

ESET Tech Center

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Deploy the ESET Management Agent to a macOS or Linux client using Agent Live Installer (8.x – 9.x)

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

Issue

- When deploying the ESET Management Agent Live Installer to a macOS/Linux client, the package is distributed as a `.tar.gz` file
- Extract PROTECTAgentInstaller.tar.gz and install the ESET Management Agent
- [Deploy ESET Management Agent to a macOS client](#)
- [Deploy ESET Management Agent to a Linux client](#)

Solution

Deploy ESET Management Agent to a macOS client

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

1. [Open the ESET PROTECT Web Console](#) in your web browser and log in.
2. Click **Quick links** → **Deploy Agent**.

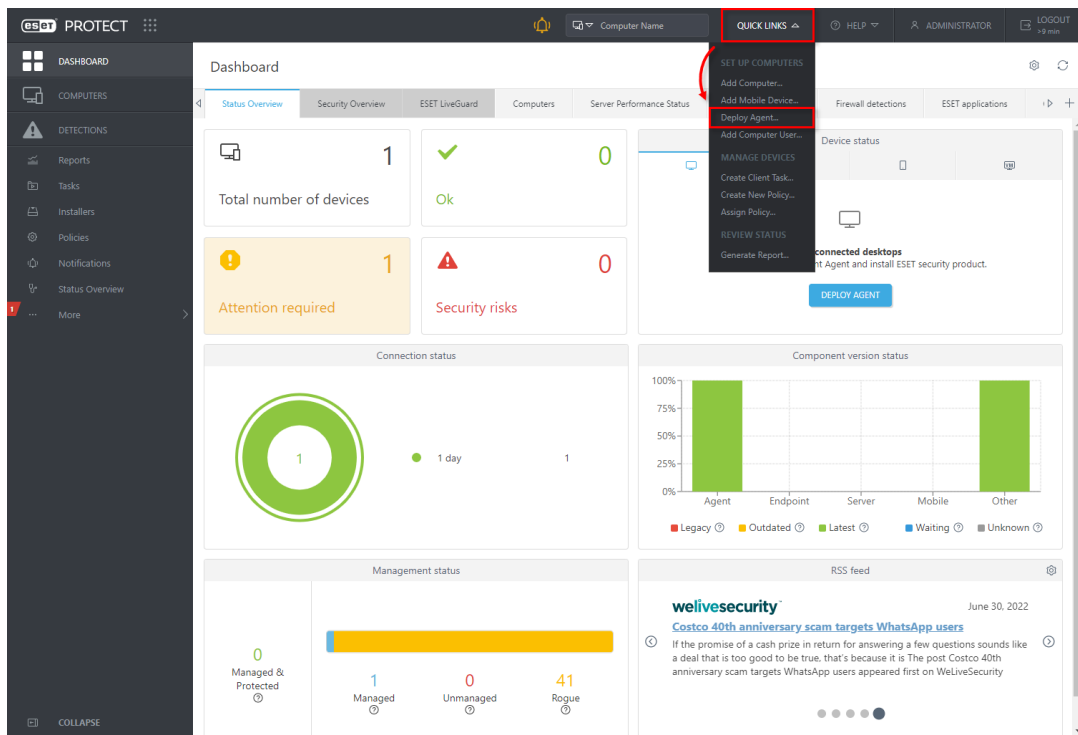


Figure 1-1

3. Select **macOS**. You can 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. Configure other settings such as **Parent group**, **Server hostname**, **Port** number (default is 2222), **Peer Certificate**, and **Certificate passphrase** if needed. Optionally, click **Customize more settings** to view more options. Click **Save & Download**.

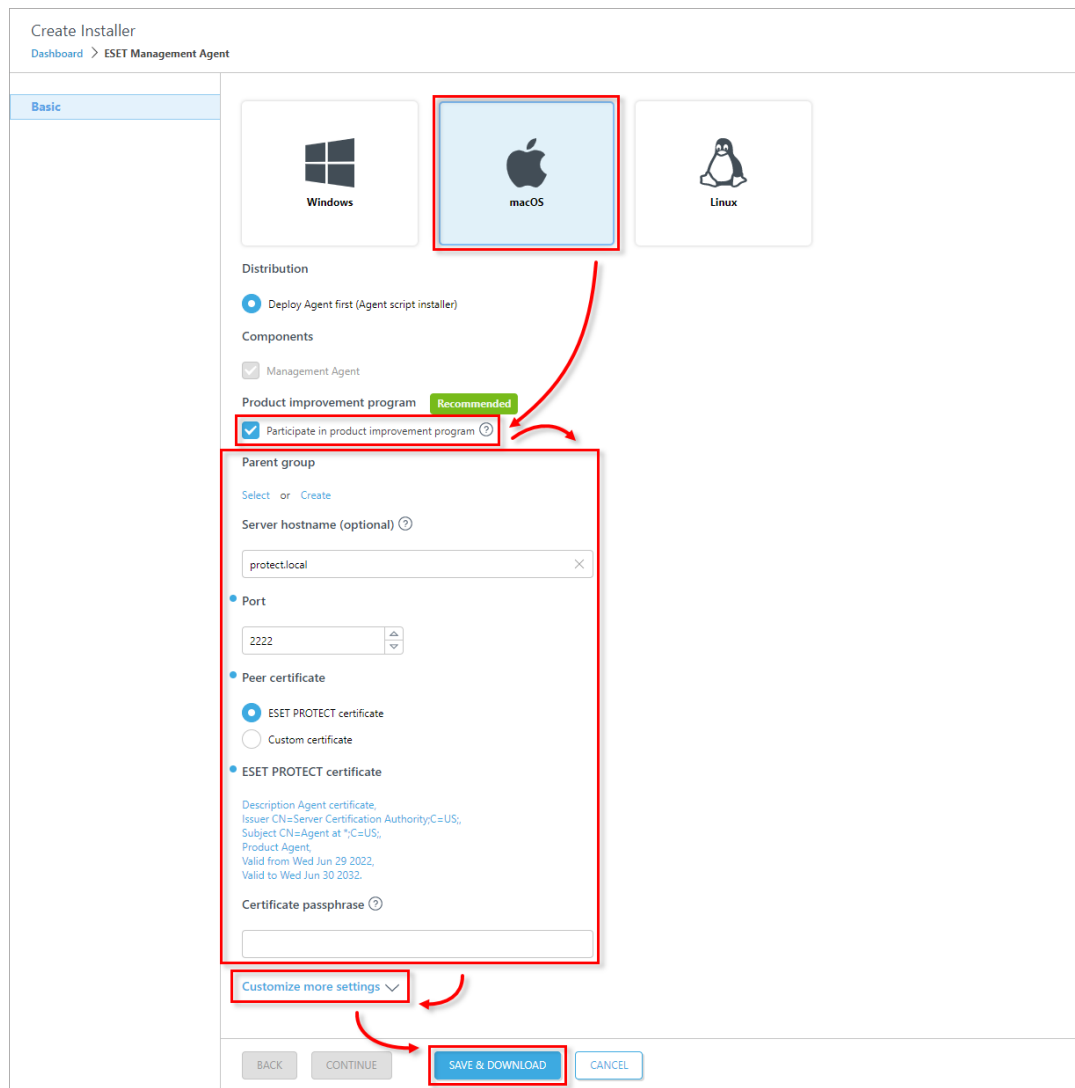


Figure 1-2

4. Distribute the Live Installer file to your Apple client using email or a shared network folder. Download the file to the Desktop on your client.
5. After you have downloaded the file to the client, double-click **PROTECTAgentinstaller.tar.gz** to extract the file. **PROTECTAgentinstaller.sh** will be extracted to your Desktop.
6. Click **Go** → **Utilities** and then double-click **Terminal** to open a new Terminal window.

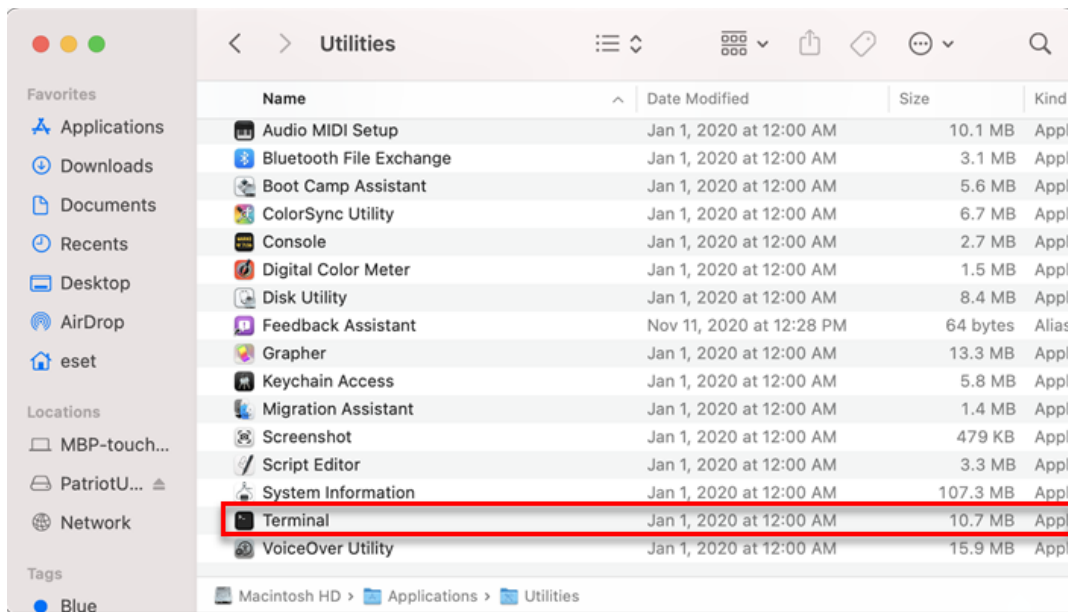


Figure 1-3

7. In your new Terminal window, type the following commands in this order:

```
cd Desktop
```

```
PROTECTAgentinstaller.sh
```

Users of macOS Sierra and later need to use root access

If you are using macOS Sierra and later, run the command:

```
sudo bash PROTECTAgentinstaller.sh
```

instead of:

```
bash PROTECTAgentinstaller.sh
```

8. When you are prompted for your password, type the password for your user account. Though characters will not appear, your password will be entered. Press **Return** when you are finished to continue the installation.

9. Click **Go** → **Utilities** and then double-click **Activity Monitor**. Click the **Energy** tab and locate the process called **ERAAgent** to verify that the Agent is running. You can now manage this client computer using ESET PROTECT.

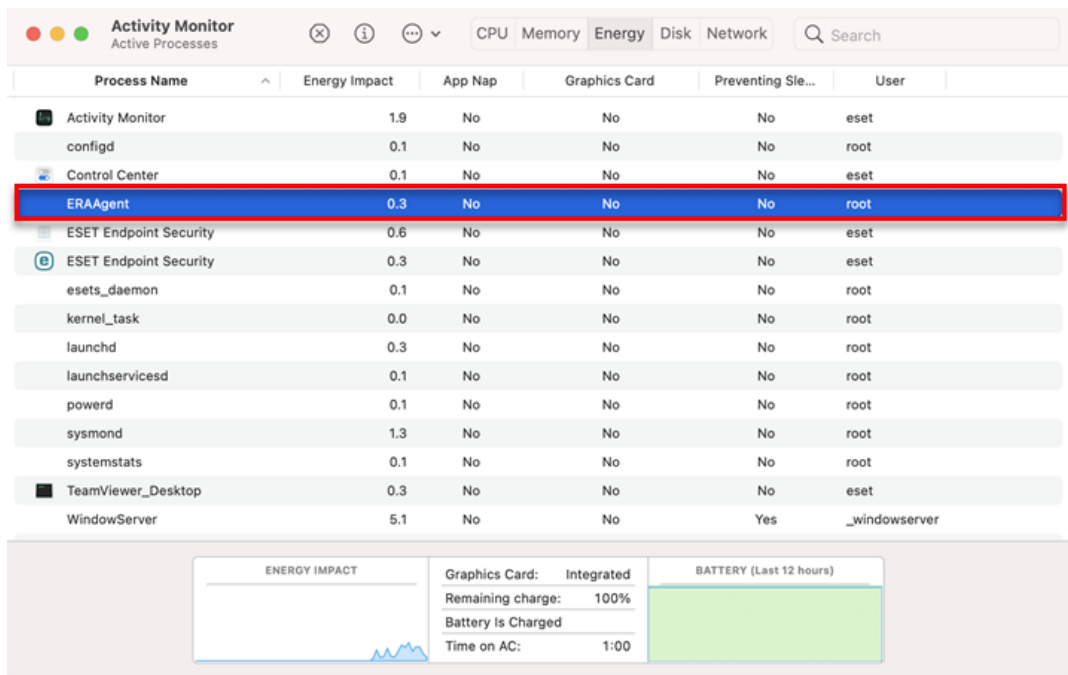


Figure 1-4

Alternatively, depending on your version of macOS, click **CPU** and locate the process called **ERAAgent** to verify that the Agent is running. You can now manage this client computer using ESET PROTECT.

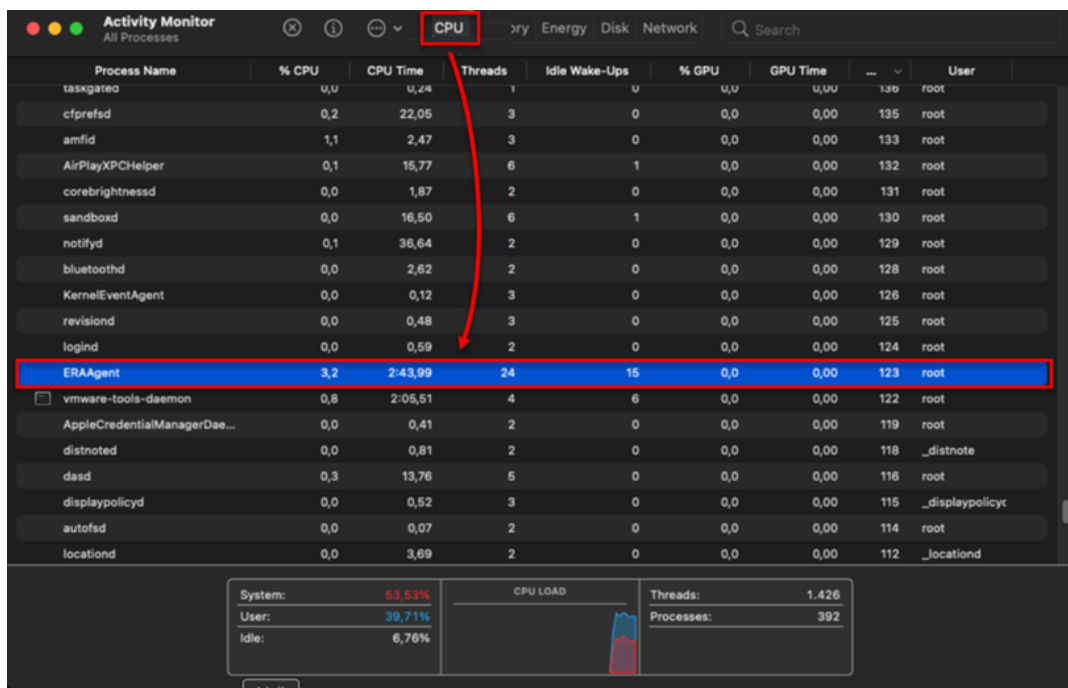


Figure 1-5

10. If you are performing a new endpoint installation from ESET PROTECT, [deploy ESET endpoint products to your client computers](#).

Deploy ESET Management Agent to a Linux client

1. [Open the ESET PROTECT Web Console](#) in your web browser and log in.

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

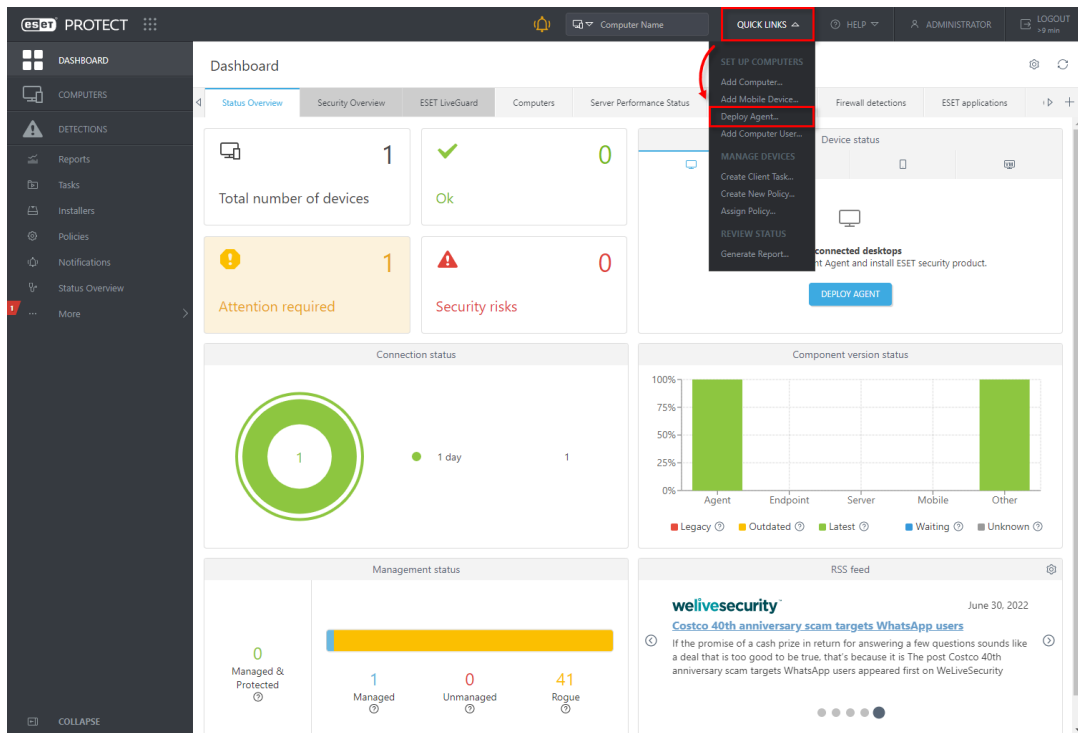
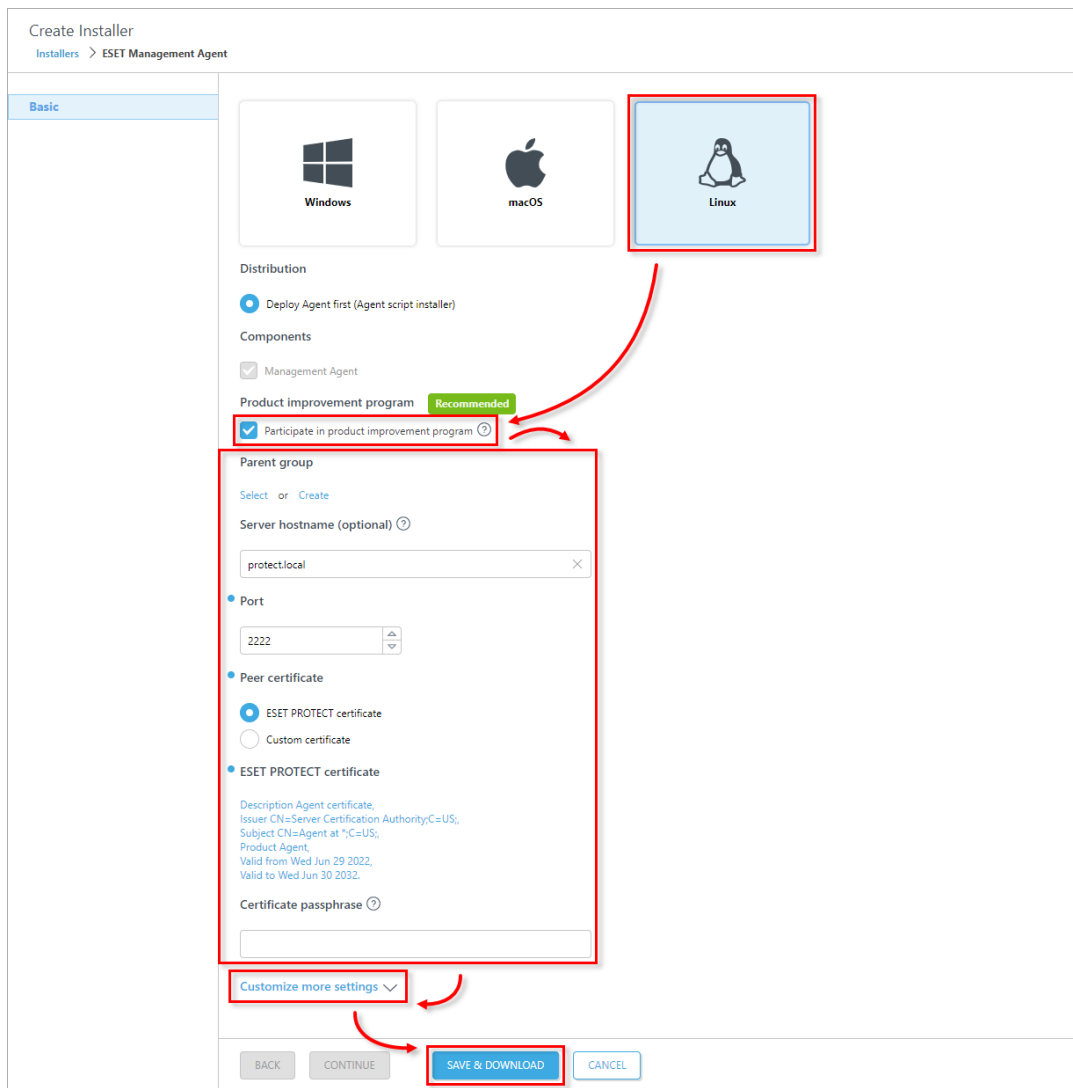


Figure 2-1

3. Select **Linux**. You can 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. Configure other settings such as **Parent group**, **Server hostname**, **Port** number (default is 2222), **Peer Certificate**, and **Certificate passphrase** if needed. Optionally, click **Customize more settings** to view more options. Click **Save & Download**.



Figure

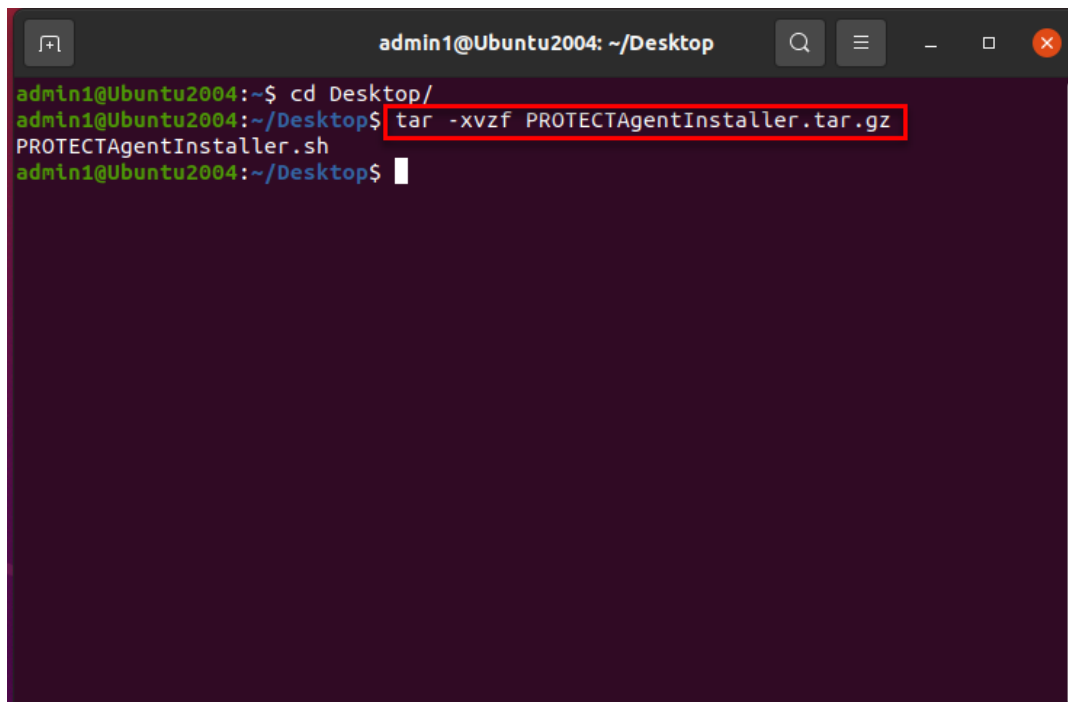
2-2

4. Distribute the Live Installer file to your Linux client using email or a shared network folder. Download the file to the Desktop on your client.

5. After you have downloaded the file to the client, double-click

PROTECTAgentinstaller.tar.gz to extract the file. **PROTECTAgentinstaller.sh** will be extracted to your Desktop. If you prefer to extract through a terminal, type the following command:

```
tar -xvzf PROTECTAgentInstaller.tar.gz
```

A terminal window titled 'admin1@Ubuntu2004: ~/Desktop' with search, menu, and window control icons. The command history shows: 'admin1@Ubuntu2004:~\$ cd Desktop/', 'admin1@Ubuntu2004:~/Desktop\$ tar -xvzf PROTECTAgentInstaller.tar.gz', and 'PROTECTAgentInstaller.sh'. The current prompt is 'admin1@Ubuntu2004:~/Desktop\$' with a cursor.

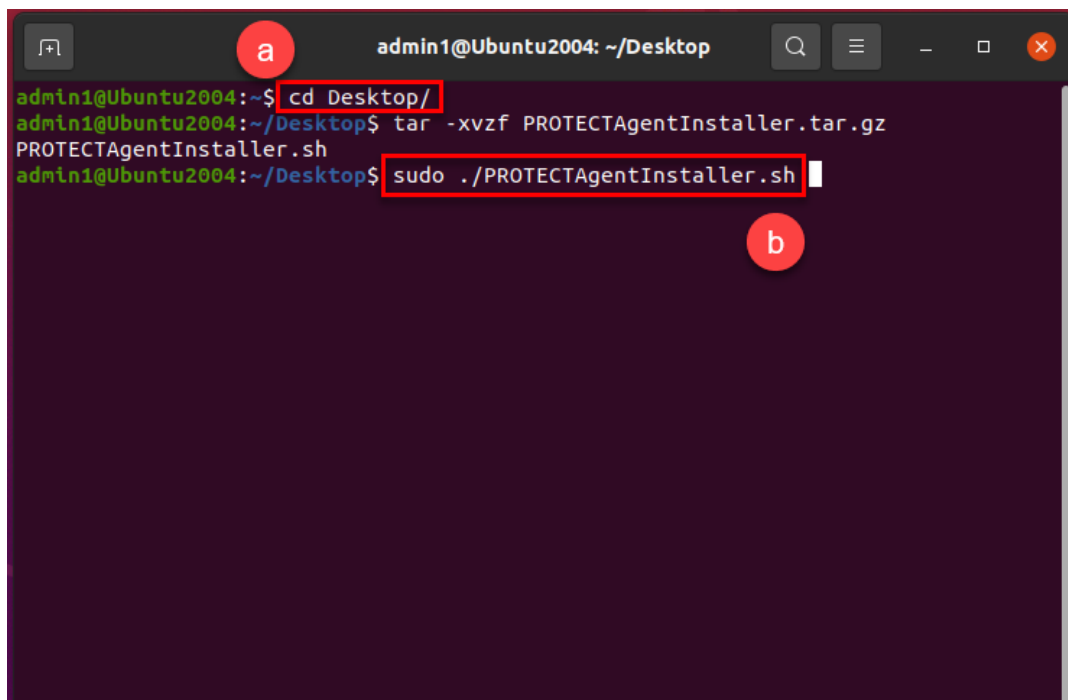
```
admin1@Ubuntu2004:~$ cd Desktop/
admin1@Ubuntu2004:~/Desktop$ tar -xvzf PROTECTAgentInstaller.tar.gz
PROTECTAgentInstaller.sh
admin1@Ubuntu2004:~/Desktop$
```

Figure 2-3

6. In the Terminal window, type the following commands to run the install script:

```
cd Desktop/
```

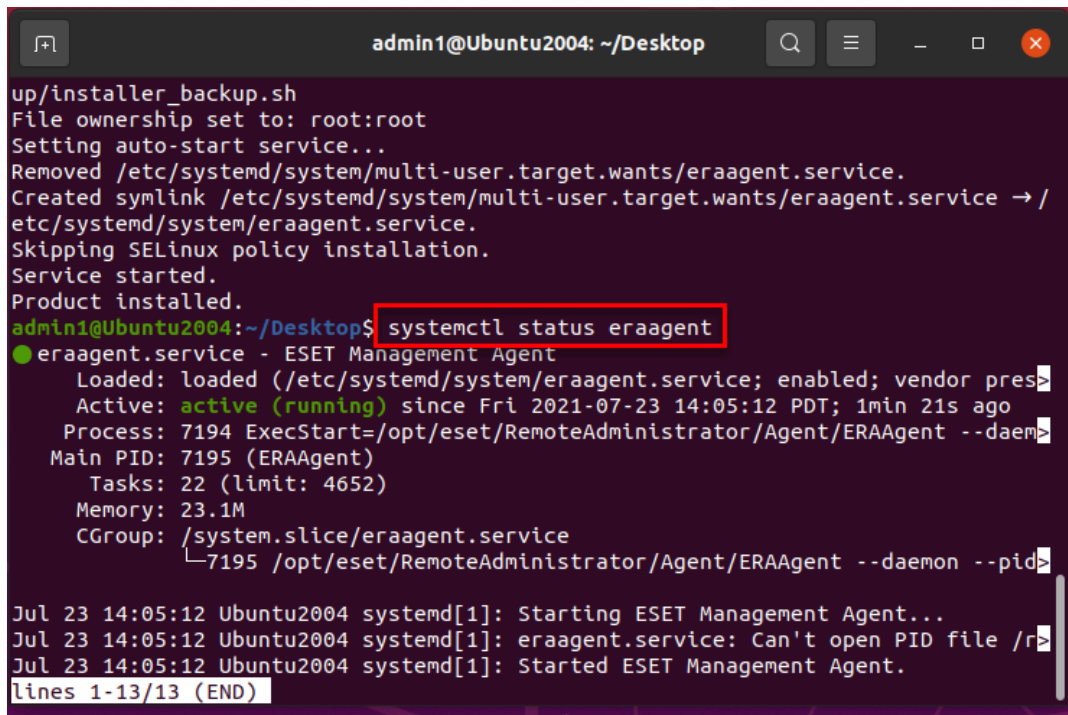
```
sudo ./PROTECTAgentInstaller.sh
```

A terminal window titled 'admin1@Ubuntu2004: ~/Desktop' with search, menu, and window control icons. The command history shows: 'admin1@Ubuntu2004:~\$ cd Desktop/' (labeled with a red circle 'a'), 'admin1@Ubuntu2004:~/Desktop\$ tar -xvzf PROTECTAgentInstaller.tar.gz', and 'PROTECTAgentInstaller.sh'. The current prompt is 'admin1@Ubuntu2004:~/Desktop\$' with the command 'sudo ./PROTECTAgentInstaller.sh' entered (labeled with a red circle 'b').

```
admin1@Ubuntu2004:~$ cd Desktop/
admin1@Ubuntu2004:~/Desktop$ tar -xvzf PROTECTAgentInstaller.tar.gz
PROTECTAgentInstaller.sh
admin1@Ubuntu2004:~/Desktop$ sudo ./PROTECTAgentInstaller.sh
```

Figure 2-4

7. Type the password for your user account. Characters will not appear in the password field, but the password will still be entered. Press **Enter** on your keyboard when you are finished to continue the installation.
8. In the Terminal window, to verify that the Agent is running, run the following command:
`systemctl status eraagent`



```
admin1@Ubuntu2004: ~/Desktop
up/installer_backup.sh
File ownership set to: root:root
Setting auto-start service...
Removed /etc/systemd/system/multi-user.target.wants/eraagent.service.
Created symlink /etc/systemd/system/multi-user.target.wants/eraagent.service → /etc/systemd/system/eraagent.service.
Skipping SELinux policy installation.
Service started.
Product installed.
admin1@Ubuntu2004:~/Desktop$ systemctl status eraagent
● eraagent.service - ESET Management Agent
   Loaded: loaded (/etc/systemd/system/eraagent.service; enabled; vendor preset: enabled)
   Active: active (running) since Fri 2021-07-23 14:05:12 PDT; 1min 21s ago
     Process: 7194 ExecStart=/opt/eset/RemoteAdministrator/Agent/ERAAgent --daemon --pid=7195 (ERAAgent)
    Main PID: 7195 (ERAAgent)
       Tasks: 22 (limit: 4652)
      Memory: 23.1M
     CGroup: /system.slice/eraagent.service
             └─7195 /opt/eset/RemoteAdministrator/Agent/ERAAgent --daemon --pid=7195

Jul 23 14:05:12 Ubuntu2004 systemd[1]: Starting ESET Management Agent...
Jul 23 14:05:12 Ubuntu2004 systemd[1]: eraagent.service: Can't open PID file /run/systemd/eraagent.pid: Permission denied
Jul 23 14:05:12 Ubuntu2004 systemd[1]: Started ESET Management Agent.
lines 1-13/13 (END)
```

Figure

2-5

9. You can now manage the client computer using ESET PROTECT. If you are performing a new endpoint installation from ESET PROTECT, [deploy ESET endpoint products to your client computers](#).