Agent Installation Using Smart Card Credentials

Detailed Document
Abstract

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

Target Audience

EventTracker user, who are having the Smart Card license.

Pre-requisite

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

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

**IMPORTANT**

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

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

- Go to the Install Directory/EventTracker/AdvancedReports folder.

![AdvancedReports directory with selected Prism.EventTracker.RemoteAgentInstaller file highlighted.](Figure: 1)
The following screen gets displayed:

![Agent Utility Screen](image)

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

**To Install an Agent**, 

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

All the systems get listed.
Select the system where you wish to install agent and Change audit.

Click the checkbox under Install Agent and Install CA column.

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

Click Next.
The Install Option window displays.

![Install options window](image)

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

- Check the ‘Install default Remedial Action EXE on this system’ option.

It will display a confirmation message box.
Figure 6

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

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

![Windows Security dialog box](image)

**Figure: 7**

![Windows Security dialog box](image)

**Figure: 8**
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- Enter the smart card credentials and click **OK**.

The below message gets displayed.

![Image](image9.png)

- **Figure: 9**

- **Click OK.**

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

![Image](image10.png)

- **Figure: 10**

- The Installation Status can be viewed as shown below:

![Image](image11.png)

- **Figure: 11**

To upgrade an agent,

- In the **Action** field, select **Upgrade** from the dropdown list.

- Select the Group from the **Group Name** pane. All the systems where agent needs to be upgraded will get listed.
• Select the system and check the options where you wish to upgrade the Agent/Change Audit
• Click Next.

Figure: 12

• Check the ‘Install default Remedial Action EXE on this system’ option.

It will display a confirmation message box.
To use custom configuration, click the **Custom configuration** option and select the .ini file.

Select **Yes** and then click the **Upgrade** button.

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

Select Smart Card credentials.
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- Enter the smart card credentials and click **OK**.

The below message gets displayed.

- Click **OK**.

- The Installation Status can be viewed as shown below:
To uninstall an agent,

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

All the systems where agent can be uninstalled get listed.

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

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

![Image of Windows Security window]

Figure: 18

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

The below message gets displayed.

![Image of request submitted for processing message]

Figure: 19

- Click **OK**.

- The Installation Status can be viewed as shown below:

![Image of installation status table]

Figure: 20
**IMPORTANT NOTE:** If the user gets an error displaying "Copying files to the remote system failed" in the Installation status, as shown in the figure, follow the steps mentioned below:

![Installation status](image)

1. Check the log "Remins.txt" in the Install Directory\EventTracker\RemoteInstaller folder.

2. If the log consists of the Error:-2146434964, the user will have to log off the system and log in again with the Smart card credentials and then try deploying the agents.