ESET Nederland - 2022-08-17 - Reacties (0) - Legacy

Issue

- ESET PROTECT and ESET PROTECT Cloud enable you to create a package to install the ESET Management Agent and ESET endpoint/server product together (Windows only)
- The All-in-one installer contains the ESET Management Agent, ESET product, ESET Inspect Agent, License, and Policy in a pre-configured .exe installer package

The procedure for ESET PROTECT or ESET PROTECT Cloud:

ESET PROTECT

- Create an All-in-one installation package in ESET PROTECT Web Console
- Silent mode installation (ESET PROTECT)

Details

This method is for local installations and an Admin should run it for the following reasons:

- It requires user interaction on the client workstation
- It requires a domain admin account (not a regular user account)
- Users are able to extract the certificate passphrase on the client workstation because it is embedded in the `.exe` file

The ESET Management Agent can also be installed using Live Installer, deployed remotely or installed manually (a local installation of the ESET Management Agent only). Click for more options to deploy the ESET Management Agent.

The ESET Management Agent facilitates communication between client computers and other ESET PROTECT components such as the ESET PROTECT Server. ESET Management Agent must be installed on all client computers where other ESET PROTECT components or ESET endpoint/server products are installed.

Solution

Create an All-in-one installation package in ESET PROTECT Web Console

Follow the instructions below to use ESET PROTECT to create an installation package including ESET Management Agent, ESET Windows endpoint/server products, Policy, License, and ESET PROTECT management

configuration.

> **Windows and macOS users only**
> The deployment of the ESET Management Agent and the ESET endpoint product together from ESET PROTECT Cloud is available on Windows and macOS only.

> **ESET Server Security for Microsoft Windows Server and ESET Mail Security for Microsoft Exchange Server**
> ESET Endpoint Security is selected in the example screenshots in this article. The process also applies to ESET Server Security for Microsoft Windows Server and ESET Mail Security for Microsoft Exchange Server. Users must select the product that applies to their system.

> **Silent installation**
> To run the installation with no user interaction, see the Silent mode installation (ESET PROTECT Cloud) section.

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

2. Click **Quick Links → Deploy Agent**.

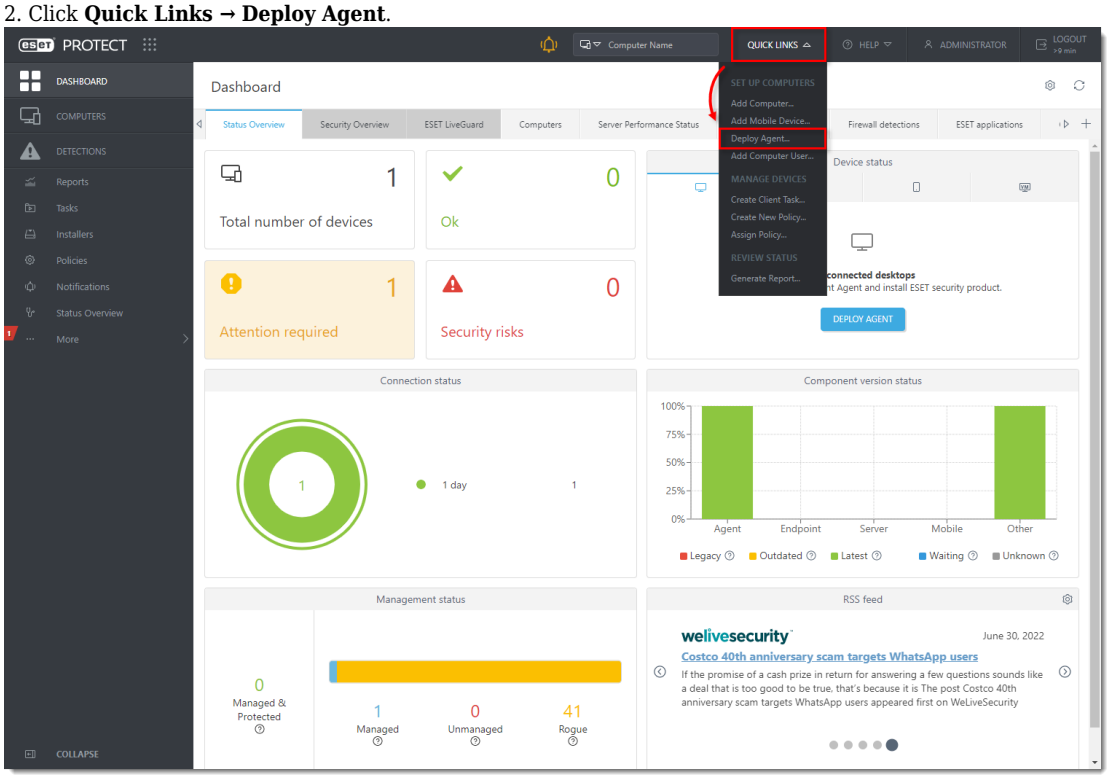


Figure 1-1

3. Select **Windows** and choose **Download installer or use ESET Remote Deployment Tool** option. In the **Components** section, you can select the check boxes next to **Full Disk Encryption** and **ESET Inspect Connector** if you want to include these components in the installer. Deselect the check box next to **Participate in product improvement program** if you do not want to help ESET to improve the product. Configure other settings such as **Parent group**, **Server hostname**, **Port** (default is 2222), **Peer Certificate**, or **Certification passphrase** if needed. Optionally, click **Customize more settings** (click the expander below this step). Click **Continue**.

> **Components: Full Disk Encryption and ESET Inspect Connector**
> Full Disk Encryption and ESET Inspect Connector are available in the **Components** section only after the respective license key is added to ESET PROTECT manually or via ESET Business Administrator or ESET MSP Administrator.

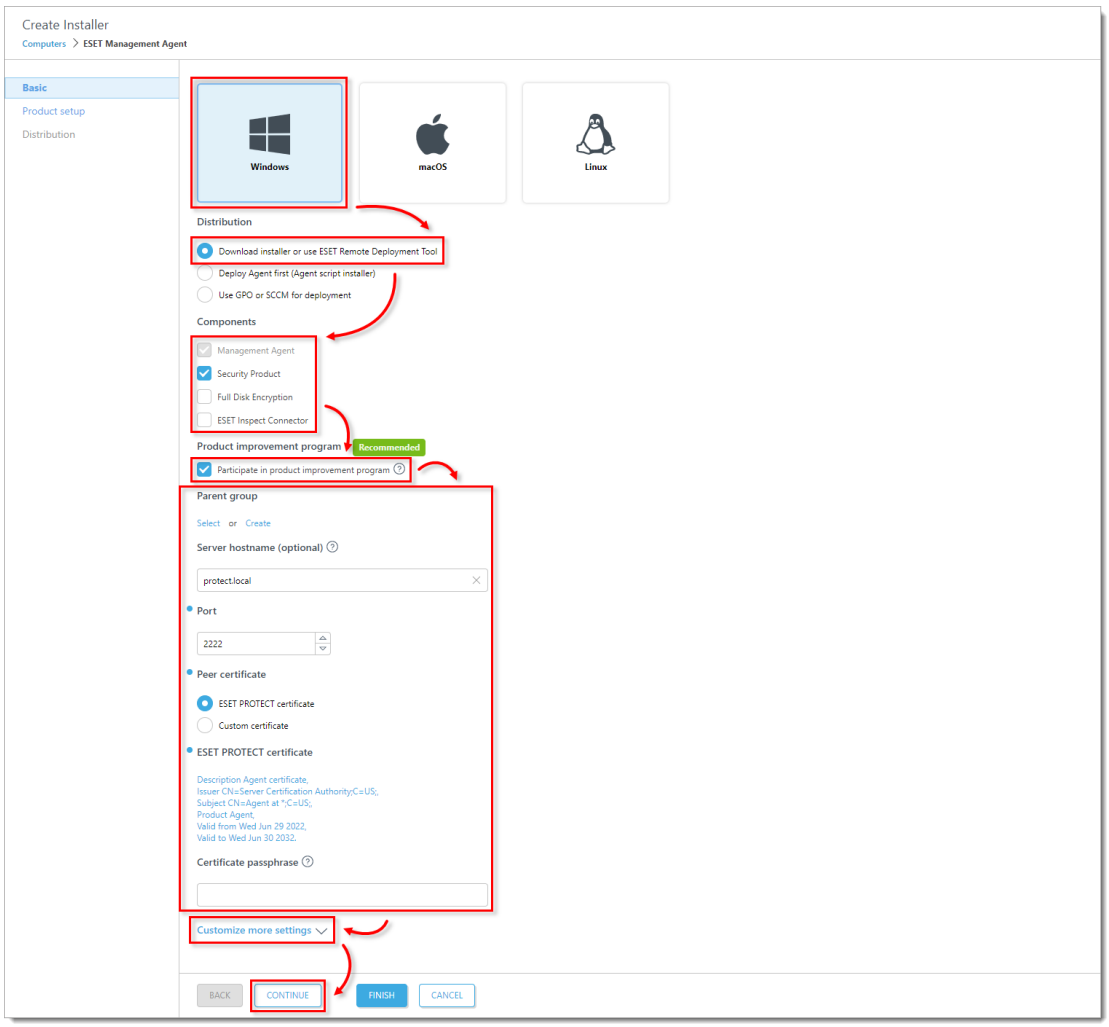


Figure 1-2

View Customize more settings section:

Click **Customize more settings** as mentioned in step 3. Optionally, change the **Installer name.** Optionally, you can select the check box next to **Always install the latest available version of products and components**. Optionally, select the **Tags**, select or create **Agent configuration**, or select the check box next to **Enable HTTP proxy settings** (if you enable **HTTP proxy settings**, type the required details: **Server**, **Port**, **Login**, **Password**). When you are finished customizing settings, click **Continue**.

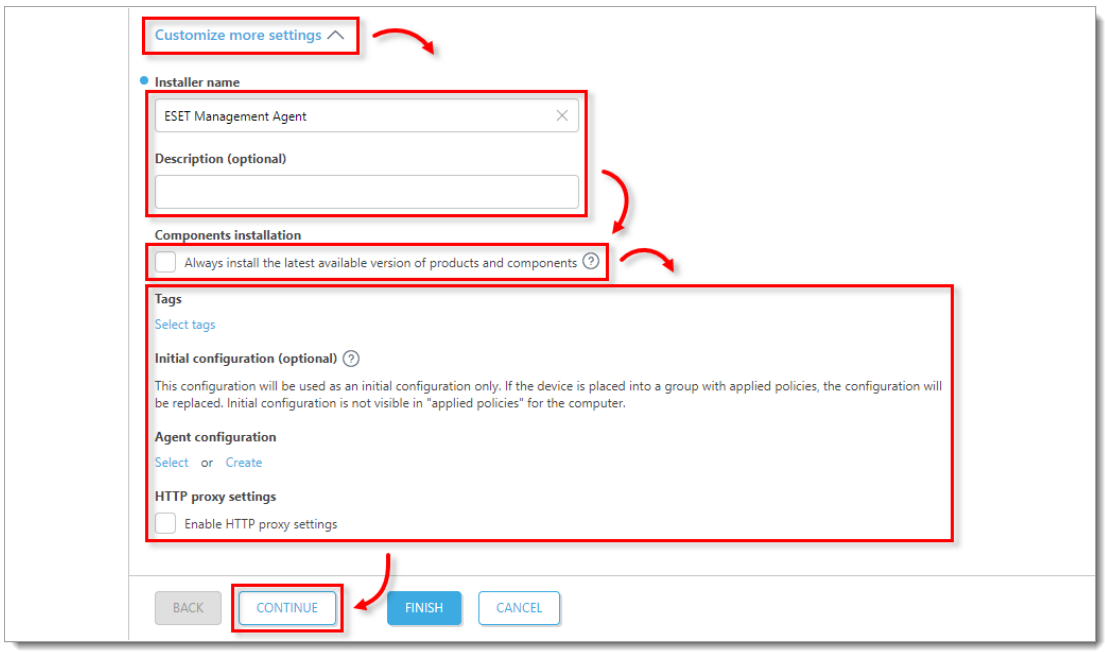


Figure 1-3

4. Verify that the desired security product is selected or click the product name to change it. Verify that the check boxes next to Enable ESET LiveGrid feedback system and Enable detection of potentially unwanted applications are selected. Select the check box next to I accept the End User License Agreement and acknowledge the Privacy Policy. Optionally, click Customize more settings to expand more settings. You can change the license by clicking on the current license. Optionally, select or create a Configuration. Optionally, select the check box below the Run ESET AV Remover to enable ESET AV Remover. Click Finish.

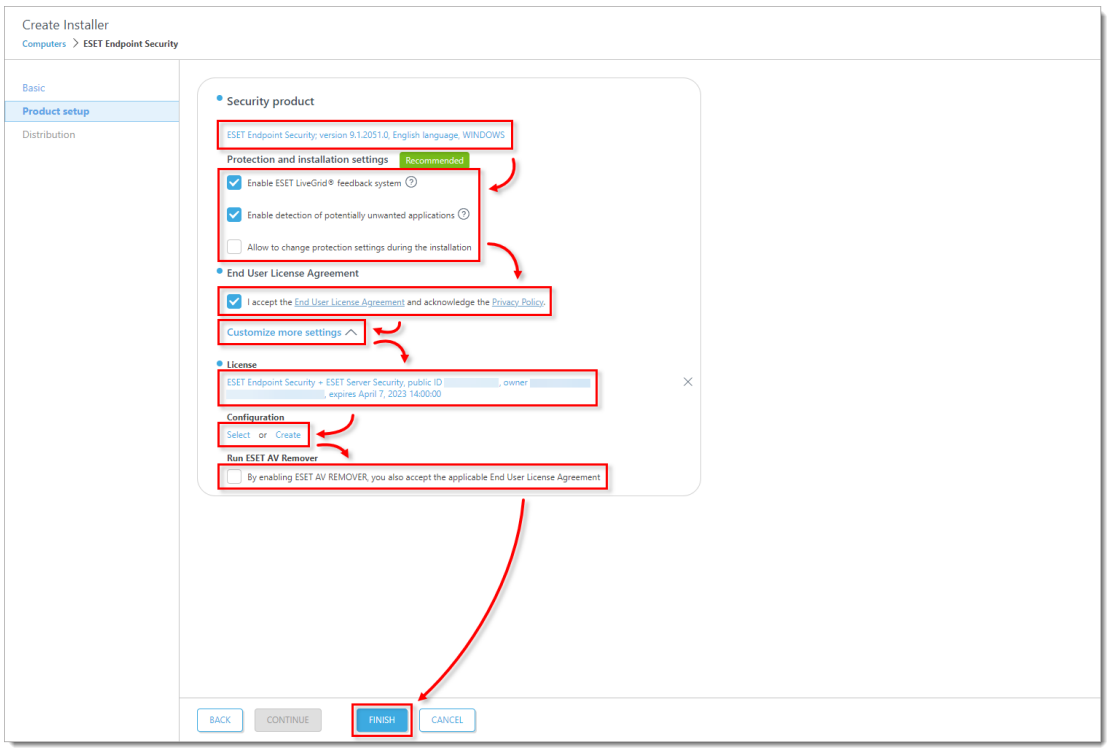


Figure 1-4

5. Select the target platform to download the installer depending on your system. Alternatively, you can download the .msi installer from ESET download page. If you want to deploy the agent remotely, click **Download the Remote Deployment Tool**. Click **Finish**.

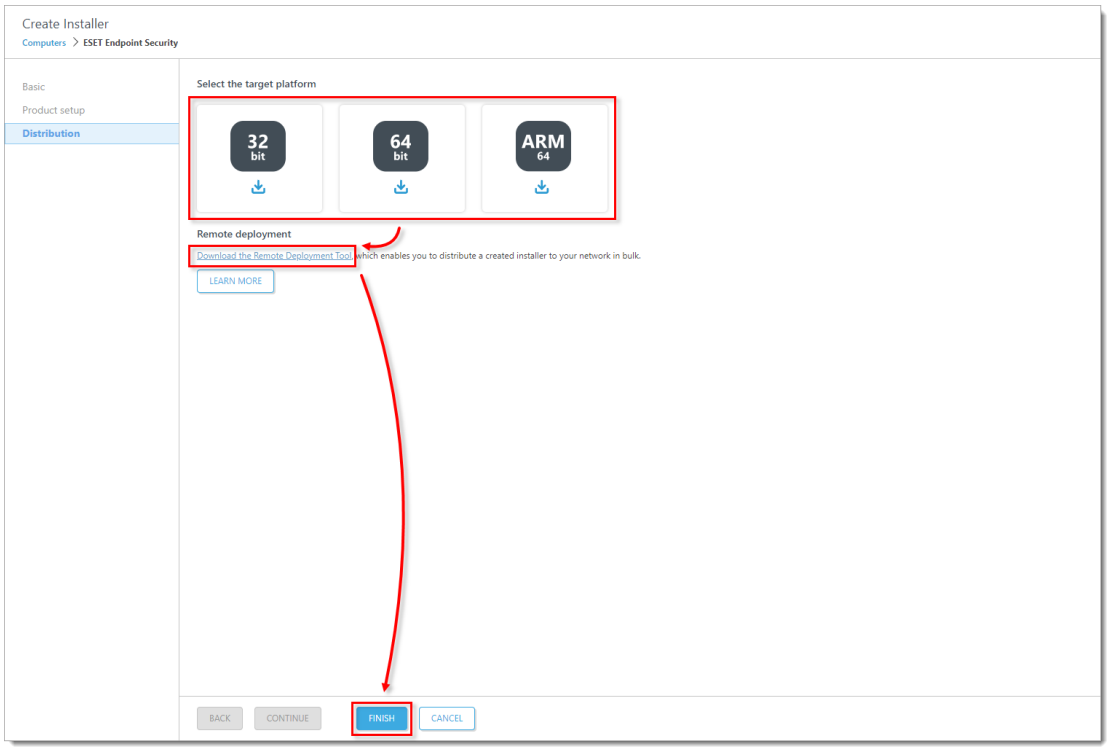
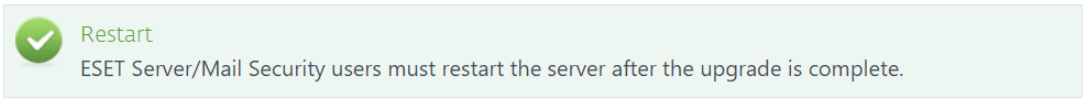


Figure 1-5

6. Save the file to a shared location and access it from the client computer where it will be installed.

7. Run the All-in-one installation package file on the client computer to start the Setup Wizard using a domain Administrator account.



For illustrated instructions for the Setup Wizard, see the ESET Package Installer Online Help topic.

Silent mode installation (ESET PROTECT)

You can install an All-in-one installation package generated from the ESET PROTECT Web Console on the client device without user interaction (silent mode). Make sure the following requirements are met before using this method:

- Store the installation package locally on the designated device
- Perform the silent installation on an account with administrator privileges
- We recommend that you run the command prompt as an administrator
- Use the .exe installer type

If all of the above requirements are met, follow the steps below to perform a silent install:

Settings for silent installation (ESET PROTECT)

By default, when performing a silent installation the following settings will be used:

- The EULA is accepted
- ESET LiveGrid is enabled (Windows users only)
- Detection of potentially unwanted applications is disabled (Windows users only)

These default settings can be changed after the installation is completed. They can also be modified in your installation package in Customize more settings section:

1. See Customize more settings expander.
    a. Click **Customize more settings**.
    b. In the **Agent configuration** section, click **Select** to choose a configuration from the list of policies, or click **Create** to create a new policy for ESET Management Agent.

2. See step 4 of Create an All-in-one installation package in ESET PROTECT Web Console section.
    a. Click **Customize more settings**.
    b. In the **Agent configuration** section, click **Select** to choose a configuration from the list of policies, or click **Create** to create a new policy for ESET security product.

    The package will be installed with default settings.

1. Navigate in the command line to the installation package location.

2. Execute the installation package with the `--silent` and `--accepteula` parameters, for example:

```
C:\Users\Admin\Downloads\PROTECT_Installer_x64_en_US.exe --silent --accepteula.
```

If you enabled ESET AV Remover during the creation of the All-in-one installation package, you can now use the parameter `--avr-disable` to disable the ESET AV Remover, for example:

```
C:\Users\Admin\Downloads\PROTECT_Installer_x64_en_US.exe --silent --accepteula --avr-disable.
```

3. The installation will now proceed in silent mode (no window or progress bar will appear during the installation).

4. The package will be installed with default settings.

ESET PROTECT Cloud

- Create an All-in-one installation package in ESET PROTECT Cloud Web Console
- Silent mode installation (ESET PROTECT Cloud)

Details

- ESET PROTECT Cloud enables you to create a package to install the ESET Management Agent and ESET endpoint/server product together (Windows only)
- The All-in-one installer contains the ESET Management Agent, ESET product, ESET Inspect Agent, License and Policy in a pre-configured `.exe` installer package

This method is for local installations and an Admin should run it for the following reasons:

- It requires user interaction on the client workstation

- It requires a domain admin account (not a regular user account)
- Users are able to extract the certificate passphrase on the client workstation because it is embedded in the `.exe` file

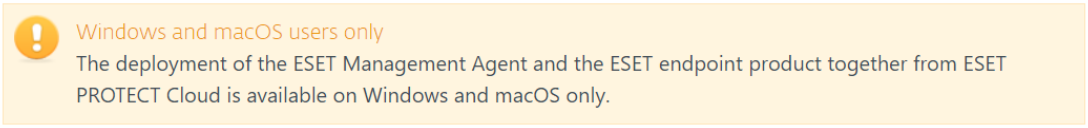
The ESET Management Agent can also be installed using Live Installer, deployed remotely or installed manually (a local installation of the ESET Management Agent only). Read more about the deployment of the ESET Management Agent.

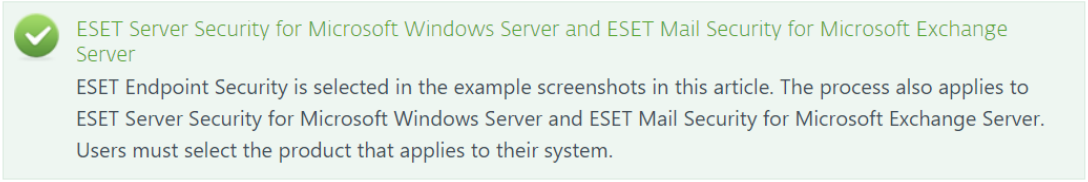
The ESET Management Agent facilitates communication between client computers and other ESET PROTECT Cloud components. ESET Management Agent must be installed on all client computers where other ESET PROTECT Cloud components or ESET endpoint/server products are installed.

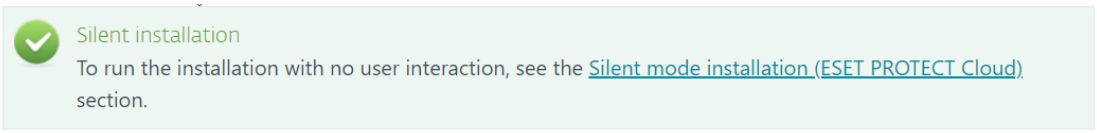
Solution

Create an All-in-one installation package in ESET PROTECT Cloud Web Console

Follow the instructions below to use ESET PROTECT Cloud to create an installation package including ESET Management Agent, ESET Windows endpoint/server products, Policy, License and ESET PROTECT management configuration.







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

2. Expand **Quick links** and depending on your platform, click **Windows devices** or **macOS devices**. In this article, Windows is used as an example.

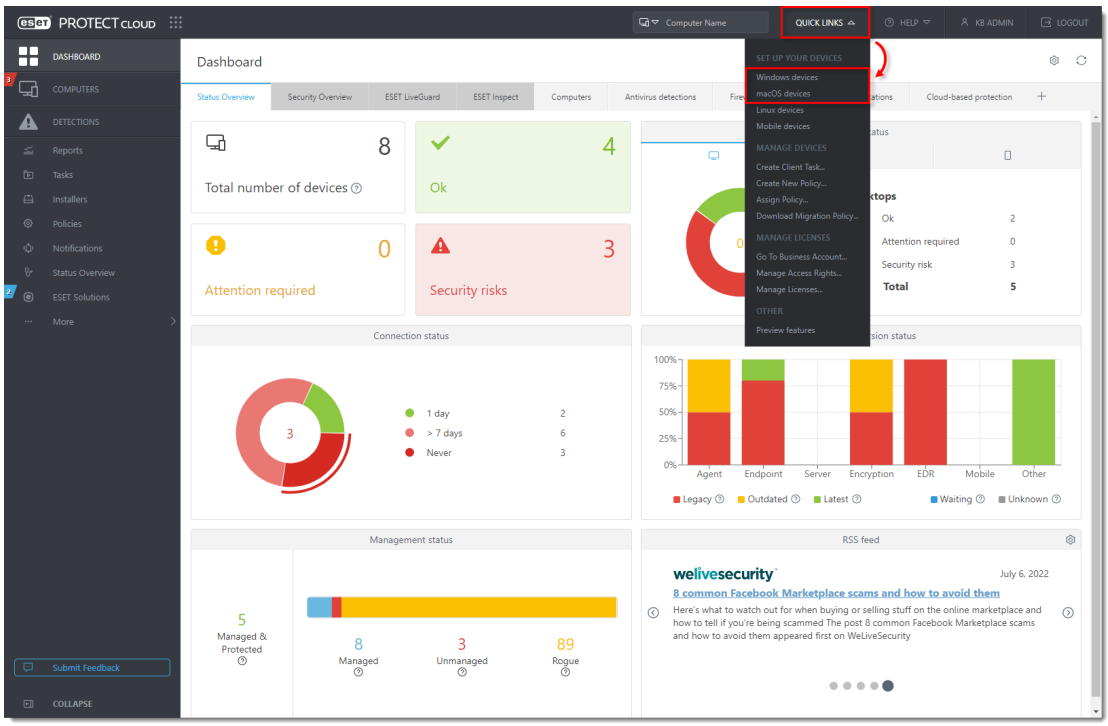


Figure 1-1

3. Select **Windows** or **macOS** (in this article, **Windows** is used as an example). You can deselect the check boxes in the **Protection and installation settings** section (not recommended, these check boxes are selected by default). Select the check box next to **I accept the End User License Agreements and acknowledge the Privacy Policy**. You have three options to distribute and deploy the ESET product:

Protection and installation settings: ESET LiveGrid and Detection of potentially unwanted applications

Enable The ESET LiveGrid feedback system (recommended) and **Enable detection of potentially unwanted applications** options are available only when you choose Windows as an operating program.

See ESET LiveGrid® Online Help and Potentially unwanted applications ESET Online Help for more information.

- Click **Download** to download the installer package to your computer.
- Click the **Copy** icon to copy the download link to the clipboard.
- Click the **Envelope** icon to send the download link via email.

If you want to customize the installer, click **Customize installer** and follow the steps below.

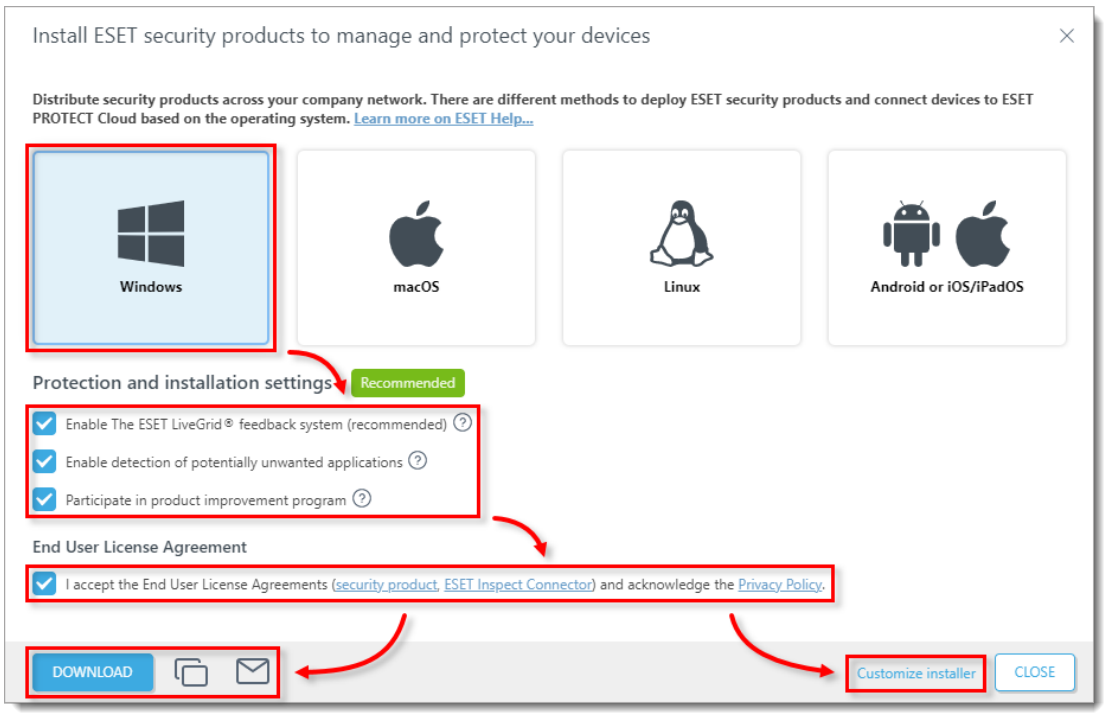


Figure 1-2

4. Save the `.exe` file to a shared location and access it from the client computer where it will be installed.

5. Run the All-in-one installer package file on the client computer to start the Setup Wizard using a domain Administrator account.

For illustrated instructions for the Setup Wizard, see the ESET Package Installer Online Help topic.

Customize installer

Click the expander below to see how to customize the installer for ESET security products.

a. Select **Windows** or **macOS** (in this article, **Windows** is used as an example). Select **Download or send installer, or use ESET Remote Deployment Tool** (macOS users: select **Download or send installer**). In the **Components** section, you can select the check boxes next to **Full Disk Encryption** and **ESET Inspect Connector** if you want to include these components in the installer. Deselect the check box next to **Participate in product improvement program** if you do not want to help ESET to improve the product. Optionally, you can select or create a **Parent group**. Optionally, click **Configure more settings** to view more settings. Optionally, change the **Installer name**, add **Description**, select **Tags**, select or create **Agent configuration**, or select the check box below **HTTPS proxy settings** to enable it (if you enable **HTTP proxy settings**, type the required details: **Server**, **Port**, **Login**, **Password**) When you are finished customizing settings, click **Continue**.

Components: Full Disk Encryption and ESET Inspect Connector

Full Disk Encryption and ESET Inspect Connector are available in the **Components** section only after the respective license key is added to ESET PROTECT Cloud manually or via ESET Business Administrator or ESET MSP Administrator.

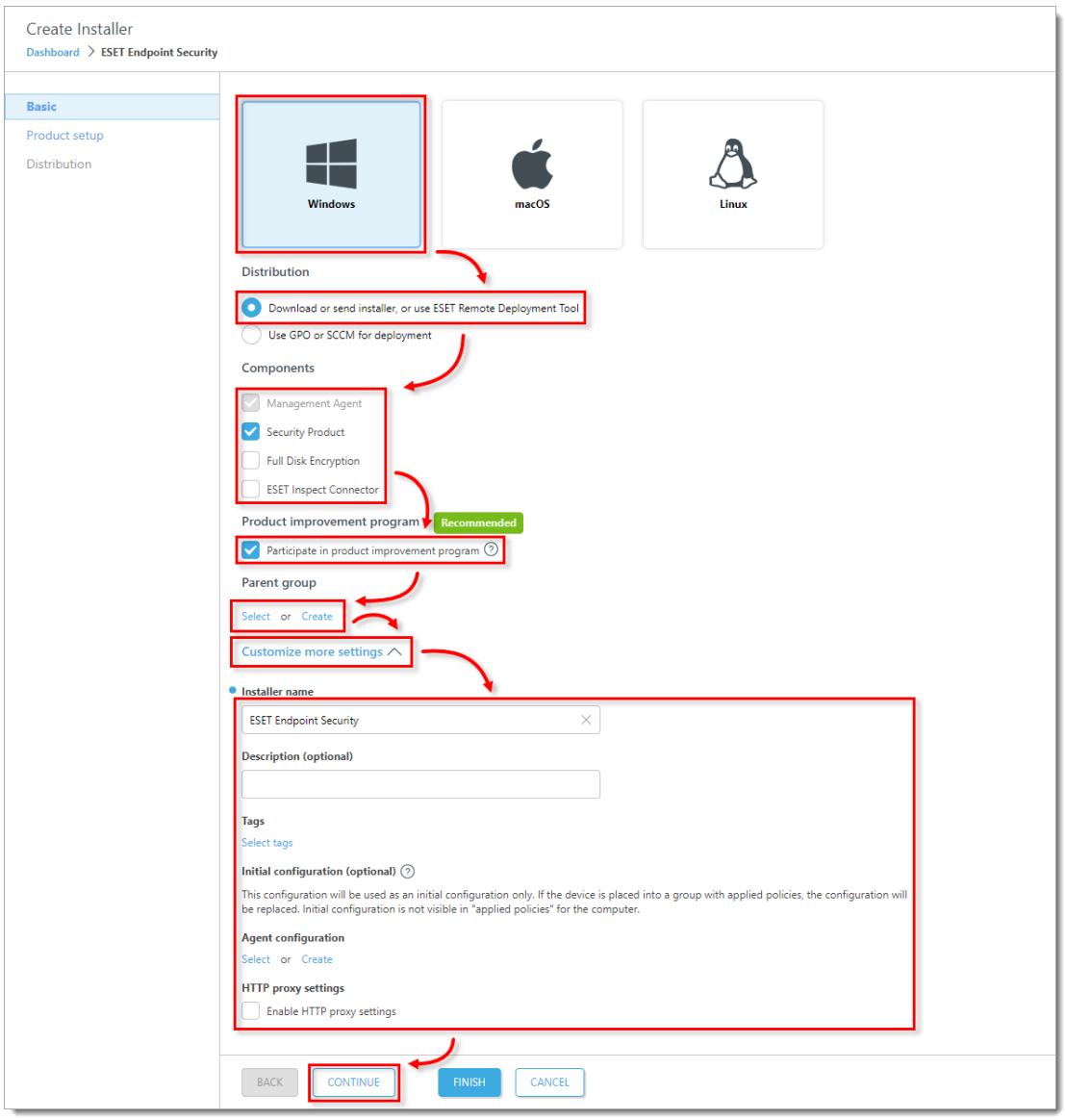


Figure 1-1

b. Verify that desired security product is selected, or click the name of the product to change it. If you have chosen **Windows** in step 3, you can deselect the check boxes next to **Enable The ESET LiveGrid feedback system (recommended)** and **Enable detection of potentially unwanted applications** if you do not want to include these settings (ESET recommends keeping both options selected). See ESET LiveGrid® Online Help and Potentially unwanted applications ESET Online Help for more information. Select the check box next to **I accept the End User License Agreements and acknowledge the Privacy Policy** if the check box is not preselected by default. Optionally, click **Customize more settings** to view more settings. Optionally, you can change the license by clicking on it. Optionally, select or create a Configuration. Optionally, select the check box below **Run ESET AV Remover** if you want to enable ESET AV Remover. Click **Finish**.

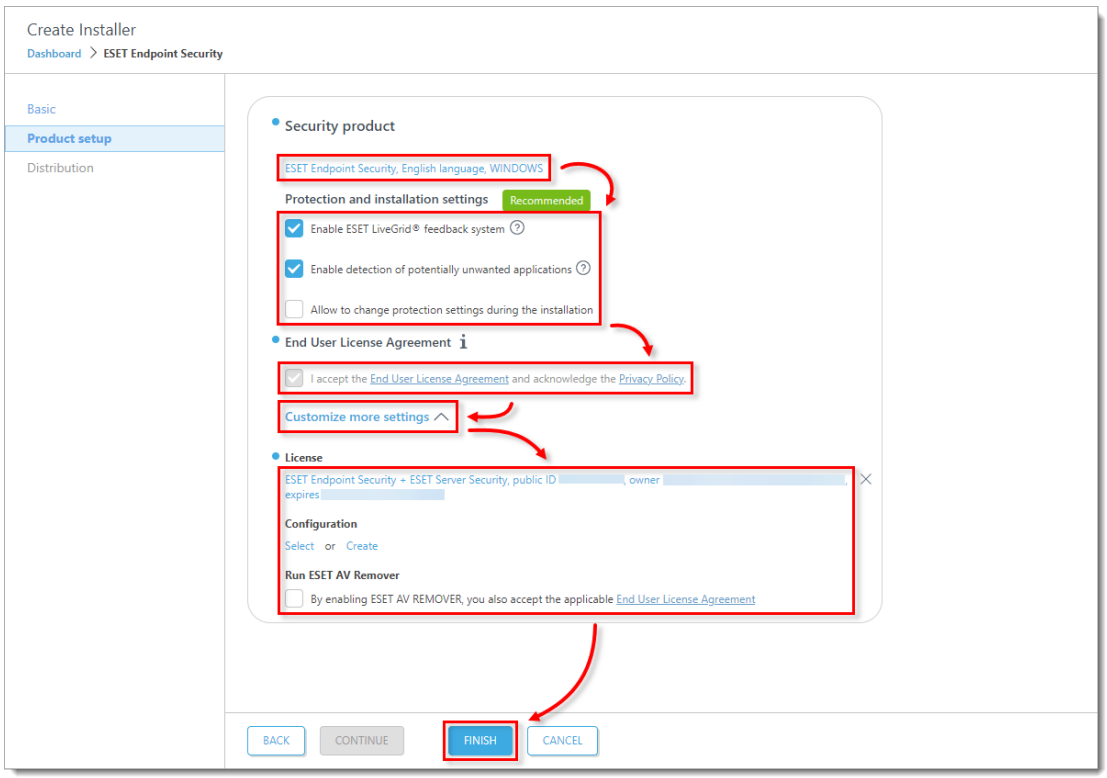


Figure 1-2

c. Click the **Copy** icon to copy the download link to the clipboard, or click **Download** to download the installer. If you have chosen **Windows** in step 3, you can click **Download the Remote Deployment Tool** to deploy the Agent remotely. Click **Finish**.

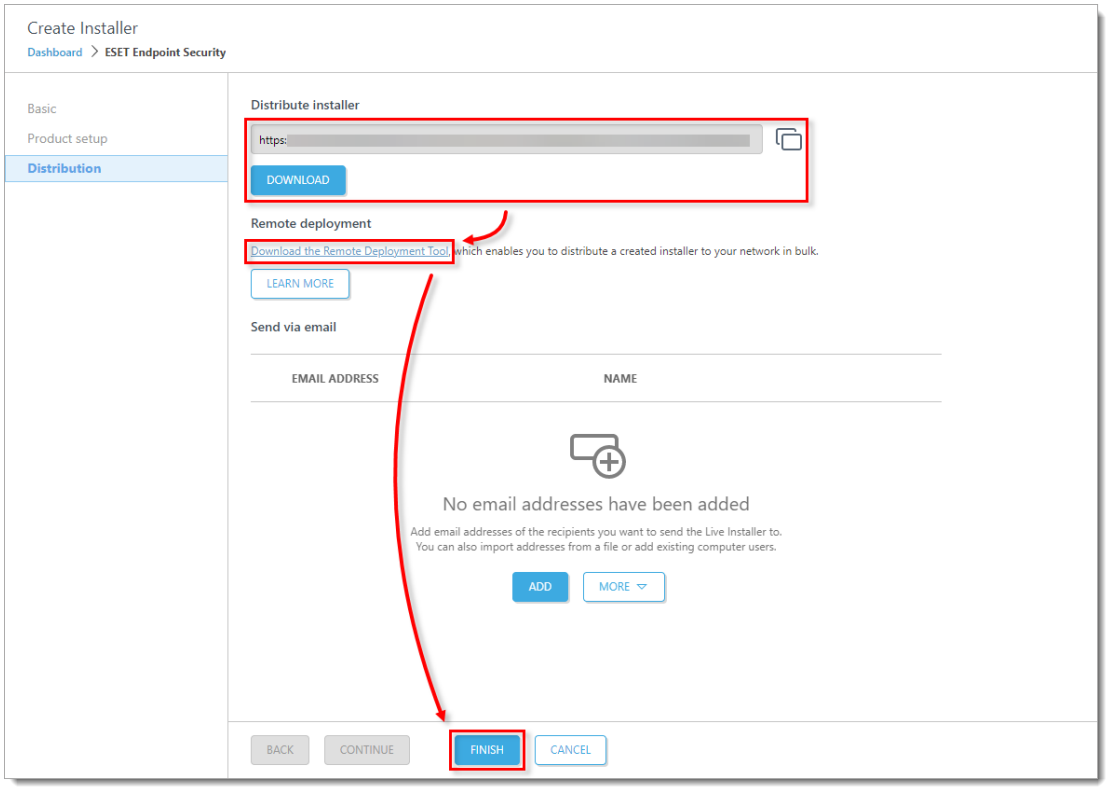


Figure 1-3

d. Save the `.exe` file to a shared location and access it from the client computer where it will be installed.

e. Run the All-in-one installer package file on the client computer to start the Setup Wizard using a domain Administrator account.

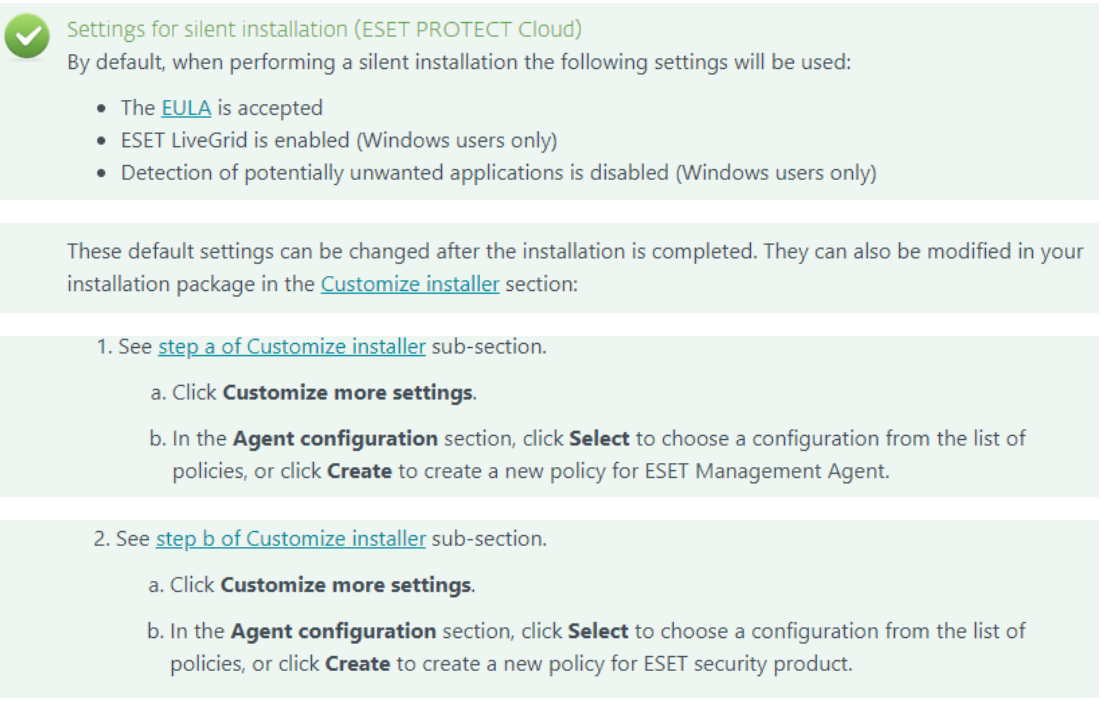
For illustrated instructions for the Setup Wizard, see the ESET Package Installer Online Help topic.

Silent mode installation (ESET PROTECT Cloud)

You can install an All-in-one installation package generated from the ESET PROTECT Cloud Web Console on the client device without user interaction (silent mode). Make sure the following requirements are met before using this method:

- Store the installation package locally on the designated device
- Perform the silent installation on an account with administrator privileges
- We recommend that you run the command prompt as an administrator
- Use the .exe installer type

If all of the above requirements are met, follow the steps below to perform a silent install:



1. Navigate in the command line to the installation package location.

2. Execute the installation package with the `--silent` and `--accepteula` parameters, for example:

```
C:\Users\Admin\Downloads\epi_win_live_installer.exe --silent --accepteula
```

If you enabled ESET AV Remover during the creation of the All-in-one installation package, you can now use the parameter `--avr-disable` to disable the ESET AV Remover, for example:

```
C:\Users\Admin\Downloads\epi_win_live_installer.exe --silent --accepteula --avr-disable
```

3. The installation will now proceed in silent mode (no window or progress bar will appear during the installation).

4. The package will be installed with default settings.