



Pandora RC Installation



From:

<https://pandorafms.com/manual/!780/>

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Pandora RC Installation

To install Pandora RC (*formerly called eHorus*), the installers must be downloaded according to the operating system used as a client.

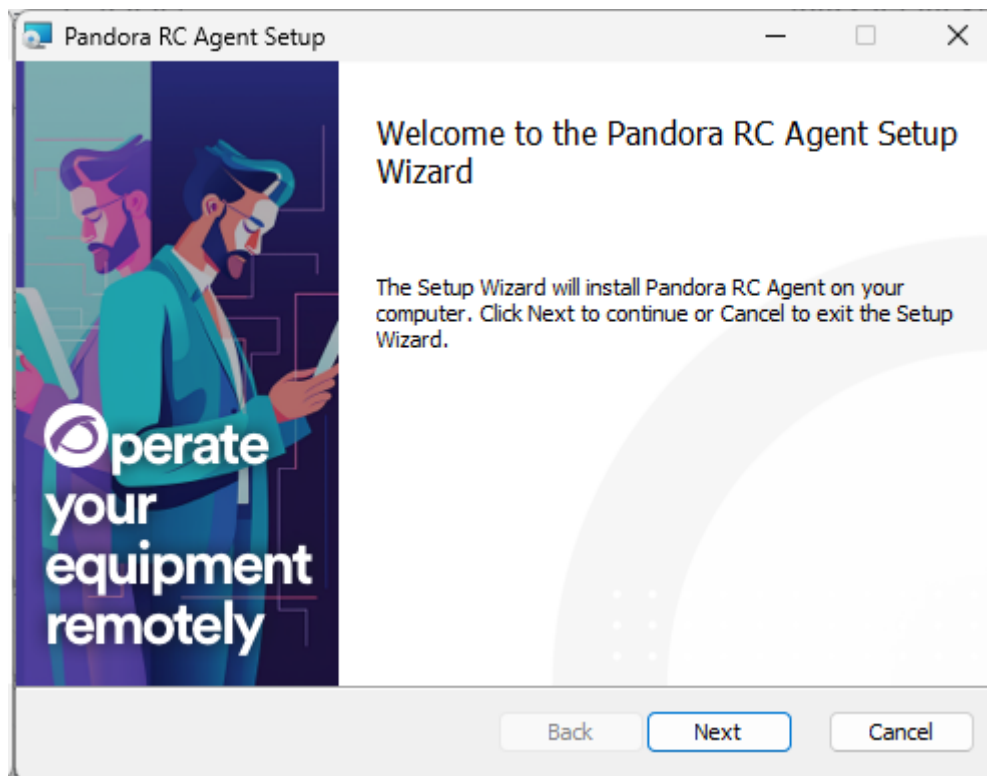
Pandora RC installation in MS Windows

Normal installation for MS Windows

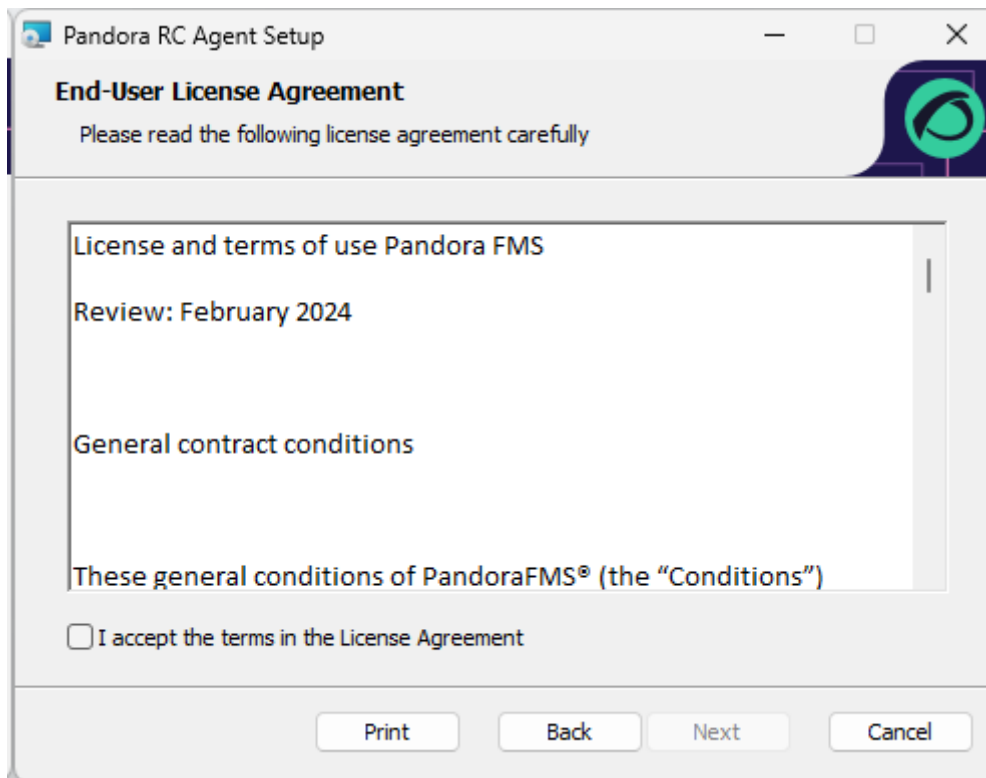
Download the agent for MS Windows® (32 or 64 bit CPU):

<https://pandorafms.com/en/remote-control/download/>

You need administrator permissions to install the Pandora RC agent. Once downloaded, decompress and run the installer. This agent has been tested on the available versions of MS Windows®, from Windows XP® to Windows 10®. Since the installer is not signed, it may show a warning on installation and then proceed with the installation.

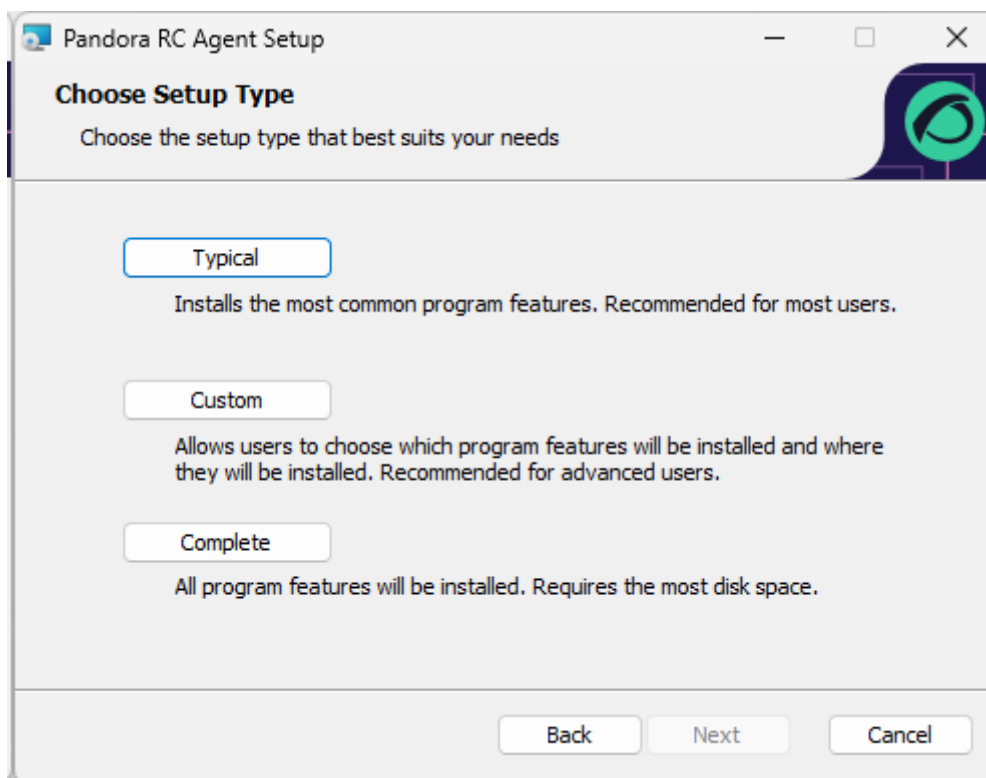


The license terms must be accepted:

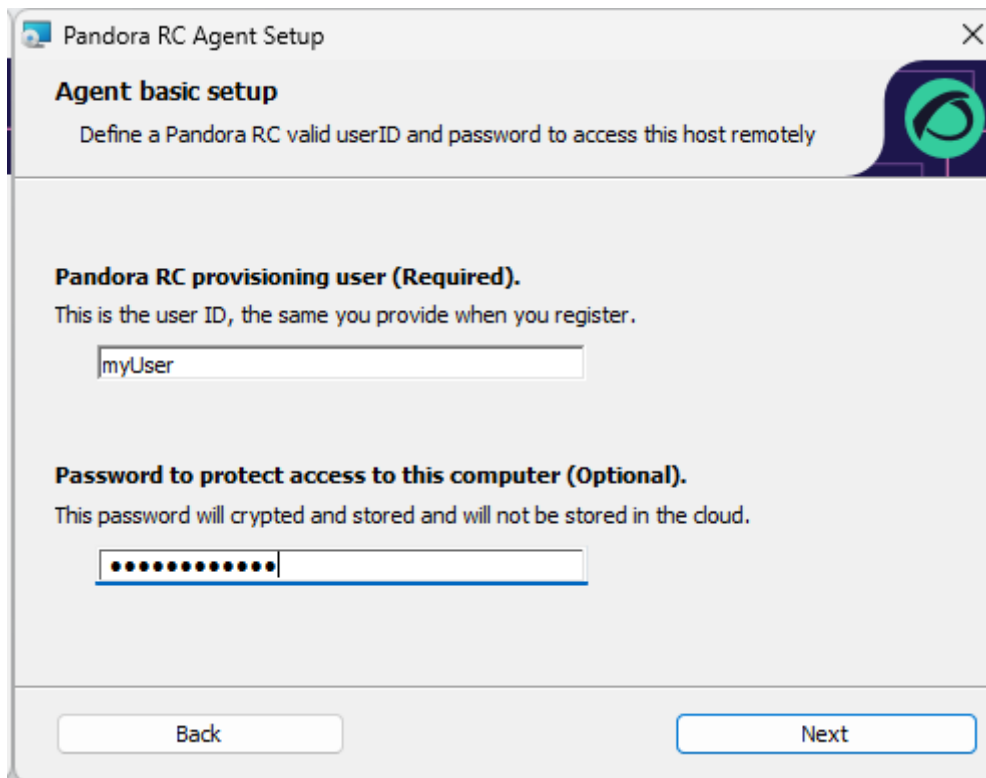


For normal installations click Typical. To change the installation directory, click Custom.

For normal installations click Typical. To change the installation directory, click Custom.

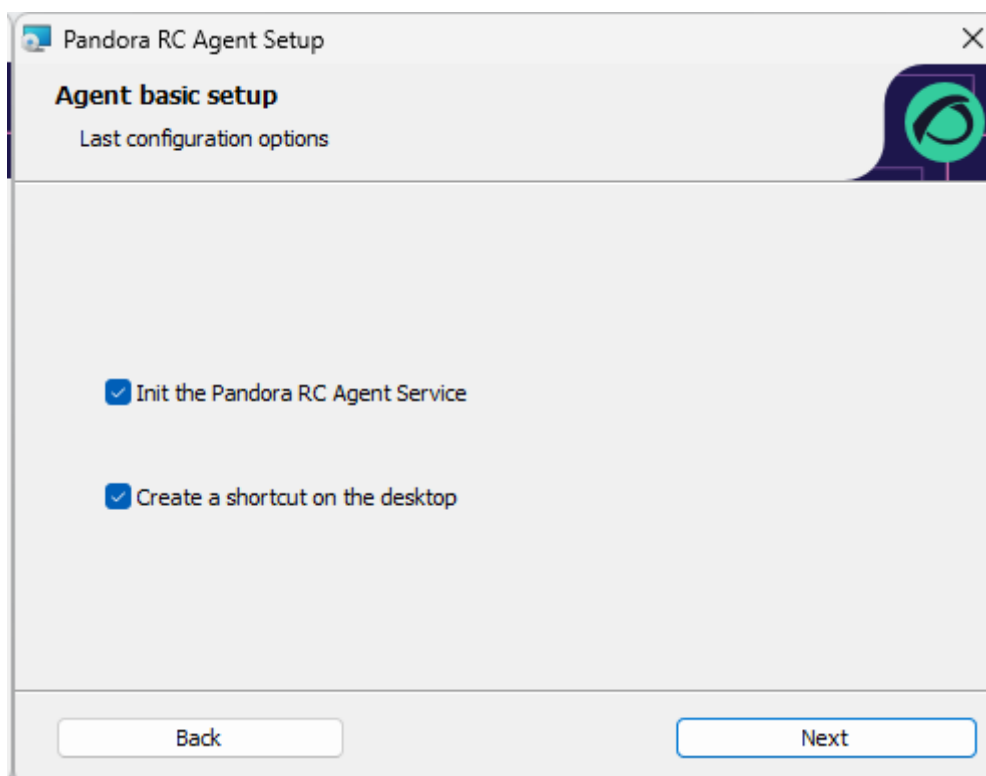


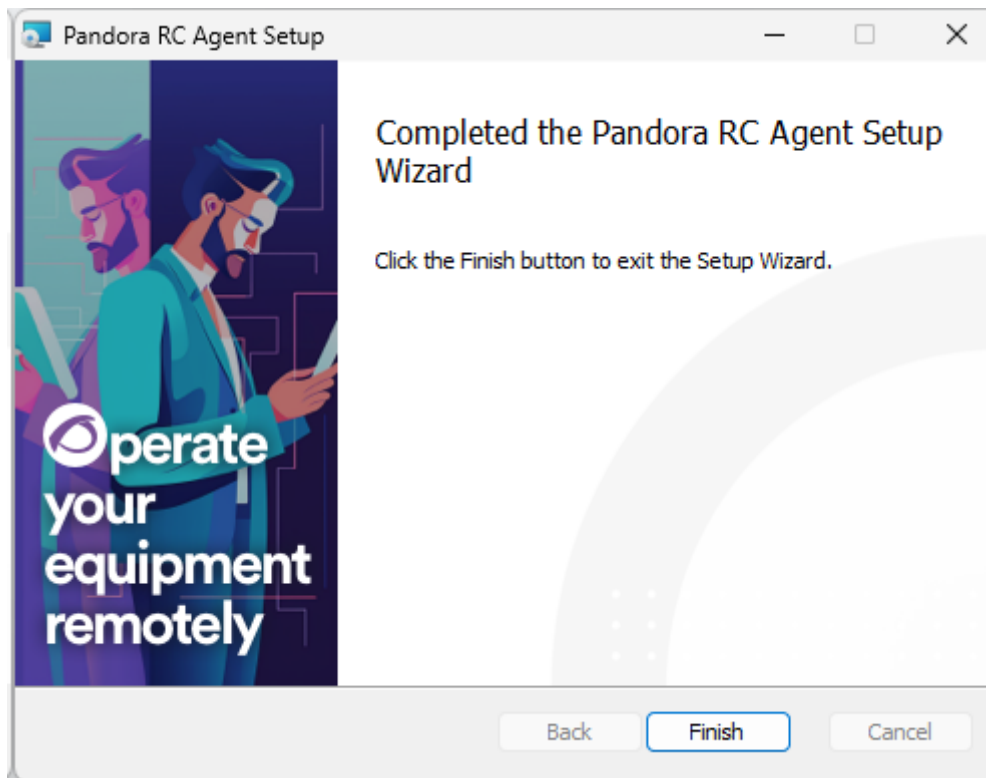
In this screen you will need to enter the username that you have in Pandora RC platform so that the agent may work properly.



In addition, notice that an agent password can be set for this installation. This password may be added or modified later. To set a password at this point, enter it in the Password to protect access to this computer text box (image above).

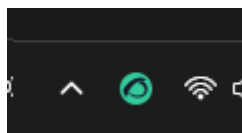
You will be asked if you wish to start the Pandora RC agent on that machine and add a shortcut icon on the desktop:





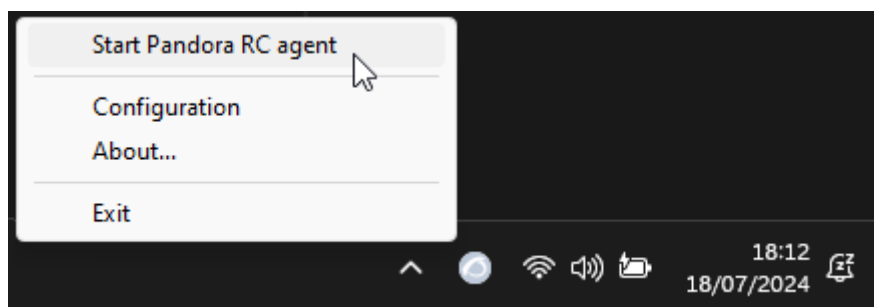
If you correctly configured the agent (setting the provision user) and the agent has internet connection, you may start using Pandora RC. The installation will be finished successfully.

You should see Pandora RC status icon in the MS Windows® notification area:



The green icon means that the agent is running and provisioned. Red means that it could not be provisioned.

Right-clicking on the icon displays the following options:



You will only be able to stop/restart Pandora RC subcomponents if the manager (Pandora RC Agent Menu) was started with Administrator privileges. A user without privileges cannot stop Pandora RC nor change its configuration. If you click Configuration, you will be able to see the identifier of that machine. The EKID is a unique number for each host managed by Pandora RC.

Configuration X

Your EKID is:

D

r

User:

EKID: D r

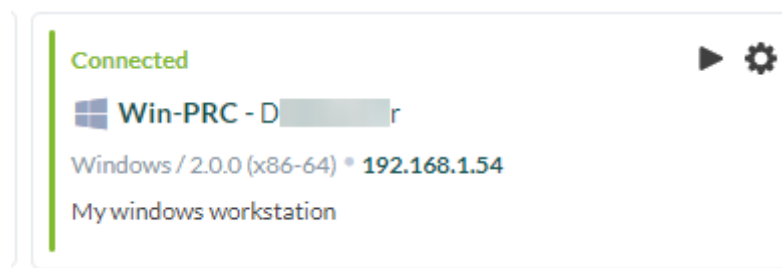
Password

Shared directory ...

Language v

Apply and restart

This machine, already provisioned and connected, should be visible in Pandora RC portal.



Pandora RC agent was installed as a service. This means that the machine, even if it is restarted, will start again Pandora RC services and it will still be available.

Unattended installation on MS Windows

It runs with a privileged user, usually the "Administrator" user, with several parameters (all optional):

```
msiexec /i pandorarc_installer_windows-XX.msi /q PARAM1="value2" PARAM2="value2"
...
```

Example:

```
msiexec /i pandorarc_installer_windows-XX.msi /q EHUSER="userXXX"
EHKEY="`d877cb3c-82de-4b27-8dbf-1761f3345e7c`"
EHPASS="5555" EHORUSINSTALLFOLDER="C:\path\to\install"
STARTEHORUSSERVICE="1" DESKTOPSHORTCUT="0"
```

Where:

- EHUSER: Pandora RC user.
- EHKEY: Unique key.
- EHPASS: Agent password.
- STARTEHORUSSERVICE: Start the agent at the end of the installation (default 1).
- DESKTOPSHORTCUT: Create a shortcut on the desktop (default 1).
- EHORUSINSTALLFOLDER: Folder where you wish to install the agent (default %ProgramFiles%\ehorus_agent)

Important notice:

- The quiet installation of Pandora RC agent must always be executed from a terminal with administrator permissions.
- Hyphens are reserved character words in MSI installers, so you have to escape them. In the example given, EHKEY is escaped since in order for it to take the entire chain as a literal, you have to enter double quotation marks.
- EHORUSINSTALLFOLDER should not have single quotation marks inside the existing ones. Respect spaces only with double quotation marks, which are always necessary for this purpose.
- Microsoft Framework .NET 4.0® must be installed to run on Windows XP® and Windows Server 2003®:

<https://www.microsoft.com/en-us/download/details.aspx?id=17718>

MS Windows agent update

Like the other platforms (GNU/Linux®, macOS®) the MS Windows® agent can be updated centrally from the Web Console, but if it is required to be updated manually, it can be done with the same installation package. The system will detect that it is updating the software and will not overwrite configuration files, updating only the code automatically.

GNU/Linux installation

Several RPM files are available depending on the RHEL version and processor architecture (32-bit or 64-bit). Installation on any version and architecture is similar.

<https://pandorafms.com/en/remote-control/download/>

Since the remote desktop is optional, you will have to manually install some dependencies. It is possible that if you already have a desktop environment, these dependencies are already installed. If it does not work, you should try to reinstall them, restart Pandora RC agent and verify whether it works.

Rocky Linux / RHEL 8

Install the following dependencies:

```
dnf install tigervnc-server gdm gnome-classic-session \  
gnome-terminal nautilus-open-terminal control-center \  
liberation-mono-fonts metacity libnsl
```

Install the RPM file (recommended):

```
yum install pandorarc_agent-el8-x64-XX.rpm
```

Or by tarball:

```
tar xvzf pandorarc_agent_linux-XX.tar.gz  
cd ehorus_agent/  
./ehorus_agent_installer --install
```

Pandora RC does not currently support Wayland, so it should be disabled by entering the parameter `WaylandEnable=False` in file `/etc/gdm/custom.conf`. This change may require a reboot.

Manually configure the provisioning user in the file `/etc/ehorus/ehorus_agent.conf` and start the service:

```
systemctl start pandorarc_agent_daemon
```

Rocky Linux / RHEL 9

Install the following dependencies:

```
dnf install \  
tigervnc-server gdm \  
gnome-classic-session \  
gnome-terminal nautilus-open-terminal \  
control-center liberation-mono-fonts gnome-kiosk libnsl
```

The RPM file is installed:

```
dnf install pandorarc_agent-el9-x64-XX.rpm
```

Or by tarball:

```
tar xvzf pandorarc_agent_linux-XX.tar.gz
```

```
cd ehorus_agent/  
./ehorus_agent_installer --install
```

Pandora RC does not currently support Wayland, so it should be disabled by entering the parameter `WaylandEnable=False` in file `/etc/gdm/custom.conf`. This change may require a reboot.

Manually configure the provisioning user in the file:

```
/etc/ehorus/ehorus_agent.conf
```

And start the service:

```
systemctl start pandorarc_agent_daemon
```

Installation on Ubuntu 22.04

Since the remote desktop is optional, a number of dependencies will have to be installed manually. To do this, run the following command:

```
apt install tigervnc-standalone-server gnome-core gnome-panel \  
gnome-settings-daemon metacity nautilus gnome-terminal
```

Run the following command with administrative permissions:

```
dpkg -i pandorarc_agent_installer-x64-1.X.X.deb
```

Or install the tarball if you prefer:

```
tar xvzf pandorarc_agent_linux-XX.tar.gz  
cd ehorus_agent/  
./ehorus_agent_installer --install
```

Manually configure the provisioning user in the file `/etc/ehorus/ehorus_agent.conf` and restart the service:

```
systemctl start pandorarc_agent_daemon
```

It is possible that, if you already have a desktop environment, these dependencies are already installed. If you cannot connect to the desktop with Pandora RC the first time, try to reinstall them, restart Pandora RC agent and check again.

Pandora RC does not currently support Wayland, so you should disable it by setting the `WaylandEnable=False` parameter in file:

```
/etc/gdm3/custom.conf
```

This change may require a reboot.

Installing Pandora RC on GNU/Linux (Tarball)

Depending on the distro ([Rocky Linux / RHEL 8](#)], [Rocky Linux / RHEL 9](#) or [Ubuntu 22.04](#)), dependencies must be installed manually.

To find the processor architecture:

```
uname -p
```

If it shows `x86_64` it is 64-bit, otherwise 32-bit.

<https://pandorafms.com/en/remote-control/download/>

After downloading, copy the tarball file (*.tgz) to a temporary directory, open a terminal window with root rights (via `su` or `sudo`):

```
sudo -s
```

Or:

```
su -
```

Run where the tarball file was copied:

```
tar xvzf pandorarc_agent_linux-XX.tar.gz
cd ehorus_agent/
./ehorus_agent_installer --install
```

Additional installation options

Syntax:

```
./ehorus_agent_installer --install < option >
```

Options:

- To specify the user to which the agent will connect:

```
--eh_user < user >
```

- To specify the identification key to be used by the agent (only for advanced users):

```
--eh_key < key >
```

- So that the installer does not create the ehorus user (only recommended if you are not going to use the Display function):

```
--no_user
```

- Configure the custom temporary directory for the agent:

Useful in case you have the /tmp directory (default) and it is built with the noexec parameter:

```
--tmp_dir < custom_folder >
```

- Perform the whole installation without configuring the service and without starting it automatically when the computer starts:

```
--disabled
```

Service Execution

The file /etc/ehorus/ehorus_agent.conf is edited and the token eh_user is replaced by its user in Pandora RC.

To start the service:

```
systemctl start pandorarc_agent_daemon
```

To stop the service:

```
systemctl stop pandorarc_agent_daemon
```

Tarball uninstallation

To uninstall a Pandora RC agent installed by tarball, it has to be executed:

```
./ehorus_agent_installer --uninstall
```

Installation on macOS

macOS 11 or later is supported.

Normal installation

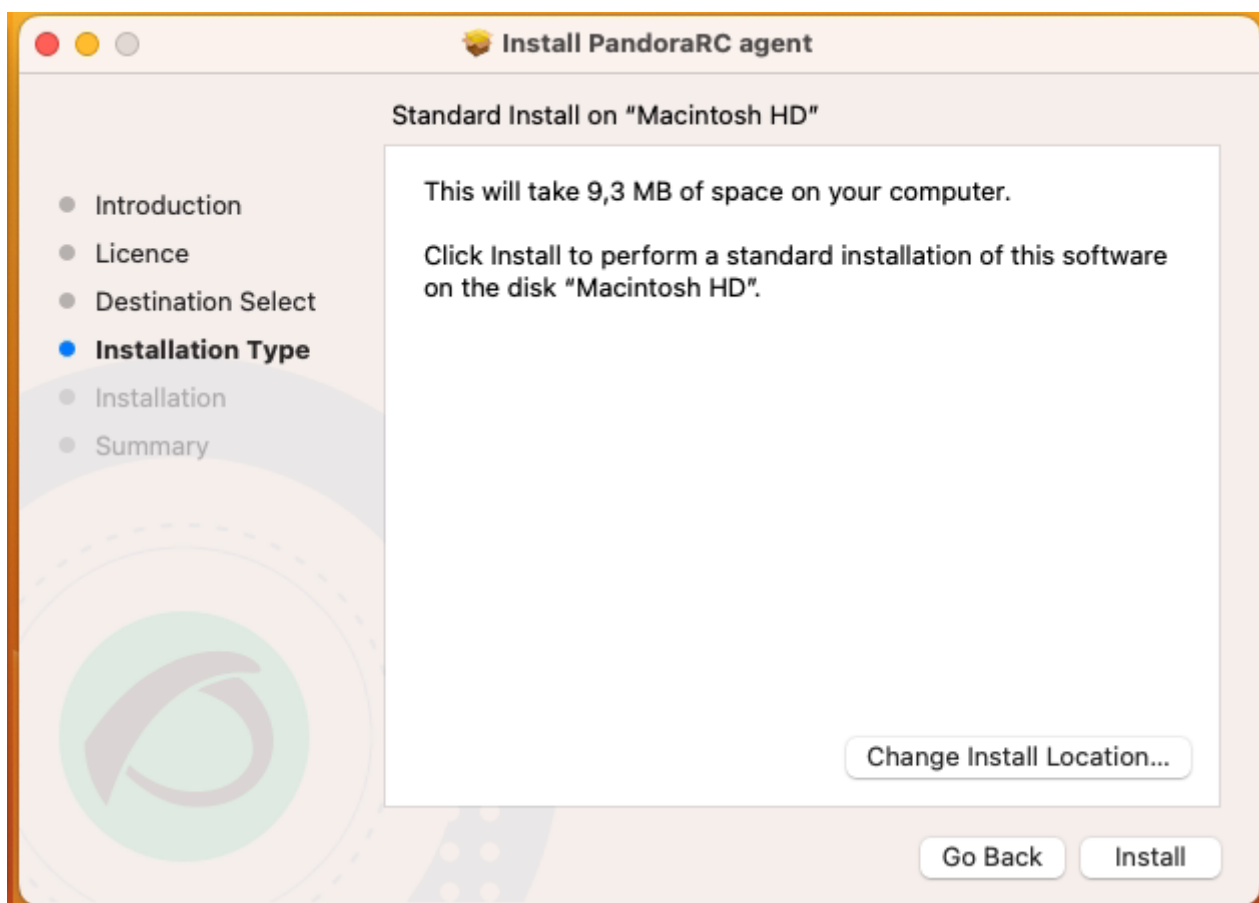
This installer is fully graphical, and once the process is finished, it will register and stay running on the machine.

1. The installer for MacOS in .DMG format may be downloaded from Pandora FMS website.

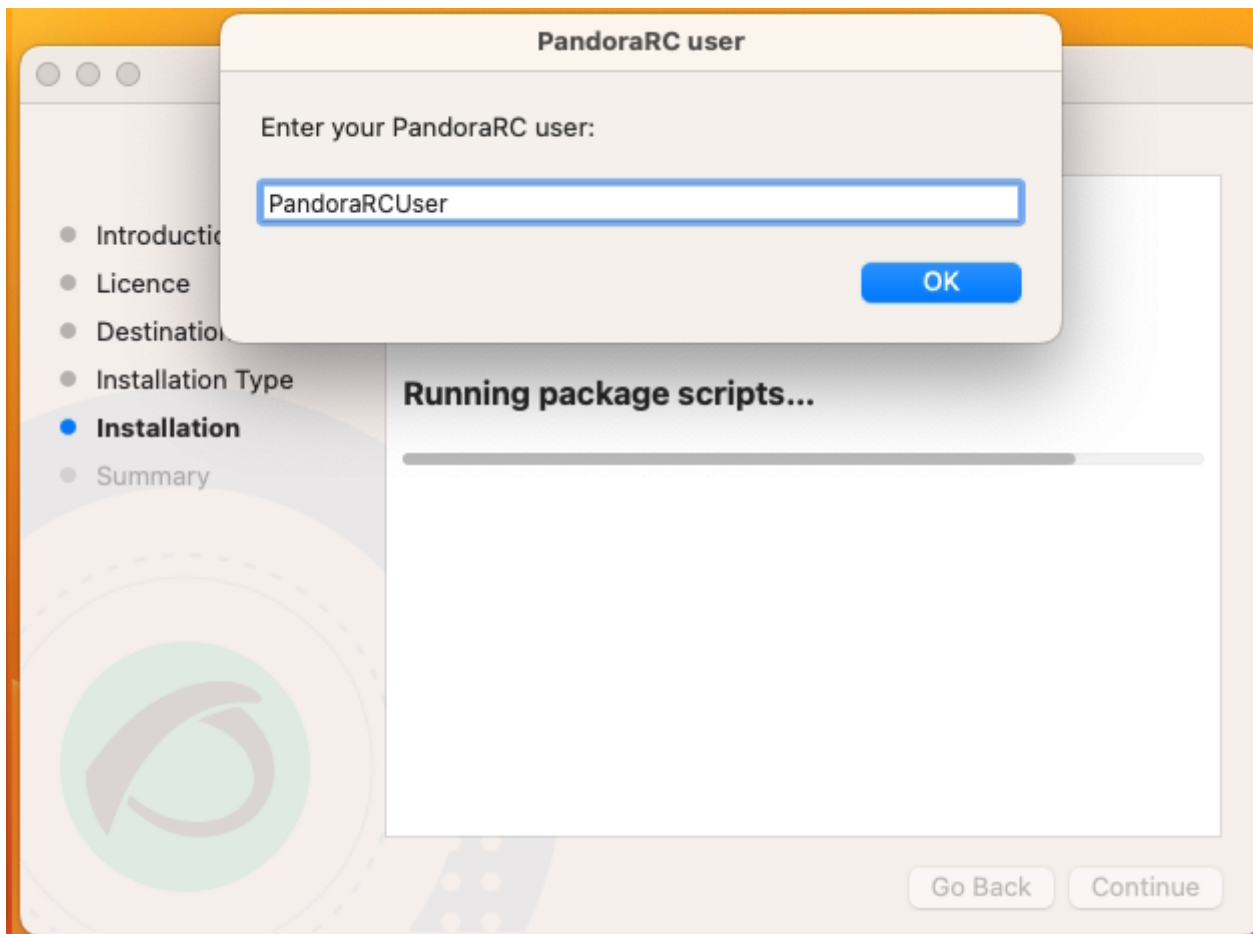
<https://pandorafms.com/en/remote-control/download/>

When opening this file you will find the Pandora RC installer named `pandorarc_agent.pkg`, which should also be opened.

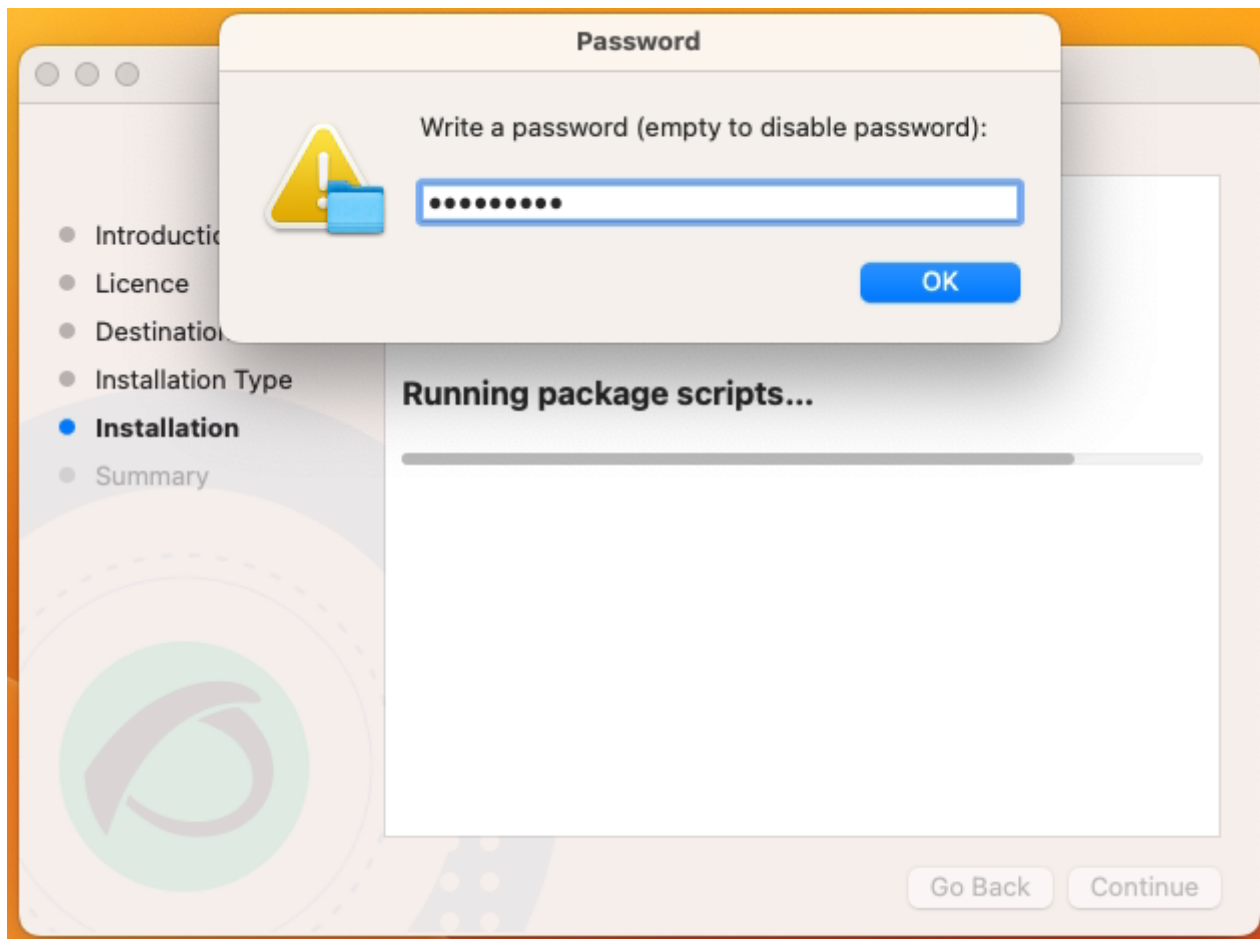
2. Accept the license terms and choose the installation folder, by default `/usr/local/ehorus_agent/` (important).



3. Enter the username [previously created on Pandora RC website](#).



4. It is recommended to provide a password to access the agent. This password is only used for your private use and is not stored in Pandora RC website.

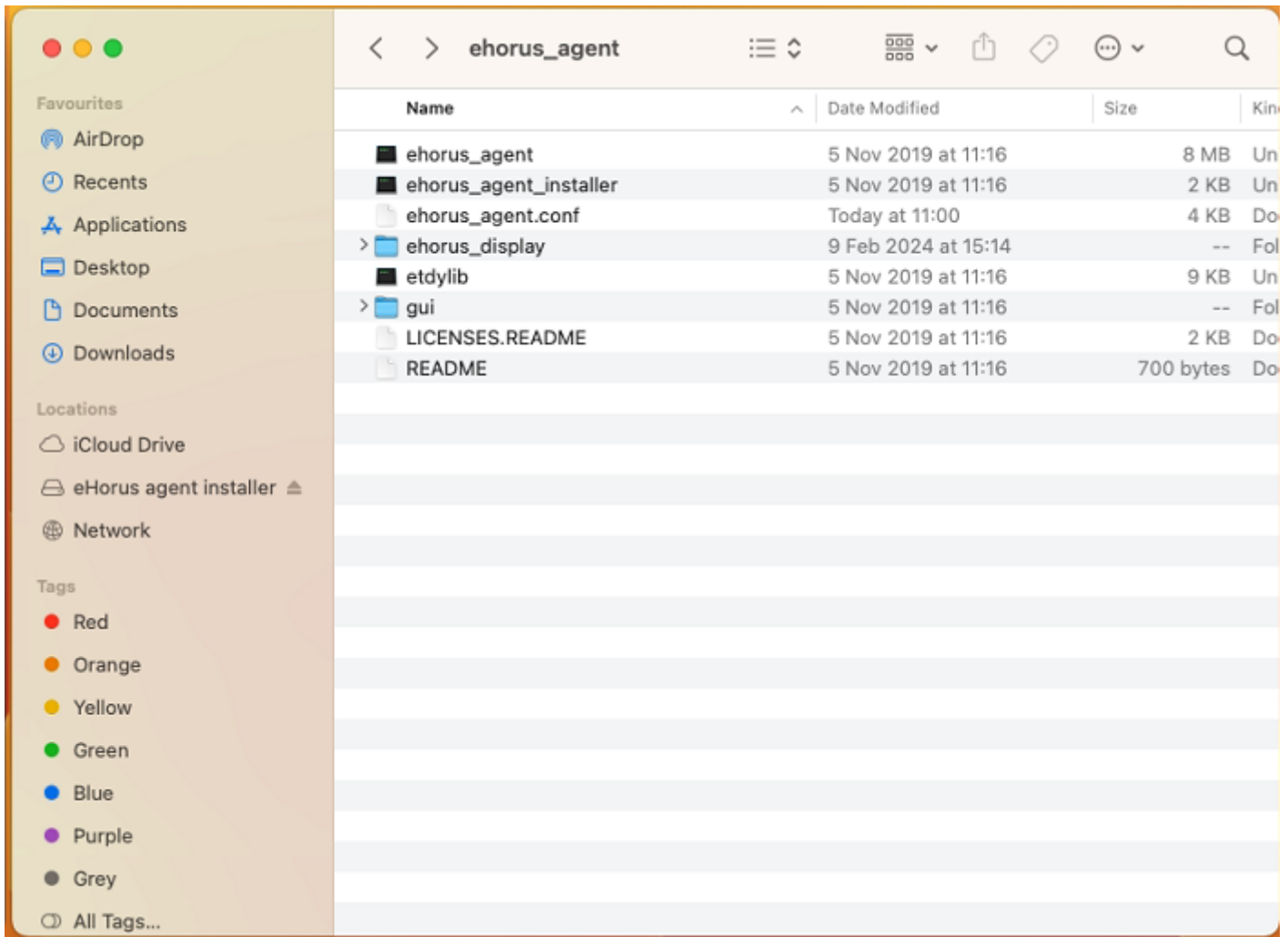
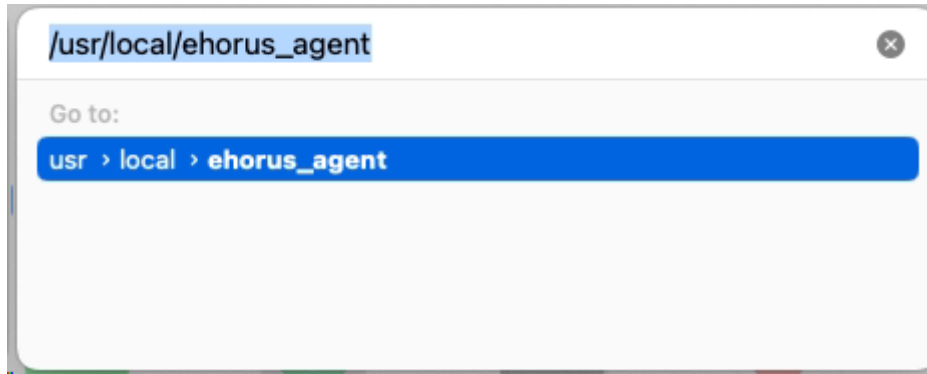


5. Access the Privacy & Security menu in Settings. The Accessibility, Screen Recording and Full Disk Access permissions should be assigned to Pandora RC agent executable, located in the default directory `/usr/local/ehorus_agent/` (or the different directory chosen in step number one, take into account for the following steps).

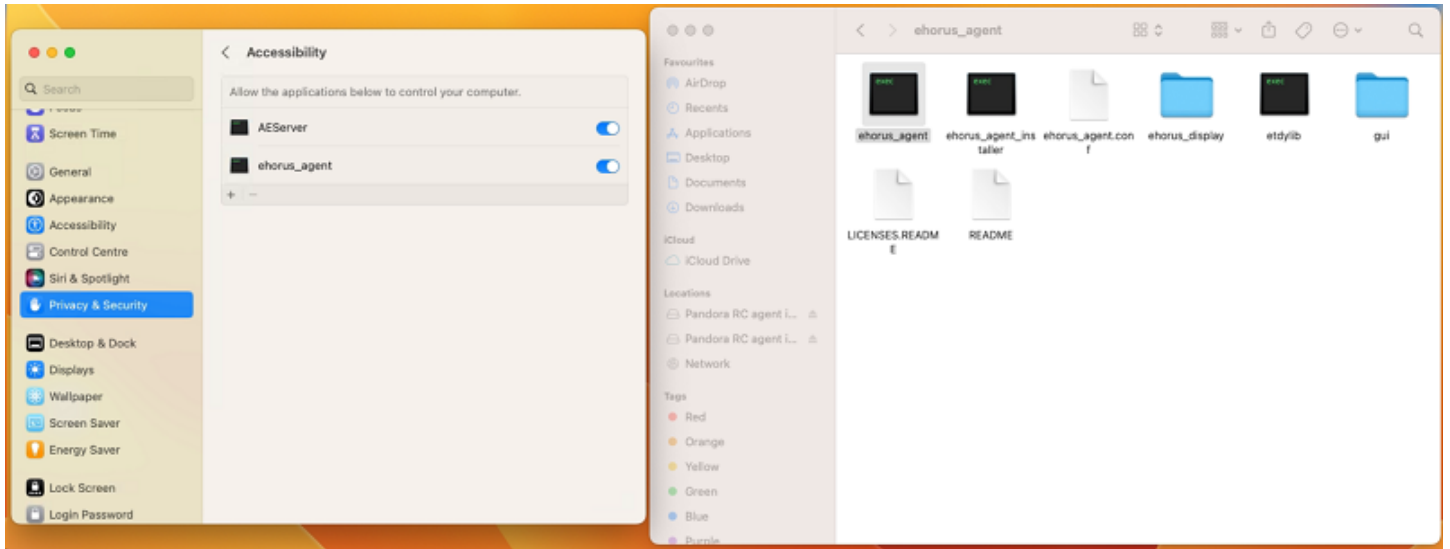
The Full Disk Access permission is optional, and is only required for file transfers.

These permissions may be assigned in two ways:

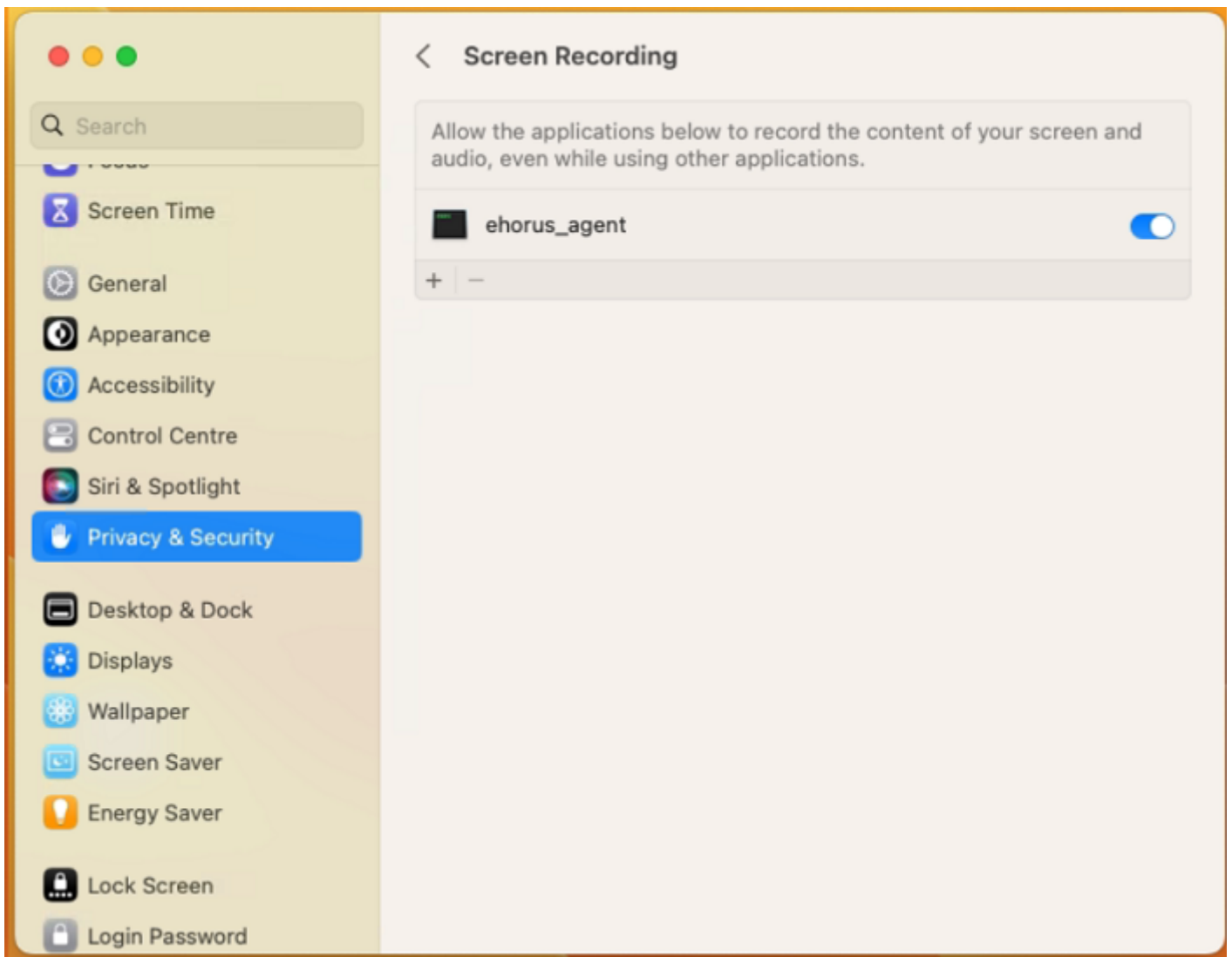
- Manually find the directory from the + button of the accessibility menu (the folder `/usr/local/` is a system folder, so to access it press the key combination `CMD + Shift + .`) and choose the file `ehorus_agent`.
- You may open the folder `/usr/local/ehorus_agent` (or the different directory chosen in step number one) in another window with the utility Finder (the key combination `CMD + Shift + G`) and drag and drop the executable `ehorus_agent` onto the corresponding permission in Settings.



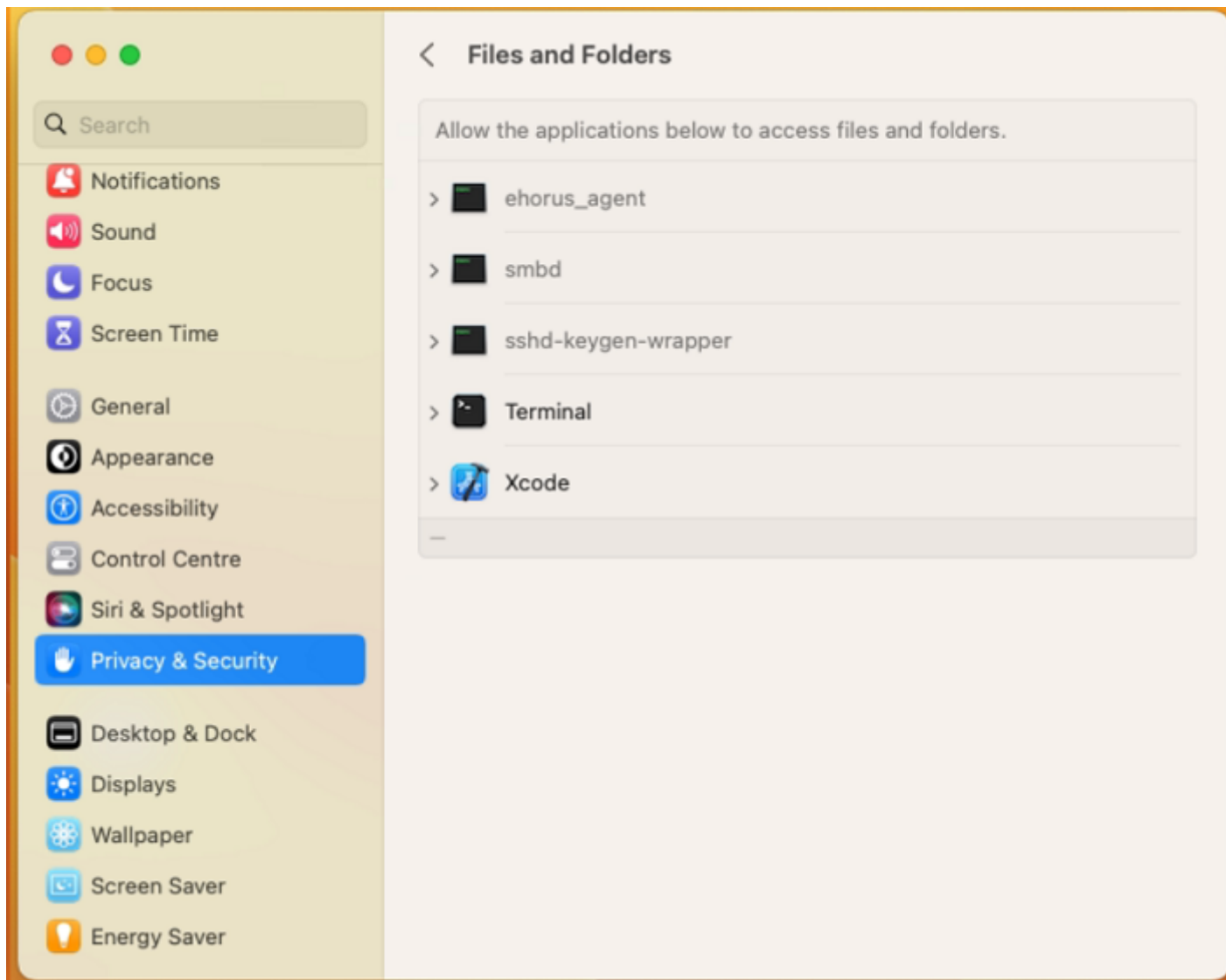
Accessibility permissions:



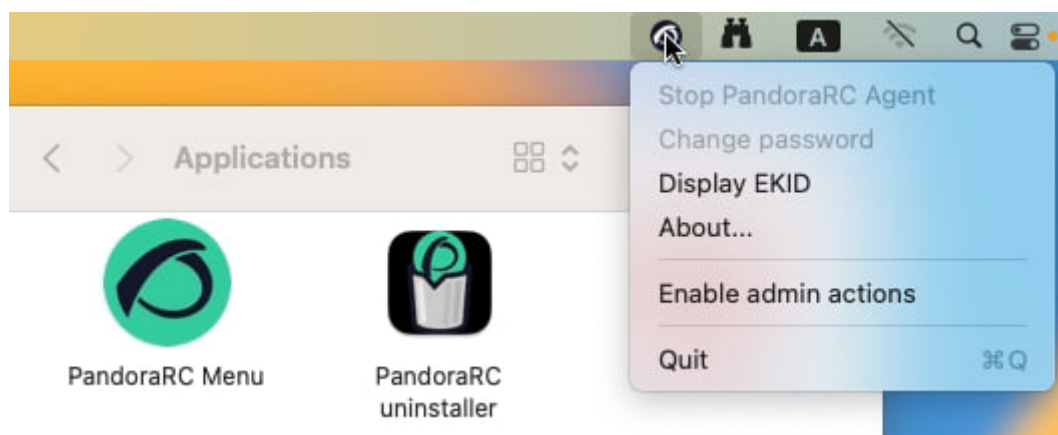
Screen recording permissions:



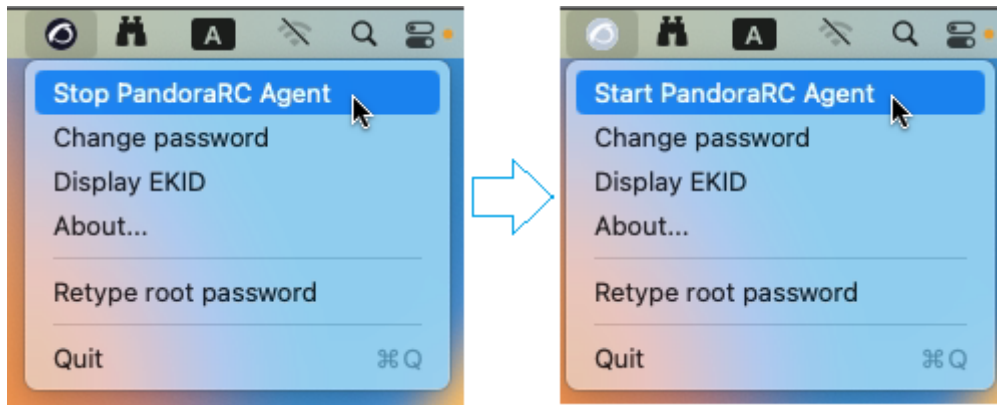
Data storage access permissions:



6. Once the three permissions have been added, just restart Pandora RC agent. To that end, start Pandora RC Menu from the Applications menu, access the tray icon and activate administrator actions by entering the corresponding password:



7. The menu is accessed again, the agent is stopped and restarted:



Installation by tarball

The installer for macOS in tarball format may be downloaded from Pandora FMS website.

<https://pandorafms.com/en/remote-control/download/>

The file must be unzipped with:

```
tar -xvzf pandorarc_agent_installer-darwin-XXX.tgz
```

Enter the unzipped folder with:

```
cd ehorus_agent
```

It is recommended to install with a normal user (not root).

Install with:

```
./ehorus_agent_installer --install
```

Installation options

macOS has two custom options, one to specify the user to which the agent will connect:

```
--eh_user < user >
```

And another advanced option to specify the identification key to be used by the agent:

```
--eh_key < key >
```

Service execution

Start the service:

```
launchctl bootstrap system  
/Library/LaunchDaemons/com.pandorafms.pandorarc_agent.plist
```

Stop the service:

```
launchctl bootout system  
/Library/LaunchDaemons/com.pandorafms.pandorarc_agent.plist
```

Uninstalling Pandora RC on macOS

Access Programs and run the uninstaller named Pandora RC uninstaller.

[Go back to Pandora FMS documentation index.](#)