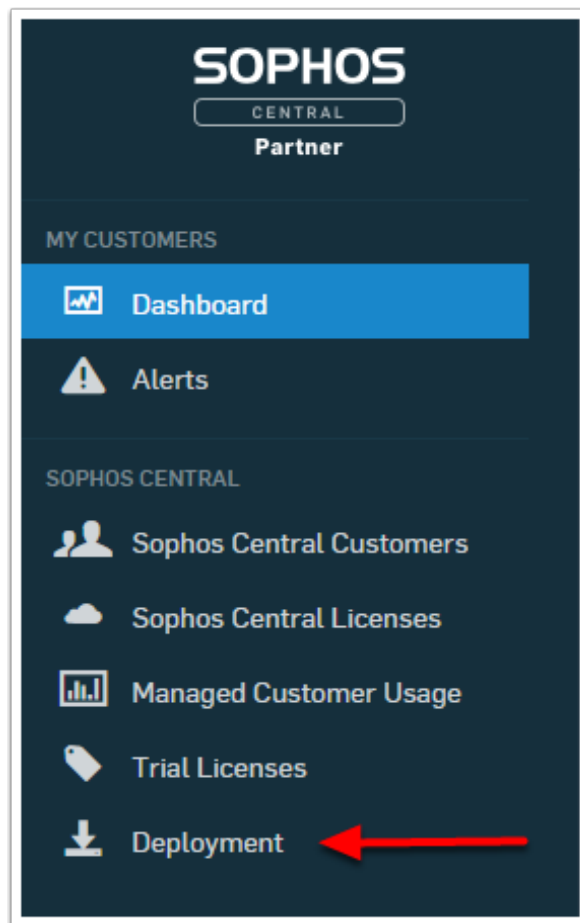


Follow this guide to install the two Sophos Central Components for Datto RMM to utilize the Sophos Thin Installer for deployment.

## First Download the Customer CSV File from the Partner Dashboard

Click on the Deployment section from the left menu.



Then click the Customer CSV File to download. This will need to be redownloaded as new customers are added.

## Deployment

For Sophos Central Endpoint Protection

### Endpoint Installer

You can use this installer on any supported Windows version (server or non-server), across any of your customers. Please see the [KBA](#) for details on how to specify the options it requires. This includes how to choose the correct set of Sophos products for the installer to put onto a machine, for example Endpoint Advanced and Intercept X but not Device Encryption.

[Endpoint Installer](#)

### Per-customer installer configuration details

This .csv file includes the details needed to use the above installer to associate an installation to a specific customer.

[Customer CSV File](#)

When you open the file and expand the columns you'll see Customer Name followed by Example Command Line, then Customer Token and finally Management Server.

	A	B
1	Customer Name	Example Command Line
2	123 IT Company	SophosSetup.exe --customertoken="7e04a0be[REDACTED] --mgmtserver="dzt-mcs-amzn-us-west-2-fa88.upe.p.hmr.sophos.com" --products="antivirus;intercept" --quiet
3	123 Inc	SophosSetup.exe --customertoken="40fc585c[REDACTED] --mgmtserver="dzt-mcs-amzn-us-west-2-fa88.upe.p.hmr.sophos.com" --products="antivirus;intercept" --quiet
4	ACME LLC	SophosSetup.exe --customertoken="9329c00b[REDACTED] --mgmtserver="mcs-cloudstation-us-east-2.prod.hydra.sophos.com" --products="antivirus;intercept" --quiet
5	Arnett Public Schools	SophosSetup.exe --customertoken="3f8b1cf1[REDACTED] --mgmtserver="dzt-mcs-amzn-us-west-2-fa88.upe.p.hmr.sophos.com" --products="antivirus;intercept" --quiet
6	Arnett Public Schools	SophosSetup.exe --customertoken="030b6ebc[REDACTED] --mgmtserver="dzt-mcs-amzn-us-west-2-fa88.upe.p.hmr.sophos.com" --products="all" --quiet
7	BBT	SophosSetup.exe --customertoken="9065dbd6[REDACTED] --mgmtserver="dzt-mcs-amzn-us-west-2-fa88.upe.p.hmr.sophos.com" --products="antivirus;intercept" --quiet
8	BORDEciel CIE	SophosSetup.exe --customertoken="73094e47[REDACTED] --mgmtserver="mcs-cloudstation-eu-central-1.prod.hydra.sophos.com" --products="antivirus;intercept" --quiet

If you right click the column for the Example Command Line and select Hide it will remove that from the view.

	A		
1	Customer Name	Example Command Line	
2	123 IT Company	SophosSetup.exe --customertoken="7e04a0be	--mgmt
3	123 Inc	SophosSetup.exe --customertoken="40fc585c-	--mgmt
4	ACME LLC	SophosSetup.exe --customertoken="9329c00b	--mgmt
5	Arnett Public Schools	SophosSetup.exe --customertoken="3f8b1cf1-	--mgmt
6	Arnett Public Schools	SophosSetup.exe --customertoken="030b6ebc	--mgmt
7	BBT	SophosSetup.exe --customertoken="9065dbd6	--mgmt
8	BORDECIEL CIE	SophosSetup.exe --customertoken="73094e47	--mgmt
9	Barlow	SophosSetup.exe --customertoken="9e98e7db	--mgmt
10	Barlow2	SophosSetup.exe --customertoken="034da80c	--mgmt
11	Bern Inc	SophosSetup.exe --customertoken="9f7a5e2d	--mgmt
12	CWA Trial	SophosSetup.exe --customertoken="29e43115	--mgmt
13	CWA test account	SophosSetup.exe --customertoken="70c89f95-	--mgmt
14	CamANZTes2	SophosSetup.exe --customertoken="148f1a67	--mgmt
15	CamANZTest	SophosSetup.exe --customertoken="f5875980	--mgmtserver="mcs-cloudstation-us-east-2.prod.h

Then you will be left with just the Customer Name, Customer Token and Management Server (Also Known as Location).

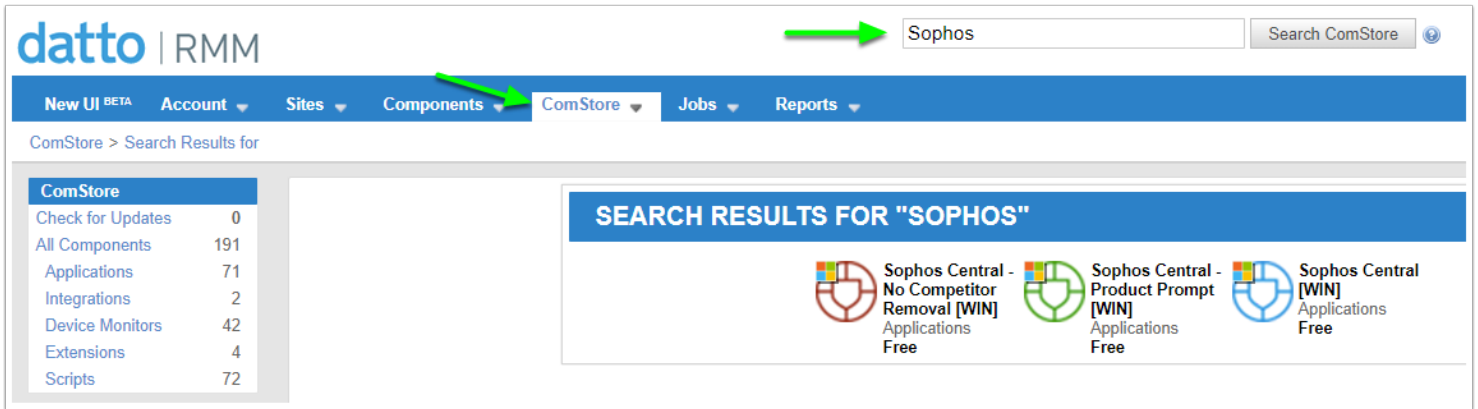
This is the information that you will need when filling in the variables in Datto RMM.

	A	C	D
1	Customer Name	Customer Token	Management Server
2	123 IT Company	7e04a0be-f23	dzt-mcs-amzn-us-west-2-fa88.upe.p.hmr.sophos.com
3	123 Inc	40fc585c-01ea	dzt-mcs-amzn-us-west-2-fa88.upe.p.hmr.sophos.com
4	ACME LLC	9329c00b-9ad	mcs-cloudstation-us-east-2.prod.hydra.sophos.com
5	Arnett Public Schools	3f8b1cf1-a4bf	dzt-mcs-amzn-us-west-2-fa88.upe.p.hmr.sophos.com
6	Arnett Public Schools	030b6ebc-032	dzt-mcs-amzn-us-west-2-fa88.upe.p.hmr.sophos.com
7	BBT	9065dbd6-88f	dzt-mcs-amzn-us-west-2-fa88.upe.p.hmr.sophos.com
8	BORDECIEL CIE	73094e47-796	mcs-cloudstation-eu-central-1.prod.hydra.sophos.com

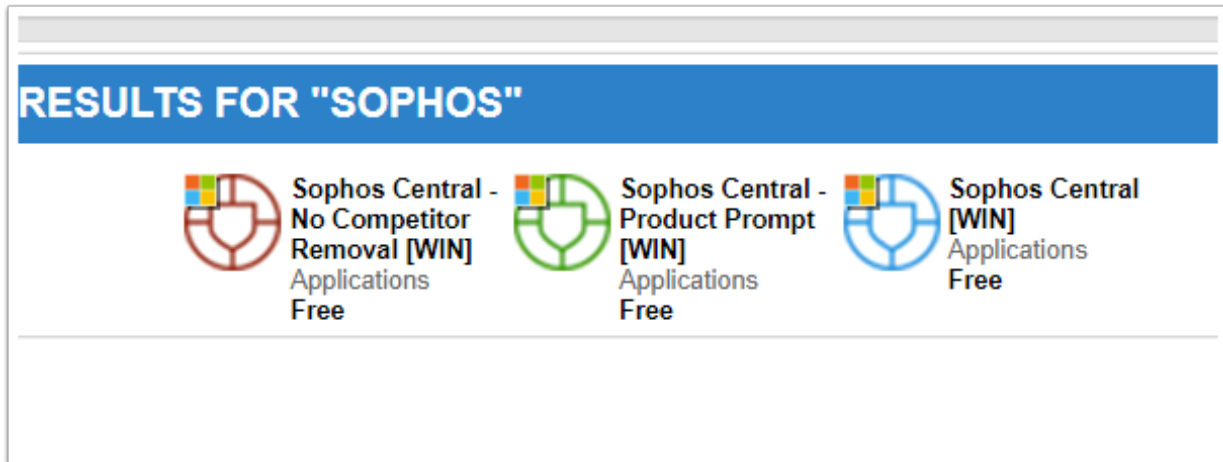
## Datto RMM Add Component

Logon to Datto RMM and then click on ComStore. Then in the Search Box type "Sophos" and click Search ComStore.

You will see all of the Sophos Components in the Search Results.

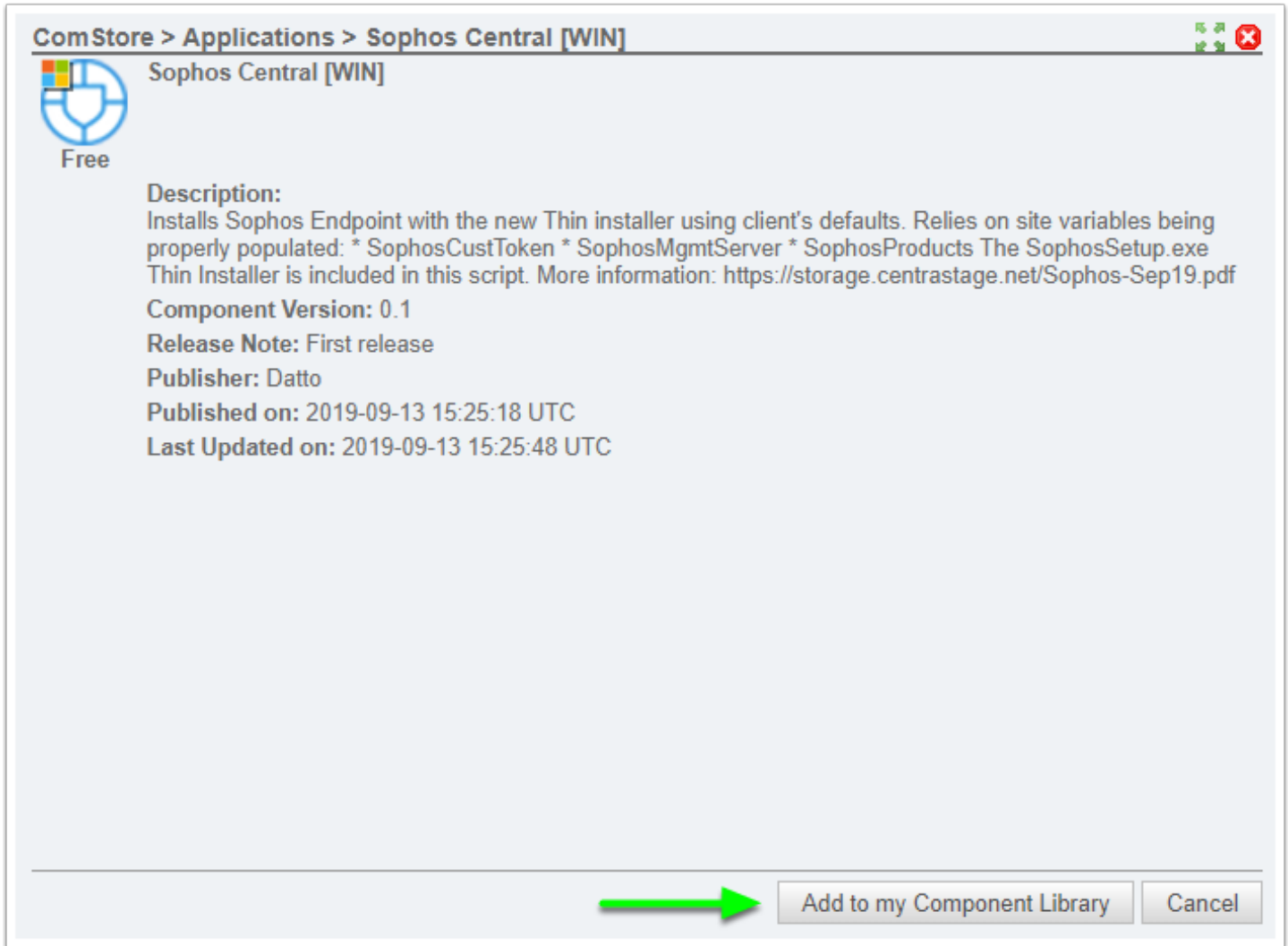


Click Component that you want to add to your Component Library.



Click the Add to my Component Library.

Repeat for the other Components needed.






On the Component List, search for Sophos.

You should now see the two components that were added.





Make sure you click on the Star to favorite the component. This will make it appear in the Scheduled, Quick Jobs and Monitor Policies

**COMPONENT LIST**

Showing 1 to 4 of 4 entries

Actions:   

Show  entries

		Name	Description
<input type="checkbox"/>		Sophos Central (Windows)	Installs Sophos Endpoint with the new Thin installer using client's defaults. Relies on site variables being properly populated: * SophosCustToken * SophosMgmtServer * SophosProducts The SophosSetup.exe Thin Installer is included in thi ...
<input type="checkbox"/>		Sophos Central (Windows) - No Competitor Removal	Installs Sophos Endpoint with the new Thin installer using client's defaults. Doesn't attempt to remove Competitive Products Relies on site variables being properly populated: * SophosCustToken * SophosMgmtServer * SophosProducts The ...
<input type="checkbox"/>		Sophos Central (Windows) - Product Prompt	Installs Sophos Endpoint with the new Thin Installer. You choose which products to install (instead of the other version of this component that uses defaults.) Relies on Site Variables being properly populated: * SophosCustToken * Sophos ...
		Sophos Central Install Monitor [WIN]	Monitors if Sophos Central Endpoint is Installed and Running

◀ Previous **1** Next ▶

## Setting up the Site Variables

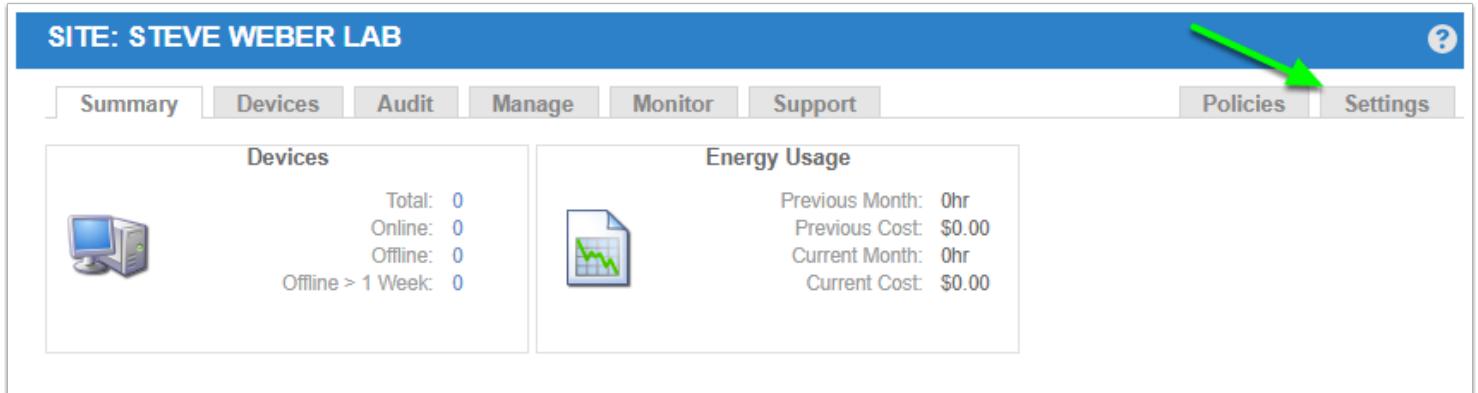
Next let's setup the Variables needed for the script. These variables will come from the Customer CSV File downloaded in the first step.

Click on Sites and then select the Site that you need to install.

The screenshot shows the Datto RMM interface. The top navigation bar includes 'Account', 'Sites', 'Components', 'ComStore', 'Jobs', and 'Reports'. The 'Sites' menu item is highlighted with a green arrow. Below the navigation bar, the 'Sites' section is visible. On the left, there are buttons for 'New Site' and 'Manage Deletions (0)', and a 'Default Device Filters' section with a search box and a list of filters: APPLICATION, BACKUP SOLUTION, COMPLIANCE, NETWORK, OPERATING SYSTEM, and ROLE. The main content area is titled 'SITES' and shows a table with 3 entries. The table has columns for 'Name' and 'Description'. The entries are: 'Managed' (description: 'This is the default site for your Managed devices.'), 'OnDemand' (description: 'This is the default site for your OnDemand devices.'), and 'Steve Weber Lab' (description: 'This is the default site for your OnDemand devices.'). A green arrow points to the 'Steve Weber Lab' entry. Below the table, there are navigation controls: 'Previous', '1', and 'Next'.

	Name	Description
<input type="checkbox"/>	Managed	This is the default site for your Managed devices.
<input type="checkbox"/>	OnDemand	This is the default site for your OnDemand devices.
<input type="checkbox"/>	Steve Weber Lab	This is the default site for your OnDemand devices.

Click on Settings



Scroll down until you find the Variables section.

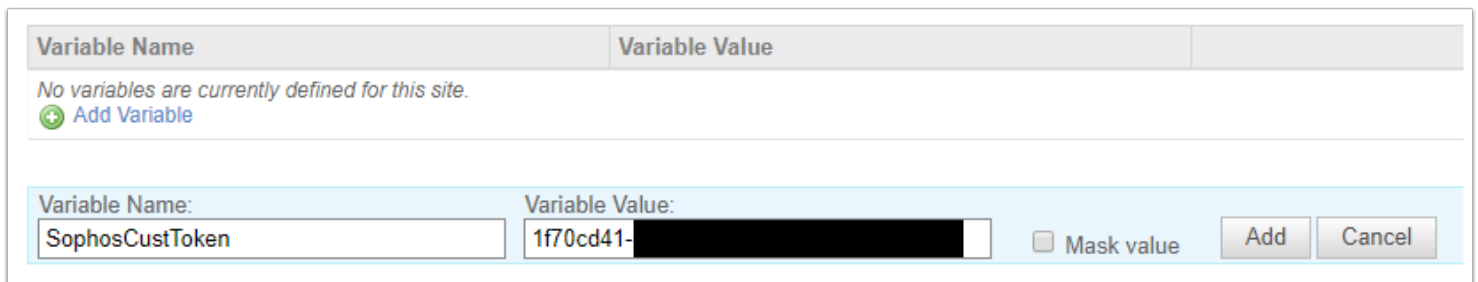
Click Add Variable



First add the Customer Token.

Variable Name: **SophosCustToken**

Variable Value: "Copy the Customer Token for that Customer from the Customer CSV File"





Next add the Management Server



Variable Name: **SophosMgmtServer**

Variable Name: "Copy the Management Server for that Customer from the Customer CSV File"

VARIABLES		
Variable Name	Variable Value	
SophosCustToken	1f70cd41- [REDACTED]	 
<a href="#">+ Add Variable</a>		
Variable Name:	Variable Value:	<input type="checkbox"/> Mask value <input type="button" value="Add"/> <input type="button" value="Cancel"/>
<input type="text" value="SophosMgmtServer"/>	<input type="text" value="mcs-cloudstation-us-east-2.prod.hydra.sopho"/>	

Last add the Products

Variable Name: **SophosProducts**

Variable Name: "options below" "Seperate multiple selections with a Comma" Example:  
antivirus;intercept

- all - Installs all three componets
- antivirus
- intercept
- deviceEncryption

VARIABLES	
Variable Name	Variable Value
SophosCustToken	49c48344-8 [REDACTED]
SophosMgmtServer	api-cloudstation-us-east-2.prod.hydra.sophos.com
SophosProducts	antivirus,intercept
<a href="#">+ Add Variable</a>	
CREDENTIALS	

Once completed the Site Variables will look like this.

VARIABLES	
Variable Name	Variable Value
SophosCustToken	49c48344-██████████
SophosMgmtServer	api-cloudstation-us-east-2.prod.hydra.sophos.com
SophosProducts	antivirus,intercept
<a href="#">+ Add Variable</a>	

## Manually Running the Component

The component currently has to be schedule or run using a quick job manually against the workstations.

**SITE: STEVE WEBER LAB** ?

Summary | **Devices** | Audit | Manage | Monitor | Support | Policies | Settings

Showing 1 - 1 of 1 results. Show me 25 per page

Actions:  All  Desktops  Laptops  Servers  Network  ESXi Host  Unknown

	Device Hostname	Device Description	Int IP Address	Ext IP Addr	Last User	Operating System
<input checked="" type="checkbox"/>	WIN10K██████████	WIN10K██████████	192.168.7.53		WIN10K██████████	

Running the Sophos Central Installer will use the pre-populated variables in the site. No additional input is needed.

**Run Quick Job**

Search:  Group:

Select component to use in quick job:

- Sophos Central Installer  
No variables
- Sophos Central Installer - Product Prompt

*Make a component a favorite to add it to the Quick Job list.*

Follow to jobs list page on submit

Running the Sophos Central Installer - Product Prompt requires additional input. You'll need to mark the components needed with True (Default) and False for those not needed.

This component is useful if you need to install a different component for a few machines only.

**Run Quick Job**

Search:  Group:

Select component to use in quick job:

- Sophos Central Installer
- Sophos Central Installer - Product Prompt
  - blAntivirus :  ⓘ
  - blIntercept :  ⓘ
  - blEncryption :  ⓘ

*Make a component a favorite to add it to the Quick Job list.*

Follow to jobs list page on submit

**SCHEDULED JOBS** ?

**New Job** | **Active Jobs** | Completed Jobs

Showing 1 - 1 of 1 results. Show me  per page

Schedule: 
User: 
Security

Level:

Actions

	Name	Schedule	Components	Jobs Run	Next Run Date	Last Run Date	User	Security Level	
<input type="checkbox"/>	Quick job running Component Sophos Central Installer on device WIN10K [REDACTED]	Immediately	1	1	2018-12-24 19:09:19 GMT	2018-12-21 19:10:02 GMT	Steve.Weber@Sophos.com	administrator	<input type="text" value="edit"/> <input type="text" value="delete"/>

**SCHEDULED JOBS** ?

**New Job** | **Active Jobs** | **Completed Jobs**

Showing 1 - 1 of 1 results. Show me  per page

Schedule: 
User: 
Security

Level:

Actions

	Name	Schedule	Components	Jobs Run	Next Run Date	Last Run Date	User	Security Level	
<input type="checkbox"/>	Quick job running Component Sophos Central Installer on device WIN10K [REDACTED]	Immediately	1	1	2018-12-24 19:09:19 GMT	2018-12-21 19:10:02 GMT	Steve.Weber@Sophos.com	administrator	<input type="text" value="edit"/> <input type="text" value="delete"/>

## Setting up a Sophos Central Install Monitor

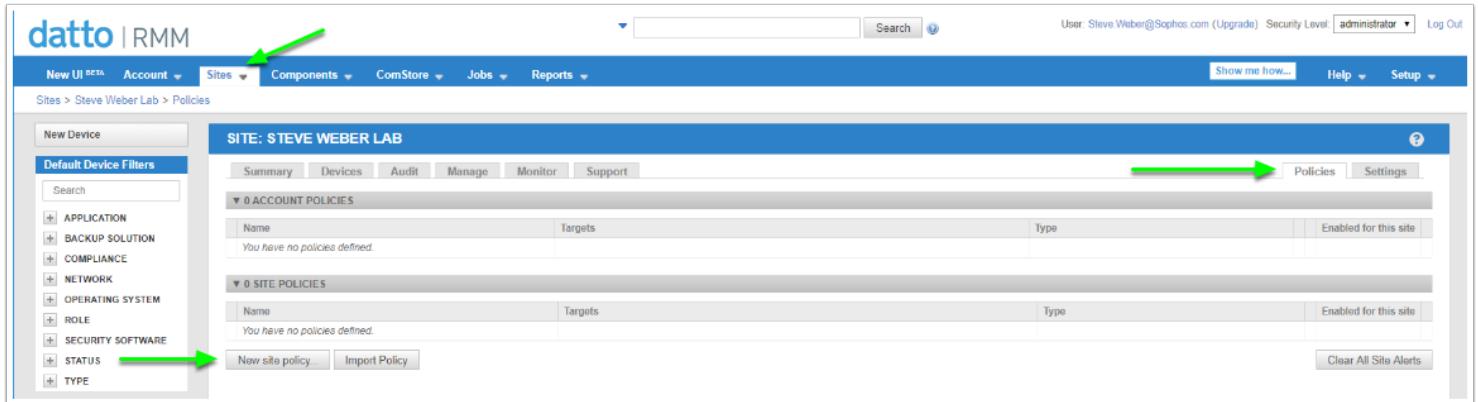
You can setup a workstation and server Component Monitor to detect and alert on Sophos Central Endpoint not being installed. You can also automate the installation of the Endpoint if the Monitor is triggered.

**\*\*\*This will require the Sophos Central Install Monitor to be added from the ComStore\*\*\***

This Policy can be setup at the Account Level, but would affect all Sites. Best Practice is to setup the Policy per Site.

Click into the Site you want to add a Policy to and click on the Policies Tab

Then click on New site policy



Fill in the Name: Sophos Central Install Monitor

Type: Monitoring

Based on: -New Policy-

Click Next

A screenshot of the 'NEW POLICY' dialog box. It features three input fields: 'Name' with the value 'Sophos Central Install Monitor', 'Type' with a dropdown menu set to 'Monitoring', and 'Based on' with a dropdown menu set to '- New Policy -'. At the bottom right, there are two buttons: 'Cancel' and 'Next'.

Click on Add a target

## NEW MONITORING POLICY

Name:  [Learn Best Practices](#)

Policy type: Monitoring

Last updated: 2019-09-25 19:11:46 UTC

Last deployed:

**Targets:**

Type	Name
<i>There are currently no targets specified.</i>	

←

**Monitors:**

Category	Type	Device Description
<i>There are currently no monitors specified.</i>		

In the drop down for Target Type select Default Device Filter

In the Default Device Filter add All Windows Desktops.

\*\*\*You can also add All Windows Server to the Default Device Filter if you want it to be part of the same monitor. Best Practice would be to create a separate Sophos Central Server Install Monitor Policy\*\*\*

Click Add

The screenshot shows a dialog box titled "ADD A TARGET". It has a dark blue header bar with the title in white. Below the header, there are two main sections. The first section is labeled "Target type:" and contains a dropdown menu with "Default Device Filter" selected. The second section is labeled "Default Device Filter:" and contains a text input field with "All Windows Desktops" entered and a small "X" icon to its right. At the bottom right of the dialog, there are two buttons: "Add" and "Cancel".



Next click on Add a monitor

## NEW MONITORING POLICY

**Name:**  [Learn Best Practices](#)

**Policy type:** Monitoring

**Last updated:** 2019-09-25 19:11:46 UTC


**Last deployed:**

**Targets:**

Type	Name
Default Device Filter	All Windows Desktops

**Monitors:**

Category	Type	Device Description
<i>There are currently no monitors specified.</i>		




In the dropdown select Component Monitor and click Next

### Add a Monitor ✕

- Monitor Type
- Monitor Details
- Response Details
- Ticket Details

#### Monitor Type

Choose the type of monitor you wish to add from the options below, then hit Next.



In the dropdown for Component Monitor, select the Sophos Central Install Monitor [WIN]

For the execute every (hrs : mins) - 30 Minutes would be the minimum recommend interval. This can be increased to what monitor time fits into your SLAs.

For the Alert Priority it is recommended to select High if using automated installation and Critical for manual installation

Auto-Resolution can remain at default.

**Add a Monitor** Component Monitor ✕

Monitor Type

Monitor Details

Response Details

Ticket Details

**Monitor Details**

**Trigger Details**

Run the Component Monitor **Sophos Central Install Monitor [WIN]** configured with the following Variables:

No variables  
and executed every  :  (hrs : mins)

**Alert Details**

Raise an alert of priority: **High**

**Auto-Resolution Details**

**After 1 minute** resolve the alert if it is no longer applicable.

Automated Installation when Sophos Central Endpoint isn't installed.

Click to check the box for Run the following component

Select the Sophos Central [WIN] component - This is will against the pre-configured site variables.

\*\*\*If you would rather simply be notified to can use the Email option below instead\*\*\*

**Add a Monitor** Component Monitor

Monitor Type

Monitor Details

**Response Details**

Ticket Details

Run the following component:  
Sophos Central (Windows) ▾  
Component Variables:

Email the following recipients:  
 Default recipients (*As per Site and Account Settings*)  
Additional recipients:

NAME	ADDRESS	TYPE
<input type="text"/>	<input type="text"/>	HTML ▾

Save

Advanced Options:  
SUBJECT LINE

SUBJECT LINE EXAMPLE  
DeviceHostname | Device Description | Site Name | Monitor Category | Monitor Type | The Alert Reason

Back Next

Optionally you can have the Monitor Policy create a New Ticket

Click Next to Finish

The screenshot shows a configuration window titled "Add a Monitor" with a sub-header "Component Monitor". On the left is a sidebar with navigation options: "Monitor Type", "Monitor Details", "Response Details", and "Ticket Details" (which is highlighted). The main area is titled "Ticket Details" and contains a checkbox for "New Ticket". Below this is a "Ticket Details" box with two dropdown menus: "Assigned Resource" (set to "Steve.Weber@Sophos.com") and "Priority" (set to "-Select-"). There are also two checkboxes: "Ticket Email Notification" and "Disable Auto-resolution of Tickets". At the bottom right, there are "Back" and "Next" buttons. A green arrow points down to the "Next" button. A progress bar is visible at the bottom left of the sidebar.

The last step is to click Save and Push Changes

**NEW MONITORING POLICY**

Name:  [Learn Best Practices](#)

Policy type: Monitoring

Last updated: 2019-09-25 19:11:46 UTC

Last deployed:

Type	Name
Default Device Filter	All Windows Desktops

[Add a target...](#)

Category	Type	Device Description	Respond	Ticket	Priority
Component	Sophos Central Install Monitor [WIN]	No variables	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	High

[Add a monitor...](#)

## Examples

This example shows a monitor alert for Endpoint Not Installed, followed by a recent activity of the Sophos Central installation.

Click on the Stdout to view the log from the installation job.

**REAL-TIME MONITORING STATUS**

Showing 1 to 1 of 1 entries

Show  entries

Monitor	Priority	Latest Value	Last Reading	Last 30 Metrics	Status
Sophos Central Monitor [WIN] - No variables	High	Alert: Sophos Central Endpoint Not Installed	17 minutes ago		<input checked="" type="checkbox"/>

◀ Previous 1 Next ▶

**RECENT ACTIVITY**

Type	Name	Started	Ended	Policy	Status	Results	Progress	Stdout	Stderr
	Sophos Central (Windows)	2019-09-25 10:13:41 EDT			Completed	1	<div style="width: 100%; height: 10px; background-color: green;"></div>		

[Show All](#)

```

Stdout for component: Sophos Central (Windows)
Starting the Sophos Central Installation based on the variables defined in the site

Checking to see if Sophos is Already Installed
--Sophos Central is Not Installed
Sophos MCS Client is Not Running

Checking the Variables
--CustomerToken = 49c4[REDACTED]
--epinstallerserver = api-cloudstation-us-east-2.prod.hydra.sophos.com
--Products = antivirus,intercept

Checking to see if Sophossetup.exe is already running
--SophosSetup Not Running

Installing Sophos Central Endpoint:

SophosSetup.exe --customertoken="49c4[REDACTED]" --epinstallerserver="api-cloudstation-
us-east-2.prod.hydra.sophos.com" --products="antivirus,intercept" --quiet

Sophos MCS Client Found - Breaking the Loop

Sophos Setup Completed

Verifying that Sophos Central Endpoint installed and is Running
--Sophos Central Endpoint Agent Installed Successfully
--Sophos MCS Client is Running
--Sophos MCS Agent is Running
    
```

This is example show a monitor status for Sophos Central Status: Protected after the Sophos Central installation completes.

**REAL-TIME MONITORING STATUS**  
Showing 1 to 1 of 1 entries

Show  entries Search:

Monitor	Priority	Latest Value	Last Reading	Last 30 Metrics	Status
Sophos Central Install Monitor [WIN] - No variables	Moderate	Sophos Central Status: Protected	moments ago		<span style="color: green;">✔</span>

◀ Previous 1 Next ▶

---

**RECENT ACTIVITY**

Type	Name	Started	Ended	Policy	Status	Results	Progress	Stdout	Stderr
	Sophos Central (Windows)	2019-09-25 14:25:29 EDT			Completed	1	<div style="width: 100%; height: 10px; background-color: green;"></div>		

[Show All](#)