



How-To Guide

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

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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.



Table of Contents

1	Ove	erview	4		
2	Prerequisites				
3 Netsurion Open XDR Manager Installation on a Non-English System		surion Open XDR Manager Installation on a Non-English System	4		
	3.1	Installing the English Language Pack	4		
	3.2	Installing English Language Pack on Windows 7/ Windows 2008/ Windows 8.1	7		
	3.3	Installing SQL Server Express	7		
4	Eng	lish Language Pack Download Links	7		
5	5 Netsurion Open XDR Agent Deployment through Group Policy on a Non-English System				
6	Deployment Process9				
	6.1	Configurations on Agent System	. 14		



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.

AF	Language settings	
ø	Settings	
•	Control Panel	
0	Zoom	

2. The page will be displayed as shown below:



Settings		- 0
命 Home	Language	
Find a setting		Related settings Administrative language settings
Time & Language	Windows display Apps & websites Regional format English (United States) English (India) English (India)	Date, time & regional formatting
🗟 Date & time		Spelling, typing, & keyboard settings
🔯 Region	Keyboard Speech English (United States) English (United States)	Help from the web
A [≇] Language ↓ Speech	Windows display language	Changing Microsoft Store region Typing letters with accents Get Windows to speak your language
	English (United States)	Adding an input language
	Windows features like Settings and File Explorer will appear in this language.	Get help
	Preferred languages	Give feedback
	Apps and websites will appear in the first language in the list that they support.	
	+ Add a language	
	A [₽] English (India) CP ↓ Your Windows license supports only one display language	
	A ² English (United States) A [®] ♀ ♀ ⇔ ⇒	

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

Choose a language to install				
Type a language name	٩			
Afrikaans	Ŕ			
Afrikaans				
Shqip	Ŕ			
Albanian				
Elsässisch				
Alsatian				
አማርኛ				
Amharic				
العربية (الجزائر)				
Arabic (Algeria)				
العربية (البحرين)				
Arabic (Bahrain)				
العربية (مصر)	ß			
Arabic (Egypt)				
😫 Text-to-speech	Speech recognition			
🖄 Handwriting				
Next	Cancel			

4. Click Install. The selected language starts installing.



Install language features					
Preferred language					
English	\sim				
Optional language features					
Text-to-speech (23 MB)	0				
Speech recognition (4 MB)	0				
Handwriting	0				
Required language features					
^{abc} Basic typing (17 MB)	0				
Optical character recognition					
Choose a different language					
Install Cancel					

Note

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

A字	English Your Wir	ndows license supports only one display	r language
\uparrow	\downarrow	Options	Remove
		Settings	



- 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 <u>here</u> 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
Windows 7	Install the English language pack on the system using the below link. <u>http://support.microsoft.com/kb/972813 or</u> <u>https://support.microsoft.com/en-us/windows/language-packs-for-windows-a5094319-a92d-18de-5b53-1cfc697cfca8#ID0EBBD=Windows_7</u>
Windows 8/8.1	Install the English language pack on the system using the below link. <u>https://support.microsoft.com/en-us/windows/language-packs-for-windows-a5094319-a92d-18de-5b53-1cfc697cfca8#ID0EBBD=Windows_8.1</u>



Windows 10	Install the English language pack on the system using the below link. <u>https://support.microsoft.com/en-us/windows/language-packs-for-</u> windows-a5094319-a92d-18de-5b53-1cfc697cfca8#ID0EBBD=Windows_10
Windows 11	Install the English language pack on the system using the below link. <u>https://support.microsoft.com/en-us/windows/language-packs-for-windows-a5094319-a92d-18de-5b53-</u> <u>1cfc697cfca8#WindowsVersion=Windows_11</u>
Windows Server 2008	Note : SP2 is required for Windows Server 2008 to install the English Language pack. <u>http://www.microsoft.com/en-in/download/details.aspx?id=3162</u>
Windows Server 2008R2	Note: SP1 is required for Windows Server 2008R2 to install the English Language pack. <u>https://www.microsoft.com/en-hk/download/details.aspx?id=12250</u>
Windows Server 2012	Install the English language pack on the system using the below link. <u>Microsoft .NET Framework 4.7.2 Language Pack on Windows Server 2012</u>
Windows Server 2012R2	Kindly follow the instructions in the following link to set up the language pack in Windows Server 2012R2. https://learn.microsoft.com/en-us/answers/questions/340233/language-packs-for-windows-server-2016
Windows Server 2016	Kindly follow the instructions in the following link to set up the language pack in Windows Server 2016. https://learn.microsoft.com/en-us/answers/questions/340233/language-packs-for-windows-server-2016
Windows Server 2019	Note: You cannot install language packs from the Language page in the Settings app for Windows Server 2019. Kindly follow the instructions in the following link to set up the language pack in Windows Server 2019. Cannot configure a language pack for Windows Server 2019 Desktop Experience - Windows Server Microsoft Docs
Windows Server 2022	Kindly follow the instructions in the following link to set up the language pack in Windows Server 2022. https://learn.microsoft.com/en-us/answers/questions/1161457/how-to-install-language-pack-on-windows-server-202



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].



🧾 Regional and Language Options							
Restricts the UI languages	Setting	State	Comment				
Windows should use for the	E Hide Regional and Language Options administrative options	Not configured	No				
selected user	E Hide the geographic location option	Not configured	No				
Edit policy setting	E Hide the select language group options	Not configured	No				
Contraction of the second seco	E Hide user locale selection and customization options	Not configured	No				
Requirements:	Restricts the UI languages Windows should use for the selected	Not configured	No				
At least windows vista	E Restrict selection of Windows menus and dialogs language	Not configured	No				
Description: This is a setting for computers with more than one UI language installed. If you enable this setting the UI language of Windows menus and dialogs language for systems with more than one language is restricted to the specific language for the selected user. If the specified language is not installed on the target computer or the policy is disabled, the language selection defaults to the language selected by the user. To enable this policy in Windows 2000, Windows Wor Windows Server 2003, you need to use "Restrict selection of Windows menus and dialogs language" policy.							

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

💭 Restricts the UI la	nguages Window	s should use for	r the selected user 📃 🗖
Restricts the UI la	nguages Window:	s should use for t	the selected user Previous Setting Next Setting
C Not Configured Enabled	Comment: Supported on:	At least Window	ws Vista
Options:			Help:
Restrict users to the fo	Ilowing language		This is a setting for computers with more than one UI language installed. If you enable this setting the UI language of Windows menus and dialogs language for systems with more than one language is restricted to the specific language for the selected user. If the specified language is not installed on the target computer or the policy is disabled, the language selection defaults to the language selected by the user. To enable this policy in Windows 2000, Windows XP or Windows Server 2003, you need to use "Restrict selection of Windows menus and dialogs language" policy.
			OK Cancel Apply

- 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**.



Group Policy Management	_
 ●	Create a GPO in this domain, and Link it here Link an Existing GPO Block Inheritance
	Group Policy Modeling Wizard New Organizational Unit
	Search Change Domain Controller Remove
	Active Directory Users and Computers
	View New Window from Here
	Refresh
	Properties
	Help

- 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.



Ne	w Object	: - Organizal	tional Unit				×
	N	Create in:	prismmail.com/	New org	ganizational U	nit name	
	Name:						
	EventTr	acker Enterpr	ise 🦰				
	✓ Prote	ect container f	rom accidental c	leletion			
-				OK	Cancel	Help	

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.

New Object - User	×
🧏 Create in: prismm	ail.com/EventTracker Enterprise
First name:	Initials:
Last name: Wang	
Full name: Li Wang	J
User logon name:	
Li_Wang	@prismmail.com
User logon name (pre-Windows	\$ 2000):
PRISMMAIL\	Li_Wang
·	< Back Next > Cancel

- 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.

New Object - User	×	
🧏 Create in: prismmail.com/Ev	ventTracker Enterprise	
Password:	logon	
	Active Directory Domain Services	×
Account is disabled	You specified that the password sho The user will not be required to char logon.	ould never expire. nge the password at next
		OK]

- 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.



🛃 Group Policy Management			
🔜 File Action View Window Help			_ 8 ×
🗇 🔿 🙍 🖸 🖬			
Group Policy Management	EventTracker Agent on Non-En Scope Details Settings Delegation Links Display links in this location: pris The following sites, domains, and DUs are l Location -	ng ilish System mmail.com inked to this GPO: Enforced Link Enabled Path	
Group Policy Results	Security Filtering The rettings in this GPO can only apply to Name Authenticated Users Add Plemove WHI Filtering This GPO is Inked to the following WHI filterine>	Select User, Computer, or Group Select this object type: User, Group, or Builk-in security principal From this location: prismmail.com Enter the object name to select (<u>examples</u>) Li Wang (Li Wang @prismmail.com) Advanced er:	Check Names

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.

Security Filtering	Security Filtering			
The settings in this GPC	I can only apply to the fo	ollowing groups, users, and computers:		
Name 🔺				
& Authenticated Use	rs			
👗 Li Wang (Li_Wang	(@prismmail.com)			
Add	Perroue	Properties		
Add	nemove	Fropences		

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.



📕 Computer Management			
 ⇒ computer management ⇒ File Action View Window H ⇒ ⇒ € ■ × ≅ € € Computer Management (Local) ⇒ §ystem Tools ⇒ ⊕ Event Viewer ⇒ ⊕ Event Viewer 	Name	Description Administrators have complete and u Backup Operators can override secu	
 Shared Folders Local Users and Groups Users Groups Performance Logs and Alert: Device Manager Storage Services and Applications 	Guests Network Configuration Power Users Remote Desktop Users Carlot Users HelpServicesGroup SQLServer2005MSSQL5 SQLServer2005MSSQL SQLServer2005SQLBro	Guests have the same access as me Members in this group can have som Power Users possess most administr Members in this group are granted t Supports file replication in a domain Users are prevented from making ac Group for the Help and Support Center Members in the group have the requ Members in the group have the requ	
< >			

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

Select Users, Computers, Service Accounts, or Groups	? ×
Select this object type:	
Users, Service Accounts, or Groups	Object Types
From this location:	
prismmail.com	Locations
Enter the object names to select (<u>examples</u>):	
LiWang (Li Wang@prismmail.com)	Check Names
Advanced OK	Cancel

- 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**.



Administrators Pro	perties		? ×
General			
Adminis	trators		
Description:	Administrators have comp to the computer/domain	lete and unrestric	ted access
Members:			
RISMMAIL PRISMMAIL S-1-5-21-903 S-1-5-21-903	Domain Admins Li_Wang (Li_Wang@prisn 365541-1942580562-2730 365541-1942580562-2730	nmail.com) 907773-1497 907773-1498	
Add Changes to a user's group membership are not effective until the next time the user logs on.			
(DK Cancel	Apply	Help

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.

🍇 Services (Local)		
EventTracker Agent	Name 🔺	Description Status
	Cryptographic Services	Provides th Started
Stop the service	💑 DCOM Server Process Launcher	Provides la Started
Restart the service	💑 DHCP Client	Registers a Started
	🖏 Distributed File System	Integrates
	Solution Client Character Streng Client	Enables cli Started
	🖏 Distributed Link Tracking Server	Enables th
	🏶 Distributed Transaction Coordinator	Coordinate Started
	🆓 DNS Client	Resolves a Started
	Error Report Pickt Click	Collects, st Started
	Brent Log	Enables ev Started
	EventTracker Agent	Started
	Start Start	Allows files
	Help and Support Stop	Enables He Started
	Regise Pause	This servic Started
	Human Interface Device Resume	Enables ge…
	IIS Admin Service Restart	Enables thi Started
	🦓 IMAPI CD-Burning COM 🛛 🛔 Tasks 🔹 🕨	Manages C
	Service	Indexes co
	Sintersite Messaging Refresh	Enables me
	Properties	Provides e Started
	Kerberos Key Distributio	On domain
	Kiwi Syslog Server Help	Kiwi Syslog Started
<u> </u>	🐝 License Loaaina	Monitors a



- 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.

Select User or Service Account		? ×
Select this object type:		
User or Service Account	0	bject Types
From this location:		
prismmail.com		Locations
Enter the object name to select (<u>examples</u>):		
Li Wang (Li Wang@prismmail.com)	C	heck Names
Advanced	OK	Cancel

- 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	Name 🔺	Description	Status	Startup Type	Log On As
_	🎑 Credential Manager	Provides s		Manual	Local System
5top the service	🎑 Cryptographic Services	Provides fo	Started	Automatic	Network Service
<u>lestart</u> the 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 Service
	🎑 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
	EventTracker Agent		Started	Automatic	Li_Wang@pri
	Extensible Authentication Protocol	The Extens		Manual	Local System
	Supervision Discovery Provider Host	The FDPH		Manual	Local Service
	Supervision 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 Coordinate	r 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 <u>www.netsurion.com</u>.

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