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

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## 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 XenDesktop - EEA


Policy XenDesktop - Age

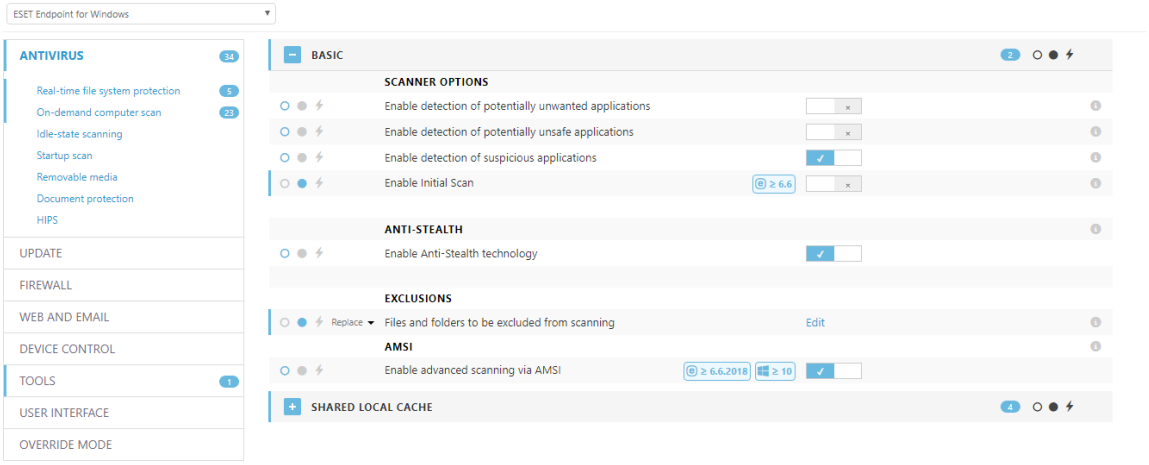

Policy XenDesktop - Age

## 1.1 File to Exclude

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

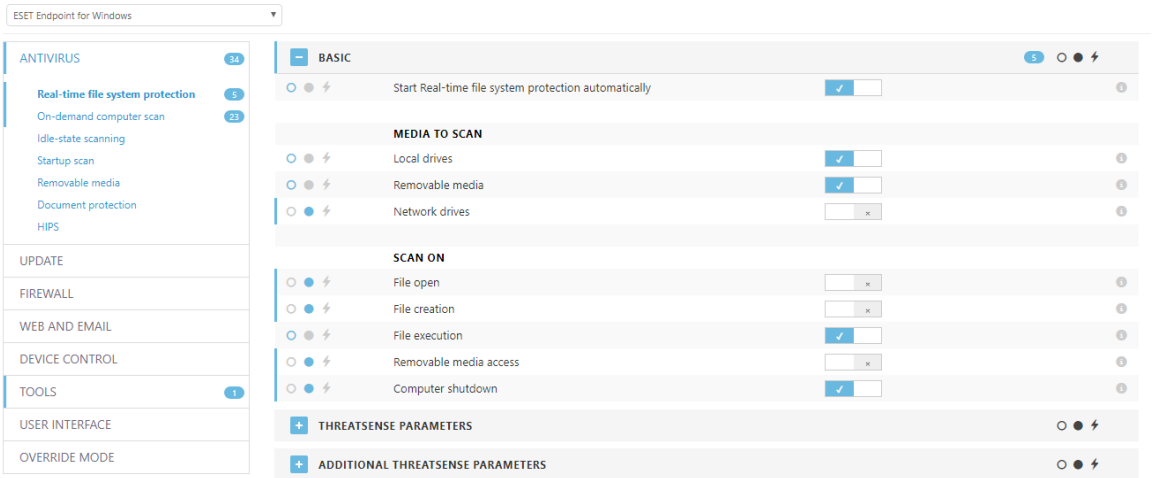

## 1.2 Scanning Setting

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



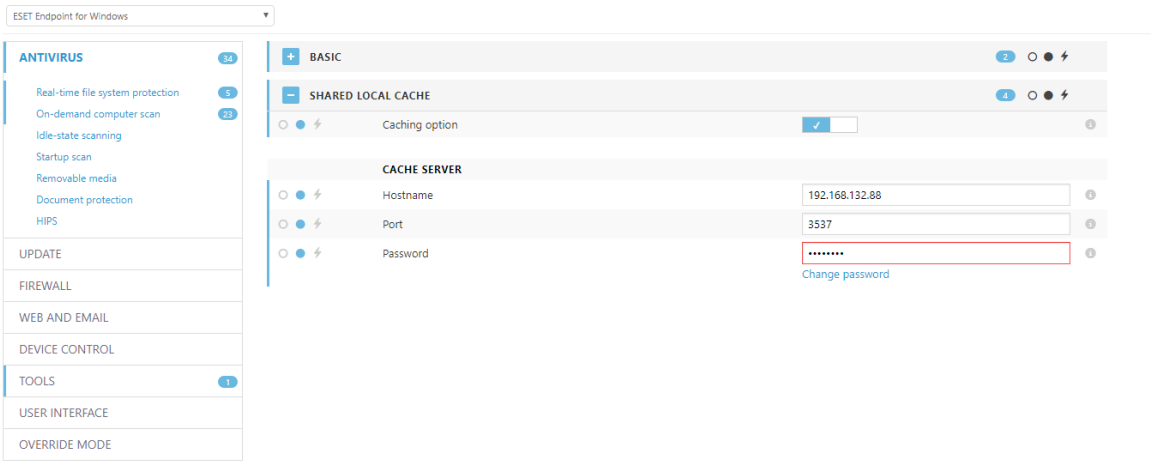
## 1.3 Real time file system Scan Setting

Network drive should be scan by on demand scan



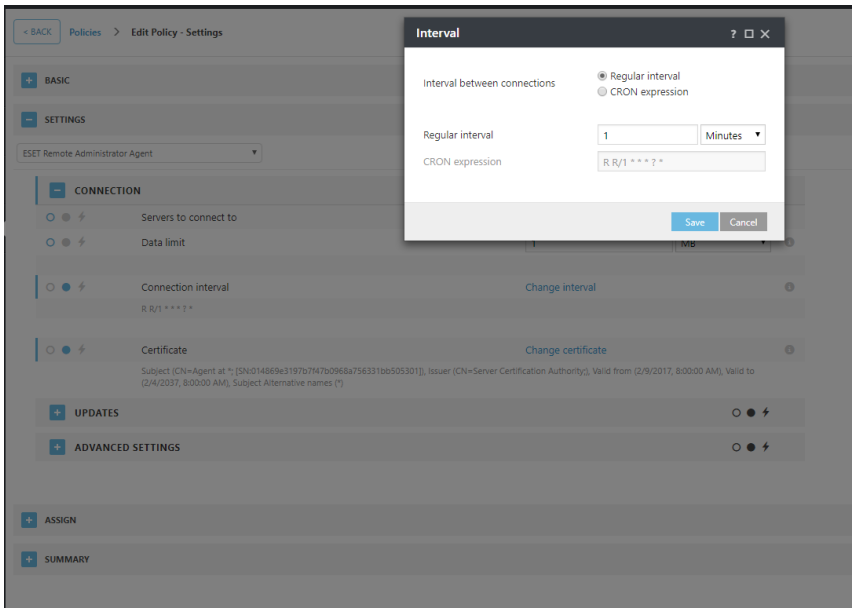

## 1.4 Cache Server

Connect Endpoint to ESET Share Local Cache

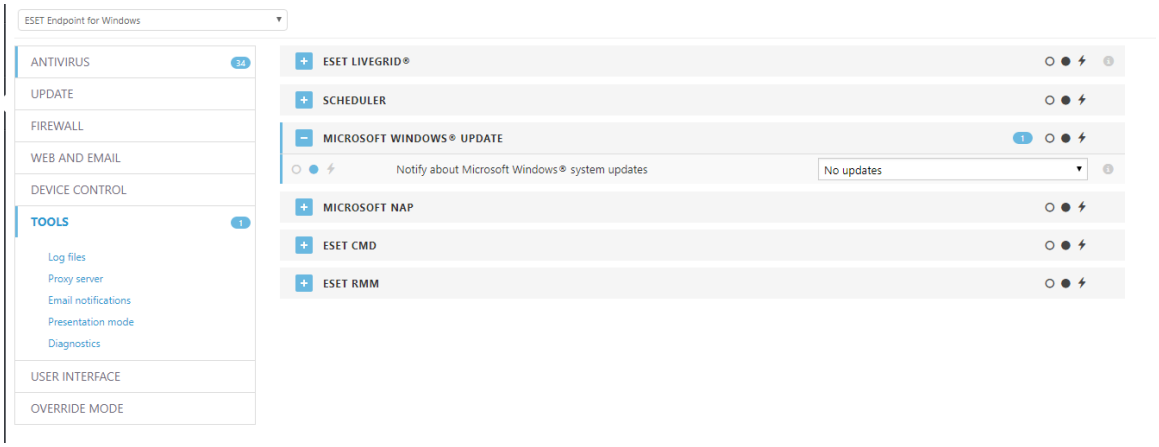


## 1.6 Agent Connection Interval

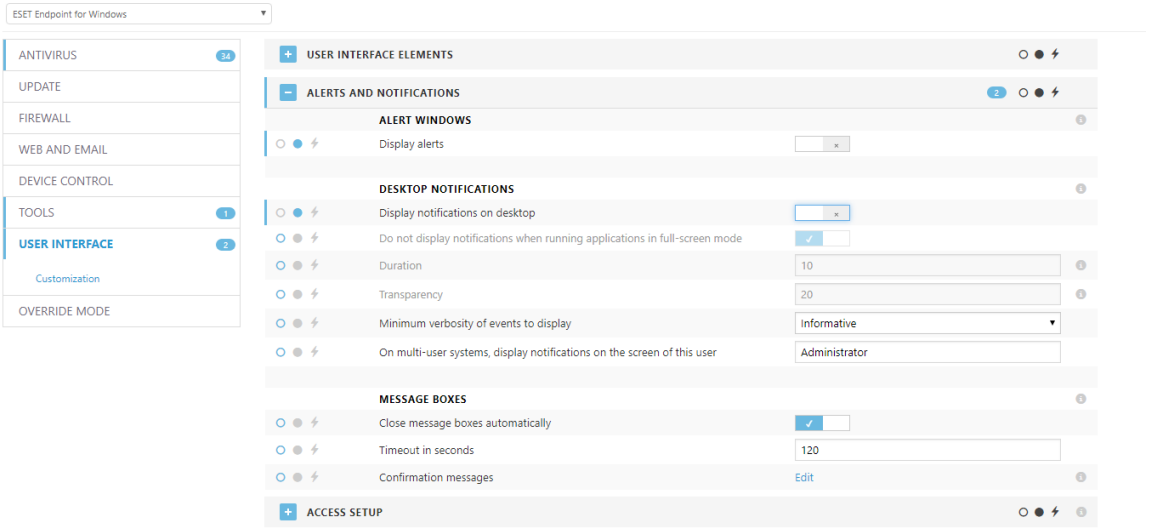
1 Mintue for PoC, 1 hour for Production



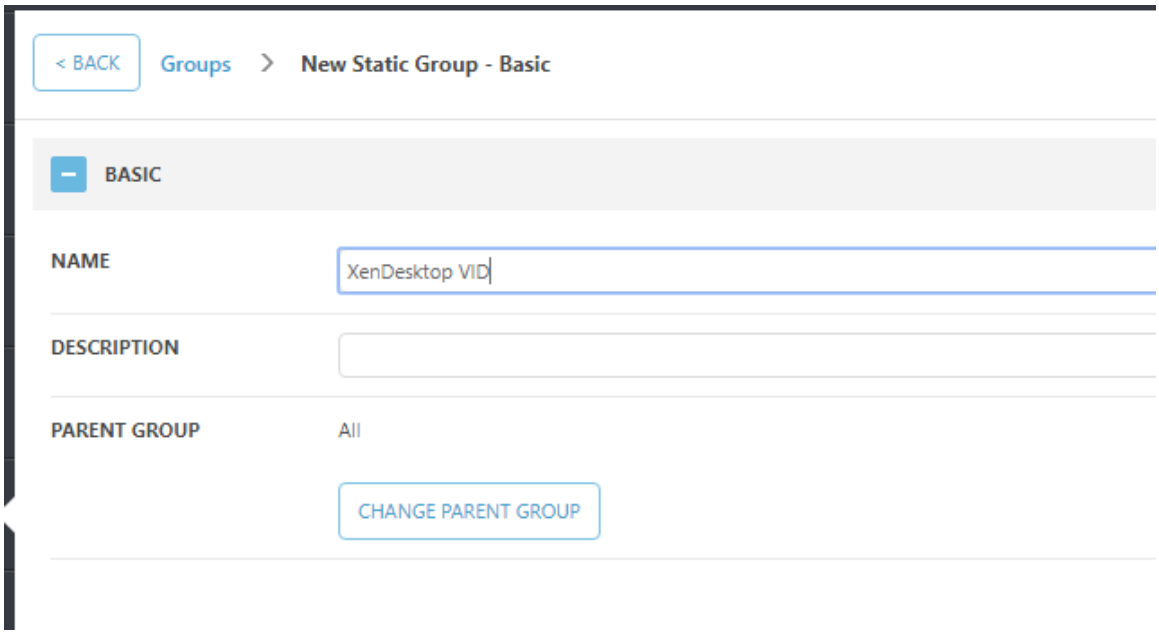

## (Optional) Disable Alert for Windows Update

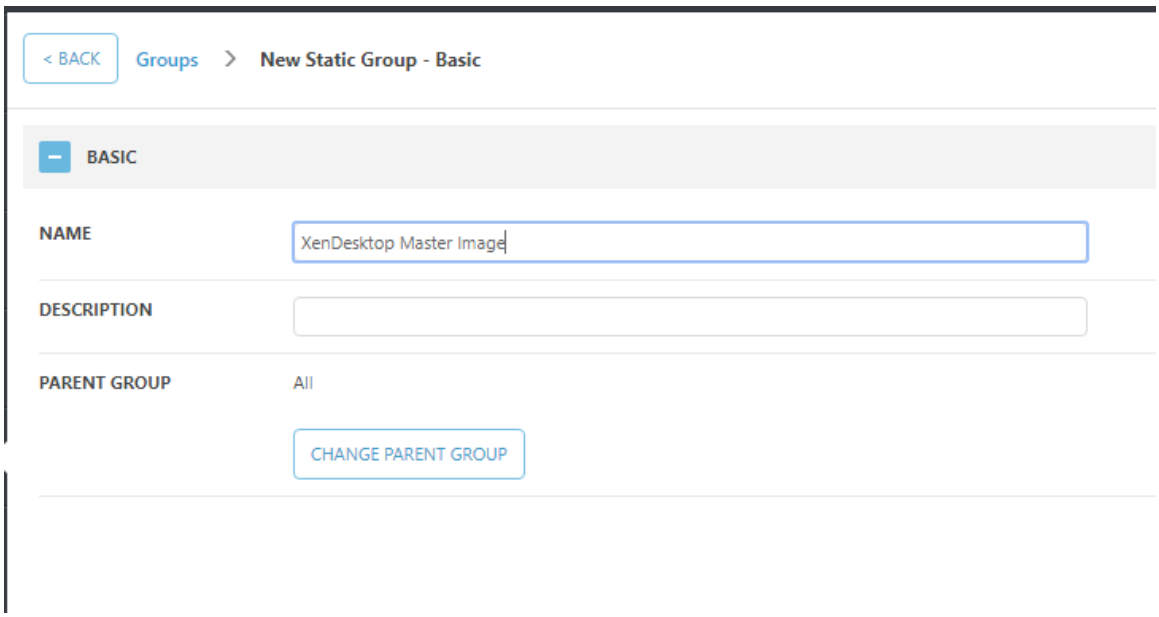


## (Optional) Disable Other Alert and Notification to User



## 2. Create User Group for VDI and Master Image

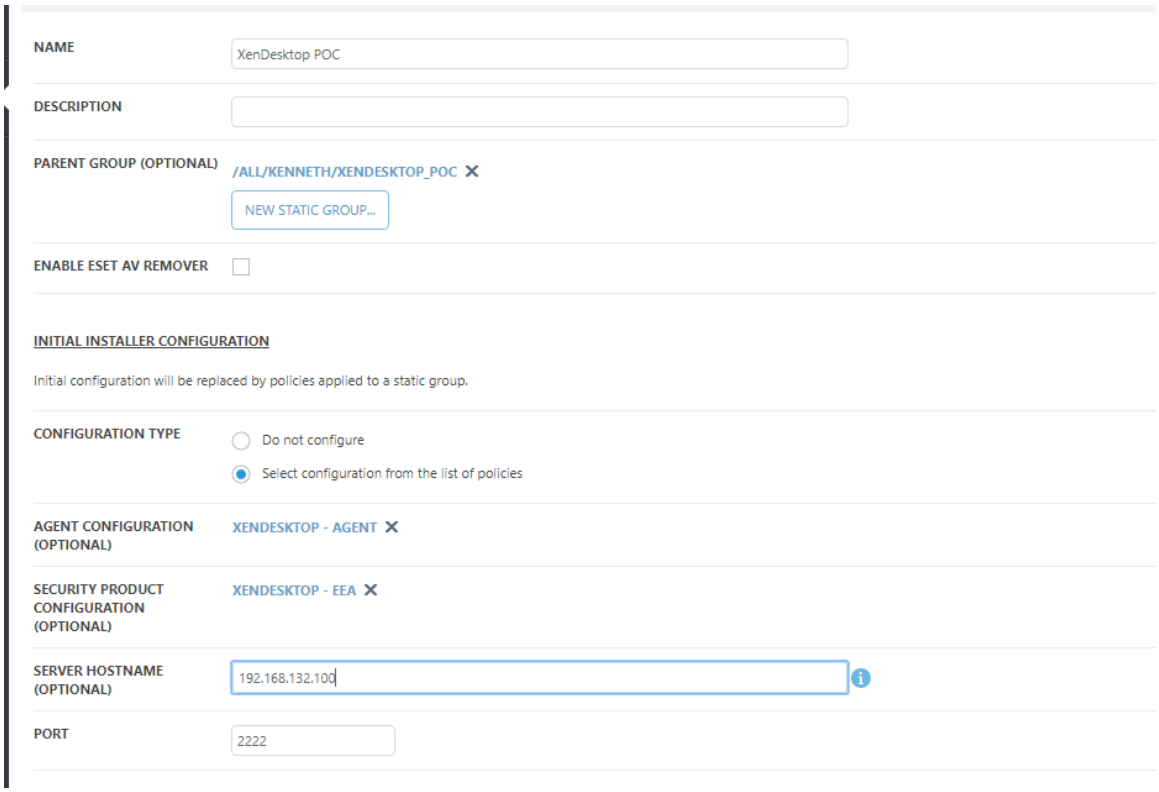


## 3. Create Installer for VDI

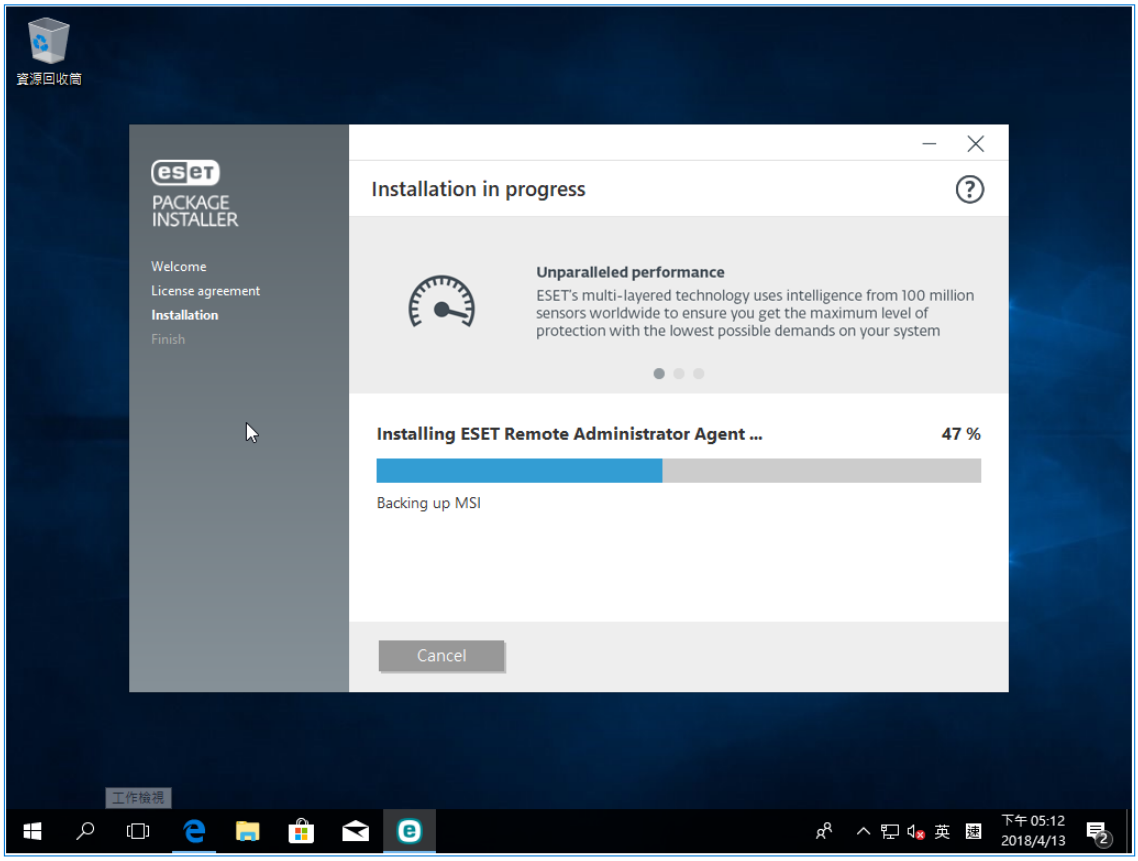
- Assign Client to “XenDesktop” VDI Group

- Assign preconfigured Policy for Endpoint and Agent



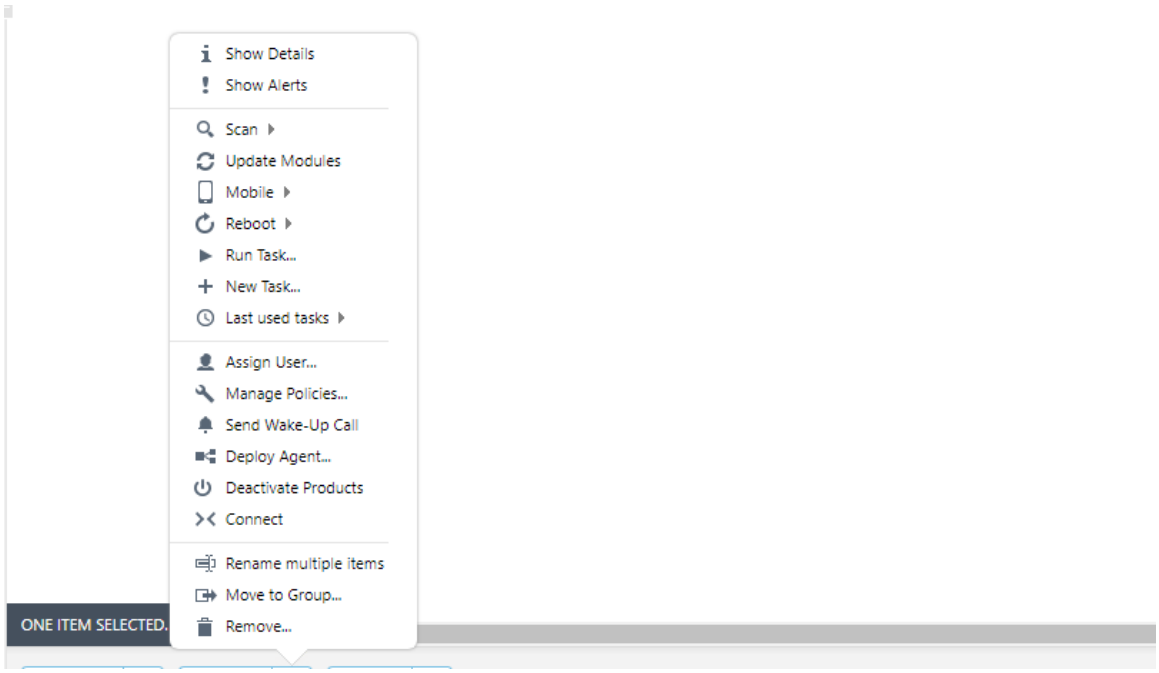
## 4. Install ESET Agent and Endpoint on Master Image

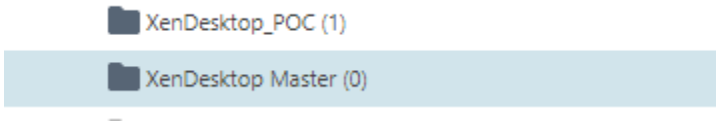
You must take a snapshot and update VM  from that snapshot to maintain the same Agent ID or else the reset clone agent task will not work



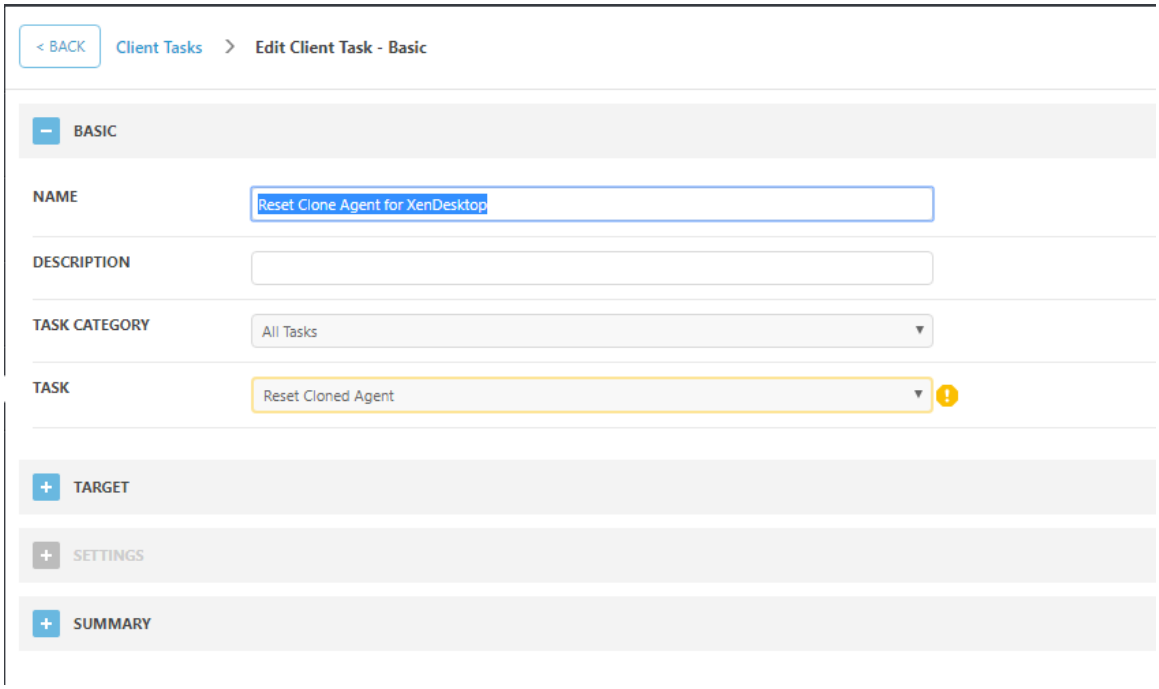

## 5. Move master image computer to Master Image ERA Group

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

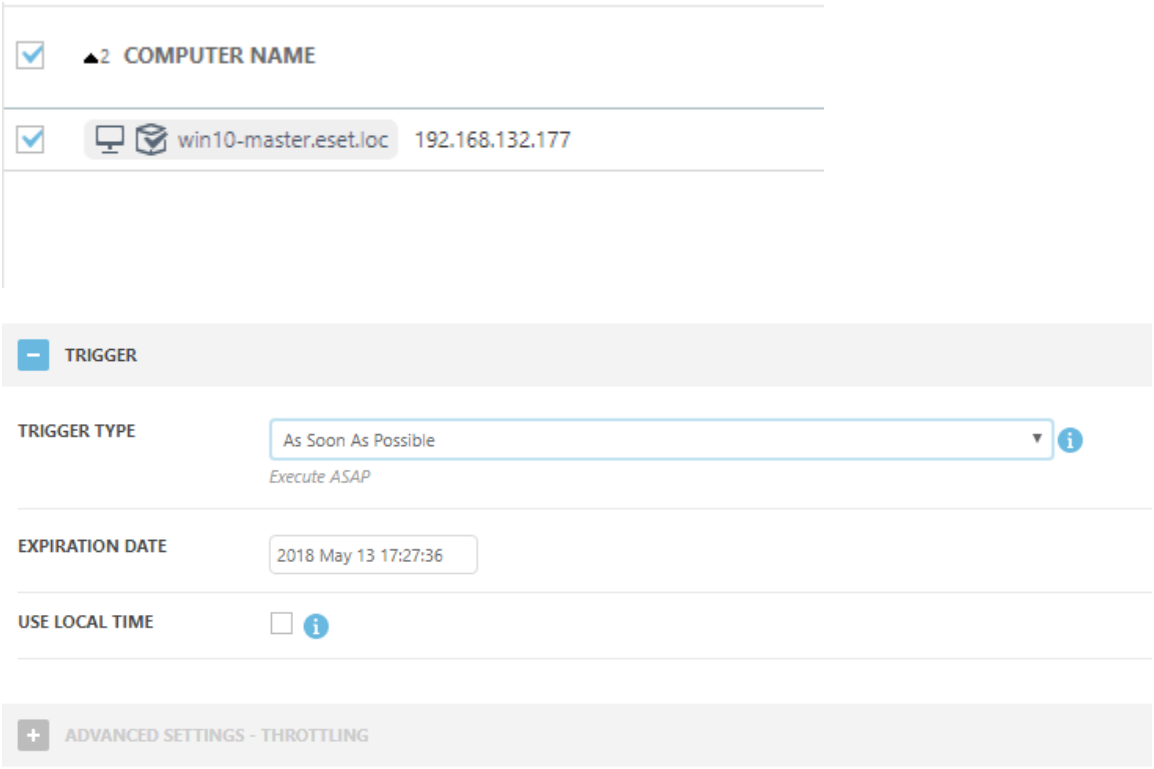



## 6. Create “Reset Clone Agent” Task to Master Image

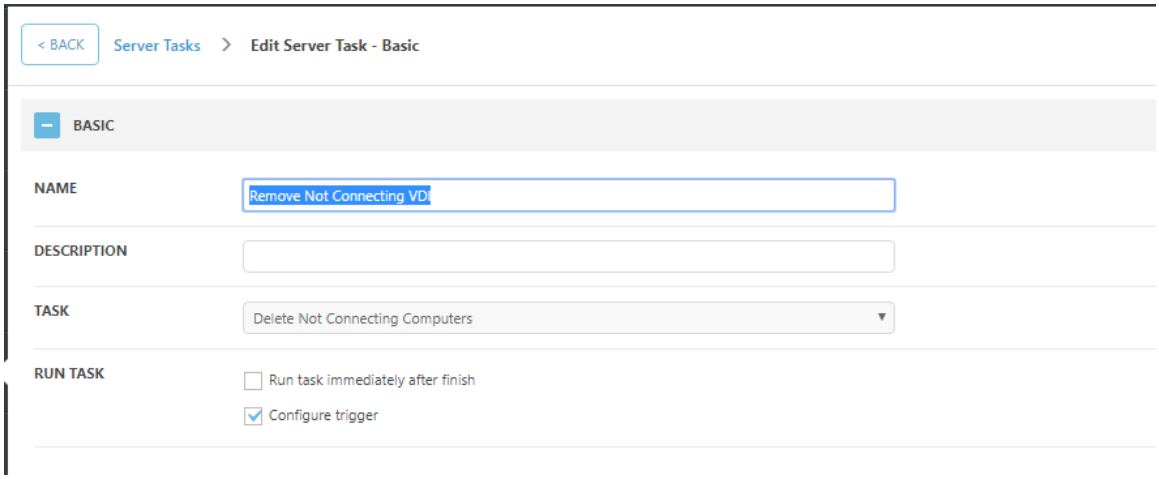


Schedule Choose ASAP , Target select Master Image Machine



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

Admin > Server Task > Delete Not Connecting Computers > New

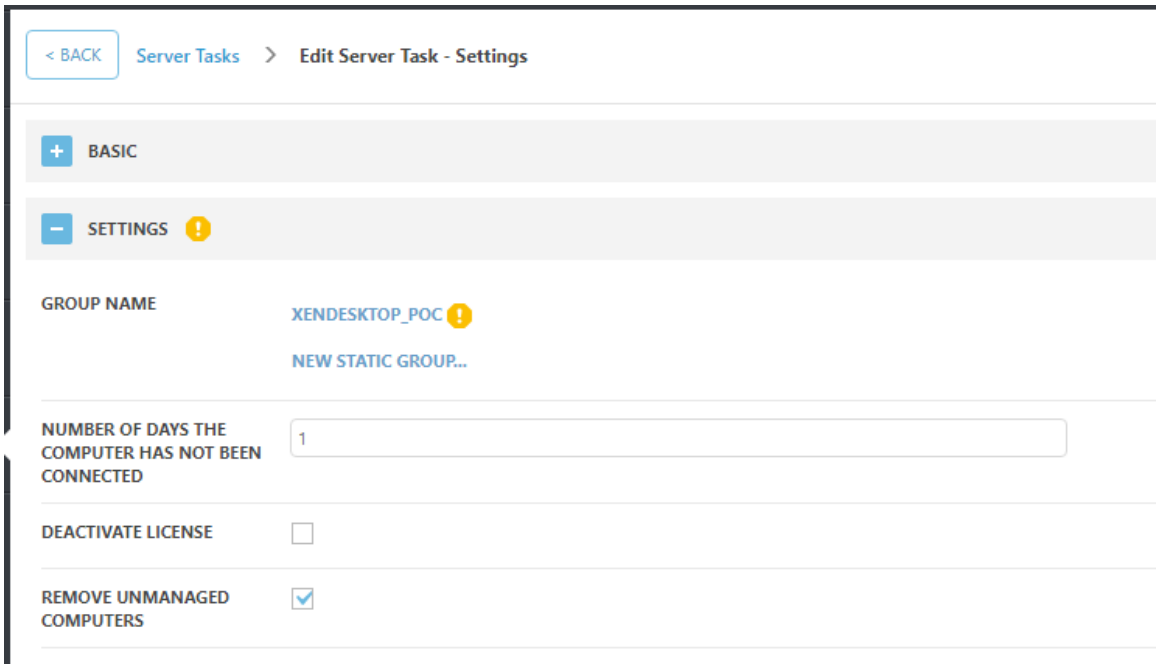



Select XenDesktop VDI Group

Number of Days has not been Connected: 1

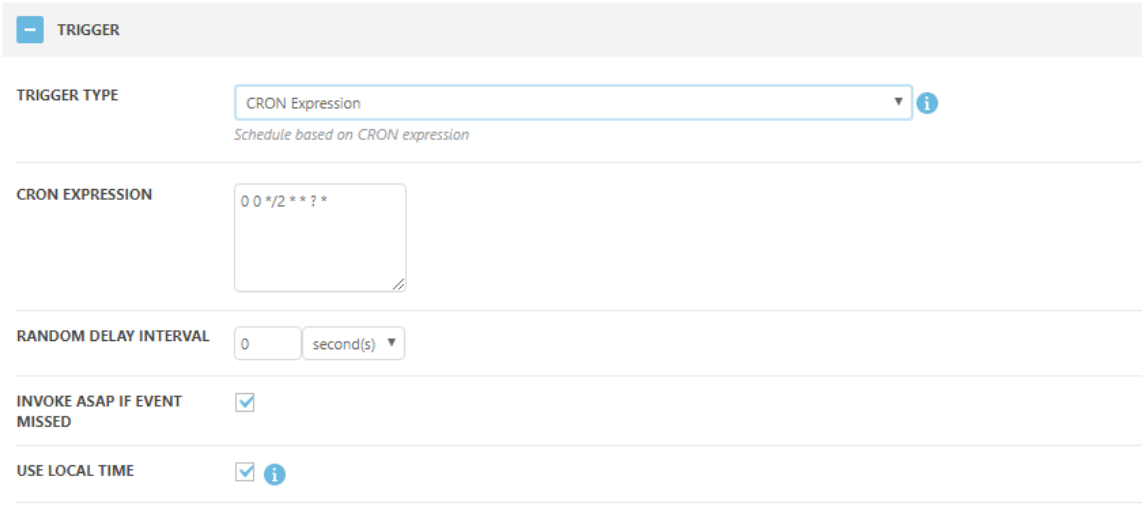
Untick Deactivate License

Tick Unmanaged Computers



Select CRON Express for Schedule

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



# 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