

QBR-S REMOTE PUSH INSTALLATION

This article discusses the push installer that can be utilized to push the ShadowSnap agent out to machines on the LAN.

OPTION 1: IN-PLACE UPGRADE

Note: For the push installer to function TCP port 139 (SMB) & 25566 (ShadowSnap Agent) must be open between the QBR-S and any machines you are looking to push the installation out to.

1. Browse to the device's local web console.
2. For upgrading an existing agent, select the "Upgrade Local Agent" link under the desired agent (see below). After clicking the link, a prompt box will appear. Select "Yes" to upgrade the agent.

A reboot of the production machine will occur automatically when using this method.

OPTION 2: NEW DEVICE

1. For new agent installations, you may utilize the Push Installation feature. Under the Agents tab of the local device's web console, select the "Click Here" link under the Protect a New System portion of the interface. This will launch the ShadowSnap Push Install page.
2. Enter the Administrator Credentials of the production machine so that the installer can be run as an Administrator when pushed.
3. Next, enter either the IP address or fully qualified domain name for the production machine, and click the Add to Queue button.
 - The queue for the push install will appear as the screenshot above when fully populated.
 - For the ShadowSnap 3.0 update, it will be mandatory to reboot the production machine after installation. By default, the production machine will not automatically reboot post-install. To have the machine automatically rebooted as soon as the ShadowSnap installation completes, simply click on the word "No" underneath "Auto Reboot". A "Yes" will then appear and the production machine will be automatically rebooted after the install completes.
 - If there is a problem with the protected system's Administrator Credentials that were entered, the queue will report "Credentials are Invalid". In this event, remove the queued push install by clicking the parenthesized (x). Then double check your credentials and add it to the queue again.
 - Repeat step 2-3 for every ShadowSnap agent that needs to be updated for the QBR-S or QBR-S Lite device.

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4. When the queue has been populated, simply click on the “Push Install Agents” button at the bottom of the screen to run the Push Installer for ShadowSnap to all the machines in the queue.

- **If any trouble is encountered while using the Push Installer, it is advised to follow the Manual Installation procedure to install ShadowSnap.**