

ESET
**DEPLOYMENT AND
MONITORING
COMPONENTS FOR
AUTOTASK AEM**
Technical Setup and User Guide

ESET DEPLOYMENT AND MONITORING COMPONENTS FOR AUTOTASK AEM

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ESET REMOTE ADMINISTRATOR Plug-in FOR LabTech was developed by ESET, spol. s r.o.

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1. Introduction

Thank you for choosing ESET Deployment and Monitoring Components for Autotask Endpoint Management (AEM). These components can be imported into Autotask or downloaded from the component store to allow deployment and oversight of ESET products. ESET Deployment and Monitoring Components for Autotask Endpoint Management allow you to:

- Deploy the latest versions of ESET endpoint and server products to Autotask Windows clients
- Deploy the latest versions of ESET endpoint products for Mac OS X to Autotask clients
- Deploy the latest versions of ESET endpoint products for supported Linux distributions to Autotask clients
- Monitor client health and ensure that clients are consistently updated
- Automatically generate email notifications using AEM
- Automatically create support tickets using AEM

2. Installation Prerequisites

ESET Deployment and Monitoring Components for Autotask Endpoint Management must be installed on your AEM administrator account. These AEM components have been developed to work with ESET Remote Administrator Server 5.x and 6.x and related endpoint products. These components add reporting and deployment features to AEM, to perform additional tasks, you must install ESET Remote Administrator (ERA):

- [Install ESET Remote Administrator 6.x](#)
- [Install ESET Remote Administrator 5.x](#)

3. Component Installation

ESET Deployment and Monitoring Components for Autotask Endpoint Management must be installed using an administrator account in AEM. ESET Deployment and Monitoring Components for Autotask Endpoint Management can either be installed through the AEM ComStore, or using a .CPT file. See the step-by-step instructions below for your preferred method:

Install from the ComStore

1. Log in to the AEM server using an administrator account.
2. Click the **ComStore** tab.

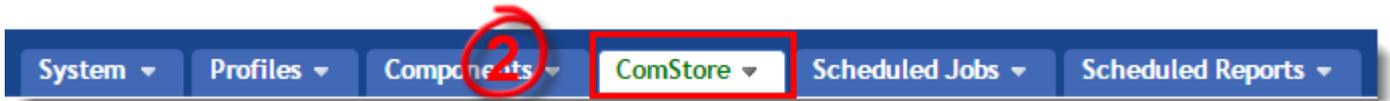


Figure 1

3. Type **ESET** into the search bar and click **Search ComStore**.
4. Click the appropriate ESET component for your operating system. Review the component description and click **Buy** when you are ready. The component will automatically be installed following your purchase.

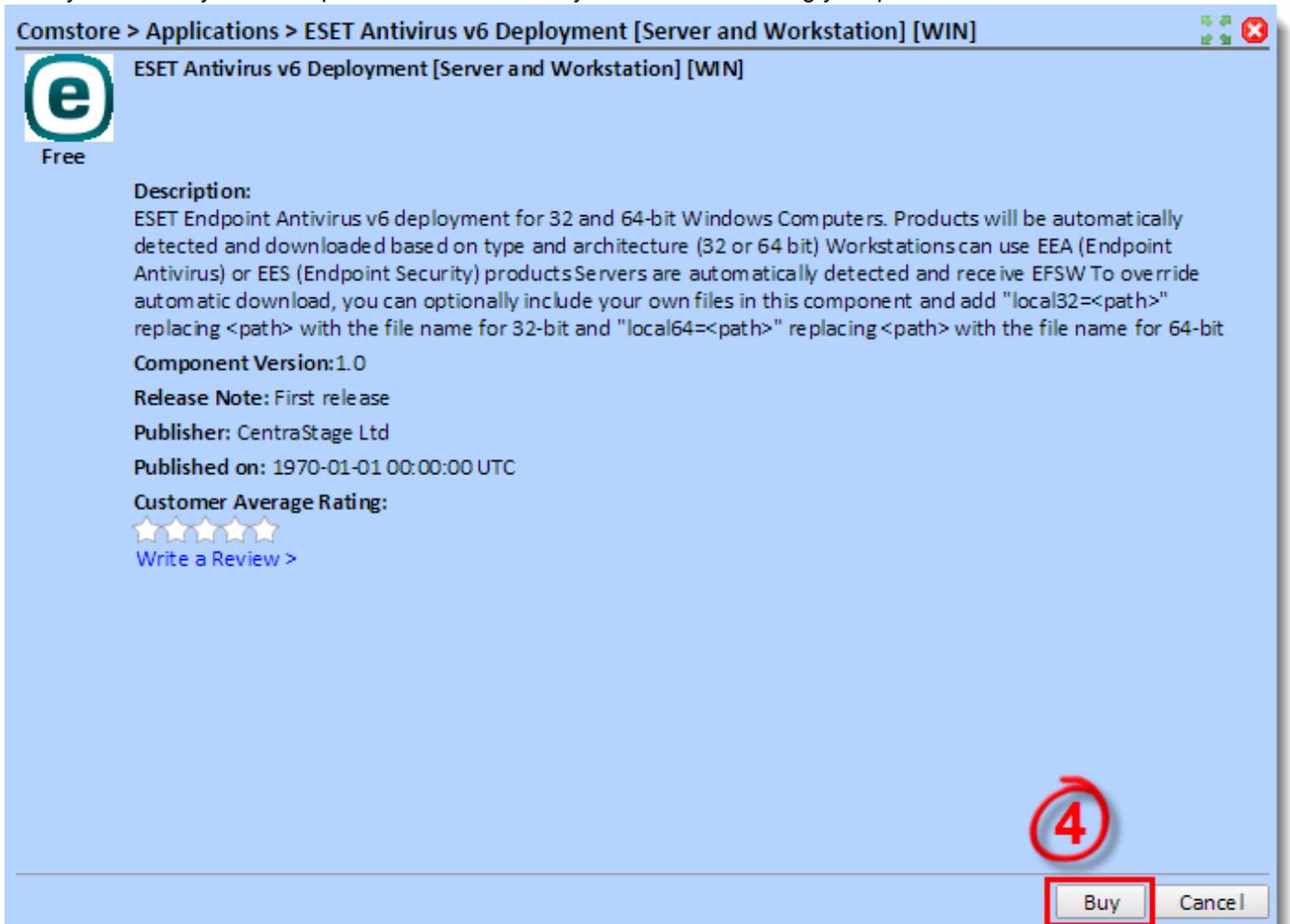


Figure 2

Install from a .CPT file (Components tab)

1. Log in to the AEM server using an administrator account.
2. Click the **Components** tab.

2



Figure 3

3. Click **Import Component**.
4. In the dialog box, click **Choose File**. Navigate to the location where you have saved the .CPT file for ESET Deployment and Monitoring Components for Autotask Endpoint Management and then click **Upload**.

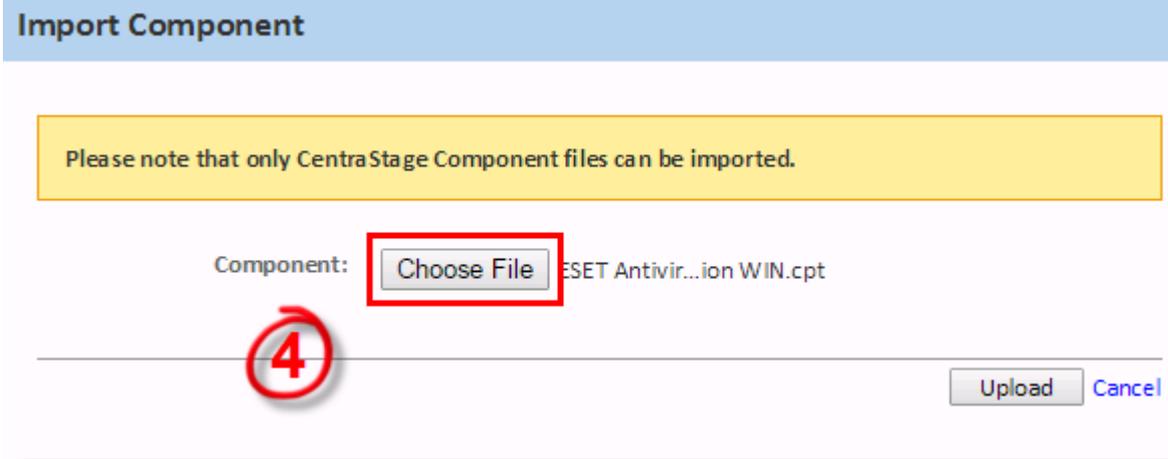


Figure 4

5. Click **Save**.

4. Component Configuration

Once ESET Deployment and Monitoring Components for Autotask Endpoint Management are installed, you are ready to begin configuration. The following sections will cover the configuration of components to deploy and monitor version 5.x and 6.x ESET products across all supported operating systems.

4.1 Deployment

ESET Components for Autotask endpoint monitoring are easy to configure from the AEM console. Follow the step-by-step instructions below to deploy components:

1. Click the **Components** tab to view a list of installed or available components.

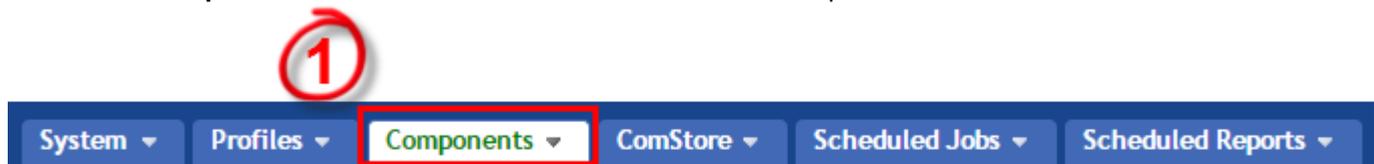


Figure 5

2. Components with greyed-out names must be copied to your system before you can manage them. Click the **Copy** icon to copy a component to your system. After a component is copied to your system, you can manage or rename the component.

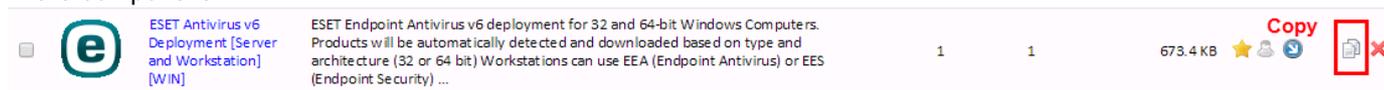


Figure 6

3. You must mark ESET Deployment components as favorites before you can use them, to do so, click the **Favorite** ★ icon (the icon will be gray until clicked) next to a component.

4. To deploy a component:

- a. Click the **Profiles** tab.
- b. Click the profile you want to deploy a new component to.
- c. Click the **Devices** tab within the profile screen.

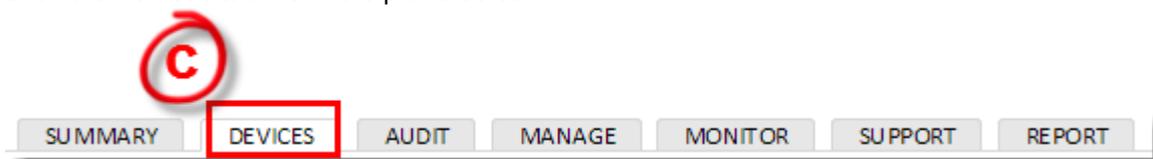


Figure 7

- d. Select the check box next to each device that you want to deploy ESET components to and then click the **deploy**  icon.
- e. Select the components you want to deploy from the list provided. See the section specific to the component you are deploying for instructions on how to configure settings specific to a given component, click the appropriate link below to view details.
 - i. [Windows Version 6.x ESET solutions](#)
 - ii. [Windows Version 5.x ESET solutions](#)
 - iii. [Linux Version 6.x ESET solutions](#)
 - iv. [Linux Version 5.x ESET solutions](#)
 - v. [OS X version 6.x ESET solutions](#)
 - vi. [OS X version 5.x ESET solutions](#)
- f. The job list will display your new deployment job in the queue.

g. Once your job is finished, it will be moved to the **Completed Jobs** tab. Click the name of a job to view details about its completion.

Hostname	Profile	Run At	Status	Results	Stdout	Stderr
EXAMPLE_HOST	Example	1970-01-01 00:00:00 GMT	Succeeded	[Green bar]	[Icon]	[Icon]

Figure 8

h. If errors occur during the task, click the **Error report** under **Stderr** to view console error output. This can be used to help diagnose deployment errors. **Stdout** contains further diagnostic output.

i. When the job is completed, ESET components will be installed on your client(s) and will be actively monitored.

4.1.1 Including files for deployment

Follow the steps below to include files for deployment:

1. Click the **Components** tab and locate the component you want to modify. If the component name is blue, click it, if it is not blue, click the **Copy** icon to make the component available.
2. The component will be divided into several sections. Scroll to the **Files** section and click **Add file**.
3. Locate the file you want to include and click **Open**.
4. Repeat steps 2 and 3 for as many files as you want to add. Click **Save** when you are finished.

4.2 Monitoring

Monitors do not require specific configuration from the Components menu. They are implemented through policies. You can create system policies or profile policies, see your [AEM documentation](#) for more information about how to create profile policies.

To configure monitoring for a specific profile, follow the steps below:

1. Click the **Profiles** tab.

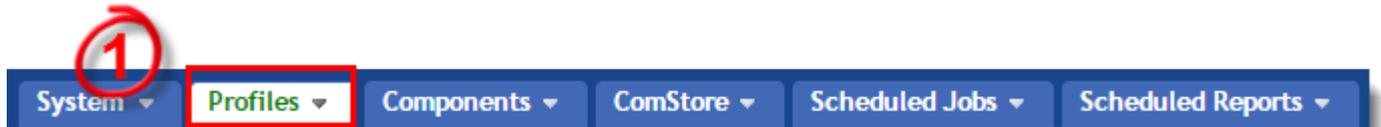


Figure 9

2. Click the policy you want to monitor.
3. Click the **Policies** tab. If you need to create a new policy, click **Add profile policy**.



Figure 10

4. In the dialog that opens, select **Monitoring** from the **Type** drop-down menu. We recommend that you leave the **Based on** drop-down menu set to **New Policy** unless you want to configure this policy based on another policy you have already configured.

Create a policy

Name:

Type:

Based on:

Figure 11

- Click **Add a target**, select the devices you want to monitor and add them to the policy.

Name:

Policy type: Monitoring

Last updated: 1970-01-01 00:00:00 UTC

Last deployed:

Targets:

Type
<i>There are currently no targets specified.</i>

Monitors:

Category	Type
<i>There are currently no monitors specified.</i>	

Figure 12

- When you are finished adding targets, click **Add a monitor**. Select **Component Monitor** from the drop-down menu and then click **Next**.

Add a Monitor

Monitor Type

Monitor Details

Response Details

Ticket Details

Monitor Type

Choose the type of monitor you wish to add from the options below then hit Next.

Figure 13

- Select the monitor component you want to apply to this policy. A set of variables that you can use to customize your monitor configuration will be displayed. When you are finished configuring your monitor, click **Next**.

Figure 14

Note: For steps 8 and 9

8. Configure monitoring response details per your [AEM documentation](#) and click **Next**.
9. Configure support ticket settings based on your [AEM documentation](#) and click **Next**.
10. When you are ready to proceed, click **Save**.
11. Click **Push Changes** to send the new monitoring policy to your selected devices.
12. Your monitor is now live, click the **Monitor** tab within your profile to view output from the monitor.



Figure 15

4.2.1 Monitoring ESET windows solutions

Monitors provide information about the status of ESET solutions installed on your network, and regularly gather information about whether solutions are running and the age of virus signature database updates for each solution installed on a client.

In an environment where ESET solutions are running and receiving regular updates, you will not receive notifications from your monitors. If a solution is identified as not running, the message **ESET v6 AV Monitor {WIN} - CSMON_ResultMessage: ESET AV is not Running** or similar will be displayed. Other monitor outputs include the age of virus signature definitions on clients. By default, you will receive a notification if a monitor detects that virus signature definitions have not been updated in seven days or longer.

4.2.2 Monitoring ESET Linux solutions

Monitors provide information about the status of ESET solutions installed on your network, and regularly gather information about whether solutions are running and the age of virus signature database updates for each solution installed on a client.

In an environment where ESET solutions are running and receiving regular updates, you will not receive notifications from your monitors. If the ESET service is identified as not running, the message **ESET v6 AV Monitor [Linux] - CSMON_ResultMessage: Service is not Running** or similar will be displayed. Other monitor outputs include the age of virus signature definitions on clients. By default, you will receive a notification if a monitor detects that virus signature definitions have not been updated in seven days or longer.

4.2.3 Monitoring ESET OS X solutions

Monitors provide information about the status of ESET solutions installed on your network, and regularly gather information about whether solutions are running and the age of virus signature database updates for each solution installed on a client.

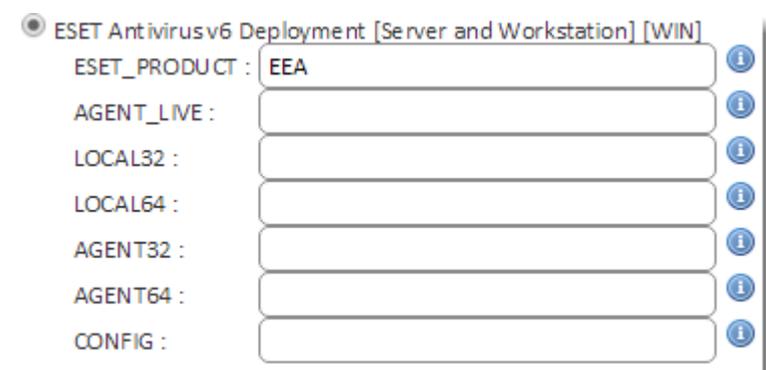
In an environment where ESET solutions are running and receiving regular updates, you will not receive notifications from your monitors. If the ESET service is identified as not running, the message **ESET v6 AV Monitor [MAC] - CSMON_ResultMessage: Service is not Running** or similar will be displayed. Other monitor outputs include the age of virus signature definitions on clients. By default, you will receive a notification if a monitor detects that virus signature definitions have not been updated in seven days or longer.

4.3 Deploying ESET Windows Solutions

Autotask AEM Endpoint Management provides an easy, highly configurable solution to install ESET solutions for Windows on endpoints and servers.

4.3.1 ESET version 6.x Windows solutions

The following fields are available when deploying ESET version 6.x Windows solutions:



Field	Value
ESET_PRODUCT :	EEA
AGENT_LIVE :	
LOCAL32 :	
LOCAL64 :	
AGENT32 :	
AGENT64 :	
CONFIG :	

Figure 16

- **ESET_PRODUCT:** Choose whether to deploy ESET Endpoint Antivirus or ESET Endpoint Security for workstations. Servers will automatically receive ESET File Security for Microsoft Windows Server. If left blank, workstations will receive ESET Endpoint Security by default.
- **AGENT_LIVE:** Enter the file path to your ESET Remote Administrator Agent Live Installer batch file. This can be generated by the ESET Remote Administrator Server and includes the hostname, port and certificate information required for deployment.
- **LOCAL32:** If left blank, the component will automatically download the appropriate ESET solution installer for 32-bit machines. If specified, the included MSI file will be used.
- **LOCAL64:** If left blank, the component will automatically download the appropriate ESET solution installer for 64-bit machines. If specified, the included MSI file will be used.
- **AGENT32:** If left blank, the component will automatically download the appropriate Agent installer for 32-bit machines. If specified, the included Agent MSI file will be used.
- **AGENT64:** If left blank, the component will automatically download the appropriate Agent installer for 64-bit machines. If specified, the included Agent MSI file will be used.
- **CONFIG:** Uses the included configuration file.

4.3.2 ESET version 5.x Windows solutions

The following fields are available when deploying ESET version 5.x Windows solutions:



ERA_SERVER_HOSTNAME :	127.0.0.1
ERA_SERVER_PORT :	2222
ESET_PRODUCT :	EEA
LOCAL32 :	
LOCAL64 :	
CONFIG :	

Figure 17

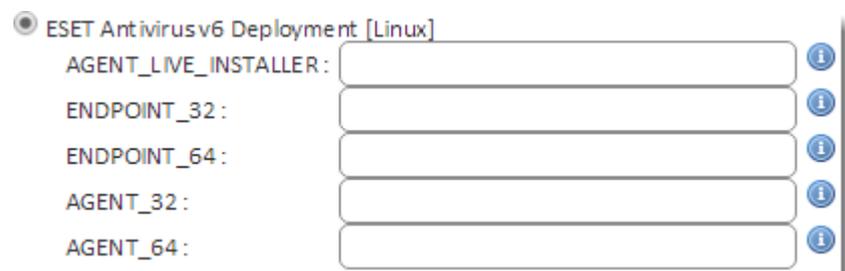
- **ERA_SERVER_HOSTNAME:** Specifies the hostname or IP address for the ESET Remote Administrator Server. Unless a configuration file is specified, this field is required.
- **ERA_SERVER_PORT:** The port number for the ERA Server. If left blank, this will default to 2222.
- **ESET_PRODUCT:** Can be set to ESET Endpoint Antivirus or ESET Endpoint Security for workstations. Servers will automatically receive ESET File Security for Microsoft Windows Servers. If left blank, workstations will default to EEA.
- **LOCAL32:** If left blank, the component will automatically download the appropriate ESET solution installer for 32-bit machines. If specified, the included MSI file will be used.
- **LOCAL64:** If left blank, the component will automatically download the appropriate ESET solution installer for 64-bit machines. If specified, the included MSI file will be used.
- **CONFIG:** Uses the included XML configuration file for ESET products. This will override the existing hostname and port variables and provides more specific configuration options.

4.4 Deploying ESET Linux Solutions

Autotask AEM Endpoint Management provides an easy, highly configurable solution to install ESET solutions for Linux on endpoints and servers.

4.4.1 ESET version 6.x Linux solutions

The following fields are available when deploying ESET version 6.x solutions for Linux:



AGENT_LIVE_INSTALLER :	
ENDPOINT_32 :	
ENDPOINT_64 :	
AGENT_32 :	
AGENT_64 :	

Figure 18

- **AGENT_LIVE_INSTALLER:** Enter the file path to your ESET Remote Administrator Agent Live Installer batch file. This can be generated by the ESET Remote Administrator Server and includes the hostname, port and certificate information required for deployment.
- **ENDPOINT_32:** The file path to the 32-bit ESET installer for Linux. This field is required, see our [Knowledgebase article](#) for step-by-step instructions to create the file.
- **ENDPOINT_64:** The file path to the 64-bit ESET installer for Linux. This field is required, see our [Knowledgebase article](#) for step-by-step instructions to create the file.

- **AGENT32:** If left blank, the component will automatically download the appropriate Agent installer for 32-bit machines. If specified, the included Agent MSI file will be used.
- **AGENT64:** If left blank, the component will automatically download the appropriate Agent installer for 64-bit machines. If specified, the included Agent MSI file will be used.

4.4.2 ESET version 5.x Linux solutions

The following fields are available when deploying ESET version 5.x solutions for Linux:

Figure 19

- **ADDRESS:** Specifies the hostname or IP address for the ESET Remote Administrator Server. This field is required.
- **ERA_SERVER_PORT:** The port number for the ERA Server. If left blank, this will default to 2222.
- **ESET_PRODUCT:** Can be set to ESET Endpoint Antivirus or ESET Endpoint Security for workstations. Servers will automatically receive ESET File Security for Microsoft Windows Servers. If left blank, workstations will default to EEA.
- **PATH_32:** The file path to the 32-bit ESET installer for Linux. This field is required, see our [Knowledgebase article](#) for step-by-step instructions to create the file.
- **PATH_64:** The file path to the 64-bit ESET installer for Linux. This field is required, see our [Knowledgebase article](#) for step-by-step instructions to create the file.

4.5 Deploying ESET OS X Solutions

Autotask AEM Endpoint Management provides an easy, highly configurable solution to install ESET solutions for OS X on endpoints.

4.5.1 Deploying ESET 6.x OS X solutions

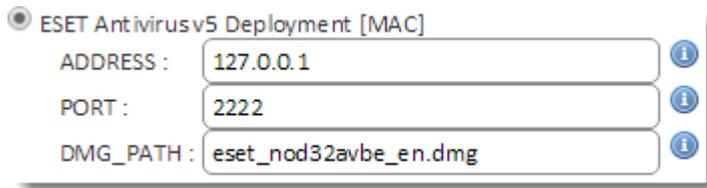
The following fields are available when deploying ESET version 6.x solutions for OS X:

Figure 20

- **AGENT_LIVE_INSTALLER:** Enter the file path to your ESET Remote Administrator Agent Live Installer batch file. This can be generated by the ESET Remote Administrator Server and includes the hostname, port and certificate information required for deployment.
- **PRODUCT:** This field is optional and is used to specify ESET Endpoint Antivirus or ESET Endpoint Security. If left blank, it will default to ESET Endpoint Antivirus.
- **ENDPOINT:** The file path to the ESET endpoint installer file. If left blank, this will be downloaded remotely.
- **AGENT_64:** The path to the optional Agent installer. If left blank, this will be downloaded remotely.

4.5.2 Deploying ESET 5.x OS X solutions

The following fields are available when deploying ESET version 5.x solutions for OS X:



● ESET Antivirus v5 Deployment [MAC]

ADDRESS : 127.0.0.1

PORT : 2222

DMG_PATH : eset_nod32avbe_en.dmg

Figure 21

- **ADDRESS:** Specifies the hostname or IP address for the ESET Remote Administrator Server. This field is required.
- **PORT:** The port number for the ERA Server. If left blank, this will default to 2222.
- **DMG_PATH:** The file path to the ESET Endpoint Security or Endpoint Antivirus for Mac OS X DMG installer file

5. Troubleshooting

See the list of known issues below for instructions to resolve them:

Component will not deploy to an endpoint

1. Make sure that the endpoint has the AEM Agent installed and working correctly.
2. If the endpoint is connecting, check the deployment task for output by locating it under **Scheduled Jobs > Completed Jobs**.
3. Examine the **Stdout** and **Stderr** logs for the device, see common error messages for assistance in examining the logs.

Monitor is not returning output

Verify that the monitor is configured correctly with the variable for definition age and methods of generating output such as emails or support tickets.

ESET will not run on systemd based versions of Linux

While the component will attempt to remedy issues with systemd automatically, see our [Knowledgebase article](#) for further assistance if issues are not resolved.

6. Appendix A: Common error messages

Error messages are shown below in bold with descriptions included below

Monitoring errors

ESET product not found

If the ESET product is not detected as installed on Mac OS X or Linux operating systems, this error will be displayed.

ESET service is not running

A monitor has detected that the ESET service is not running. Make sure that the service is running and is not disabled or malfunctioning.

ESET Definitions are X days out of date

This will be displayed when virus definitions are older than the number of days specified in your monitor component variable

Deployment errors

ERA server address not set

The ESET Remote Administrator Server host address (hostname or IP address) is not set in the deployment variable configuration. The server address needs to be set or a configuration file must be included.

Invalid product

The specified product variable is not acceptable. Specify EEA for ESET Endpoint Antivirus or EES for ESET Endpoint Security.

No Agent Live Installer found

This error is specific to version 6 products and is displayed if the Agent Live Installer cannot be found with the component. Either the file was not included or the filename contains an error. To create an Agent Live Installer, follow the instructions from our [Knowledgebase article](#).

OS Architecture X86, X64 or IA64 not detected

Your system architecture was detected as unsupported.

Could not find installers for selected ESET product

Check to see if the specified installer is missing or the variable for the filename is misspelled.

Unable to find agent MSI

If an MSI agent installer was specified in the component variables, check to see if the file is misspelled or not added.

No installer DMG found. Please specify DMG_PATH parameter

For Mac OS X operating systems, the downloadable .DMG file required could not be found. Verify that the file was included in the component and the filename is not misspelled in the variable.

Installer package not found, wrong DMG perhaps?

For Mac OS X operating systems, the installer .PKG file inside of the specified .DMG could not be found on the expected path. Verify that this is a valid file downloaded from the ESET website.

ESET NOD32 for Linux needs the following packages to install: libc-i386, /lib/ld-linux.so.2

The deployment component for Linux is designed to attempt installation of libc6-i386 when missing, but some

distributions may use a different name or an unsupported package manager (apt-get and yum are supported).

No XX-bit installer found. Please set PATH_XX parameter

A valid 32- or 64-bit installer could not be found. This may be either due to the file not being added to the component or the filename may be incorrect. Verify that the file is present and the variable is named correctly.