Install the Cortex XDR Agent for Windows

Standard Cortex XDR agent installation is intended for standard physical endpoints or persistent virtual endpoints. The installer is available from the VUMC IT Software Store.

If you have problems with the installation, please reach out to the helpdesk at 615-343-4357(HELP), Option 5

Use the following workflow to install the Cortex XDR agent using the MSI file.

1. Obtain the Cortex XDR agent installer for Windows from Cortex XDR. This could come from a shared location or an email from the helpdesk. You MUST register your device in the VUMC CMDB before you can obtain the installer. If you have not done so, please go to the URL below to register your device. If you need assistance with this step, please contact the helpdesk at 615-343-4357(HELP)

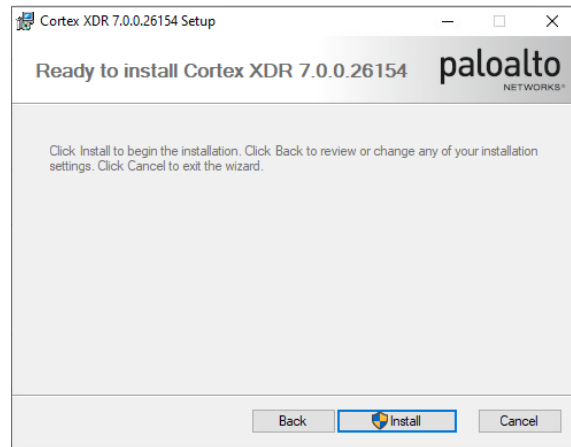   https://pegasus.vumc.org/request/start/10949

2. Ensure that you download the Windows installer for the Windows architecture (x64 or x86) installed on the endpoint.

3. Run the MSI file on the endpoint.

    PLEASE NOTE THE VERSION NUMBER MIGHT NOT MATCH SCREENSHOTS

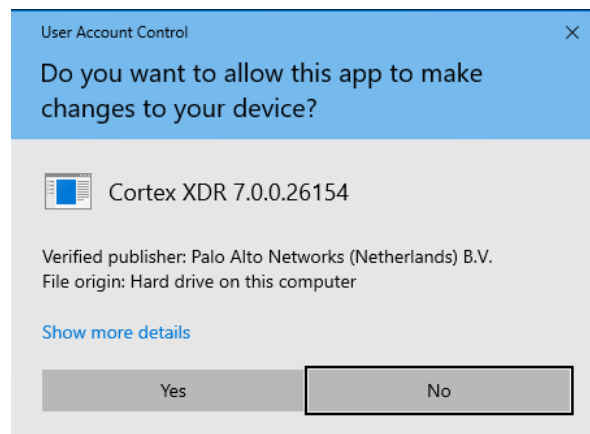   The installer displays a welcome dialog.

4. Click Next

5. Install the agent.

    a. The installer displays a User Account Control dialog.

6. Click Yes

7. After you complete the installation, verify the Cortex XDR agent can establish a connection.

    * If the Cortex XDR agent does not connect to Cortex XDR, verify your internet connection and perform a check-in on the endpoint. If the agent still does not connect, verify the installation package has not been removed from the Cortex XDR management console.*

Verify if Cortex XDR is installed on Windows

To locate the Cortex XDR agent console, right-click the agent icon in the Windows menu bar, and select **Console**.

Click **Check In Now** to initiate a connection with your Cortex XDR tenant. If successful, the **Protection Status** field updates to display **Enabled.**