ESET Virtualization Security for VMware vShield

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https://support.eset.com/kb5673

Issue

This article provides information about the ESET Virtualization Security solution for VMware vShield.

Disclaimer: The product referenced in this article is a software module that is developed and supported by ESET. Use of this product is also governed by the end user license agreement of the ESET. You must obtain from the ESET the application, support, licensing for using this product.

Solution

ESET Virtualization Security represents agentless anti-malware scanning of virtual machines in virtualized environments using VMware infrastructure. ESET Virtualization Security is natively compatible with ESET Remote Administrator 6 using web-console. This allows you to drill down directly to virtual machines for fast tasks executions and complete overview.
The figure below depicts a principle of how the ESET Virtualization Security works.

Figure 1-1

VMware vShield Endpoint installed into VMware environment
VMware Tools installed on each virtual machine
ESET Remote Administrator 6 management server installed
ESET Remote Administrator vAgent Host
deployed ESET Virtualization Security that integrates component from VMware (vShield library) and ESET Scanning Engine

Include the version of the VMware product
ESET Virtualization Security 1.0.8.1????????

Link to official product interoperability matrix with VMware products
http://help.eset.com/evs/1/en-US/index.html?sysreq.htm

Provide steps to download and install the product on VMware products
http://help.eset.com/evs/1/en-US/index.html?installation.htm

Support information

Customer may contact ESET technical support here.

Additional support information

When deploying the solution it is possible to deal with the following issues:

Cannot register to vShield

- check if network allows communication via port 443 with vShield Manager
- restart vShield Manager VM
- reinstall vShield Endpoint module on ESXi (via VShield Manager Web UI)

ESET Virtualization Security shows zero number of connected/protected VMs

- make sure Guest VMs are running and have installed VMware tools with Endpoint module
- make sure network allows communication via port 48651 to/from EVS
- recheck vShield registration or re-register with vShield (enter management mode - vShield registration)

Errors in trace log:

Error: error[582a0000]: ESET Mdm client: CURL: Error in call easy perform: 3

Possible cause: The hostname/IP address is not configured properly in the ERA policy for EVS machine.

Possible Solution: Make sure there is only one policy for ESET Virtualization Security - Security Appliance with proper settings in the Hostname field under VIRTUAL AGENT HOST

Error: error[582a0000]: ESET Mdm client: CURL: Error in call easy perform: 7

Possible cause: EVS is not able to connect to the vAgent Host machine - the machine is not accessible

Possible Solution: Make sure the vAgent Host is turned on and/or try to troubleshoot the network connection problems.

Error: error[582a0000]: ESET Mdm client: CURL: Error in call easy perform : 60

Possible cause: Peer certificate cannot be authenticated with known CA certificates.

Possible Solution: Make sure you are using valid certificates and CA.

- Tags
- Virtualization Security