Avira Management Console

AMC server configuration for managing online remote computers

HowTo

AVIRA

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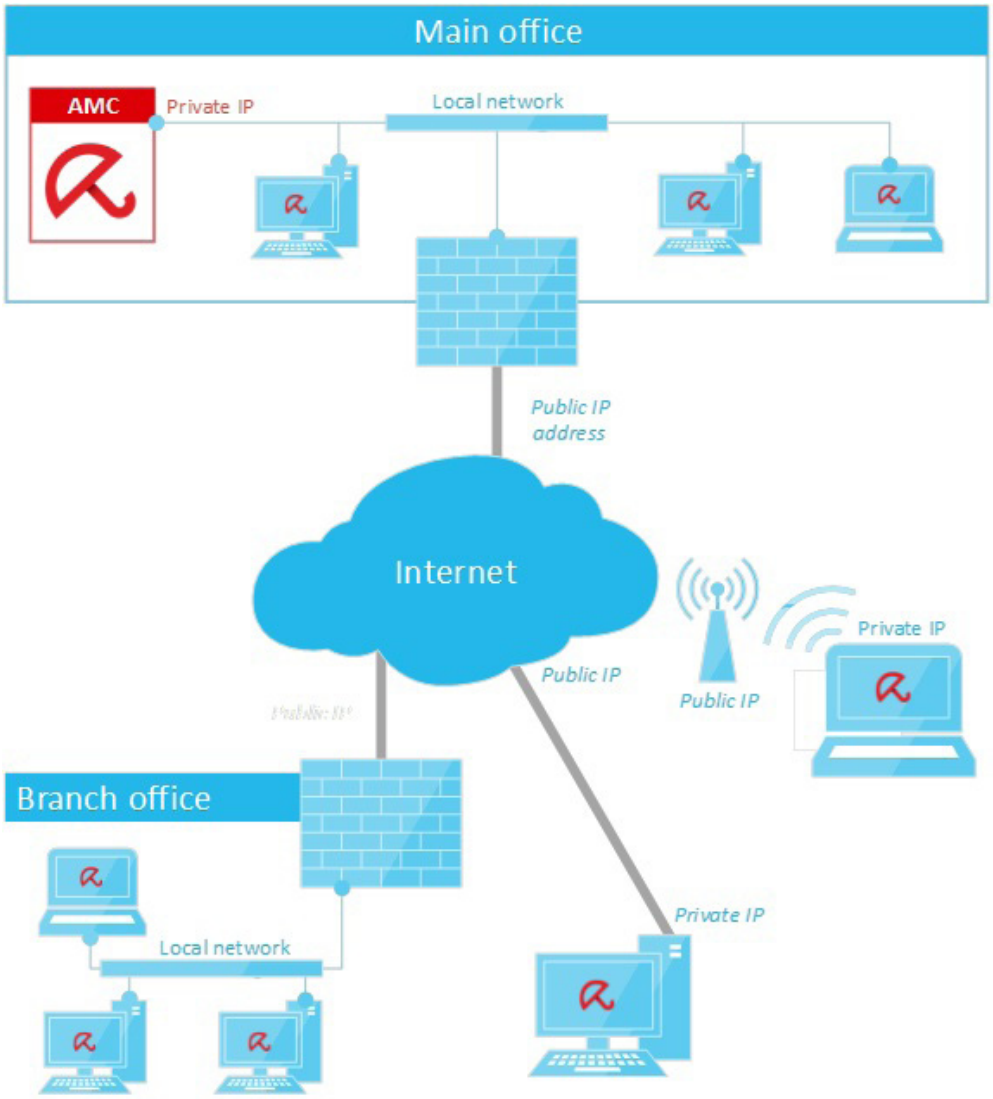
1. General

This document contains the entire configuration to set up correctly an AMC server and manage remote computers over the Internet. The remote computers are neither connected to a local network, or a VPN connection.

2. Network layout plan

The following diagram displays a scenario, where the remote computers of a branch office are only connected to the Internet. They are neither connected to the local network nor a VPN. The task is to manage these computers and install the current Avira products, without using any virtual network or VPN connection.



3. Configuration

Before installing any Avira product or AMC agent on the remote computers, you have to configure first the AMC server and enable port forwarding on your network devices.

Note
If your AMC server is directly connected to the Internet with a public IP address, you do not need to make any port forwarding, you only have to open the ports on the FireWall.

3.1 Port forwarding

If your AMC server does not have a public IP address, you have to redirect some ports to the AMC server to allow the AMC agent installed on the computer to communicate with the AMC server. Forward the following ports on your network devices:

- 7000
- 7010
- 7030
- 7080

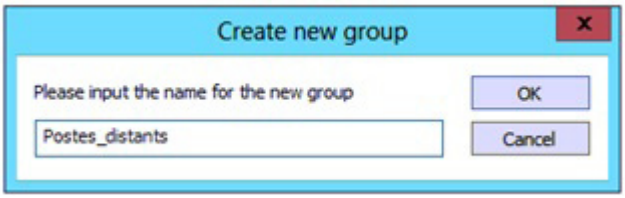
Note
It is recommended to create some FireWall rules to restrict access to the AMC server from the Internet.

3.2 AMC configuration

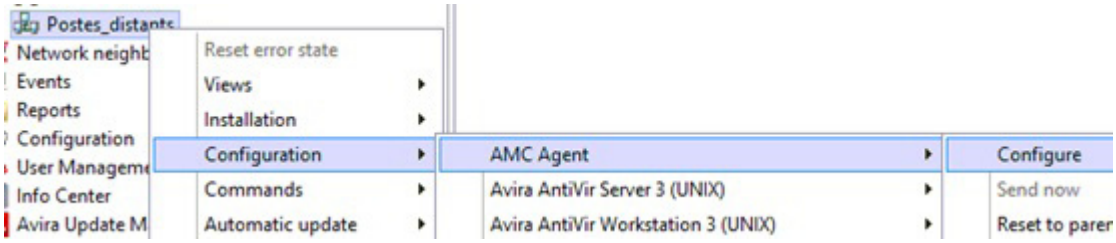
The following steps allows you to manage the remote computers from your AMC server.

- Log in to the “Avira Management Console“

Go to “Security Environment“, and create one or more computer groups where you will define the specific configuration. It is recommended to create only one child group where you can customize the configuration of Avira products. Therefore, go with a right-click on Security Environment > New > Group, then write the name of the group (“Remote_computers”)

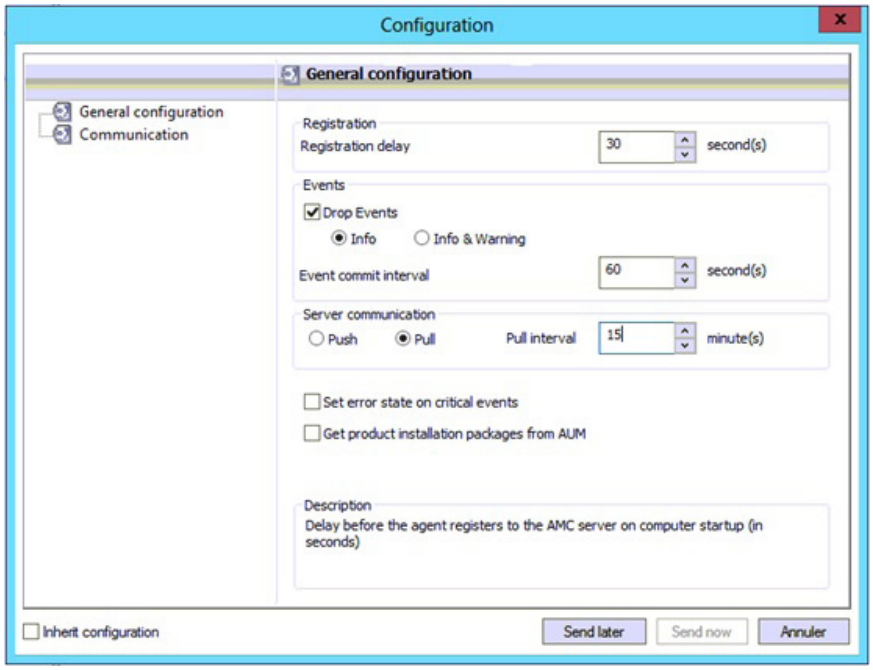


- Right-click on the new group and select *Configuration* > *AMC Agent* > *Configure*

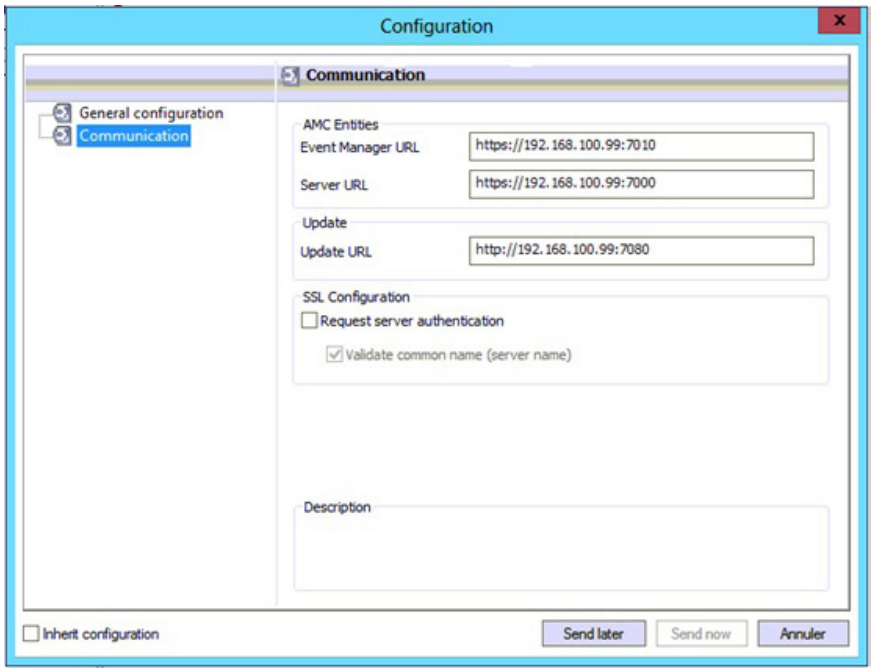


Uncheck the “Inherit configuration“ box and select the „Pull“ mode in the „General configuration“ panel. The “Pull“ mode configures the agent installed on computers to get the configuration from the AMC server.

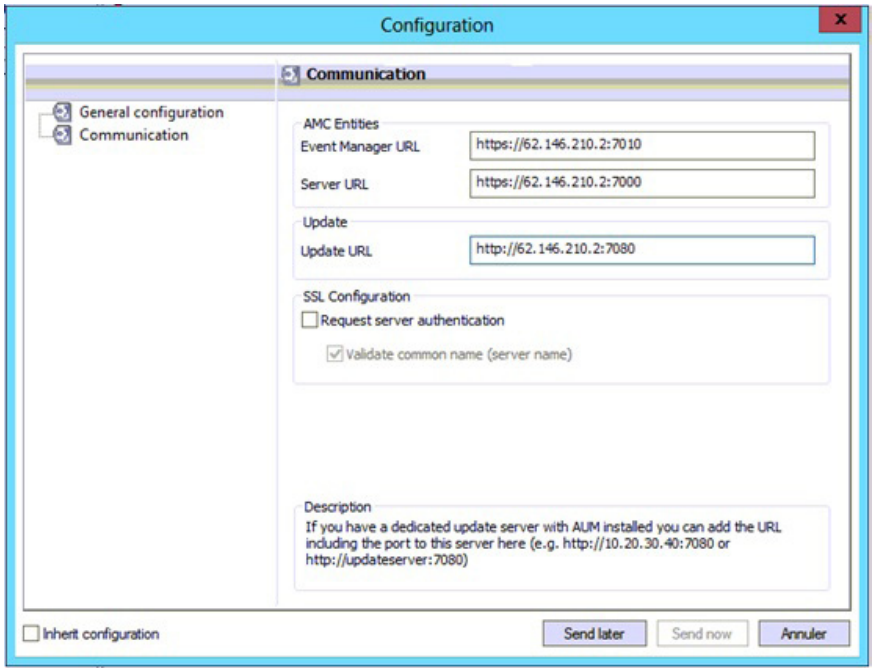
With the option “Pull interval“, you can define the period of the communication between the AMC agent and the AMC server. The “Pull interval“ is preconfigured by default to 60 minutes.



Click afterwards on the “Communication“ panel.
If your AMC server is connected to your local network, the IP address of the server is displayed in the fields.



Replace the private IP address with a public IP address of your main branch or a public IP address of your AMC server.



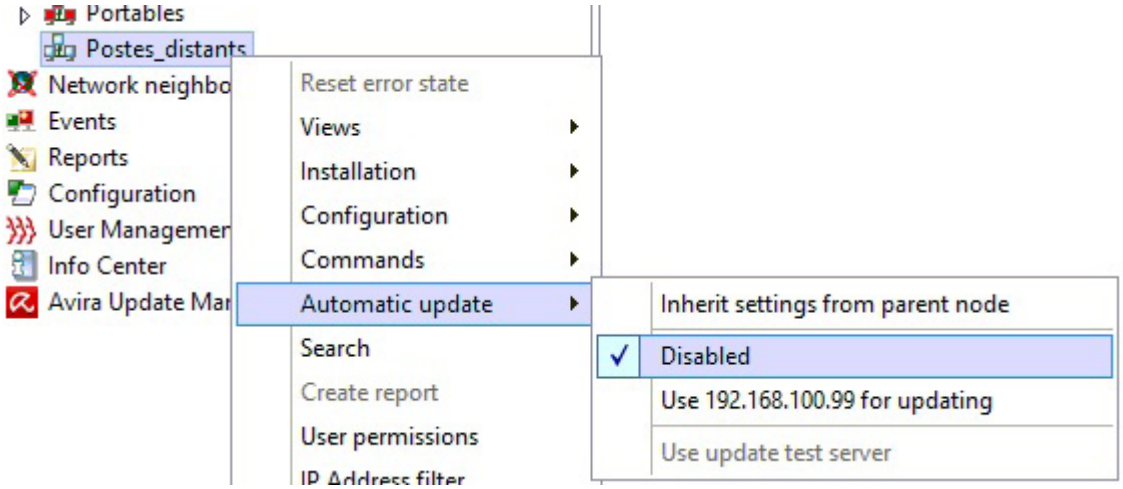
Then, click the **Send later** button.

Note
You can encrypt the communication between the AMC agents and AMC servers. To do so, click on the “Request server authentication“. Apply before the use encryption, then check your certificate and test it.

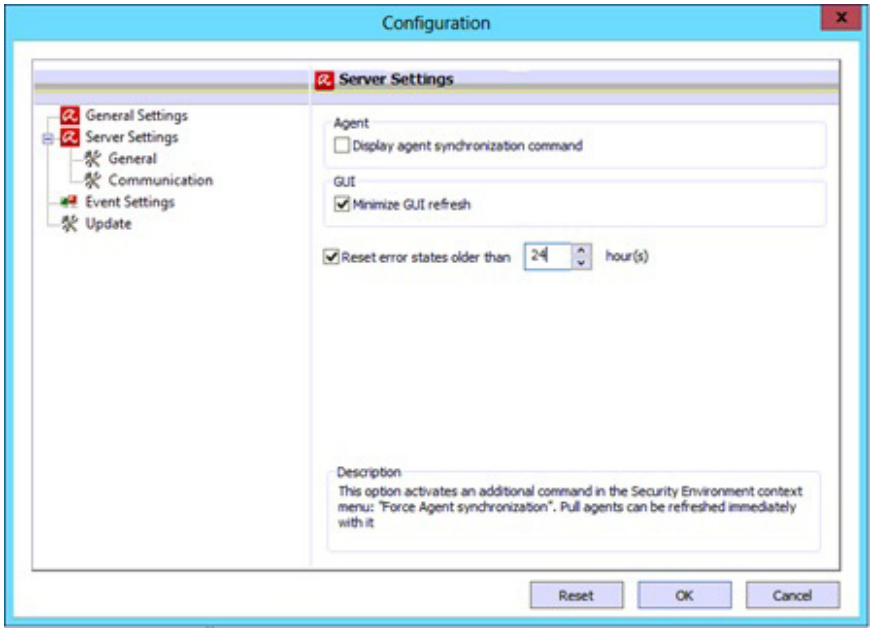
- Repeat the predefined step to create and configure the computer group called “New computers“. If this group already exists, move the existing computers elsewhere and repeat only the last configuration. The “New computers“ group gets unknown computers with agents installed

- Right-click on “Remote_computers“ and select *Automatic update* > *Inherit settings from parent node* to disable inherit configuration of updates sent by the AMC server to computers

- Right-click again on „Remote_computers“ group and select *Automatic update* > *Disabled*. Now, updates from the AMC server are disabled for all computers in the “Remote_computers“ group



- Click on “Configuration“ then select “Server Settings“ and check “Minimize GUI refresh“ box. Click on **OK** and confirm the restart of the AMC server service.


Configuration
Server Settings
General Settings
Server Settings
General
Communication
Event Settings
Update
Agent
Display agent synchronization command
GUI
Minimize GUI refresh
Reset error states older than
24
hour(s)
Description
This option activates an additional command in the Security Environment context menu: "Force Agent synchronization". Pull agents can be refreshed immediately with it
Reset
OK
Cancel

4. Install the AMC agent on the remote computer

The installation of a AMC agent via the AMC server is easy, but since the remote computers are not connected with the AMC server through a local network or VPN, the AMC server cannot access the remote computers. In this case, the best solution is to install the AMC agent manually on the computer.

4.1 Installation via AMC

If the computers are connected to your local network, you can install the AMC agent from the AMC server. To do so, use the standard method.

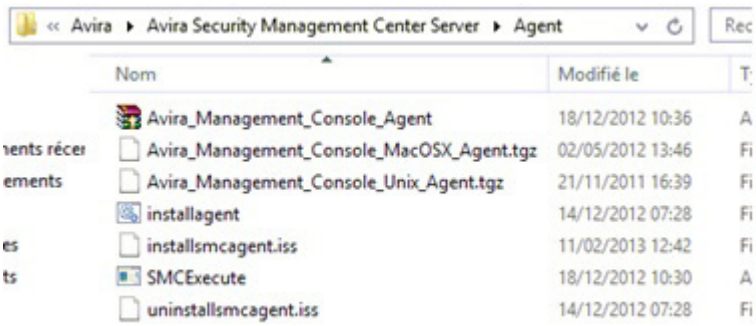
Keep in mind that the computers must be placed in the “Remote_computers” group to get the correct agent configuration.

4.2 Manuall installation

If a computer is not connected via a local network or VPN, you have to install the AMC agent manually. The installation files for the AMC agents are available on the AMC server at the following path:

- **Windows 2003**
  C:\Documents and settings\All users\Application Data\ Avira\Avira Security Management Center Server\Agent

- **Windows 2008 / 2012**
  %programdata%\Avira\Avira Security Management Center Server\Agent



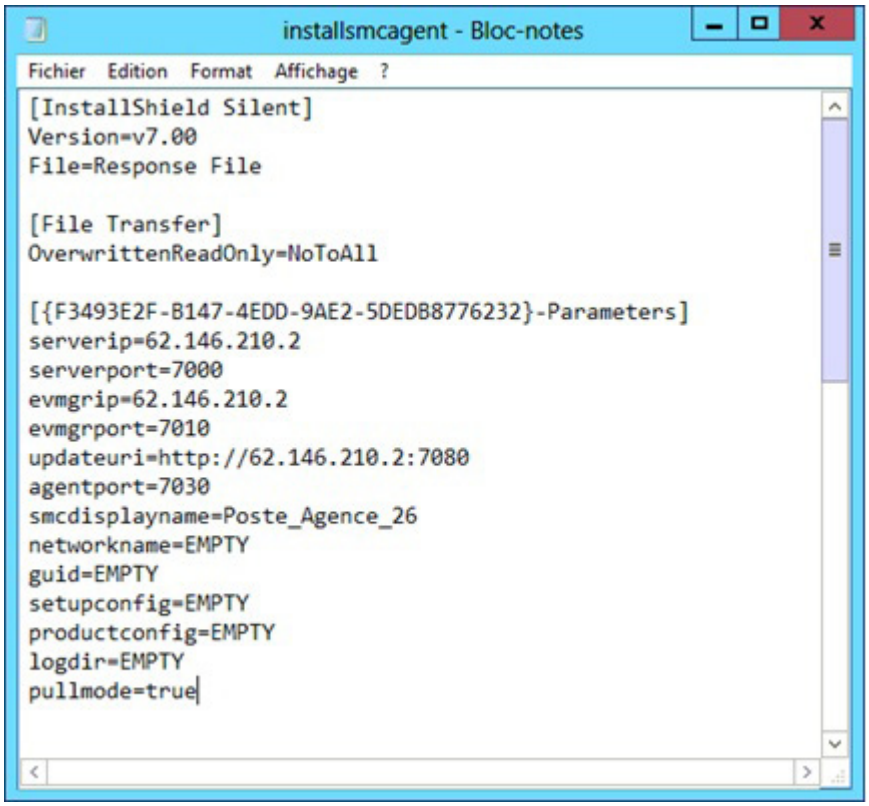
Copy the following files to the remote computer:

- *Avira_Management_Console_Agent.exe*
- *installagent.bat*
- *installsmcagent.iss*
- *SMCExecute.exe*

Before launching the installation, please edit the *installsmcagent.iss* file and define the parameters below.

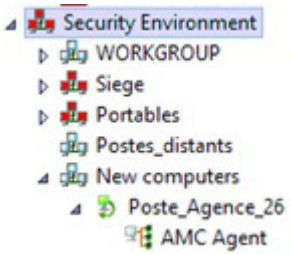
> **Note**
> Do not edit the file directly on the server, but only the copy which will be used on the remote machine.

- `serverip=<public IP address of main branch office>`
- `evmgrip=< public IP address of main branch office>`
- `updateuri=http://<public IP address of main branch office>:7080`
- `smcdisplayname=<name of the computer displayed in AMC console. Leave at « EMPTY » to keep the hostname of the computer>`
- `pullmode=true`

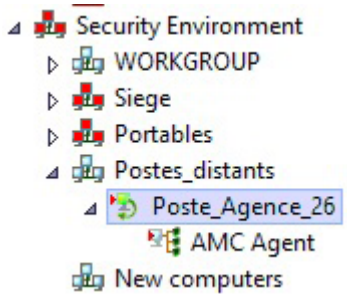


Execute the file *installagent.bat* with administrator rights.

The installation will complete after a few seconds. In case of a successful installation, the computer will be displayed in the AMC console under the group “New Computer“.



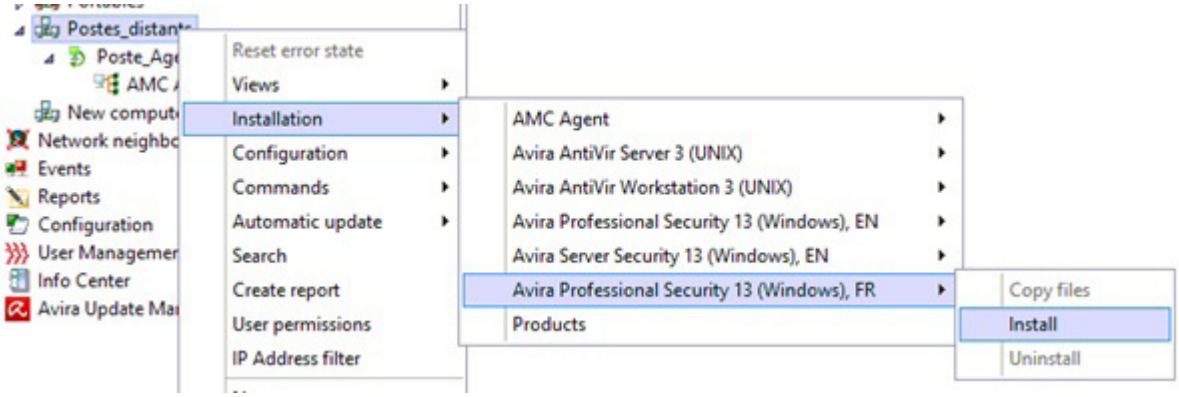
Subsequently, move the computer into the provided group “REMOTE_ computers“.



Note
After all AMC agents have been installed and all computers have been moved in the group “Remote_computers“, it is recommended to delete the group “New computer“.

5. Install and configure the Avira products via AMC

The installation of the Avira products via remote desktop will be performed as usual.



Configuration

It is recommended to define a schedule for the updates, so that remote hosts can download the new updates in regulated intervals.

To do so, right-click on the „Remote_computers“ group and select *Commands* > *Avira Professional Security* > *Start update.*

Choose the display mode and click on **Schedule this command** button.

Configure the schedule task, then click on **Next** and **Finish**.

Now, the remote computers will be updated at regular intervals.

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