

How to - Guide

EventTracker: Support for Non-English Systems

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Abstract

This document has been prepared to help the users of non-English systems to deploy and configure EventTracker agent or sensors. In this document, we will discuss on how to prepare the EventTracker Agent to send event logs in English language to the EventTracker server, where source of event is a non-English systems/application.

To execute this process, the agent system should have the English language pack installed as a basic requirement.

Audience

This guide is intended for use by all EventTracker administrators responsible for investigating and managing network security. This guide assumes that you have EventTracker access and understanding of networking technologies.

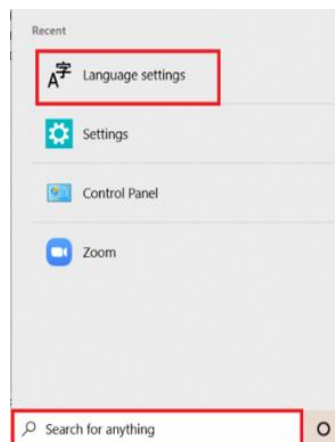
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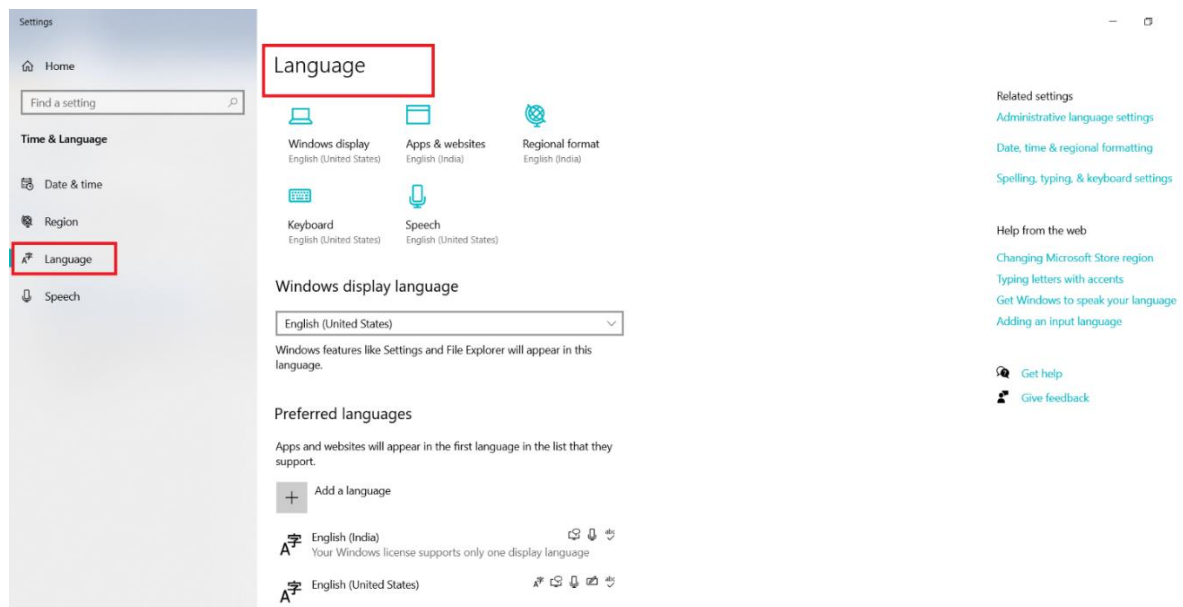
1 Preparing a Non-English System for EventTracker Manager Installation

1.1 Installing English Language Pack on Windows 10/Windows Server 2012/ Windows 2012 R2/ Windows Server 2016/ Windows Server 2019

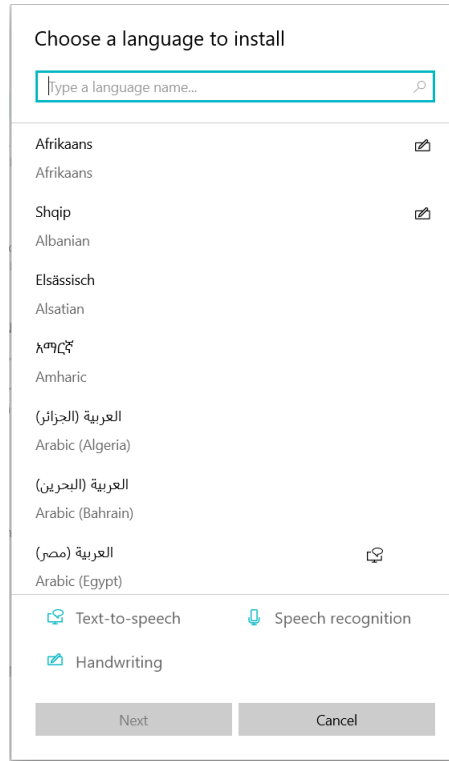
1. In the Windows search bar, search for **Language Settings**.
2. Click on **Language Settings** to open it.



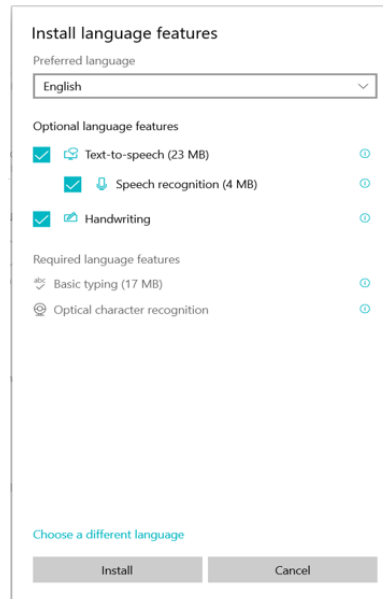
Language Page opens.



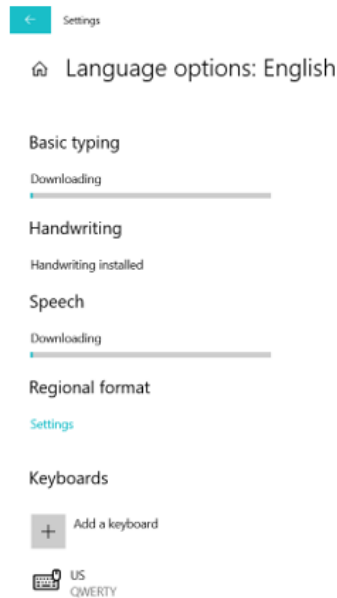
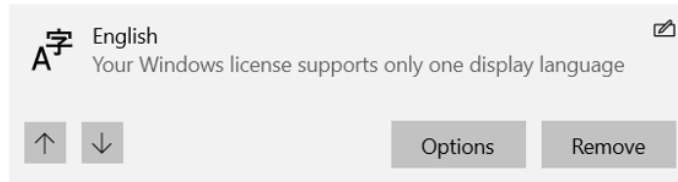
3. Click **Add a language** to add a language. Choose a language of your choice and click **Next**.




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 a display language, move it to the top of the list by clicking the up  arrow.
6. Restart the computer for the changes to take effect.

1.2 Installing English Language Pack on Windows 7/ Windows 2008/ Windows 8.1

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

1.3 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 Service account, NT Authority/System, Local administrators, and ETAdmin.
3. Please click [here](#) to read about EventTracker installation pre-requisites and the installation process in detail.

2 English Language Pack download links

Download the English language pack for the respective operating system 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. http://support.microsoft.com/kb/972813 or https://support.microsoft.com/en-us/windows/language-packs-for-windows-a5094319-a92d-18de-5b53-1cfc697cfca8#ID0EBBD=Windows_7
Windows 8/8.1	Install the English language pack on the system using the below link. https://support.microsoft.com/en-us/windows/language-packs-for-windows-a5094319-a92d-18de-5b53-1cfc697cfca8#ID0EBBD=Windows_8.1
Windows 10	Install the English language pack on the system using the below link. https://support.microsoft.com/en-us/windows/language-packs-for-windows-a5094319-a92d-18de-5b53-1cfc697cfca8#ID0EBBD=Windows_10
Windows Server 2008	Note: SP2 is required for Windows Server 2008 to install the English Language pack. http://www.microsoft.com/en-in/download/details.aspx?id=3162
Windows Server 2008R2	Note: Sp1 is required for Windows Server 2008R2 to install the English Language pack. https://www.microsoft.com/en-

Microsoft Windows Operating Systems	Links to download the English language pack
	hk/download/details.aspx?id=12250
Windows Server 2012	Install the English language pack on the system using the below link. Microsoft .NET Framework 4.7.2 Language Pack on Windows Server 2012
Windows Server 2012R2	Install the English language pack on the system using the below link. Download Microsoft .NET Framework 4.7 Language Pack (Offline Installer) for Windows 7 SP1, Windows 8.1, Windows 10 Anniversary Update, Windows Server 2008 R2 SP1, Windows Server 2012, Windows Server 2012 R2 and Windows Server 2016 from Official Microsoft Download Center
Windows Server 2016	Install the English language pack on the system using the below link. Download Microsoft .NET Framework 4.7 Language Pack (Offline Installer) for Windows 7 SP1, Windows 8.1, Windows 10 Anniversary Update, Windows Server 2008 R2 SP1, Windows Server 2012, Windows Server 2012 R2 and Windows Server 2016 from Official Microsoft Download Center
Windows Server 2019	<p>Note: You cannot install language packs from the Language page in the Settings app for Windows Server 2019.</p> <p>Kindly follow the instruction 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</p>

3 EventTracker Agent Deployment through Group Policy on a Non-English System

1. Launch **Group policy management** console.
2. Create a **Group Policy Object** with the following settings.

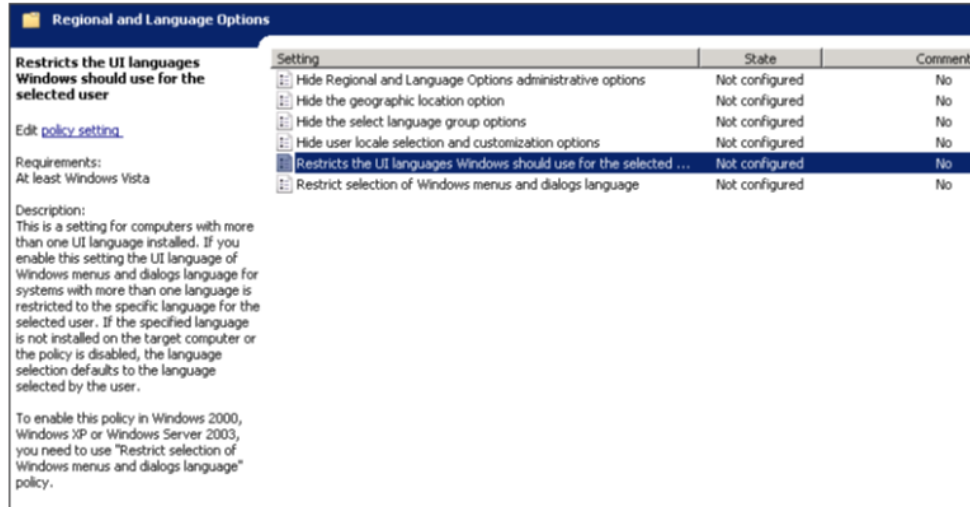
- Enable **Restricts the UI languages Windows** should use for the selected user.
 - Restrict the users to use English as language.
3. On the domain controller launch **Active directory users & computers** and proceed to create an OU.
 4. Create a service account in the active directory with password never expires option, move the user to the newly created OU in [step 3](#).
 5. Link the GPO object created in [step 2](#) to the OU, enforce the GPO.
 6. Make the service account as a member of local administrators' group on the Agent system.
 7. On the Agent system, change the logon credentials of the EventTracker agent service to the created service account and restart the Agent service.

Note: There is no need to change any regional or language settings on the agent machines.

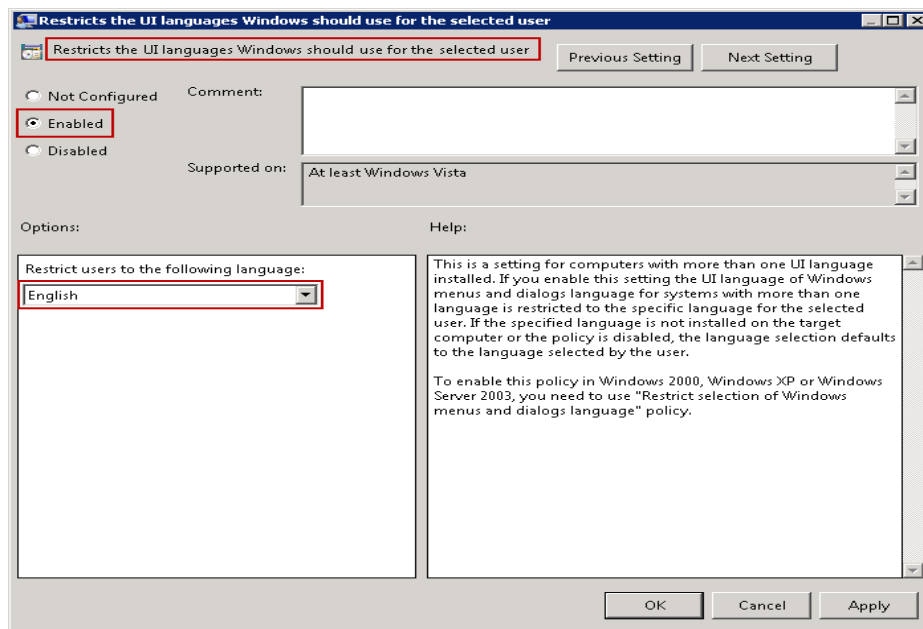
4 Detailed View of the Deployment Process

Following steps provides detailed instructions on, how to execute each of the steps to prepare non-English system.

1. To open 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 – **EventTracker 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 **Restricts the UI languages Windows should use for the selected user** option.



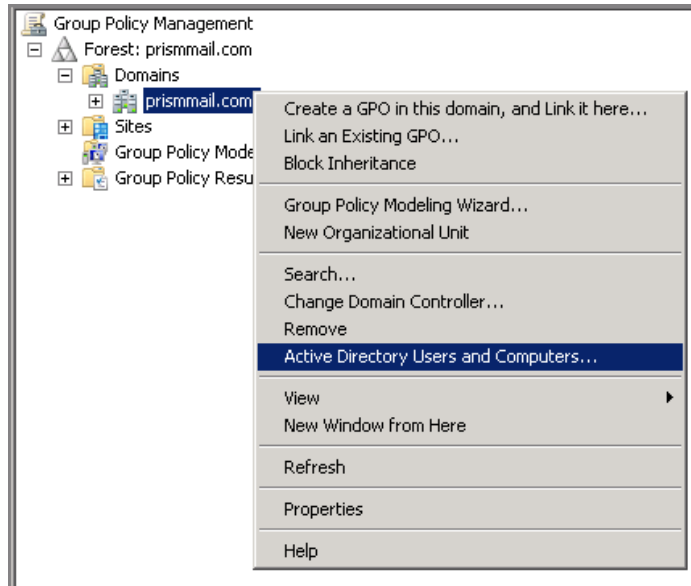
8. Click the **Enable** option.
9. Select the language as English from the **Restrict users** to the following language dropdown.
10. Click **Apply**, and then click **OK**.

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**.

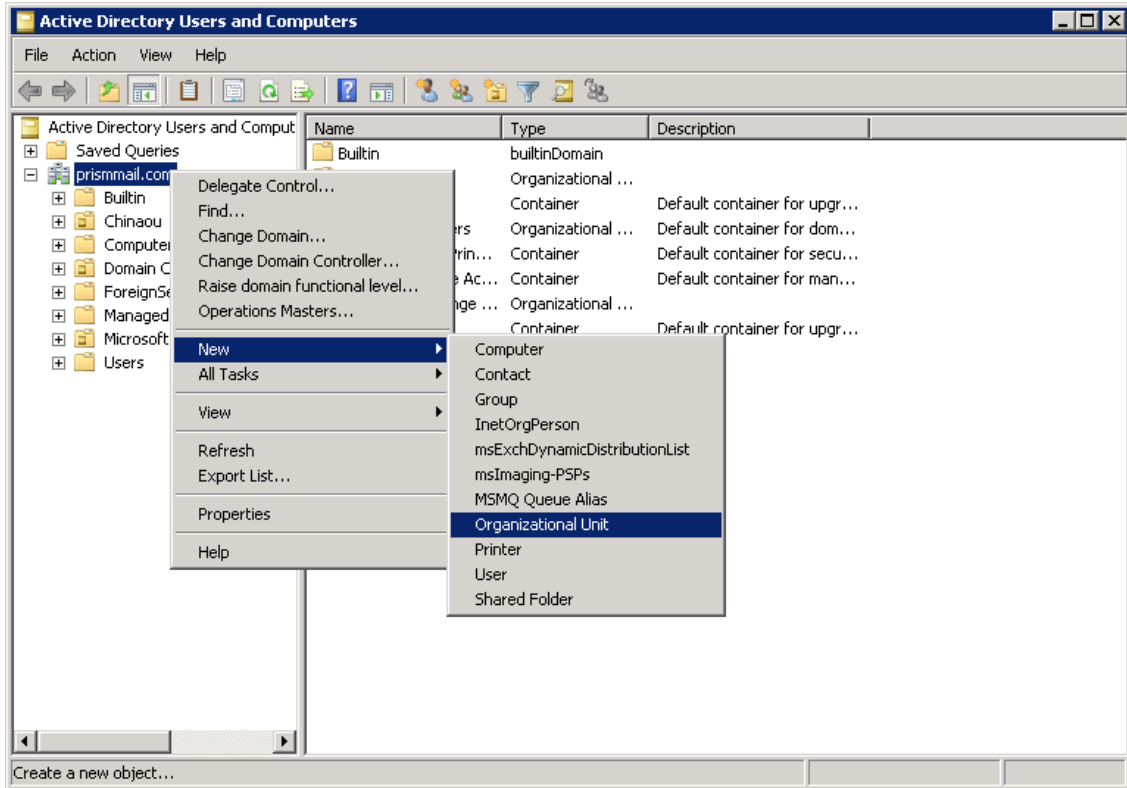
OR

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

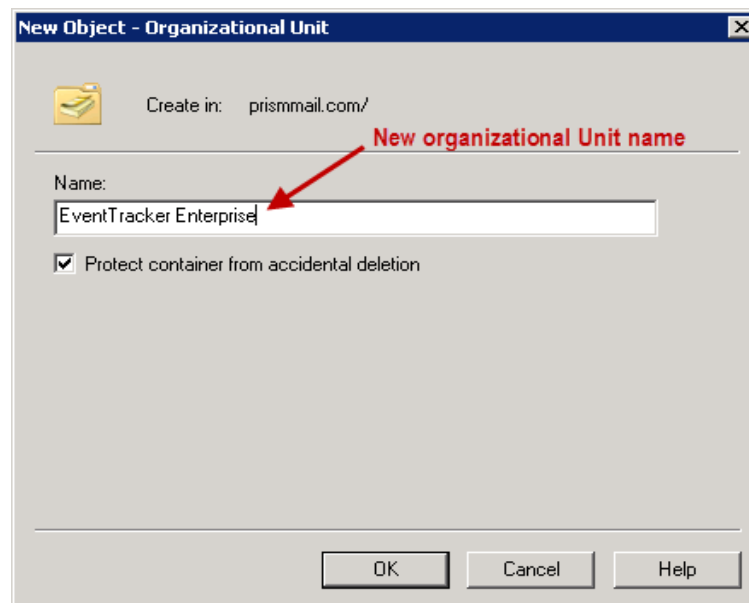


Active Directory Users & Computers window opens.

2. In the left pane, right click the domain controller name, click **New**, and click **Organizational Unit**.



3. In the **New Object- Organizational Unit** dialog box, type new organizational unit name in the **Name** box.



Check **Protect container from accidental deletion** option to avoid the accidental deletion of OU. Click OK.

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

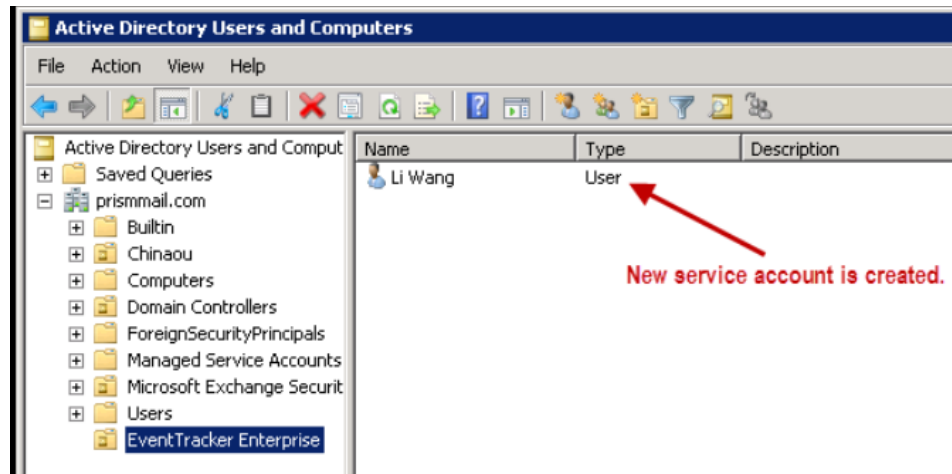
1. Right click the newly created OU (in this case, EventTracker), click **New**, and click **User**.
2. In the **New Object – User** dialog box, enter user credentials like **First name** and **Last name**.

3. Enter appropriate **User logon name** and select the **domain name** from the dropdown.
4. Click **Next**.
5. Enter the password in **Password** and **Confirm password** box.
Enter the same password in both the boxes.
6. Check **Password never expires** option to retain the same password even if the "**Maximum password age**" is reached (by default 42 days).

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

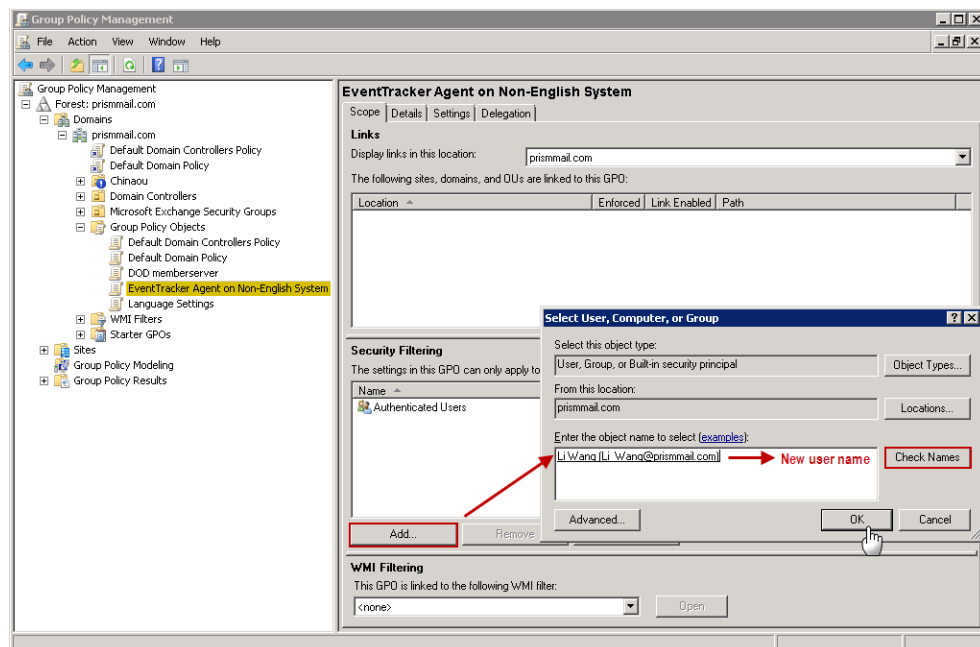
7. Click **OK** to close the message box.
8. Click **Next >**.
9. Verify the object configuration, and then click **Finish**.

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

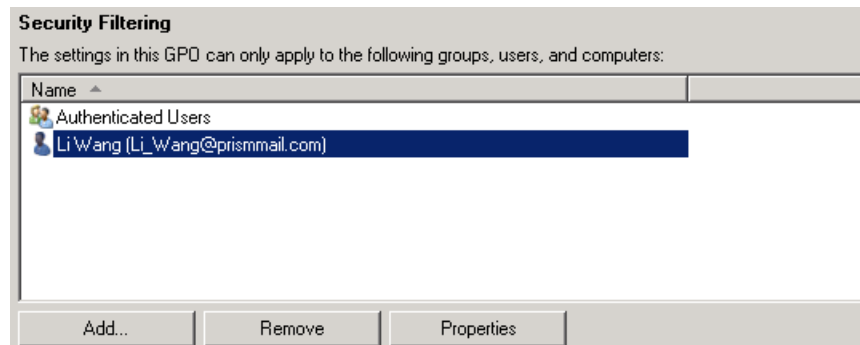


Link the group policy object created earlier to the newly created service account.

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** box and click the **Check Names** button to locate all matching or similar usernames present in the given location.



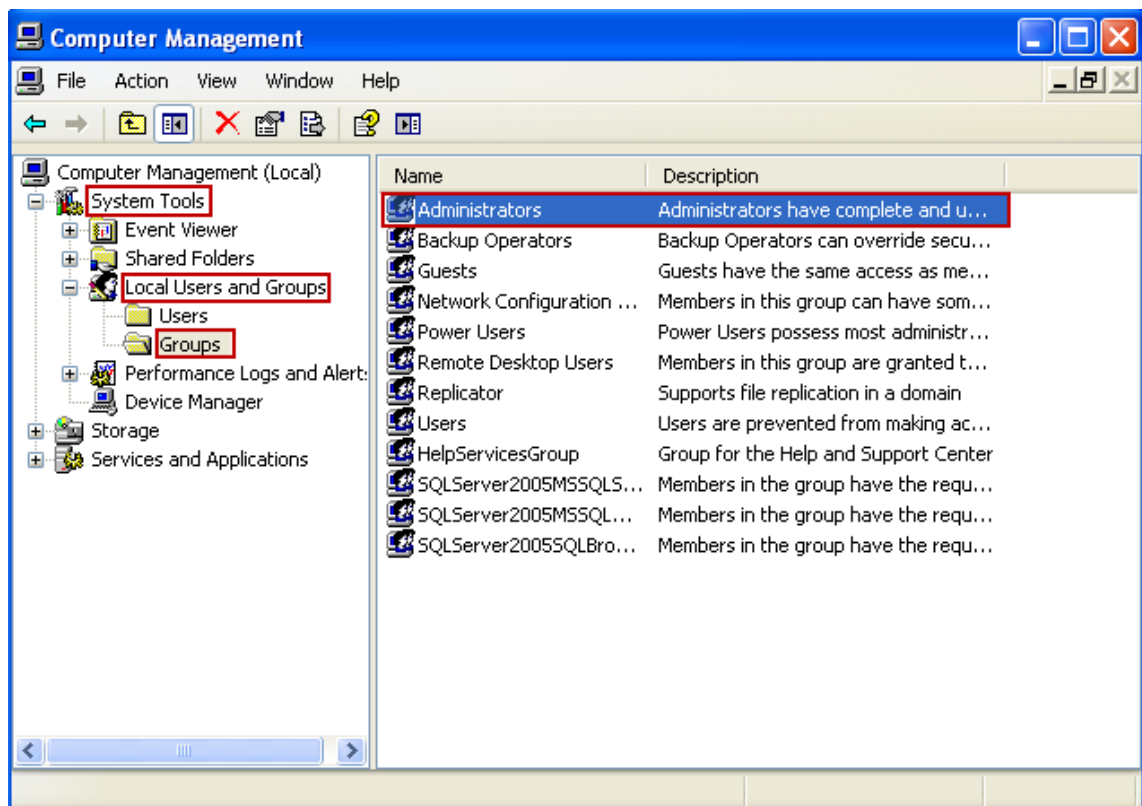
- Once you get the desired username in the **Enter the object name to select** box, click **OK**. The username appears in the **Security Filtering** section.



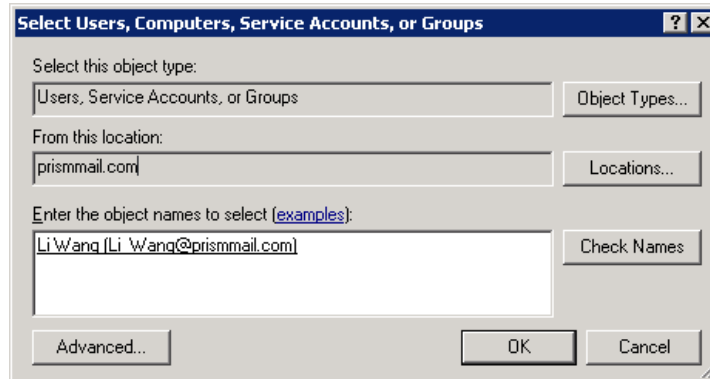
Configurations on Agent System

Make the service account as a member of local administrators' group on the Agent system.

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

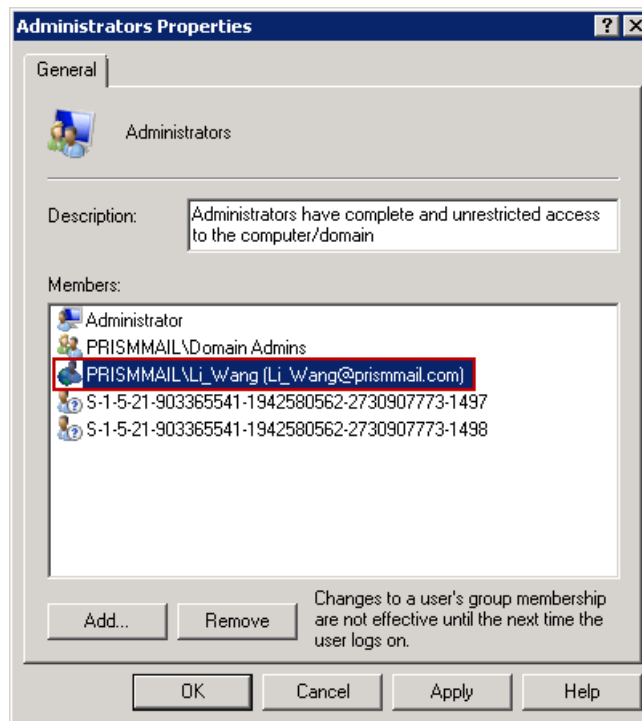


3. Right click on **Administrators** and select **Add to Group**.
4. Click **Add** to add the newly created service account as administrator.



5. Enter the newly created partial or full username in the **Enter the object name to select** box 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**.

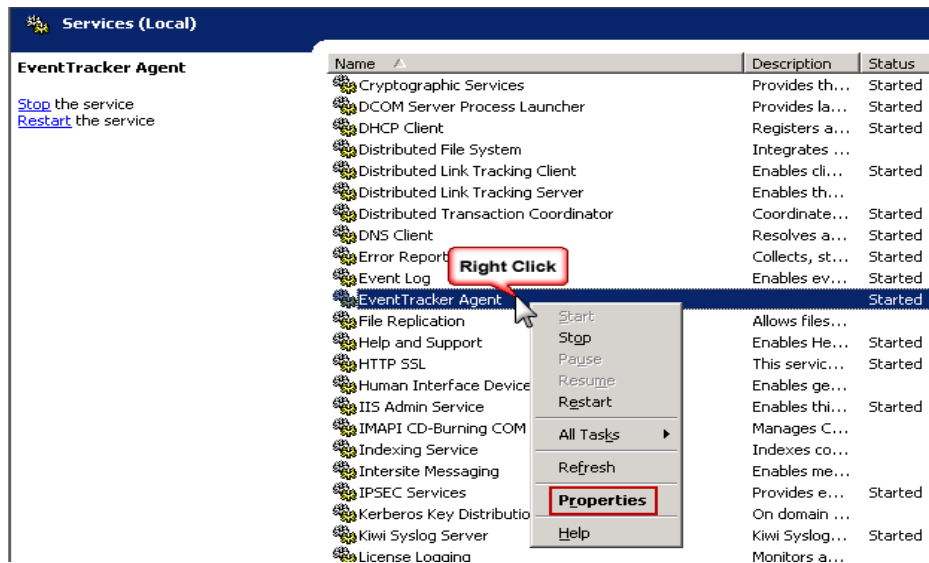
The service account name appears in the **Members** list of **Administrators Properties**.



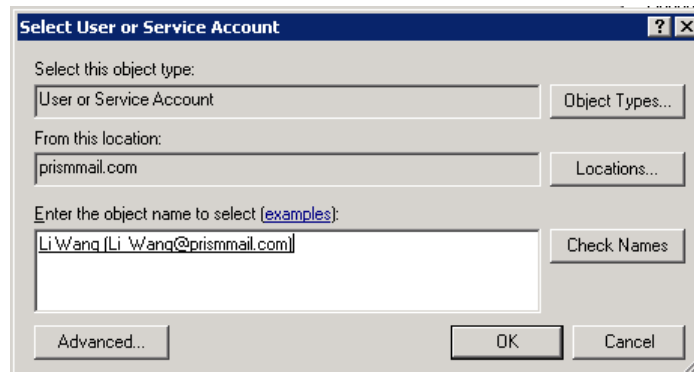
7. Click **Apply** and click **OK**.

On the Agent system change the logon credentials of the EventTracker 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** in open box and click **OK**.
3. In the **Services** window, locate **EventTracker Agent**.
4. Right click **EventTracker Agent** and click **Properties**.

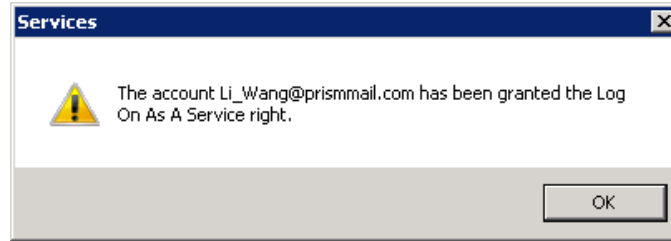


5. Click **Log on** tab and select **This account** option.
6. Enter the newly created account name in domain controller, enter the password, and confirm the password.



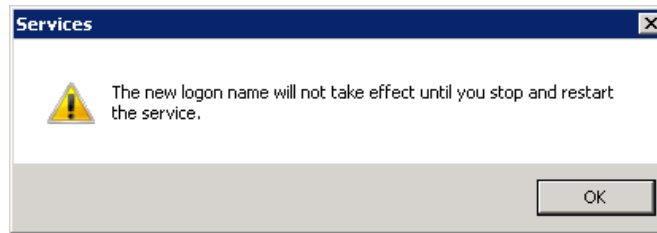
7. Enter the newly created partial or full username in the **Enter the object name to select** box and click the **Check Names** button to locate all matching or similar usernames present in the given location.
8. Once you get the desired username in the **Enter the object name to select** box, click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

You will get a confirmation message as shown below:



10. Click **OK**.

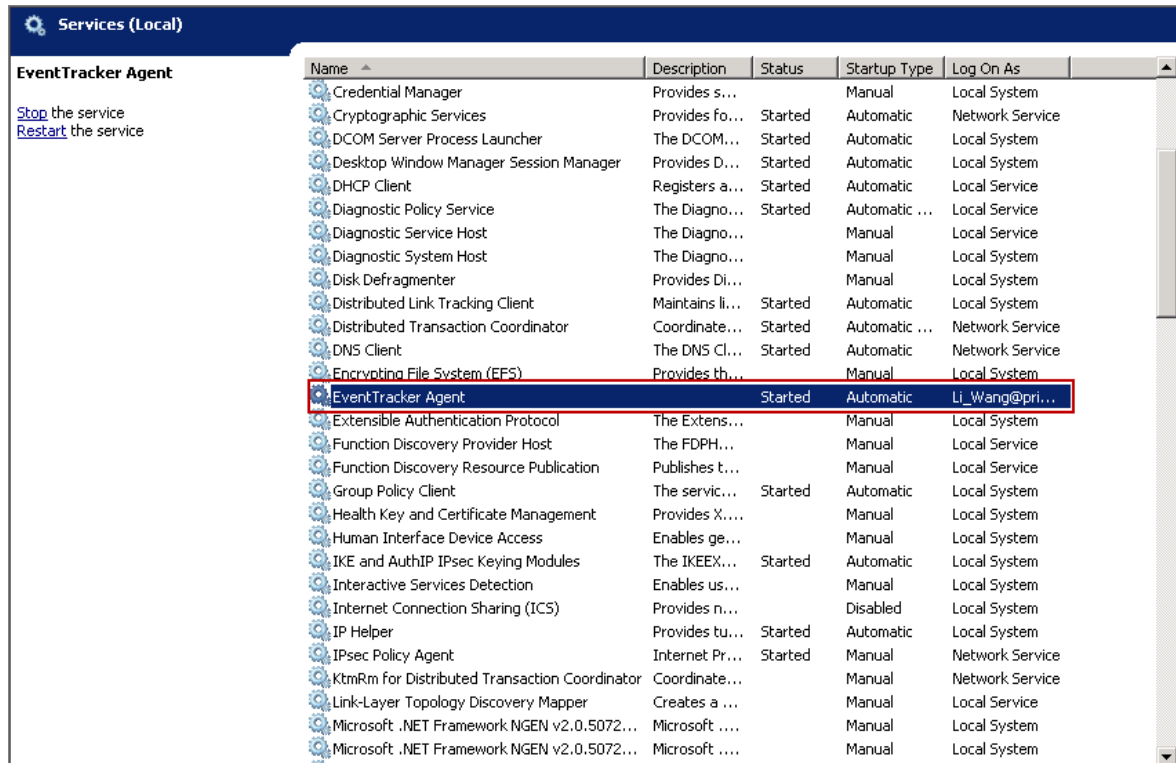
Information message prompts you to stop and restart the services to activate the new logon name.



11. Click **OK**.

12. In the EventTracker Agent properties (Local Computer), click **OK**.

13. Stop and then restart the **EventTracker Agent** service.



About Netsurion

Flexibility and security within the IT environment are two of the most important factors driving business today. Netsurion's cybersecurity platforms enable companies to deliver on both. Netsurion's approach of combining purpose-built technology and an ISO-certified security operations center gives customers the ultimate flexibility to adapt and grow, all while maintaining a secure environment.

Netsurion's [EventTracker](#) cyber threat protection platform provides SIEM, endpoint protection, vulnerability scanning, intrusion detection and more; all delivered as a managed or co-managed service.

Netsurion's [BranchSDO](#) delivers purpose-built technology with optional levels of managed services to multi-location businesses that optimize network security, agility, resilience, and compliance for branch locations. Whether you need technology with a guiding hand or a complete outsourcing solution, Netsurion has the model to help drive your business forward. To learn more visit [netsurion.com](https://www.netsurion.com) or follow us on [Twitter](#) or [LinkedIn](#). Netsurion is #19 among [MSSP Alert's 2020 Top 250 MSSPs](#).

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