



Migrating Agents to a New Console

May 5, 2020

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Migration Overview

- 1) In order for an endpoint to be eligible for migration to a new site, the endpoint needs to be powered to receive the configuration change.
- 2) The current SentinelOne agent on the endpoint needs to be on the following version: - Windows Agent Version 3.0 or higher - MacOS Agent Version 3.0 or higher.
- 3) Any unresolved alerts in the console must be resolved prior to move. If an agent has an unresolved alert associated with it, then it will not be migrated.
- 4) The migration does not require any downtime or reboots to take place at the endpoints.
- 5) The migration process will not copy over any console configurations such as sites, groups, exclusions, policies, device control rules, firewall control rules, etc., to the new site. The migration will only migrate the endpoints over. Please make sure that all needed exclusions (if any) from your old console are manually copied into the new Pax8-SentinelOne console to avoid any interoperability problems with your software.
- 6) Both the existing console and Pax8-SentinelOne console can run side by side while the migration is in progress. After all endpoints have been decommissioned it is best practice to ask for the old account to be expired to avoid continual billing.
- 7) If the migration duration overlaps a billing cycle(s) there could be invoices from both providers for the endpoints that exist in their respective SentinelOne Consoles. To avoid double billing, of a single endpoint please ensure the decommission steps outlined in the process below are taken before the billing snapshot.

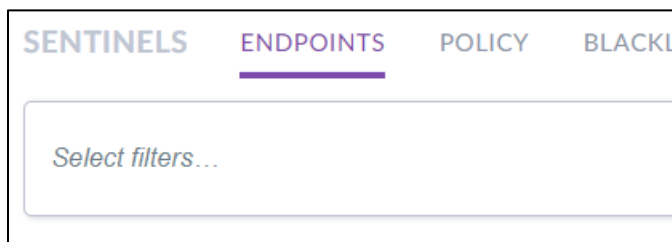
Step by Step Guide

Migrating Endpoints

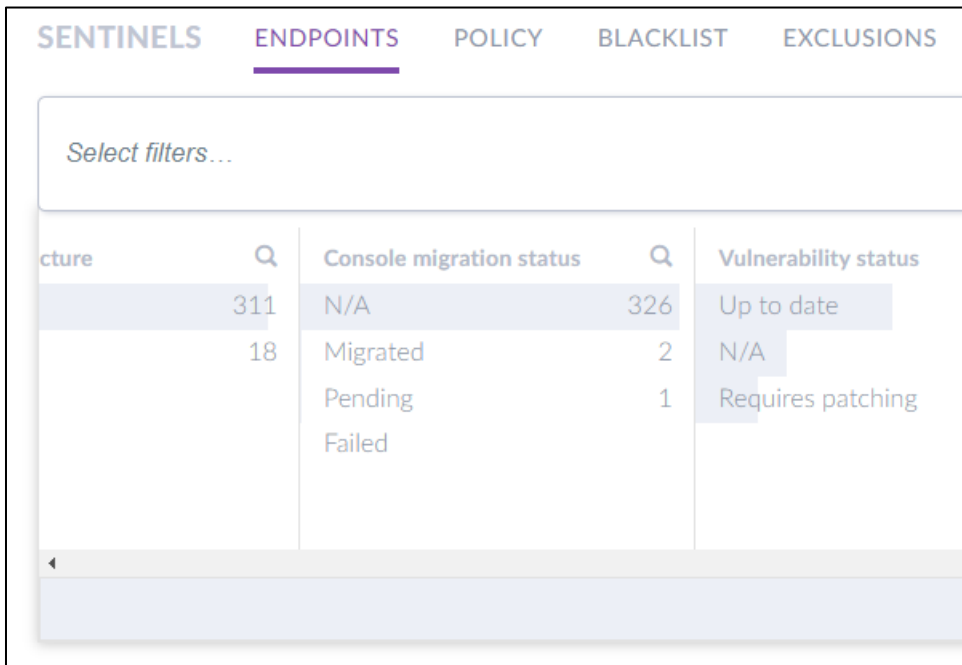
Migrating agents to a new console can now be accomplished by individuals with Account Administrator permissions.

There are many ways to migrate an agent to a new console. Below is the best method we have used to date.

1. Go to the Sentinel's Page on your Console
2. Click on "Select Filters..."



3. Scroll to the right until you see "Console migration status"



The screenshot shows the 'ENDPOINTS' tab selected. Below the search bar is a table with columns: Structure, Console migration status, and Vulnerability status. The 'Console migration status' column is highlighted, showing counts for N/A, Migrated, Pending, and Failed.

Structure	Console migration status	Vulnerability status
311	N/A	326
18	Migrated	2
	Pending	1
	Failed	

- Click on “N/A”

SENTINELS

ENDPOINTS

POLICY

BLACKLIST

EXCLUSIONS

FIREWALL

Console migration status N/A

Structure	Console migration status	Vulnerability status
308	N/A	Up to date
18	Pending	N/A
	Migrated	Requires patching
	Failed	

- Click “Save Filter”

Load Filter ▼


Save Filter

10 Results ▼

Columns ▼

Export

- Give it a name and click Save. (example: “Migration NA”)



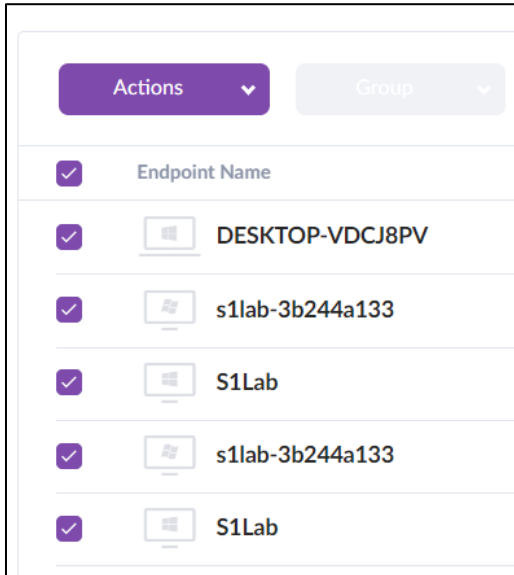
Save filters to Set

Save selected filters as set so you can use them later

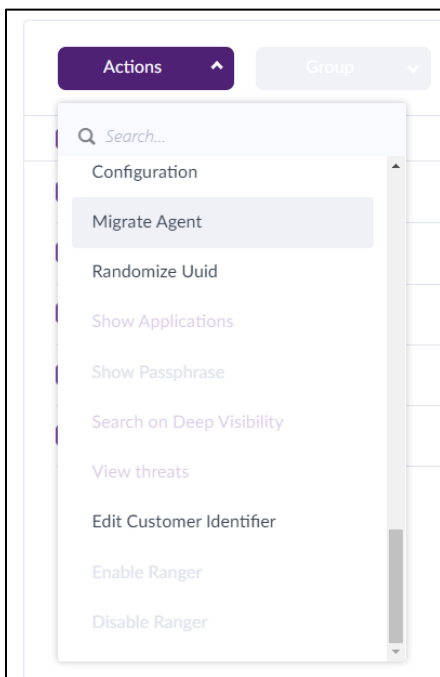
Migration NA

Save

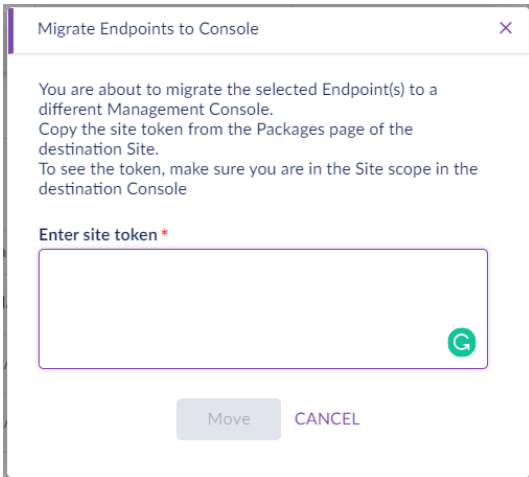
7. Select the Endpoints you wish to migrate or Select All. (Note: Select All works because we created the filter)



8. Click on Actions and scroll down until you see "Migrate Agent" and Click it.



9. You will now need to Enter the new Site Token where you wish to migrate the agents to and then click “Move”



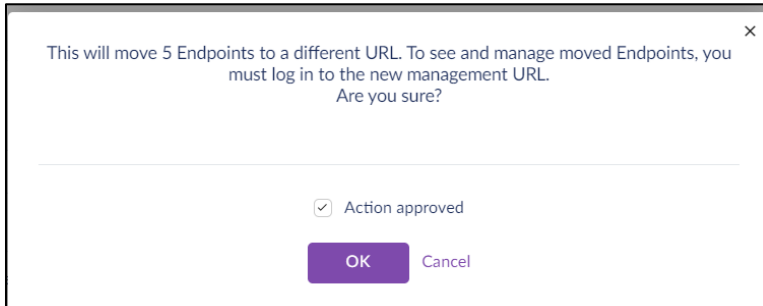
The dialog box is titled "Migrate Endpoints to Console" and contains the following text:

You are about to migrate the selected Endpoint(s) to a different Management Console.
Copy the site token from the Packages page of the destination Site.
To see the token, make sure you are in the Site scope in the destination Console

Below the text is a label "Enter site token *" followed by a text input field. A green circular icon with a white 'G' is located at the bottom right of the input field.

At the bottom of the dialog are two buttons: "Move" and "CANCEL".

10. You are then asked to make sure you wish to issue the migration. Click “Action Approved” and then “OK”



The dialog box contains the following text:

This will move 5 Endpoints to a different URL. To see and manage moved Endpoints, you must log in to the new management URL.
Are you sure?

Below the text is a horizontal line, followed by a checked checkbox and the text "Action approved".

At the bottom are two buttons: "OK" and "Cancel".

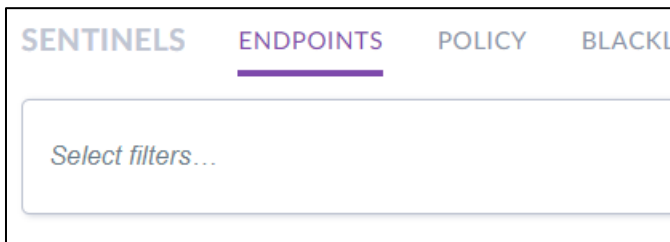
11. Agents will begin to migrate to the new site.

Decommissioning Endpoints that have migrated

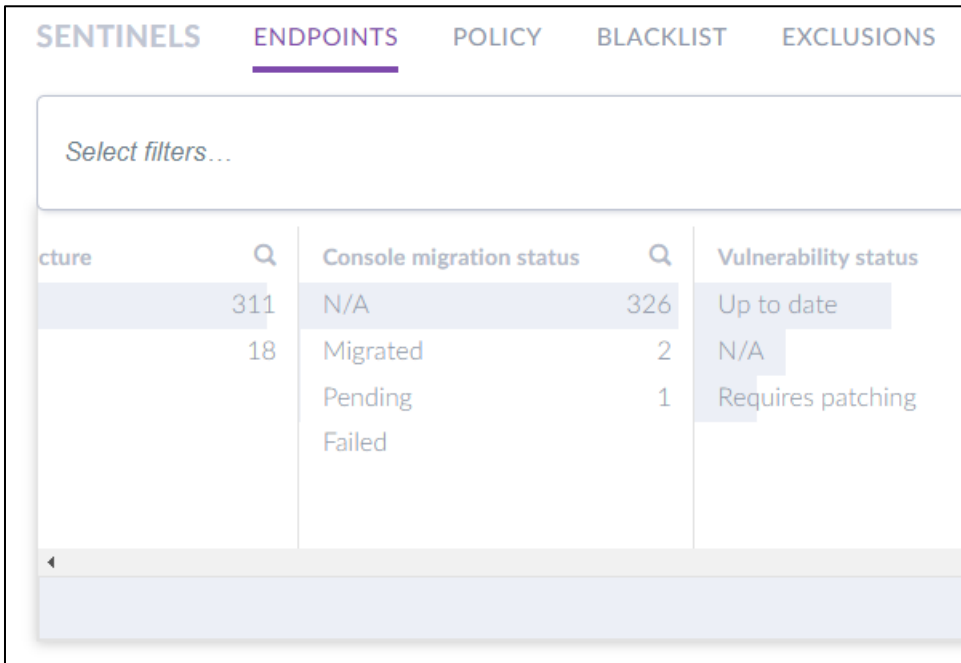
To help keep an eye on endpoints that still need to be migrated it is good practice to decommission agents that have migrated to the new environment.

1. Go to the Sentinel's Page on your Console

2. Click on "Select Filters..."



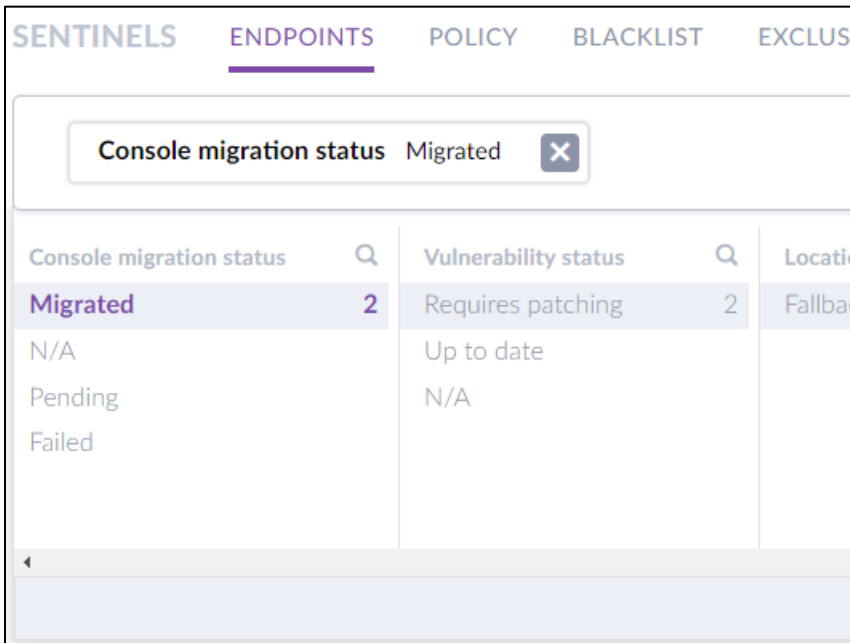
3. Scroll to the right until you see "Console migration status"



The screenshot shows the SentinelOne console interface with the 'ENDPOINTS' tab selected. Below the tabs is a large white box with the text 'Select filters...' inside it. Below this box is a table with three columns: 'Console migration status', 'Vulnerability status', and 'Vulnerability status'. The table has a search icon in the first column and a search icon in the second column. The table contains the following data:

Console migration status	Vulnerability status	Vulnerability status
N/A	326	Up to date
Migrated	2	N/A
Pending	1	Requires patching
Failed		

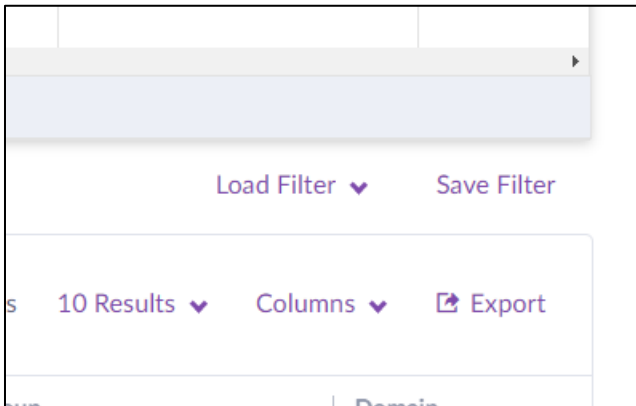
4. Click on “Migrated”



The screenshot shows the SentinelOne console interface. At the top, there are tabs: SENTINELS, ENDPOINTS (selected), POLICY, BLACKLIST, and EXCLUSIONS. Below the tabs, there is a search bar with the text "Console migration status Migrated" and a close button (X). Below the search bar, there is a table with columns: Console migration status, Vulnerability status, and Location. The "Console migration status" column has a search icon and a count of 2. The "Vulnerability status" column has a search icon and a count of 2. The "Location" column has a search icon. The table shows the following data:

Console migration status	Vulnerability status	Location
Migrated	Requires patching	Fallback
N/A	Up to date	
Pending	N/A	
Failed		

5. Click “Save Filter”

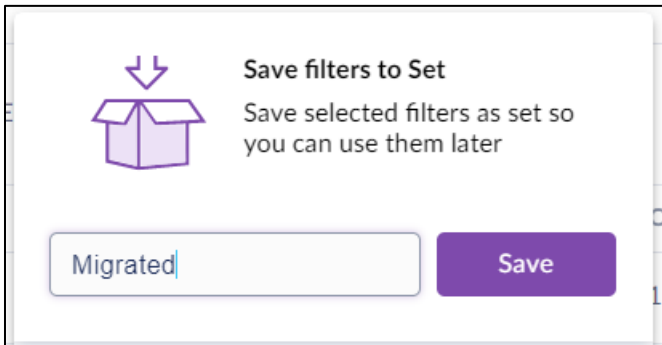


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Console migration status	Vulnerability status	Location
Migrated	Requires patching	Fallback
N/A	Up to date	
Pending	N/A	
Failed		

Below the table, there are buttons: Load Filter (with a dropdown arrow) and Save Filter. Below the buttons, there is a section with the text "10 Results" (with a dropdown arrow), "Columns" (with a dropdown arrow), and "Export" (with a download icon).

6. Give it a name and click Save. (example: “Migrated”)

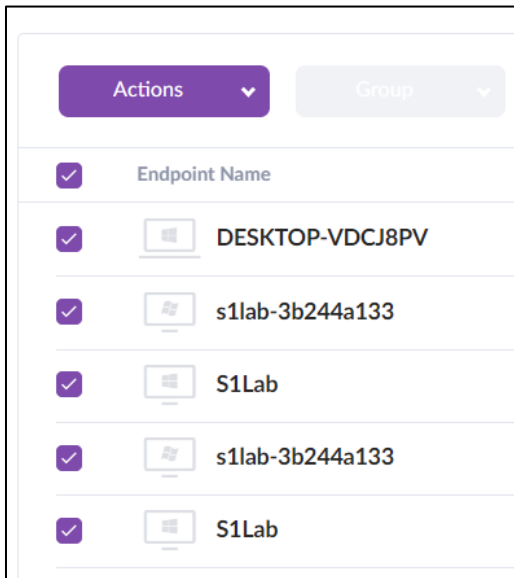


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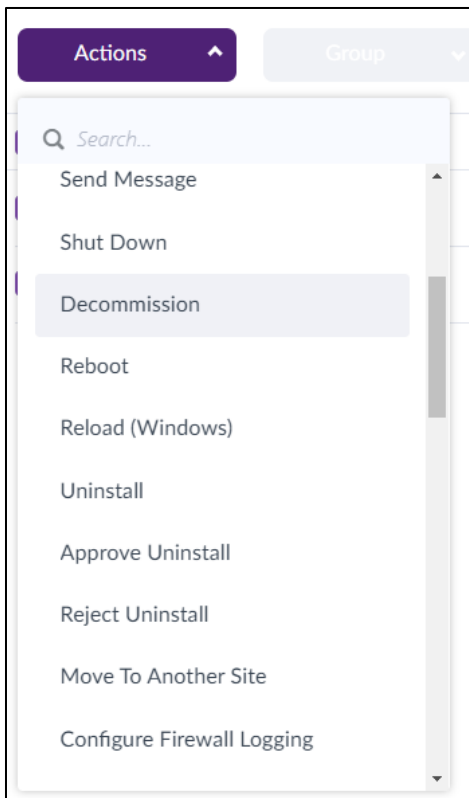
Console migration status	Vulnerability status	Location
Migrated	Requires patching	Fallback
N/A	Up to date	
Pending	N/A	
Failed		

Below the table, there are buttons: Load Filter (with a dropdown arrow) and Save Filter. Below the buttons, there is a section with the text "10 Results" (with a dropdown arrow), "Columns" (with a dropdown arrow), and "Export" (with a download icon). Below the section, there is a dialog box titled "Save filters to Set". The dialog box contains the text "Save selected filters as set so you can use them later". Below the text, there is a text input field with the text "Migrated" and a Save button.

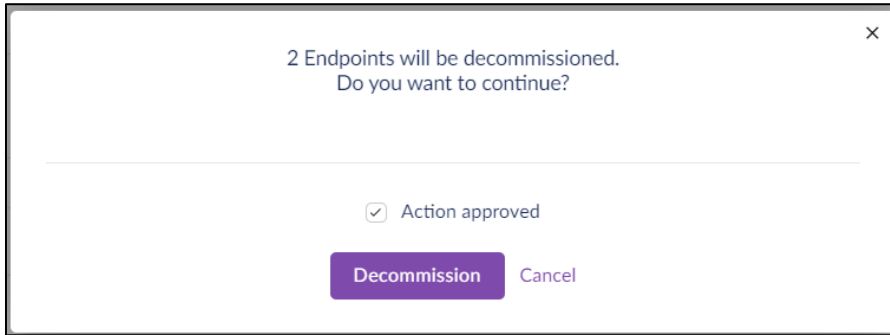
7. Select the all the Endpoints by checking the top box.



8. Click on Actions and scroll down until you see “Decommission” and Click it.



9. You are then asked to make sure you want to decommission the endpoints. Check “Action Approved” and then “Decommission”



10. Agents that have migrated will now be removed from being seen on the console.

Issues

Sometimes agents will not migrate over.

- Make sure they are online and issue the migration command again.
- Need agent versions 3.1+ to migrate endpoints.
- Make sure all threats are resolved

If agents are not migrating after several attempts or they have not come online since you started the migration process you may want to get the passphrases to reinstall or issue a local bind command.

To bind an Agent to a Site:

1. Get the Site token.
2. Get the passphrase of the Agent.
3. Open CMD as an administrator.
4. Go to the Agent installation folder:

```
cd "c:\Program Files\SentinelOne\SentinelOne version\"
```

5. Enter the bind command:

```
sentinelctl.exe bind site_token -k "passphrase"
```

6. Restart the endpoint.