

Quest® InTrust 11.4.2

Installing Agents Manually



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Legend



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InTrust Installing Agents Manually
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Installing Agents Manually

This topic describes the deployment of InTrust agents with native methods on supported platforms. For details about transparent automatic deployment, see [Getting Started with InTrust](#); for details about batch deployment on InTrust sites, see the [Deployment Guide](#).

Microsoft Windows Computers

Agents should be deployed manually under the following (or similar) circumstances:

- The InTrust server and the processed computers are connected by unreliable and slow links. Agent installation fails when the packet drop rate is higher than 5%.
- The processed computers are behind a firewall.

To install an agent manually, run the **ADC_AGENT.*.*.*.msi** installation package from the **DVD\Agent** folder on the InTrust DVD on the target computer.

i **NOTE:** If turned on, User Access Control (UAC) may prevent installation package from running properly. To avoid possible problems, the installation package should be run in an elevated context (use the **Run as Administrator** command).

If the DVD is unavailable, complete the following steps:

1. Log on to the target computer using a local administrator account.
2. Copy all files in the **<InTrust_Server_installation_folder>\Server\ADC\Agent\winnt_x86\redist** folder on the InTrust server to a local folder on the target computer. The agent will be installed to this folder.
3. In the command prompt on the target computer, `cd` to this folder and run the following command:

```
adcscm.nt_intel -install
```

The agent starts automatically after installation is complete.

To uninstall the agent, use the **Add/Remove Programs** facility. However, if the agent was installed through the command prompt, run the following command on the target computer:

```
adcscm.nt_intel -uninstall
```

i **NOTE:** Installing an agent does not make it usable by the server, but only prepares it (unpacks installation files, starts services, etc.). Please make sure that you establish a connection with the desired server (see [Establishing a Connection with the Server](#)).

Solaris Computers

Agents must always be deployed manually on these computers. To install an agent, complete the following steps:

1. Log in to the target computer under the **root** account. If you log in via telnet, log in using a normal account and then use the **su** command.
2. Copy one of the following agent installation files to a local folder on the target computer:

./adcscm_package.solaris_intel.pkg—for a computer running on the Intel platform

./adcscm_package.solaris_sparc.pkg—for a computer running on the Sparc platform

If you use a protocol with text and binary modes for copying (for example, FTP), make sure the mode is set to binary before the copying starts.

3. Run the following command to install the agent:

```
pkgadd -d Path
```

Replace *Path* with the full path to the agent installation file you copied in Step 2.

4. The system will prompt you for the package to install:

The following packages are available:

```
1  ADCAgent      Quest InTrust Agent
   (i386.i86pc)  1.0
```

```
Select package(s) you wish to process (or 'all' to process
all packages). (default: all) [?,??,q]: 1
```

Select the Quest InTrust Agent.

5. You will be prompted to supply the path to the directory where the agent will be installed:

```
Enter path to package base directory [?,q]
```

Enter the installation path.

6. Then the following prompt will be displayed:

```
This package contains scripts which will be executed with super-
user permission during the process of installing this package.
```

```
Do you want to continue with the installation of <ADCAgent> [y,n,?]
Enter Y to start the installation.
```

7. After the process is complete, the following message will be displayed:

```
Installation of <ADCAgent> was successful.
```

Make sure that you have enough disk space for the event cache, which is located in **/var/InTrust** by default. You can change the location by editing the **agent.ini** file located in the directory where you install the agent. If you want to make agent configuration changes, you must complete them before you establish a connection with the InTrust server.



NOTES:

- Installing an agent does not make it usable by the server, but only prepares it (unpacks installation files, starts services etc.). Please make sure that you establish connection with the desired server (see [Establishing a Connection with the Server](#)).
- Uninstalling the agent does not automatically unregister it from InTrust servers.

Uninstalling the Agent

To uninstall the agent

1. Run the following command on the target computer:

```
pkgmgr /x:ADCAgent
```

2. The following message will be displayed:

```
The following package is currently installed:
```

```
ADCAgent          Quest InTrust Agent  
(i386.i86pc) 1.0
```

```
Do you want to remove this package?
```

Enter **Y** to remove the agent.

3. The system will ask for confirmation:

```
Removing installed package instance <ADCAgent>
```

```
This package contains scripts which will be executed with super-  
user permission during the process of removing this package.
```

```
Do you want to continue with the removal of this package [y,n,?,q]
```

Enter **Y** to confirm.

4. After the process is complete, the following message will be displayed:

```
Removal of <ADCAgent> was successful.
```

Linux Computers

i NOTE:

The agent is a 32-bit application. If you have a 64-bit system, make sure that 32-bit compatibility libraries are installed.

The required packages are **glibc.i686** and **libuuid.i686**. Debian and Ubuntu require **libc6:i386** and **libuuid1:i386**.

On Red Hat Enterprise Linux 8 and Oracle Linux 8, the **libnsl.i686** library must also be installed.

The way to enable support for the 32-bit architecture on Linux varies from distribution to distribution. For example, in Ubuntu this can be achieved with the following commands (as root):

```
dpkg --add-architecture i386
```

```
apt-get update
```

Finally, to install the libraries, you can use the following:

```
apt-get install libc6:i386 libuuid1:i386
```

Refer to your distribution's documentation if you need details.

Agents must always be deployed manually on Linux computers. To install an agent, complete the following steps:

1. Log in to the target computer under the **root** account. If you log in via telnet, log in using a normal account and then use the **su** command.
2. Copy the **adcscm_package.linux_intel.sh** installation script to a local folder on the target computer. If you use a protocol with text and binary modes for copying (for example, FTP), make sure the mode is set to binary before the copying starts.
3. Start the script:

```
./adcscm_package.linux_intel.sh
```

You will be prompted to supply the path to the installation directory.

After the installation, the agent will be started automatically.

Make sure that you have enough disk space for the event cache, which is located in **/var/InTrust** by default. You can change the location by editing the **agent.ini** file located in the directory where you install the agent. If you want to make agent configuration changes, you must complete them before you establish a connection with the InTrust server.



NOTES:

- Installing an agent does not make it usable by the server, but only prepares it (unpacks installation files, starts services etc.). Please make sure that you establish connection with the desired server (see [Establishing a Connection with the Server](#)).
- Uninstalling the agent does not automatically unregister it from InTrust servers.

Uninstalling the Agent

To uninstall the agent, run the following script from the agent's working directory:

```
./Uninstall.sh
```

Installing Agents Using Group Policy

You can automate the installation of agents using Group Policy settings. InTrust is shipped with a Windows Installer file containing the agent package.

To automatically install agents on specific computers, take the following steps:

1. Copy the agent package from the **Agent** folder in the InTrust distribution to a share available to all those computers.
2. In the Active Directory Users and Computers MMC snap-in, create an OU that includes all of the required computers and add a Group Policy object for this OU.
3. Using the Group Policy Object Editor MMC snap-in, in Computer Settings, assign the agent package to the Group Policy object you added earlier.
4. To make InTrust process these computers with agents, make sure the computers are included in InTrust sites.

Establishing a Connection with the Server

To establish a connection between an agent and an InTrust server, you should log on to the computer where the agent is installed using an administrative account (Microsoft Windows computers) or the **root** account (Unix computers) and run one of the following commands:

```
adcscm.nt_intel -add ServerName Port [password]
```

for Microsoft Windows computers

```
./adcscm -add ServerName Port [password]
```

for Unix computers

where:

- **ServerName** specifies the InTrust Server to which you bind the agent. This can be the NetBIOS name, FQDN or IP address.
- **Port** specifies the port number at which the server listens to the requests coming from the agent (that is the same as the listening port you specified for InTrust server during setup); the default port number is 900.
- **Password** is the password for initial agent-server authentication; it is required if the **Use authentication** option is enabled on the InTrust server (see [Setting Up Authentication](#)). By default this password is the same as the organization password supplied during InTrust Server installation (you can change the agent installation password in InTrust server properties). If you want to use an empty password, supply empty quotation marks (""). If authentication is disabled on the InTrust server, do not specify any password.

To disconnect the agent from the InTrust server, on the target computer run:

```
adcscm.nt_intel -remove ServerName Port
```

for Microsoft Windows computers

```
./adcscm -remove ServerName Port
```

for Unix computers

Finding Out the Servers that an Agent Responds to

To find out which InTrust server or servers an agent responds to, log on to the computer where the agent is installed using an administrative account (Microsoft Windows computers) or the **root** account (Unix computers) and run one of the following commands:

```
adcscm.nt_intel -list
```

for Microsoft Windows computers

```
./adcscm -list
```

for Unix computers

The output should look similar to the following:

```
Name: 10.30.39.254  
Port: 900  
Name: s8050-w2k3.testorg.local  
Port: 900  
Name: gz.testorg.local  
Port: 900  
Name: 10.30.46.108  
Port: 900
```

on Microsoft Windows computers

```
Name: 10.30.37.49  
Port: 900  
Name: 10.30.37.128  
Port: 900
```

on Unix computers

Setting Up Authentication

The authentication process is two-sided (both server-side and agent-side) and based on the Secure Remote Password (SRP) protocol. In addition to authenticating clients to the server securely, the SRP exchanges a cryptographically-strong symmetric key as a byproduct of successful authentication, which enables the two parties to communicate steadily. After initial authentication is successfully performed, the authentication password will automatically be changed every week to secure communication between server and agents. The symmetric key is changed every hour.

For manually installed agents, you first have to specify the password on the server. By default, this is the organization password you specified during setup. The authentication mechanism will use this password only when establishing connection for the first time; then this password will be changed regularly.

If you want to use a password other than the default, take the following steps:

1. In **Quest InTrust Manager | Configuration | Servers**, right-click the server name and select **Properties**.
2. On the Agent tab, select **Use authentication** and supply a new password for initial authentication.
3. Now provide this password to the agent. For that, on the target computer, run:

```
adcscm.nt_intel -add ServerName Port Password
```

for Microsoft Windows computers

```
./adcscm -add ServerName Port Password
```

for Unix computers

Replace *Password* with the password that you specified in Step 2.

Setting Up Encryption

You can select to encrypt data communicated between the agent and the server (encryption uses 3DES with a 168-bit key). By default, encryption is enabled.

To enable or disable encryption manually

1. In **Quest InTrust Manager | Configuration | Servers**, right-click the server name and select **Properties**.
2. On the **Agent** tab, select or clear the **Use encryption** check box.
3. Click **Apply** and close the dialog box.

Registering an Agent Alias on the Server

After the connection is established, you can register the agent access name (alias) that the server will use to communicate with the agent. On the computer where the agent is installed, run:

```
adcscm.nt_intel -register ServerName Port Alias
```

for Microsoft Windows computers

```
./adcscm -register ServerName Port Alias
```

for Unix computers

Replace **Alias** with the agent name to be used by the server for communication with the agent.

i | **NOTE:** Agent names must be unique within the scope of an InTrust server.

If you want to change the alias, first run the following command on the computer where the agent resides:

```
adcscm.nt_intel -unregister ServerName Port Alias
```

for Microsoft Windows computers

```
./adcscm -unregister ServerName Port Alias
```

for Unix computers where **Alias** is the current agent name, and then register the new name as described above.

You can view agent names and aliases in an agent's properties dialog box in InTrust Manager.

About us

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