AQUILA EDR - MacOS Issues

Overview

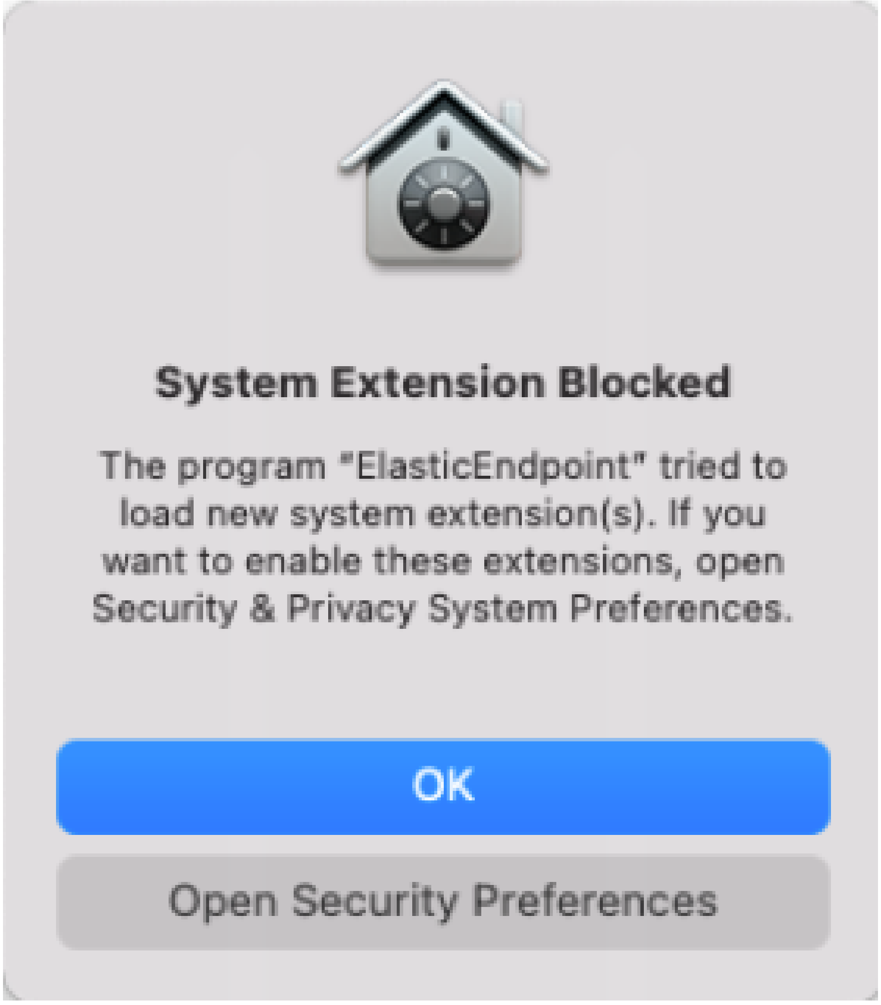
To properly install and configure Elastic Defend manually without a Mobile Device Management (MDM) profile, there are additional permissions that must be enabled on the host before Elastic Endpoint—the installed component that performs Elastic Defend’s threat monitoring and prevention is fully functional:

- **Approve the system extension**
- **Approve network content filtering**
- **Enable Full Disk Access**

1. Approve the system extension for Elastic Endpoint

On macOS Monterey (12.x), the Elastic Endpoint loads a system extension during installation. This extension is essential for monitoring system events such as process activity, file system changes, and network traffic.

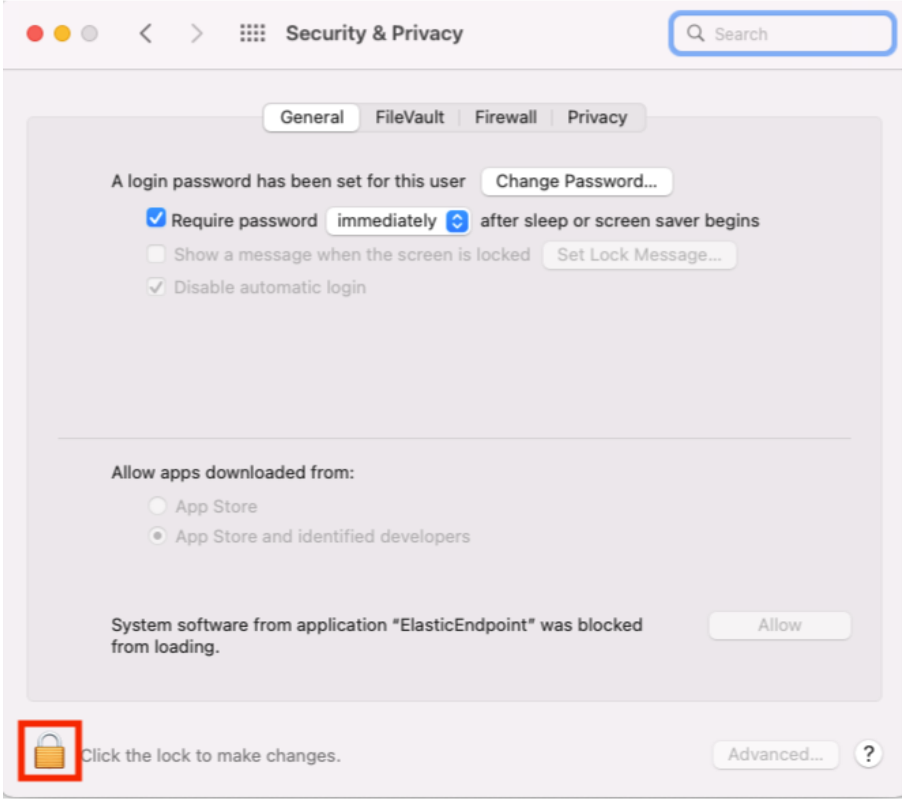
The following message appears during installation:



System Extension Blocked

The program "ElasticEndpoint" tried to load new system extension(s). If you want to enable these extensions, open Security & Privacy System Preferences.

1. Click **Open Security Preferences**.
2. In the lower-left corner of the **Security & Privacy** pane, click the **Lock button**, then enter your credentials to authenticate.



Security & Privacy

Search

General | FileVault | Firewall | Privacy

A login password has been set for this user [Change Password...]

☑ Require password [immediately] after sleep or screen saver begins

□ Show a message when the screen is locked [Set Lock Message...]

☑ Disable automatic login

Allow apps downloaded from:

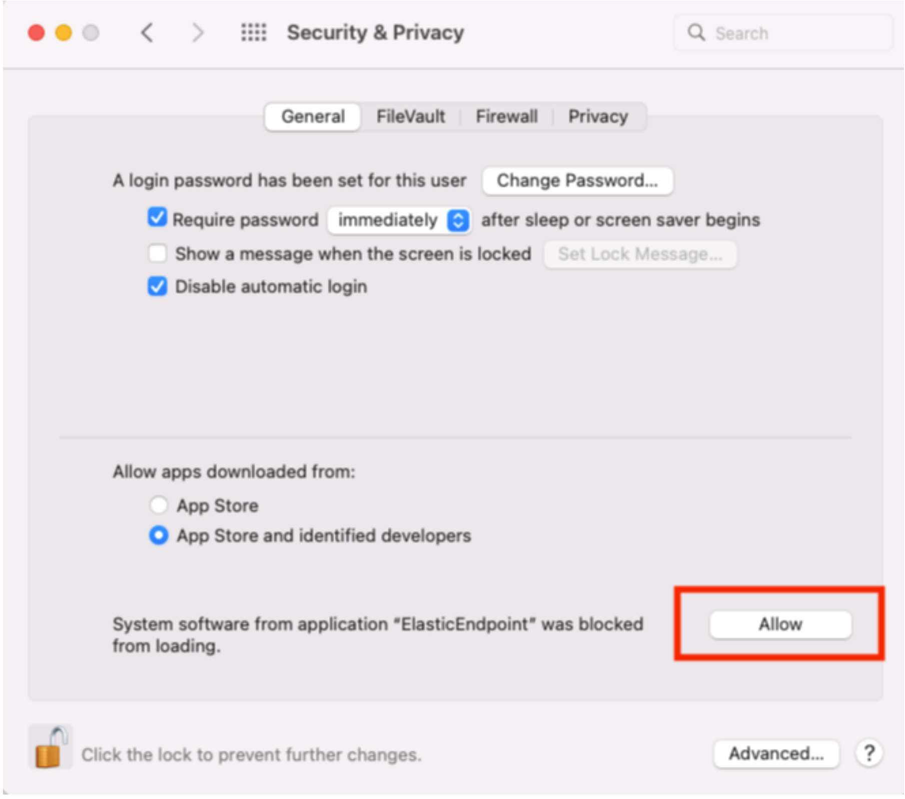
○ App Store

● App Store and identified developers

System software from application "ElasticEndpoint" was blocked from loading. [Allow]

Click the lock to make changes. [Advanced...] [?]

3. Click **Allow** to allow the Elastic Endpoint system extension to load.



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A login password has been set for this user [Change Password...]

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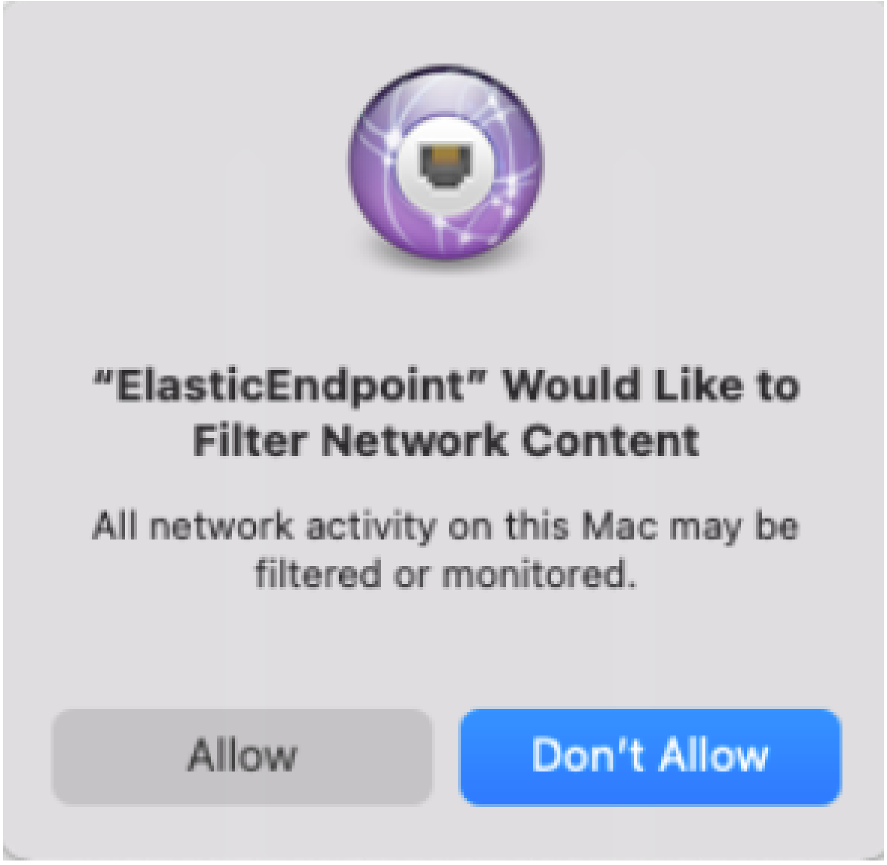
System software from application "ElasticEndpoint" was blocked from loading. [Allow]

Click the lock to prevent further changes. [Advanced...] [?]

2. Approve network content filtering for Elastic Endpoint

After successfully loading the Elastic Endpoint system extension, an additional message appears, asking to allow Elastic Endpoint to filter network content.



"ElasticEndpoint" Would Like to Filter Network Content

All network activity on this Mac may be filtered or monitored.

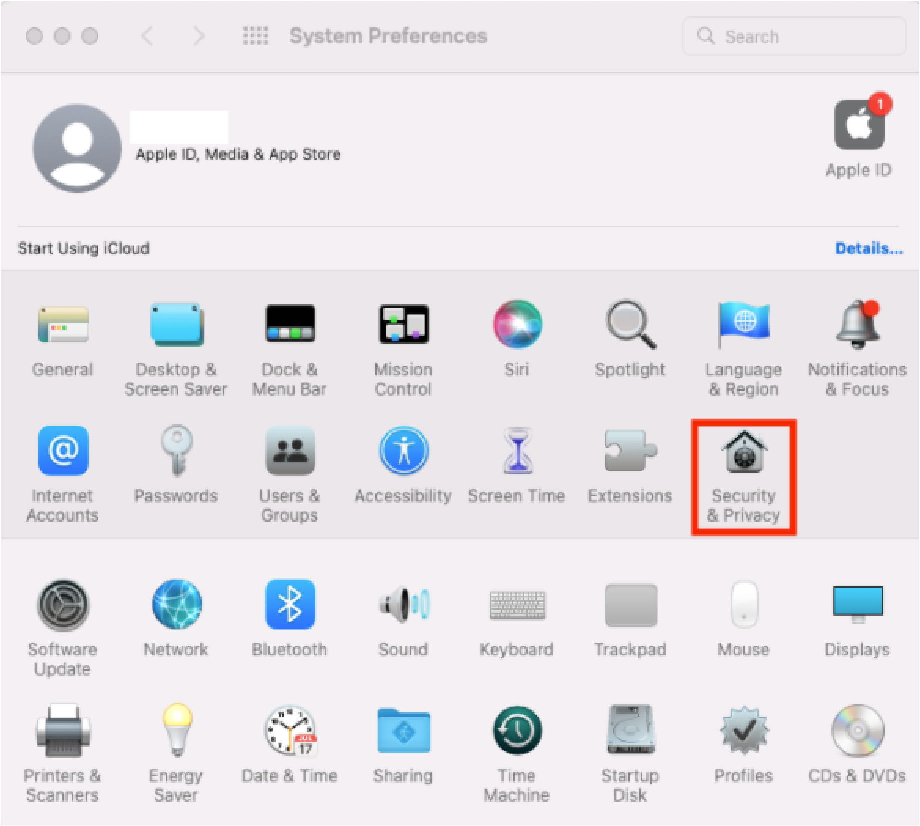
- Click **Allow** to enable content filtering for the Elastic Endpoint system extension. Without this approval, Elastic Endpoint cannot receive network events and, therefore, cannot enable network-related features such as *host Isolation.*

3. Enable Full Disk Access for Elastic Endpoint

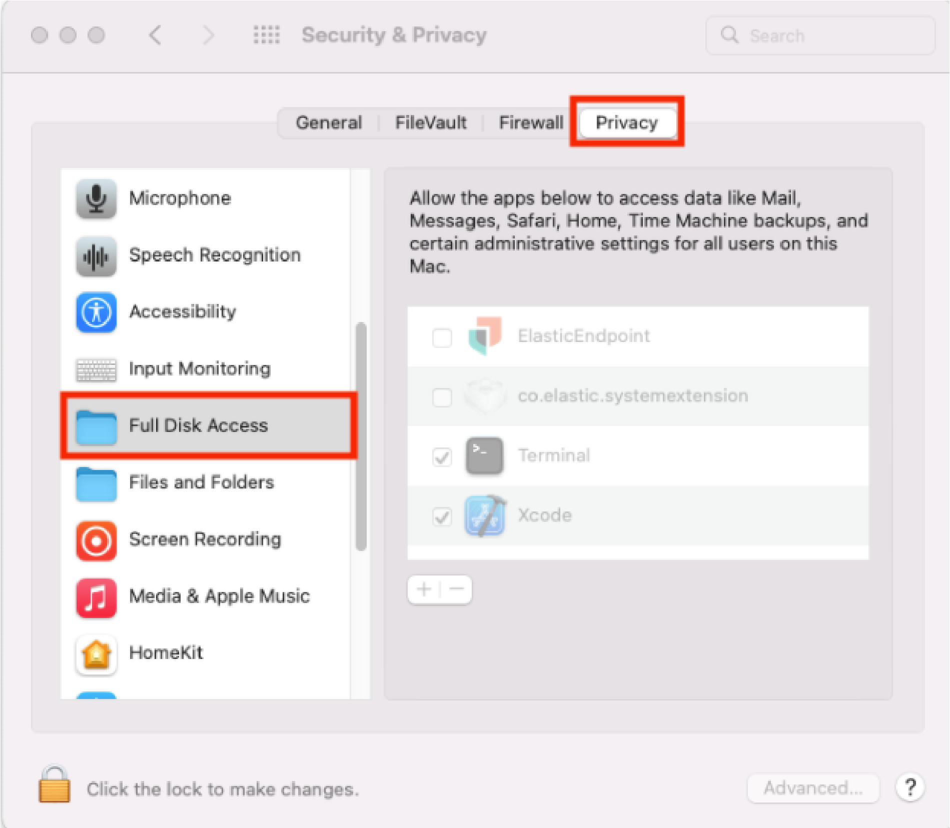
Elastic Endpoint requires Full Disk Access to subscribe to system events via the Elastic Defend framework and to protect your network from malware and other cybersecurity threats. To enable Full Disk Access on endpoints running macOS Catalina (10.15) and later, you must manually approve Elastic Endpoint.

> Note: The following instructions apply only to Elastic Endpoint running version 8.0.0 and later. To see Full Disk Access requirements for the Endgame sensor, refer to Endgame's documentation.

- Open the **System Preferences** application.
- Select **Security and Privacy**.



- On the **Security and Privacy** pane, select the **Privacy** tab.
- From the left pane, select **Full Disk Access**.



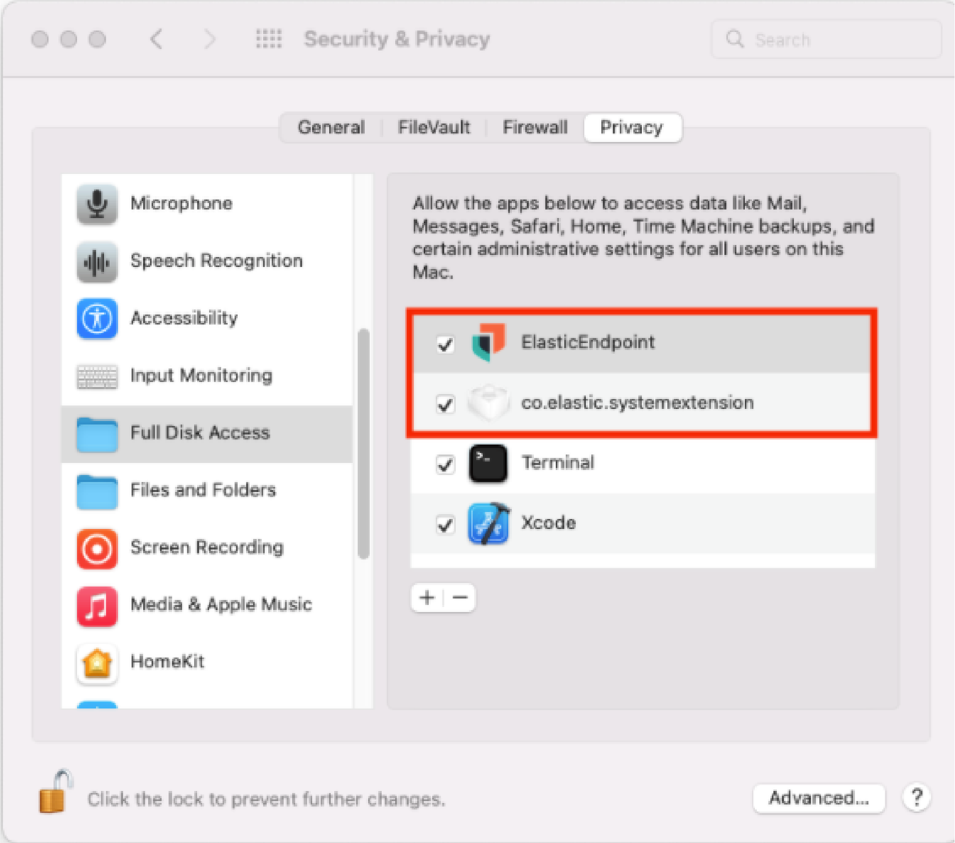
Allow the apps below to access data like Mail, Messages, Safari, Home, Time Machine backups, and certain administrative settings for all users on this Mac.

□ ElasticEndpoint
□ co.elastic.systemextension
☑ Terminal
☑ Xcode

Click the lock to make changes.

- In the lower-left corner of the pane, click the **Lock button**, then enter your credentials to authenticate.

- In the **Privacy** tab, confirm that `ElasticEndpoint` AND `co.elastic.systemextention` are selected to properly enable Full Disk Access.



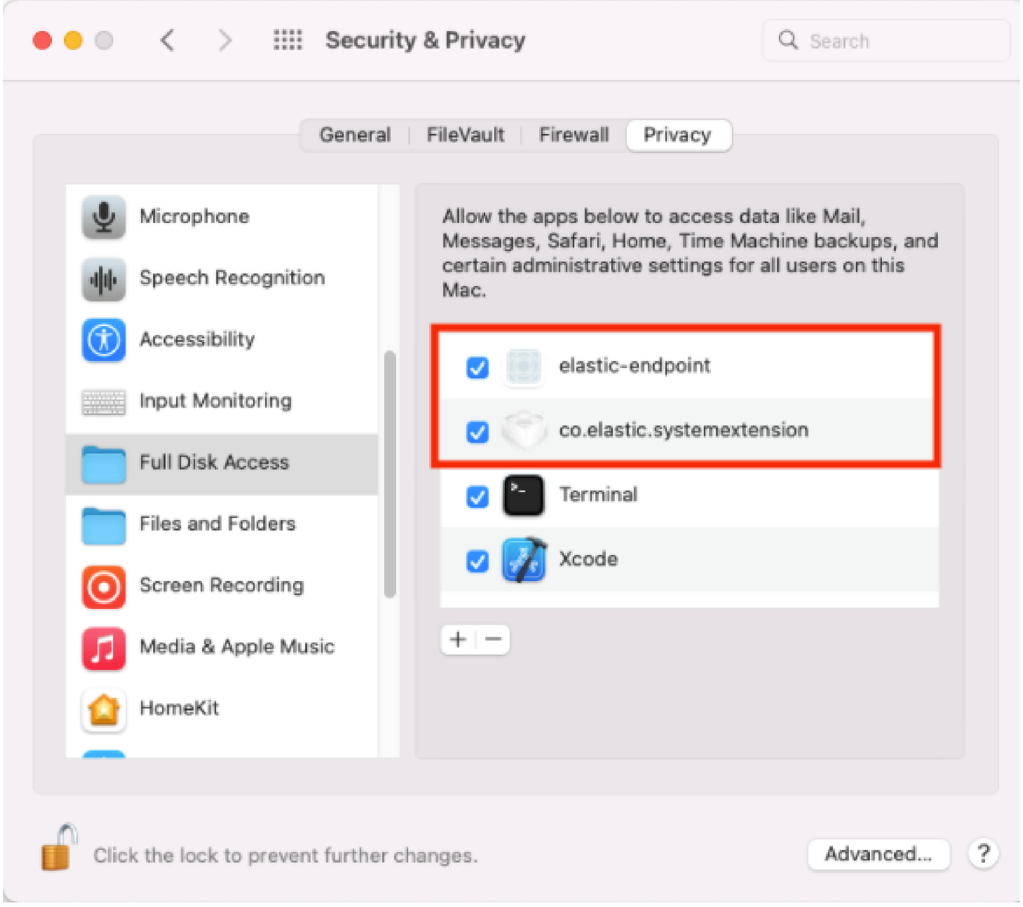
Allow the apps below to access data like Mail, Messages, Safari, Home, Time Machine backups, and certain administrative settings for all users on this Mac.

☑ ElasticEndpoint
☑ co.elastic.systemextension
☑ Terminal
☑ Xcode

Click the lock to prevent further changes.

If the endpoint is running Elastic Endpoint version 7.17.0 or earlier:

- In the lower-left corner of the pane, click the **Lock button**, then enter your credentials to authenticate.
- Click the **+** button to view **Finder**.
- Navigate to `/Library/Elastic/Endpoint`, then select the `elastic-endpoin`t file.
- Click **Open**.
- In the **Privacy** tab, confirm that `elastic-endpoint` AND `co.elastic.systemextension` are selected to properly enable Full Disk Access.



Allow the apps below to access data like Mail, Messages, Safari, Home, Time Machine backups, and certain administrative settings for all users on this Mac.

- ☑ elastic-endpoint
- ☑ co.elastic.systemextension
- ☑ Terminal
- ☑ Xcode

4. Restart your EDR

- Open **Terminal**.
- Restart your EDR by using the following commands

```
sudo launchctl kickstart -k system/com.elastic.elastic-agent
```

References: *https://www.elastic.co/guide/en/security/8.18/deploy-elastic-endpoint.html#system-extension-endpoint*

If you need further assistance, kindly contact our support at ***support@cytechint.com*** *for prompt assistance and guidance.*

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