



**How-To Guide**

# **Install the Netsurion Open XDR Agent on a Non-English System**

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March 25, 2024

## Abstract

This document provides instructions to deploy and configure Netsurion Open XDR agents or sensors on a non-English system.

**Note:**

The screen/ figure references are only for illustration purpose and may not match the installed product UI.

## Scope

The Configuration details in this guide are consistent with Netsurion Open XDR 9.x.

## Audience

This guide is for the administrators responsible for investigating and managing network security.

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## 1 Overview

This document provides detailed instructions to configure the Netsurion Open XDR Agent to send the logs to the Netsurion Open XDR server in the English language, where the source of the event is a non-English system/application.

## 2 Prerequisites

The agent system must have the English language pack installed.

## 3 Netsurion Open XDR Manager Installation on a Non-English System

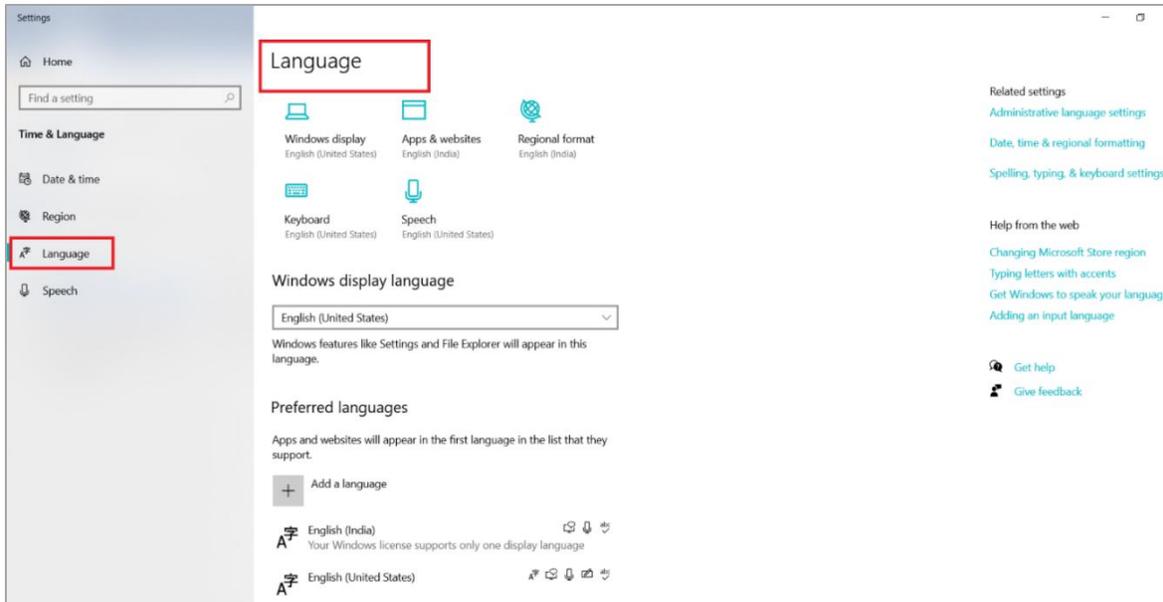
### 3.1 Installing the English Language Pack

The following steps describe the procedure to install the English language pack in Windows 10/Windows Server 2012/ Windows 2012 R2/ Windows Server 2016/ Windows Server 2019.

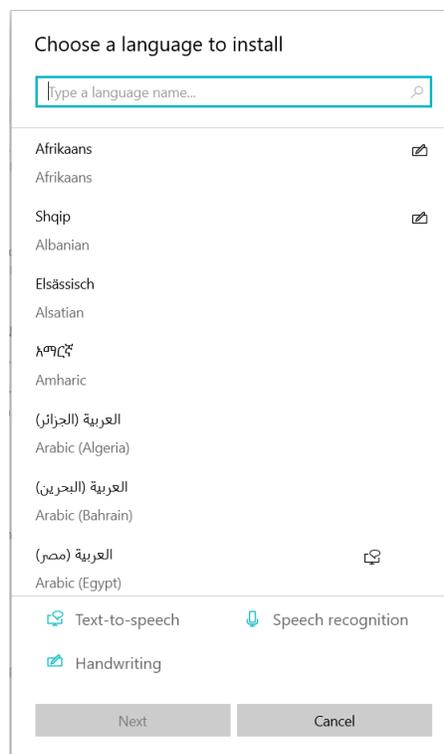
1. In the Windows search bar, search for **Language Settings**, and open it.



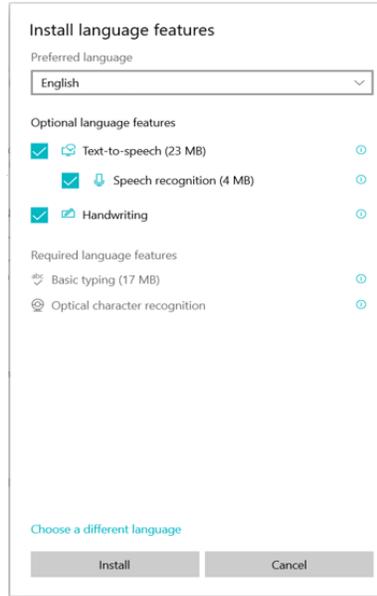
2. The page will be displayed as shown below:



3. Click **Add a language** to add a language. Select the language (English) and click **Next**.

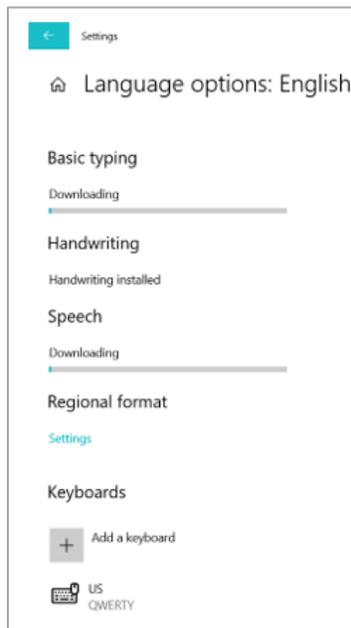
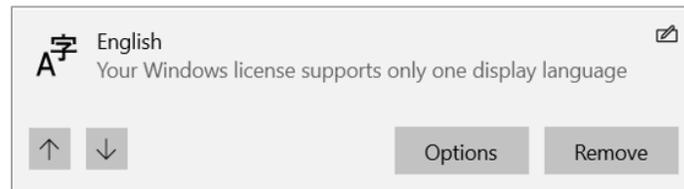


4. Click **Install**. The selected language starts installing.



**Note**

You may click **Options** to check the language pack installation status.



5. To set the newly selected language as the display language, move it to the top of the list by clicking the  arrow.
6. Restart the computer for the changes to take effect.

## 3.2 Installing English Language Pack on Windows 7/ Windows 2008/ Windows 8.1

1. Open the **Control Panel** and select **Regional and Language Options**.
2. In the **Formats** tab, select **English (United States)** as language from the **Current format** dropdown.
3. Click the **Administrative** tab.
4. In the **Reserved Accounts** pane, click the **Copy to Reserved Accounts** button.
5. Select the **System accounts (local system, local service, and network service)** option, and then click the **OK** button.
6. In the **Regional and Language Options** dialog box, click the **Apply** button, and then click the **OK** button. Restart the computer for the changes to take effect.

## 3.3 Installing SQL Server Express

1. While installing SQL Server Express, set the default language as **English**.
2. Also, set the default language as English for the Service account, NT Authority/System, Local administrators, and ETAdmin.
3. Please click [here](#) to read about the Netsurion Open XDR installation prerequisites and the installation process in detail.

## 4 English Language Pack Download Links

Download the English language pack for the respective operating systems from the following table.

Microsoft Windows Operating Systems	Links to Download the English Language Pack
<b>Windows 7</b>	Install the English language pack on the system using the below link. <a href="http://support.microsoft.com/kb/972813">http://support.microsoft.com/kb/972813</a> or <a href="https://support.microsoft.com/en-us/windows/language-packs-for-windows-a5094319-a92d-18de-5b53-1cfc697cfca8#IDOEBBD=Windows_7">https://support.microsoft.com/en-us/windows/language-packs-for-windows-a5094319-a92d-18de-5b53-1cfc697cfca8#IDOEBBD=Windows_7</a>
<b>Windows 8/8.1</b>	Install the English language pack on the system using the below link. <a href="https://support.microsoft.com/en-us/windows/language-packs-for-windows-a5094319-a92d-18de-5b53-1cfc697cfca8#IDOEBBD=Windows_8.1">https://support.microsoft.com/en-us/windows/language-packs-for-windows-a5094319-a92d-18de-5b53-1cfc697cfca8#IDOEBBD=Windows_8.1</a>

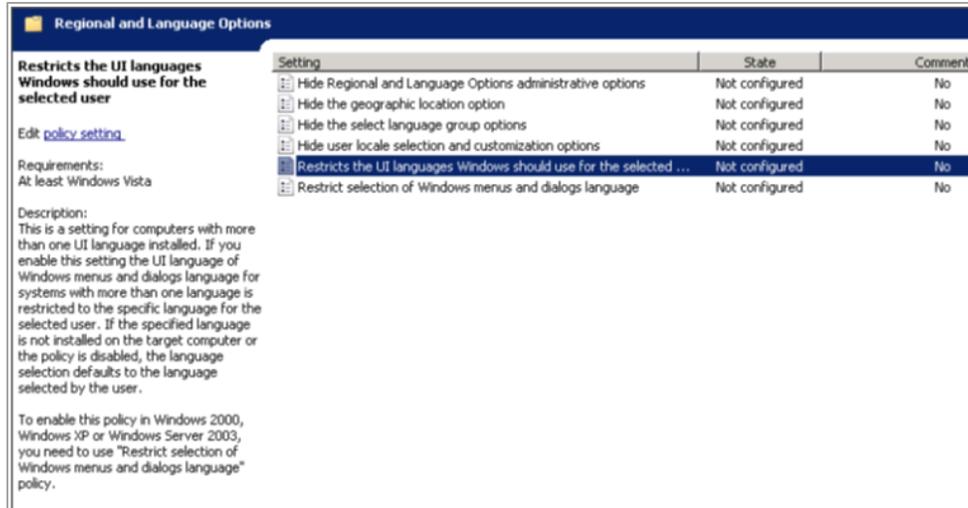
<b>Windows 10</b>	<p>Install the English language pack on the system using the below link.  <a href="https://support.microsoft.com/en-us/windows/language-packs-for-windows-a5094319-a92d-18de-5b53-1cfc697cfca8#ID0EBBD=Windows_10">https://support.microsoft.com/en-us/windows/language-packs-for-windows-a5094319-a92d-18de-5b53-1cfc697cfca8#ID0EBBD=Windows_10</a></p>
<b>Windows 11</b>	<p>Install the English language pack on the system using the below link.  <a href="https://support.microsoft.com/en-us/windows/language-packs-for-windows-a5094319-a92d-18de-5b53-1cfc697cfca8#WindowsVersion=Windows_11">https://support.microsoft.com/en-us/windows/language-packs-for-windows-a5094319-a92d-18de-5b53-1cfc697cfca8#WindowsVersion=Windows_11</a></p>
<b>Windows Server 2008</b>	<p><b>Note:</b> SP2 is required for Windows Server 2008 to install the English Language pack.  <a href="http://www.microsoft.com/en-in/download/details.aspx?id=3162">http://www.microsoft.com/en-in/download/details.aspx?id=3162</a></p>
<b>Windows Server 2008R2</b>	<p><b>Note:</b> SP1 is required for Windows Server 2008R2 to install the English Language pack.  <a href="https://www.microsoft.com/en-hk/download/details.aspx?id=12250">https://www.microsoft.com/en-hk/download/details.aspx?id=12250</a></p>
<b>Windows Server 2012</b>	<p>Install the English language pack on the system using the below link.  <a href="#">Microsoft .NET Framework 4.7.2 Language Pack on Windows Server 2012</a></p>
<b>Windows Server 2012R2</b>	<p>Kindly follow the instructions in the following link to set up the language pack in Windows Server 2012R2.  <a href="https://learn.microsoft.com/en-us/answers/questions/340233/language-packs-for-windows-server-2016">https://learn.microsoft.com/en-us/answers/questions/340233/language-packs-for-windows-server-2016</a></p>
<b>Windows Server 2016</b>	<p>Kindly follow the instructions in the following link to set up the language pack in Windows Server 2016.  <a href="https://learn.microsoft.com/en-us/answers/questions/340233/language-packs-for-windows-server-2016">https://learn.microsoft.com/en-us/answers/questions/340233/language-packs-for-windows-server-2016</a></p>
<b>Windows Server 2019</b>	<p><b>Note:</b> You cannot install language packs from the <b>Language</b> page in the <b>Settings</b> app for Windows Server 2019.          Kindly follow the instructions in the following link to set up the language pack in Windows Server 2019.  <a href="#">Cannot configure a language pack for Windows Server 2019 Desktop Experience - Windows Server   Microsoft Docs</a></p>
<b>Windows Server 2022</b>	<p>Kindly follow the instructions in the following link to set up the language pack in Windows Server 2022.  <a href="https://learn.microsoft.com/en-us/answers/questions/1161457/how-to-install-language-pack-on-windows-server-2022">https://learn.microsoft.com/en-us/answers/questions/1161457/how-to-install-language-pack-on-windows-server-2022</a></p>

## 5 Netsurion Open XDR Agent Deployment through Group Policy on a Non-English System

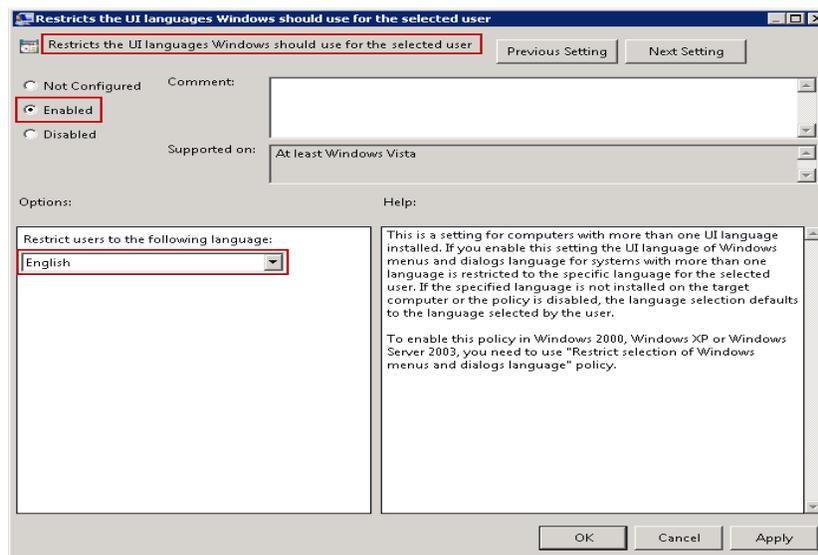
1. Launch the **Group Policy Management** console.
2. Create a **Group Policy Object** with the following settings.
  - Enable the **Restricts the UI languages Windows** option for the selected user.
  - Restrict the users to use **English** as the language.
3. On the domain controller, launch **Active Directory users & computers** and proceed to create an OU.
4. Create a service account in the active directory with a password never expires option and move the user to the newly created OU in step 3.
5. Link the GPO object created in step 2 to the OU and enforce the GPO.
6. Make the service account as a member of the local administrator's group on the Agent system.
7. On the Agent system, change the login credentials of the Netsurion Open XDR agent service to the created service account and restart the Agent service.
8. There is no need to change any regional or language settings on the agent machines.

## 6 Deployment Process

1. To open the Group Policy Management console, click **Start > Administrative Tools**, and then click **Group Policy Management**.
2. In the **Group Policy Management Console** tree, expand **Forest**, and expand **Domains**.
3. In the desired domain, right-click **Group Policy Objects**, and click **New**.
4. In the **New GPO** dialog box, type a name for the new GPO, and click **OK**. For example: **Netsurion Open XDR Agent on Non-English System**.
5. Right-click the newly created **GPO** name and click **Edit**.
6. In the **Group Policy Management Editor**, go to Language and Regional options [**User Configuration > Policies > Administrative templates > Control panel > Regional and language options**].



7. Double-click the **Restricts the UI languages Windows should use for the selected user** option.



8. Click the **Enable** option.

9. Select the language as English from the **Restrict users** to the following language dropdown.

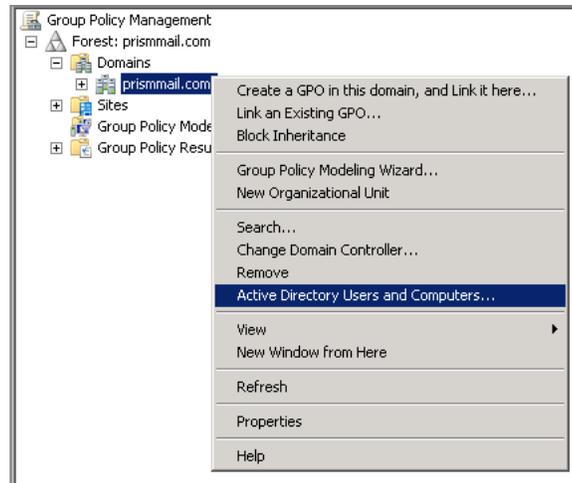
10. Click **Apply**, and then click **OK**.

On the domain controller, launch **Active Directory Users and Computers**, and proceed to create an OU.

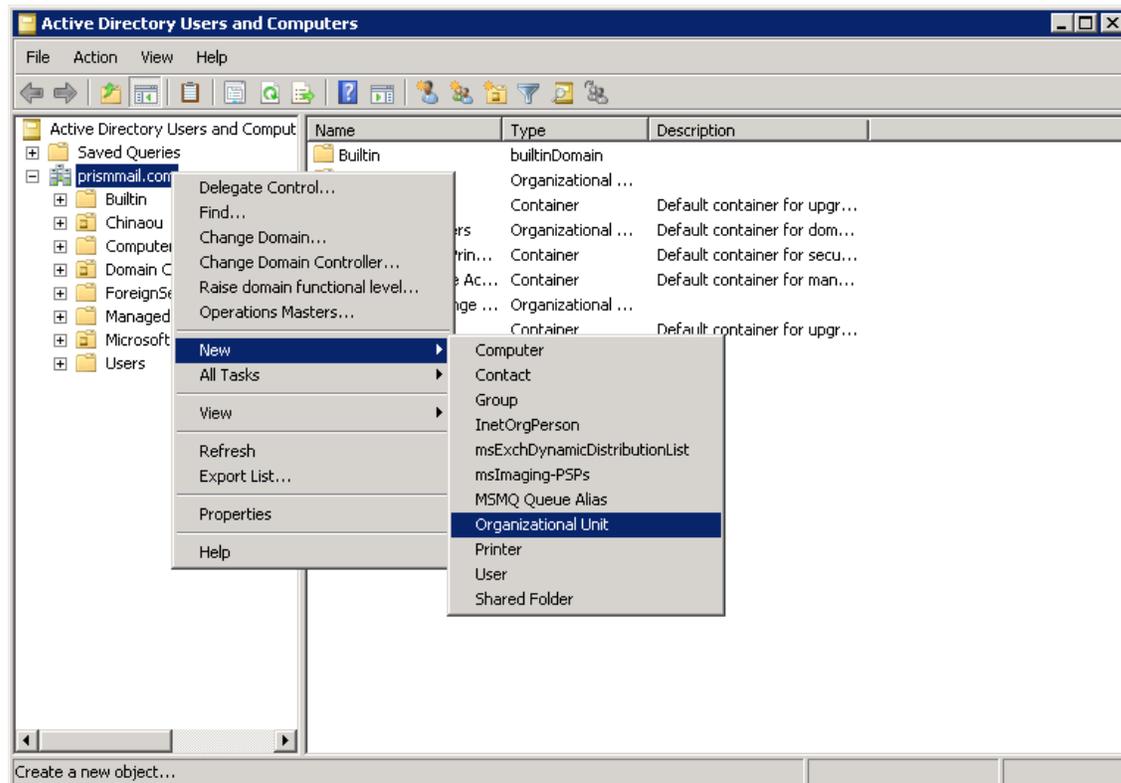
1. To open **Active Directory Users & Computers**, click **Start > Administrative Tools**, and then click **Active Directory Users & Computers**.

OR

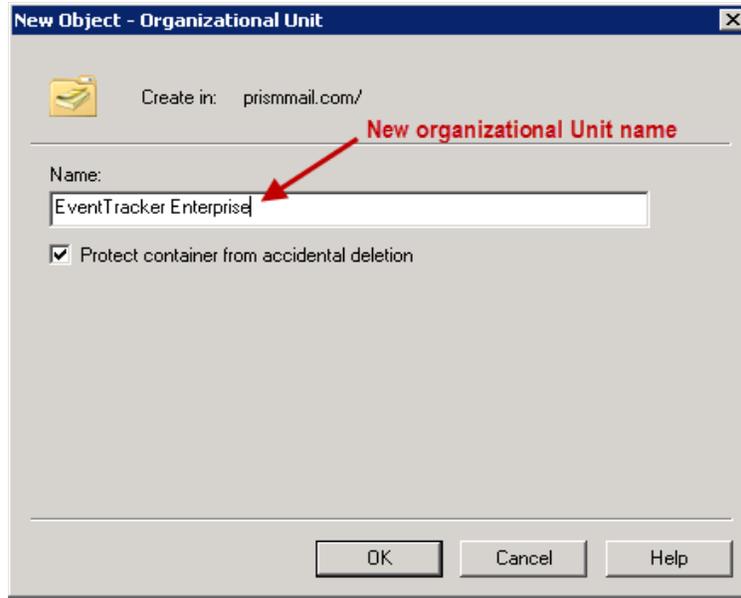
In the **Group Policy Management**, right-click the domain controller name and then select **Active Directory Users & Computers**.



2. The **Active Directory Users & Computers** window opens.
3. In the left pane, right-click the domain controller name, click **New**, and click **Organizational Unit**.



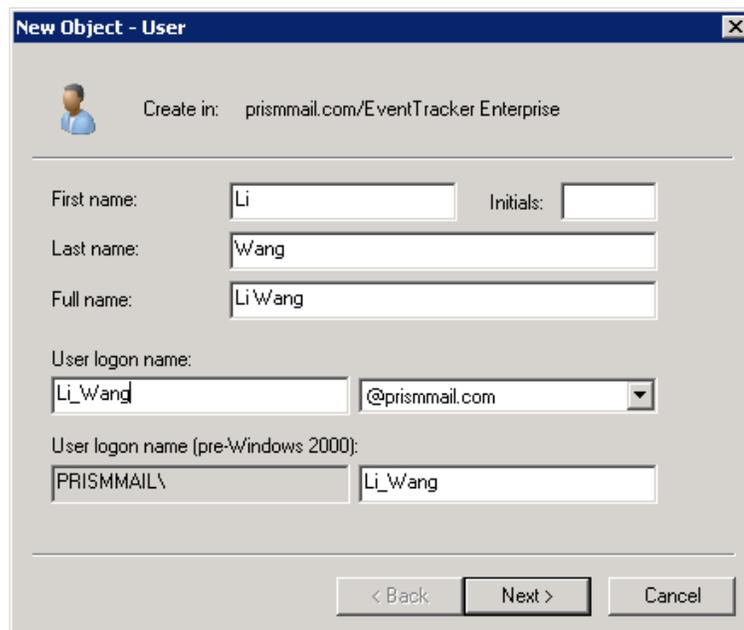
4. In the **New Object - Organizational Unit** dialog box, type the new organizational unit's name in the **Name** text field.



5. Select the **Protect container from the accidental deletion** checkbox to avoid the accidental deletion of OU. Click OK.

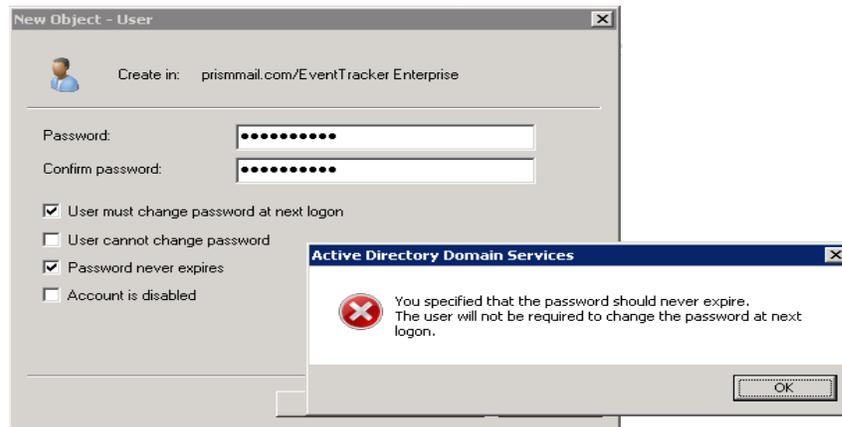
**Create a service account in the active directory with a password never expires option:**

1. Right-click the newly created OU (in this case, Netsurion Open XDR), click **New** and click **User**.
2. In the **New Object – User** dialog box, enter the user details.



3. Enter the appropriate **User login name** and select the **domain name** from the dropdown.
4. Click **Next**.
5. Enter the password and confirm the same.
6. Select the **Password never expires** checkbox to retain the same password even if the "**Maximum password age**" is reached (by default 42 days).

7. Once selected, the system will not prompt you to change the password in the future.

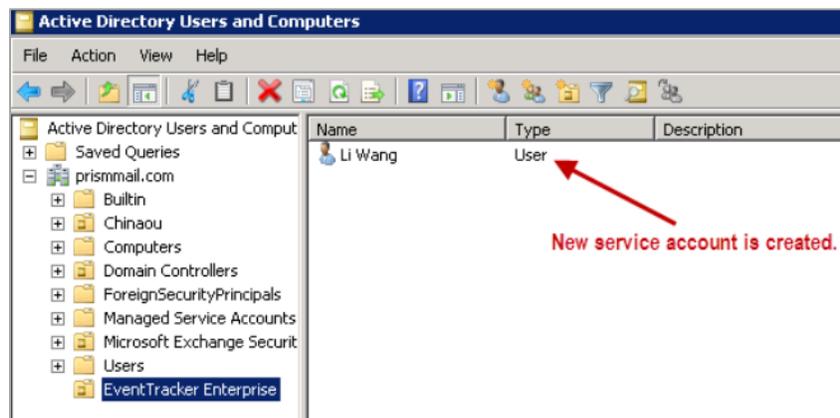


8. Click **OK** to close the message box.

9. Click **Next**.

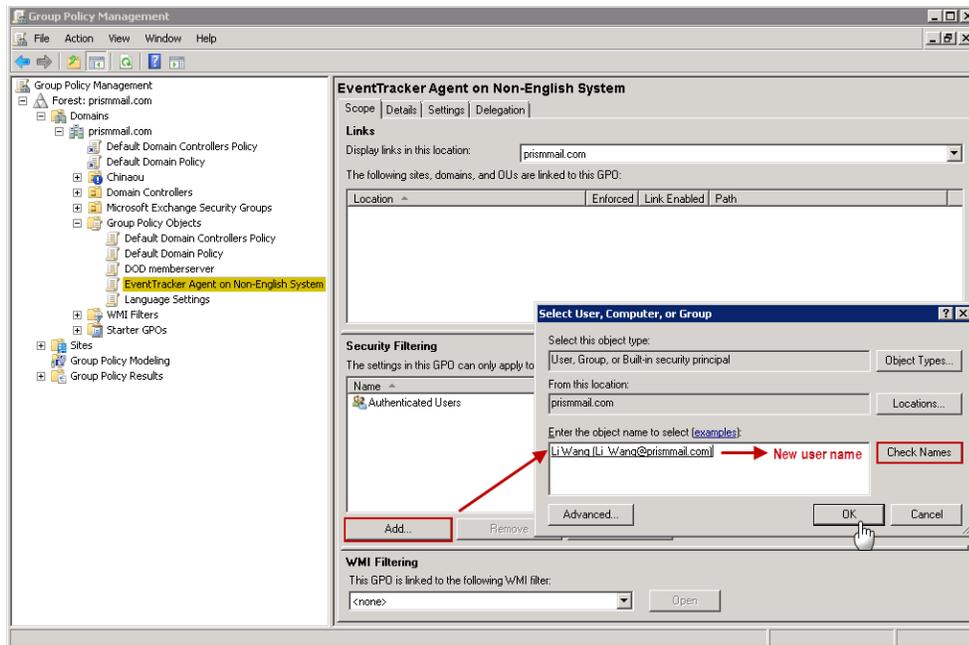
10. Verify the object configuration, and then click **Finish**.

The newly created service account will be displayed under the organizational unit created earlier.

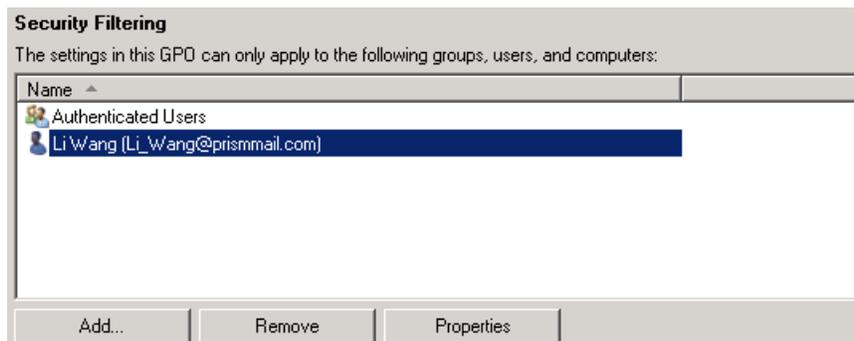


**Link the group policy object created earlier to the newly created service account:**

1. In **Group Policy Management**, open the GPO name created earlier.
2. In the **Security Filtering** section, click **Add**.
3. Enter the newly created partial or full username in the **Enter the object name to select** the field and click the **Check Names** button to locate all the matching or similar usernames present in the given location.



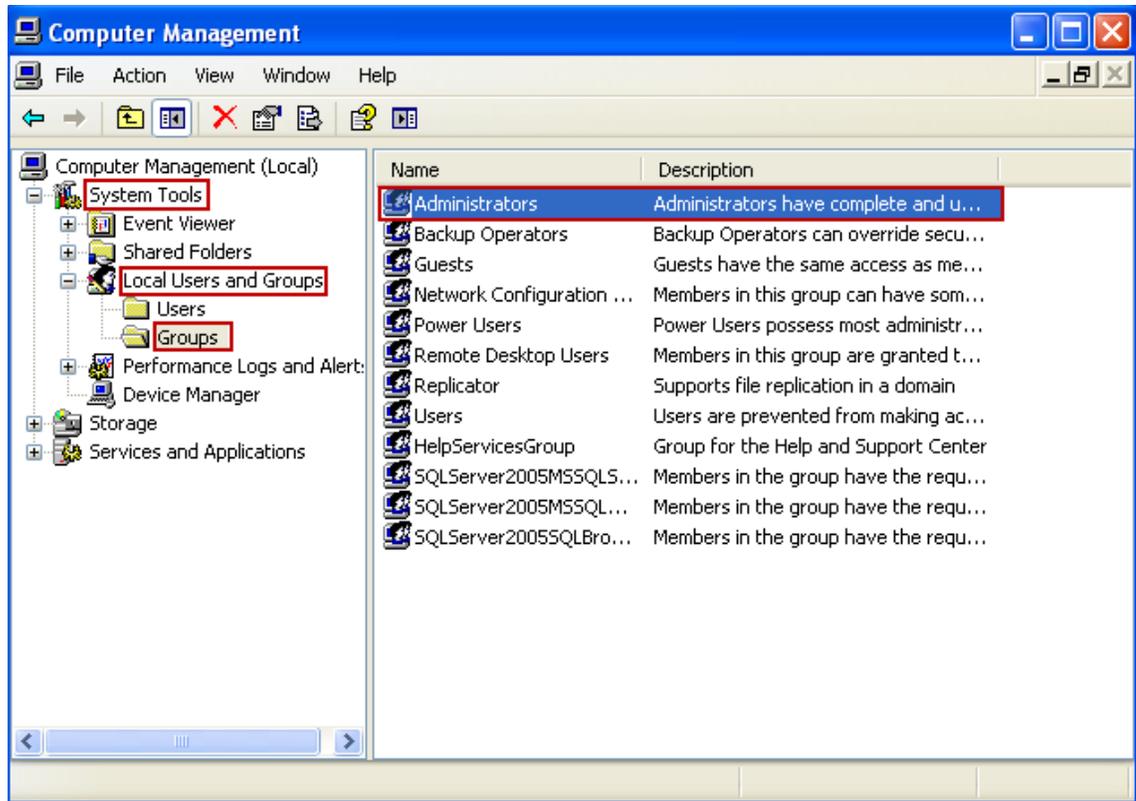
4. Once you get the desired username in the **Enter the object name to select** field, click **OK**. The username appears in the **Security Filtering** section.



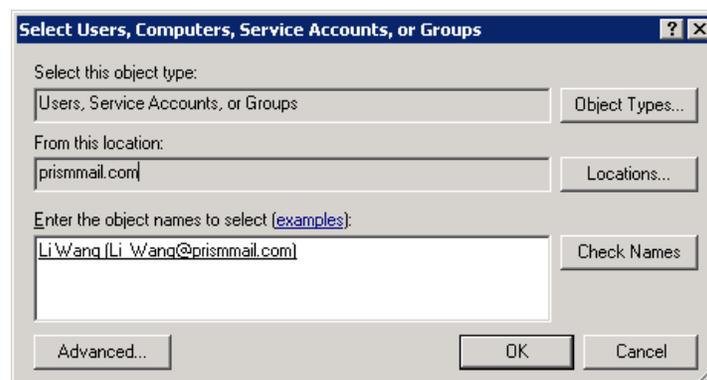
## 6.1 Configurations on Agent System

**Make the service account a member of the local administrator's group on the Agent system:**

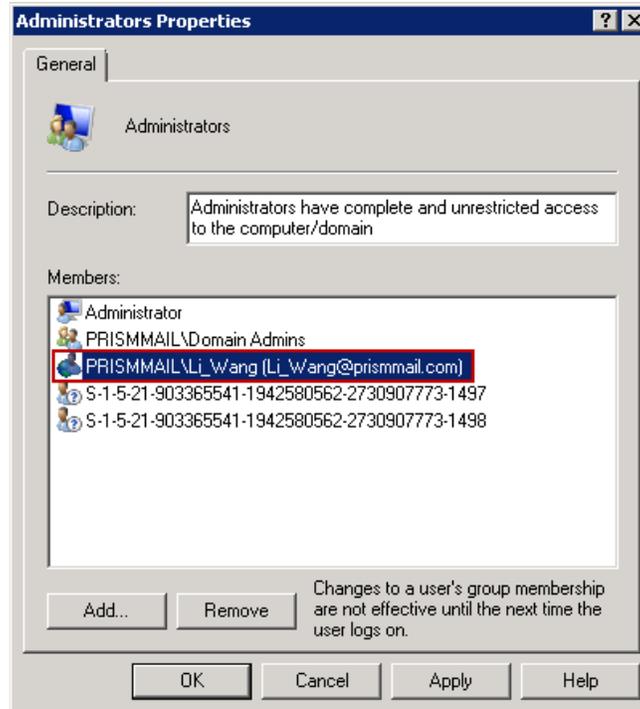
1. In the agent system, right-click **My Computer**, and click **Manage**.
2. In the **Computer Management** window, expand **System Tools > Local Users and Groups**, and select **Groups** folder.



3. Right-click **Administrators** and select **Add to Group**.
4. Click **Add** to add the newly created service account as administrator.



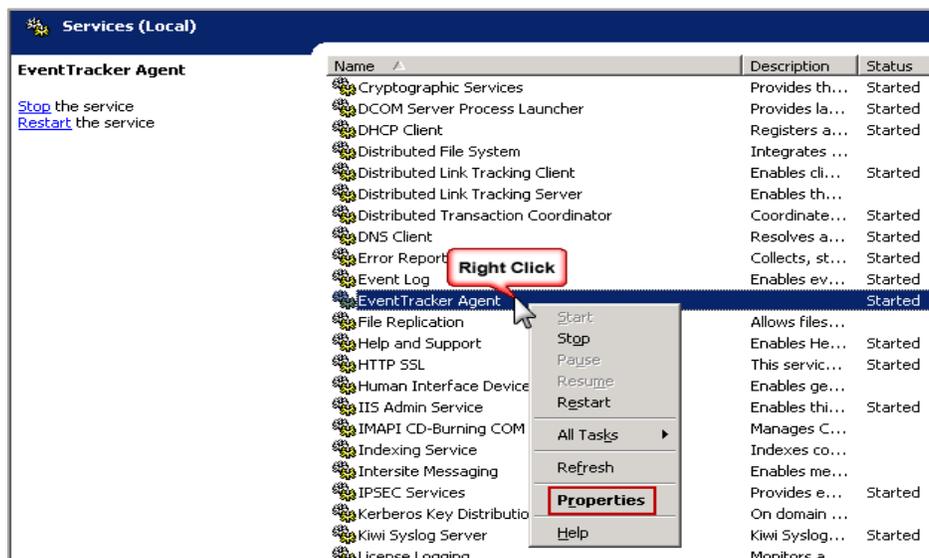
5. Enter the newly created partial or full username in the **Enter the object name to select** the field and click the **Check Names** button to locate all matching or similar usernames present in the given location.
6. Once you get the desired username in the **Enter the object name to select** box, click **OK**. The service account name appears in the **Members** list of **Administrators Properties**.



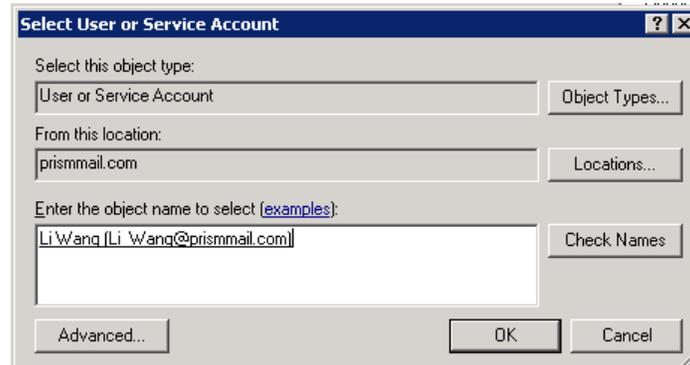
7. Click **Apply** and click **OK**.

On the Agent system change the login credentials of the Netsurion Open XDR agent service to the created service account and restart the Agent service.

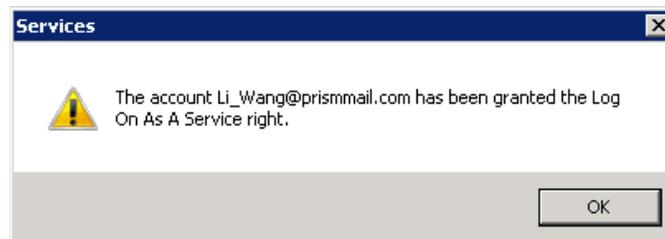
1. In the agent system, click **Start**, and click **Run**.
2. Enter **Services. msc** and click **OK**.
3. In the **Services** window, locate **Netsurion Open XDR Agent**.
4. Right-click **Netsurion Open XDR Agent** and click **Properties**.



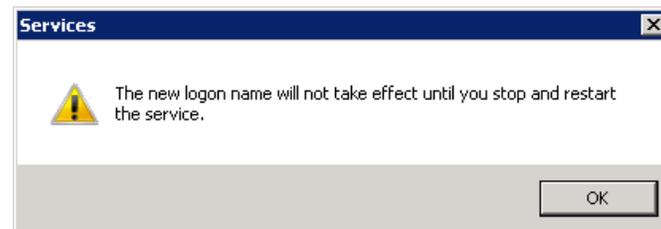
5. Click the **Log on** tab and select **This account** option.
6. Enter the newly created account name in the domain controller, enter the password, and confirm the password.



7. Enter the newly created partial or full username in the **Enter the object name to select** box and click the **Check Names** button to locate all matching or similar usernames present in the given location.
8. Once you get the desired username in the **Enter the object name to select** box, click **OK**.
9. Click **Apply** and click **OK**. You will get a confirmation message as shown below:



10. Click **OK**. The Information dialog box prompts you to stop and restart the services to activate the new login name.



11. Click **OK**.
12. Stop and then restart the **Netsurion Open XDR Agent** service.

Services (Local)

**EventTracker Agent**

[Stop the service](#)  
[Restart the service](#)

Name	Description	Status	Startup Type	Log On As
Credential Manager	Provides s...		Manual	Local System
Cryptographic Services	Provides fo...	Started	Automatic	Network Service
DCOM Server Process Launcher	The DCOM...	Started	Automatic	Local System
Desktop Window Manager Session Manager	Provides D...	Started	Automatic	Local System
DHCP Client	Registers a...	Started	Automatic	Local System
Diagnostic Policy Service	The Diagno...	Started	Automatic ...	Local Service
Diagnostic Service Host	The Diagno...		Manual	Local Service
Diagnostic System Host	The Diagno...		Manual	Local System
Disk Defragmenter	Provides Di...		Manual	Local System
Distributed Link Tracking Client	Maintains li...	Started	Automatic	Local System
Distributed Transaction Coordinator	Coordinate...	Started	Automatic ...	Network Service
DNS Client	The DNS Cl...	Started	Automatic	Network Service
Encrypting File System (EFS)	Provides th...		Manual	Local System
<b>EventTracker Agent</b>		<b>Started</b>	<b>Automatic</b>	<b>Li_Wang@pri...</b>
Extensible Authentication Protocol	The Extens...		Manual	Local System
Function Discovery Provider Host	The FDPH...		Manual	Local Service
Function Discovery Resource Publication	Publishes t...		Manual	Local Service
Group Policy Client	The servic...	Started	Automatic	Local System
Health Key and Certificate Management	Provides X...		Manual	Local System
Human Interface Device Access	Enables ge...		Manual	Local System
IKE and AuthIP IPsec Keying Modules	The IKEEX...	Started	Automatic	Local System
Interactive Services Detection	Enables us...		Manual	Local System
Internet Connection Sharing (ICS)	Provides n...		Disabled	Local System
IP Helper	Provides tu...	Started	Automatic	Local System
IPsec Policy Agent	Internet Pr...	Started	Manual	Network Service
KtmRm for Distributed Transaction Coordinator	Coordinate...		Manual	Network Service
Link-Layer Topology Discovery Mapper	Creates a ...		Manual	Local Service
Microsoft .NET Framework NGEN v2.0.5072...	Microsoft ....		Manual	Local System
Microsoft .NET Framework NGEN v2.0.5072...	Microsoft ....		Manual	Local System

## About Netsurion

Netsurion® delivers an adaptive managed security solution that integrates our Open XDR platform with your existing security investments and technology stack, easily scaling to fit your business needs. Netsurion's 24x7 SOC operates as your trusted cybersecurity partner, working closely with your IT team to strengthen your cybersecurity posture. Our solution delivers managed threat protection so you can confidently focus on your core business.

Headquartered in Ft. Lauderdale, FL with a global team of security analysts and engineers, Netsurion is a leader in Managed Detection & Response (MXDR). Learn more at [www.netsurion.com](http://www.netsurion.com).

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Managed XDR Essentials	<a href="mailto:Essentials@Netsurion.com">Essentials@Netsurion.com</a>
Software-Only Customers	<a href="mailto:Software-Support@Netsurion.com">Software-Support@Netsurion.com</a>

<https://www.netsurion.com/support>