

ESET

**Remote Administrator 4
NOD32 Antivirus 4 Business Edition
Smart Security 4 Business Edition**

Basic Setup Guide



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ESET Remote Administrator 4
NOD32 Antivirus 4 Business Edition
Smart Security 4 Business Edition

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Getting started

Protecting your business network with **ESET NOD32 Antivirus / ESET Smart Security** is a straightforward process that can be completed in a single afternoon for a basic installation. This Basic Setup Guide will walk you through obtaining your ESET security software, configuring your server computer and mirror, installing the software on client computers and customizing clients' settings. It is meant to accompany the **ESET Remote Administrator Installation Manual and User Guide**. Be sure to read the **ESET Remote Administrator Installation Manual and User Guide** in its entirety and refer to it whenever necessary throughout the installation process.

Software components

There are three separate parts to your ESET security product: the ESET NOD32 Antivirus 4 / ESET Smart Security 4 Business Edition software itself, which exists both on your server computer (ESET NOD32 Antivirus only) and on its clients, plus the ESET Remote Administrator Console (ERAC) and the ESET Remote Administrator Server (ERAS). The Console should be installed on the computer(s) you will be using to manage your network. The Server should be installed on your server computer. Often in small-business installations, the server computer is the same one you use to manage your network.

Section 1: Purchasing and downloading your software

The first step toward protecting your network is obtaining the three ESET software components mentioned above. If you have not already purchased an ESET security product, please visit the link below:

<http://www.eset.com/us/store>

Once you have purchased your ESET security product, you will receive an official email from ESET containing your **username** and **password** in the body of the email and your **license file** as an attachment to the email.

This guide is aimed at users installing ESET NOD32 Antivirus / ESET Smart Security. ESET Smart Security can be used in a network environment, but the ESET Personal firewall, which prevents unwanted interactions with remote computers, may require additional configuration. For more information about ESET Smart Security on your network, including safe push install instructions, see the KB Connection links at the right.

1.1 Username and password

Your username and password are a little different than many usernames and passwords with which you may be familiar. They are not user-configured keys that protect your own information. Rather, they are authentication keys that allow your computer to interact with ESET's servers, permitting you to download your ESET security product and later, authenticating your ESET security product to update its Virus signature database to protect your network from evolving threats. You can't choose or customize your username and password.

1.2 License file

Your license file — the attachment called *nod32.lic* — is a file that the ESET Remote Administrator needs to manage your network of protected client computers. It contains authentication for the number of seats (protected computers) and tells the ESET Remote Administrator that you are entitled to protect and manage a set number of computers, depending on the bundle you purchased. Save the license file to your Desktop.

1.3 Getting your software

Visit the link below to ESET's Download Center to obtain your three components:

<http://www.eset.com/download/>

Click **For Business > Remote Management** and download both ERA Server and ERA Console. Then click the **Endpoint Security** tab and click the **Download** button beside ESET NOD32 Antivirus / ESET Smart Security. Save the file to your Desktop to keep things simple.

ESET NOD32 Antivirus, the ESET Remote Administrator Server and the ESET Remote Administrator Console are the three legs that support your malware defense system: the antivirus software itself, the server pushing it out to your clients and the administration console you use to monitor the system.

Estimated time: 30 minutes

KB connection

Check the ESET Knowledgebase for more info:

Which ESET security solution should I install on a server?

<http://kb.eset.com/esetkb/index?page=content&id=SOLN2299>

How do I configure an ESET Smart Security push installation to prevent loss of Internet connectivity?

<http://kb.eset.com/esetkb/index?page=content&id=SOLN2233>

Push: the term "push" or "push install" refers to ESET Remote Administrator's capability to remotely send and run installation packages on any computer in your network.

KB connection

Check the ESET Knowledgebase for more info:

What is authentication data (username and password) and what is its purpose?

<http://kb.eset.com/esetkb/index?page=content&id=SOLN373>

Username and password examples:

Username: EAV-12345678

Password: 1a2bc3defg

KB connection

Check the ESET Knowledgebase for more info:

How do I update ESET Remote Administrator with a new license file?

<http://kb.eset.com/esetkb/index?page=content&id=SOLN540>

NOTE: A different build of ESET NOD32 Antivirus is needed for 64-bit computers. If you have any 64-bit computers on your network, whether they are servers or workstations, you will also need to download the 64-bit installer. If none of the computers on your network are 32-bit, only download the 64-bit build.

1.4 Enter your username and password

You will be prompted for your username and password from Section 1.1.

Enter them carefully. Both are case sensitive and the hyphen in the username is required. Your password is 10 characters long (all lowercase) and if you choose to copy and paste your username and password from the license email, be sure you don't copy an extra space after either. Your password will never contain an "l", it's a numeral one (1). A large "O" is the numeral zero. A small "o" is the lowercase letter "o".

Next, expand the Remote Administrator menu and download ESET Remote Administrator Console and ESET Remote Administrator Server. You will again be prompted for your username and password, as above. Save the files to your Desktop.

Section 2: Installation

Once the three processes above (or four, if you also downloaded the 64-bit installer) complete, you are ready to install. Sections 2.1 through 2.3 assume you are using 32-bit installers. If some or all of your installers are for 64-bit computers, the file names will be slightly different.

2.1 Remote Administrator Server

First, double click the installer .msi for ESET Remote Administrator Server (*era_server_nt32_enu.msi*).

Agree to the **End-User License Agreement** and click **Next**. Select a **Typical** installation and click **Next**. You will be prompted to browse to your *nod32.lic* file (which you saved to your **Desktop**).

You are given the option to set connection passwords to the various clients and servers on your network. Since we're keeping it simple here, you only need to set one password, **Password for Console (Administrator Access)**. This password protects your control over your network. Click **Set** and choose a robust password you can remember and don't share it. (You can go back and add other network passwords later if you wish.) Click **Next**.

Last, enter your ESET-issued username and password (as in the web authentication in Section 1.3.1). Enter them carefully and click **Next**. You can also copy and paste your username and password directly from the license email. Click **Next** until the installation progress bar appears.

After installation, the ESET Remote Administrator Server service launches automatically.

2.2 Remote Administrator Console

When the Server installation wizard process is completed, double-click the ESET Remote Administrator Console installer (*era_console_nt32_enu.msi*). Install the Console on the computer you plan to use to manage your network. This will likely be the local computer you are using to run the installation wizard. Select **Typical** installation and advance through the options by clicking **Next** until you can click **Install**. The installation progress bar will appear.

2.3 Additional options

Because this is an ESET Remote Administrator Quickstart Guide, we're skipping over a great deal of customizable options you may wish to explore at a later time.

For additional information about installations on Microsoft SQL, MySQL or Oracle servers, and for a detailed list of which TCP ports must be open for ESET Remote Administrator to work properly, please consult **Section 2** of the **ESET Remote Administrator Installation Manual**.

Estimated time: 15 minutes

IMPORTANT: Install the Remote Administrator Server on the server that will be managing your network. This computer may be the terminal you are using, but it could also be a headless server in a server rack or offsite. Contact your network administrator if you're unsure.

KB connection

Check the ESET Knowledgebase for more info:

How do I install ESET Remote Administrator and configure a Mirror server?

<http://kb.eset.com/esetkb/index?page=content&id=SOLN814>

ERA manual

Check the ESET Remote Administrator manual for more info:

2.1.3 Ports used

2.2 Basic installation guide

http://download.eset.com/manuals/eset_era_4_userguide_enu.pdf

Section 3: Setting up the Mirror server

Your ESET-protected client computers get regular updates to the Virus signature database from ESET's servers. This keeps them current and protected from a variety of evolving threats. But having all your clients connect to the ESET servers independently would result in an unnecessary amount of traffic across your local area network (LAN).

The solution is to create a Mirror server (a server that "mirrors" the content available on ESET's servers) on your own LAN, so your clients only need to check locally for new Virus signature updates and program component updates.

3.1 Mirror server setup

Open the ESET Remote Administrator Console by clicking **Start → All Programs → ESET → ESET Remote Administrator Console → ESET Remote Administrator Console**. Verify that you are connected to the ESET Remote Administrator Server (**File → Connect**).

In this guide, we're going to use the default Mirror server configuration using internal HTTP. There are other options available, including using a local folder to house update content, as well as instructions for creating replicated Mirror servers for different LANs. See the KB Connection to the right for more information.

Click **Tools → Server Options**. Click the **Updates** tab and (you guessed it) enter your ESET-issued username and password in the Update username and Update password fields in the **Server Options** window (Figure 1-1, at right). Click the **Set Password...** button to enter your password.

Select the **Create update mirror** check box in the middle of the window. Select the **Provide update files via internal HTTP server** check box.

Click the **Update now** button to display a confirmation dialog box ("This will first apply server options and then fire the event. Continue?") Click **Yes**.

Estimated time: 15 minutes

ERA manual

Check the ESET Remote Administrator manual for more info:

2.2.3.3 Mirror

http://download.eset.com/manuals/eset_era_4_userguide_enu.pdf

KB connection

Check the ESET Knowledgebase for more info:

What method should I choose in ERA for my clients to download virus signature updates?

<http://kb.eset.com/esetkb/index?page=content&id=SOLN2337>

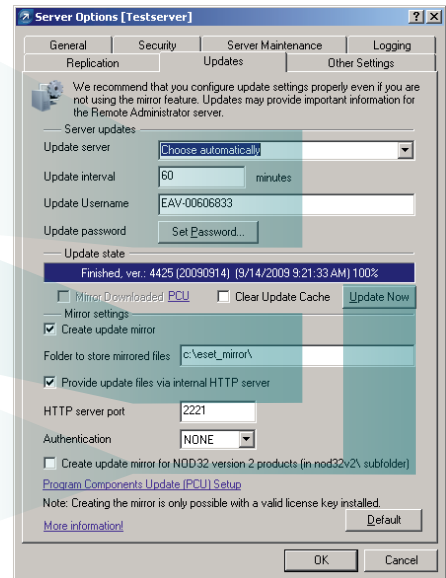


Figure 1-1: the Server Options window

A dialog box will appear that says 'Event fired on the server.' This message means that your Mirror successfully checked for and downloaded update content from ESET's servers. Click **OK**.

3.2 Testing your Mirror

Check that the Mirror server you just created is working. Open a web browser on a client workstation (not the Server) and enter:

http://Testserver:2221/update.ver

(where "Testserver" is the name of your Server computer)

If your Mirror creation was successful, you will see a text file with information about your Mirror (as in Fig 2-1, below). If it fails, you will get a standard connection failure error.



Figure 2-1: Windows Explorer page displaying text from a successful Mirror server connection

Section 4: Configuring a default policy

ESET Remote Administrator allows you to customize the way ESET NOD32 Antivirus / ESET Smart Security protects your client computers. To do this, you'll need to create a default policy that is pushed out to your clients along with the install of your ESET security software.

From ESET Remote Administrator, click **Tools → Policy Manager**.

You'll see a server icon labeled Server Policy (your server's name). Click it and then click **Edit...** on the far right of the Policy Manager window (Figure 3-1, at right). In the example, the server is named *Testserver*.

This will launch the ESET Configuration Editor – the tool you will use to customize your clients' ESET NOD32 Antivirus settings.

For the purposes of this Quickstart Guide, we're going to set up a Default Workstation policy — a set of simple configurations that will work on most basic networks – with no hassle for you. If you have highly specific network settings or proprietary software that may need special permissions, check the ERA Manual for detailed information on building your own custom policy.

4.1 Protect setup parameters

First, we want to make sure your clients' ESET software is not changeable by anyone but you or other qualified users. Near the top of the Configuration Editor tree, click **ESET Smart Security, ESET NOD32 Antivirus → ESET Kernel → Setup → Protect setup parameters**.

When **Protect setup parameters** is highlighted, click **Mark** on the right. Next, double-click **Password to unlock: <Password is not set>**. You will be prompted to choose a password that will be used to allow modification of your ESET security settings on each of the workstations. We recommend picking a password different from the one from Step 2.1 because you may wish to share one but not the other. Once your password is set, anyone wishing to alter ESET settings on the client(s) will be prompted for it.

NOTE: This only affects changes made from the workstations themselves. You can still alter settings remotely from the ERA Console without password authentication.

4.2 Disable splash-screen and nonessential notifications

Now, we want to ensure that your client computers aren't being notified about activities ESET NOD32 Antivirus / ESET Smart Security performs in the background. A little farther down the Configuration Editor tree, click **ESET Smart Security, ESET NOD32 Antivirus → ESET Kernel → Setup → Default user interface values**. Highlight **Suppress user settings** and then select the **Value: Yes / No** check box. This will ensure that your settings override any custom settings a user might choose. Next, highlight **Show splash-screen at startup** and on the right, deselect the **Value: Yes / No** checkbox. Then, highlight **Display only notifications requiring user intervention** and on the right, select the **Value: Yes / No** checkbox. Your users' computers will not be disrupted by unnecessary messages from their antivirus software.

4.3 Configure clients to update from the Mirror

Next, scroll down the Configuration Editor tree and click **Update module → Profile (My profile) → Setup → Update server: <Choose automatically>**. Here, we want to configure your clients to update from the Mirror we set up in step 3.1. With **Update server:** highlighted, click **Mark** and then on the right, select **<Custom update server>** from the **Value:** drop-down menu. In the **Value:** field, now enter the http address of your Mirror. This will look something like

http://Testserver: 2221

(Where "Testserver" is your server computer and port 2221 is the default port. Be sure there are no spaces between the server name, the colon [":"] and the port number.)

Click the Save diskette icon to save the configuration and then click **Console** to exit the configuration editor.

Estimated time: 15 minutes

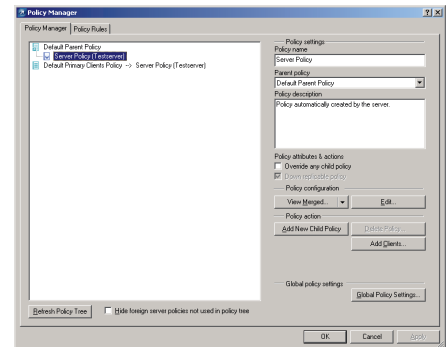


Figure 3-1: Remote Administrator Console > Tools > Policy Manager

ERA manual

Check the ESET Remote Administrator manual for more info:

5.3 Policies

http://download.eset.com/manuals/eset_era_4_userguide_enu.pdf

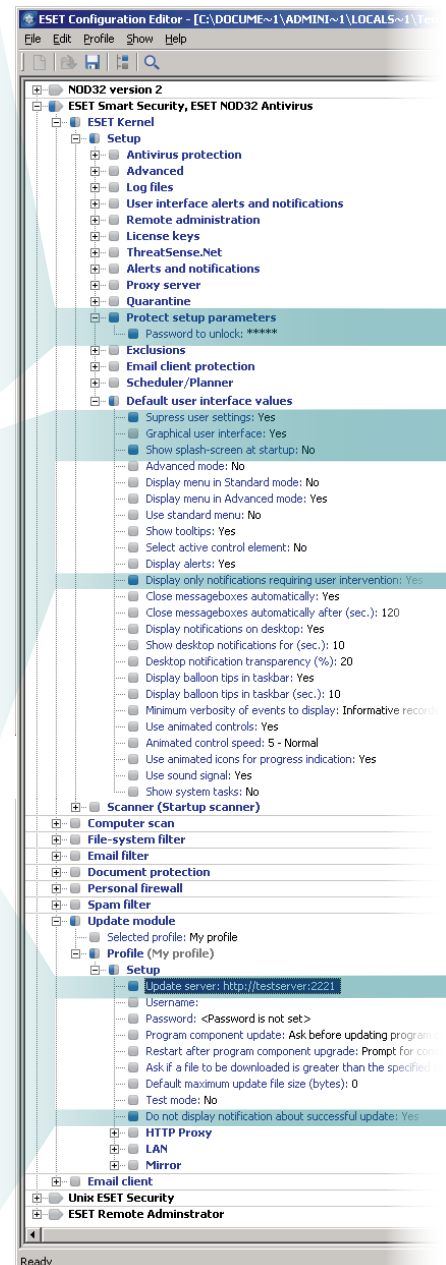


Figure 4-1: Remote Administrator Console > Tools > Policy Manager > Configuration Editor

Section 5: Pushing out ESET NOD32 Antivirus / ESET Smart Security to your network

Well, you've installed the Console and the Server components of ERA and you've set up the Mirror. You've even built a default policy into your Remote Administrator settings, so no further customization is necessary.

The last big step is getting your ESET security software out to your clients. To do this, ESET Remote Administrator creates a Package (an installer that can be run remotely) and sends one out to each computer on your network so you don't have to walk around from terminal to terminal installing ESET NOD32 Antivirus / ESET Smart Security on each one.

Before you create and "push out" (send) your package to clients, let's briefly confirm that your network is ready for package installation.

5.1 Push installation checklist

This manual assumes that your client machines all have basically the same configurations across your network. Therefore, the configuration checklist below only needs to be fulfilled on a single client machine because all other clients should look the same.

- First – and perhaps most important – you need to ensure that any prior antivirus software is uninstalled across your entire network. Running two antivirus products can cause your system to be unstable and can interfere with crucial operations your ESET product needs to perform to protect your network. Follow the **KB connection** link at right for more information and a list of common uninstaller utilities.

Next, confirm that **Use simple file sharing (Recommended)** is deselected on all workstations in your network. From Windows Explorer, navigate to **Tools → Folder Options → View** and deselect the option if it is selected by default.

- Next, make sure the client workstation(s) on which you are installing ESET NOD32 Antivirus / ESET Smart Security have the shared resource **ADMIN\$** activated. Confirm this by clicking **Start → Control Panel → Admin Tools → Computer Mgmt → Shared Folders → Shares**.
- Now, on the client workstation(s), open a command prompt to verify that the workstation can access IPC\$. Type:

```
net use \\servername\IPC$  
(where servername is the name of the server running ERA).
```

If this command returns anything other than 'The command completed successfully,' contact your network administrator before proceeding with push install.

- Your network's hardware or software firewall must not block communications or file sharing between the servers and the workstation. Contact your vendor for support. This also applies to the Windows Firewall.
- If you are installing Eset Smart Security and want to use the Microsoft Remote Desktop connection to access remote clients, do not forget to configure a trusted zone and allow according services in the IDS section. Specific VNC types need to be configured in the firewall configuration. For more information, see the KB connection on the right side.
- Ports 2221-2224 must allow ESET Remote Administrator to communicate. If the server has any of these ports blocked, communication with the workstations is not possible.
- For Windows Vista machines, User Account Control (UAC) should be disabled.
- The clients and the server must be visible on each other's Network browsers.
- Confirm that "File & Print Sharing for Microsoft Networks" is enabled by checking **Control Panel → Network Connections → Network → Properties**.
- Click **Start → Run** on the workstation and type *services.msc*. You will need to confirm that the **Remote Procedure Call (RPC) service** is started and that

Estimated time: Varies based on installation checklist, number of seats, prior AV uninstall. Up to one hour.

KB connection

Check the ESET Knowledgebase for more info:

Push installation requirements and checklist

<http://kb.eset.com/esetkb/index?page=content&id=SOLN82>

KB connection

Check the ESET Knowledgebase for more info:

Uninstallers (removal tools) for common antivirus software

<http://kb.eset.com/esetkb/index?page=content&id=SOLN146>

KB connection

Check the ESET Knowledgebase for more info:

How do I configure an ESET Smart Security push installation to prevent loss of network connectivity?

<http://kb.eset.com/esetkb/index?page=content&id=SOLN2233>

the **Remote Registry service** is also started. Then, confirm that the **Remote Procedure Call (RPC) Locator service** is set to 'manual'.

5.2 Creating a package

Once you've verified that your client network is ready to install ESET NOD32 Antivirus / ESET Smart Security, you will need to create a package installation from the ESET Remote Administrator Console. Open it by clicking **Start → All Programs → ESET → ESET Remote Administrator Console**. At the bottom of the ERAC window, click the **Remote Install** tab. From the **Remote Installation Tools** tab, click **Packages...**

To add an installation package, click **Add...** in the **Installation Packages Editor** window.

Click "...", and browse for the **.msi** installation file (**eavbe_nt32_enu.msi**) you saved to your Desktop in step 1.3. Make sure the version number is current and that you have the correct package selected. This information is displayed in the **Product Info** field. Click **Create**.

Click **Save As** and give your installation package a descriptive name, such as "ESET NOD32 Install". Then, click **Save** and click **Close** to return to the ERAC window.

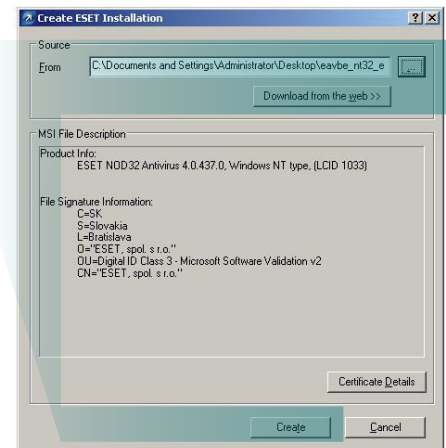


Figure 5-1: the Package Creation window

5.3 Pushing out the package

Now that the installation package is ready, just choose the client computers from the ERAC and send it out. To do so, click the ERAC Remote Install tab and select the clients to which you would like to push out the installation package. Right-click the selected clients and click **Push Installation** from the context menu. This may also be accomplished by clicking **Actions** and then clicking **Push Installation**.

In the **Computers Logon Settings** window that pops up, you can set the domain logon information for each computer. Select the computer(s) from the list and click **Set** or **Set All**, based on whether you need to specify logon information for each computer or all at once. Enter the logon information in the pop-up window and click **OK**. Click **Next**.

In the **Package Settings** window, select **ESET Security Products package** from the **Type** drop-down menu. Select your saved installation package ("ESET NOD32 Install" from step 5.2) from the **Name** drop-down list.

Name your Remote Install task and set the time you'd like it performed (immediately or on a specific date and time) in the **Task Settings** window. Click **Finish** to apply your Remote Install task.

After you have completed the installation process, click the **Clients** tab at the bottom of the ERAC window and wait for your client computers to check in. When all of the computers to which you pushed ESET NOD32 Antivirus / ESET Smart Security appear in the righthand area, your push installation is complete.

NOTE: Some clients may report an update failure immediately after installation. This is because they have not yet received the policy created in Section 4. This will automatically resolve within an hour.

For tips on installing ESET NOD32 Antivirus on your server itself, see the **KB connection** link at right.

You are done with the basic installation and configuration of your ESET security product. Your network is now protected.

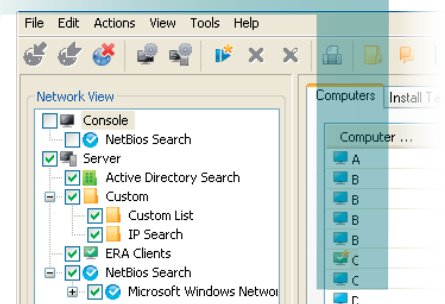


Figure 6-1: Select your client computers from the **Computers** tab on the right. Right click them and click **Push Installation**.

KB connection

Check the ESET Knowledgebase for more info:

How do I push install or uninstall to client(s) using ESET Remote Administrator (ERA)?

<http://kb.eset.com/esetkb/index?page=content&id=SOLN2241>

KB connection

Check the ESET Knowledgebase for more info:

What are the recommended settings for ESET NOD32 Antivirus installed on a server? (4.0)

<http://kb.eset.com/esetkb/index?page=content&id=SOLN2144>