Abstract

This guide will help the users to install and configure EventTracker Enterprise, and verify the expected functionality of all its components.

EventTracker is a reliable, policy driven solution to monitor and manage critical events generated by Windows 7/8/8.1/2008/2008 R2/2012/2012 R2/10/2016, Solaris BSM, Unix (SYSLOG), SYSLOG-NG and SNMP devices. EventTracker is an enterprise grade solution that provides real-time alerts, secure warehousing, and flexible reporting.

Audience

EventTracker users or system administrators, who wish to install the EventTracker Enterprise Manager.
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Introduction

EventTracker Enterprise provides a unique combination of capabilities, including:

- Enterprise-wide, Distributed Console Event Management
- Rapid Integration with Active Directory
- USB Device Monitoring
- Automatic Remediation
- Reporting
- Analytics
- Real-time Alerting
- File Integrity Monitoring
- Virtual Infrastructure Monitoring
- Status Tracker

This is the good time to familiarize you with the various product features as described on the Web site (http://www.eventtracker.com/eventtracker/enterprise/) in the brochure of this package. This installation guide is designed as an easy reference, since we recognize the imperative importance of error free and painless installation experience.

***IMPORTANT: EventTracker strongly recommends users to refer: ‘How To Install and Customize Web Server (IIS)’ document prior to installing EventTracker 9.0.

Known Issues

The below mentioned issues are related to v8.2 Pre-Installer only.

Q1. I get the error “Failed to map the path ‘/app_GlobalResources/’.” in the browser interface.

The workaround for this issue is to re-install IIS Express manually and later run the EventTracker Configuration once again. This error occurs if user has already installed IIS Express RC. Kindly follow the steps mentioned below.

a. Uninstall IIS Express.

b. Download IIS Express 8.1 from
   64 Bit:
   http://download.microsoft.com/download/1/6/3/163BBBDE-5523-416D-A293-EA0492020E4A/iisexpress_8_1_RTM_x64_en-US.msi
32 bit:  
http://download.microsoft.com/download/1/6/3/163BBBDE-5523-416D-A293-EA049202E4A/iisexpress_8_1_RTM_x86_en-US.msi

c. Install IIS Express 8.1.

d. To run EventTracker Configuration, search “EventTracker Configuration”.

e. In EventTracker Configuration, enter valid User Credentials, and then select the OK button.

Q2. If user X has finished pre-installation and user Y proceeds to finish the installation on the same machine, then below message is encountered, what should I do?

Please make sure that the user who has started the installation is an administrator, and the same user completes the installation. If two users switch between installing the application this issue arises.

The currently logged in user, the System Administrators group, or the System User does not have permissions on respective SQL Instance. Please make sure that the logged in user and the system user are having sysadmin privileges on the SQL instance. For detail instructions to grant sysadmin privilege, please refer User Permission on MS SQL Server.

Q3. What should I do if the pre installer prompts to install IIS Express, even though it is installed?

(OR)
If SQL express is installed via pre-install check, then if you click ‘Back’, the installer shows SQL express is not installed.

(OR)

What should I do if the message “A reboot is still pending” occurs?

Sometimes installer does not exit properly. This could be because of the pending reboot for Windows installer/.NET Framework/IIS. Quit the Pre-Installer, restart the machine and run the Pre-Installer once again.

Q4. What should I do, if some components do not work for UK region settings?

Please make sure that the Region settings have been applied to the MS SQL engine, (For Ex: UK region settings). Since EventTracker Setup does not install Microsoft SQL Management Studio, kindly download and install the same.

To configure UK Region settings in MS SQL, please refer UK Region Settings Guide.

To know more such Known Issues, Refer: Known Issues Section in Install Guide-v8.2.

System Requirements

For optimal performance, following are the hardware and software requirements to host EventTracker Enterprise.

Hardware Requirements [Min. Configuration]

Minimum hardware required to install and smoothly run EventTracker Enterprise.

For EventTracker 9.0 installation, only 64-bit Operating System is supported.
64-bit Installation:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU</td>
<td>2.80 GHz and above, 8 Core or equivalent</td>
</tr>
<tr>
<td>RAM</td>
<td>16 GB</td>
</tr>
<tr>
<td>HDD</td>
<td>200 GB (SSD) for application and search cache; 100 GB Non SSD for storing archives (varies as per data retention needs)</td>
</tr>
</tbody>
</table>

Table 1

**NOTE:** It is recommended to have 2 partitions in Disk 1 (SSD), Partition 1 for Operating System and Partition 2 for EventTracker and search cache. The Archives are stored in a non SSD disk (example: Disk 2).

**Software Requirements**

**EventTracker Manager**

<table>
<thead>
<tr>
<th>Windows Platforms</th>
<th>32 bit</th>
<th>64 bit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Server 2016</td>
<td>Not Applicable</td>
<td>Supported</td>
</tr>
<tr>
<td>Server 2012 R2</td>
<td>Not Applicable</td>
<td>Supported</td>
</tr>
<tr>
<td>Server 2012</td>
<td>Not Applicable</td>
<td>Supported</td>
</tr>
<tr>
<td>Server 2008 R2</td>
<td>Not Applicable</td>
<td>Supported</td>
</tr>
<tr>
<td>Server 2008</td>
<td>Not Applicable</td>
<td>Supported</td>
</tr>
<tr>
<td>Windows 10</td>
<td>Not Applicable</td>
<td>Supported</td>
</tr>
<tr>
<td>Windows 8.1</td>
<td>Not Applicable</td>
<td>Supported</td>
</tr>
<tr>
<td>Windows 8</td>
<td>Not Applicable</td>
<td>Supported</td>
</tr>
</tbody>
</table>

Table 2

**Components:**

- Required **jre version**: 1.8_131 or above.
- Required **python version**: 2.7.12 or above.
- **Elastic Search** 5.5.2.
- Microsoft .NET Framework 3.5 SP1 and .NET Framework 4 or 4.5.2.
- IIS 7.0 -10. Also IIS Express is supported except **Win 2008** and above OS.
- Windows Management Framework 2.0
- Make sure **Windows updates** with all the latest service packs is installed.
Web Browsers:
- Internet Explorer 11 and above.
- Firefox Browser latest.

NOTE
1. It is recommended not to install EventTracker on a Domain Controller.
2. It is recommended to run the EventTracker Manager Console on a Dedicated Windows Server.
3. EventTracker Enterprise installation on Windows 2016/2012/2012 R2/2008/2008 R2 Server Core edition is not supported. We support 2012 r2 core minimal user interface.

EventTracker Agent

<table>
<thead>
<tr>
<th>Windows Platforms</th>
<th>32 bit</th>
<th>64 bit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Server 2016</td>
<td>Not Applicable</td>
<td>Supported</td>
</tr>
<tr>
<td>Server 2012 R2</td>
<td>Not Applicable</td>
<td>Supported</td>
</tr>
<tr>
<td>Server 2012</td>
<td>Not Applicable</td>
<td>Supported</td>
</tr>
<tr>
<td>Server 2008 R2</td>
<td>Not Applicable</td>
<td>Supported</td>
</tr>
<tr>
<td>Server 2008</td>
<td>Supported</td>
<td>Supported</td>
</tr>
<tr>
<td>Windows 10</td>
<td>Supported</td>
<td>Supported</td>
</tr>
<tr>
<td>Windows 8, 8.1</td>
<td>Supported</td>
<td>Supported</td>
</tr>
<tr>
<td>Windows 7</td>
<td>Supported</td>
<td>Supported</td>
</tr>
</tbody>
</table>

EventTracker Agent for Solaris: Solaris 9, Solaris 10
Windows 7 Embedded and Windows 10 IOT Enterprise

Table 3

Components:
- Microsoft .NET Framework 2.0 and above.

NOTE
Versions other than those specified above are not supported.

Pre-install instructions for Local Account and Active Directory authentication
- EventTracker Enterprise users are authenticated locally or against the Windows Active Directory.
NOTE: If you wish to configure EventTracker users via Pre-installer then you can do so because the pre-install check performs the same steps and this entire process is automated. The details to configure via Pre-Installer are mentioned in Procedure to Install EventTracker Manager. If you still wish to configure manually, please refer Create Local User and Group Accounts or Create Active Directory User and Group Accounts as per the requirement.

Install EventTracker Manager

EventTracker recommends you to refer ‘EventTracker Architecture’ guide before you begin installation. This guide explains the architecture and sample deployment methods with illustrations.

Installation can be initiated by the following methods.

1. Launch the executable program. The installation is geared to be intuitive and friendly. During install you will be asked to provide the path of the digital certificate. Certificate is validated against the latest CRL. Installation proceeds further only if the Certificate found to be valid.

   The installation procedure is identical for all operating system(s) as mentioned in Table 3.

Pre-install Checklist for EventTracker Manager

The pre-install checklist describes the specific settings, permissions, and privileges that are required for installing EventTracker Manager. Read the checklist before installation to avoid installation failure.

<table>
<thead>
<tr>
<th>ENSURE</th>
<th>VERIFY</th>
</tr>
</thead>
<tbody>
<tr>
<td>User is a member of ‘Local Administrators’ group</td>
<td>User has permission on ‘Application install directory’ (Folders and sub folders).</td>
</tr>
<tr>
<td>MSI package installation is allowed</td>
<td>User must have created service permission on the target system (SCM- service control manager).</td>
</tr>
<tr>
<td>User has ‘Logon As Service’ rights</td>
<td>User has Read/Write permission on windows registry.</td>
</tr>
<tr>
<td>User has ‘Logon As Batch job’ rights</td>
<td></td>
</tr>
<tr>
<td>Network Discovery is enabled</td>
<td></td>
</tr>
<tr>
<td>System cryptography: Use FIPS 140 compliant cryptographic algorithms, with encryption, hashing and signing algorithms disabled.</td>
<td></td>
</tr>
</tbody>
</table>

Table 4

IIS Settings

Please ensure that IIS Settings under Application Pools are as follows in Windows 2008/2008 R2/2012/2012 R2.
Figure 4 – 64 bit OS

Figure 5 – 32 bit OS
For details to configure the above settings, please refer Install and Customize IIS Web Server Guide.

**User Permission on SQL Server**

Users trying to install EventTracker should have sysadmin privilege on respective SQL Server 2012 / 2012 R2 / 2014/2016/2017.

**NOTE:**

In SQL 2012 / 2012 R2 / 2014/2016/2017, please make sure that sysadmin privilege has been granted to NT AUTHORITY\SYSTEM. **If SQL server 2012 and above** is used by the customer then the SQL service in the service control manager has to be changed from ‘NT Service\MSSQL$SQLEXPRESS’ to ‘Network Service’.

If EventTracker SQL server is not running on Network services, then the user will have to change it manually.

For this, Refer: “**User Permission on SQL Server**” section in the **Install Guide: v8.2**

**Procedure to install EventTracker Manager - Custom**

If you are using EventTracker for the first time, launch the executable program and proceed. If you are a second time user, please uninstall the previous version of EventTracker and then proceed. The detail procedure to uninstall EventTracker is mentioned in **Uninstall EventTracker**.

The detail procedure to install EventTracker is given below.

**NOTE:** For Windows 7 and Windows 2008, if the Windows Management Framework 2.0 is not installed, the PowerShell 3.0 installation will fail, which is a pre-requisite for the EventTracker installation.

To download Windows Management Framework 2.0, click on the following link:

https://support.microsoft.com/en-us/kb/968929

1. Double-click the executable file.

**NOTE:** .NET 4.5. is enabled by default for Windows 8/8.1/2012.

**IMPORTANT:** In Internet Explorer->Browser Settings->Security->Custom Level-> In the downloads->File Download-> Please make sure “enable” option is selected.
**NOTE:** In case system doesn’t contain the latest Windows updates with service packs then the following message will be displayed:

EventTracker Pre-Install Check window displays.
Figure 8

2. Click the **Next >** button.

Hardware Summary pane displays.

**NOTE:**

It may take a few seconds to fetch the hardware details and a processing symbol will appear during the data collection process.

The processing symbol will be displayed only to the customers who are using EventTracker V 8.0 and later.
3. Click the **Next >** button. Install Type page displays.

4. Select Standard/Collection Point/Custom option, and then select the **Next >** button. In this section, Custom option is selected.
Prerequisite page displays.

**NOTE:**

- If the prerequisites are not installed, then a message ‘Install’ displays against the respective prerequisite.

From EventTracker v9.0, it will also install the “Python” and “Java Runtime Environment” through Pre-install check.
a. Click the **Next >** button.

- For some Windows platforms, .NET Framework gets installed via Deployment Image Servicing Management Tool (DISM).

The instructions to install .NET Framework is given in detail in [How To - Install Microsoft .NET Framework](#).

If the system contains all latest service packs, then PowerShell will start installing.
Figure 12 – Installing Windows Installer and Powershell

a. Click the Install button.
b. Once the download is completed, it will search for updates in the computer. The Windows Update Standalone Installer page displays.

c. It will ask for applying the Windows Software updates.
d. Click Yes.

e. Accept the agreement by clicking the **I Accept** button.
f. The update package, Windows Management Framework 2.0 gets installed via Pre-installer as shown in the figure below:
NOTE: In case system doesn’t contain the latest windows updates with service packs then the following message will be displayed:

![Windows Update Standalone Installer](image)

**Figure 16**

After the updates are installed, it will prompt for a restart. Click “**Restart Now**”.

![EventTracker Pre-Install Check](image)
The Pre-Install Check will also install the “Python Script Engine: Version 2.7” and “Java Runtime Environment: Version 8 update 131”.

**Limitation:** If the user has installed python manually before, and the install directory contains “space”, for example: “Program Files” Folder, then the elastic data purging will not be carried out, as the curator component has some limitations.

Make sure that the Python needs to be installed in a folder directory without having space. For example”….Python27”.

**NOTE:** After the installation of EventTracker, if the jre version gets upgraded, please follow the below steps:

1) Stop "EventTracker Elasticsearch Indexer" and "elasticsearch-service-x64" services.
2) Go to **Windows Control Panel** and search for “Environment Variable”.

![Figure 16: Installing Python](image-url)
3) Click on “System” and then “Advanced system settings”.
4) Click on “Environment Variables” in the System Properties window.

5) In the “Environment Variables” page, under “System variables” double-click the “java_home” path.
6) Update the path where the upgraded jre has been installed.
7) Start "EventTracker Elasticsearch Indexer" and "elasticsearch-service-x64" services.
8) Verify "elasticsearch-service-x64" whether it is running or not.

***IMPORTANT: jre must be 64 bit."
Once prerequisites are installed, Database page displays.

5. If SQL server is running with multiple instances, EventTracker preinstaller will give a pop up message as shown below:
6. Select Appropriate Instance to proceed with the installation process.
7. If MSSQL Server – Express Edition 2012/2014/2016/2017 is already installed, then select one instance and click the Next > button.

Database page displays.

- If MS SQL Express is not installed, then click Next >.
Figure 18

The pre-installer prompts to download SQL Server Express Edition.
a. Click the **Download** button.

Please select a location to download the SQL installer window displays.
b. Select the path to download SQL Express on a particular location and then click Save.

SQL Express starts downloading.
8. The Select SQL install and data directories screen will appear where you can choose the directory to which the SQL Server is to be installed.

9. Select the browse button \(\ldots\) to choose the location and then click OK.

SQL Express will be installed in the background.
NOTE: The option to choose the install directory is available only to the customers who are using EventTracker V 8.0 and later.

10. For SQL Express 2012/2014/2016/2017 one needs to provide the user name and password of that person/account that will run the SQL service. This is to prevent the service from stopping since in some systems it is observed that the SQL service doesn’t execute under the default account in which it gets created.

After MS SQL Express is installed, Elastic Search page displays.

EventTracker Pre-Install Check will install Elastic Search (5.5.2).

A. Elastic Search and required versions of its dependencies:

1) Elastic Search 5.2.2
2) Minimal supported version is 2.7.12 or higher
3) JRE must be 1.8.0_131 or higher version
4) Curator version must be 5.2.0

B. If the user wishes to install the Elasticsearch manually, please follow the below steps:

**Installing Elasticsearch manually:**

1. Download elasticsearch version 5.2.2 (zip package)
2. Extract it and copy to “X:\Program Files\Elasticsearch-5.5.2”
3. Create following registry values
   - EsVersion
   - EsInstallPath
4. Run “CMD” as admin and execute “X:\Program Files\Elasticsearch-5.5.2\bin\elasticsearch-service.bat” with parameter “install” then “start”
5. Execute “X:\Program Files\Elasticsearch-5.5.2\bin\elasticsearch-service.bat” with parameter “start”
6. The elasticsearch is installed successfully, if the service is running.
Installing elasticsearch-curateur manually:

1. Install python if not there (Note: python installation path must not have space character)
2. Run “CMD” as admin and execute “python.exe” with parameter “install elasticsearch-curateur==5.2.0”
3. Verify elasticsearch-curateur by looking files physically.

NOTE: “X” here represents the OS Directory.

The pre-installer prompts to download Elastic Search.
a. Click the **Download** button.

Please select a location to download the Elastic Search window displays.
b. Select the path to download SQL Express on a particular location and then click Save.

It starts installing the Elastic Search.
11. Select IIS/IIS Express option, and then select the **Next >** button.

**NOTE:**

- Only IIS Express will be displayed for installation, if IIS is not installed on the machine.
- If IIS is installed, it will display the installed IIS version along with IIS express option.
- We are supporting IIS Express since it is a lightweight tool. You can choose to install IIS Express/Manager based on the requirement.
- If you prefer to use IIS Manager, refer [install IIS](#) for detail instructions.

A. If the user selects IIS, the following message is displayed.

![EventTracker Pre-Install Check](image)

- If IIS Express is selected, the following message is displayed.

![EventTracker Pre-Install Check](image)

  a. If IIS Express (Not Installed) option is selected, then click the **Next >** button.
If IIS Express is already installed, on clicking **Next >**, **Disk Usage** page displays.

b. Click the **Install** button.
Installation of IIS Express proceeds.
After IIS Express is installed successfully.

Disk Usage page displays.
12. Click the **Next >** button.

Installation Summary page displays.
13. Click the **Next** button.

Define User Group page displays.
14. Select Local Machine or Active Directory option, and then select the Next > button.

If Local Machine option is selected, then You have selected to use local machine page displays. Please refer step 15 for further instructions.

**NOTE:**

While creating group and/or user, the user should be part of the administrators group in the local machine. The user should have “Logon as Batch” and “Logon as Service” rights granted.

If Active Directory option is selected, then You have selected Active Directory domain: page displays. Please refer Step 16, for further instructions.

15. Select Create User Group EventTracker or Select existing User Group option, and then select the Next > button.

If local machine was selected earlier, then ‘You have selected to use local machine’ page displays.
NOTE:

When creating group,

➢ We encourage users to use the group name as ‘EventTracker’, though EventTracker works with any group name.
➢ In case this group name does not exist then the default choice will be to ‘Create User Group EventTracker’ else the default choice will be ‘Select Existing Group’.

a. If **Create User Group EventTracker** is selected, click **Next >**.

Members of this User Group can access EventTracker page displays.
The group name must be unique otherwise an error message displays stating that the group already exists.

Figure 33

b. Click the OK button.

c. To solve this issue, enter a unique Group Name, and then click the Next > button. Define User page displays. Please refer step 17 to continue installing EventTracker.

(OR)
a. If **Select existing User Group** option is selected, then select any group, and then click the **Next >** button.

![EventTracker Pre-Install Check](image-url)

*Figure 34*

Define User page displays. Please refer step 17 to continue installing EventTracker.

If Active Directory is selected earlier, You have selected Active Directory domain: page displays.

16. Select Create User Group EventTracker or Select existing User Group option, and then select the **Next >** button.

**NOTE:**

When creating group,
➢ We encourage users to use the group name as ‘EventTracker’, though EventTracker works with any group name.

➢ In case this group name does not exist then the default choice will be to ‘Create User Group EventTracker’ else the default choice will be ‘Select Existing Group’.

If Create User Group EventTracker option is selected, then Members of this User Group can access EventTracker page displays.
➢ Enter unique and appropriate Group Name, and then click the Next > button.

NOTE:

If user does not have appropriate permissions to create a group on the Active Directory machine, then error message ‘Access Denied’ displays. Please contact administrator if you do not have sufficient permissions.

A. Click the OK button.
If Select existing User Group option is selected,

a. Select any group, and then select the Next > button.
Define User page displays.

17. Select **Create EventTrackerAdmin/Find User/Select existing User** option.

   ❖ If **Create EventTrackerAdmin** option is selected, please refer Figure 34.

**NOTE:**

Administrator should have sufficient privileges on Active Directory machine as well as to create a group.

![EventTracker Pre-Install Check](image)

**Figure 40**

a. Click the **Next >** button.

   This User will manage EventTracker page displays.
b. Enter relevant credentials, and then click the **Next >** button. Summary page displays.

❖ If **Find User** option is selected,

a. Enter a name in the box, and then click the **Find** button.

   **NOTE:** A wildcard can also be entered.
b. Click the **Next >** button.

Summary page displays.

❖ If **Select existing User** option is selected, select an appropriate user, and then select the **Next >** button.
Summary page displays.

If user is not EventTracker Administrator then below message displays.

![EventTracker Pre-Install Check dialog box](image)

Figure 43

Selected user name is not named EventTrackerAdmin. Are you sure?

![Yes and No button](image)

Figure 44

a. Click the **Yes** button.
18. In **Summary** page, verify all the data entered, and then click the **Install** button.

![EventTracker Pre-Install Check](image)

**Figure 45**

EventTracker - Install Shield Wizard displays.
EventTracker - InstallShield Wizard displays the **Welcome** screen.
19. Click Next >.
20. In case of multiple SQL instances, select the appropriate instance name from Instance name dropdown, and then click the OK button.

![Select SQL Instance](image)

**Figure 48**

**NOTE:**
If default instance of SQLEXPRESS is present in the system, then EventTracker won’t prompt for this screen. If the selected SQL Instance is not running then EventTracker Installation wizard will display a message.

InstallShield Wizard displays the **License Agreement** screen.

![License Agreement](image)

**EVENTTRACKER SECURITY LLC END USER SOFTWARE LICENSE AGREEMENT**


READ THIS BEFORE INSTALLING, USING OR OTHERWISE ACCESSING EVENTTRACKER’S PROPRIETARY SOFTWARE, INCLUDING SOFTWARE AS A SERVICE, TRIAL, OR EVALUATION, AND ACCOMPANYING DOCUMENTATION (THE

**Figure 49**
21. Read the license agreement, and then click ‘I accept the terms in the license agreement’ option to accept the terms and condition.

22. Click the Next > button.

Select a Certificate File page displays.

**NOTE:**

If the user has selected **Custom** option in EventTracker Pre Install Check, then the installer prompts to add the certificate file.

![Select a Certificate File](image)

**Figure 50**

23. To locate the path of the certificate file, click the Browse button. Select File window displays.
24. Go to the appropriate folder, select the file and then click Open. The folder path is updated.
25. Click **Next >**.
Select Components screen displays.

![Select Components](image)

**EventTracker 9.0**

**Select Components**
Select EventTracker components from the options below.

Click on an icon in the list below to change how a feature is installed.

<table>
<thead>
<tr>
<th>Feature Description</th>
<th>EventTracker Console</th>
<th>Change Audit</th>
<th>TrapTracker</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete framework capable of log management, change audit, configuration assessment and netflow monitoring.</td>
<td>EventTracker Enterprise</td>
<td>Change Audit</td>
<td>TrapTracker</td>
</tr>
<tr>
<td>This feature requires 9106KE on your hard drive. It has 3 of 3 subfeatures selected. The subfeatures require 340MB on your hard drive.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Install to:
C:\Program Files (x86)\Prism Microsystems

**EventTracker Components**

<table>
<thead>
<tr>
<th>EventTracker Components</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EventTracker Console</td>
<td>Select this option to install manager console on target computer.</td>
</tr>
<tr>
<td>Change Audit</td>
<td>Optional component. Installing this component enables you to monitor and manage change over the enterprise. Agent component will also be installed along with the Manager Console. You can also deploy agent to the monitored computers using System Manager after installing the Manager Console.</td>
</tr>
<tr>
<td>Trap Tracker</td>
<td>Optional component. Installing this component enables you to monitor and manage traps sent by SNMP compliant devices.</td>
</tr>
<tr>
<td>Status Tracker</td>
<td>Optional component. Installing this component enable you to monitor and manage TCP/IP networks, Web sites, applications, and ports in mission critical environment.</td>
</tr>
</tbody>
</table>
Select different destination folder to install EventTracker.

Click To

Folder name:
C:\Program Files (x86)\Prism Microsystems\
View Select Component conventions.

The icon next to the feature name indicates the install state of the feature. Click the icon to drop down the install state menu for each feature.

This install state means the feature...
- Will be completely installed to the local hard drive.
- Will have some subfeatures installed to the local hard drive. (Available only if the feature has subfeatures.)
- Will not be installed.
- Will be useful for same build to same build upgradeation. (Available only if the feature supports this option.)

Check the disk space available in the target computer.

The highlighted volumes do not have enough disk space available for the currently selected features. You can remove files from the highlighted volumes, choose to install fewer features onto local drives, or select different destination drives.
27. Click **Next >**. InstallShield Wizard displays the **Select EventTracker Console Type** screen.

**Standard Console:**

Best for flat network topologies where all monitored nodes report directly to one (or redundant) EventTracker Console.

![Select EventTracker Console Type screen](image)

**Collection Point:**

Used in hierarchical network topologies where monitored nodes report to a local EventTracker Console which in turn replicates its event log archive to a Collection Master.
a) Select the console type as **Collection Point**, and then click **Next >**. InstallShield Wizard displays Configure Collection Point site page.

b) Enter **Site name**: and then select the **Next >** button.
NOTE:
Some special characters are not allowed while providing site/group name. InstallShield Wizard displays a pop-up window if site or group name is provided with such special characters.

Figure 119

c) Enter **Collection Master**: name or IP Address, and then select the **Next >** button.
Collection Master:

Used in hierarchical network topologies where collection points replicate their event log archives to a Collection Master.
26. Select a console type, and then select the **Next >** button.

If you have selected **Change Audit** component, then InstallShield Wizard displays **Change Audit SnapShot** dialog box.
27. Click the **Next >** button to keep the default store location.

(OR)

Click the **Change** button to change the snapshot store location.
28. Browse the destination folder, and then click the **OK** button.

**NOTE:**
The Change Audit snapshot store location can be changed only during fresh install and if snapshots are not retained during uninstall.
In case of upgrade, if the change audit snapshots are retained during product un-installation, then the snapshot store location path cannot be changed.
If you have not selected to install **Change Audit**, then InstallShield Wizard displays the **Ready to Install the Program** screen.

29. The **Ready to Install the Program** screen displays the summary of the installation path, console type and the selected features.
30. Click the **Install** button. 
InstallShield Wizard installs the selected components.

![Figure 63](image)

InstallShield Wizard initializes the configuration settings required for proper operation of EventTracker. After initializing the necessary configuration settings, InstallShield[R] Wizard displays the **Basic configuration** dialog box.
31. Select appropriate options, and then click **OK**.

InstallShield Wizard displays the last screen.

---

**EventTracker** includes several important features. You can customize EventTracker by enabling/disabling the above list of available features.
Figure 65

a. Click **Import existing event log entries** option to import event logs of EventTracker.

Windows Security Alert message will be displayed if Firewall is on.

Figure 66
Firewall blocks the incoming network connection, if getallevt.exe does not exist in the Program and Services Exceptions and displays a notification.

- Click Unblock for the getallevt.exe to import event logs.

b. Check Add a shortcut to the desktop option, to add the shortcuts to the EventTracker application on the desktop.

- Add EventTracker diagnostics as a startup program option is selected by default to notify problems about EventTracker, if any.

32. Click Finish to conclude the installation process.

InstallShield Wizard displays the EventTracker Configuration screen.

![EventTracker Configuration Screen](image)

Figure 67

**NOTE:**
Make sure that you select/enter the correct User Credentials, User Authentication and EventTracker Group in order to login successfully. The user name/authentication that is done in EventTracker Preinstall Check, reflects in this screen, but user has the option to override it.

33. Type valid user credentials in the User Name and Password fields respectively.

**NOTE:**
EventTracker services run under this account. By default, this user is assigned the ‘EventTracker Administrator’ role and can login to EventTracker.

34. Select a User Authentication option.

**Local Account:** Authentication is done locally on the computer where EventTracker is being installed.
**Active Directory:** Authentication is done in the Active Directory.

35. Type the EventTracker group name in the **EventTracker Group** field.

36. Click **OK**.

After successfully validating the user credentials, InstallShield[R] Wizard displays the **EventTracker Configuration** message box.

![EventTracker Configuration](image)

**Figure 68**

37. Click **OK**.

**NOTE:**

If the password is changed for the above configured user, it is mandatory to re-run the EventTracker Configuration (Figure: 67) with the updated password.

i. To find ‘**EventTracker Configuration**’, select the **Start** button, select **All Programs**.

ii. Select **Prism Microsystems**, select **EventTracker**, and then select **EventTracker Configuration**.

iii. Enter appropriate credentials and then select the **OK** button.

**Procedure to install EventTracker Manager - Standard / Collection Point Evaluation Version**

**NOTE:**

If **Standard** or **Collection Point** is selected, then

- The archive path will be the drive with the maximum free space
- Local machine authentication will be used
- Group will be created as ‘EventTracker’
- User name will be ‘EventTrackerAdmin’
- This user will be local machine admin
- This user will be given ‘Logon as batch user’ rights, and ‘Logon as Service’ rights
- Only express versions of IIS and SQL can be used.
To install EventTracker 21 day trial – Standard/Collection Point, please follow the steps given below.

1. Double-click the executable file. 
   EventTracker Pre-Install Check window displays.

![EventTracker Pre-Install Check](image)

   This application helps the Administrators to validate their environment and assess if it is ready for EventTracker installation.
   - Checks hardware for minimum requirements
   - Checks for network connectivity
   - Checks prerequisites and offers to install them
   - Checks for configuration of users and offers them to create the configuration
   Both on screen and text reports are provided which can help for further troubleshooting

![Welcome to EventTracker Pre-Install check](image)

2. Click the **Next >** button.
   Hardware Summary pane displays.
3. Select **Standard/Collection Point** option, and then select the **Next >** button.
To proceed with the further installation, refer the ETLM-Install Guide.

**NOTE:** After logging into EventTracker Enterprise, some of the components are not available as it is a trial version.

In **Collection Point** installation, components like **Trap Tracker, Reports** etc. are omitted.

## Deploy EventTracker Windows Agent

### Pre-install Instructions for Windows Agent

- You MUST have Local Admin privileges on the remote systems where you want to remotely install the Agents.
- You can also install Agents with Local Admin privileges.
- Make sure that the systems that you are selecting to monitor are accessible through the network, have disks that are shared for the Admin, and have disk space up to 50MB that can be used by the Agent.
• If the remote system is accessed through a VPN with a slow line speed, the install may take time and it is recommended that you schedule your activities accordingly.

• To monitor a system that supports SYSLOG messages (e.g. Unix, Linux, and Cisco etc.); configure that specific system to forward the SYSLOG messages to EventTracker Manager.

Pre-install Checklist for Windows Agent

The pre-installation checklist describes the specific settings, permissions, and privileges that are required for deploying EventTracker agent. Read the checklist before installation to ensure safe and smooth agent installation.

<table>
<thead>
<tr>
<th>ENSURE</th>
<th>VERIFY</th>
</tr>
</thead>
<tbody>
<tr>
<td>User is a member of ‘Local Administrators’ group</td>
<td>User has permission on ‘Application install directory’ (Folders and sub folders).</td>
</tr>
<tr>
<td>MSI package installation is allowed</td>
<td>User must have create service permission on the target system(SCM- service control manager)</td>
</tr>
<tr>
<td>User has ‘Logon As Service’ rights</td>
<td>User has Read/Write permission on windows registry.</td>
</tr>
<tr>
<td>Network Discovery is enabled</td>
<td>User has permission to Admin share(C$) of Target systems and C$ should be accessible from EventTracker Manager system.</td>
</tr>
<tr>
<td>File sharing is allowed</td>
<td></td>
</tr>
<tr>
<td>Access this computer from network</td>
<td></td>
</tr>
</tbody>
</table>

Table 5

Different methods to install EventTracker Agents

There are 2 methods to deploy EventTracker Agents

a. Using the System Manager that is installed as part of the EventTracker Manager. From this System Manager, EventTracker Agents can be deployed onto all computers identified as EventTracker Agents. (OR)

b. Using the Manual Agent Installation package on all computers identified as EventTracker Agents.

Deploy EventTracker Windows Agent via System Manager for Agent Based (full featured)

1. Select the **Start** button, select **All Programs**, and then select **Prism Microsystems**.
2. Select EventTracker, and then select EventTracker Enterprise. EventTracker displays the login page.

3. Logon with valid user credentials. EventTracker displays the Incident dashboard.

4. Click the Admin drop-down list at the upper-right corner, and then select Systems. EventTracker displays the Systems manager page.

This console displays the list of systems that are members of all trusted domains provided if Auto Discover is ON. Otherwise only EventTracker Manager system will be displayed. It will also indicate the operating system type, asset value, port number, and managed system status through which the agent communicates with the ‘EventTracker Receiver’.

1. Right-click the system group on the right-pane in which the target systems exist. EventTracker displays the shortcut menu.
2. From the shortcut menu, click the **Install agent/Start poll** option. EventTracker displays the **Install agent/Start poll** dialog box.

There are various options to **Select systems and agent type**. They are:

- All Systems in the selected group
- Take systems from text file
- Specific systems in the selected group
  Details are given in the below table.

<table>
<thead>
<tr>
<th>Option</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>All systems in the selected group</td>
<td>Click this option to install agents on all the systems present in the selected group.</td>
</tr>
<tr>
<td>Take systems from the text file</td>
<td>Create a text file containing agent system names on which the agent is to be installed. The text file should contain one system name per line. If you select this option then browse the text file to select the agent system names.</td>
</tr>
<tr>
<td>Agent type</td>
<td>Select the agent type to be Installed</td>
</tr>
<tr>
<td>Specific systems in the selected group</td>
<td>Out of all the systems present in the group, select specific system(s) to install the agent.</td>
</tr>
</tbody>
</table>

Table 7

1. Click **Next**.

2. To install **EventTracker/Change Audit Agent** on all the system present in the domain, select the respective **EventTracker/Change Audit** option.
   (OR) Select the respective check box against the systems where you wish to deploy the EventTracker/Change Audit agent.
   (OR)

   In the **System manager** page, move the mouse pointer over the system where you wish to install the agent.

   a) Click the dropdown. EventTracker displays the drop-down list.
   b) Click **Install agent/ Start poll**.
EventTracker displays the **Install Agent/Start poll** dialog box.

**Figure 76**

![Install agent/Start poll dialog box](image)

Select system to be monitored.

<table>
<thead>
<tr>
<th>Name</th>
<th>EventTracker</th>
<th>Change Audit</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESXWIN10VM01</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

Select “Next” to proceed.

**Figure 77**

![EventTracker option](image)

c) Check the **EventTracker** option to install EventTracker agent.
d) Check the Change Audit option to install Change Audit agent.

3. Click Next.
4. Select EventTracker Agent Type i.e. Agent based (Full Featured) / Agent-less (limited feature)* option.

![Install agent/Start poll](Figure 78)

### Install agent/Start poll

**EventTracker Agent type**

- Agent based (Full featured)
  - Install default Remedial Action EXEs on this system
  - Deploy SCAP
  - Deploy WinSCP
- Agent-less (limited feature)*

Poll every: 15 minutes

Provide an account with sufficient privilege to collect events remotely. A domain account is preferred.

The following feature will not be applicable for agent-less agent(s):

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log file monitoring</td>
<td>Guaranteed Event Delivery</td>
</tr>
<tr>
<td>System monitoring (CPU, Disk, Memory)</td>
<td>Process monitoring (CPU, Memory)</td>
</tr>
<tr>
<td>Network connection monitoring</td>
<td>Application monitoring</td>
</tr>
<tr>
<td>Software Install/Uninstall</td>
<td>Service monitoring</td>
</tr>
</tbody>
</table>

### Table 8

<table>
<thead>
<tr>
<th>Agent based (Full featured)</th>
</tr>
</thead>
</table>
| Install default Remedial Action EXEs on this system | **Remedial Actions** are scripts or executable files that can be launched at either the agent or the manager side, in response to events. 
If this option is enabled, predefined scripts will be placed in the EventTracker\Agent\Script folder at the manager side. These may be installed at the agent side also, during deployment via the System manager. |
| Deploy SCAP | Provides an option to install SCAP components to remote machines while deploying agent(s). |
| Deploy WinSCP | Provides an option to install WinSCP components to remote machines while deploying agent(s). |

### Table 8

<table>
<thead>
<tr>
<th>Agentless (limited feature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poll Every</td>
</tr>
</tbody>
</table>
13. If agent type is selected as ‘Agent based (Full Featured)’, then remedial actions EXEs can be installed on the system.

   i. Select the **Install default Remedial Action EXEs on this system** check box to install remedial action scripts.

   EventTracker displays a message box.

   ![Message from webpage]

   **Figure 79**

   **NOTE:**

   ‘Install default Remedial Action EXEs on this system’ option is available for ‘Agent based (Full featured)’ installation.

   ii. Click **OK** to install remedial action EXEs

   (OR)

   Click **Cancel** to not to install remedial action EXEs.

   iii. Click **Next**.

   EventTracker displays the Install agent/Start poll dialog box with default client installation path on the remote computer.
14. To install the agent in a different drive apart from the default one, type the new installation path in the **Select installation path on the remote machines** field.

15. Check the **Create 'Program Menu' shortcuts** option to create shortcuts.

16. Enter valid **Account** name and **Password**.

17. Reenter the password in **Confirm Password**.

18. Click **Install**.

The agent will be installed on the selected machine with the default ‘etaconfig.ini’ configuration.

(OR)

a) To set a more specific configuration, click **Advanced**.

The **Default** option is selected by default to apply manager side ‘Agent configuration’ settings (etaconfig.ini).
b) Select Default or Custom config option to select a custom configuration file as per the requirement.

The custom configuration will provide you the templates which you have created in Agent configuration and two more predefined templates.

You can select the template of your choice.

- **etaconfig_Servers.ini**: This predefined template contains the ideal server configurations which can be applied to the selected agent system.
- **etaconfig_Workstations.ini**: This predefined template contains the ideal workstation configurations which can be applied to the selected agent system. This option disables the ‘Offline event sending’ option.
NOTE:

In case you select `etaconfig_Servers.ini`, `etaconfig_Workstations.ini`, Manager Name will be empty after installation. If you want to use any of the pre-defined configuration (i.e. `etaconfig_Servers.ini`, `etaconfig_Workstations.ini`) you have to configure the Manager.

To configure Manager Name follow the steps given below.

i. Select **Admin** drop-down in EventTracker home page.
ii. Select **Windows Agent Config** and then select **Load Template**.
iii. Select the required file name i.e. `etaconfig_Servers/etaconfig_Workstations` accordingly. Select **Load**.
iv. In **EventTracker Managers** tab, select **Add**.
v. In **Add Destination** window, enter the relevant **Destination** and **Port**.
vi. In **Connect to Manager using** box, select **High Performance Mode (UDP)** or **Guaranteed Delivery Mode (TCP)** and then select the **OK** button.

   c) Select the configuration file from the **File** dropdown, and then click the **Install** button. EventTracker displays the pop-up window with appropriate message.
5. Click OK.
EventTracker displays Request Status screen.

<table>
<thead>
<tr>
<th>Date</th>
<th>Group/System</th>
<th>By</th>
<th>Agent</th>
<th>Type</th>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov 24 06:44 PM</td>
<td>ESXWIN10VM01</td>
<td>sunanda</td>
<td>EventTracker</td>
<td>Install agent</td>
<td>New</td>
<td>In progress.</td>
</tr>
<tr>
<td>Nov 24 06:44 PM</td>
<td>ESXWIN10VM01</td>
<td>sunanda</td>
<td>Change Audit</td>
<td>Install agent</td>
<td>New</td>
<td>In progress.</td>
</tr>
</tbody>
</table>

Select

<table>
<thead>
<tr>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application: Sort the Request Status results by the application installed. Available options are EventTracker &amp; Change Audit.</td>
</tr>
<tr>
<td>Status: Sort the Request Status results by status of the application installed. Available options are All, New, Success, and Failed.</td>
</tr>
</tbody>
</table>
### Table 9

<table>
<thead>
<tr>
<th>Sort by</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sort by</td>
<td>Sort the <strong>Request Status</strong> results by <strong>Date</strong> application was installed /on which <strong>System</strong> it is installed / <strong>Type</strong> of activity performed / <strong>Status</strong> of the application.</td>
</tr>
<tr>
<td>Purge all status older than</td>
<td>Remove the older Request Status details from the list.</td>
</tr>
<tr>
<td>Export</td>
<td>Export the ‘System Status’ into <strong>Excel</strong> format</td>
</tr>
</tbody>
</table>

6. Click Refresh to view the current status.

(OR)

Reopen the **Request Status** dialog box to see the updated status.

15. Click **Close**.

16. Refresh the **System** manager.

### Configure EventTracker Windows Agent

All configurations for agent(s) are set by default during installation. If you are interested in changing the default configuration settings, then

1. Open **EventTracker Control Panel**.

![EventTracker Control Panel](image)

**Figure 85**
2. Double-click **EventTracker Agent Configuration**.

   EventTracker Agent Configuration window displays.

   ![EventTracker Agent Configuration Window](image)

   **Figure 86**

3. Click appropriate tabs and configure the agent as you wish.
Configuring Agent-less collection via System Manager (limited features)

In cases where it is not possible or desirable to install the EventTracker Windows Agent, EventTracker can be configured to subscribe/poll the event log of remote computers over the network to collect new event log entries.

Pros

No agent to deploy – Simpler product deployment. There is lesser effort during planning, deployment and upgrade.

Cons

• Increased network load – Depending on the selected polling cycle or level of event generation, network load is greater.
• Greater dependency, more critical points of failure – The Console becomes critical since it is polling target machines. Network choke points can impact performance.
• Limited to operation within a domain – The Console and target machine must be in the same domain so that domain privileges are preserved.
• Performance monitoring – this feature is not available.
• Application monitoring – this feature is not available.
• Software install/removal monitoring – this feature is not available.
• Service monitoring – this feature is not available.
• Monitoring external log files – this feature is not available.
• Host based intrusion detection – this feature is not available.
• Non-domain topologies not supported – this feature is only available when the Console and target machine are in the same Windows domain.

Adding Systems for Agent-less monitoring

This option enables you to add systems from where you want to collect events periodically. The resource (CPU/memory/disk) usage, log file monitoring, and other agent required features are disabled, in the agent-less monitoring systems. Additionally, the service account of the local agent should have administrative privileges on all the systems that are added for collecting events.

**NOTE:** Make sure that the Remote Event Log Management is added in the filter exception list in Windows Firewall, or else it will not connect to the target system.

**To add systems for Agent-less monitoring**

In the **System** manager page, move the mouse pointer over the system where you wish to install the agent.
a) Click the dropdown icon.

EventTracker displays the drop-down list.

b) Click Install agent/Start poll.

Figure 87

EventTracker displays the Install Agent/Start poll dialog box.

Figure 88
- Check the EventTracker option to install EventTracker agent (Agent-less).
- Check the Change Audit option to install Change Audit agent (Only for agent based option)

c) Click **Next**.

d) Select **EventTracker Agent Type i.e. Agent-less (limited feature)** option.

![Poll Every](image)

**Figure 89**

### Agent less (limited feature)

Select this option to add the system with limited EventTracker Agent features.

In the Agent-less type, the following features are not available:

- Log file Monitoring
- System Monitoring
- Network Connection Monitoring
- Software Install / Uninstall
- Guaranteed Event Delivery
- Process Monitoring
- Application Monitoring
- Service Monitoring

Poll Every

By default, the frequency is set to 15 min to receive events from the remote agent system.
e) Click **Next**.
EventTracker displays the Install agent/Start poll dialog box with default client installation path on the remote computer.

![Figure 90](image)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Polling frequency</td>
<td><strong>Poll Every</strong> Select the time frequency for which you want to get the events</td>
</tr>
<tr>
<td>Domain Admin account</td>
<td>Type valid user name and password in Account, Password and Confirm Password fields respectively.</td>
</tr>
<tr>
<td>Selected Systems</td>
<td>This field displays the selected system list.</td>
</tr>
</tbody>
</table>

Table 11

f) Click **Install**.
The agent will be installed on the selected machine with the default ‘etaconfig.ini’ configuration.

1. To set a more specific configuration, click **Advanced**.

The **Default** option is selected by default to apply manager side ‘Agent configuration’ settings (etaconfig.ini).

2. Select **Default** or **Custom config** option to select a custom configuration file as per the requirement.
The custom configuration will provide you the templates which you have created in Agent configuration and two more predefined templates.

You can select the template of your choice:

- **etaconfig_Servers.ini**: This predefined template contains the ideal server configurations which can be applied to the selected agent system.
- **etaconfig_Workstations.ini**: This predefined template contains the ideal workstation configurations which can be applied to the selected agent system. This option disables the ‘Offline event sending’ option.

![Figure 91](image)

**g)** Select the configuration file from the *File* dropdown, and then click the *Install* button. EventTracker displays the pop-up window with appropriate message.

![Figure 92](image)

**h)** Click **OK**.
EventTracker displays **Request Status** screen.
Select

<table>
<thead>
<tr>
<th>Select</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application</td>
<td>Sort the Request Status results by the application installed. Available options are EventTracker &amp; Change Audit.</td>
</tr>
<tr>
<td>Status</td>
<td>Sort the Request Status results by status of the application installed. Available options are All, New, Success, and Failed.</td>
</tr>
<tr>
<td>Sort by</td>
<td>Sort the Request Status results by Date application was installed /on which System it is installed / Type of activity</td>
</tr>
<tr>
<td>Purge all status older than</td>
<td>Remove the older Request Status details from the list.</td>
</tr>
<tr>
<td>Export</td>
<td>Export the ‘System Status’ into Excel format</td>
</tr>
</tbody>
</table>

Table 12

i) Click Refresh to view the current status.

(OR)

Reopen the Request Status dialog box to see the updated status.
j) Click **Close**.
k) Refresh the **System** manager.

Now,

1. Open **EventTracker Control Panel**.
2. Double-Click on **EventTracker Agent Configuration**.
   Only limited feature tabs will be available as shown in the figure below:

![Figure 94](image)

**Go to EventTracker Web,**

1. Click the **Admin** drop-down list at the upper-right corner.
2. Click the **Windows Agent Config**.
3. Click the Search system button to select the system.

**NOTE:** For Agent-less (limited feature)* option, all the above mentioned feature tabs will be displayed but only limited feature will be available.
Deploy EventTracker Windows Agent – Windows 7 and Above

Prerequisites for Windows Agent – Windows 7 and Above

Following are the mandatory settings you ought to do on Win 7 and above system(s) before you deploy an Agent.
1. By default, the Startup Type of Remote Registry is manual. Modify the Startup Type as Automatic and Start the service.
2. Enable File and Printer Sharing.
3. Turn on and enable Network Discovery.
4. To configure agent remotely, add port no 14506 TCP to Firewall Exceptions.
5. The user must be domain administrator, member of domain admin, or must be added to the local administrator group where the agent has to be deployed.

Install / Uninstall Windows 7 and above Agent

Install and uninstall procedure for Win 7 and above Agent is identical to the procedures for other Windows Agents. No other additional configuration settings are required.

Agent Deployment

To install EventTracker Agent and Change Audit Agent please refer EventTracker Agent Deployment – User Manual.

Secure EventTracker

To secure EventTracker, please refer EventTracker Hardening Guide and OWASP Complaint EventTracker Guide.

Uninstall EventTracker Windows Agent

There are several methods to uninstall EventTracker Windows Agent. Few methods are mentioned below:

Uninstall EventTracker Windows Agent via Control Panel

1. Select the Start button, select All Programs, and then select Control Panel.
2. Select Add or Remove Programs, select EventTrackerAgent, and then select Remove. Windows Installer displays.
3. Select the **Yes** button. 
   EventTracker window displays.
4. Select **Yes/No** as per the requirement.

![EventTracker window](image)

**Figure 97**

**NOTE:**

If you wish to retain the agent configuration settings, select the **Yes** button. If you do not wish to retain agent configuration settings, select the **No** button.

**Uninstall EventTracker Windows Agent via System Manager**

1) Click **Admin** drop down, select **Systems**.
2) Select the **Groups** or **Computer** name on which un-installation is required.

![System Manager window](image)

**Figure 98**

3) Select **Uninstall agent/Stop poll**. 
   Uninstall Remote agent(s)/Stop poll displays.
4) Select the required **EventTracker, Change Audit** options and then select the **Next** button. Uninstall Remote agent(s)/Stop poll window displays.
5) Enter valid credentials and then select **Uninstall**.

**Uninstall EventTracker**

1. Select the **Start** button, select **Control Panel-> Programs and Features**.
2. Select **EventTracker**, and then select **Uninstall**.
Windows Installer window appears displays.

![Windows Installer](image1)

Figure 102

3. Select the Yes button.

EventTracker window displays.

![EventTracker](image2)

Figure 103

4. Select the Ok button.

Uninstall EventTracker Enterprise window displays.

![Uninstall EventTracker](image3)

Figure 104

**NOTE:**

In case you wish to retain **Configuration, Reports and Data, Snapshots** files then select the respective check box otherwise uncheck the options.

5. Select the Ok button.
Ports to be used in EventTracker

<table>
<thead>
<tr>
<th>EventTracker Module</th>
<th>Port(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>EventTracker Agent</td>
<td>14506/TCP</td>
</tr>
<tr>
<td>Windows Receiver</td>
<td>14505(TCP/UDP) - optional and multiple VCP’s can be configured</td>
</tr>
<tr>
<td>Syslog Receiver</td>
<td>514(UDP/TCP) can be configured to any number of ports</td>
</tr>
<tr>
<td>Collection Master</td>
<td>14507/TCP - optional and can be configured to any TCP port</td>
</tr>
<tr>
<td>Correlation Receiver</td>
<td>14509/TCP</td>
</tr>
<tr>
<td>EventTracker – Change Audit Agent</td>
<td>14502 (TCP) - to transfer snapshot between client and Server.</td>
</tr>
<tr>
<td></td>
<td>14508 (TCP) - used for real-time comparison of any system with the golden snapshot located at the server.</td>
</tr>
<tr>
<td>License Server</td>
<td>14503/TCP</td>
</tr>
<tr>
<td>EventTracker Active WatchList</td>
<td>14504</td>
</tr>
</tbody>
</table>

**In case the user creates multiple Virtual Collection Points, make sure the port used does not contradict with the Default ports used.**

Frequently Asked Questions

1. How to change webserver port used by EventTracker?

   If the EventTracker installation is using IISEXRPRESS follow the below steps to use port 80:
   a. Open ...\Prism Microsystems\EventTrackerWeb\applicationhost.config file.
   b. Find the below two lines.
      
      `<binding protocol="http" bindingInformation=":8080:xxx.xxx.xxx.xxx" />
      (xxx.xxx.xxx.xxx is the IP Address of the server)`
      
      `<binding protocol="http" bindingInformation=":8080:localhost" />`
   c. Modify it as below.
<binding protocol="http" bindingInformation=":80: xxx.xxx.xxx.xxx" />

<binding protocol="http" bindingInformation=":80:localhost" />

d. Right click ...\Prism Microsystems\EventTrackerWeb\EventTrackerWeb.url (Internet Shortcut) and select properties.

e. Select Web Document tab.

![Figure 105](image1)

f. Modify URL: as shown below.

![Figure 106](image2)

g. Restart IISExpress service.
If the EventTracker installation is using IIS please follow the below steps to use port 80:

a. Open IIS Manager and expand **Sites**. Select **EventTracker** site.
b. In the **Actions** pane, click **Bindings**.
c. Select the listed entry and then select **Edit** as shown below.

d. In **Edit Site Binding** window, modify the existing port number from **8080** to **80** and click the **OK** button.

**Edit Site Binding** window displays confirmation message.

e. Click the **Yes** button.

**NOTE:**
If user gets a message stating that changes cannot be applied to the shortcut, user has to copy the ...\Prism Microsystems\EventTrackerWeb\EventTrackerWeb.url to some other location, modify the same and update the same file under ...\Prism Microsystems\EventTrackerWeb\EventTrackerWeb.url.

![Problem with Shortcut](image)

**Figure 109**

f. Stop the **Default Web Site** and start **EventTracker** site as shown below.

![Connections](image)

**Figure 110**

g. Right click ...\Prism Microsystems\EventTrackerWeb\EventTrackerWeb.url (Internet Shortcut) and select **Properties** and modify the URL as shown below.

![EventTrackerWeb Properties](image)

**Figure 111**

2. What are the prerequisites for displaying the Attacks Dashboard?

   Attackers Dashboard feature uses the following websites:
   - maps.google.com
- Ipvoid.com
- IBM XFE

Access needs to be provided for these websites.