

Agent Installation Using Smart Card Credentials

Detailed Document

Abstract

This document is to guide the user to Install/Uninstall or upgrade agent using the Smart Card credentials.

Target Audience

EventTracker user, who are having the Smart Card license.

Pre-requisite

This utility can be used in the server machine where EventTracker is installed. Thus, the user will have to install the Smart Card driver on Manager Machine and use the Smart Card Device (Smart Card reader and the proper Smart Card) on the same machine.

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Why to use this update?

In the earlier given Smart Card update, it allowed only authentication for EventTracker application. Thus, while installing or deploying agents, the user was required to authenticate using windows credential. To overcome this limitation, a utility has been provided which will now allow the user to deploy agents using their Smart card credentials.

**IMPORTANT

- The Smart Card user should have proper access rights and permissions on the Remote machine.
- If the Smart card is created for a respective domain and if the user wants to deploy agent in some other domain, he\she should create Domain Trust relationship between the two domains or other multiple domains.

Steps to be followed after applying the Update: ET82U16-021

- Go to the [Install Directory/EventTracker/AdvancedReports](#) folder.
- Double-click the 'Prism.EventTracker.RemoteAgentInstaller.exe" utility.

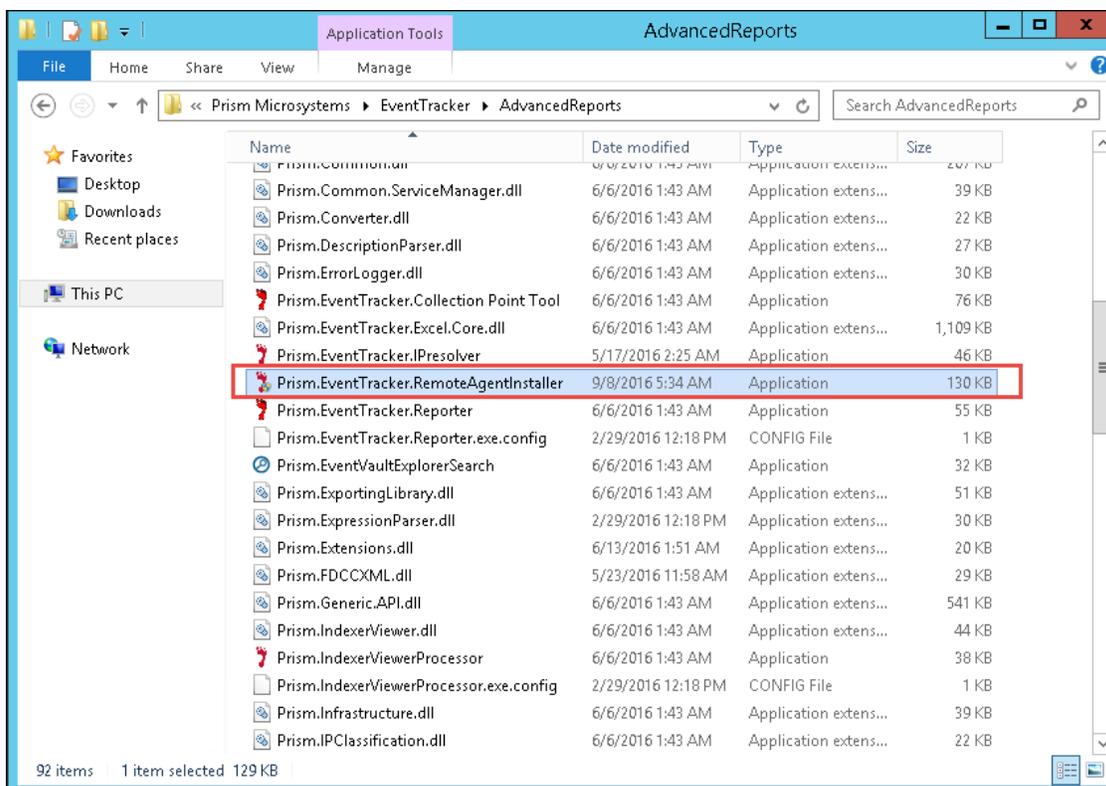


Figure: 1

The following screen gets displayed:

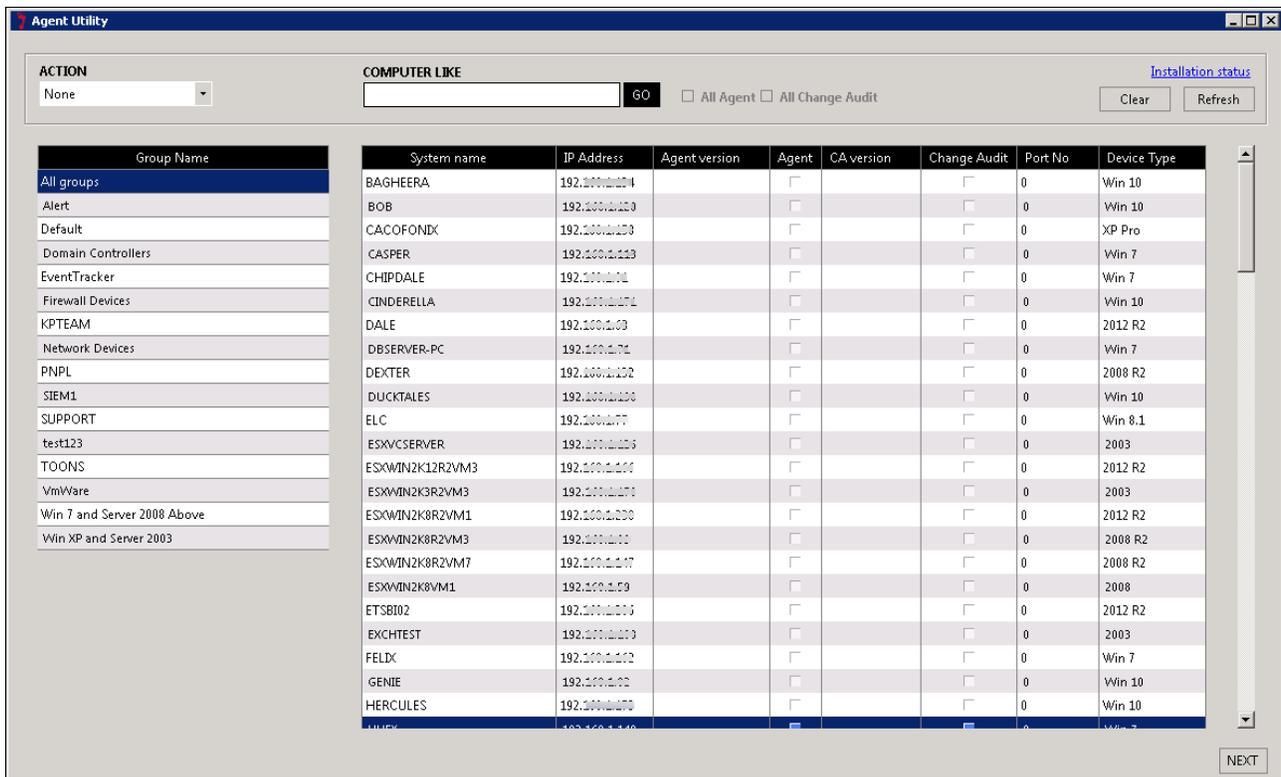


Figure: 2

NOTE: Only the windows systems will be listed along with their IP Addresses.

To Install an Agent,

- In the **Action** field, select **Install Agent/Start Poll** from the dropdown list.
- Select the Group from the **Group Name** pane.

All the systems get listed.



Figure: 3

- Select the system where you wish to install agent and Change audit.
- Click the checkbox under **Install Agent** and **Install CA** column.

NOTE: The change audit column will be displayed only for those users having the license for the same.

- Click **Next**.

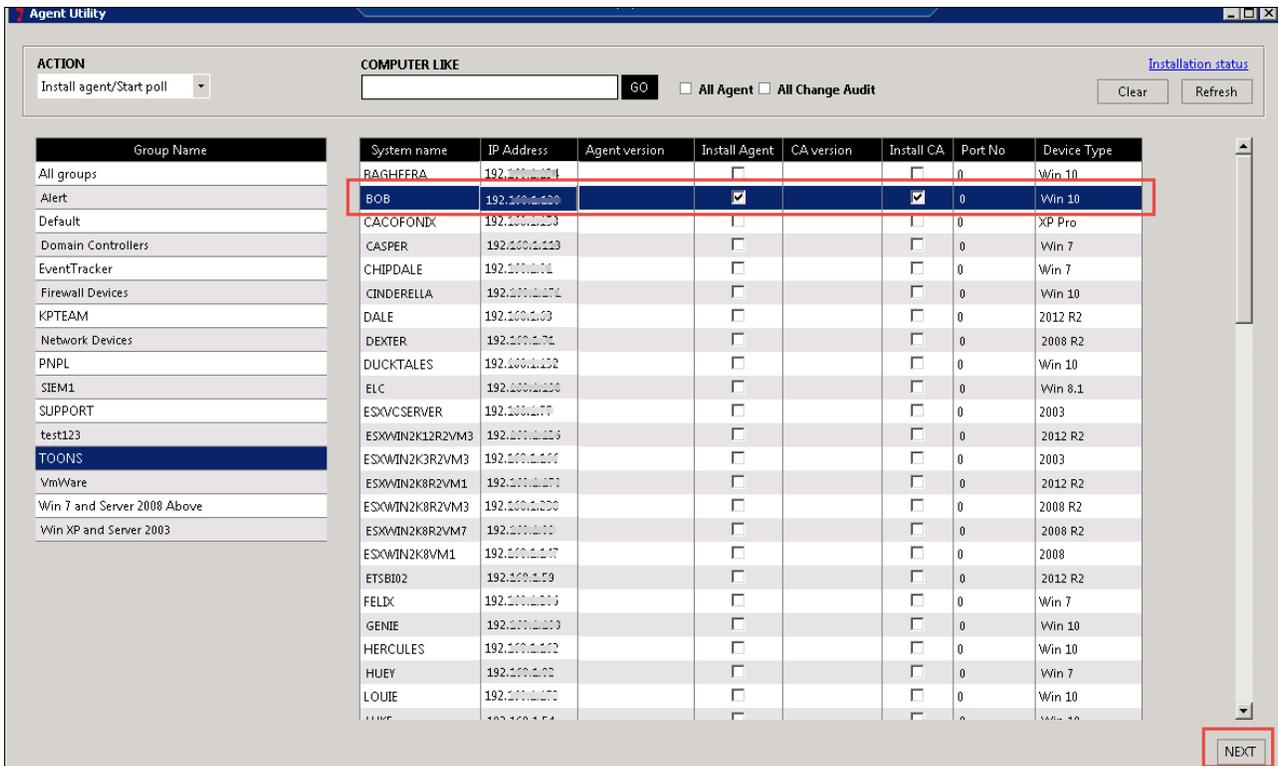


Figure: 4

The Install Option window displays.

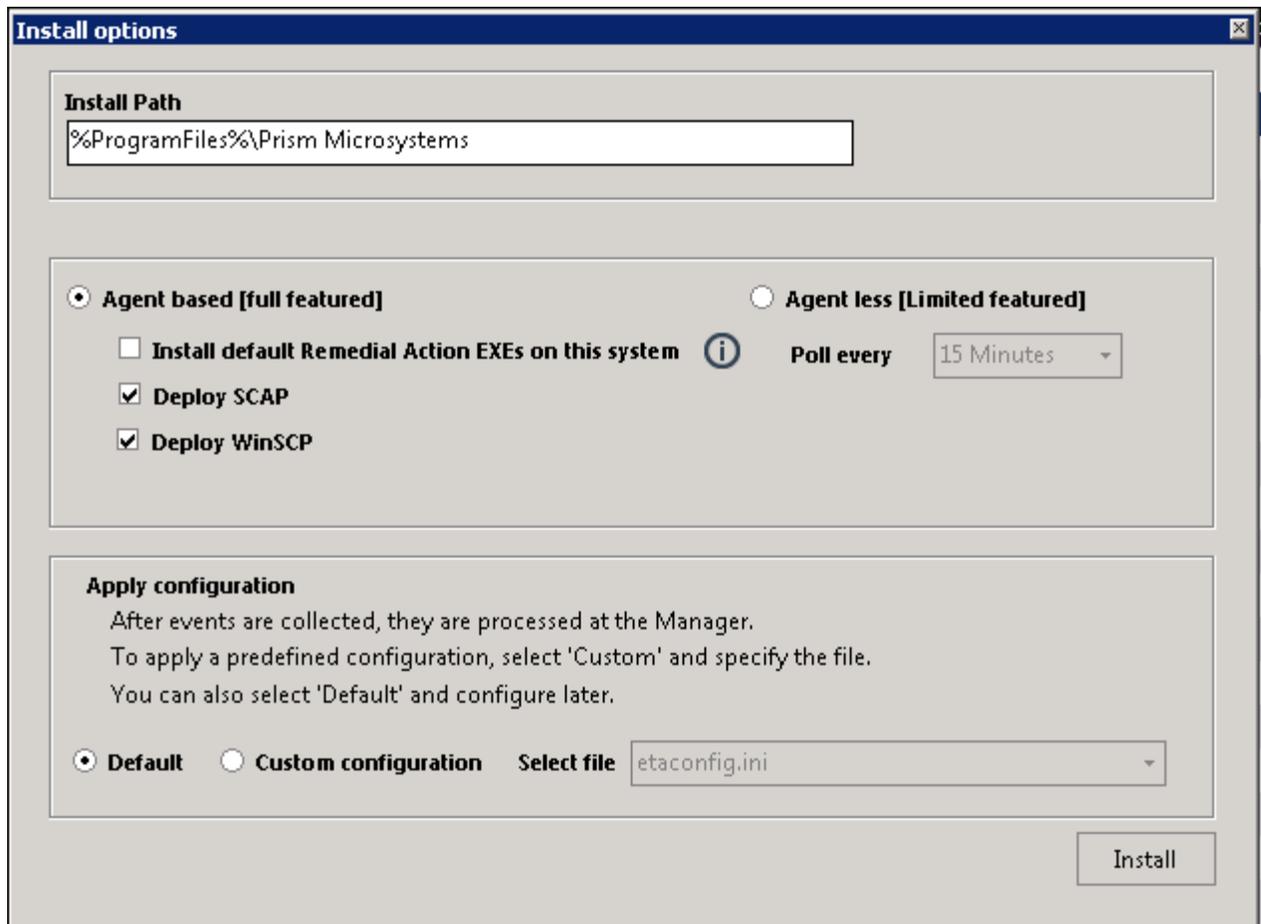


Figure: 5

NOTE: The **Deploy SCAP** and **Deploy WinSCP** options will be available only for licensed version.

- Check the 'Install default Remedial Action EXE on this system" option.

It will display a confirmation message box.

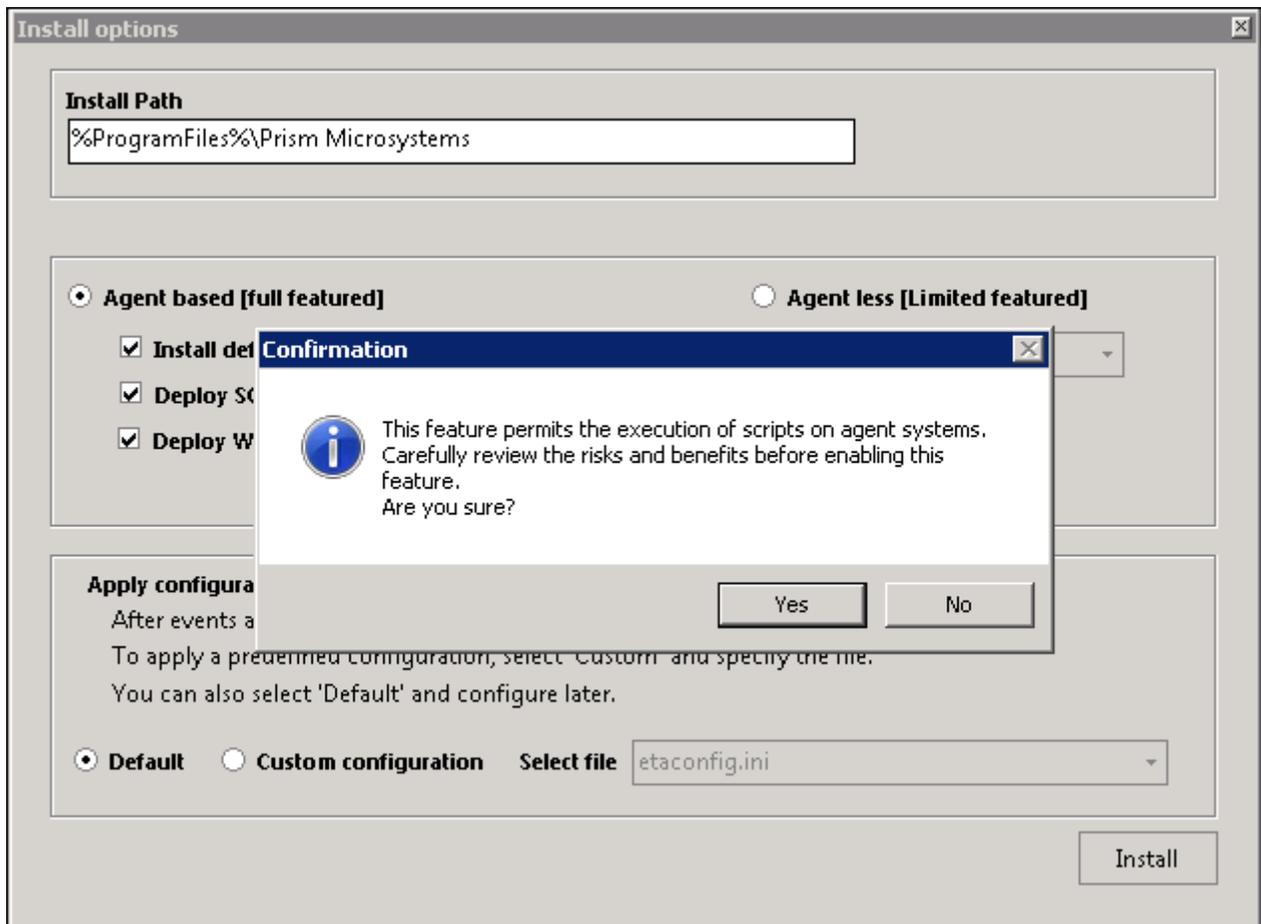


Figure: 6

- To use custom configuration, click the **Custom configuration** option and select the .ini file.
- Select **Yes** and then click the **Install** button.

It will request the user to authenticate using the windows security credential or the Smart card credentials.

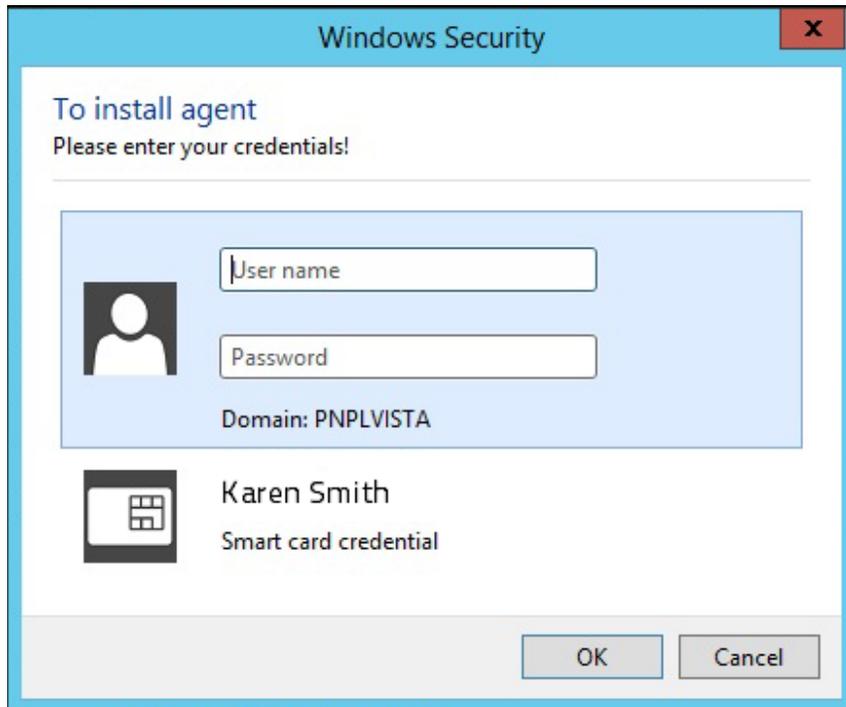


Figure: 7

- Select Smart Card credentials.

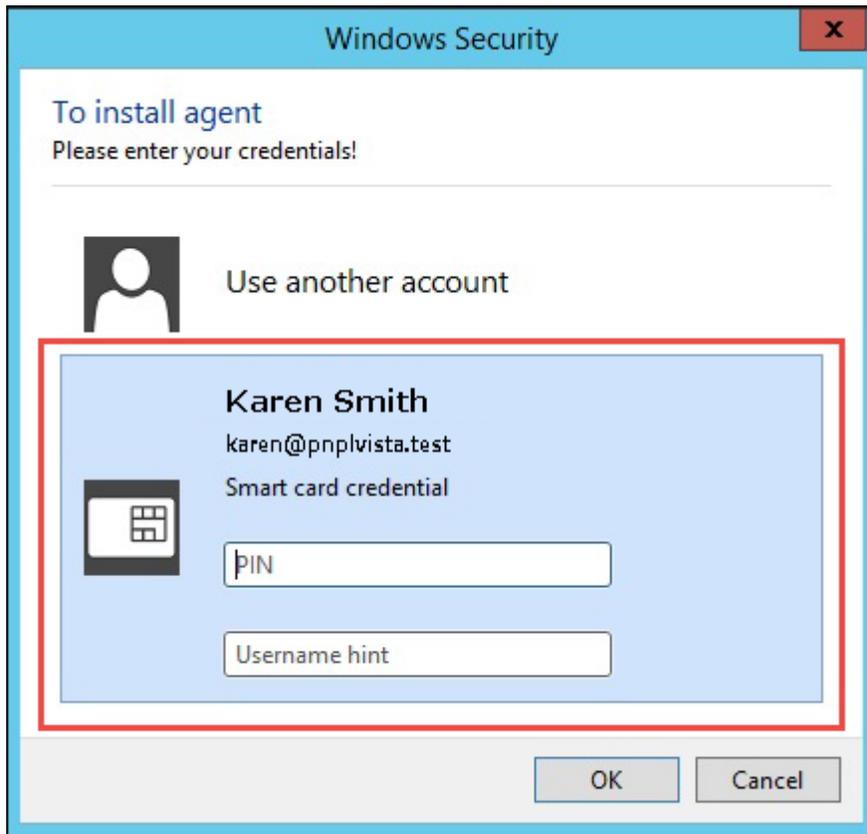


Figure: 8

- Enter the smart card credentials and click **OK**.

The below message gets displayed.

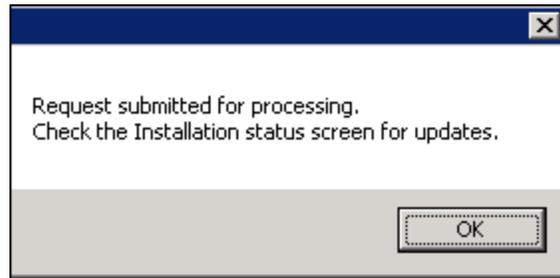


Figure: 9

- Click **OK**.
- To view the status of the installation, click the **Installation Status** in the Agent Utility window.

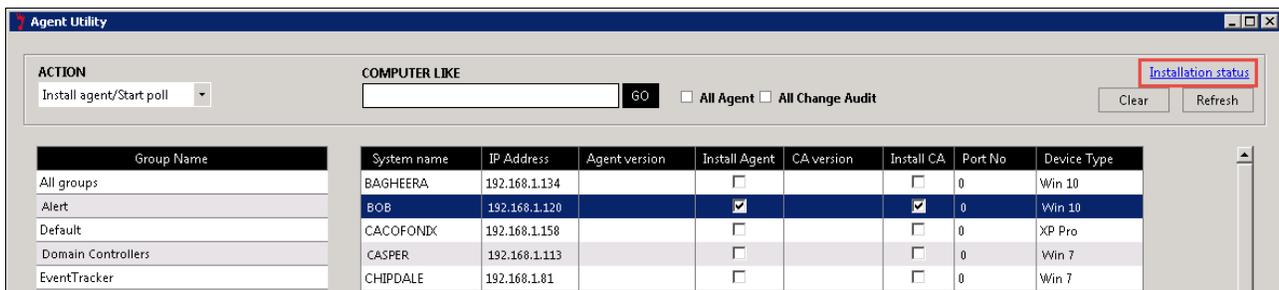


Figure: 10

- The Installation Status can be viewed as shown below:

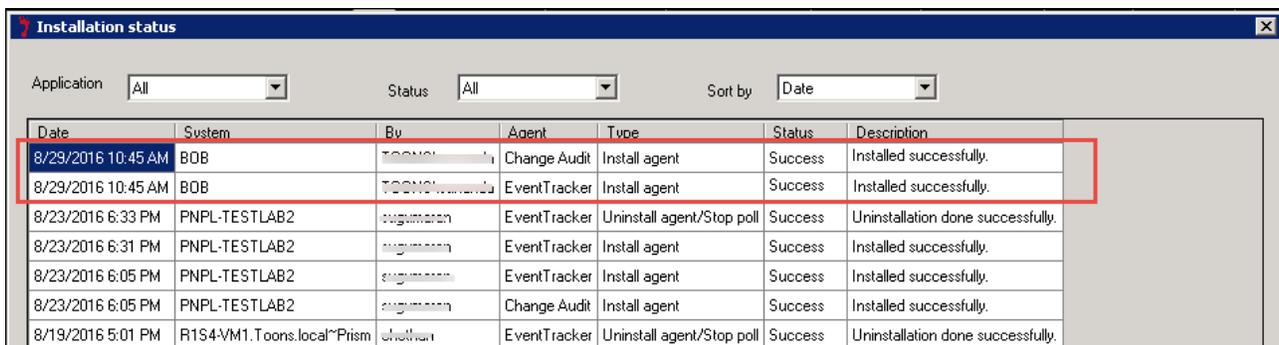


Figure: 11

To upgrade an agent,

- In the **Action** field, select **Upgrade** from the dropdown list.
- Select the Group from the **Group Name** pane.

All the systems where agent needs to be upgraded will get listed.

- Select the system and check the options where you wish to upgrade the Agent/Change Audit
- Click **Next**.

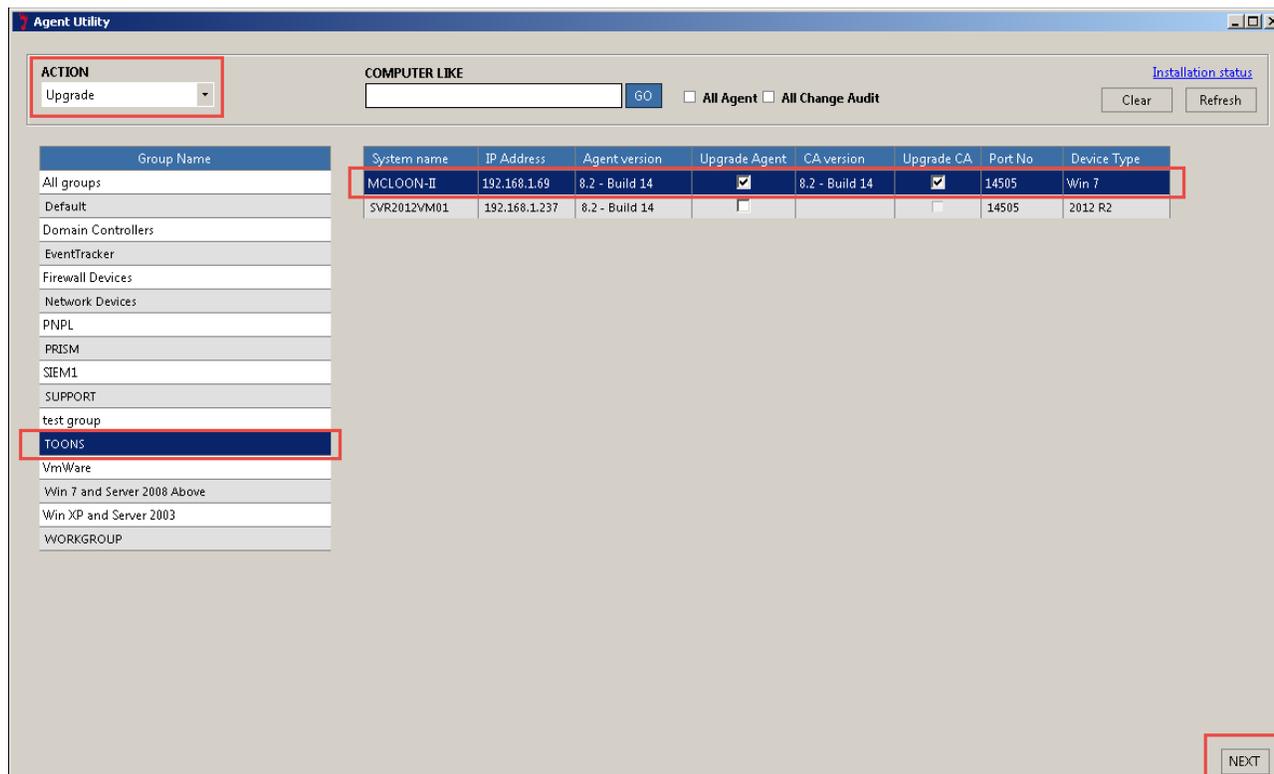


Figure: 12

- Check the 'Install default Remedial Action EXE on this system" option.

It will display a confirmation message box.

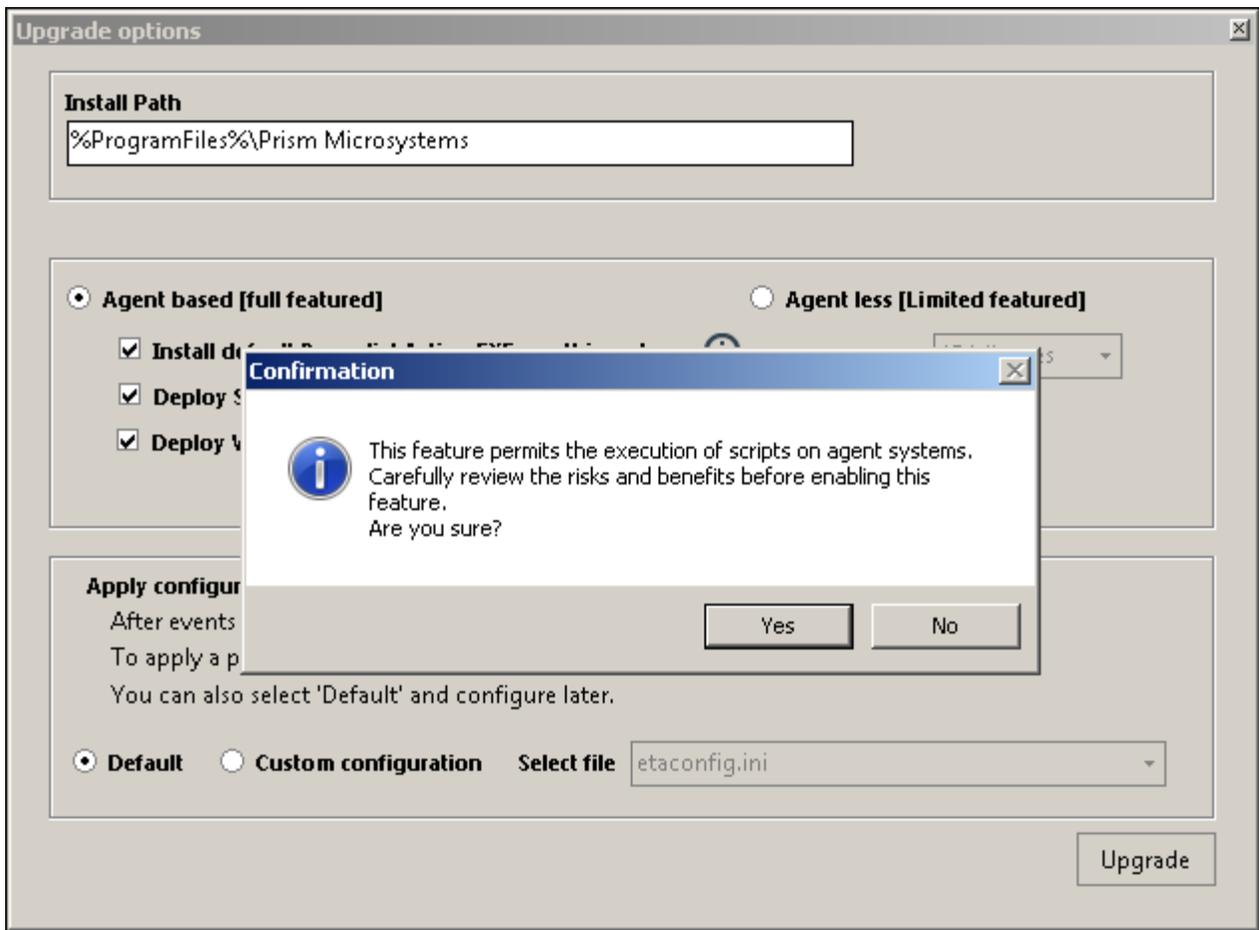


Figure: 13

- To use custom configuration, click the **Custom configuration** option and select the .ini file.
- Select **Yes** and then click the **Upgrade** button.

It will request the user to authenticate using the windows security credential or the Smart card credentials.

- Select Smart Card credentials.

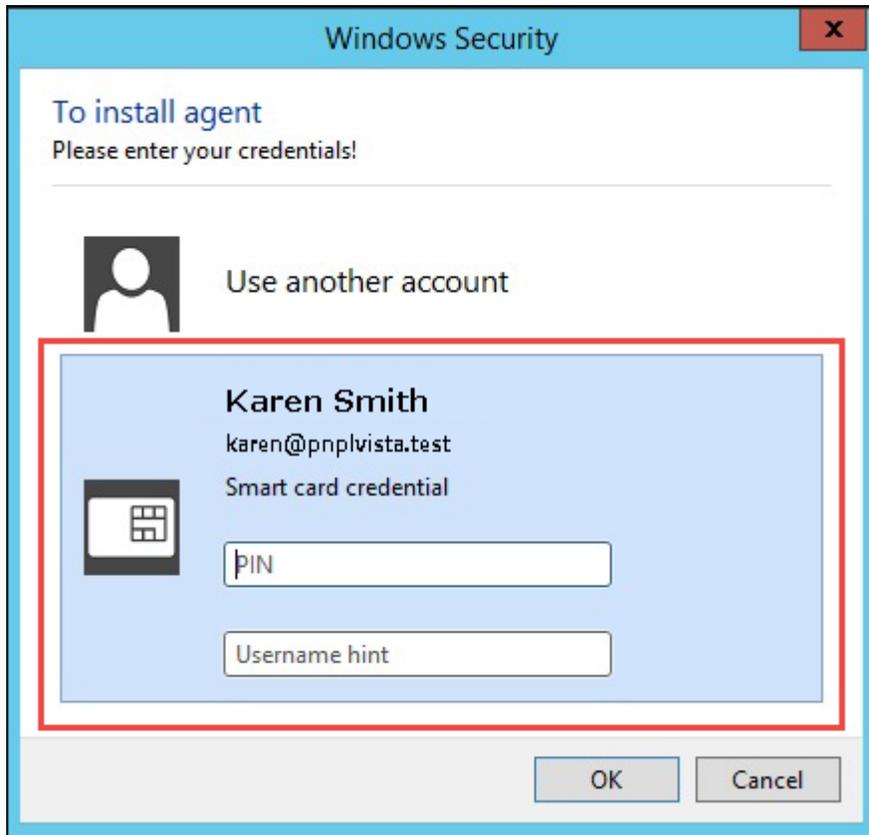


Figure: 14

- Enter the smart card credentials and click **OK**.

The below message gets displayed.

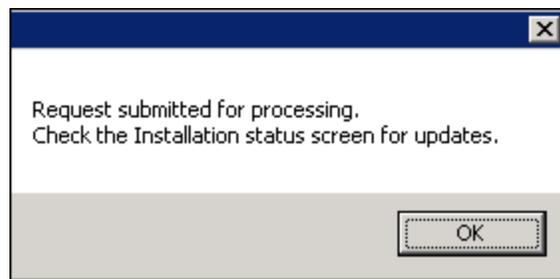
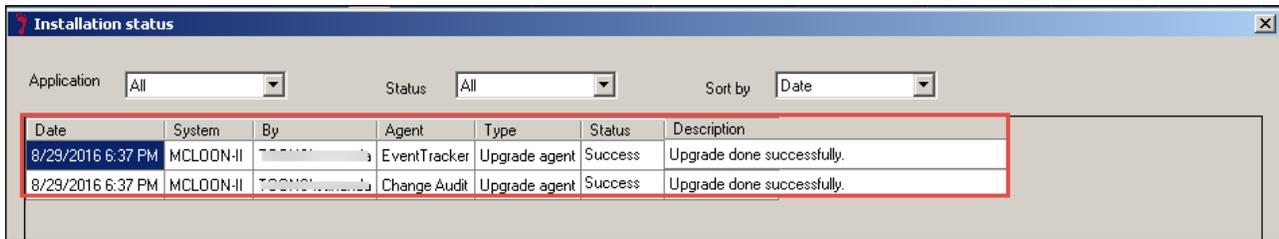


Figure: 15

- Click **OK**.
- The Installation Status can be viewed as shown below:



The screenshot shows a window titled "Installation status" with a table of installation records. The table has columns for Date, System, By, Agent, Type, Status, and Description. Two rows are highlighted with a red border, both showing successful upgrades for "EventTracker" and "Change Audit" agents on the "MCLOON-II" system.

Date	System	By	Agent	Type	Status	Description
8/29/2016 6:37 PM	MCLOON-II	TODD...	EventTracker	Upgrade agent	Success	Upgrade done successfully.
8/29/2016 6:37 PM	MCLOON-II	TODD...	Change Audit	Upgrade agent	Success	Upgrade done successfully.

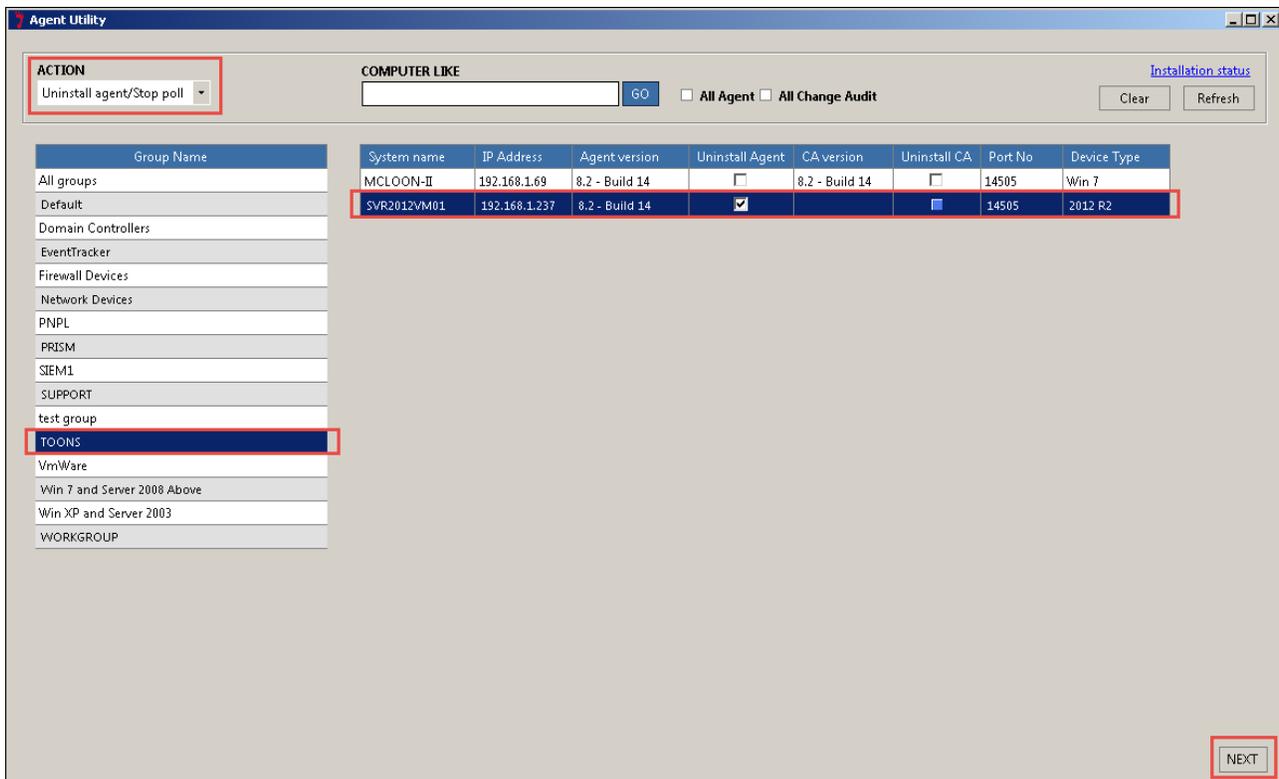
Figure: 16

To uninstall an agent,

- In the **Action** field, select **Uninstall agent/Stop poll** from the dropdown list.
- Select the Group from the **Group Name** pane.

All the systems where agent can be uninstalled get listed.

- Select the system and check the options (Agent/Change Audit) which you wish to uninstall.
- Click **Next**.



The screenshot shows the "Agent Utility" window. The "ACTION" dropdown is set to "Uninstall agent/Stop poll". The "COMPUTER LIKE" field is empty. There are checkboxes for "All Agent" and "All Change Audit". A table lists systems with columns for System name, IP Address, Agent version, Uninstall Agent, CA version, Uninstall CA, Port No, and Device Type. The "TOONS" group is selected in the "Group Name" pane. The "NEXT" button is highlighted with a red border.

System name	IP Address	Agent version	Uninstall Agent	CA version	Uninstall CA	Port No	Device Type
MCLOON-II	192.168.1.69	8.2 - Build 14	<input type="checkbox"/>	8.2 - Build 14	<input type="checkbox"/>	14505	Win 7
SVR2012VM01	192.168.1.237	8.2 - Build 14	<input checked="" type="checkbox"/>		<input type="checkbox"/>	14505	2012 R2

Figure: 17

It will request the user to authenticate using the windows security credential or the Smart card credentials.

- Select Smart Card credentials.

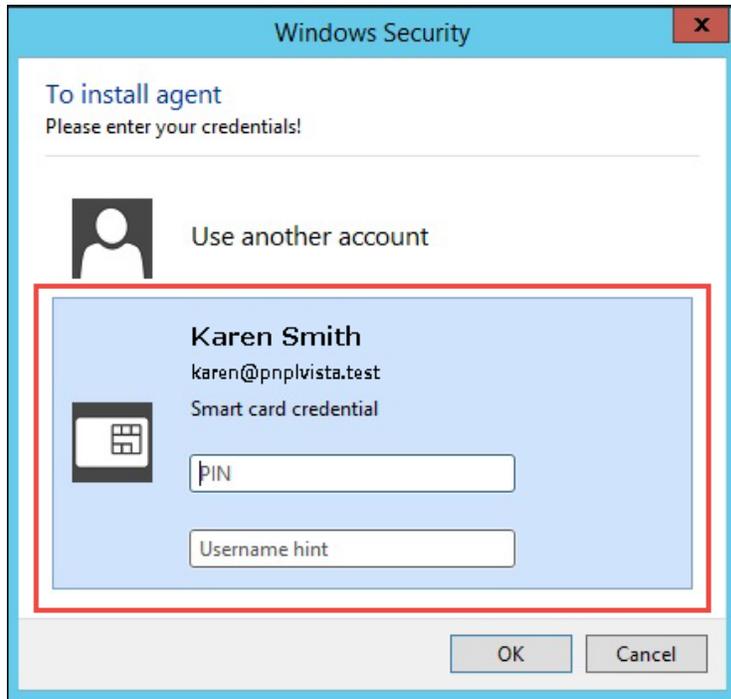


Figure: 18

- Enter the smart card credentials and click **OK**.

The below message gets displayed.

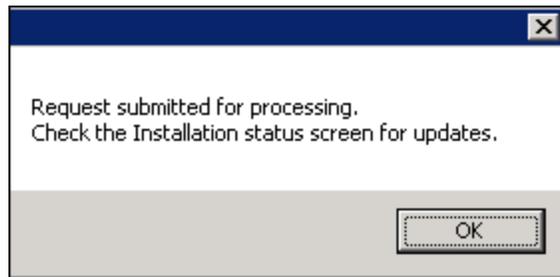


Figure: 19

- Click **OK**.
- The Installation Status can be viewed as shown below:

A screenshot of the "Installation status" window. It features a header with filters for "Application" (set to "All"), "Status" (set to "All"), and "Sort by" (set to "Date"). Below the filters is a table with the following data:

Date	System	By	Agent	Type	Status	Description
8/30/2016 11:23 AM	SVR2012VM01	TCOMC...	EventTracker	Uninstall agent/Stop poll	Success	Uninstallation done successfully.
8/29/2016 6:37 PM	MCL00N-II	TCOMC...	EventTracker	Upgrade agent	Success	Upgrade done successfully.
8/29/2016 6:37 PM	MCL00N-II	TCOMC...	Change Audit	Upgrade agent	Success	Upgrade done successfully.

Figure: 20

**** IMPORTANT NOTE:** If the user gets an error displaying **'Copying files to the remote system failed'** in the Installation status, as shown in the figure, follow the steps mentioned below:

Date	System	By	Agent	Type	Status	Description
9/14/2016 4:55 PM	RNPLTESTLADD	sunanda	EventTracker	Install agent	Failed	Copying files to the remote system failed.
5/26/2016 8:54 PM	prajitkshid	sunanda	N/A	Search-computer	Success	Search was successful.
5/26/2016 8:54 PM	192.168.1.92	shalenda	N/A	Search-computer	New	
5/26/2016 8:52 PM	RNPLTESTLADD	shalenda	N/A	Search-computer	New	
5/26/2016 8:51 PM	192.168.1.92	shalenda	N/A	Search-computer	New	
5/26/2016 8:51 PM	192.168.1.92	shalenda	N/A	Search-computer	New	

Figure: 21

1. Check the log **'Remins.txt'** in the [Install Directory\EventTracker\RemoteInstaller](#) folder.
2. If the log consists of the **Error:-2146434964**, the user will have to log off the system and log in again with the Smart card credentials and then try deploying the agents.