



Thirtyseven4 EDR Security 8.3

OVA Deployment Guide

Thirtyseven4, LLC.
www.thirtyseven4.com

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About the Document

This User Guide covers all the information about how to install and use Thirtyseven4 EDR Security in the easiest possible ways. We have ensured that all the details provided in this guide are updated to the latest enhancements of the software.

The following list describes the conventions that we have followed to prepare this document.

Convention	Meaning
Bold Font	Anything highlighted in bold indicates that it is a direction about how to carry out an action.
	This symbol indicates additional information or important information about the topic being discussed.
<Step 1> <Step 2>	The instruction mentioned in the numbered list indicates actions that you need to perform.

Thirtyseven4 EDR Security Highlights

Thirtyseven4 EDR Security ensures maximum protection against any possible threats or malware that may infect your system when you browse online, work in network environment, and access emails. You can schedule scanning, set rules for Quarantine and Backup for files, and block malicious emails and spams.

Mac Security Helps you customize the settings that concern the protection of files and folders in your system. You can set scanning preferences, apply rules for virus protection, schedule scanning, exclude files and folders from scanning, and set rules for quarantine and backup files.

Web Security Helps you set the protection rules to save your machine from malicious files that can sneak into your system during online activities such as banking, shopping, surfing and so on.

Email Security Helps you customize the protection rules for receiving emails from various sources. You can set rules for blocking emails which are suspicious of spam, or malware.

For more information, please visit <http://www.thirtyseven4.com>.

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Chapter 1. Features and Enhancements

Overview

This document helps you, deploy OVA on the VirtualBox, and set up the Thirtyseven4 EDR server.

OVA (Open Virtualization Appliance) file contains a compressed version of a virtual machine. When you deploy an OVA file, the virtual machine is extracted and imported into the virtualization software installed on your computer.

The OVA build file is provided to address any of the following scenarios at the customer end.

- Ubuntu 22.04 LTS machine is not available.
- Only Windows machines are available.

This OVA will create an Ubuntu 22.04 LTS machine on top of the VirtualBox and then you can proceed through the configuration of the pre-installed EDR Server.

OVA Details

- OVA File name: Thirtyseven4_8_3.ova
- Oracle Virtual box version: 7.0.8
- RAM: 8 GB

Prerequisites

- Physical Windows Machine with RAM \geq 16 GB
- Windows 10 and above OR Windows server 2019 and above
- Disk space: 60 GB and above.
- CPU: 4 Core (x86-64) or above.
- The VT-x must be enabled in the physical machine's BIOS.
- Oracle Virtual Box 7.0.8
- Thirtyseven4_8_3.ova build file.
- Keep the following details ready and handy.
 - Product Key
 - Static IP Address

- Gateway
- Subnetmask
- DNS

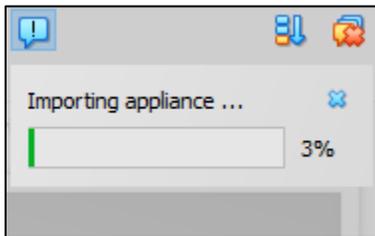
Note: For seamless working of OVA over virtual box, it is recommended to have only one hypervisor installed on the system. Other than the Oracle Virtual Box, ensure that no other hypervisor is installed on the system.

Please be advised that the images featured in this guide correspond to a previous release.

Step 1: Deploy OVA on VirtualBox

Follow these steps to deploy OVA on the VirtualBox.

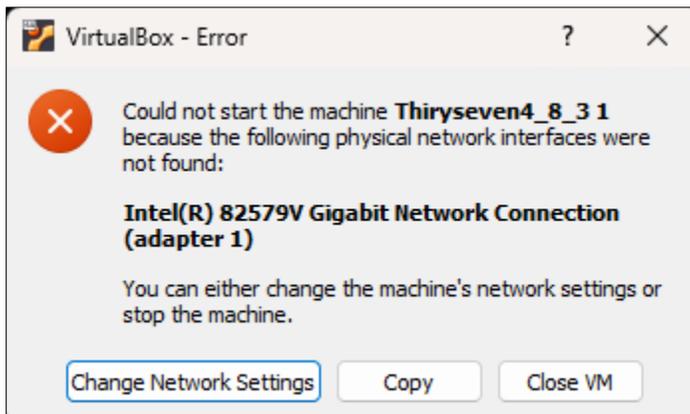
1. Download and install Oracle VM VirtualBox on Windows machine.
2. Open the VirtualBox.
3. Go to **File > Import Appliance**.
4. In this step, choose a virtual appliance file to import. Click **Browse** and select **Thirtyseven4_8_3.ova** file.
5. Click **Next** and follow the wizard.
6. Click **Import**.



When the Import is complete, VirtualBox creates VM with Ubuntu. On this, you will configure the pre-installed EDR 8.3 server.

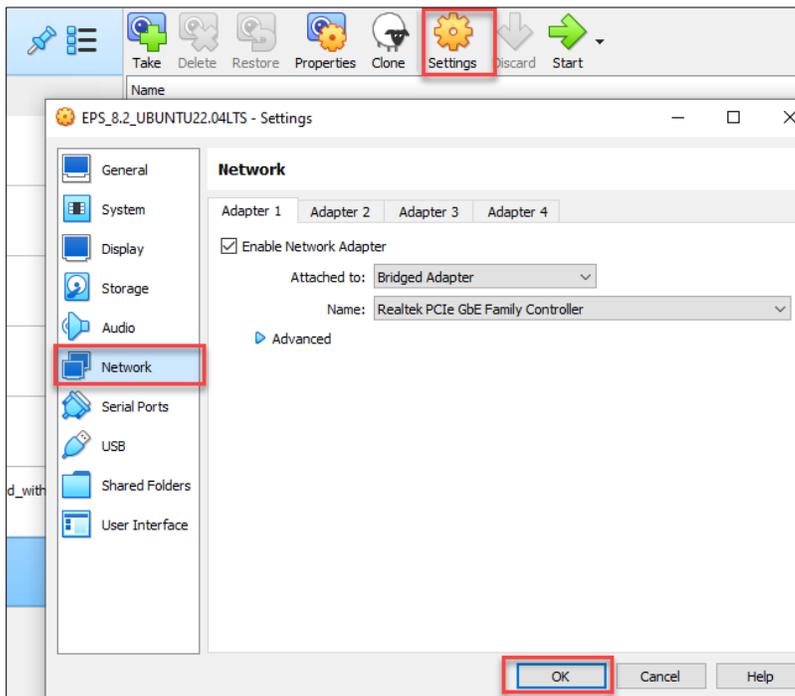
7. Start the VM. The Network Error prompt appears.

8. Click **Change Network Settings**.

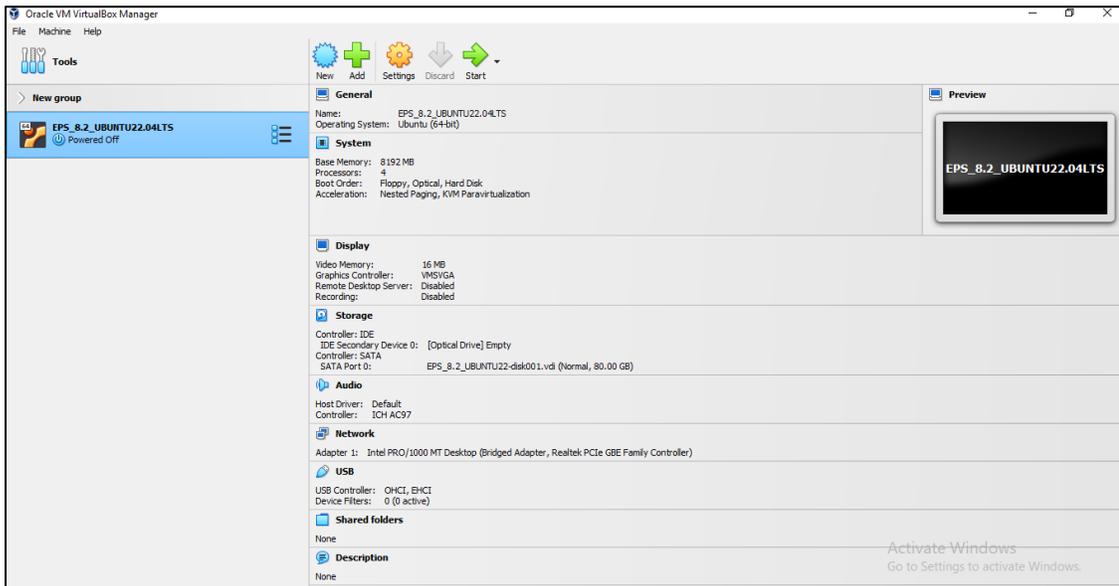


The error prompt disappears.

9. Go to **Settings > Network**. Click **Ok**.



10. Oracle VM VirtualBox Manager window appears.



OVA is deployed successfully on the VM.

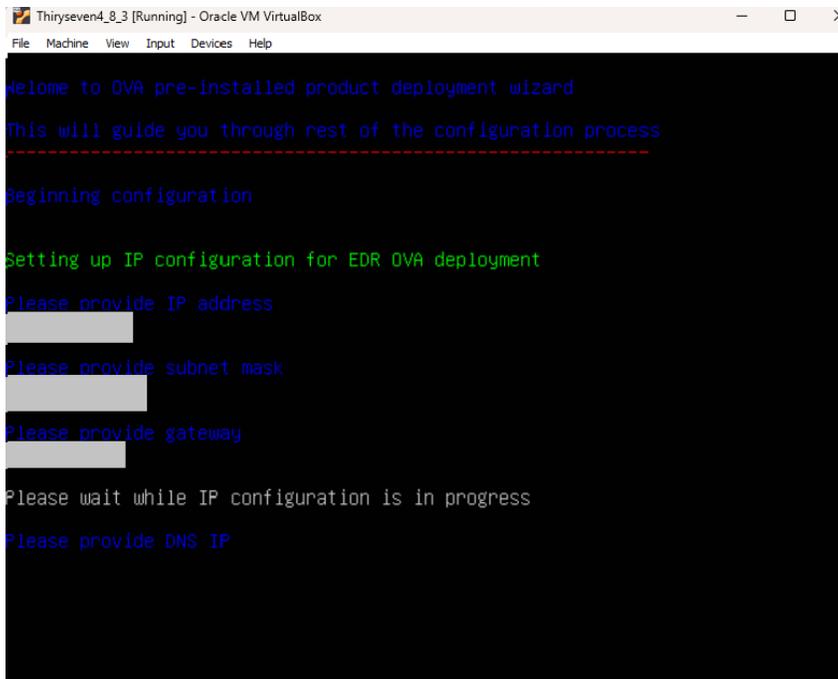
11. Click **Start** icon to start the VM. The VM is ready for use.

Step 2: Configure EDR Server

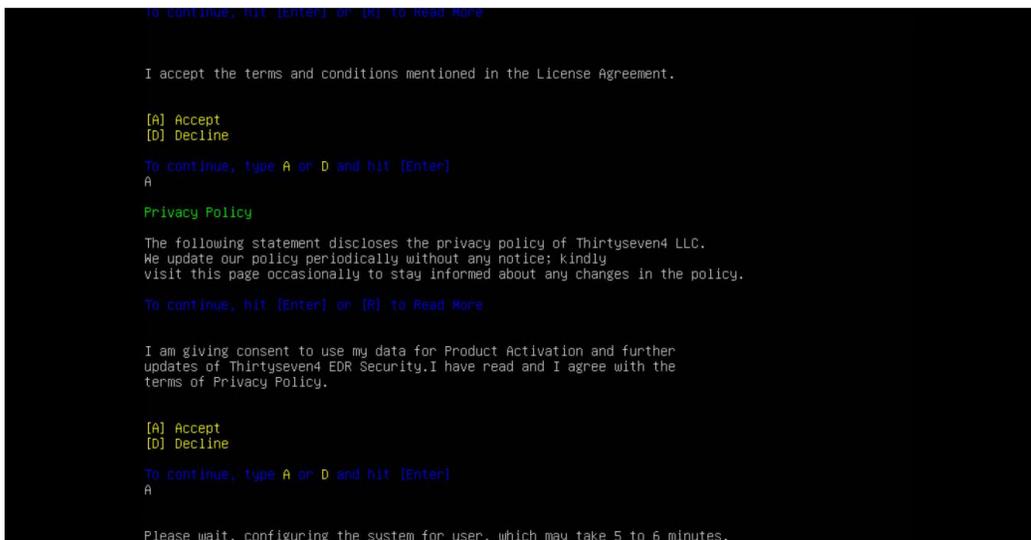
1. On the VM, login with the given credentials.

Note: It is recommended to change the password after installing the EDR Server.

2. Provide the following details one after another and hit [Enter].
 - Static IP Address
 - Subnetmask
 - Gateway
 - DNS



3. **Software License Agreement** appears. Read the License Agreement carefully. Installation and usage of Thirtyseven4 EDR Security is subject to your formal acceptance of the Thirtyseven4 EDR Security end-user license terms and conditions. To continue, hit [Enter] or press R key to read more.
4. **Terms & Conditions** appear. To continue, hit [Enter] or press R key to read more. To continue, type A and hit [Enter] to accept the terms and conditions; D option is to decline. If you decline, the installation process is stopped.

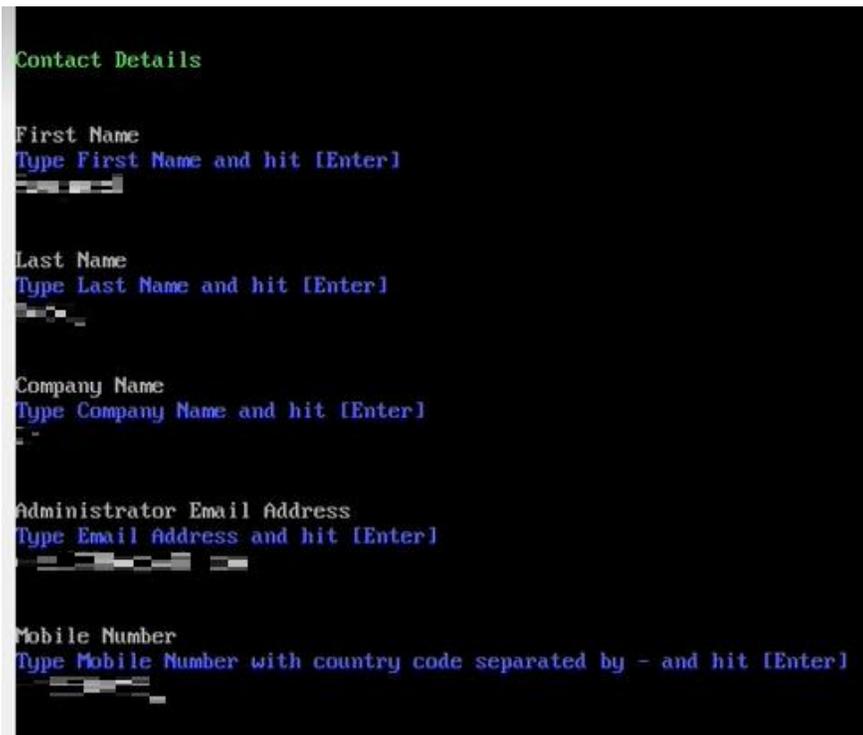


5. Wait till the system is configured for user. It might take 5 to 6 minutes.
6. The Proxy Settings screen appears. If you are using a proxy server to connect to the Internet, type 1 and hit enter.

If you want to continue without enabling Proxy Settings, type 2 and hit enter. The Proxy Setting information is used by EDR Server for internet connectivity, activation and for downloading updates.

To enable and configure proxy settings:

- a. Type the IP address of the proxy server or domain name (For example, proxy.yourcompany.com) and hit [Enter].
 - b. Type the port number of the proxy server (For example: 80) and hit [Enter].
 - c. Type 1 to Authenticate to connect through the Proxy server. Type 2 to continue without authentication.
 - d. Type User Name.
 - e. The success message appears if the connection to the proxy server is successful.
7. The Customer Information screen appears. Enter the information step by step.



Note: The maximum length for the first name is 50 characters.

8. The Authentication screen appears. Create Thirtyseven4 EDR Security administrator password to access the Web console and endpoint password to access the endpoint settings at the endpoint side.
- a. Type in Administrator Email Address and hit [Enter] or you can continue with the existing Email address. To continue, hit [Enter].

- b. Type in your password and hit [Enter]. Type password again to confirm the password and hit [Enter]. You cannot view the typed password.
 - c. You can provide client credentials. This is optional. Type 1 to specify client credentials and hit [Enter]. Type in client password and hit [Enter]. Type client password again to confirm the password and hit [Enter]. You cannot view the typed password.
 - d. This helps prevent unauthorized users from accessing the Web console and make changes in your settings or remove the endpoints.
 - e. Type 2 to continue without providing client credentials and hit [Enter].
9. The installation summary screen appears. Activation and Server Configuration data is displayed. Please note the EDR console URL.
 - a. Type 1 to save summary file and hit [Enter].
 - b. Type 2 to continue without saving and hit [Enter].

```
Verify the summary of Activation and Server Configuration.
Please note the [REDACTED] login URL.

Installation Type      :Single Node Installation
Installation Path      :/opt/[REDACTED]Security
Login URL              :https://[REDACTED]login
Customer First Name   :[REDACTED]
Customer Last Name    :[REDACTED]
Customer Company Name :[REDACTED]
Customer Mobile Number :[REDACTED]
Country               :[REDACTED]
Domain Name or IP Address :[REDACTED]
HTTP Port             :[REDACTED]
SSL Port              :[REDACTED]
Client Installation Path :[REDACTED]
Administrator Email Address:admin@quicknetai.com

[1] Save Summary File
[2] Continue without saving

To continue, type 1 or 2 and hit [Enter] to continue
1

Triggering Preconfig and Tenant On-Boarding
Preconfig and Tenant On-Boarding is successful..!!
Installing Default Linux Client
```

10. The installation process starts. Tenant onboarding starts.

11. It prompts you to change the password.

```
After OVA configuration, you must change the [redacted] user password.

New Password
Type Password and hit [Enter] to continue

Confirm Password
Type Confirm Password and hit [Enter] to continue
```

12. After changing the password, you need to log in again.

```
After OVA configuration, you must change the [redacted] user password.

New Password
Type Password and hit [Enter] to continue

Confirm Password
Type Confirm Password and hit [Enter] to continue

[Error] The password and confirmation password do not match.

Password
Type Password and hit [Enter] to continue

Confirm Password
Type Confirm Password and hit [Enter] to continue

The Password has been changed successfully.

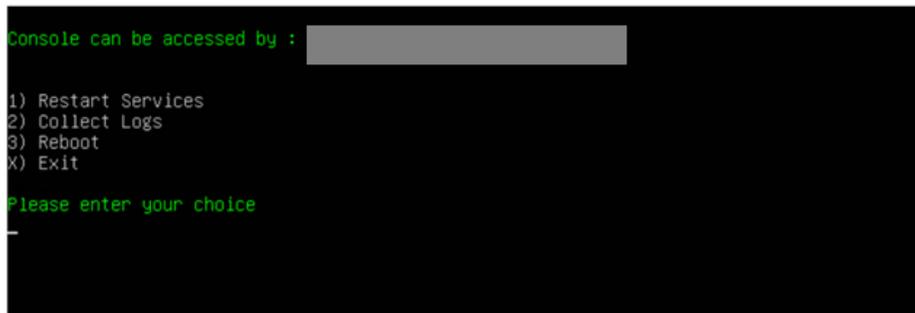
Please re-login to apply changes.
To exit, hit [Enter]
```

13. To continue:

- a. Type **Y** to continue using the system and hit [Enter].
- b. Type **N** to log out and hit [Enter].

```
Configuration is now complete and system is ready for use.!!
Console can be accessed by : [redacted] / [redacted] login
Please Enter Y to continue using the system or N to logout
```

14. If you enter **Y**, the following screen appears.



```
Console can be accessed by : 

1) Restart Services
2) Collect Logs
3) Reboot
X) Exit

Please enter your choice
_
```

15. Enter your choice and hit [Enter].

Step 3: Log on to EDR Server

1. Paste the console access URL in any browser. Example: <https://<provided IP Address>/login/eps>.

Supported Web Browsers:

- Google Chrome 62, 63, 64 or 65
- Mozilla Firefox 56, 57, 58, 59, 62, 64 or 65
- Microsoft Edge.

2. Provide the credentials.

Thirtyseven4 EDR Security console is ready to use.

Exiting the Setup

You can exit from the setup process by pressing **Control C** keys.

Confirmation message appears. Again, press Control C keys to exit the setup.

Chapter 2. Technical Support

The Support option includes an FAQ where you can find answers to the most frequently asked questions, options to submit your queries, send emails about your queries, or call us directly.

Accessing support options

To access the Support options, follow these steps:

1. Log on to the Thirtyseven4 Web console.
2. On the top right of the Thirtyseven4 Dashboard, click the **Support** button.

Support includes the following options:

- **Email Support:** Includes **Submit Ticket** that redirects you to our Support web page. Here you can read some of the most common issues with answers. If you do not find an answer to your issue you submit a ticket.
- **Phone Support:** Includes phone numbers. You can call our support team and get your issues resolved.

Support by Phone

Following is the contact number for phone support: 1-877-374-7581.

To know more phone numbers for support, please visit www.support.thirtyseven4.com

Other sources of support

To get other sources of support, please visit:

www.support.thirtyseven4.com

If the Product Key is Lost

Product Key serves as your identity for your Thirtyseven4 product. If you lose the Product Key, please contact Thirtyseven4 Technical Support to get the Product Key. A nominal charge is levied for re-issuing the Product Key.

Head Office Contact Details

Thirtyseven4, L.L.C.

P.O. Box 1642,

Medina, Ohio 44258

United States

Phone number: 1-877-374-7581

Fax number: 1-866-561-4983

Email: support@thirtyseven4.com

Thirtyseven4 Support: www.support.thirtyseven4.com

Web: www.thirtyseven4.com

Sales: sales@thirtyseven4.com