



Quick Start Guide for Deploy ESET Endpoint Solution to Citrix XenDesktop Non-Persistent VDI

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Quick Start Guide for Deploy ESET Endpoint Solution to Citrix XenDesktop Non-Persistent VDI

Problem

Non-Persistent System Drive of VDI means the ESET Agent ID will be kept duplicated each time the workstation starts.

Solution

Create a specific group to manage all VDI, and issue result clone agent command.

Setting Remove Not connecting computer for that specific VDI computer group

Prerequisites

- Standard ERA Server Deployment
- ESET Share local cache

1. Suggested Policy for ESET Endpoint

You can download attached policy and import to ERA Server as policy template



Policy



Policy

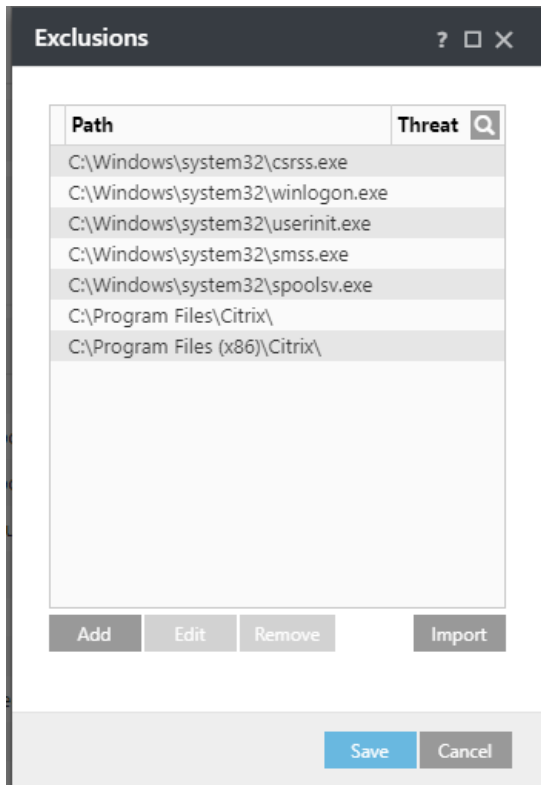


Policy

XenDesktop - EEAXenDesktop - AgeXenDesktop - Age

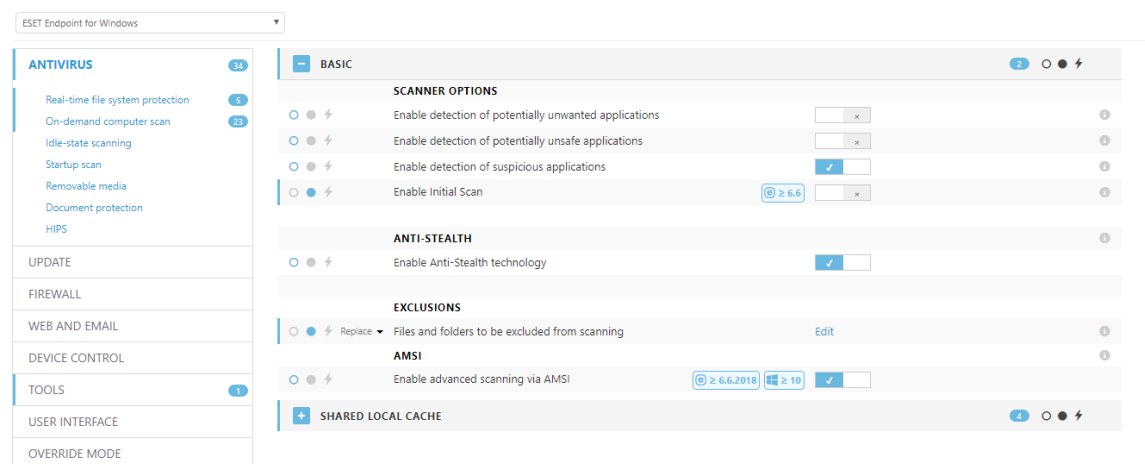
1.1 File to Exclude

There is some Citrix has to be exclude to keep best performance for virtual desktops.



1.2 Scanning Setting

Refer to the Antivirus Deployment guide from Citrix and ESET KB , part of the real time protection feature should be disabled



1.3 Real time file system Scan Setting

Network drive should be scan by on demand scan

ESET Endpoint for Windows

ANTIVIRUS 34

Real-time file system protection 5

On-demand computer scan 23

Idle-state scanning

Startup scan

Removable media

Document protection

HIPS

UPDATE

FIREWALL

WEB AND EMAIL

DEVICE CONTROL

TOOLS 1

USER INTERFACE

OVERRIDE MODE

BASIC 5

Start Real-time file system protection automatically ☒

MEDIA TO SCAN

Local drives ☒

Removable media ☒

Network drives ☐

SCAN ON

File open ☐

File creation ☐

File execution ☒

Removable media access ☐

Computer shutdown ☒

THREATSENSE PARAMETERS

ADDITIONAL THREATSENSE PARAMETERS

1.4 Cache Server

Connect Endpoint to ESET Share Local Cache

ESET Endpoint for Windows

ANTIVIRUS 34

Real-time file system protection 5

On-demand computer scan 23

Idle-state scanning

Startup scan

Removable media

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HIPS

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TOOLS 1

USER INTERFACE

OVERRIDE MODE

BASIC 2

SHARED LOCAL CACHE 4

Caching option ☒

CACHE SERVER

Hostname 192.168.132.88

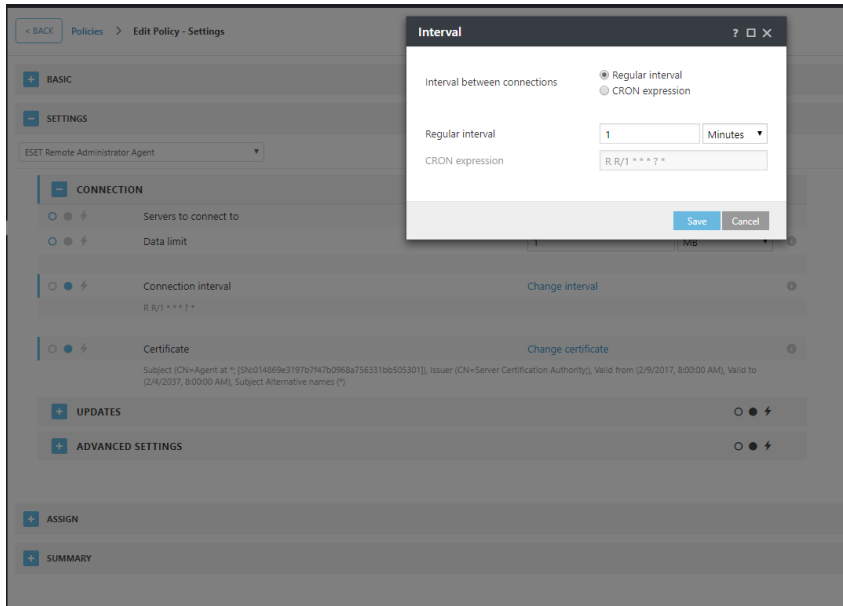
Port 3537

Password

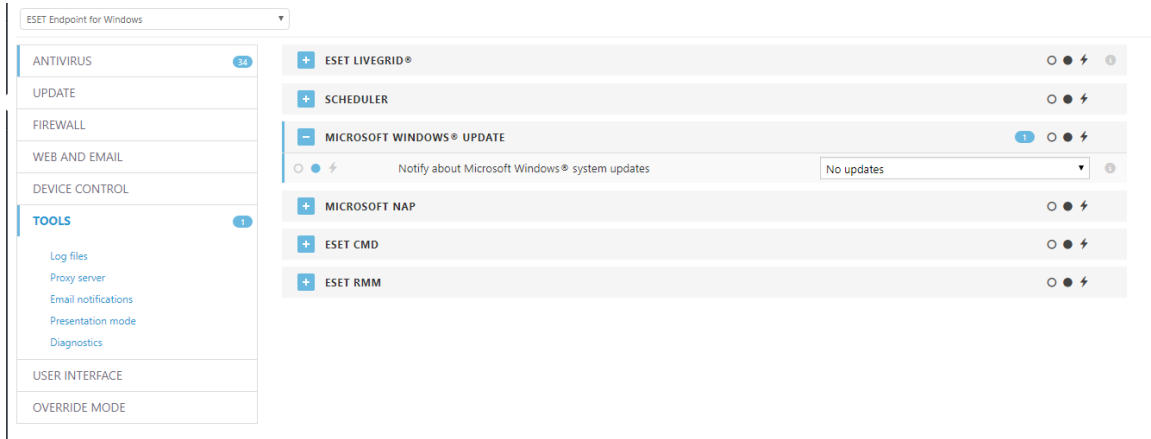
[Change password](#)

1.6 Agent Connection Interval

1 Mintue for PoC, 1 hour for Production



(Optional) Disable Alert for Windows Update



(Optional) Disable Other Alert and Notification to User

ESET Endpoint for Windows

- ANTIVIRUS 24
- UPDATE
- FIREWALL
- WEB AND EMAIL
- DEVICE CONTROL
- TOOLS 1
- USER INTERFACE 2**
 - Customization
- OVERRIDE MODE

+ USER INTERFACE ELEMENTS

- ALERTS AND NOTIFICATIONS 2

ALERT WINDOWS

☐ Display alerts

DESKTOP NOTIFICATIONS

☐ Display notifications on desktop

☒ Do not display notifications when running applications in full-screen mode

☐ Duration 10

☐ Transparency 20

☐ Minimum verbosity of events to display Informative

☐ On multi-user systems, display notifications on the screen of this user Administrator

MESSAGE BOXES

☒ Close message boxes automatically

☐ Timeout in seconds 120

☐ Confirmation messages Edit

+ ACCESS SETUP

2. Create User Group for VDI and Master Image

[< BACK](#)
[Groups](#)
[> New Static Group - Basic](#)

BASIC

NAME

XenDesktop VID

DESCRIPTION

PARENT GROUP

All

CHANGE PARENT GROUP

[< BACK](#)
[Groups](#)
[> New Static Group - Basic](#)

BASIC

NAME

XenDesktop Master Image

DESCRIPTION

PARENT GROUP

All

CHANGE PARENT GROUP

3. Create Installer for VDI

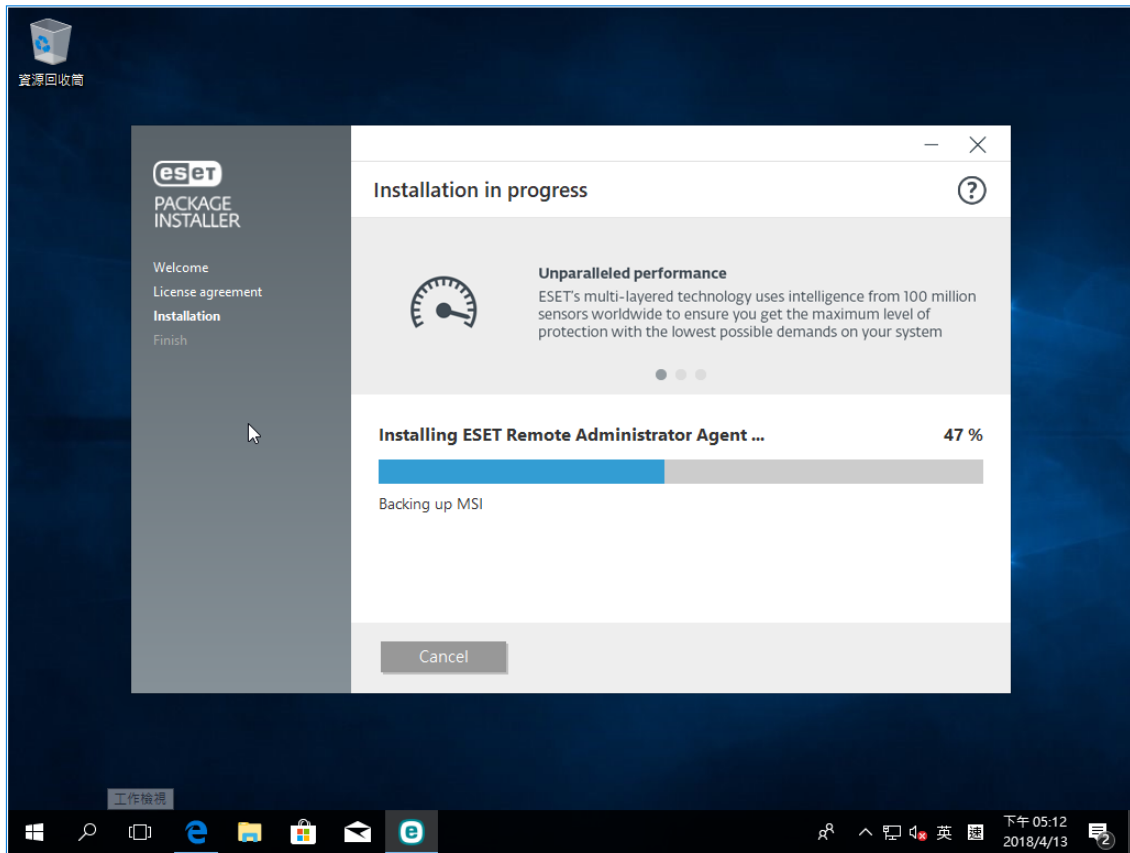
- Assign Client to “XenDesktop” VDI Group

- Assign preconfigured Policy for Endpoint and Agent

NAME	XenDesktop POC
DESCRIPTION	
PARENT GROUP (OPTIONAL)	/ALL/KENNETH/XENDESKTOP_POC ✕ NEW STATIC GROUP...
ENABLE ESET AV REMOVER	☐
INITIAL INSTALLER CONFIGURATION	
Initial configuration will be replaced by policies applied to a static group.	
CONFIGURATION TYPE	☐ Do not configure ☒ Select configuration from the list of policies
AGENT CONFIGURATION (OPTIONAL)	XENDESKTOP - AGENT ✕
SECURITY PRODUCT CONFIGURATION (OPTIONAL)	XENDESKTOP - EEA ✕
SERVER HOSTNAME (OPTIONAL)	192.168.132.100 ⓘ
PORT	2222

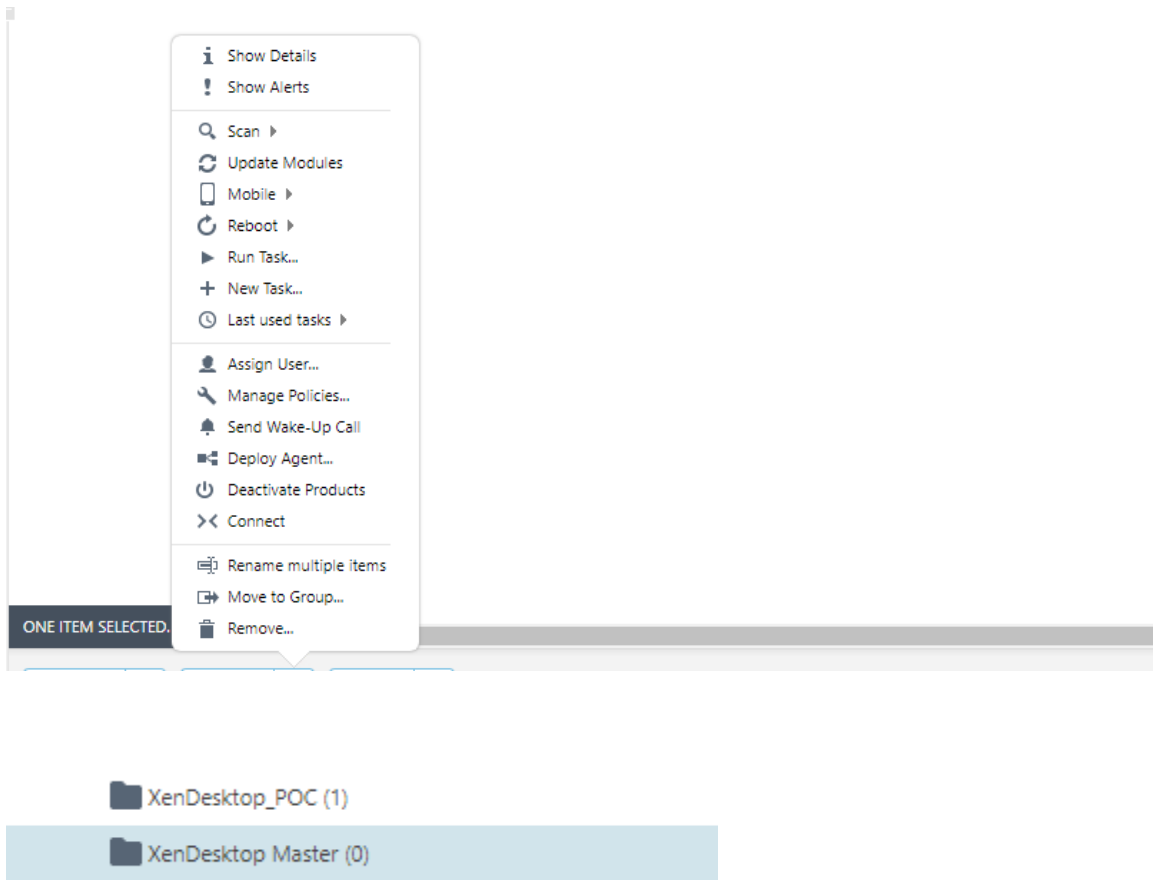
4. Install ESET Agent and Endpoint on Master Image

You must take a snapshot and update VM from that snapshot to maintain the same Agent ID or else the reset clone agent task will not work



5. Move master image computer to Master Image ERA Group

Master Image Workstation will show up in XenDesktop VDI Group , move it the Master Image Group



6. Create "Reset Clone Agent" Task to Master Image

< BACK Client Tasks > Edit Client Task - Basic

BASIC

NAME:

DESCRIPTION:

TASK CATEGORY:

TASK: ⓘ

+ TARGET

+ SETTINGS

+ SUMMARY

Schedule Choose ASAP , Target select Master Image Machine

☒	▲2 COMPUTER NAME
☒	  win10-master.eset.loc 192.168.132.177

−

TRIGGER

TRIGGER TYPE

As Soon As Possible

▼

i

Execute ASAP

EXPIRATION DATE

2018 May 13 17:27:36

USE LOCAL TIME

☐

i

+

ADVANCED SETTINGS - THROTTLING

7. Create “Remove Not Connecting Client Task” to VDI Group

Admin > Server Task > Delete Not Connecting Computers > New

< BACK Server Tasks > Edit Server Task - Basic

BASIC

NAME

DESCRIPTION

TASK

RUN TASK ☐ Run task immediately after finish
☒ Configure trigger

Select XenDesktop VDI Group

Number of Days has not been Connected: 1

Untick Deactivate License

Tick Unmanaged Computers

< BACK Server Tasks > Edit Server Task - Settings

BASIC

SETTINGS !

GROUP NAME !
[NEW STATIC GROUP...](#)

NUMBER OF DAYS THE COMPUTER HAS NOT BEEN CONNECTED

DEACTIVATE LICENSE ☐

REMOVE UNMANAGED COMPUTERS ☒

Select CRON Express for Schedule

0 0 */2 * * ? * means run every two hours

TRIGGER

TRIGGER TYPE

CRON Expression

Schedule based on CRON expression

CRON EXPRESSION

0 0 */2 * * ? *

RANDOM DELAY INTERVAL

0

second(s)

INVOKE ASAP IF EVENT MISSED

☒

USE LOCAL TIME

☒

Appendix I: Reference URL

<https://www.citrix.com/blogs/2016/12/02/citrix-recommended-antivirus-exclusions/>

KB from ESET

<https://support.eset.com/kb3699>

<https://support.eset.com/kb2306>

<https://support.eset.com/kb6576/>

<https://support.eset.com/kb3674/>

<https://support.eset.com/kb2402/>

https://help.eset.com/era_install/65/en-US/index.html?supported_desktop_provisioning_environments.htm