



# ITarian Endpoint Manager

Software Version 6.35

## Bulk Enrollment via Active Directory

Guide Version 6.35.042420

# Endpoint Manager - Bulk Enrollment via Active Directory

This tutorial explains how to use Active Directory to install the Endpoint Manager (EM) client on Windows endpoints. Once the client is installed, you can enroll the devices for management.

## Software requirements

- AD Server - Windows Server 2008 or higher
- Endpoints - Windows 7 or higher

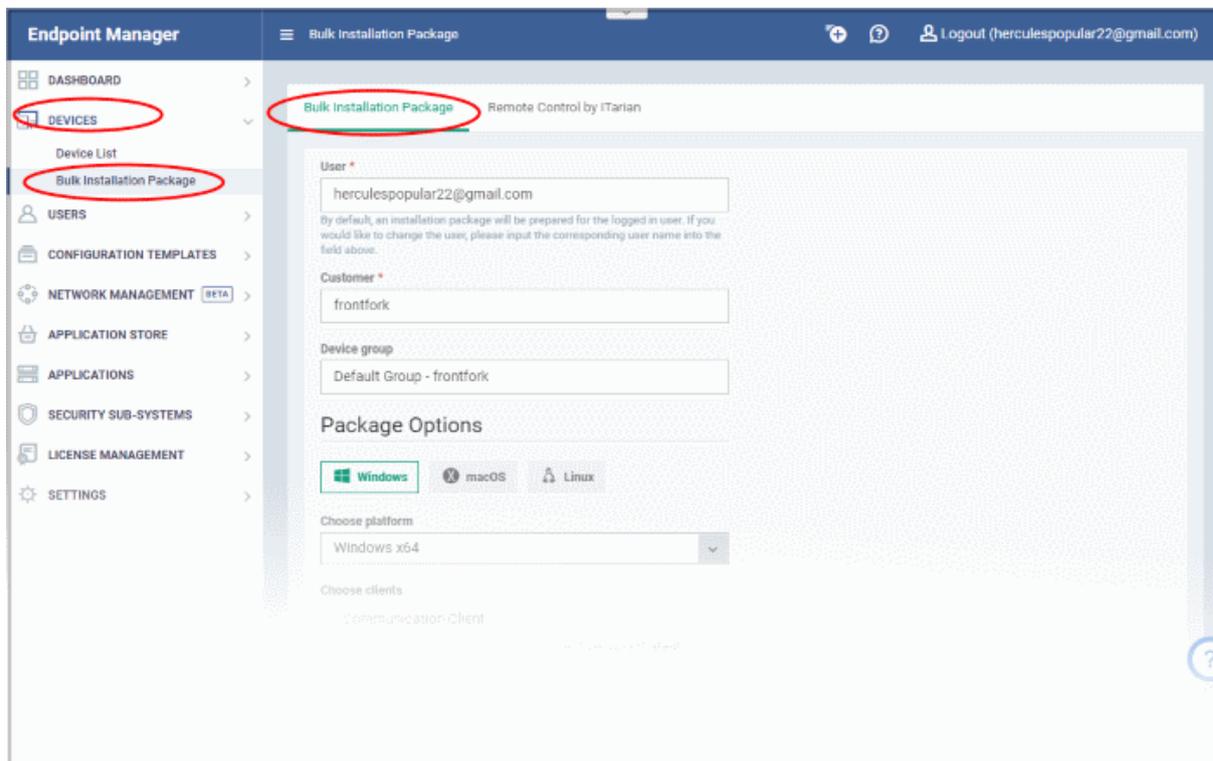
The tutorial describes how to create a group policy (GPO) on Windows Server 2008 Standard. The steps may vary slightly for other Window server versions.

## Step 1 - Configure the offline EM package

The communication client package is unique for each company and user. Endpoints that have the client installed are listed under the name of the endpoint user.

### Configure the offline package

- Login to Endpoint Manager
- Click 'Devices' > 'Bulk Installation Package'
- Select the 'Bulk Installation Package' tab



The package configuration screen opens on the right:

- Select 'Windows'

Bulk Installation Package
Remote Control by ITarian

**User \***

By default, an installation package will be prepared for the logged in user. If you would like to change the user, please input the corresponding user name into the field above.

**Customer \***

**Device group**

**Package Options**

Windows
 macOS
 Linux

**Choose platform**

**Choose clients**

Communication Client

Use default Communication Client version (Latest - 6.28.26428.19060)

Comodo Client - Security

Use default Comodo Client - Security version (Latest - 11.3.0.7479)

**Additional options**

Include initial Antivirus signature database (will apply only if a profile contains Antivirus section)

**Profile \***

By default Bulk Installation Package will be prepared with «Windows - Security Level 1 Profile v.6.28». If you want change it input profile name into the field

**Restart control options**

**Reboot options**

Force reboot in

Suppress the reboot ⓘ

Warn about the reboot and let users postpone it

**Reboot message**

Your device will reboot in 5 minutes because it's required by your administrator

**UI options**

Show error messages if installation failed

Show a deployment confirmation message upon completion of the installation

**Confirmation message**

(Empty field)

Download Installer

By downloading these files you automatically agree with «End User License Agreement.»

**Proxy settings**

**Proxy host \***

**Proxy port \***

Download MST File

Parameter	Description
User	Devices enrolled by AD GPO are assigned to the currently logged-in admin by default. Specify a different user if required. <ul style="list-style-type: none"> <li>Start typing the name of a user and choose from the suggestions that appear.</li> </ul>
Customer	Choose the company to which the endpoints should be assigned. <ul style="list-style-type: none"> <li>This field only applies to ITarian MSP customers. It does not apply to ITarian Enterprise, or EM stand-alone customers.</li> </ul>
Device Group	The device group to which enrolled devices should be added (optional). Profiles which apply to the group will apply to all devices you add.
Package Options	<p><b>Operating system</b> - Select Window OS version - 64 bit, 32 bit or hybrid. The hybrid package will detect the OS version and install the correct client.</p> <p><b>Clients:</b></p> <ul style="list-style-type: none"> <li><b>Communication Client (CC)</b> - Mandatory. This client enrolls the endpoint.</li> <li><b>Comodo Client Security (CCS)</b> - Optional. This client installs security software such as antivirus, firewall and auto-containment.           <ul style="list-style-type: none"> <li>Note - You can choose the version of CC and CCS version to install if enabled in <b>portal settings</b>. If not enabled then you must install the 'default' version.</li> </ul> </li> </ul> <p>You can also configure the following for CCS:</p> <p><b>Additional Options:</b></p> <ul style="list-style-type: none"> <li><b>Database</b> - Choose whether to include the latest virus database with the installation package. This increases file size. If disabled, the client will download the latest database anyway when you run the first scan.</li> <li><b>Profile</b> - Default is 'Windows - Security Level 1' profile. Choose a different profile if required.           <ul style="list-style-type: none"> <li>Type the first few characters of a profile and choose from the suggestions that appear.</li> </ul> </li> </ul>
Restart Control Options	CCS only. Reboot endpoints to complete CCS installation. You have the following restart options: <ul style="list-style-type: none"> <li><b>Force the reboot in...</b> - Restart the endpoint a certain length of time after installation. Select the delay from the drop-down. A warning message is shown to the user prior to the restart.</li> <li><b>Suppress reboot</b> - Endpoint is not auto-restarted. The installation is finalized when the user next restarts the endpoint.</li> <li><b>Warn about reboot and let users postpone it</b> - Shows a message to the user which tells them that the endpoint needs to be restarted. The user can choose when the restart happens.</li> </ul> <p>Optional. Type a custom message in the 'Reboot Message' field.</p>
UI Options	Configure which messages are shown to the user regarding the installation. <ul style="list-style-type: none"> <li><b>Show error messages if installation failed</b> - Notifies the user if the installation is not successful.</li> <li><b>Show a confirmation message upon completion of installation</b> - Notifies the user if the installation is successful. Type your message in the box provided.</li> </ul>
Proxy Settings	Nominate a proxy server through which the client should connect to Endpoint Manager

	<p>and other Comodo servers. If you do not set a proxy then the clients will connect directly as per network settings.</p> <ul style="list-style-type: none"> <li>• Enter the IP / hostname and port of the proxy server</li> <li>• Enter the UN/PW of an admin of the proxy server</li> </ul> <p>Note: If you specify a proxy then you must configure the same proxy settings in the profile on the device:</p> <ul style="list-style-type: none"> <li>• Click 'Configuration Templates' &gt; 'Profiles' &gt; <i>open the device profile</i> &gt; 'Add Profile Section' &gt; 'Clients Proxy'</li> </ul>
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- If you do not wish to use a proxy server for CCS and CC then click 'Download Installer' after configuring user, company, group and client options.
- If you wish to use a proxy then additionally complete the 'Proxy settings' section and click 'Download MST File'

Please note .mst file can be added to the GPO only after it has been configured as explained in the steps given below.

### Step 2 - Download the EM client packages

The next step is to download the EM communication client (mandatory) and security client (optional) for Windows devices.

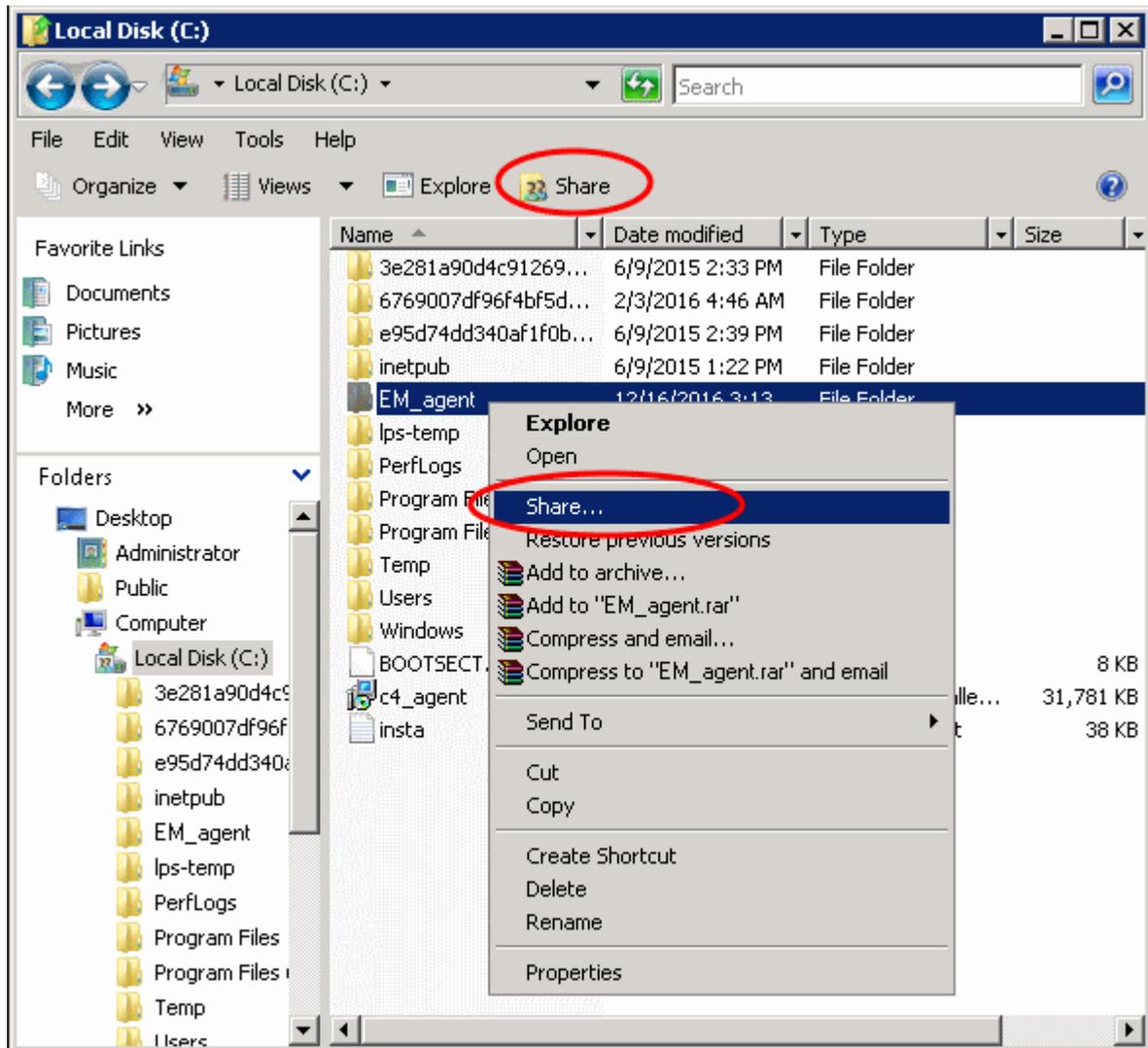
- Read the EULA in full by clicking the 'End User License Agreement' link.
- **Download Installer** - Download the client setup file for Windows. After installation, the client connects to the EM server and begins importing devices.
  - Windows - Creates a .msi file if you only select the communication client. Creates a .exe file if you select both communication and security clients.
- **Download MST File** - Proxy setups only. Download a .mst installer which includes proxy server information.

Save the package on the Active Directory server from which you want to import endpoints.

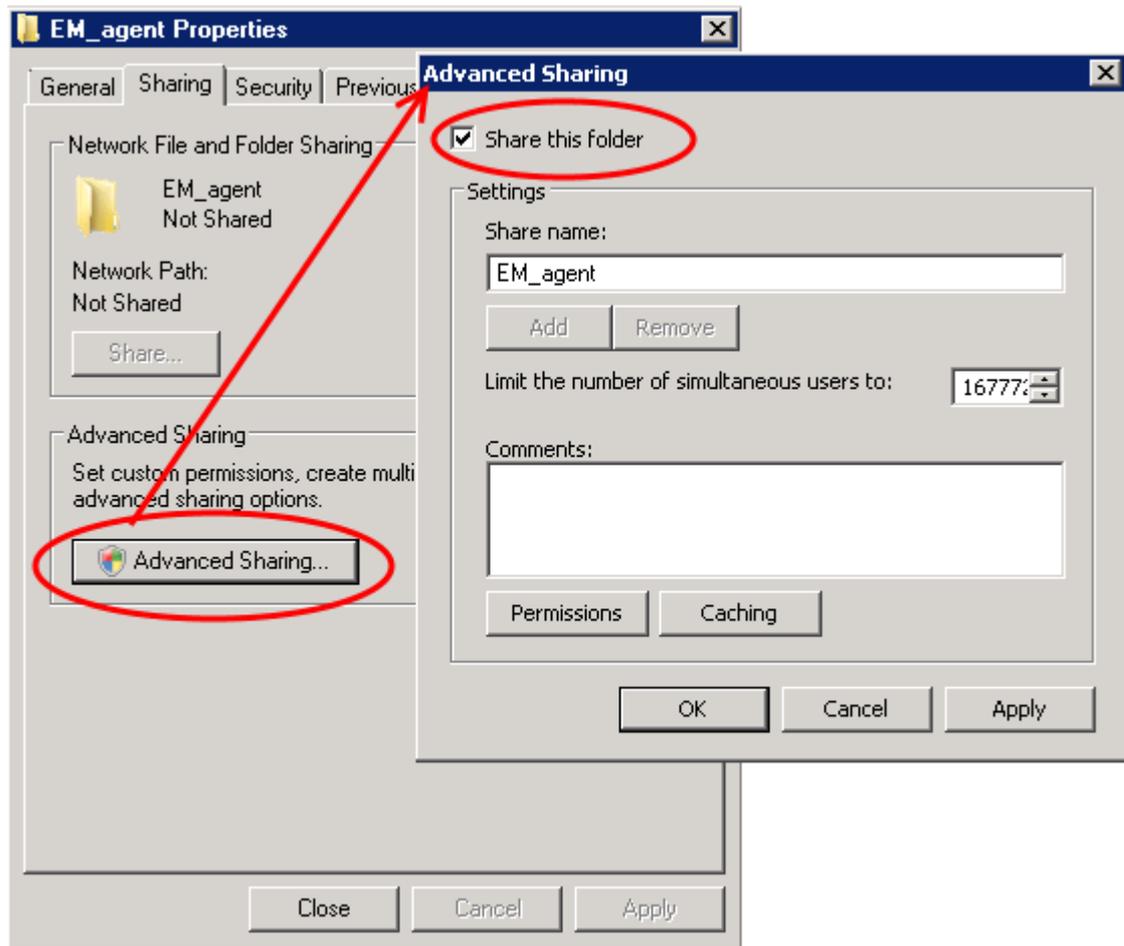
### Step 3 - Create a shared network folder and configure permission level

Now that you have downloaded the .msi setup file, the next step is to create a shared folder in the network.

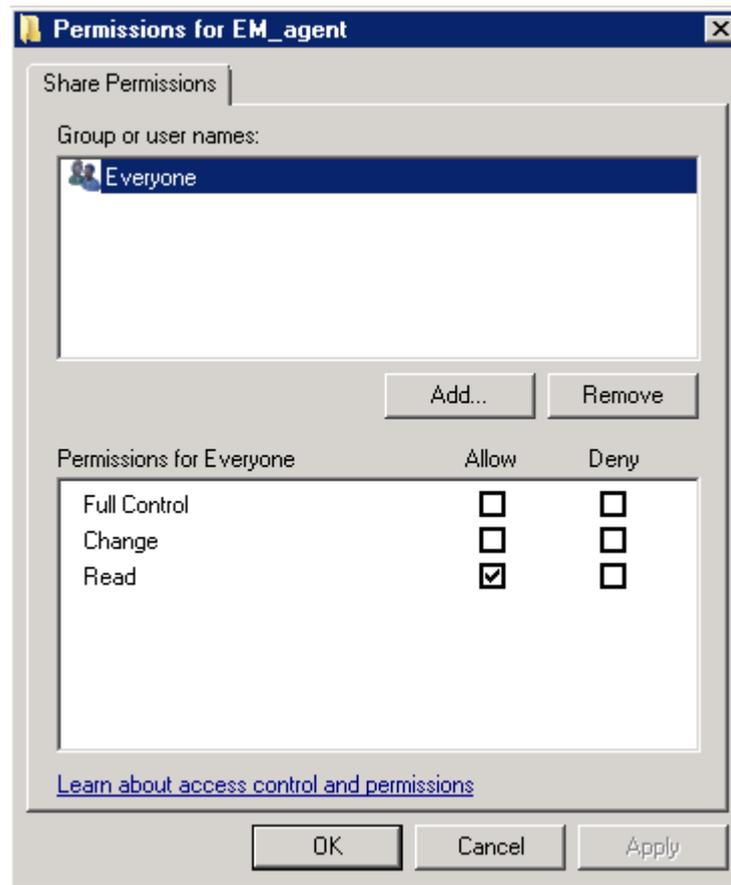
- Create a new folder in your desired location
- Name the folder appropriately. For example 'EM\_agent'
- Select the folder, right-click and select 'Share' or from the menu toolbar



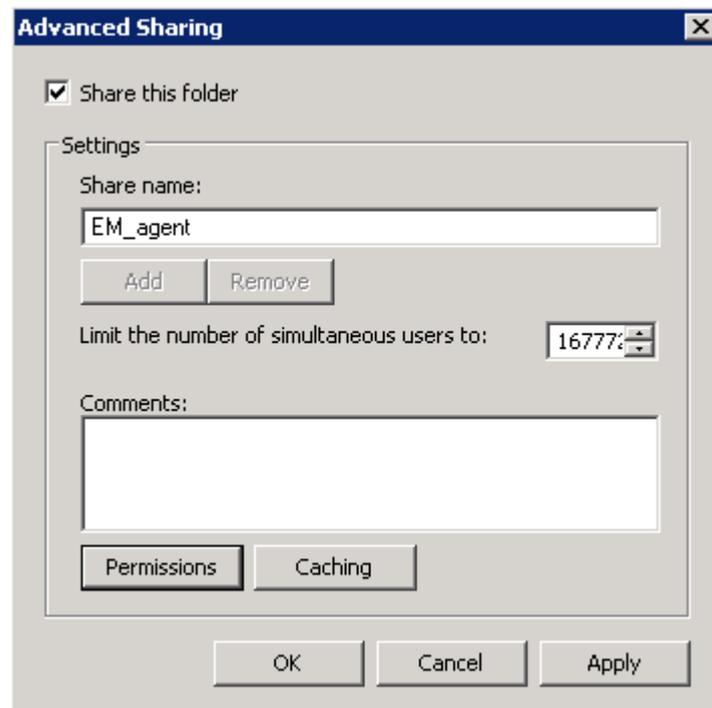
- Click 'Advanced Sharing...', then select the 'Share this folder' check box



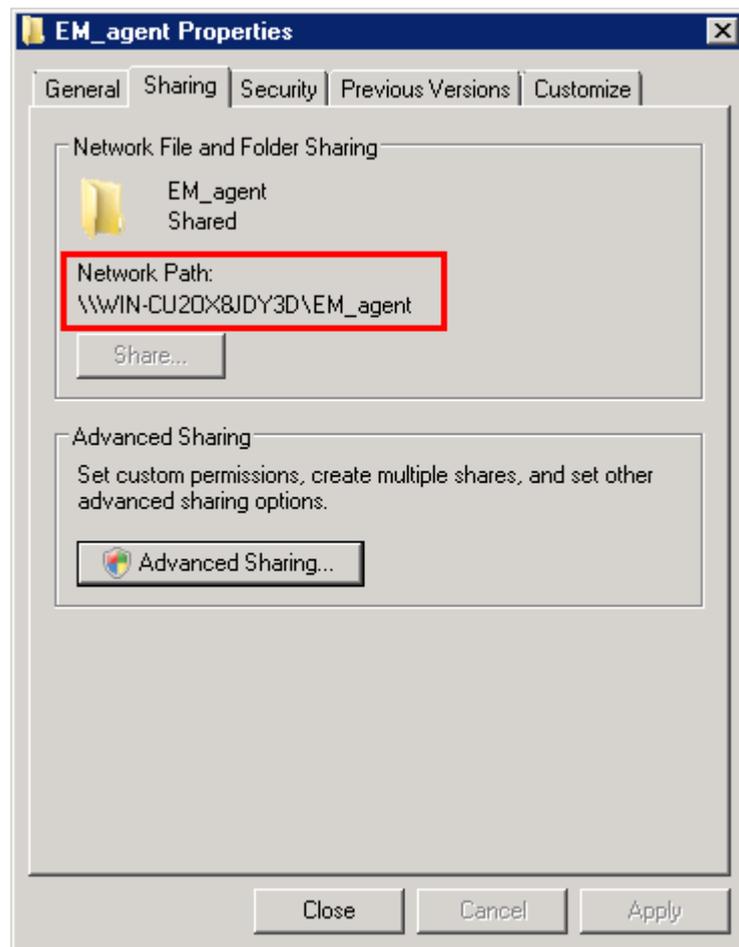
- Click 'Permissions'. By default, 'Everyone' will be selected. Since all endpoints need to have at least read access to this shared folder, make sure the permission is configured for 'Everyone'



- Ensure the 'Permission Level' is set to 'Read' and click 'OK'.



- Click 'Apply', then 'OK' in the 'Advanced Sharing' dialog.

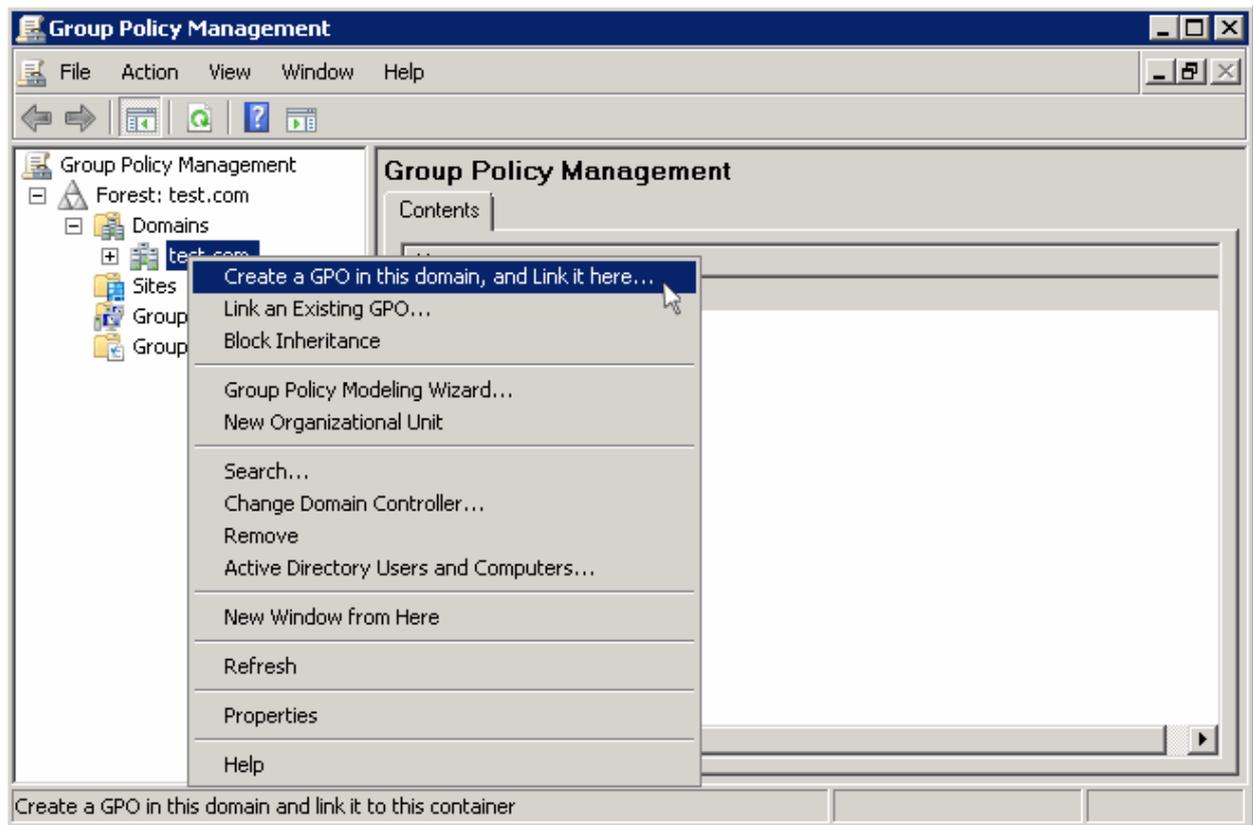


- Note down the location of this shared folder and click the 'Close' button
- Follow the similar steps to create a shared file location for .mst file, if required.

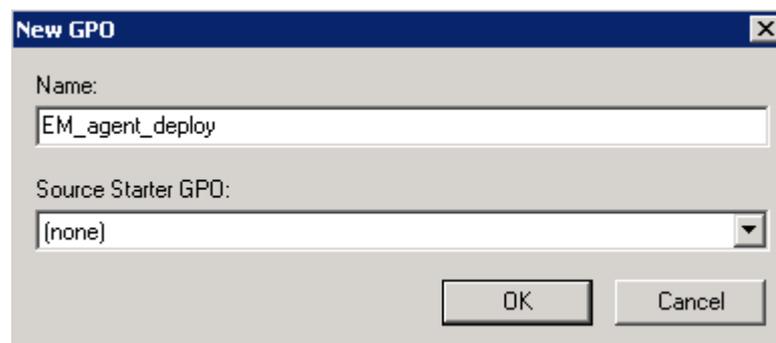
#### Step 4 - Create a group policy and assign the package

The next step is to create a group policy that will install the client package onto the endpoints.

- Click 'Start' > 'Administrative Tools' > 'Group Policy Management'
- Right-click on the domain name and select the 'Create a GPO in this domain and Link it here...' option



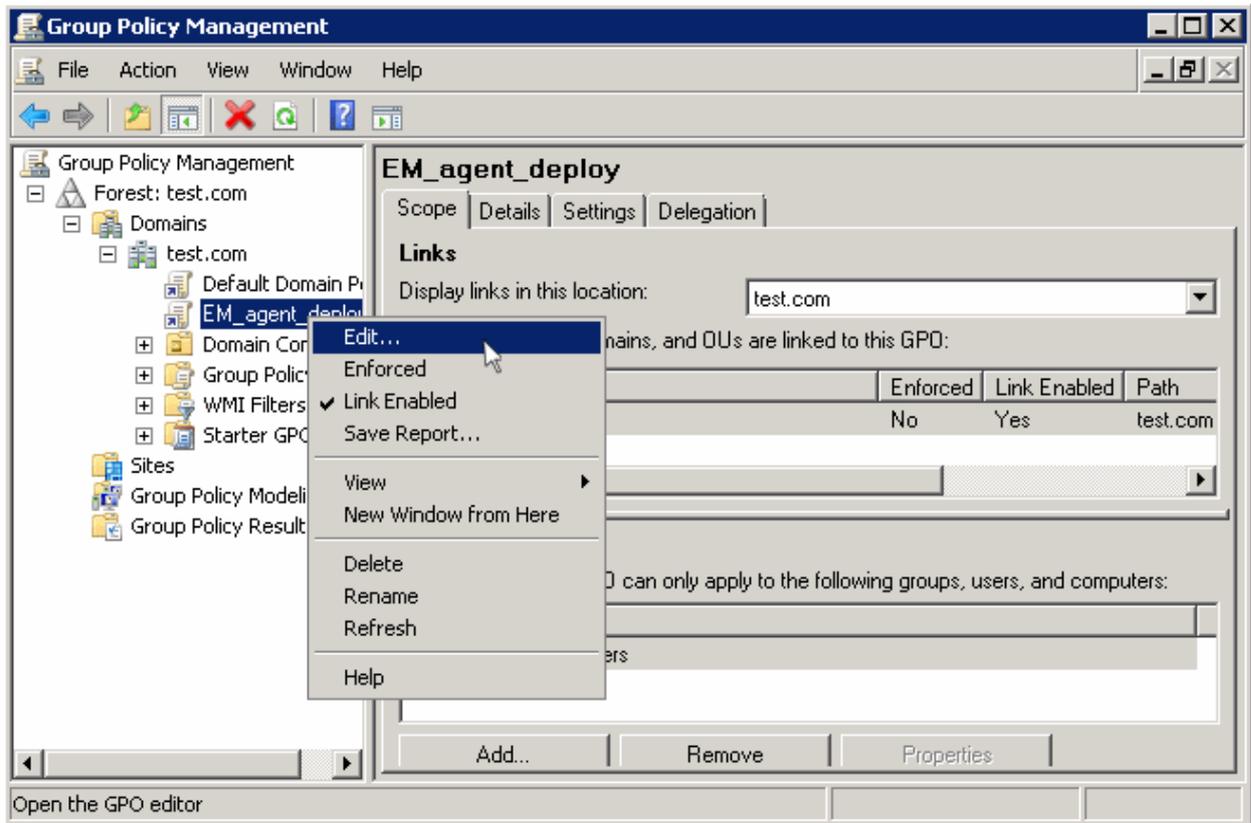
- .Enter a name for the group policy in the 'New GPO' dialog



- Click 'OK'

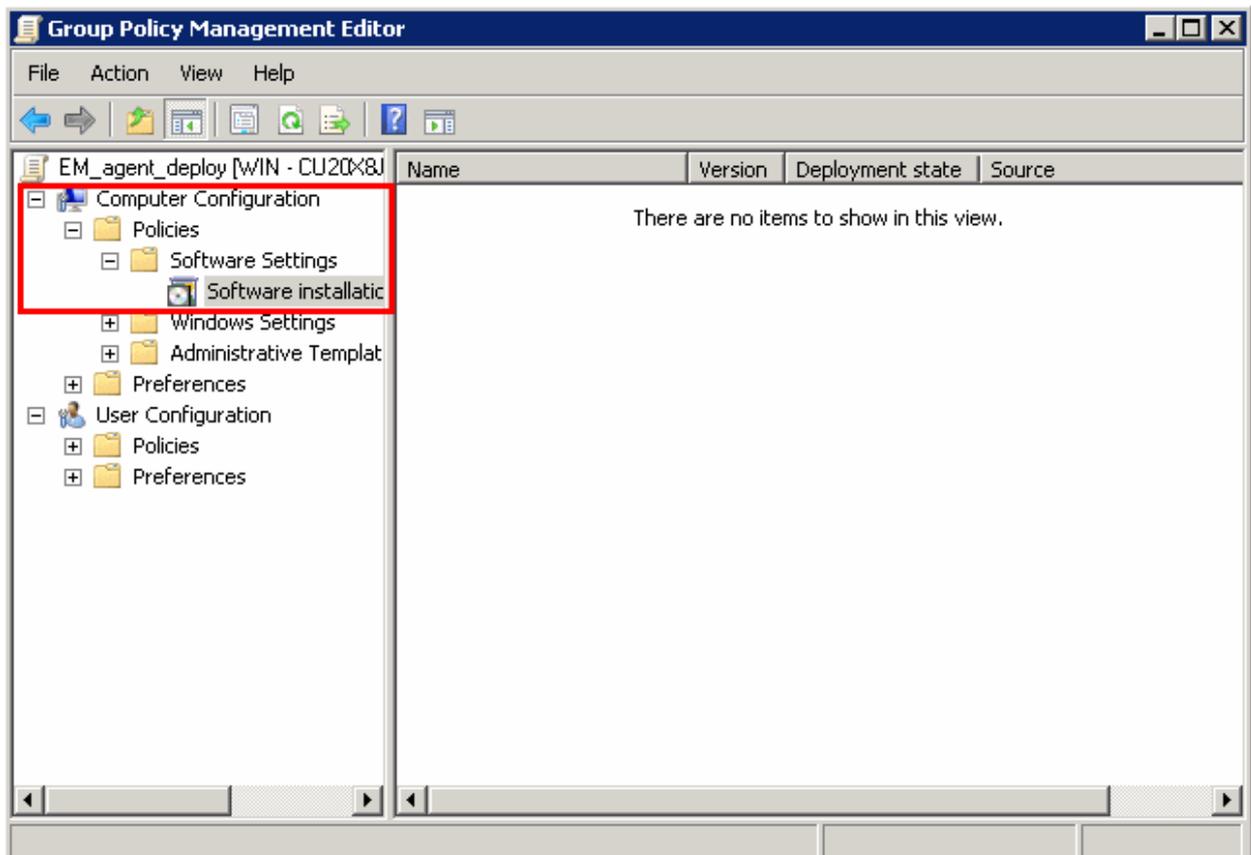
The newly added group policy will be listed.

- Right-click on the policy and click the 'Edit' option

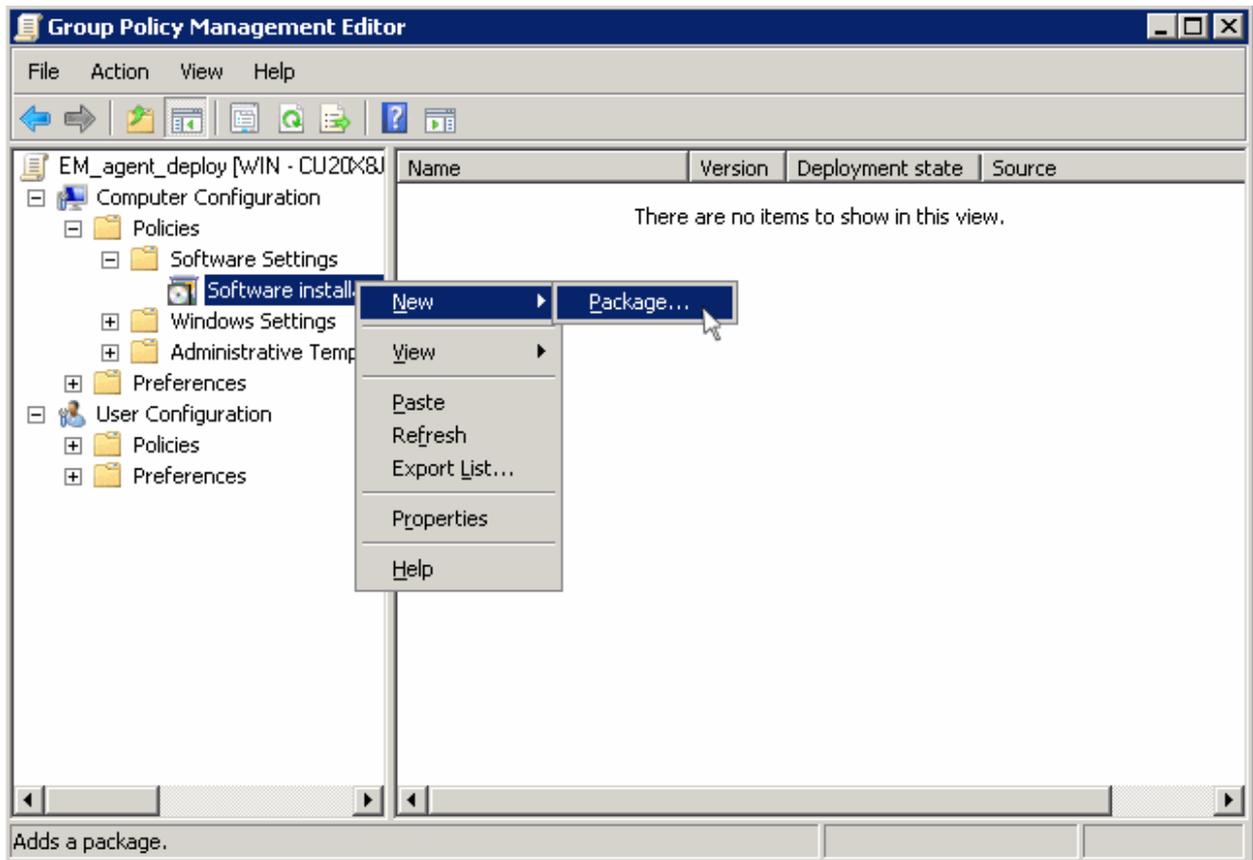


The 'Group Policy Management Editor' will be displayed.

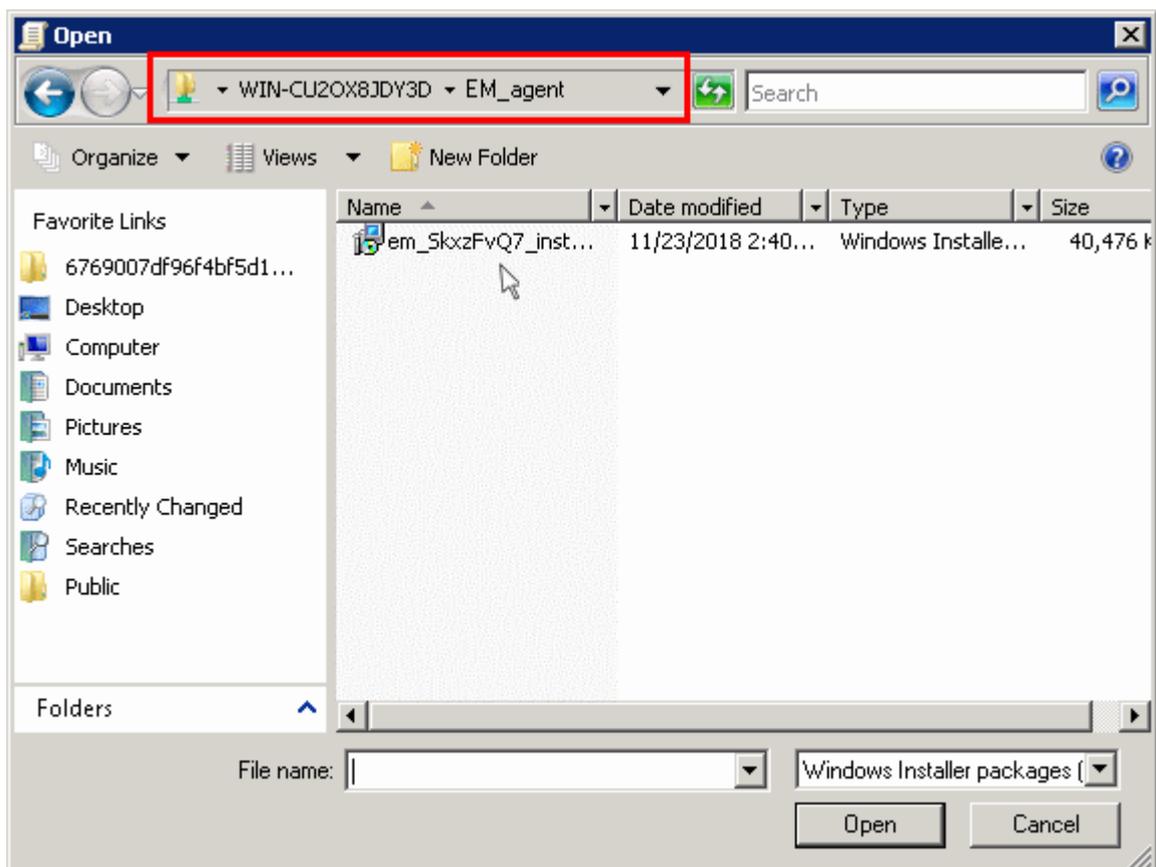
- Expand 'Computer Configuration' > 'Policies' > 'Software Settings'



- Right-click on 'Software installation' and select 'New' > 'Package'



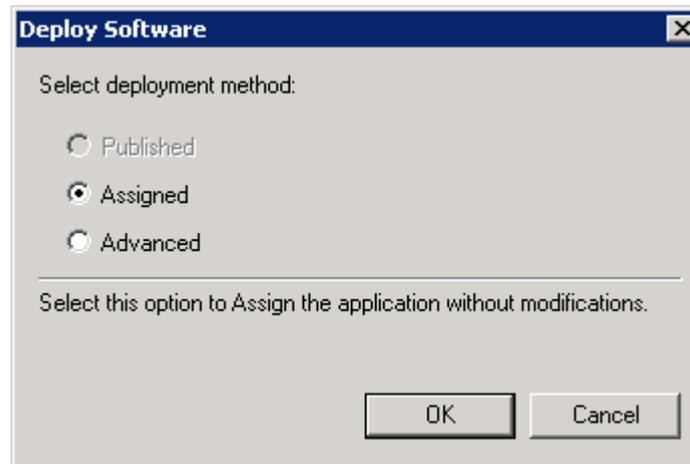
- In the 'Open' dialog, enter the path of the shared folder that was noted before, select the file and click the 'Open' button



- Select the file and click 'Open'

- In the 'Deploy Software' dialog, select 'Assigned'

**Note:** If you want to add the MST file also to the GPO, then select 'Advanced' and move to '**Deploy Software**' instruction in Step 6. If you want to add the .mst file later then see the instructions from Step 6.

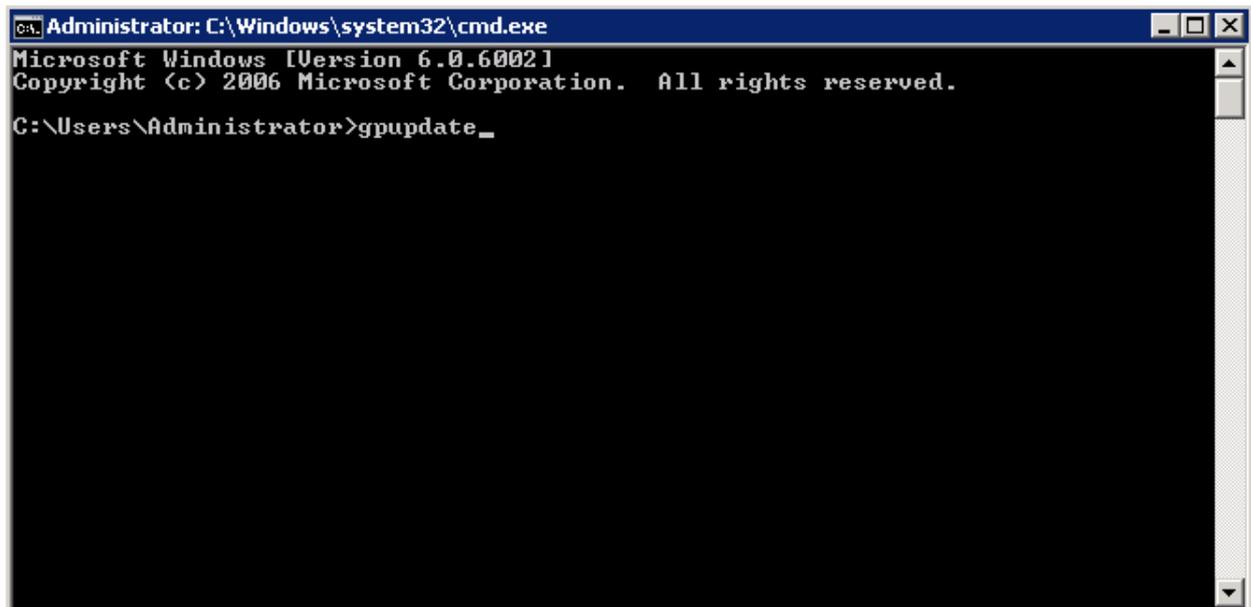


- Click 'OK'

#### Step 5 - Run a GPO update

In order to install the EM client package, you need to run a GPO update in the command prompt.

- Open the command prompt, type "gpupdate" and press enter.



The group policy update will run and a confirmation message displayed:

```
Administrator: C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.0.6002]
Copyright (c) 2006 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>gpupdate
Updating Policy...

User Policy update has completed successfully.
Computer Policy update has completed successfully.

C:\Users\Administrator>_
```

After the group policy has been successfully updated, the endpoints must be restarted for the EM communication client to be installed.

That's it. You have now successfully enrolled Windows endpoints via AD using the GPO method. You can see the endpoints listed in the 'Devices List' screen.

**Note:** You may get an error message if you try to manually install the EM communication client on an endpoint where the GPO was deployed and then removed. Visit the Microsoft support site at [https://support.microsoft.com/en-us/mats/program\\_install\\_and\\_uninstall](https://support.microsoft.com/en-us/mats/program_install_and_uninstall) and run the tool on the endpoint.

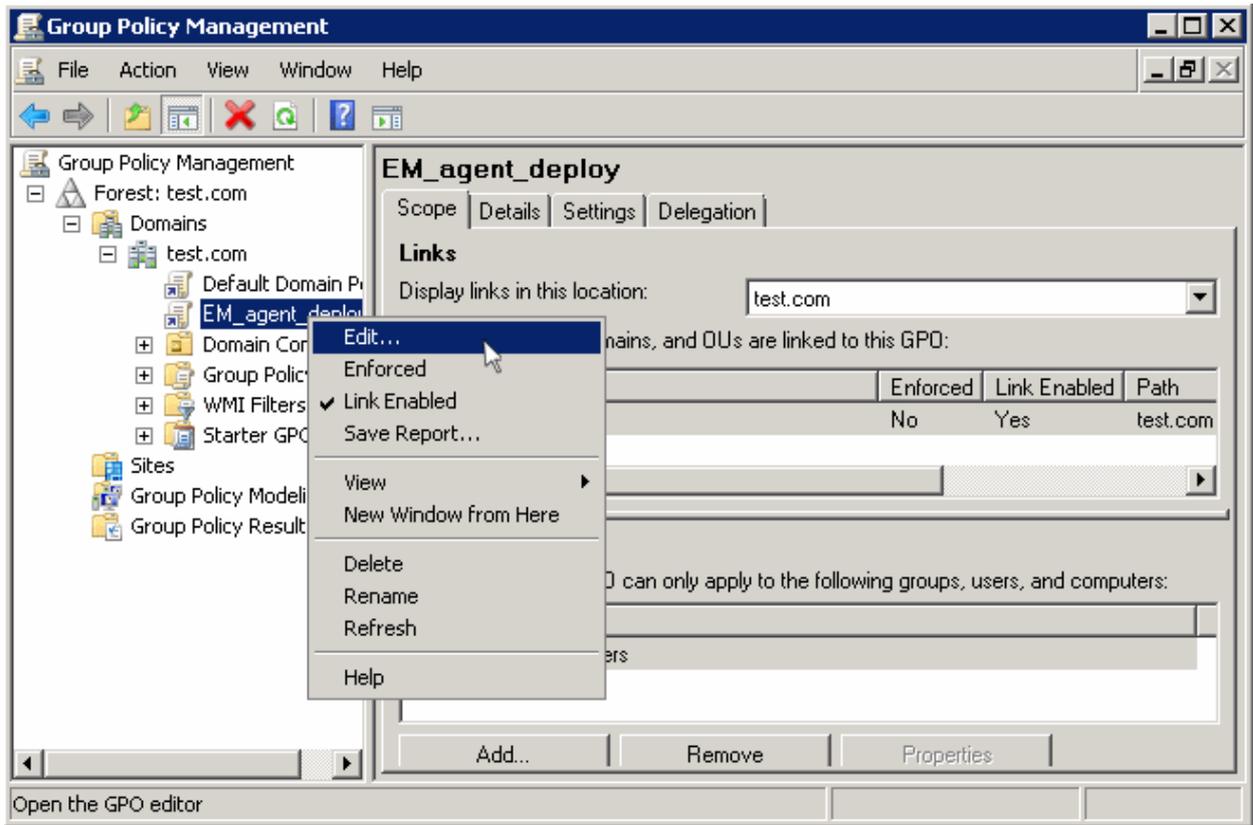
The device group policy that was selected in the enrollment form will be applied to the enrolled devices automatically.

If you have configured proxy settings and downloaded the .mst file then go to Step 6 to add the MST file to the newly created GPO.

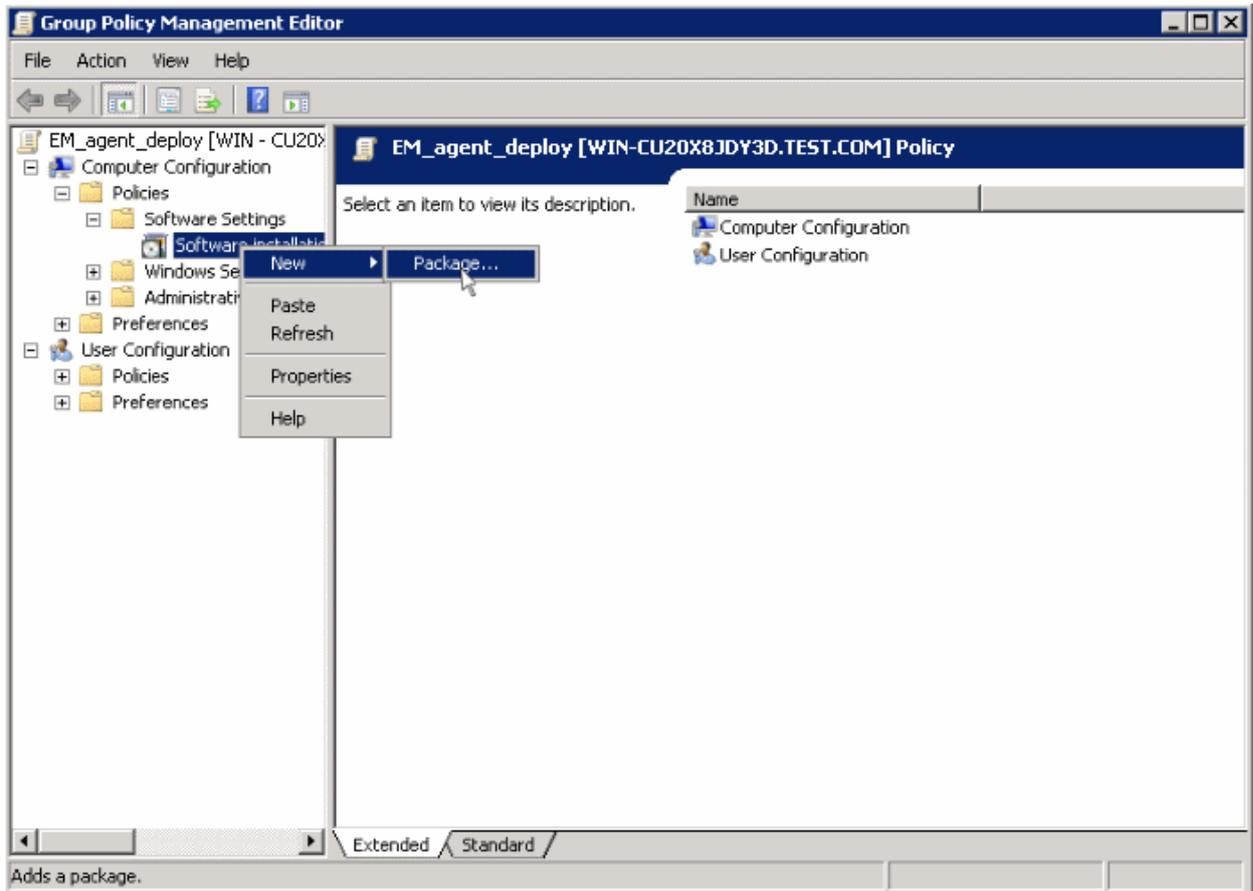
#### Step 6 - Add MST file to the GPO

If you want to include the MST file to the GPO, then download the file after providing the details in the proxy settings fields in the form.

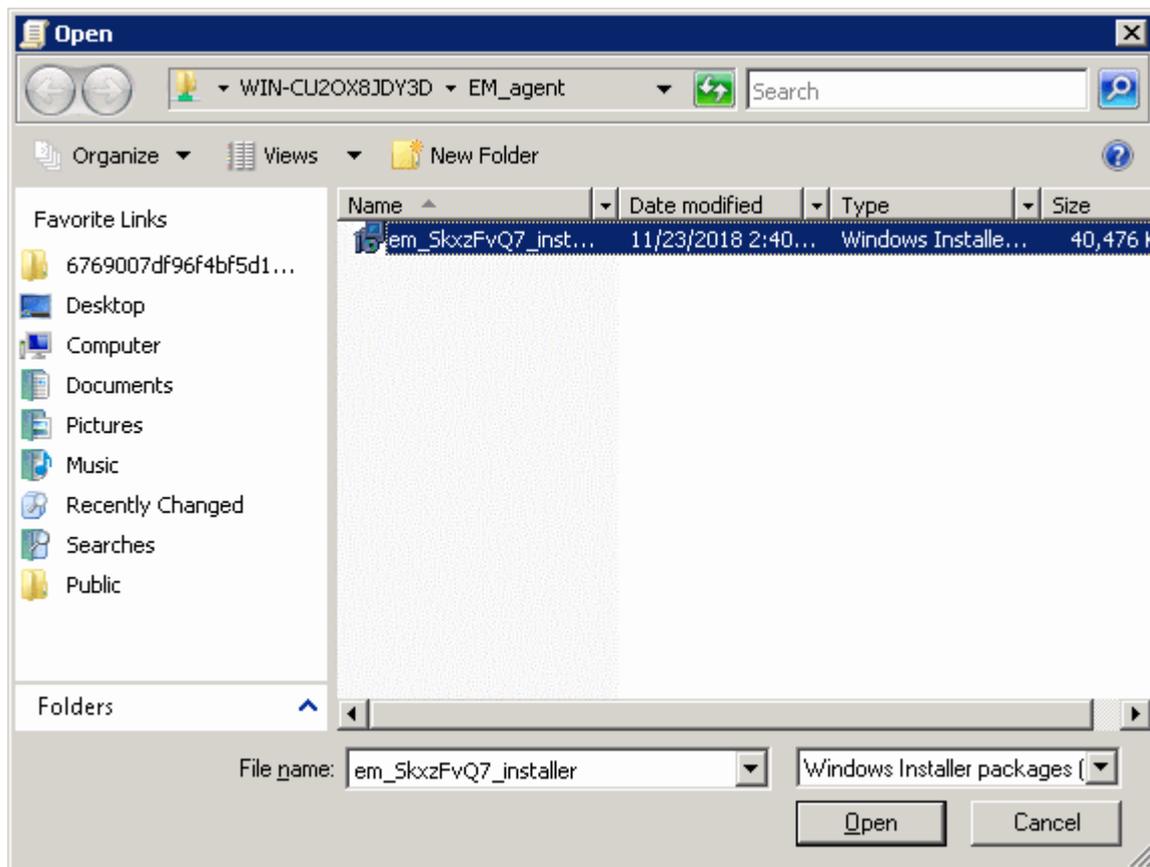
- After downloading the file, save it on the AD server and create a shared folder as explained in Step 3.
- If you are adding both MSI and MST files at one go, then select 'Advanced' at the end of Step 4.
- If you are adding the file later on, then open Group Policy Management, right click on the policy, then click 'Edit'



The 'Group Policy Management Editor' will open.

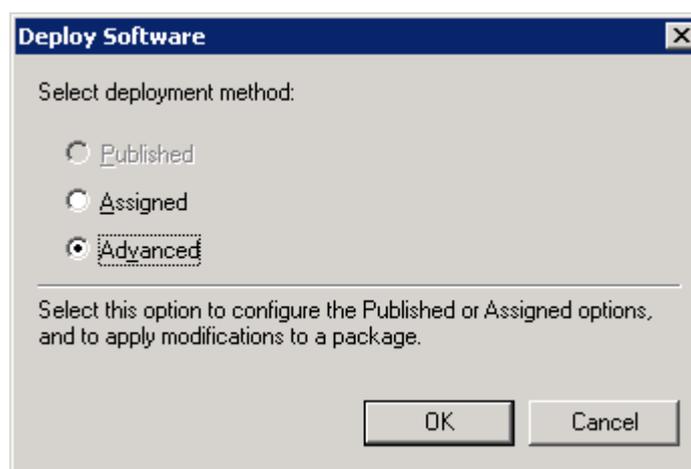


- Expand 'Computer Configuration' and right-click on 'Software Installation'
- Click 'New', then 'Package'

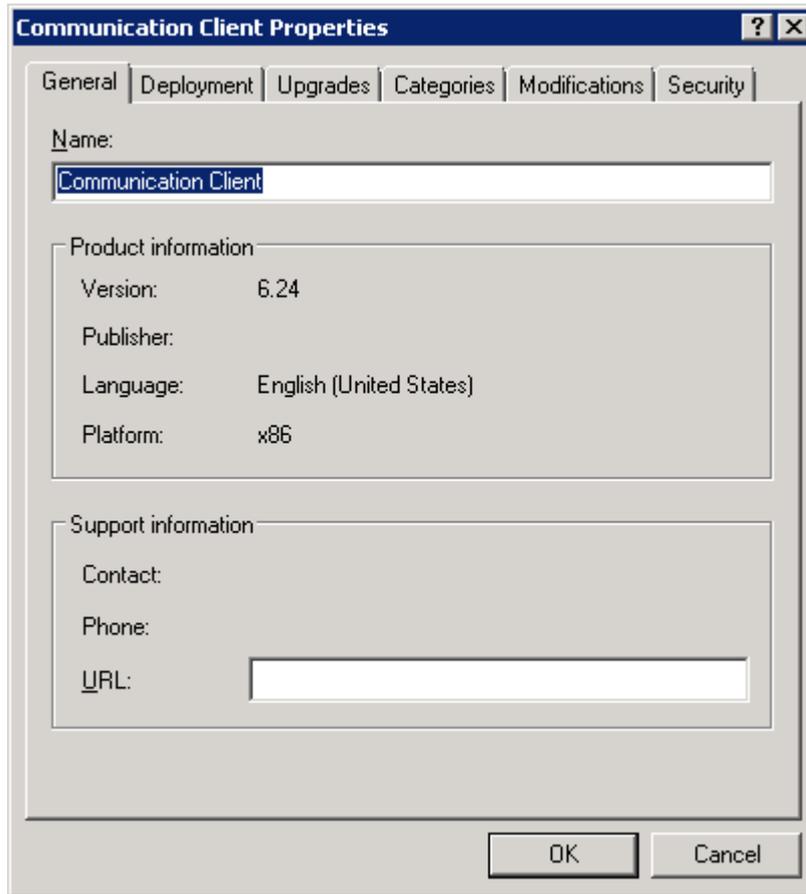


- Click 'Open'

The 'Deploy Software' dialog will open.

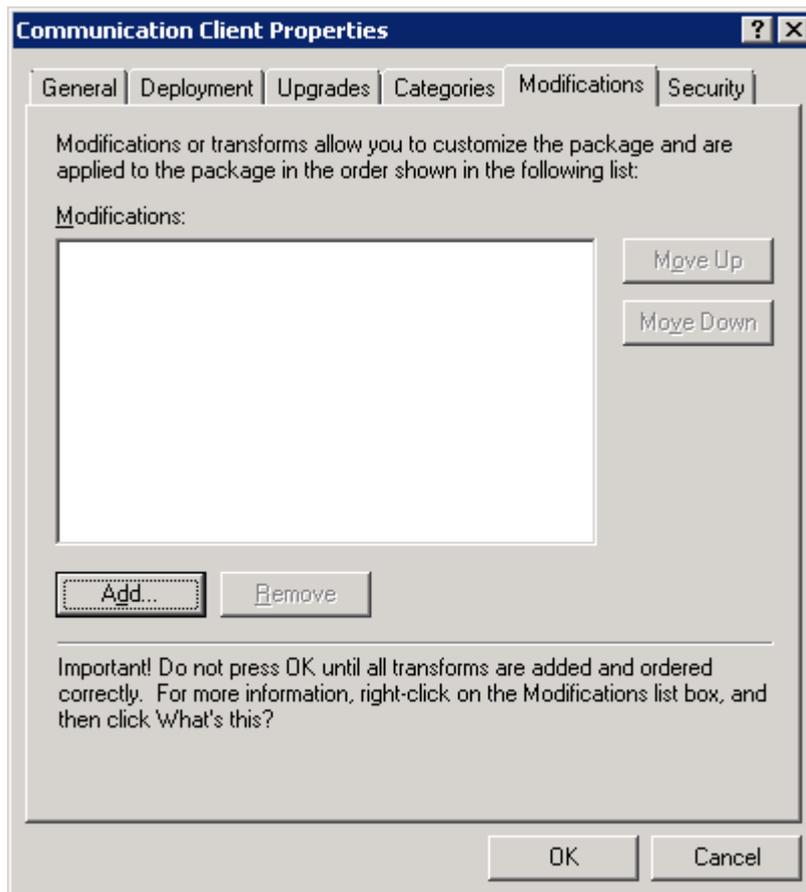


- Select 'Advanced' and click 'OK'. If you select any other option, then you won't be able to add the MST file.



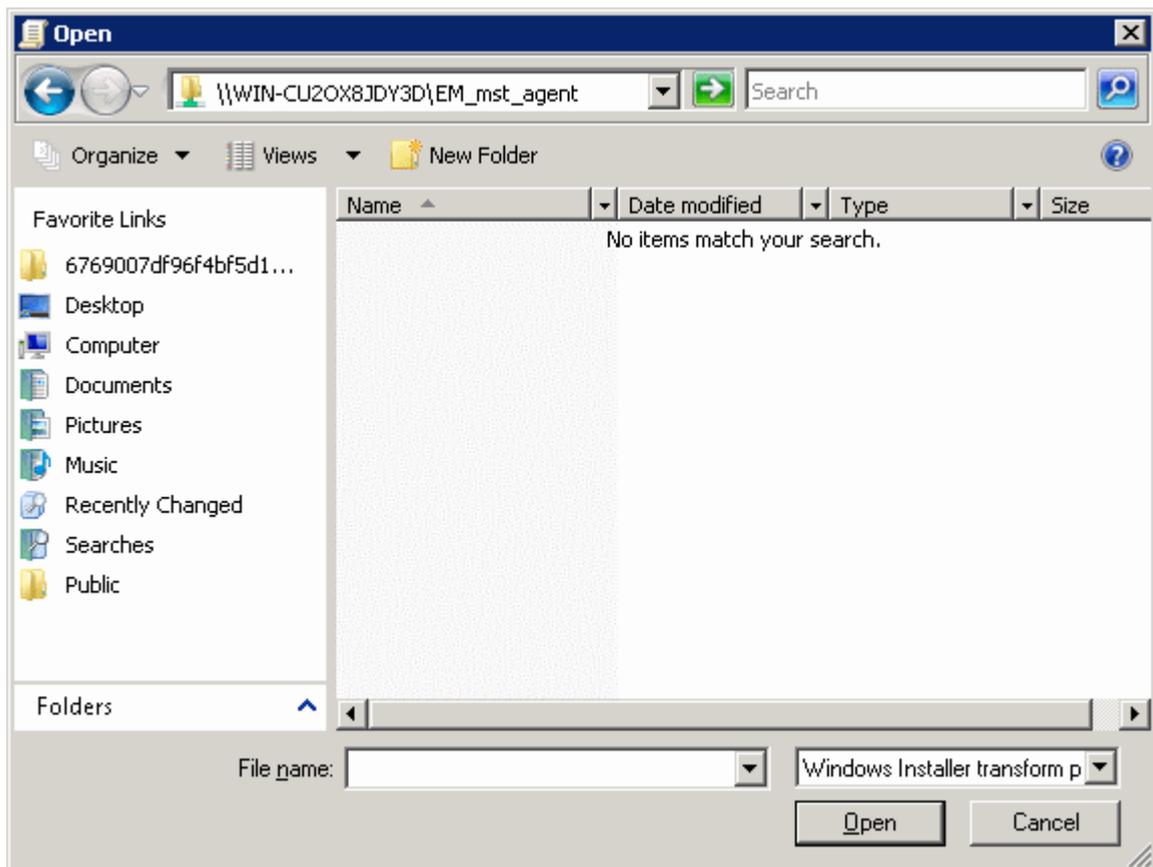
The screenshot shows the 'Communication Client Properties' dialog box with the 'General' tab selected. The 'Name' field contains 'Communication Client'. The 'Product information' section shows: Version: 6.24, Publisher: (empty), Language: English (United States), and Platform: x86. The 'Support information' section shows: Contact: (empty), Phone: (empty), and URL: (empty). The 'OK' and 'Cancel' buttons are at the bottom right.

- Click 'Modifications' tab



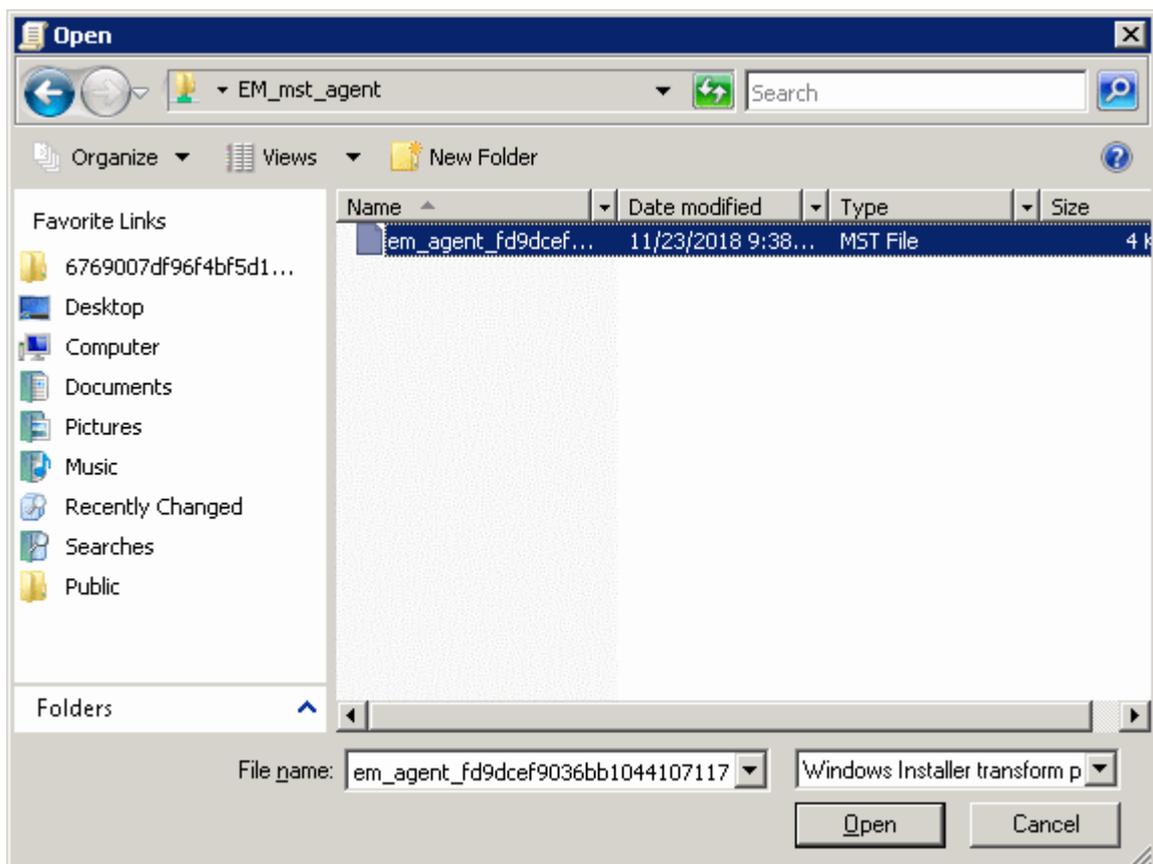
The screenshot shows the 'Communication Client Properties' dialog box with the 'Modifications' tab selected. The text reads: 'Modifications or transforms allow you to customize the package and are applied to the package in the order shown in the following list:'. Below this is a section labeled 'Modifications:' with an empty list box. To the right of the list box are 'Move Up' and 'Move Down' buttons. Below the list box are 'Add..' and 'Remove' buttons. At the bottom, there is an important note: 'Important! Do not press OK, until all transforms are added and ordered correctly. For more information, right-click on the Modifications list box, and then click 'What's this?'. The 'OK' and 'Cancel' buttons are at the bottom right.

- Click 'Add' and enter the location of the shared MST file in the open dialog.



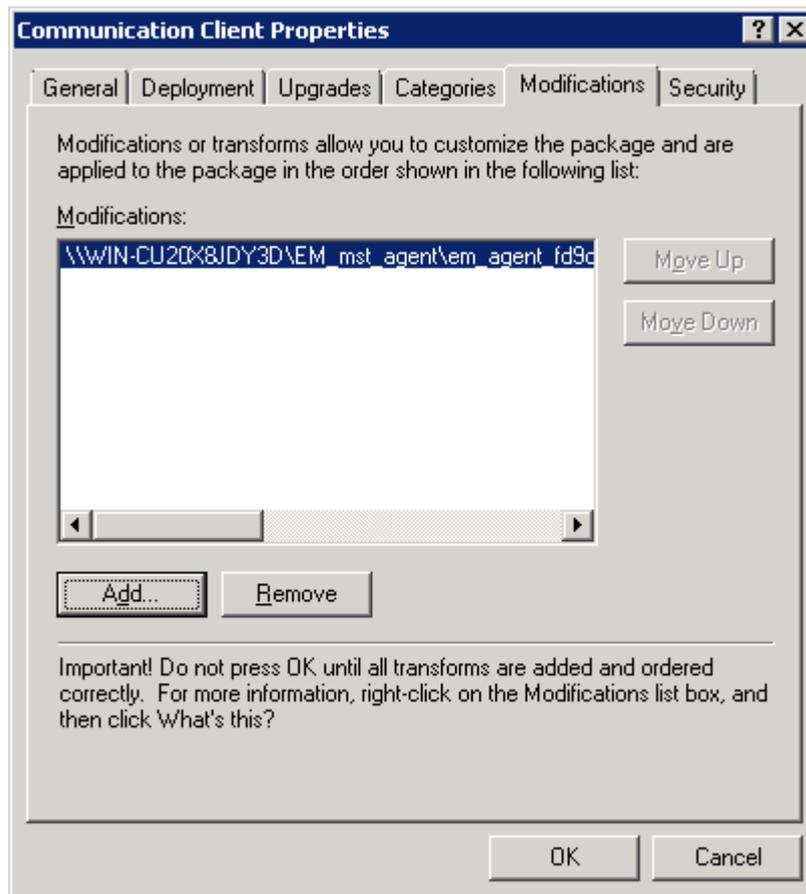
- Click 'Open'

The file name will be displayed in the dialog.



- Click 'Open' again.

The MST file will be added to GPO.



- Click 'OK' to complete the setup.
- Open the command prompt, type gpupdate and press enter to update the GPO.

That's it, you have successfully added MST file to the GPO.

After first successful connection, the device group profile(s) will be applied and the client proxy settings will take over. Make sure the profile(s) (via device, device group, user and/or user group profiles) applied to the enrolled devices contain the same proxy settings in the client proxy settings component.