SentinelOne Deployment

Procedure

Version 2.4

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# 1.0 – Networking configuration details

## Services and Ports

Make sure the services you require have open ports.

### Ports for Cloud-Based Management Environment

If environment has servers or computers that are blocked from the Internet, open the firewall to Management.

|  |  |  |  |
| --- | --- | --- | --- |
| **sentinelone.net** | **Destinations** | **Port** | **Protocol** |
| **usea1-001-mssp** | 3.216.168.58 | 443 | TCP |
| 52.7.53.44 |
| 107.22.88.13 |
| 34.192.9.161 |

# 2.0 – Installing and uninstalling agents

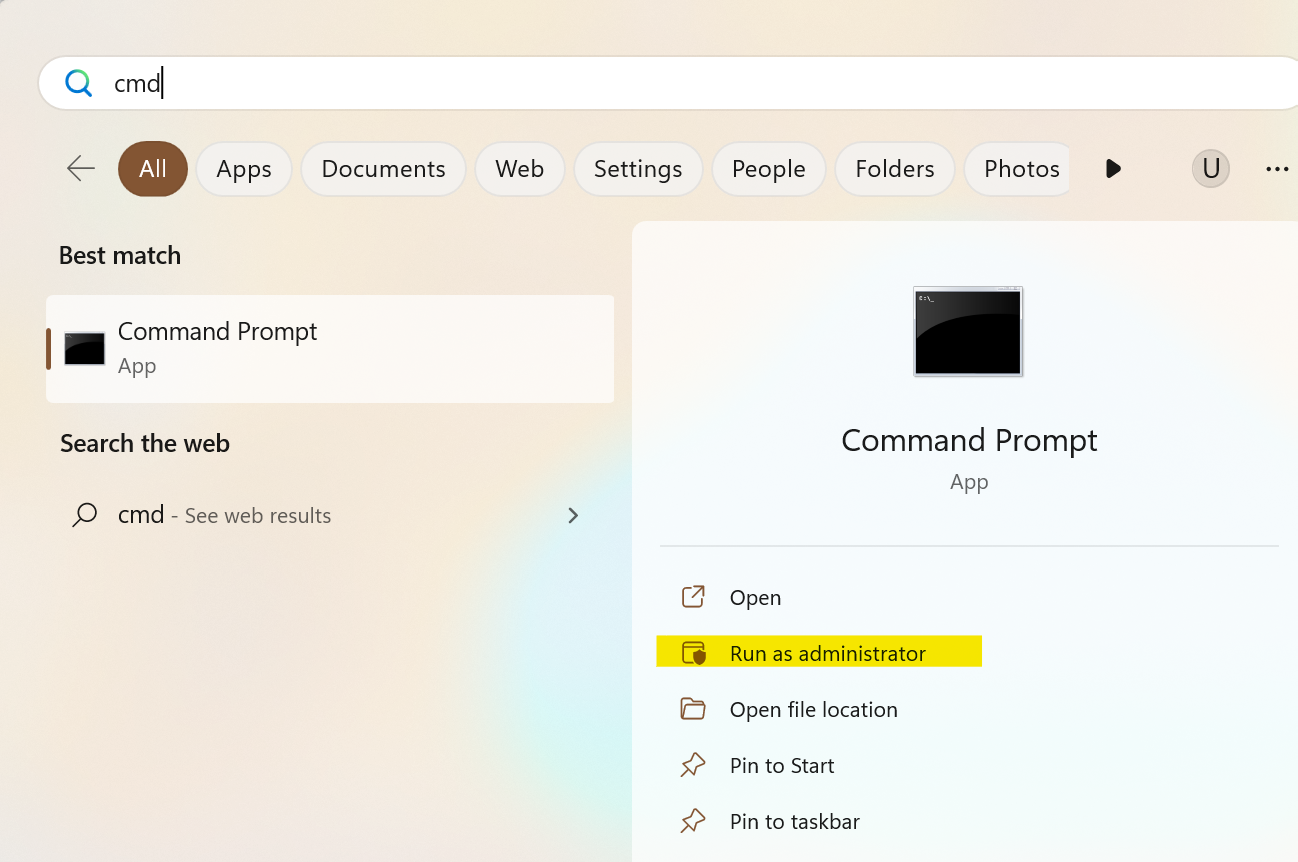
## SentinelOne – Installing the Agent

### Windows

**Note:** The installation requires a user role with Administrator permissions.

**Installing through CLI**

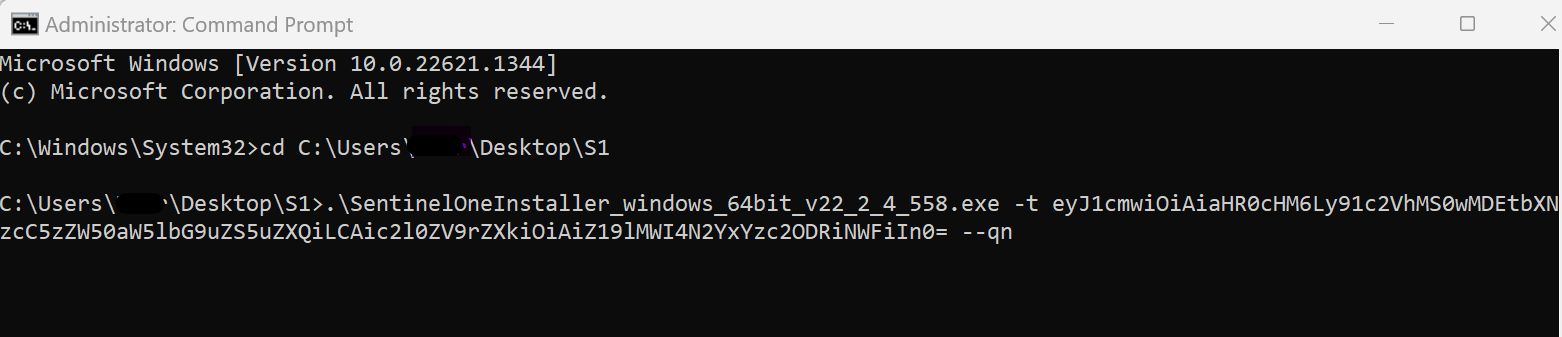
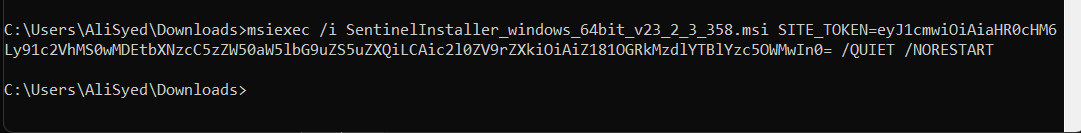
Open CMD (Run As Administrator)



Navigate to the directory where the SentinelOne EXE is downloaded.

cd C:\Users\XXX\Downloads

SentinelInstaller.exe -t PASTE TOKEN HERE –qn  
  
SentinelInstaller.msi SITE\_TOKEN=<PASTE TOKEN HERE> /QUIET /NORESTART

***  
***

**NOTE**: Please **REBOOT** the machine to complete the installation process.

### MAC OSX

1. Run the installer.
   1. $ sudo /usr/sbin/installer -pkg Desktop/tmp/SentinelXXXX.pkg -target /Library/
   2. This is just a sample command, please verify that the file path is correct when you run this command.

NOTE: On macOS versions of 10.13 High Sierra to 10.15 Catalina, users must approve the kernel extension on their local computers, in **System Preferences** > **Security and Privacy** > **General** tab > **ALLOW**.

### Agent Installation Script (Ubuntu/Redhat)

1. SCP on Ubuntu OS, and RUN the install script from the same directory
2. Please download the installation script from NDR.

**NDR Portal Link:**

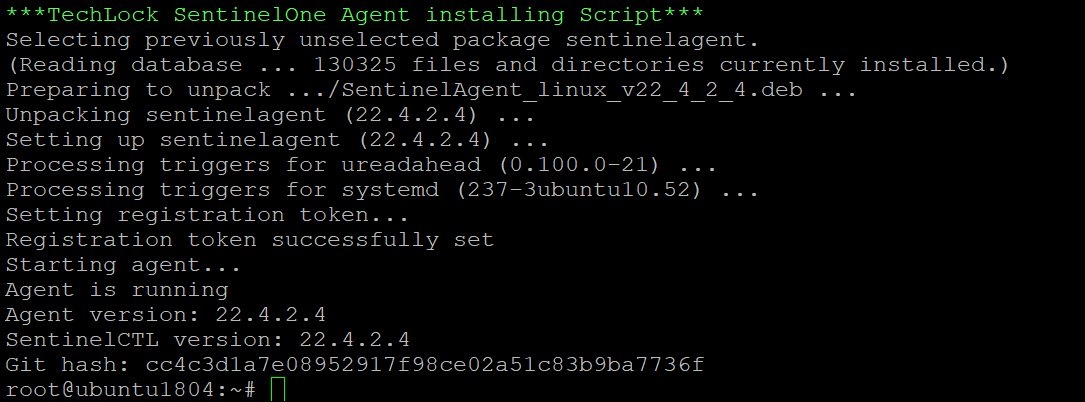
1. After successful installation, the SentinelOne version will appear on the terminal.

chmod a+x script.sh

./ script.sh

For RedHAT:  
  
sudo rpm -i --nodigest package\_pathname

Ref: [Installing the Linux Agent – Customer Portal (sentinelone.com)](https://support.sentinelone.com/hc/en-us/articles/4414520321047)



# SentinelOne - Uninstalling the Agent

### Uninstalling from the WINDOWS (Script)

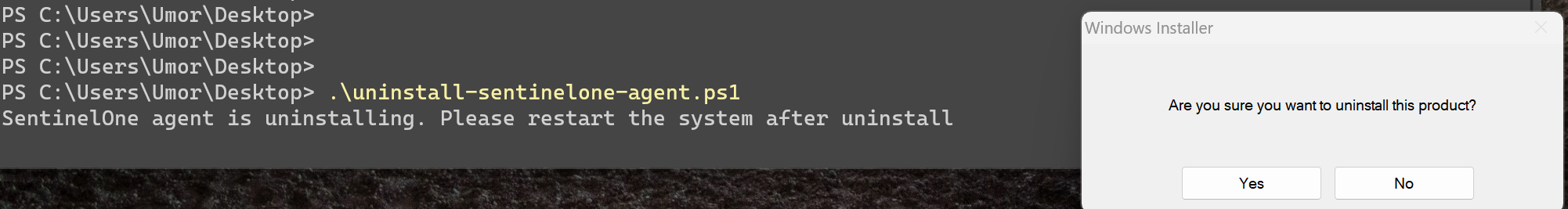
* Download script “uninstall-sentinelone-agent.ps1” from NDR.



**NDR Portal Link:**

* Open the PowerShell terminal(Run As Administrator).
* Execute the uninstall script.
* Press YES to continue the uninstallation process.

.\ uninstall-sentinelone-agent.ps1



**NOTE**: Please **REBOOT** the machine to complete the uninstallation process.

### Uninstalling from the WINDOWS (CMD)

* Generate Passphrase for the relevant endpoints(s)
  + Go to SentinelOne and locate the intended endpoint
  + Select the endpoint and click on Actions > Agent Action > Show Passphrase

A screenshot of a computer

Description automatically generated

* + Keep the passphrase in a notepad on the side
* On the endpoint, start CMD as admin and run the below commands:
  + Command 1: cd "C:\Program Files\SentinelOne\Sentinel Agent <version>"
    - Example of Command 1:  cd C:\Program Files\SentinelOne\Sentinel Agent 22.2.4.558
  + Command 2: uninstall.exe /uninstall /norestart /q /k "PASSPHRASE"
    - Example of Command 2: uninstall.exe /uninstall /norestart /q /k "IO TRIM GALT NON OX BUFF FOWL PAM RUN HAW MOCK SEA"

### Failing Windows Uninstall

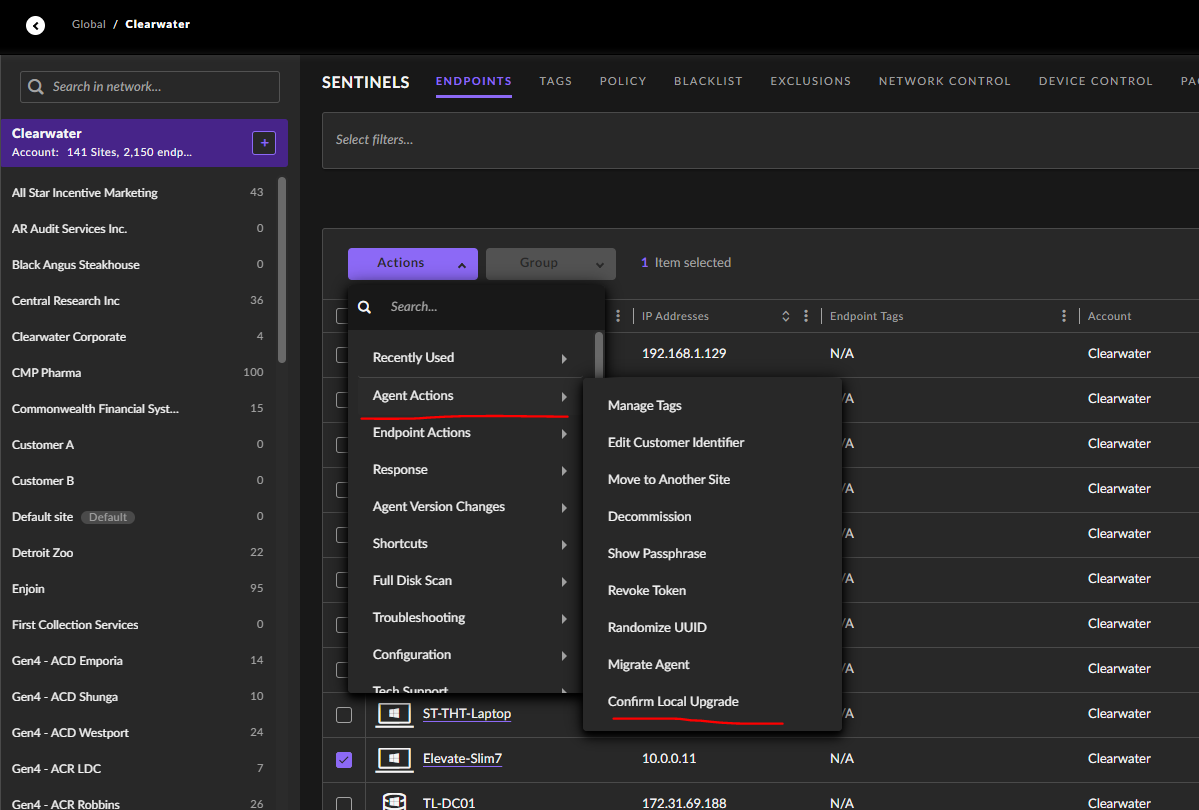
In some cases, even after the uninstall steps have been taken, SentinelOne would still remain on the endpoint. If so, follow the below steps:

* Download the SentinelOneInstaller.exe
  + From the Management Console, see available installation packages in Sentinels > Packages

A screenshot of a computer

Description automatically generated with medium confidence

* + Download the latest Windows Installer package (.exe)
* It may be required to "Confirm a local upgrade" in the management console prior to running the below scenarios. To issue a “Confirm Local Upgrade” action:
  + Log into your SentinelOne Management console, navigate to Sentinels > Endpoints. Select the agent or agents you want to affect
  + Click Actions > Agent Actions > Confirm Local Upgrade



* Generate Passphrase for the relevant endpoints(s)
  + Go to SentinelOne and locate the intended endpoint
  + Select the endpoint and click on Actions > Agent Action > Show Passphrase

A screenshot of a computer

Description automatically generated

* + Keep the passphrase in a notepad on the side
* Open CMD as admin on the intended endpoint
  + If you have the passphrase, run the following command: SentinelOneInstaller.exe -c -k PASSPHRASE
    - Example: SentinelOneInstaller\_windows\_64bit\_v22\_1\_5\_11025.exe -c -k "IO TRIM GALT NON OX BUFF FOWL PAM RUN HAW MOCK SEA"
  + If the passphrase is unavailable, run it in safe mode: SentinelOneInstaller.exe -c
    - Example: SentinelOneInstaller\_windows\_64bit\_v22\_1\_5\_11025.exe -c

### Uninstall Agent from Linux (Ubuntu)

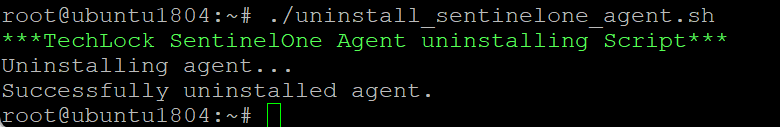
* Please download the uninstall script from NDR Portal.

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**NDR Portal link:**

chmod a+x uninstall\_sentinelone\_agent.sh

./ uninstall\_sentinelone\_agent.sh



### Uninstall SentinelOne Agent from macOS

Run these commands in terminal.

sudo sentinelctl unprotect --passphrase "passphrase"

sudo sentinelctl uninstall --local