Seqrite

Endpoint Protection Cloud for Mac

Remote Installation

EPP Cloud v6.3

www.seqrite.com

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About the Document

This guide covers all the information about how to install Seqrite Endpoint Protection on the Mac client computers remotely from the administrator computer that may have either Windows or Mac operating system. The following list describes the conventions that we have followed to prepare this document.

Convention	Meaning
<Step 1> <Step 2>	The instruction mentioned in the numbered list indicates actions that you need to perform.
	This symbol indicates additional information or important information about the topic being discussed.

Contents

Installing Seqrite Mac Client

You can install Seqrite Mac client in one of the following ways:

- Installing using Apple Remote Desktop or Casper
- Connecting remotely using Secure Shell

  Using Terminal (for Mac and Linux OS)Using PuTTY (for Windows OS)

- Deploying through ManageEngine

Creating Mac Client Installer

To create Mac client installer, follow these steps:

1. On the Seqrite Endpoint Protection Cloud, go to **Deployment**.
2. In the Client Installer tab, click **Create Client Installer** button.The Create Client Installer dialog opens.
3. **Deploying through ManageEngine** Enter **Package Name** and select **Group**.
4. In the **OS platform** list, select **Mac**.
5. Select validity period in the list box. The validity period can be of 30, 60, or 90 days.
6. Click **Create**.

The <Package Name>.TAR file is created.

The installer without antivirus setup is created and appears in the list on **Deployment** > **Client Installer** page. You can download this installer.

Note: With Standalone Installer, you can create Mac client installer with antivirus setup.

Installing using Apple Remote Desktop or Casper

Apple Remote Desktop (ARD) helps you to connect to the Mac client computers remotely in the network, send software to them, install software on them, help other end users in real time, and perform various tasks.

Prerequisites

Before you install Seqrite Mac client, ensure the following requirements.

- The administrator computer with ARD or Casper installed must have Mac OS X 10.12 or later/OS X server.
- Mac Seqrite Client installer must be created on Seqrite Endpoint Protection Cloud. To knowabout how to create client installer, see Creating Mac Client Installer.
- Administrator must have an account on the Mac client computers with admin privileges.

- Enable Remote Management on the Mac client computers.
- Your administrator computer must have packages installed on it. Packages is a Mac OS application that helps you to create bundle for your payload and installation. To download packages, visit http://s.sudre.free.fr/Software/Packages/about.html.
- For macOS Catalina and above only, do the following on your Mac system:
  1. Open **System Preferences**.
  2. Go to **Security & Privacy** > **Privacy** tab.
  3. Click the lock icon and provide password if it is locked.
  4. Select **Full Disk Access** in the left pane.
  5. Add the following process in the given path and then select the processes in the **Security & Privacy Full Disk Access** window,

     /Library/PrivilegedHelperTools/fr.whitebox.packages/packages_dispatcher

Installing Mac Client using Apple Remote Desktop or Casper

This procedure helps you install Mac client on the remote Mac client computers using ARD or Casper. For more details, you may refer the documentation of the respective software applications.

Creating Mac Client Package

1. On the Seqrite Endpoint Protection Cloud, download UEMREMOTEINST.TAR from theURL,

   http://dlupdate.quickheal.com/builds/seqrite/uemcp/en/UEMREMOTEINST.tar
2. Download Mac client installer from the EPP Cloud server. These builds will be in theTAR format.
3. Rename the Mac client installer as follows:Mac client

   installer- MCCLAGNT.TAR
4. Extract UEMREMOTEINST.TAR.
5. Copy MCCLAGNT.TAR to "<Download directory>/UEMREMOTEINST".
6. Open the Terminal.app on the administrator Mac computer and go to the UEMREMOTEINST folder.
7. Enter the following commands:

   ```
   cd ./Remote_Installation/PKG
   sudo sh ./ClientAgentInstaller/CreatePackage.sh
   ```

   Note: Administrator rights are required for executing this command.

   When the package creation completes successfully, ClientAgentInstaller.pkg file is created inthe ./Remote_Installation/PKG/ClientAgentInstaller/ folder.

   If the Client Packager is failed to create on macOS Catalina and above, do the following:

   1. Open **System Preferences**.

2. Go to **Security & Privacy** > **Privacy** tab.
3. Click the lock icon and provide password if it is locked.
4. Select **Full Disk Access** in the left pane.
5. Select the **packages_dispatcher** check box.
6. Now again try to create Client Packager, it will be created successfully.

Deploying Seqrite Mac Client using Apple Remote Desktop

In addition to the Prerequisites described in the preceding section, follow this prerequisite.

Prerequisite

Before deploying Seqrite Mac client, ensure that you get Apple Remote Desktop (ARD) tool installed on your administrator computer. To download ARD, visit https://www.apple.com/in/remotedesktop/.

To deploy Seqrite Mac client using Apple Remote Desktop, follow these steps:

1. Open Apple Remote Desktop.
2. Select the Mac client computers from the list of all available computers and then click **Install** to add the package.
3. Click the plus (+) sign to locate and add ClientAgentInstaller.pkg and then click **Install** to begin deployment.

Deploy Seqrite Mac Client using Casper

In addition to the Prerequisites described in the preceding section, follow this prerequisite.

Prerequisite

Before deploying Seqrite Mac client, ensure that you get Casper tool installed on your administrator computer. Casper helps to install software and run scripts remotely on the client computers. To download Casper, visit http://www.jamfsoftware.com/products/casper-suite/.

To deploy Seqrite Mac client using Casper, follow these steps:

1. Log on to Casper Admin.
2. Drag ClientAgentInstaller.pkg to the window and then select **File** > **Save**.
3. Log on to Casper Remote.
4. In the *Computers* tab, select the Mac client computers from the list of available computers.
5. In the *Packages* tab, select ClientAgentInstaller.pkg.
6. Click **Go**.

Connecting Remotely using Secure Shell

Secure Shell (SSH) is a network protocol that is used to connect to the remote Mac client computers over secure data communication through command line to manage client computers.

Using Terminal (for Mac or Linux OS)

The administrator computer having either Mac or Linux OS can install the client using this method.

Prerequisites

Before you install Seqrite Mac client, ensure the following requirements:

- Administrator must have an account on the Mac client computers with admin privileges.
- Enable Remote Login and either allow access for all users, or only for specific users, such as Administrators. You can find this setting on the Mac computer under **System Preferences** > **Sharing** > **Remote Login**.
- Ensure that the firewall does not block the port that Secure Shell (SSH) uses, which is by default TCP port 22. This port allows the required communication for remote login.
- If you use the Mac firewall, disable stealth mode. With stealth mode enabled, the remote push installation cannot discover the client through Search Network.
- To disable stealth mode on the Mac computers, do the following:
  1. In System Preferences, go to **Security and Privacy**.
  2. Click the lock icon and provide password if it is locked.
  3. Select **Firewall** > **Firewall Options**.
  4. Clear the **Enable stealth mode** check box if it is selected.
  5. Click **OK**.
- Mac Seqrite Client installer must be created on the Seqrite Endpoint Protection Cloud. To know about how to create client installer, see Creating Mac Client Installer.

Installing Seqrite Mac Client

To install Seqrite Mac client using Terminal, follow these steps on the administrator Mac computer:

1. On the Seqrite Endpoint Protection Cloud, download UEMREMOTEINST.TAR from the URL,

   http://dlupdate.quickheal.com/builds/seqrite/uemcp/en/UEMREMOTEINST.tar
2. Download Mac client builds from the EPP Cloud server. These builds will be in the TAR format.
3. Rename the Mac client installer as follows:

   Mac client installer - MCCLAGNT.TAR
4. Extract UEMREMOTEINST.TAR.

5. Copy MCCLAGNT.TAR to "< Download directory>/UEMREMOTEINST". Download directory is the directory where you have downloaded and extracted UEMREMOTEINST.TAR.
6. Open the Terminal.app and go to the **UEMREMOTEINST\Remote_Installation** folder.
7. Enter the following command

   `sh ./Scripts/copy.sh <username> <ip_address>`

Parameter description

sh ./Scripts/copy.sh is static.

<username> specifies the user name of the remote Mac computer such as 'test'.

<ip_address> specifies the IP address of the remote Mac computer such as '10.10.0.0'.

Example: sh ./Scripts/copy.sh "test" "10.10.0.0"

8. Enter the password of the remote computer to connect to it.
9. Enter the command `sudo sh /tmp/install.sh`.
10. Enter the password of the remote computer when prompted.
11. A confirmation message appears, **If earlier version of Seqrite Endpoint Protection client is found on the system, then it will be uninstalled automatically. Do you want to continue?? [Yes/No]:**.
12. Enter **Yes** or **No**.
    - If you enter **Yes,** installation will proceed.
    - If you enter **No,** installation will be aborted with message **Option No has been selected. Installation aborted.**
13. Enter the command `exit` to close remote SSH session.

Repeat steps six through ten to install Seqrite Mac client on a different remote computer.

Using PuTTY (for Windows OS)

The administrator computer having Windows OS can install the Mac client using this method.

Prerequisites

Before you install Seqrite Mac client, ensure the following requirements.

- Administrator must have an account on the Mac client computers with admin privileges.
- Enable Remote Login and either allow access for all users, or only for specific users, such as Administrators. You can find this setting on the Mac client computer under **System Preferences** > **Sharing** > **Remote Login**.

- Ensure that the firewall does not block the port that Secure Shell (SSH) uses, which is by default TCP port 22. This port allows the required communication for remote login.
- If you use the Mac firewall, disable stealth mode. With stealth mode enabled, the remote push installation cannot discover the client through Search Network.
- To disable stealth mode on the Mac computers, do the following:
  1. In System Preferences, go to **Security and Privacy**.
  2. Click the lock icon and provide password if it is locked.
  3. Select **Firewall** > **Firewall Options**.
  4. Clear the **Enable stealth mode** check box if it is selected.
  5. Click **OK**.
- Mac Seqrite client installer must be created on the Seqrite Endpoint Protection. To know about how to create client installer, see Creating Mac client Installer.

Installing Seqrite Mac Client

To install Seqrite Mac client using PuTTY, follow these steps:

1. On the Seqrite Endpoint Protection, download UEMREMOTEINST.TAR from the URL,

   http://dlupdate.quickheal.com/builds/seqrite/uemcp/en/UEMREMOTEINST.tar
2. Download Mac client builds from the EPP Cloud server. These builds will be in the TAR format.
3. Rename the Mac client installer as follows:

   Mac client installer - MCCLAGNT.TAR
4. Extract UEMREMOTEINST.TAR.
5. Copy MCCLAGNT.TAR to "<Download directory>/UEMREMOTEINST". Download directory is the directory where you have downloaded and extracted UEMREMOTEINST.TAR.
6. Open cmd.exe and go to the folder "< Download directory>/UEMREMOTEINST".
7. Do the following:
   - Enter the following command if antivirus is not included in the client installer

     ```
     .\Remote_Installation\Softwares\pscp.exe  .\MCCLAGNT.TAR
     .\Remote_Installation\Scripts\install.sh
     <username>@<ip_address>:/tmp/
     ```

Parameter description

<username> specifies the user name of the remote Mac client computer such as 'test'.

<ip_address> specifies the IP address of the remote Mac client computer such as '10.10.0.0'.

Example: .\Remote_Installation\Softwares\pscp.exe .\MCCLAGNT.TAR .\Remote_Installation\Scripts\install.sh test@10.10.0.0:/tmp/.

8. Open .\Remote_Installation\Softwares\putty.exe.
9. Enter the IP address of the remote Mac client computer and click *Open*.
10. In the PuTTY terminal Window, enter the user name and password of an administrator useron the remote computer.
11. Upon getting connected to the remote computer, type the following command `sudo sh /tmp/install.sh`.
12. A confirmation message appears - "If earlier version of Seqrite Endpoint Protection client isfound on the system, then it will be uninstalled automatically. Do you want to continue?? [Yes/No]:".
13. Enter **Yes** or **No**.
    - If you enter **Yes,** installation will proceed.
    - If you enter **No,** installation will be aborted with message "Option No has beenselected. Installation aborted."
14. Type the command `exit` to close SSH connection.

Repeat steps 6 through 11 to install on a different Mac client computer.

Note: While installing the Mac client for the first time on Mac OS 10.13, user should allow permission for loading the drivers manually when prompted.

Deploying through ManageEngine

Following are the steps to deploy Endpoint Protection clients using ManageEngine.

Prerequisites

- Administrator must have an account on the Mac client computers with admin privileges.
- Enable Remote Management on the Mac client computers.
- Your administrator computer must have packages installed on it. Packages is a Mac OS application that helps you to create bundle for your payload and installation. To download packages, visit http://s.sudre.free.fr/Software/Packages/about.html.
- ManageEngine Agent should be installed on Mac device.
- Mac device should be enrolled with ManageEngine.
- For macOS Catalina and above only, do the following on your Mac system:
  1. Open **System Preferences**.
  2. Go to **Security & Privacy** > **Privacy** tab.
  3. Click the lock icon and provide password if it is locked.
  4. Select **Full Disk Access** in the left pane.

     Add the following process in the given path and then select the processes in the Security & Privacy Full Disk Access window,

     /Library/PrivilegedHelperTools/fr.whitebox.packages/packages_dispatcher

Steps

Follow these steps to create the Mac client package:

1. On the Seqrite Endpoint Protection, download UEMREMOTEINST.TAR from the URL.

   Note: This tar file is common for EPP Cloud and NG Mac clients. It contains fileswhich are required for creating Mac client packager.
   http://dlupdate.quickheal.com/builds/seqrite/uemcp/en/UEMREMOTEINST.tar
2. Download Mac client installer from the EPP server. These builds will be in the TAR format
3. Rename the Mac client installer as follows:
   - Mac client installer - MCCLAGNT.TAR
4. Extract UEMREMOTEINST.TAR.
5. Copy MCCLAGNT.TAR to /UEMREMOTEINST.

6. Open Terminal.app with user having administrative privileges on the Mac computerand go to the UEMREMOTEINST folder.

   Enter the following commands:

   - cd ./Remote_Installation/PKG
   - sudo sh ./ClientAgentInstaller/CreatePackage.sh

   When the package creation is completed successfully, ClientAgentInstaller.pkg file is created in the **./Remote_Installation/PKG/ClientAgentInstaller/** folder.

Note: Use this **ClientAgentInstaller.pkg** for Mac client deployment using ManageEngine Endpoint Central.

Deploying Profile

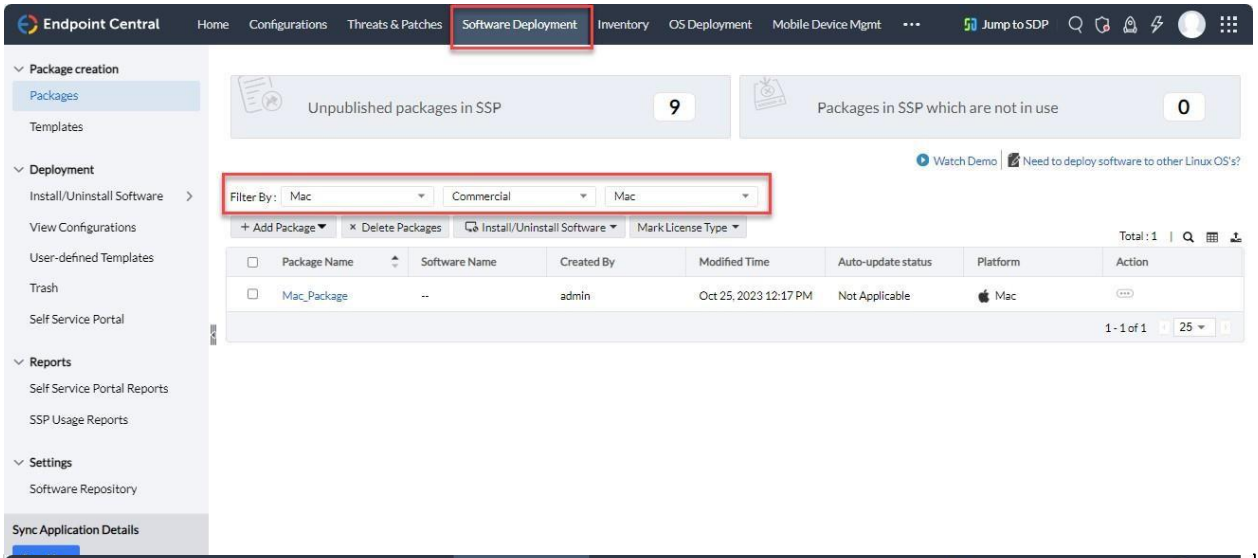
Follow these steps to deploy profile with ManageEngine to load product extensions silently andto provide full disk access:

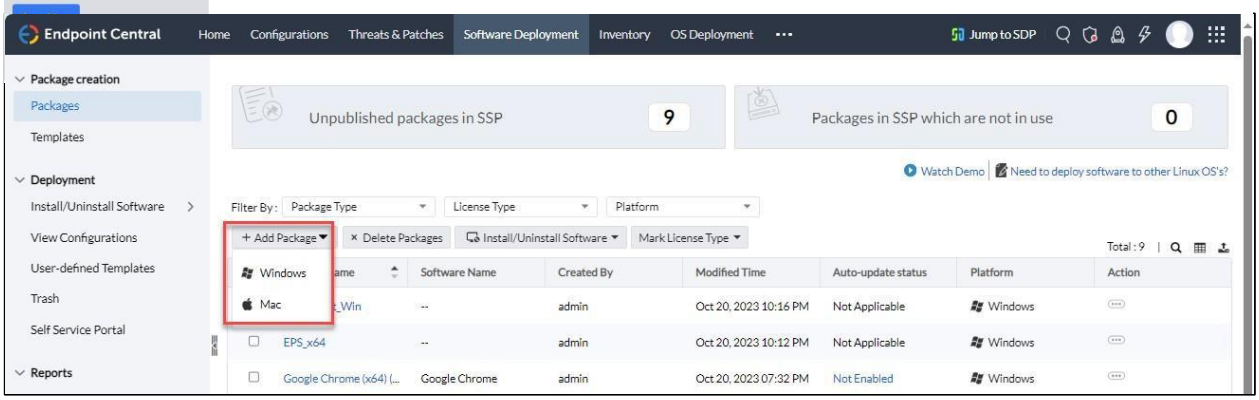
1. Log in to the Manage Endpoint Central Console.
2. Go to **Configuration** and select **Mac**.
3. Select **Custom Configuration**.
4. **Enter custom configuration name.**
5. Download the profile from http://download.quickheal.com/builds/seqrite/63/en/build/SeqriteMacProfile.zip
   Extract the downloaded SeqriteMacProfile.zip, it will contain **SeqriteMacProfile10.13.mobileconfig**
6. Click **Browse**. The downloaded **SeqriteMacProfile10.13.mobileconfig** into the **Custom Configuration profile**.
   Note: *This profile will work on macOS Big Sur and onwards systems.*
7. Define Target***:***
   a. Remote Office/Domain: Select the domain name.
   b. Filter Computer based on: Computer - Select Mac Computer name. (You can findMac Computer name at > click ellipse> Click 'Agent' > Click 'Mac' chart from OS Platform.)
8. Click **Deploy** Immediately.

Mac Client Deployment with ManageEngine

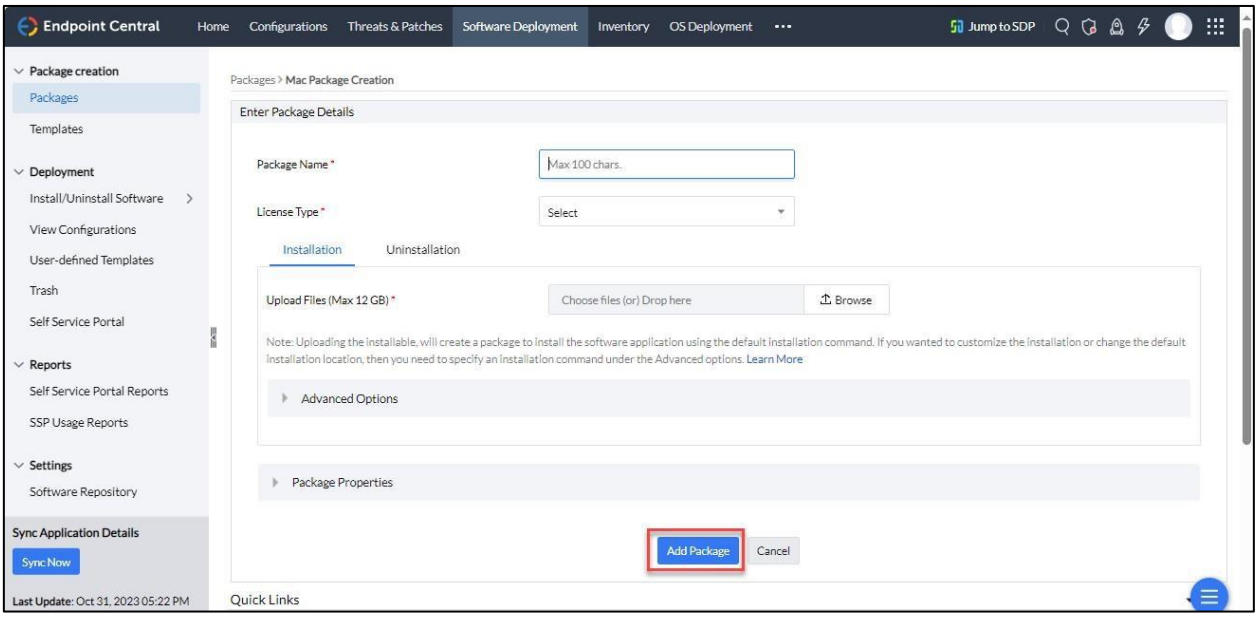
1. Log in to the Manage Endpoint Central Console.

2. Go to Software Deployment.

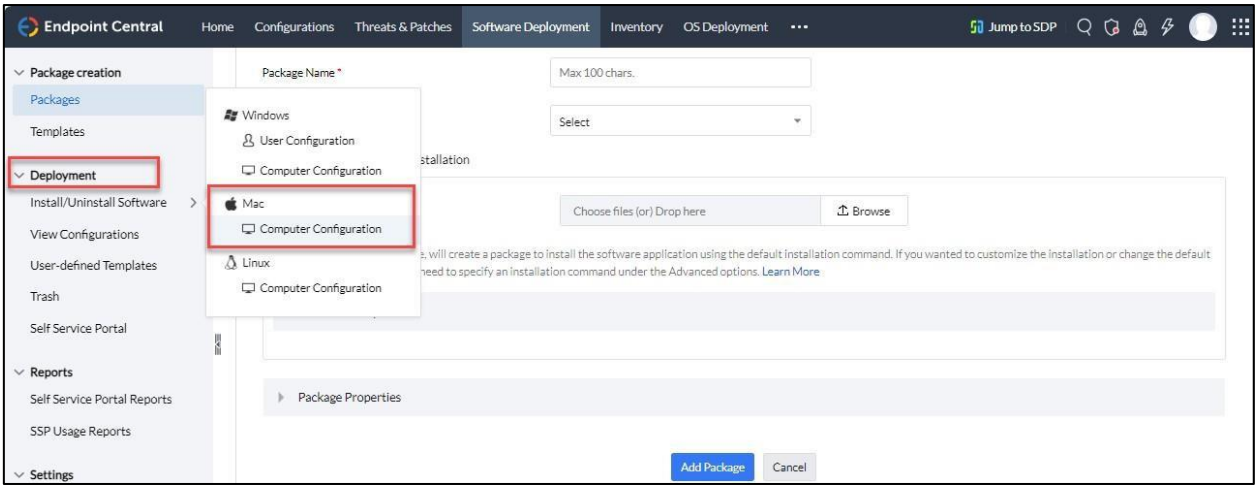


3. 

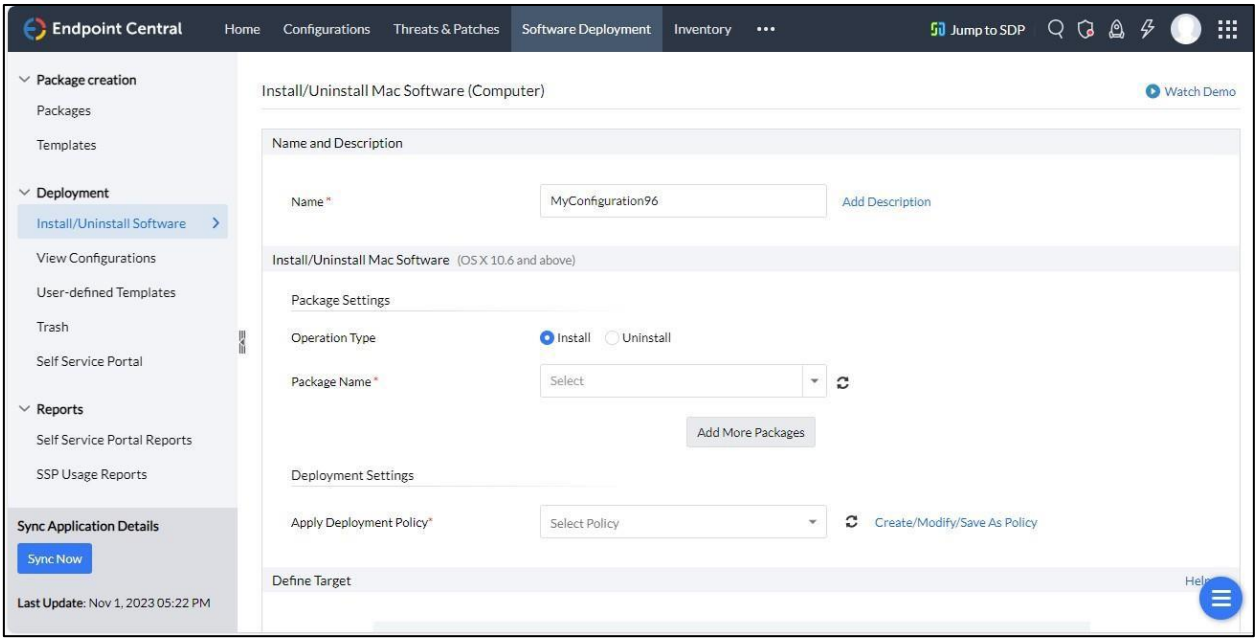
4. Enter the **Package Name**.



5. Select **Commercial** from the **License Type** drop-down values.
6. Click **Browse** to upload the Mac packager that is, **ClientAgentInstaller.pkg**.
7. Click **Add Package**. The packager gets added.
8. Now, in the left pane, go to Deployment > Install/Uninstall Software > Mac > Computer Configuration.



9. Give an appropriate name for configuration.



10. Select Operation Type: **Install**.
11. Select the package name that you entered earlier from the Package Name drop-downlist values.
12. Select **Deploy any time at the earliest** from Apply Deployment Policy drop-down list values.
13. Define Target:
    a. Remote Office/Domain: Select the domain name.
    b. Filter Computer based on: Computer - Select Mac Computer name. (You can findMac Computer name at > click ellipse> Click 'Agent' > Click 'Mac' chart from OS Platform.)
14. Click **Deploy Immediately.**