ESET Tech Center

Kennisbank > ESET PROTECT > Download the ESET Management Agent from the ESET website (8.x - 9.x)

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Mitch | ESET Nederland - 2025-03-06 - Reacties (0) - ESET PROTECT

Issue

- Install ESET Management Agent on all client computers with ESET PROTECT components or ESET Endpoint products
- Facilitate communication between client computers and other ESET PROTECT components such as the ESET PROTECT Server

Solution

1. On the client workstation, go to the ESET PROTECT Standalone installers download page.

2. In the **Configure download** section, select the information below and then click **Download**.

- ESET PROTECT component: Select Agent
- Operating system and Bitness: Select the operating system of the client

Supported operating systems for ESET Management Agent Some older operating systems may not be supported with the latest version of the ESET Management

Agent. See our <u>related article</u> for information on how to download an earlier version of the ESET Management Agent.

FOR HOME - FOR BUSINESS -	DOWNLOAD - EXISTING CUSTOMER?		
Dow	nload ESET PROTEC	FORMERLY EST SECURITY MANAGEMENT CENTER	
1 Config	ure and download your installer. Then con	tinue to STEP 2 below.	4
All-	in-one installer Virtual appliances	Standalone installers	•
Component Operating system Bitness	ESET PROTECT Standalone Configure download Agent Windows Server 2019, Server 2016, Storage Server 2018, J. Server 2018, Server 2018, Server 2018, Server 2018, Server 2018, Server 2018, Server 2018, Server 2018, Server 2018, Server 2018, Server 2018, Server 2018, Server 20	Installers Documentation Online user guide Find more documentation	

Figure 1-1

3. Double-click the downloaded .msi file and click **Next** to continue to the Setup Wizard.



Figure 1-2

4. Select I accept the terms of the License Agreement and click Next.

# ESET Management Agent Setup —	×
End-User License Agreement Please read the following license agreement carefully.	et,
IMPORTANT: Please read the terms and conditions of product application set out below carefully prior to download, installation, copy or use. THROUGH DOWNLOADING, INSTALLING, COPYING OR USING THE SOFTWARE YOU ARE EXPRESSING YOUR CONSENT TO THESE TERMS AND CONDITIONS AND YOU ACKNOWLEDGE PRIVACY POLICY.	
End User License Agreement	
 I accept the terms in the License Agreement I do not accept the terms in the License Agreement 	
Privacy Policy Print Back Next Cancel	

Figure 1-3

5. Click **Next** to agree to send crash reports and telemetry data to ESET. If you do not agree, deselect the check box next to **Participate in product improvement program**.



Figure 1-4

6. Specify the **Server host** (name or IP address) and **Server port** of your ESET PROTECT Server (the default Server port is 2222). If you are using a different port, replace the default port with your custom port number. If you use a proxy for Agent - Server connection, you can configure this connection after selecting the check box **Use Proxy**.

景 ESI	ET Management Agent	Setup			_	□ ×
Ag P	ent configuration Please enter agent configu	iration below.				eser
Ne	etwork connection to ESET	PROTECT Serve	er			
Se	erver host:					
Se	erver port:	2222				
Us	e Proxy:					
0) Server assisted installati) Offline installation	on				
			Back	Next		Cancel

Figure 1-5

7. Select the type of installation you want to perform:

Server-assisted installation

Do not use a user with two-factor authentication
 You cannot use a user with two-factor authentication for server-assisted installations.
 To install ESET Management agent on a computer with a user with two-factor authentication, allow Server-assisted installation by another user and make sure the user has following permissions:
 Use permission for the Certification Authority that signed the server peer certificate and Use permission for at least one peer certificate. If no such certificate exists, the user will need Write permission to create a new one.

• Write permission for the static group where the user wants to add the computer.

Your client computer must be able to communicate with ESET PROTECT Server over the network.

a. Select Server assisted installation and click Next.

For more information, see the Online Help topic.

🖟 ESET Management A	gent Setup				—		
Agent configuration Please enter agent c	on onfiguration belo	w.				eser	מ
Network connection to	ESET PROTECT	Server					
Server host:							
Server port:	2222						
Use Proxy:							
 Server assisted ins Offline installation 	tallation		Back	Nex	t	Cancel]

Figure 1-6

b. Enter the **Username** and **Password** used to access your ESET PROTECT Web Console to allow the Agent to download updates and new certificates. To log in as a domain user, select the check box next to **Log Into Domain**. Click **Next** and then click **Yes** to accept the server certificate.

🖟 ESET Management Agent Setup	– 🗆 X				
Connection to ESET PROTECT Server Please specify ESET PROTECT Server connection below.					
Connection to ESET PROTECT Server					
Server host:					
Web Console port:	2223				
Web Console login credentials					
Username:	Administrator				
Password:	•••••				
	Log into domain				
	Back Next Cancel				

Figure 1-7

c. Select **Do not create computer (computer will be created automatically during the first connection)** or **Choose custom static group**. If you click **Choose custom static group** you will be able to select from a list of existing Static groups in ESET PROTECT. The computer will be added to the group you have selected. Click **Choose custom static group** and use the drop-down menu to select the appropriate static group for the client computer.



Figure 1-8

Offline installation

Your client computer is unable to communicate with the ESET PROTECT Server. Before performing an offline installation, verify you have the Agent certificate available on the targeted client computer.



a. Select Offline installation and click Next.

BSET Management Agent configuratio Please enter agent co	gent Setup n nfiguration below		_	C X
Network connection to	ESET PROTECT Se	erver		
Server host:				
Server port:	2222			
Use Proxy:				
O Server assisted inst	allation	Back	Next	Cancel

Figure 1-9

b. <u>Open the ESET PROTECT Web Console</u> in your web browser and log in. Click **More** \rightarrow **Peer Certificates**. Select the certificate you want to use for this installation and click **Export**. Transfer the exported certificate to the client computer using removable media or another method of your choice.



Figure

c. Click **More** \rightarrow **Certification Authorities**. Select the **Certification Authority** and click **Export Public Key**. Transfer the exported CA to the client computer.

eser	PROTECT			G ▼ Computer	Name QUICK	LINKS 🔻 (୬ HELP ଟ ଁ A ADMII	NISTRATOR B LOGOUT
		Certification Authorities	ACCESS GR	DUP Select 🛍 Tags	Certification authority			
ц <u>і</u>		Tags	_ م	DESCRIPTION	/ Edit	rags	VALID FROM	VALID TO
A	COMPUTERS	ESET		Certification authority	Audit Log Export Public Key		2020 Nov 28 00:00:00	2030 Nov 30 00:00:00
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Ä	lemplates				📑 Access Group	Þ		
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<u>م</u>								
	Certification Authorities							
			ACTIONS	▼ NEW EE	л			

Figure 1-11

d. In the Agent Setup Wizard, click **Browse** next to **Peer certificate**. Navigate to the certificate you want to use for this installation and click **Open**. In the same way, add the **Certification Authority**. Click **Next**.

ESET Management Agent Setup Peer certificate Enter certificate below.	– 🗆 X
Peer certificate: Certificate password:	C:\Users\Administrator\Desktop\Cer Browse
Certification authority:	C:\Users\Administrator\Desktop\Ce\ Browse Can be empty if certificate is signed by certification authority already present in system store.
	Back Next Cancel

Figure 1-12

8. Follow the on-screen steps to complete the installation. To verify the Agent is working properly, check the status log located at:

C:\ProgramData\ESET\RemoteAdministrator\Agent\EraAgentApplicationData\Logs\ status.html.

Error 1603 when installing the ESET Management Agent During some installations of the ESET Management Agent, the notification **Error code 1603** -**Installation ended prematurely** will display. Use the following troubleshooting steps to resolve this error:

- If you are running the installer from a shared location, copy the live installer file to the local disk and attempt the installation again.
- When you run the installer, right-click it and select **Run as Administrator** from the context menu.

If you are performing a new installation of ESET PROTECT, proceed to <u>deploy ESET endpoint</u> products to your client computers.

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