

Data Loss Prevention v14.5

Agent Installation on Windows 32 & 64-bit (Manually)



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Data Loss Prevention Agent Installation (Manually)

This article describes process to install Data Loss Prevention Agents on Windows (32-bit and 64-bit operating systems).

Note: Before you begin Symantec DLP Agent Installation process, confirm that you have installed and configured an Endpoint Server.

Agent installation

You can install one DLP Agent at a time, or you can use systems management software (SMS) to install many DLP Agents automatically. Symantec recommends that you install one DLP Agent using the manual method before you install many DLP Agents using your SMS. Installing in this manner helps you troubleshoot potential issues and ensure that installing using your SMS goes smoothly.

Phases of Agent Installation Process

- **Phase 1:** Check system properties
- Phase 2: Install an agent manually.
- Phase 3: Verify installed agent.



Agent Installation Process

Note: Use command prompt with administrator privileges. (Recommended)

Step 1: Check System Properties to know Operating System version.

1	System – 🗆 🚬										
🛞 🄄 👻 🕆 🛃 🕨 Control Pane	el	rstem v 🖒 Search Cont	rol Panel 🔎								
Control Panel Home	View basic information	about your computer	0								
😨 Device Manager	Windows edition										
Remote settings	Windows 8.1 Pro										
System protection	© 2013 Microsoft Corpora	tion. All	าเพร 8								
🛞 Advanced system settings	rights reserved.										
	Get more features with a n edition of Windows	ew									
	System										
	Processor:	Intel(R) Core(TM) i5-4210M CPU @ 2.60GHz 2.5	59 GHz								
	Installed memory (RAM):	4.00 GB (3.90 GB usable)									
	System type:	64-bit Operating System, x64-based processor									
	Pen and Touch:	No Pen or Touch Input is available for this Displ	ay								
	Computer name, domain and	workgroup settings									
	Computer name:		🛞 Change settings								
	Full computer name:										
	Computer description:										
	Domain:										
	Windows activation										
See also	Windows is activated Rea	d the Microsoft Software Licence Terms									
Action Center Windows Update	Product ID:		Change product key								

Step 2: Choose appropriate agent installer package.





Step 3: Navigate to the directory where Agent Installer files are stored.

- Copy All files to Desktop for easy access.

```
C:\Users>cd Desktop\AgentInstallers\AgentInstaller_Win64
```



Step 4: Run **install_agent.bat** file and wait for execution to get completed.

C14.	Administrator: Command Prompt	-		×
Microsoft Windows [Versid (c) 2013 Microsoft Corpo	on 6.3.9600] ration. All rights reserved.			^
C:\Users\ 64	l>cd Desktop\AgentInstallers\AgentI	nstal]	ler_	Win
C:\Users\. install_agent.bat	NDesktop\AgentInstallers\AgentInst	aller	_Win	64>
C:\Users\ msiexec /i AgentInstall6 int Agent" ENDPOINTSERUE 8A67A9316E5C4FDF01EAA907 622CECD29A36F2BED048E030 ARPSYSTEMCOMPONENT="1" EKEY="endpoint_priv.pem" C148BA102EAF0BB6DF9F2D18 159F2C03A9726E15D939098E 70824E98EF95" ENDPOINT_TI v C:\installAgent.log C:\Users\	\Desktop\AgentInstallers\AgentInst 4.msi /q INSTALLDIR="C:\Program Files\Manufa R="192.168.12.100:10443" TOOLS_KEY="9DF42DDD D6A123EA0999FFDFEC191321D9A3E160208617D12A6BF BF07BCD01ADE2EFEB" SERVICENAME="EDPA" WATCHD ENDPOINT_CERTIFICATE="endpoint_cert.pem" END ENDPOINT_PRIVATEKEY_PASSWORD="A644A6424A475 CFBF6E207359F9E3B68A54E2D801304B199EFE48E93E 207FBD7369F45D76C05466A8F1AC618A275DACD7F159 RUSTSTORE="endpoint_truststore.pem" LOGDETAI	aller cture BØ3F72 CEEF72 OGNAM POINT E1E714 FØ6882 D8AA83 LS="Ye aller	_Win r\En 2D9C 18A2 E="WI BC93 2DA8 3B53 2DA8 3B53 es"	64> ØBD ØF7 UAT EC6 EF3 C27 /L* 64>

Verifying Agent Installation

	Run								
	Type the name of a program, folder, document or Internet resource, and Windows will open it for you.								
<u>O</u> pen:	services.msc 🗸								
	This task will be created with administrative privileges.								
	OK Cancel <u>B</u> rowse								

Step 1:Open Run window by pressing Windows+R key.Type services.msc in Run window.





Q	Services				×
File Action View Help					
Services (Local)					
EDPA	Name	Description	Status	Startup Type	^
	C EDPA		Running	Automatic	
	Encrypting File System (EFS)	Provides th		Manual (Trig	-
	🔍 Extensible Authentication P	The Extensi		Manual	
	🔍 Family Safety	This service		Manual	
	🌼 Faronics Data Igloo Service	Faronics Da	Running	Automatic	
	🔍 Fax	Enables you		Manual	
	Service File History Service	Protects use		Manual (Trig	
	Function Discovery Provide	The FDPHO		Manual	
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	🤹 Group Policy Client	The service		Automatic (T	
	🎑 Health Key and Certificate	Provides X.5		Manual	
	🎑 HomeGroup Listener	Makes local		Manual	
	🍓 HomeGroup Provider	Performs ne		Manual (Trig	
	🍓 HP LaserJet Service	A system se	Running	Automatic	
	🎑 Human Interface Device Ser	Activates an		Manual (Trig	
	🎑 Hyper-V Data Exchange Ser	Provides a		Manual (Trig	
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Extended Standard					

- EDPA

- WDP

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Services (Local)	Services (Local)											
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		Windows Biometric Service	The Windo		Automatic							
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		Windows Encryption Provid	Windows E		Manual (Trig							
		Windows Error Reporting Se	Allows error		Manual (Trig							
		Windows Event Collector	This service		Manual							
		Windows Event Log	This service	Running	Automatic							
		Windows Firewall	Windows Fi	Running	Automatic							
		Windows Font Cache Service	Optimizes p	Running	Automatic							
		Windows Image Acquisitio	Provides im	Running	Automatic							
		Windows Installer	Adds, modi	Running	Manual							
		Windows Location Framew	This service		Manual (Trin							
	Extended Standard											
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Step 3: Check agent status in Administrator Console.

- Navigate to System > Agents > Overview.										
😢 Symantec Data Loss Prevention 🛛 Hon	ne 🛛 Incidents 👻 🛛 Manage 🕶 🌈	System -				0 🖀 🖙 è				
Home > Exec. Summary - Endpoint		Servers and Detector	a .			Administrator 👻				
		Agents		Overview						
Endpoint	Endpoint	System Reports		Events	1atches					
Policy Summary	Incidents - All	Users	•	Endpoint Location						
i oney cannaly		Incident Data	•	Agent Configuration						
	1 1	Settings	•	Agent Groups						
		Login Management	•	Application Monitoring						
No data available	No data available	Database	•	Agent Packaging						
				Endpoint Devices						
	0									
Total High Med Low Info Matches	Total High Med Low Info	Matches								
0 0 0 0 0 0	0 0 0 0) 0								

Click on Agent Status OK button.

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Aş	gent Overview					
	Total number of agents (12.5 and later):	1				
			Warning 0		Critical 0	
		Agent Alerts Groups		Agent Alerts	Groups	
		Count Alert Type		Count Ale	rt Type	-

Step 4: Check Agent Details in Agent List.

🕐 Syr	mantec Data Loss Preventi	ion Home	Incidents 👻	Manage 👻	System 👻									0 (~ è)
System	> Agents > Overview >	Agent List												Administrator 👻
Age	nt List ert Category(0) 🗐 🛛 App													
- 73	Troubleshoot 👻 🔲 Sel	lect All (1) 🔰 🎾	🕻 Delete 🛛 🚺	Change Serve	r 🙀 Ch	ange Group	@ Resta	rt 💿 Shul	down 👔 Pull I	Logs 🛛 🍸 Filte	rs 🖌 🗙			
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	0			Default Gro	up	Default Config	iration R	eporting	7/29/16 3:54 PM	Windows 8.1	64-bit	II_EndpointDe onServer	tecti 192.168.9.2 6	1 14.0.0.5019
Shov	wing 1 to 1 of 1 entries													
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	Connection Status	Rep	orting since 7/28	/16 4:03 PM				Agent Co	nfiguration	Defau	t Configuration			
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	Agent Attributes													
	Name		Va	lue				Description						
	Agent Host Domain													
	Agent Host Name													
	Agent Host Type		×6	4										
	Agent Host Version		Wi	indows 8.1										
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