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## Introduction

This document describes how to install and uninstall a User Agent on the Microsoft Windows operating system. Sourcefire User Agent monitors Microsoft Active Directory servers and reports logins and logoffs authenticated via Lightweight Directory Access Protocol (

## Prerequisites

Cisco recommends that you have knowledge of FireSIGHT Management Center, Sourcefire User Agent, and Active Directory.

## Installation Requirements

- TCP/IP access to the Active Directory servers
- Microsoft .NET Framework Version 4.0 (includes all dependencies of .NET Framework)

## Installation of Sourcefire User Agent

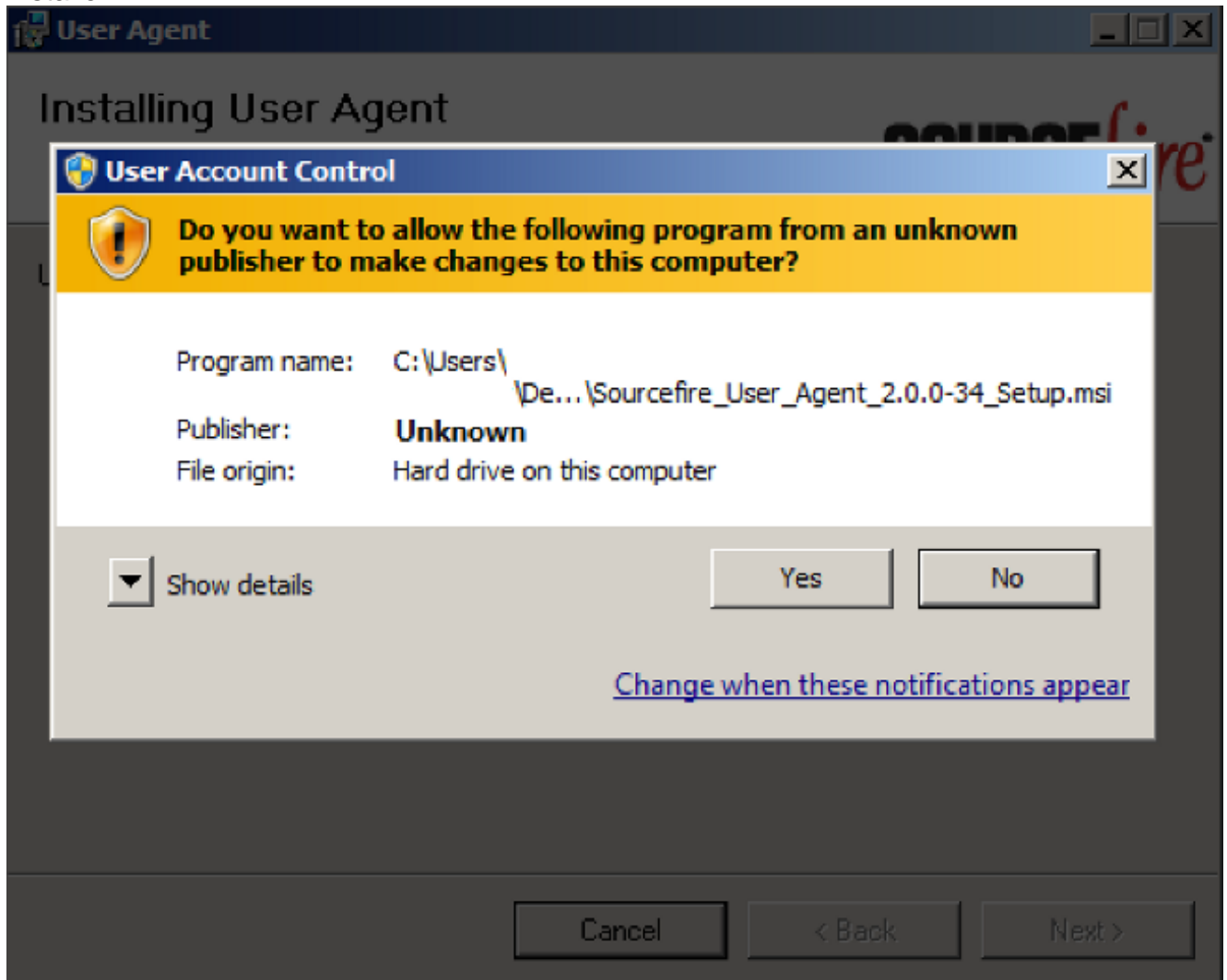
1. Download the installer file from the Support site.
2. Copy the `setup.exe` file to the Windows system where you want to install the User Agent.
3. Double-click the Sourcefire User Agent Installer file. The setup wizard appears.

**Note:** If you do not have permissions to install new applications on the Windows host, you can escalate to an administrative user with the appropriate permissions in order to start the installation. In order to access the escalation option, right-click the Sourcefire User Agent 2.0 setup file and choose **Run As**. Choose an administrative user and provide the appropriate password. If the installation requirements are not met, you will receive this message before the Setup Wizard to download and install Microsoft .NET Framework Version 4.0. Click **Yes** in order to go to the download Page. Follow the instructions to install Microsoft .NET Framework Version 4.0.

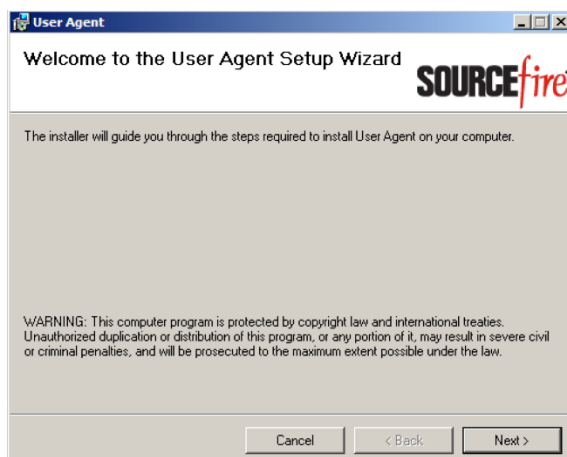


4. Once the installation of Microsoft .NET Framework Version 4.0 is complete, double-click the Sourcefire User Agent Installer file once again. The setup wizard appears.

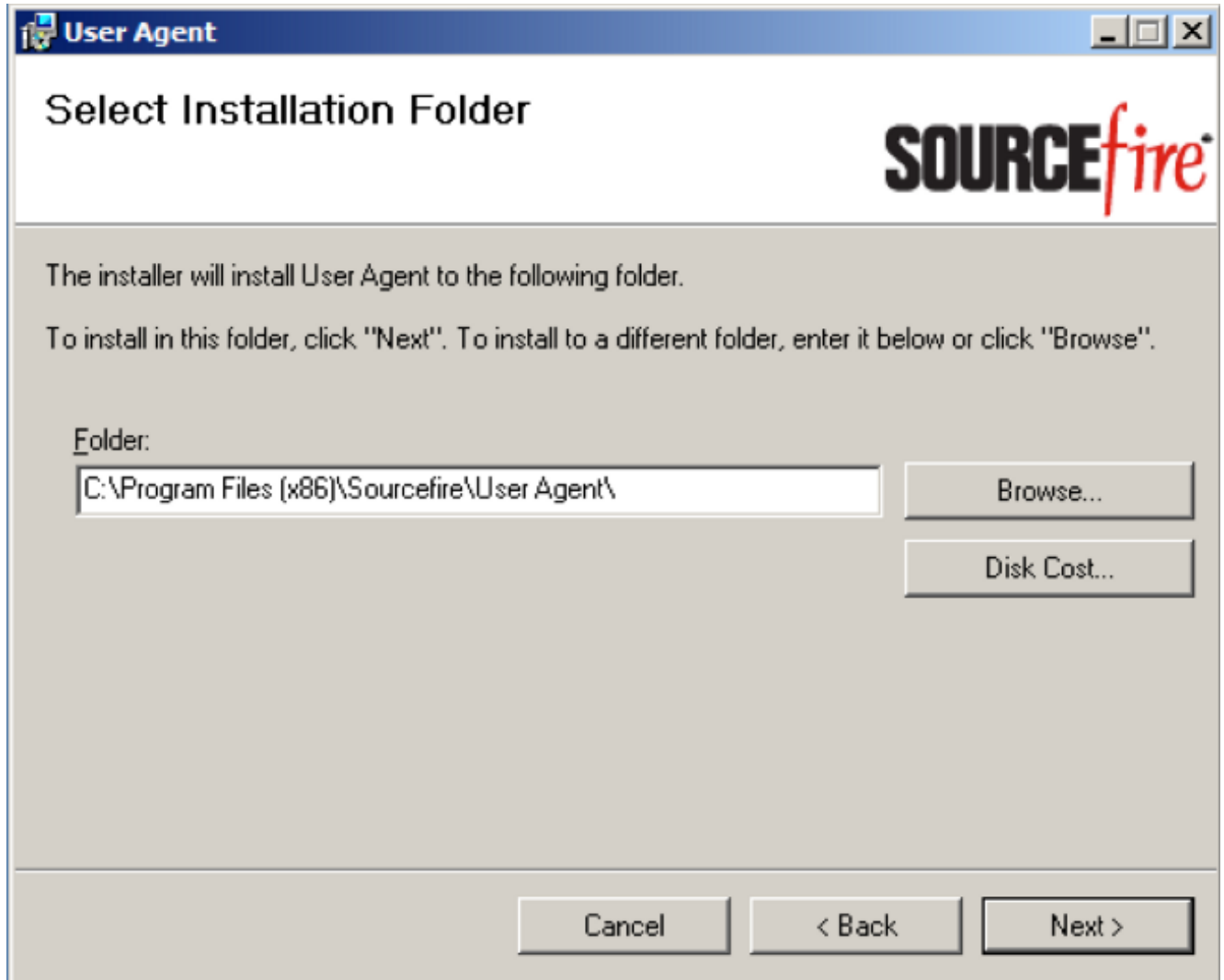
If you run a version of Microsoft Windows with User Account Control (UAC) enabled, you will be presented with this dialog box after you double-click the Sourcefire User Agent Installer file. Click **Yes** to allow the Sourcefire User Agent installer to make changes to the system. Click **No** to cancel and exit the Sourcefire User Agent installer.



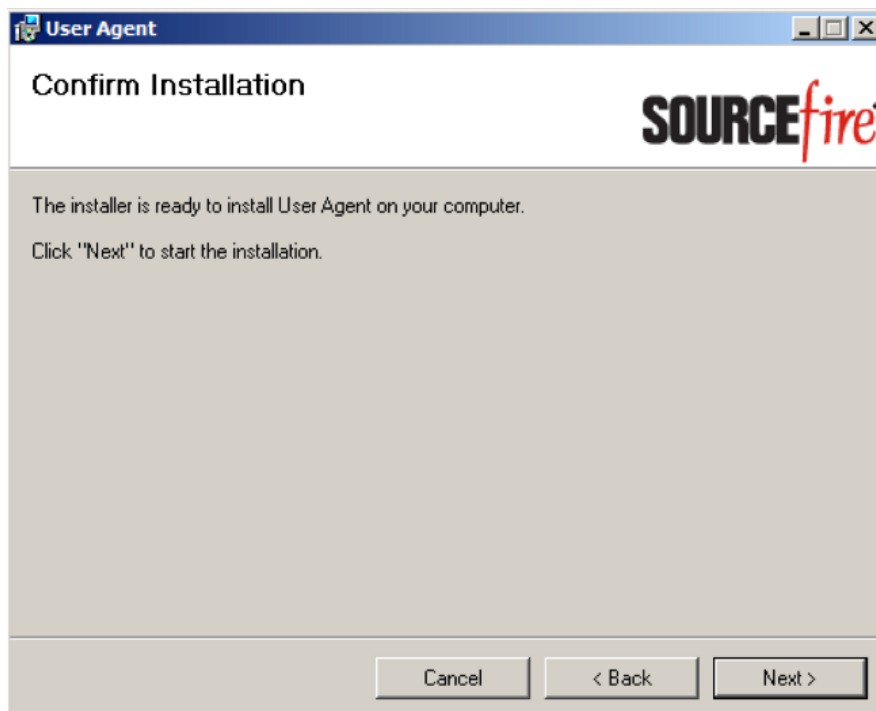
5. Click **Next** to continue with the Sourcefire User Agent Setup Wizard. Click **Cancel** to exit the Sourcefire User Agent Setup Wizard.



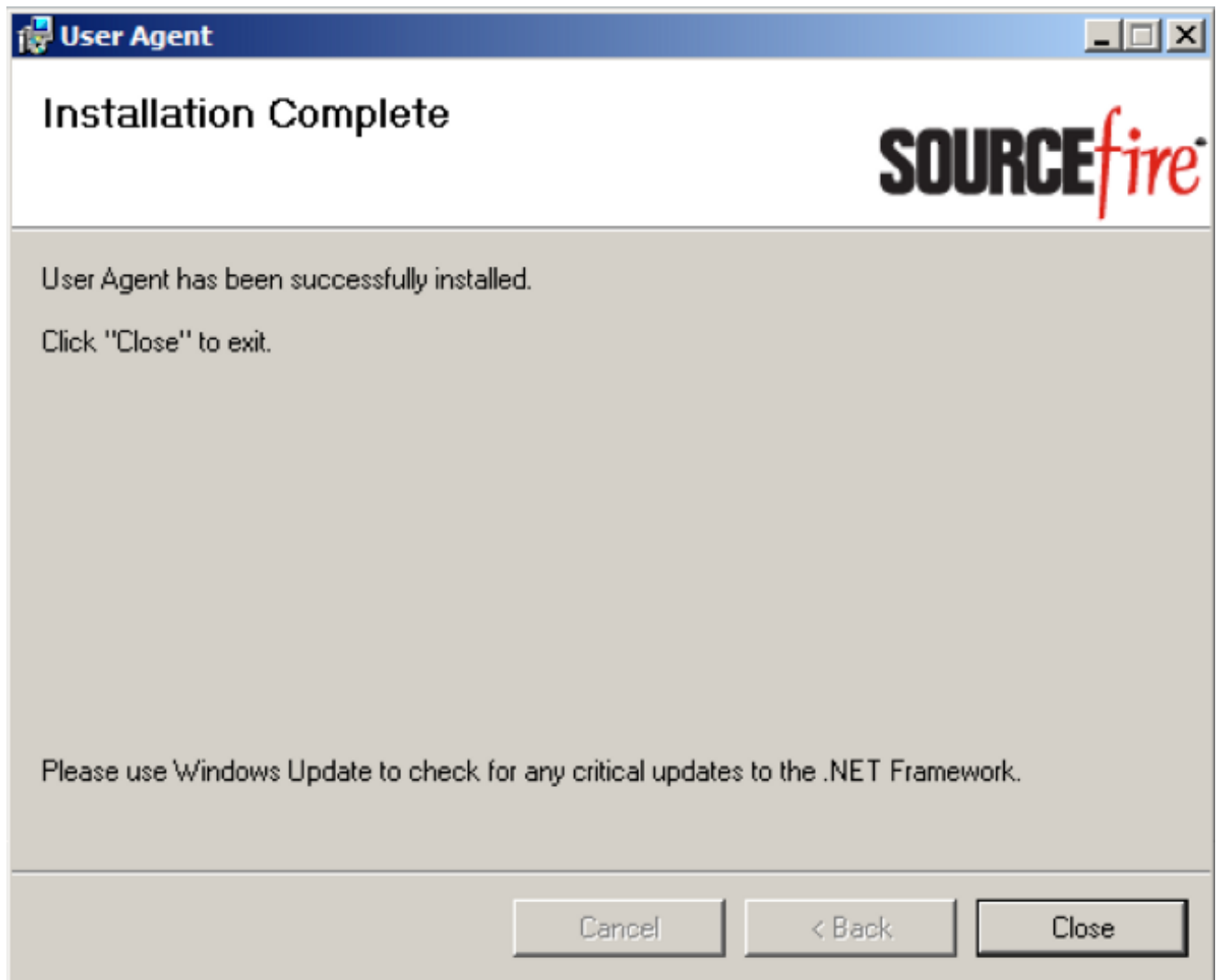
6. Click **Browse** to select the folder where you want to install the Sourcefire User Agent and then click **Next**. Click **Cancel** to exit the Sourcefire User Agent Setup Wizard.



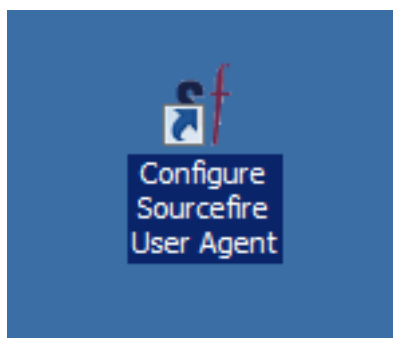
7. Click **Next** to start the installation. Click **Cancel** to exit the Sourcefire User Agent Setup Wizard.



8. Click **Close** after the Sourcefire User Agent Setup Wizard completes. The Sourcefire User Agent is now installed. The Sourcefire User Agent starts as a service on the Windows system.



9. The Sourcefire User Agent adds a quick launch icon to the desktop of the Windows system.

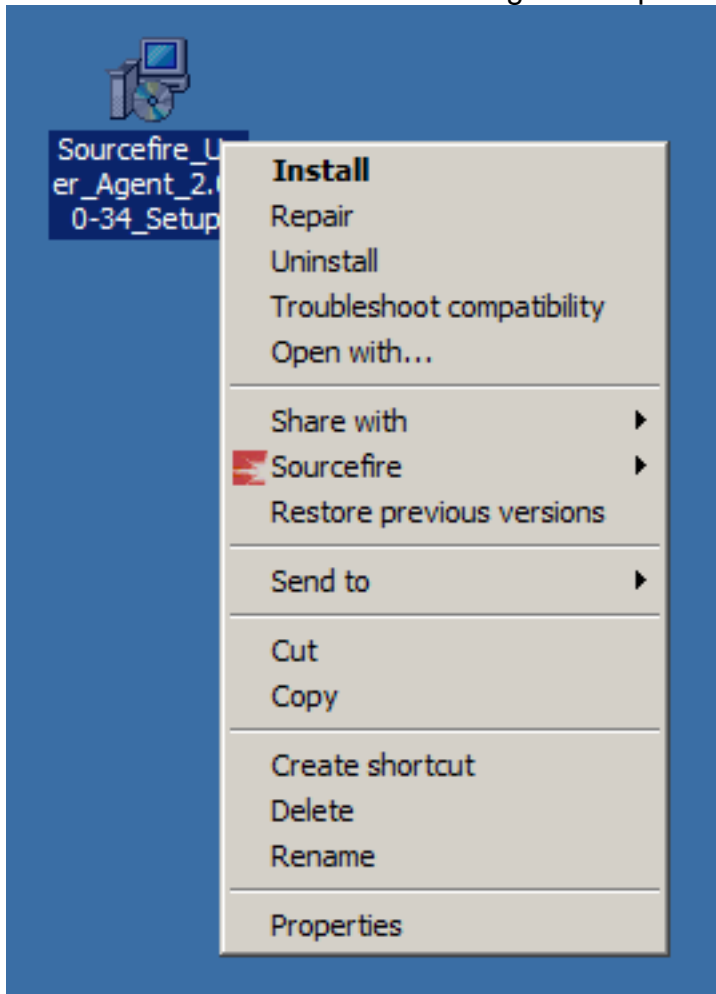


## Uninstallation of the Sourcefire User Agent

In order to uninstall the Sourcefire User Agent 2.x, use one of these steps:

- Navigate to **Control Panel > Programs > Programs and Features**, choose Sourcefire User Agent from the list, and click **Uninstall**.

- Navigate to the location where the Sourcefire User Agent setup file is located, right-click, and



select **Uninstall**.

- In order to uninstall via the CLI, open a command prompt (you might need to it run as Administrator), change directories to the location where the .msi file is located, and enter this command: **Note:** In the previous example, the build number is 34. This build number changes when the Sourcefire User Agent is updated. Verify the build number before you enter the command.

## Troubleshoot Uninstallation Issues

### Symptom

- User Agent uninstallation fails.
- Services are still shown as *running* after you uninstalled it.

### Solution

If the User Agent is not shown under Programs and Features in the Control Panel, you can simply delete the User Agent service. In order to remove the service, open a command prompt as Administrator and enter this command:

**Caution:** Use a space after the '='

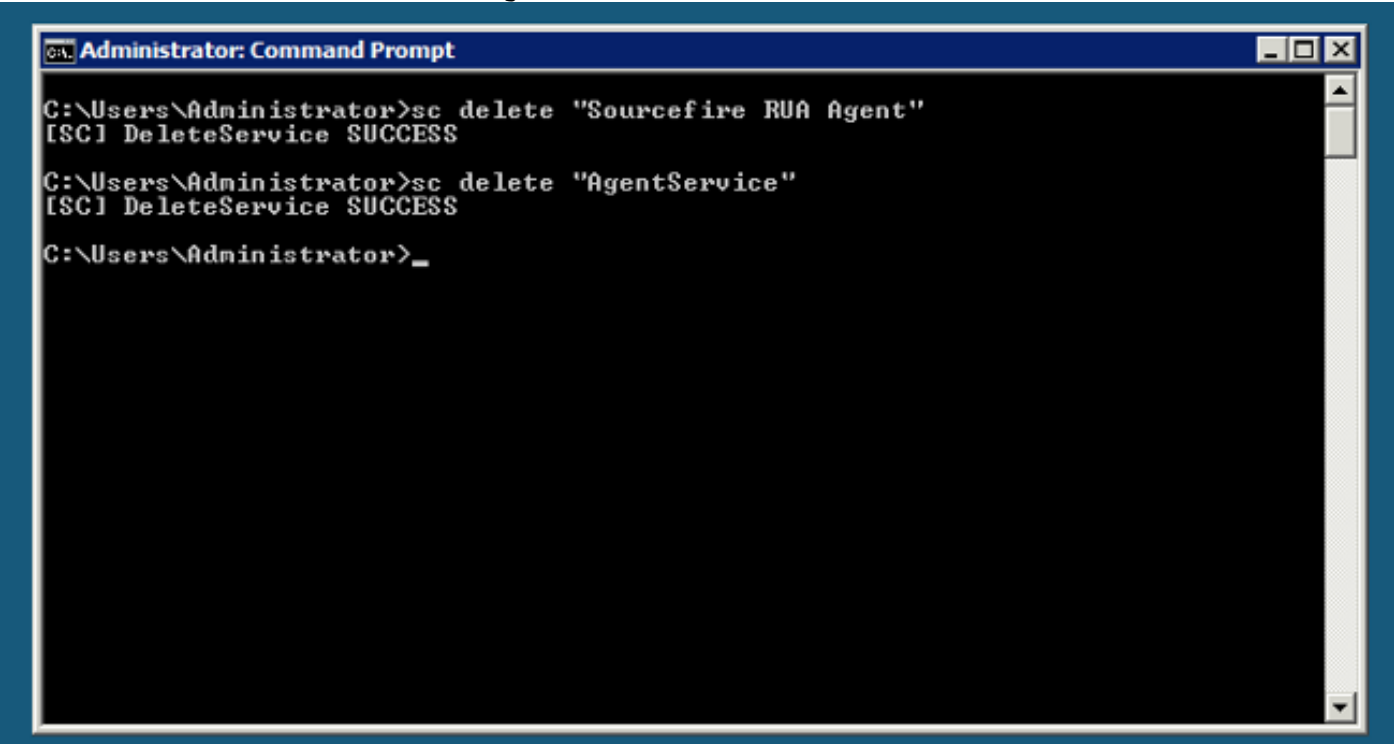


You can also complete these steps in the services management console. In order to open the console:

1. Go to the **Start** menu.
2. Run **services.msc**.
3. View the properties of the Sourcefire User Agent.

Once the service names are displayed, enter these commands in order to delete the service:

```
C:\Users\Administrator>sc delete "Sourcefire RUA Agent"  
C:\Users\Administrator>sc delete "AgentService"
```



```
Administrator: Command Prompt  
C:\Users\Administrator>sc delete "Sourcefire RUA Agent"  
[SC] DeleteService SUCCESS  
C:\Users\Administrator>sc delete "AgentService"  
[SC] DeleteService SUCCESS  
C:\Users\Administrator>_
```

**Note:** Any files related to the FireSIGHT System might still be present on the machine and need to be removed.