ivanti

# Endpoint Security

powered by HEAT Software

## Air Gap Install Guide

Dec 2020

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# Requirements

Before beginning installation, review the requirements to make sure you have all the hardware and software necessary for successful installation of Air Gap.

## Supported Server Operating Systems

You can install the Ivanti Endpoint Security application server (Endpoint Security) on any of the following operating systems.

New installations of the Endpoint Security Server are only supported on 64-bit operating systems.

- Windows Server 2019
  - Standard
  - Datacenter
- Windows Server 2016
  - Standard
  - Datacenter
- Windows Server 2012 R2[1]
  - Datacenter[2]
  - Foundation
  - Standard[2]
- Windows Server 2012 R2[1]
  - Datacenter[3]
  - Foundation
  - Standard[2]
- Windows Server 2012[1]
  - Datacenter[2]
  - Foundation
  - Standard[2]

---

[1]Initial installation of Endpoint Security on this family of operating systems when Core mode is enabled is not supported; a GUI is required. However, following installation, general operation of Endpoint Security while Core mode is enabled is supported. For more information on enabling and disabling Core mode on Windows 2012 and 2012 R2 servers, see KnowledgeBase Article 1642 (http:// www.lumension.com/kb/1642).
[2]The Hyper-V edition of this operating system edition is supported, however, the Microsoft Hyper-V Server 2012 stand-alone edition is not.
[3]The Hyper-V edition of this operating system edition is supported, however, the Microsoft Hyper-V Server 2012 stand-alone edition is not.

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## Supported Locales and Languages

Ivanti Endpoint Security can be installed only on servers configured to use specific languages and locales.

The Endpoint Security installer is available only in English.

**Supported Server Locales**

- English: United States (en-us)
- English: Australia (en-au)
- English: Belize (en-bz)
- English: India (en-in)
- English: Ireland (en-ie)
- English: Jamaica (en-jm)
- English: New Zealand (en-nz)
- English: Philippines (en-ph)
- English: Singapore (en-sg)
- English: South Africa (en-az)
- English: United Kingdom (en-gb)
- German: Germany (de-de)
- Spanish: Spain (es-es)

**Supported Server Languages**

If your first language is not English, you can update the Endpoint Security Console with translated text by choosing one of the following language options within your browser settings:

- English: United States (en-us)
- French: France (fr-fr)
- German: Germany (de-de)
- Spanish: Spain (es-es)

## Supported Database Servers

Ivanti Endpoint Security requires an instance of Microsoft SQL Server to store its data. You can either install this database server on the same server as your Endpoint Security application, or your can install the database on a server that's remote from Endpoint Security.

- SQL Server 2019 (64- and 32-bit)
  - Enterprise
  - Express
  - Standard
- SQL Server 2017 (64- and 32-bit)
  - Enterprise
  - Express
  - Standard
- SQL Server 2016 (64- and 32-bit)
  - Enterprise
  - Express
  - Standard
- SQL Server 2014 and later (64- and 32-bit)
  - Business Intelligence
  - Enterprise
  - Express
  - Standard
- SQL Server 2012 and later (64- and 32-bit)
  - Enterprise
  - Express
  - Standard

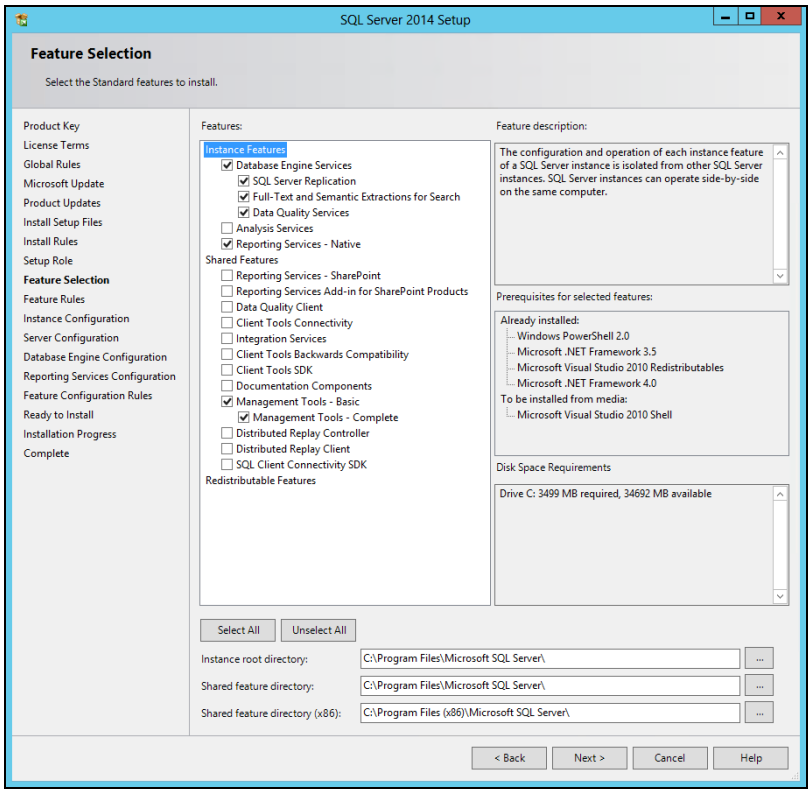
Ivanti recommends:

- using the latest service pack available for your SQL Server install
- using a 64-bit database

## Required Database Settings

When installing a SQL Server database for use with Endpoint Security, the database requires specific settings and tools.

### Feature Selection




While completing SQL Server Setup, select the following features from the Feature Selection page.

#### Instance Features

- Database Engine Services
    - SQL Server Replication
    - Full-text and Semantic Extractions for Search
    - Data Quality Services
- Reporting Service - Native (Optional–this feature is used for Ivanti Reporting Services)

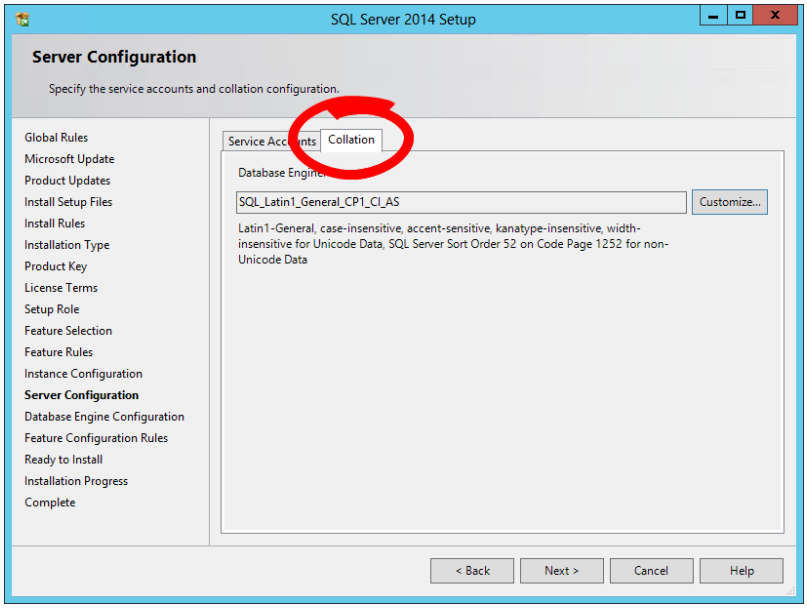
#### Shared Features

- Management Tools - Basic
    - Management Tools - Complete

### Server Configuration

While completing SQL Server Setup, make sure the following settings are in place while configuring the Server Configuration page.

### Collation



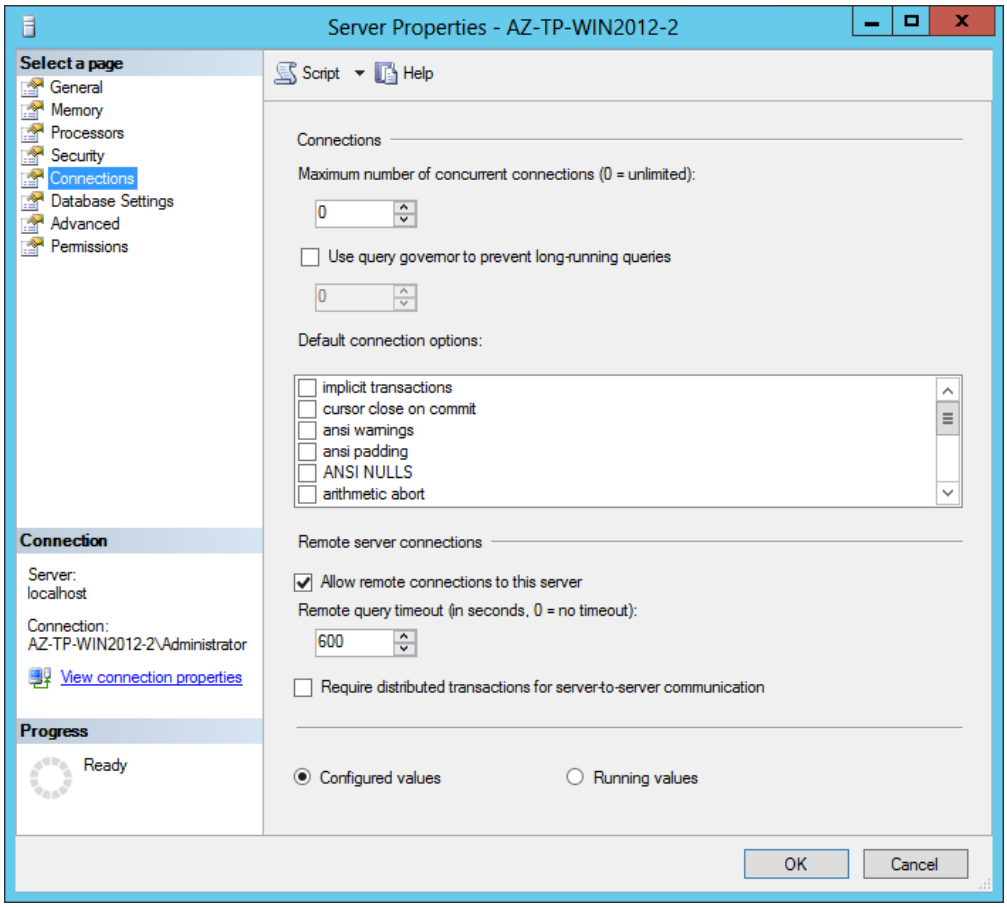

Endpoint Security supports the following database engine collations:

- SQL_Latin1_General_CP1_AS
- Latin1_General_CI_AS

### Remote Database Requirements

If you're installing your Endpoint Security database on a server that's remote from your Endpoint Security application server, make sure that your database allows remote connections.

You can verify this setting by opening Microsoft SQL Server Management Studio and viewing the database instance Server Properties.


Server Properties - AZ-TP-WIN2012-2
Select a page
General
Memory
Processors
Security
Connections
Database Settings
Advanced
Permissions
Script
Help
Connections
Maximum number of concurrent connections (0 = unlimited):
0
Use query governor to prevent long-running queries
0
Default connection options:
implicit transactions
cursor close on commit
ansi warnings
ansi padding
ANSI NULLS
arithmetic abort
Connection
Server:
localhost
Connection:
AZ-TP-WIN2012-2\Administrator
View connection properties
Remote server connections
Allow remote connections to this server
Remote query timeout (in seconds, 0 = no timeout):
600
Require distributed transactions for server-to-server communication
Progress
Ready
Configured values
Running values
OK
Cancel

## Supported Web Browsers

Following The Ivanti Endpoint Security Server installation, you can view the Endpoint Security Console in one of the following web browsers:

- Google Chrome 53 and higher
- Microsoft Edge EdgeHTML 14 and higher

> Google Chrome and Microsoft Edge are currently incompatible with the following Endpoint Security features:
>
> - Patch and Remediation Patch Package Editor
> - Device Control Media Hasher
> - Ivanti Installation Manager

- Microsoft Internet Explorer 9 and higher
- Mozilla Firefox Extended Support Release 31 and higher

> There are a couple caveats related to web browsers:
>
> - Microsoft Silverlight 5.1.30214.0 is also required to use Ivanti Installation Manager.
> - Due to the accelerated release cycle of Mozilla Firefox Rapid Release, support cannot be guaranteed.

## Air Gap Software Requirements

Setting up Ivanti Endpoint Security in an air gap network requires additional software created specifically for air gap.

#### The Air Gap Toolkit

This toolkit includes several tools, utilities, and scripts needed to configure and maintain an Endpoint Security Server that's disconnected from the Internet.

The Air Gap Toolkit includes:

- Air Gap Hotfix
- Air Gap License Tool
    - AirGapLicenseTool.exe
    - AirGapLicenseToolUI.exe
- ImportEndpointManifest.exe
- A couple of scripts that configure your Endpoint Security Server running in the air gap network:
    - AirGapScript.sql
    - Dependencies.sql
- Ivanti Content Wizard: this tool includes two installable components:
    - A server installer (ICWServer.msi)
    - A client installer (ICWClient.msi)

## Other Software Requirements

Ivanti Endpoint Security has a few other software requirements, but you don't need to take any action for these–the Endpoint Security installer will install them for you.

Other software requirements include:

- Microsoft .NET Framework 4.6.7
- Microsoft Internet Information Services 7.0 or later
- Microsoft Silverlight 5.1.30214.0
- Microsoft Visual C++ 2015 Redistributable Package (both 64- and 32-bit required)
- Microsoft Visual C++ 2012 Update 4 Redistributable Package (both 64- and 32-bit required)
- Microsoft Windows Installer

Attention Air Gap customers: Windows Server 2012 (or 2012 R2) requires an Internet connection to install these requirements. We recommend connecting your Air Gap Client to the Internet during Endpoint Security installation only for installation of these requirements. Disconnect the server again once they're installed.

Additionally, the Endpoint Security installer turns on a few services and protocols:

- Network Discovery Windows Services. This service is used to discover computers and devices in your network following installation.
    - DNS Client
    - Function Discovery Resource Publication
    - SSDP Discovery
    - UPnP Device Host
- Transport Layer Security (TLS). This protocol encrypts communication between the Endpoint Security Server and the Endpoint Security Agent.

## Air Gap Checklist

Before you begin, make sure you have the following materials on hand:

**Hardware**

- A dedicated server that's connected to the Internet. This server will function as your Endpoint Security Air Gap Provider.
- One (or more) dedicated server running in your air gap network. This server will function as your Endpoint Security Air Gap Client(s).
- 1 TB of open disk space on both the Air Gap Provider and Air Gap Client.
- 1 TB USB thumb drive. This portable media is used to move software across the air gap.

> As a security best-practice, format the thumb drive to remove any software already on the drive.

**Microsoft Software**

- Microsoft SQL Server (more information available at Microsoft Developer Network)

**Ivanti Software**

Download the following software from the Ivanti Download page.

- The Endpoint Security Installer
- The Air Gap Toolkit

> After you download the software listed above, move it to your USB thumb drive. You'll be using the software on both the Air Gap Provider and the Air Gap Client.

# Air Gap Installation

Using Endpoint Security in an air gap network requires that you setup two Endpoint Security Servers:

- An Air Gap Provider, which is an Endpoint Security Server that's connected to the Internet. This server is responsible for downloading Endpoint Security patch content and AntiVirus definitions.
- An Air Gap Client, which is an Endpoint Security Server that's disconnected from the Internet. This server is responsible for distributing the patch content and antivirus definitions that your Provider downloads to endpoints in your air gap network.

This chapter will walk you through installation and configuration of both the Air Gap Provider and the Air Gap Client.

## Air Gap Provider Installation Overview

Installing Endpoint Security in an air gap environment is a multi-stage process that requires careful attention to detail.

Each procedure listed below is performed from the server you've selected to be your Air Gap Provider. Review this list to form a basic understanding of each procedure you'll perform (there will be a similar topic later that provides an overview for the Air Gap Client).

Before you start, review the "Air Gap Checklist" on page 14. Make sure you have all the materials you'll need.

1. "Installing the Air Gap Provider" on the next page

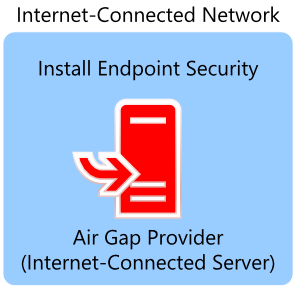
   Install Endpoint Security on a server that's connected to the Internet. This server will become your Air Gap Provider, which is the server that downloads Endpoint Security patch content and antivirus definitions.

2. "Exporting an Air Gap License File" on page 1

   Use the License Tool included in the Air Gap Toolkit to export your Endpoint Security security license from your Provider. When setting up your Client later, you'll need this license.

### Installing the Air Gap Provider

Install Endpoint Security on a server that's connected to the Internet. This server will become your Air Gap Provider, which is the server that downloads Endpoint Security patch content and antivirus definitions.

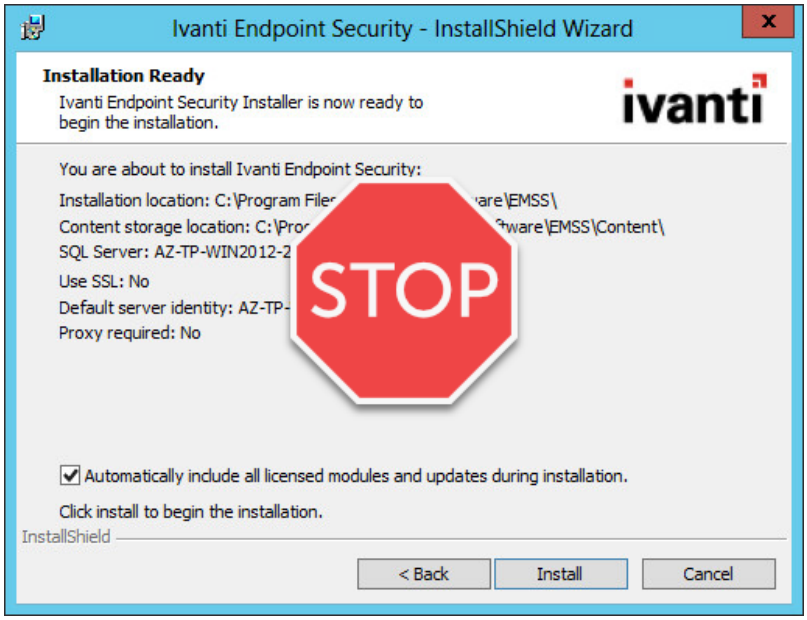



### To Install the Air Gap Provider

1. Log on to the dedicated server that you'll use as your Air Gap Provider.
2. Connect the USB thumb drive containing the software you downloaded from the Ivanti Download Page. Copy the Endpoint Security Installer and Air Gap Toolkit onto the server.
3. Browse to the Endpoint Security Installer (**Ivanti Endpoint Security.msi**) and open it. Begin completing the wizard.

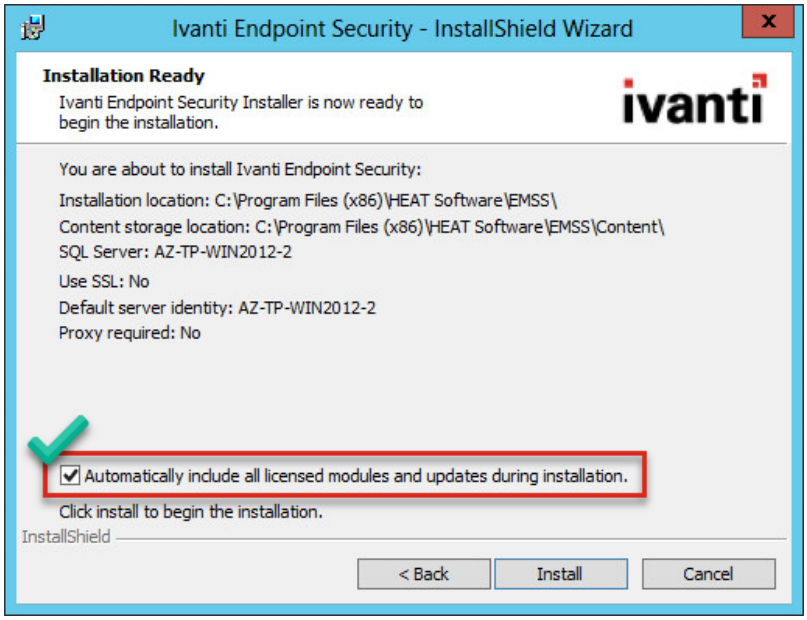
> Complete instructions for installation of Endpoint Security are outside the scope of this document. For complete instructions, refer to the Endpoint Security Server Install Guide available at Product Documentation.

4. Stop when you reach the Installation Ready page.




5. Make sure the **Automatically include all licensed modules and updates during installation option** is selected.

   This option installs all the modules that you'll bring over the air gap.




6. Click **Install** to proceed with the installation.

   Wait for the install to complete. The process takes approximately 10 minutes.

Continue to "Exporting an Air Gap License File" on page 1.

## Air Gap Client Installation Overview

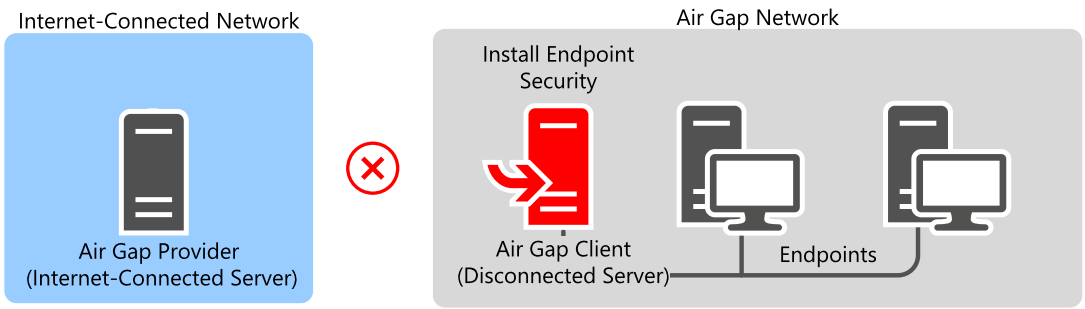
Review this list to form a basic understanding of each procedure you'll perform while setting up the Air Gap Client.

Before you start, review the "Air Gap Checklist" on page 14. Make sure you have all the materials you'll need.

1. "Installing the Air Gap Client" on the next page
   Install Endpoint Security on a server that's in your air gap network (in other words, a server that's disconnected from the Internet). This is the server that you'll use to deploy patch content and antivirus definitions to endpoints in the air gap network.
2. "Configuring the Air Gap Client" on page 24
   Configure the Air Gap Client so that it’s aware of the Air Gap environment. You'll complete this action by running a couple of scripts in Microsoft SQL Server Management Studio.
3. "Importing an Air Gap License File" on page 28
   Import a license from Ivanti using the Ivanti Air Gap License Tool. The Air Gap Client needs to import a license since it can’t download one from the Internet.
4. "Installing Your Endpoint Security Modules" on page 31
   Because you can't download Endpoint Security Modules from your Air Gap Client, we provide them to you enclosed in the Air Gap Hotfix. Transfer Endpoint Security Modules to your Air Gap Client using the Hotfix, and then use Installation Manager to install them.
5. "Activating the Endpoint Security Agent Installers" on page 35
   Because (once again) your Air Gap Client can't access the Internet, the Client cannot download an agent manifest, which is a file that lists the different versions of the Endpoint Security Agent authorized to connect to the Air Gap Client. Use our utility to import the Endpoint Security Agent Manifest on your Air Gap Client.

**Installing the Air Gap Client**

Install Endpoint Security on a server that's in your air gap network (in other words, a server that's disconnected from the Internet). This is the server that you'll use to deploy patch content and antivirus definitions to endpoints in the air gap network.

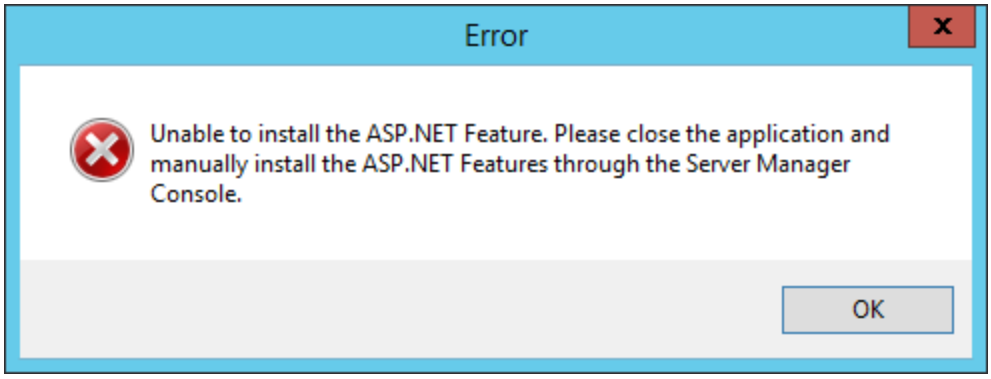



The Air Gap Client is an Endpoint Security Server that is disconnected from the Internet. This is the server that keeps your air gapped endpoints up to date with the latest Endpoint Security patches and antivirus definitions.

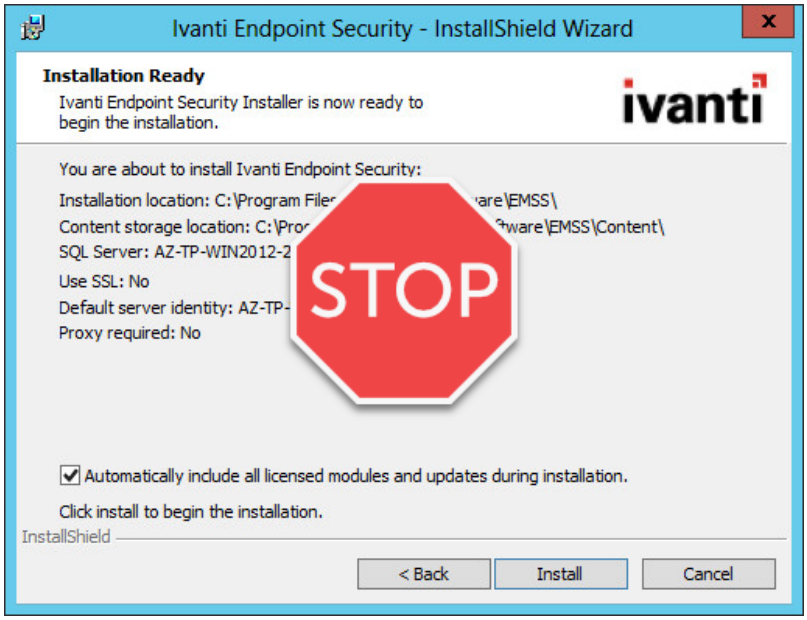
**To Install the Air Gap Client**

1. Log on to the dedicated server that you'll use as your Air Gap Client.
2. Before beginning installation, make sure that the Air Gap Client server is disconnected from the Internet.
   The installer tries to access the Internet to do a few things, and since you're installing in an air gap environment, you should prevent this attempt.
3. Connect the USB thumb drive containing the software you downloaded from the Ivanti Download Page. Copy the Endpoint Security Installer and Air Gap Toolkit onto the server.

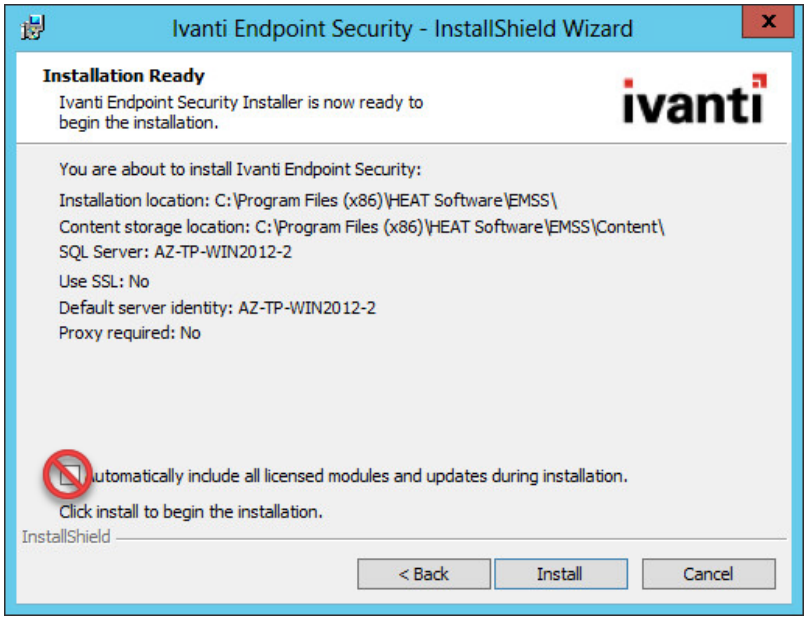
4. Browse to the Endpoint Security Installer (**Ivanti Endpoint Security.msi**) and open it. Begin completing the wizard.
    - Complete instructions for installation of Endpoint Security are outside the scope of this document. For complete instructions, refer to the Ivanti Endpoint Security Server Install Guide available at https://help.ivanti.com.
    - If you receive the following error during prerequisite installation, refer to "Troubleshooting" on page 37:




5. Stop when you reach the Installation Ready page.



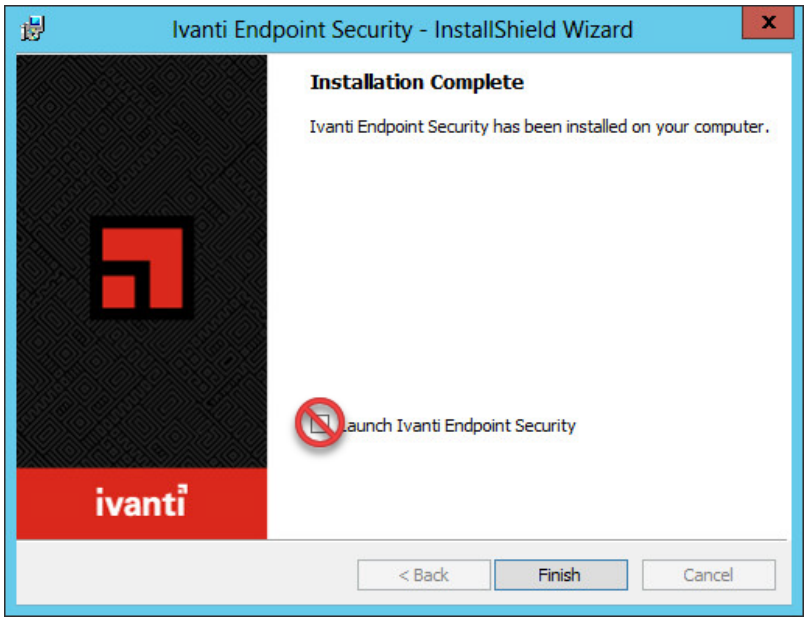
6. From the **Installation Ready** page, deselect the **Automatically include all licensed modules and updates during installation** option. This option tries to connect to the Internet.




7. Click **Install** to proceed with the installation.

8. When installation completes, don't select **Launch Air Gap**. Just click **Finish** to complete installation without logging in.

   If you try to log in to Endpoint Security when the install completes, it attempts to replicate with the Global Subscription Service (again, we don't want the server trying to access the Internet).

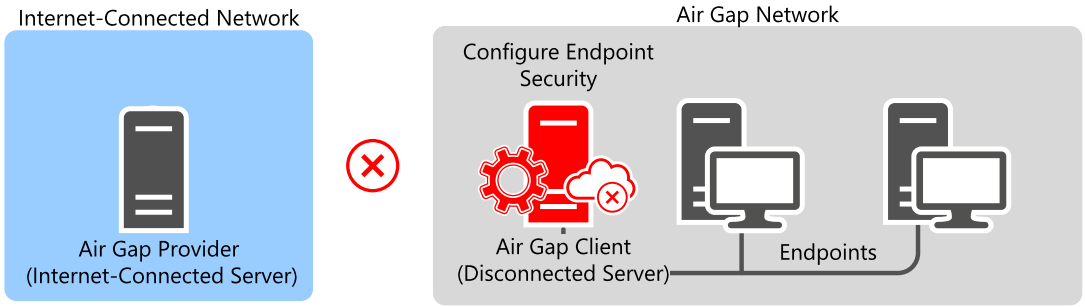



The Endpoint Security Server is now installed on the Air Gap Client.

Proceed to "Configuring the Air Gap Client" on the next page.

**Configuring the Air Gap Client**

Configure the Air Gap Client so that it's aware of the Air Gap environment. You'll complete this action by running a couple of scripts in Microsoft SQL Server Management Studio.




You can configure the Air Gap Client to be aware of the air gap environment by running scripts that are included in the Toolkit. These scripts deactivate replication and prepare the client to handle Endpoint Security patch content.

**To Configure the Air Gap Client**

1. From your Air Gap Client, browse to USB thumb drive containing the Air Gap Toolkit. Navigate to **Ivanti AirGap Toolkit 8.5.0.40\Tools\SQL**.

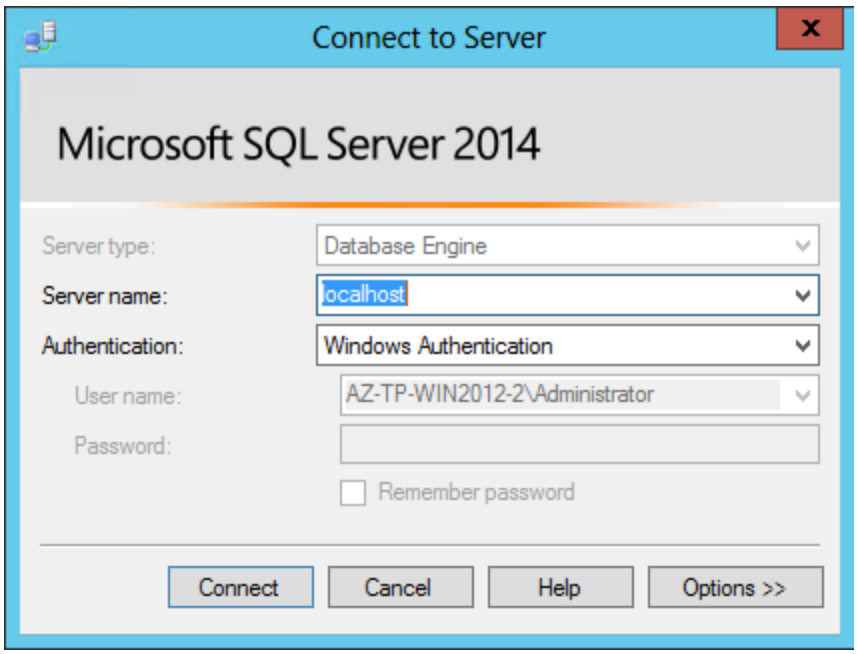
2. Run the following two scripts using SQL Server Management Studio:
   - AirGapScript.sql
   - Dependencies.sql

> Don't have SQL Server Management Studio installed? You can run the scripts without it. See "Configuring the Client from the Command Prompt" on page 40.

Use the following substeps for a walk-through of how to run them.

1. Double-click **AirGapScript.sql**.
2. When prompted, connect to the Endpoint Security database for the Air Gap Client.

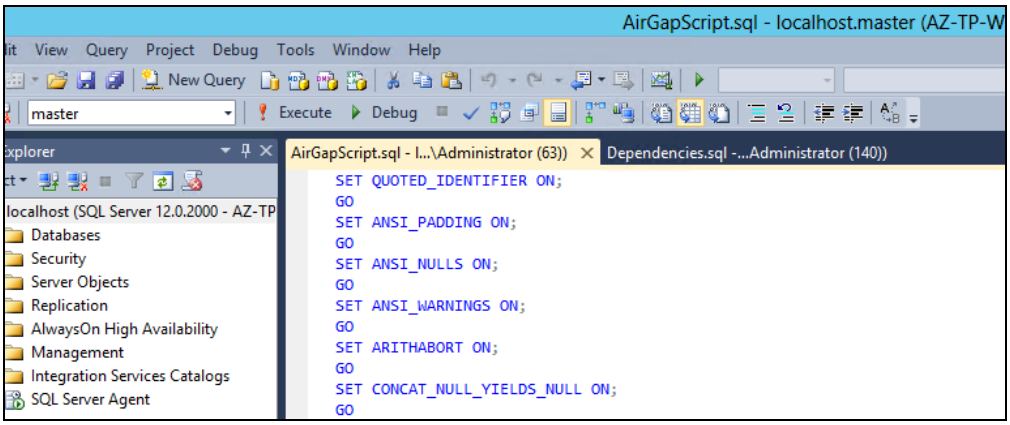
   In our example below, the Endpoint Security database is on the local host. You'll need to adjust the server name if it's on another server in your air gapped network.



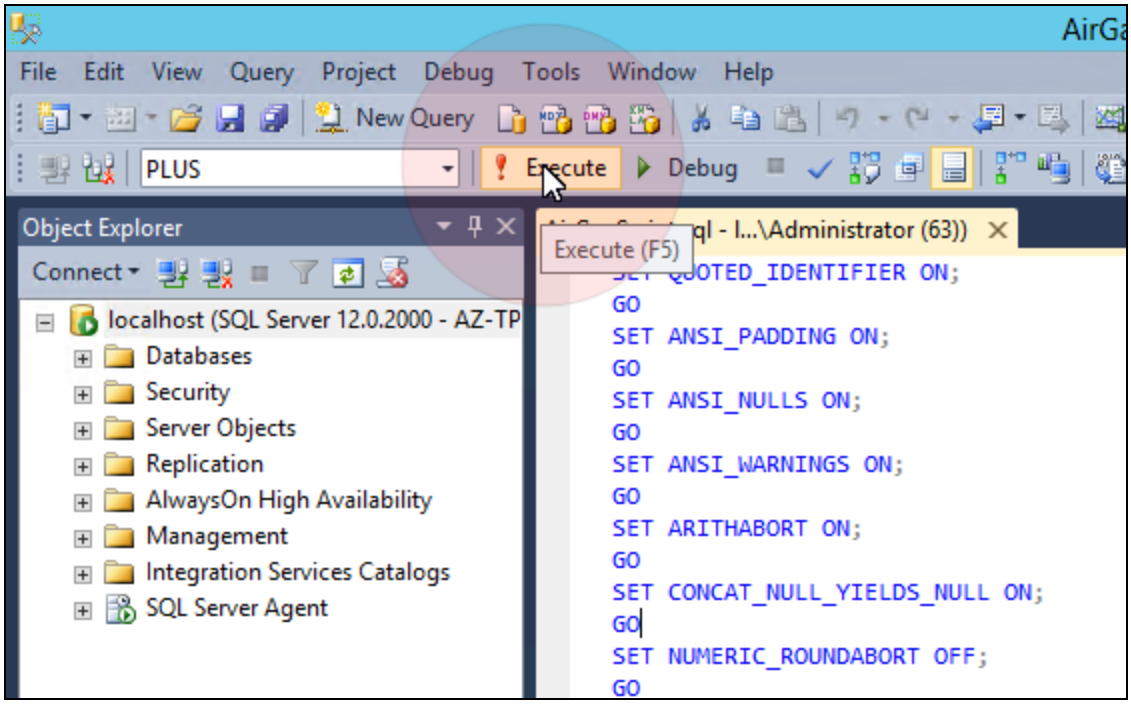

   AirGapScript.sql opens in SQL Server Management Studio.

3. Double click **Dependencies.sql** as well.

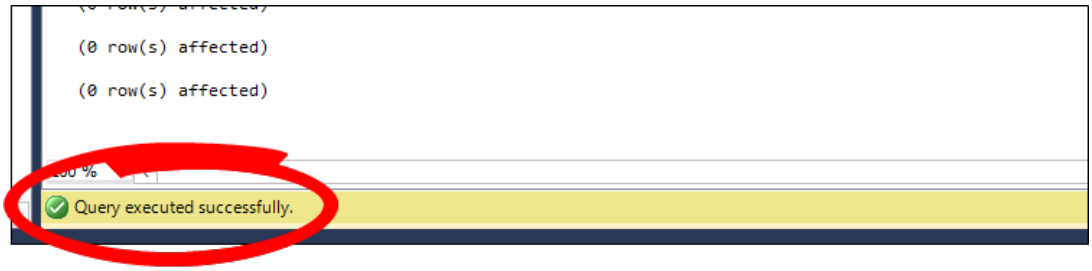
   Dependencies.sql opens in SQL Server Management Studio on a new tab. Both scripts are open.



3. Execute both **AirGapScript.sql** and **Dependencies.sql**. Click **Execute** after selecting each tab.




The scripts are executed. To make sure that each script completed successfully, check the bottom of the main pane.

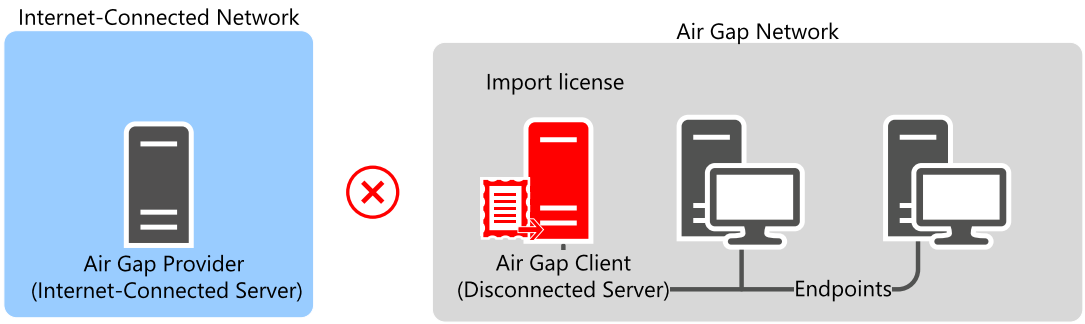



4. Close **SQL Server Management Studio**. You're done.

Proceed to "Importing an Air Gap License File" on the next page.

### Importing an Air Gap License File

Import a license from Ivanti using the Ivanti Air Gap License Tool. The Air Gap Client needs to import a license since it can't download one from the Internet.

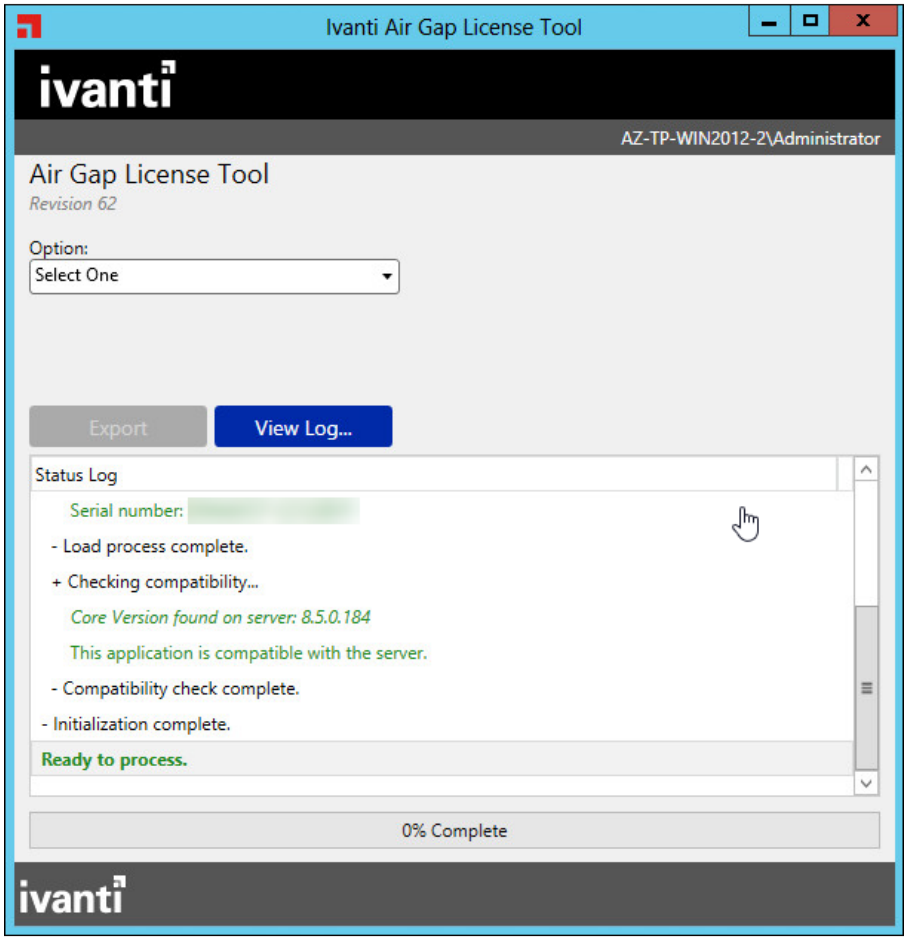



### To Import an Air Gap License File

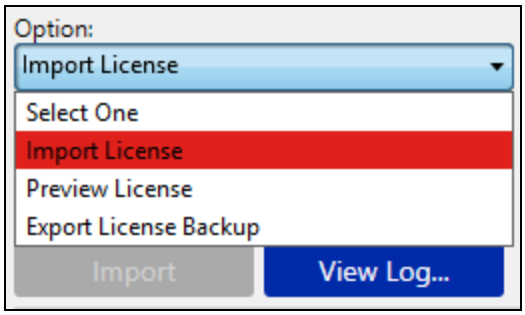
1. On your Air Gap Client, connect the USB thumb drive and browse to it. Navigate to **Ivanti AirGap Toolkit 8.5.0.40\Software**.

2. **Double-click** the Air Gap License Tool (**AirGapLicenseToolUI.exe**).

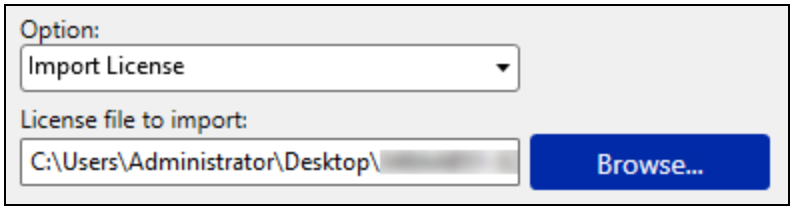
   The Air Gap License Tool opens.




3. From the **Option** drop-down, select **Import License**.

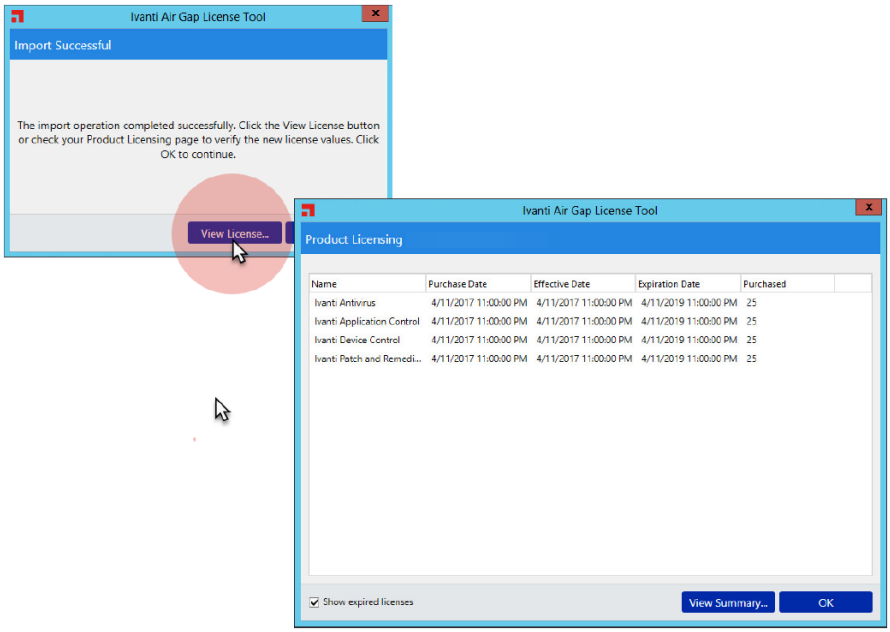


4. Click the **Browse** button and navigate to license file on your USB thumb drive.




5. Click **Import**. Then click **Yes** to proceed with the import.

   After the import completes, click **View Licenses** to see the outcome.




   - Click a product name to display the **Total Purchased (non-expired)** licenses.
   - Expired licenses display as italicized text.
   - Toggle the **Show expired licenses** option to hide or display expired licenses.

6. Click **OK**.

   Before closing the Air Gap License Tool, we recommend selecting **Export** from the **Option** drop-down to create a backup license file.

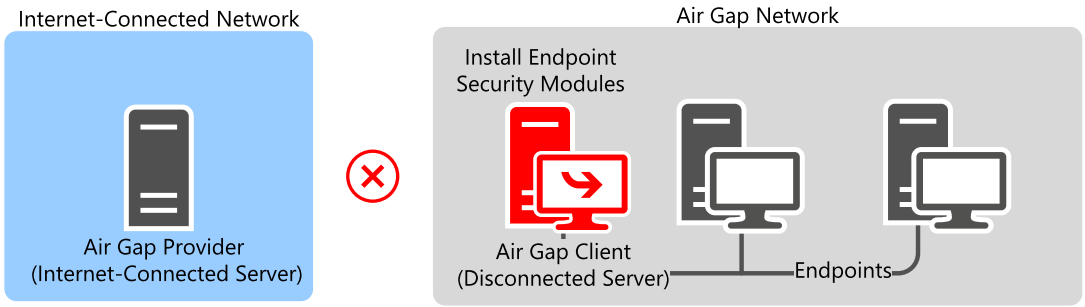
7. Close the Air Gap License Tool.

Your Air Gap Client is updated with licenses. We recommend opening the Endpoint Security Console and selecting **Help > Product Licensing** to verify that your license is correct.

Proceed to "Installing Your Endpoint Security Modules" on the next page.

**Installing Your Endpoint Security Modules**

Because you can't download Endpoint Security Modules from your Air Gap Client, we provide them to you enclosed in the Air Gap Hotfix. Transfer Endpoint Security Modules to your Air Gap Client using the Hotfix, and then use Installation Manager to install them.



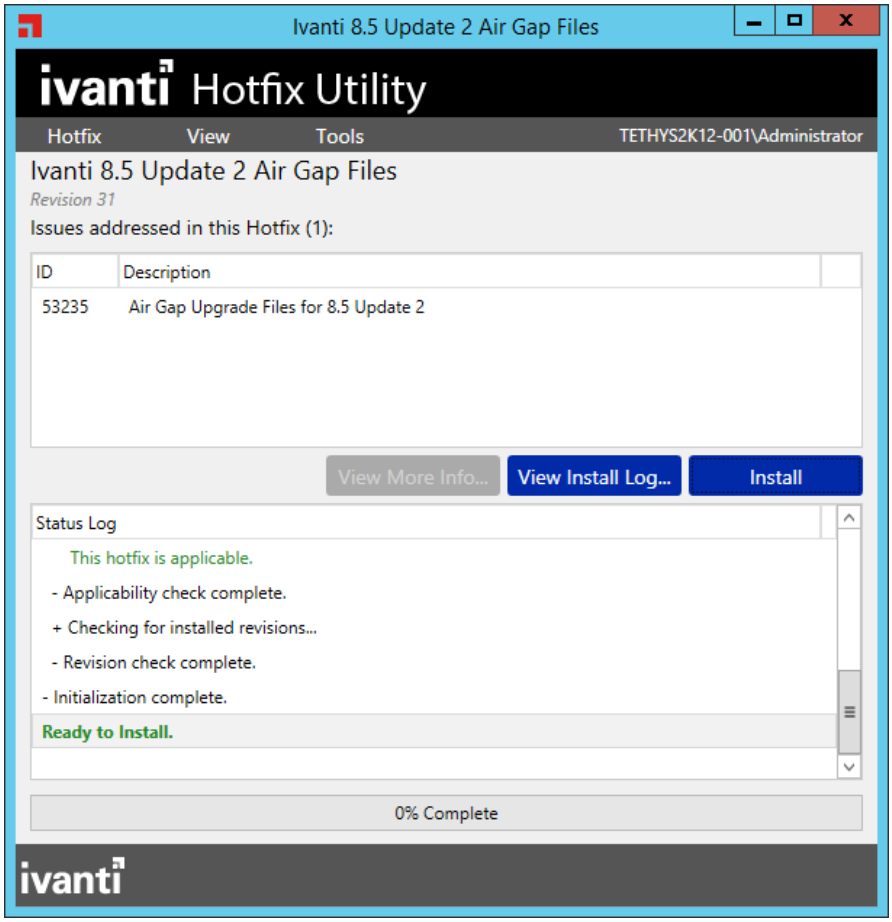

Because your Client doesn't have an Internet connection, Ivanti provides a specialized utility: the Air Gap Hotfix. Use this utility to install the latest Endpoint Security Modules on your Air Gap Client.

**To Install Your Endpoint Security Modules**

1. From your Air Gap Client, browse to your USB thumb drive. Navigate to **HEAT AirGap Toolkit 8.5.0.40\Tools\Pre-Reqs**.
2. Open **Air Gap Hotfix.exe**.

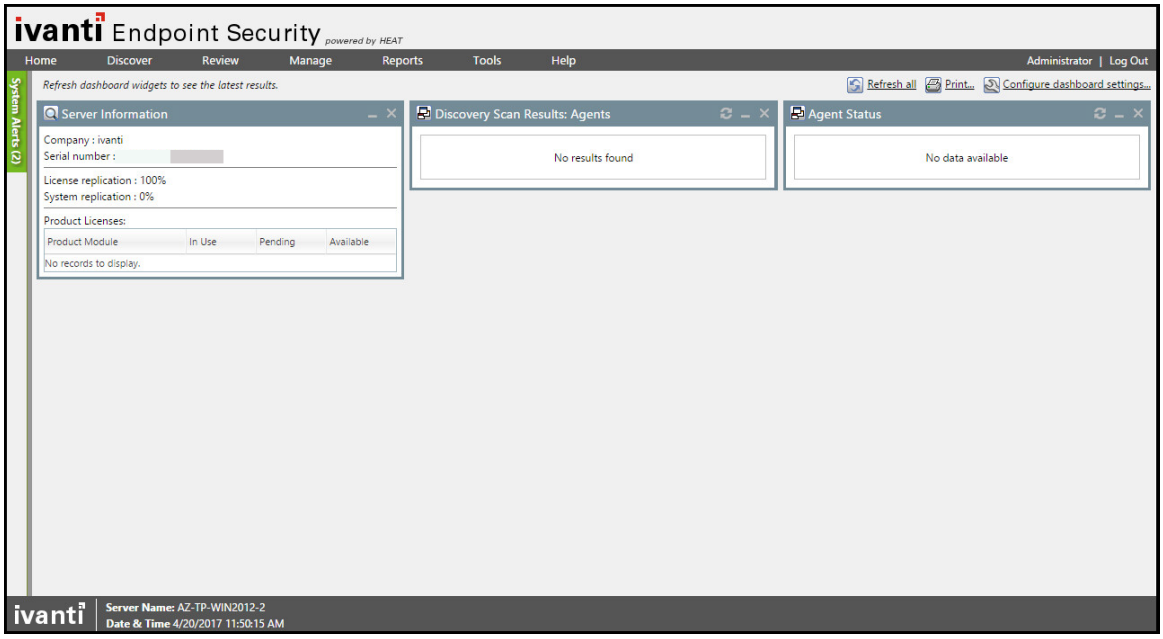
3. Click **Install** to begin.

   The Hotfix takes a couple minutes to complete.

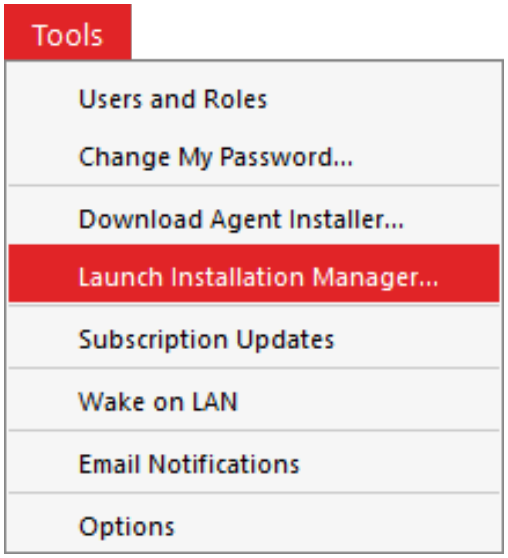



4. After the Hotfix finishes, click **Finish**.

5. Log into the Endpoint Security Console.




6. From the **Navigation Menu**, select **Tools > Launch Installation Manager**.

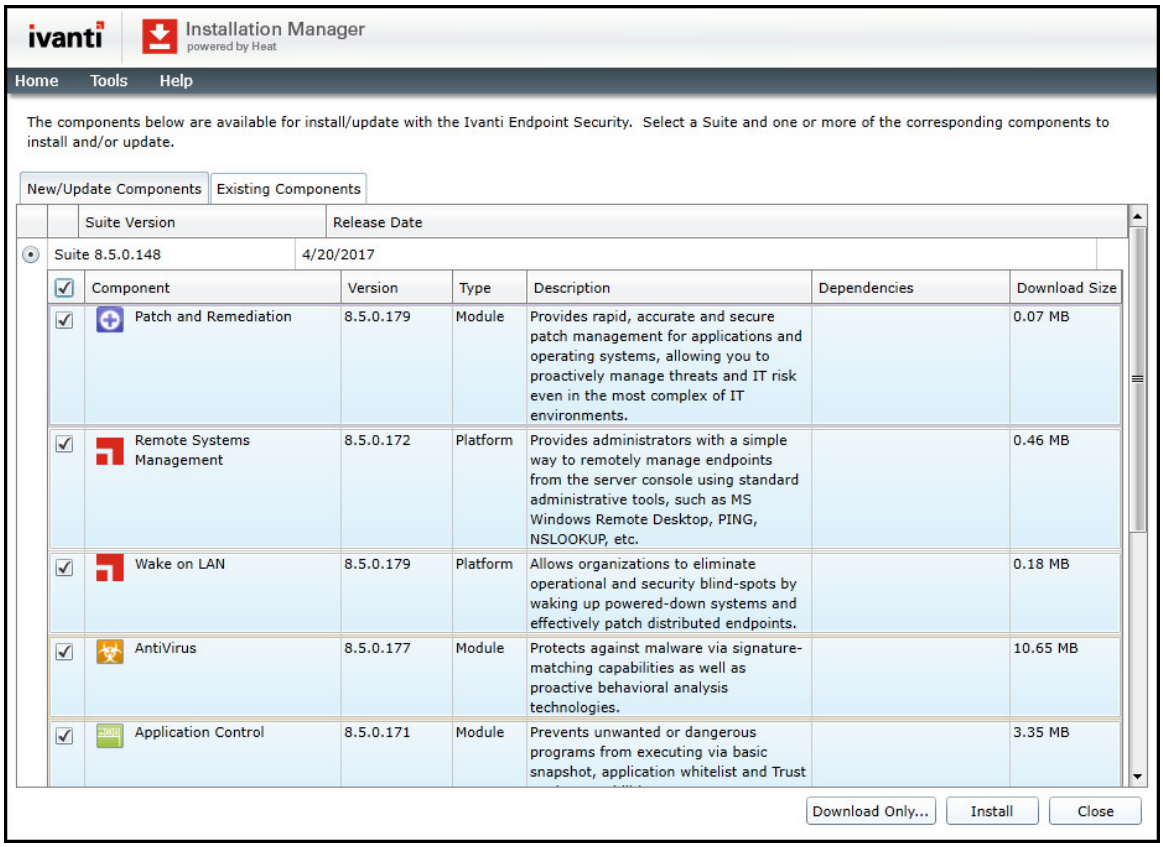


7. Complete Installation Manager's self update.

   Installation Manager requires a reboot and a few other actions to update itself. Complete the reboot as prompted, and then log back into Endpoint Security and Installation Manager after the reboot completes. Then finish the installation by clicking through the prompts.

   Having problems here? See "Troubleshooting" on page 37.

8. Select the modules you want to use in your air gap environment. Then click **Install**. Answer each prompt to complete the install.



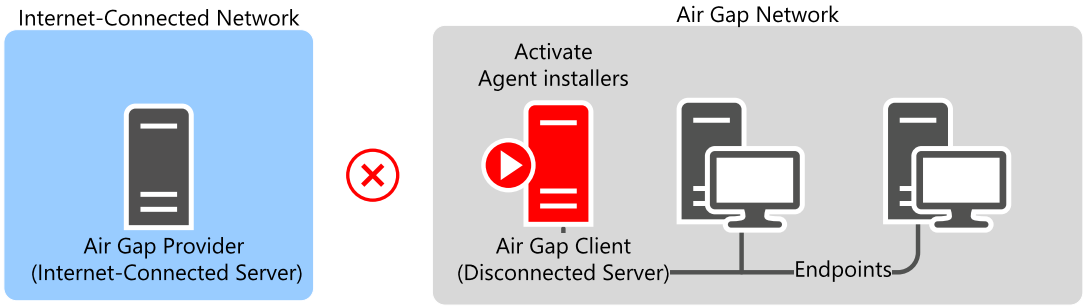

   Don't ignore the database backup recommendation :)

Module installation is complete!

Proceed to "Activating the Endpoint Security Agent Installers" on the next page.

**Activating the Endpoint Security Agent Installers**

Because (once again) your Air Gap Client can't access the Internet, the Client cannot download an agent manifest, which is a file that lists the different versions of the Endpoint Security Agent authorized to connect to the Air Gap Client. Use our utility to import the Endpoint Security Agent Manifest on your Air Gap Client.




The Air Gap Provider keeps track of all the Endpoint Security Agent versions that are allowed to be installed on your endpoints in a document called the Agent Manifest. Usually, the Endpoint Security Server obtains this document from the Global Subscription Service. However, since your client can't connect to the Internet, you have to update this manifest using a utility, ImportEndpointManifest.exe.

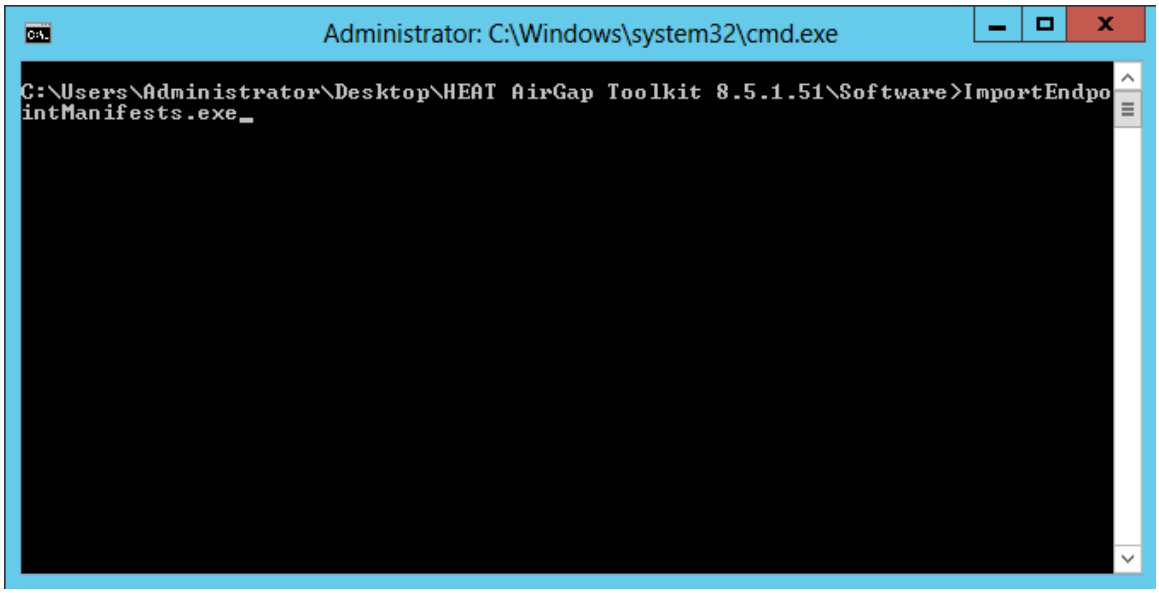
**To Activate The Endpoint Security Agent Installers**

1. Open a command prompt.
2. Change directories to the **Software** folder in the Air Gap Toolkit. Navigate to the following path within the toolkit:

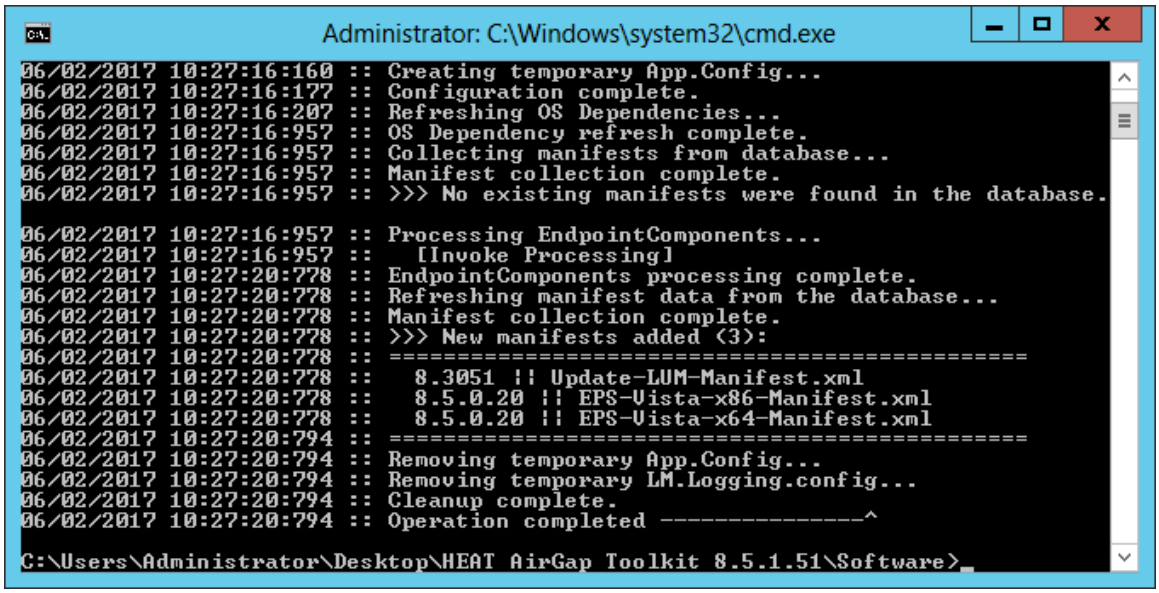
   **HEAT AirGap Toolkit 8.5.0.40\Software**

3. Enter the following command:

   **ImportEndpointManifest.exe**




ImportEndpointManifest.exe runs in a command line window. When it completes, that's it!




Your air gap servers are installed and configured. You're ready to start using Endpoint Security in your air gap environment.

# Appendix

This appendix contains reference information for edge-case scenarios and troubleshooting related to your air gap Endpoint Security installation.

## Troubleshooting

There are a few parts during air gap configuration that are prone to trouble. Hopefully this help topic can get you through them :)

**When I open Installation Manager after a reboot, I experience a '404' error.**

Cause: If you open Installation Manager quickly after a reboot, the Installation Manager service may not have restarted yet. Thus, you may experience a '404' error.

**Solution:** If this happens to you, close Installation Manager, wait a few moments, and then reopen Installation Manager. The problem should be solved.

**When I try to open Installation Manager, it hangs at 100%**

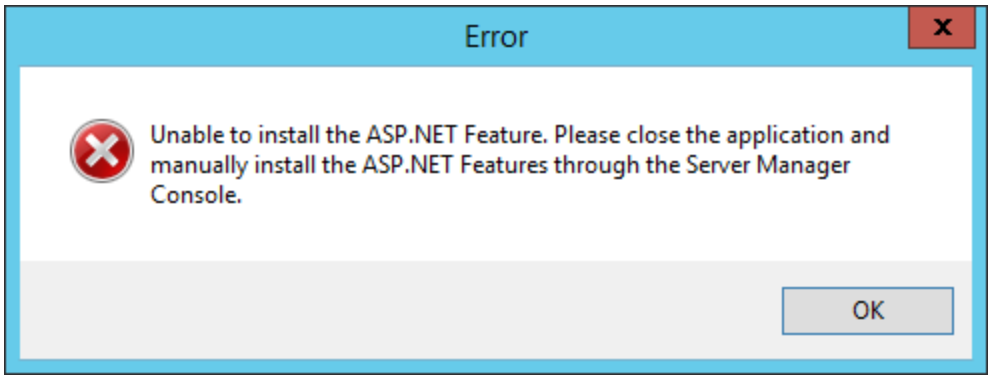
Cause: You may be using an outdated version of Microsoft Silverlight.

Solution: Depending on the server that you're upgrading, you can solve this one of two ways:

- If you're upgrading your Air Gap Provider, head to the Microsoft Silverlight Website and install the latest version.
- If you're upgrading your Air Gap Client, you'll need to upgrade Silverlight a different way since you don't have an Internet connection. Luckily, we've packaged the Silverlight installer in the Air Gap Toolkit. Using Windows Explorer, navigate to the Air Gap Toolkit folder. Run the Silverlight installer that's in **Ivanti AirGap Toolkit 8.5.0.40\Tools\Pre-Reqs**.

After you've upgraded Silverlight, completely close your browser, and then reopen it and browse to Installation Manager again. You should no longer hang at 100%.

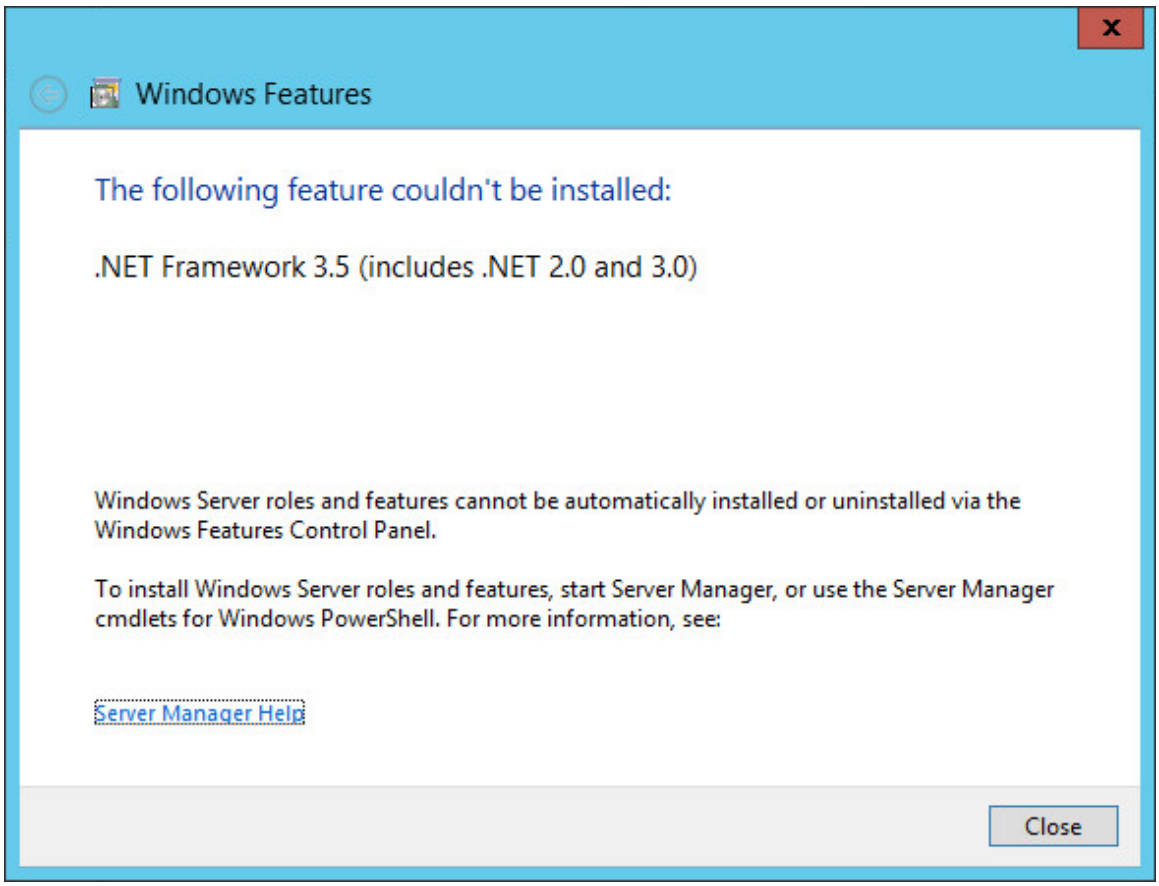
**When I begin Endpoint Security installation on the Air Gap Client, I experience an error related to ASP.NET**



**Cause:** If you are installing Endpoint Security on Windows Server 2012 or 2012 R2, you experience this error because Windows cannot access the Internet to turn on Internet Information Servers and other features used for Endpoint Security (such as ASP.NET).

**Solution:** Temporarily connect the Air Gap Client to the Internet only for installation of the Endpoint Security prerequisites. Immediately disconnect the server when prerequisite installation complete.

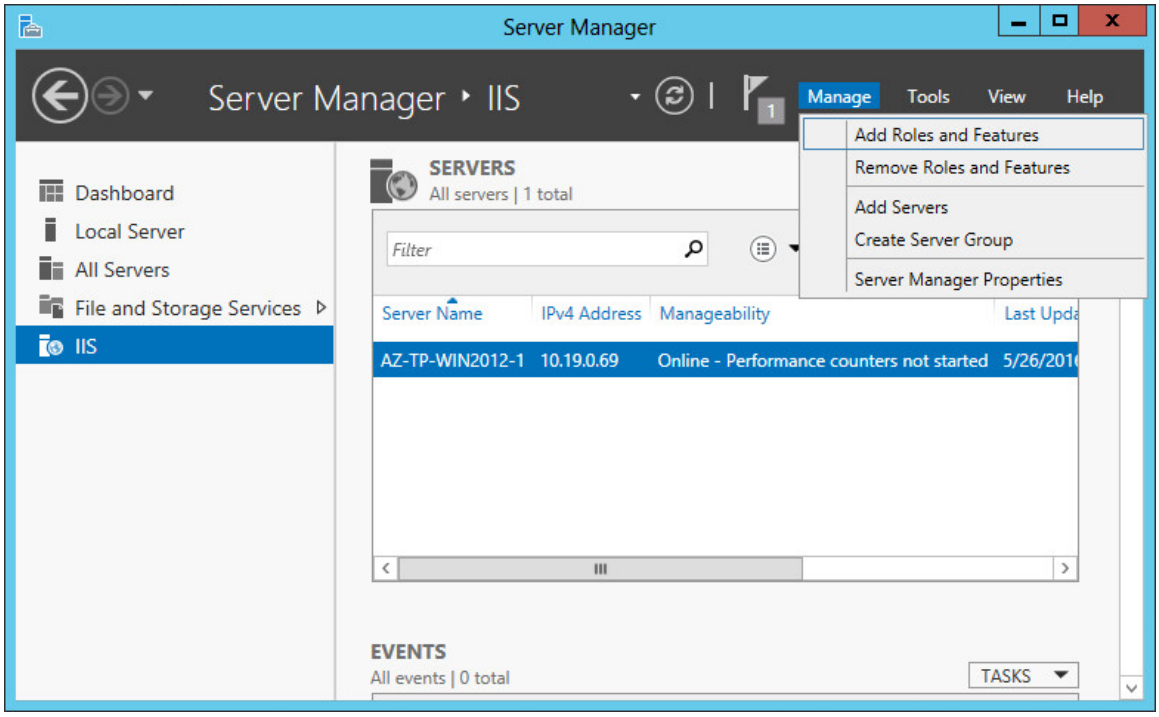
**When I try to install ICW Server, I receive a .NET Framework error**



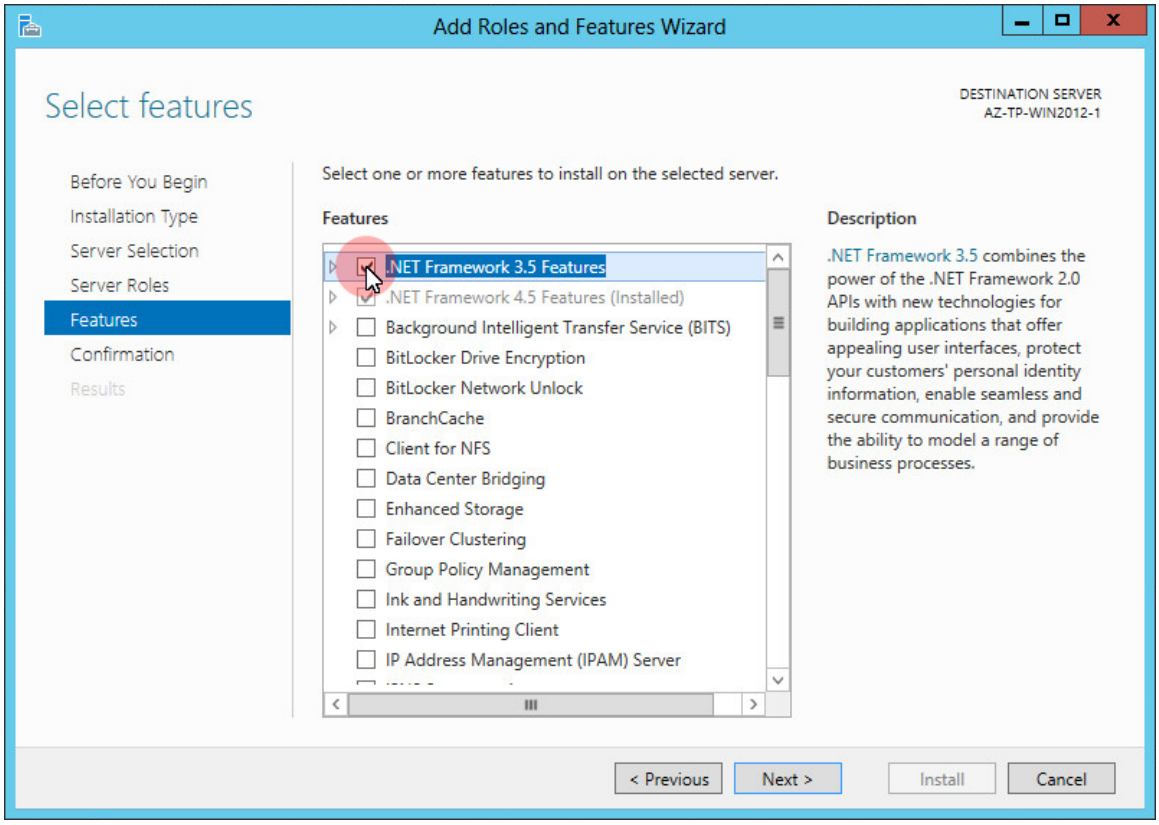

Cause: .NET Framework 3.5 is not installed.

**Solution:**

1. Open **Server Manager** and select **Manage** > **Add Roles and Features**.



2. Click through the **Add Roles and Features Wizard** until you get to the **Features** tab. Select the **.NET Framework 3.5 Features** check box, and then finish the wizard. Close **Server Manager** and retry ICW Server installation when you're done.



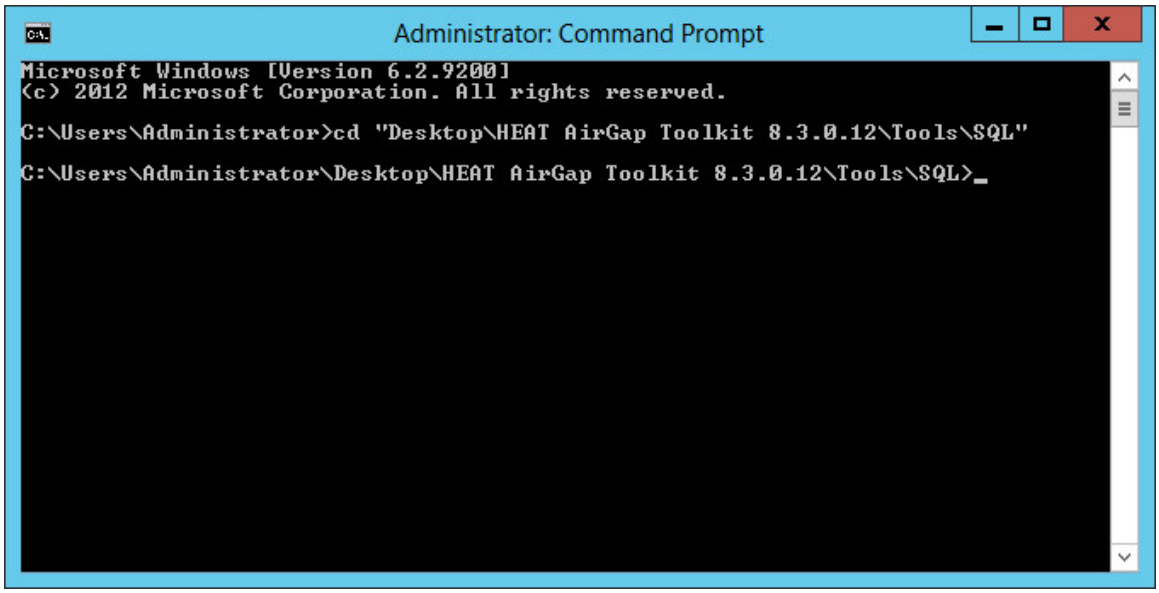

## Configuring the Client from the Command Prompt

If you don't have SQL Server Management Studio installed on your Air Gap Client, you can still run the scripts included in Air Gap Toolkit. To run the scripts, open a command prompt and use the OSQL command that included in your base SQL installation.

**To Configure the Air Gap Client from the Command Prompt**

1. Open a command prompt and change directories to the SQL folder included in the Air Gap Toolkit:

   **HEAT AirGap Toolkit 8.5.0.40\Tools\SQL**




2. Enter one of the following commands to run the script that deactivates replication:

   - Windows Authentication: `osql -E -S .\databaseInstanceName -i AirgapScript.sql`
   - SQL Authentication: `osql -S .\databaseInstanceName -i AirgapScript.sql -U sa`

     For SQL Authentication, enter your sa password when prompted.

     ```
     C:\Users\Administrator\Desktop\HEAT AirGap Toolkit 8.3.0.12\Tools\SQL>osql -S .\
     upc -i AirGapScript.sql -U sa
     Password: _
     ```

3. Enter one of the following commands to run the script that prepares the Air Gap Client for Linux patch content:

   - Windows Authentication: `osql -E -S .\databaseInstanceName -i Dependencies.sql`
   - SQL Authentication: `osql -S .\databaseInstanceName -i Dependencies.sql -U sa`

     For SQL Authentication, enter your sa password when prompted.

     ```
     C:\Users\Administrator\Desktop\HEAT AirGap Toolkit 8.3.0.12\Tools\SQL>osql -S .\
     upc -i Dependencies.sql -U sa
     Password: _
     ```

4. Close the command prompt.

The Endpoint Security Server is configured to be an Air Gap Client.

Continue to "Configuring the Air Gap Client" on page 24.

# Glossary

## A

### Air Gap

A highly secure computing environment where a network of computers is isolated from other networks, and most often, from the Internet. This practice significantly reduces the attack surface of endpoints within the air gap, and is used most often in industries that handle sensitive information, such as the defense industry.

### Air Gap Client

An Endpoint Security Server in an air gap environment that secures the endpoint in your air gapped network. The Air Gap Client is not connected to the Internet. Since the Client has no Internet connection, it relies on the Air Gap Provider to move system updates and content over the air gap.

### Air Gap Hotfix

A utility that moves Endpoint Security binaries and modules on to an Air Gap client. This utility copies all the files necessary to complete an air gap install or upgrade, and then the user opens Installation Manager to complete the module installation.

### Air Gap License Tool

A utility used to import a license for an Endpoint Security Server operating in an air gap network.

### Air Gap Provider

An Endpoint Security Server that's connected to the Internet in an air gap environment. This server downloads Endpoint Security system components and content from the Internet. These components and content is then moved across the air gap to the Air Gap Client, which then uses this content to secure your air gap endpoints.

### Air Gap Toolkit

A bundle of software that includes tools, utilities, and scripts needed to configure and maintain an Endpoint Security Server that's disconnected from the Internet.

### AirGapScript.sql

A script that disables the replication process on an air gap Endpoint Security Server (also known as an Air Gap Provider). The script prevents the Air Gap Provider from trying to communicate and download content from the cloud.

## C

### caching

The process of downloading patch content binaries from the Global Subscription Service. You can cache either Windows or Linux content.

### Credentials Manager

A utility that connects to different Linux vendors and passes on the credentials that you've purchased from the vendor. When you replicate with the Global Subscription Service or cache Linux content, Endpoint Security passes your credentials to the vendors so that Endpoint Security download Linux patch metadata and binaries.

## D

### Dependencies.sql

A script that installs Endpoint Security prerequisites on a server that doesn't have Internet access.

## G

### Global Subscription Service

A cloud server that hosts Endpoint Security system data, patch content, and antivirus content.

## I

### ImportEndpointManifest.exe

A utility used to enable new versions of the Endpoint Security Agent included in an air gap update. Use this tool after installing or upgrading an air gap Endpoint Security Server (also known as an Air Gap Client).

### Ivanti Content Wizard

A utility used to create your own patches for Endpoint Security. This tool lets you add patches and additional files that check for prerequisites. In air gap networks, Ivanti Content Wizard is used to bundles patches and then move them into your air gap network.

## R

### Replication

The synchronization process between the Endpoint Security Server and the Global Subscription Server. During this process, Endpoint Security downloads the latest Endpoint Security system updates, patch content, and antivirus content. Depending on how much content you are licensed for, initial replication can take as long as an hour. Subsequent replications are much faster.