ESET REMOTE ADMINISTRATOR 6

Guide for Small and Medium-sized Businesses

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1. Introduction

This guide is intended for a small to medium-sized businesses that manage up to 250 Windows ESET endpoint products using ESET Remote Administrator 6.

It will explain basic concepts important for deploying and using ESET security products.

1.1 ESET Remote Administrator 6

ESET Remote Administrator 6 (ERA) is an application that allows you to manage ESET products on client workstations, servers and mobile devices in a networked environment from one central location. The built-in task management system in ESET Remote Administrator, allows you to install ESET security solutions on remote computers and quickly respond to new problems and threats.

ESET Remote Administrator does not provide protection against malicious code by itself. Protection of your environment depends on the presence of an ESET security solution such as ESET Endpoint Security on workstations.

1.2 ESET endpoint products

ESET endpoint products are primarily designed for use on workstations in a small business/enterprise environment and can be used with ESET Remote Administrator

ESET Remote Administrator 6 is able to deploy, activate or manage the following ESET endpoint products:

<table>
<thead>
<tr>
<th>Manageable via ESET Remote Administrator 6</th>
<th>Product version</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESET Endpoint Security for Windows</td>
<td>6.x &amp; 5.x</td>
</tr>
<tr>
<td>ESET Endpoint Antivirus for Windows</td>
<td>6.x &amp; 5.x</td>
</tr>
<tr>
<td>ESET Endpoint Security for OS X</td>
<td>6.x</td>
</tr>
<tr>
<td>ESET Endpoint Antivirus for OS X</td>
<td>6.x</td>
</tr>
<tr>
<td>ESET Endpoint Security for Android</td>
<td>2.x</td>
</tr>
</tbody>
</table>

1.3 Differences from ERA 5.x

The table below includes descriptions of the major differences between ESET Remote Administrator version 6.x and 5.x.

<table>
<thead>
<tr>
<th>Difference</th>
<th>Version 6.x</th>
<th>Version 5.x</th>
</tr>
</thead>
<tbody>
<tr>
<td>Console</td>
<td>Web Console (browser-based)</td>
<td>Console (Windows application)</td>
</tr>
<tr>
<td>Components</td>
<td>Server, Web Console (web interface, Java and Apache Tomcat needed on server side), Agent, Proxy, Rogue Detection Sensor, Mobile Device Connector, Apache HTTP Proxy for update caching</td>
<td>Server and Console (Windows program GUI)</td>
</tr>
<tr>
<td>Computer discovery</td>
<td>Rogue Detection Sensor locates new computers automatically</td>
<td>Network Search Task can be run to locate new computers</td>
</tr>
<tr>
<td>Remote installation</td>
<td>Once deployed to clients, the ERA Agent can facilitate installation of ESET solutions</td>
<td>Push installation task can be run to install ESET solutions on clients</td>
</tr>
<tr>
<td>Remote installation methods</td>
<td>Remote push installation, Live Installer scripts (delivered via e-mail or removable media), GPO, SCCM</td>
<td>Remote push installation, SSH, WMI, mail delivery, WSUS, GPO, LogOn script</td>
</tr>
<tr>
<td>Support for ESET business products (6.x)</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>
## Policies

Redesigned policy editor can force/apply flags. ERA Agent merges policies according to parent/child configuration and group settings and applies the final client configuration. Tree-structured policy configuration editor.

## Groups

Static and Dynamic groups. One static group per computer. Dynamic groups are evaluated by ERA Agent regardless of connectivity to the Server. Membership is reported to the Server. Static and Parametric groups.

## Reporting

Redesigned reporting kit can create custom charts containing user-selected system data. Reports can be saved locally and/or delivered by e-mail in CSV or PDF formats. Separate report set for web-based dashboard and extended customizable general report templates. Export to HTML, ZIP and PDF.

## Mirror

Apache HTTP Proxy acts as a transparent proxy/cache for files downloaded from ESET servers. The offline mirror tool is available as an alternative. Mirror functionality allows for storage of updates/files locally on the ERA Server hard-disk.

## OS platform support

Windows, Linux, Mac and Virtual environments (ability to import a virtual appliance). Server to server replication is deprecated. Windows only.

## Database

MSSQL Express (default), MSSQL, MySQL (only MySQL supported on Linux). ODBC-connected MSAccess (default), MSSQL, MySQL, Oracle.

### 2. ERA components and architecture

To perform a complete deployment of the ESET security solutions portfolio, the following components must be installed:

- ERA Server (controls the communication with client computers)
- ERA Web Console (browser-based user interface for the ERA Server)
- ERA Agent (deployed on client computers, communicates with ERA server)

The following supporting components are optional, we recommend that you install them for best performance of the application on the network:

- Apache HTTP Proxy
- RD Sensor (can detect unmanaged computers on the network)

#### 2.1 Server

ESET Remote Administrator Server (ERA Server) is the application that processes all data received from clients that connect to the Server (through the ERA Agent).
2.2 Agent

The ESET Remote Administrator Agent (ERA Agent) is an essential part of ESET Remote Administrator 6. Clients do not communicate with the Server directly, rather the Agent facilitates this communication. The Agent collects information from the client and sends it to the ERA Server. If the ERA Server sends a task for the client - it is sent to the Agent which then sends this task to the ESET endpoint product running on the client.

2.3 Web Console

ERA Web Console is a browser-based user interface that allows you to manage ESET security solutions in your environment. It displays an overview of the status of clients on your network and can be used to deploy ESET solutions to unmanaged computers remotely. If you choose to make the web server accessible from the internet, you can use ESET Remote Administrator from virtually any place and device.

2.4 Rogue Detection Sensor

Rogue Detection Sensor (RD Sensor) searches your network for computers not registered in ESET Remote Administrator. This component can locate new computers and add them in ESET Remote Administrator automatically.

⚠️ Remote detection sensor can take up to 24 hours to locate new computers on your network.

Newly discovered machines are listed in a predefined report, making it easy to assign them to specific static groups and begin assigning them tasks.

2.5 Apache HTTP Proxy

Apache HTTP Proxy is a service that can be used in combination with ESET Remote Administrator 6.x to distribute installation packages and updates to client computers. It acts as a transparent proxy, meaning it caches files that have already been downloaded to minimize Internet traffic on your network.

3. System requirements

Before you install ESET Remote Administrator, verify that all **hardware**, **operating system**, **network** and **software** prerequisites are met.

3.1 Hardware

For seamless operation of ESET Remote Administrator, your system should meet the following hardware requirements:

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Memory</td>
<td>4 GB RAM</td>
</tr>
<tr>
<td>Hard Drive</td>
<td>At least 20 GB of free space</td>
</tr>
<tr>
<td>Processor</td>
<td>Dual-Core, 2.0 GHz or faster</td>
</tr>
<tr>
<td>Network connection</td>
<td>1 Gbit/s</td>
</tr>
</tbody>
</table>
3.2 Operating system

The table below displays the supported operating systems for each ESET Remote Administrator component recommended for small and medium-sized business. See also a full list of supported operating systems.

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Server</th>
<th>Agent</th>
<th>RD Sensor</th>
<th>MDM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Server 2003 SP2 and R2</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Windows Server 2008 R2 SP1 and Core</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Windows Server 2008 SP2</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Windows Server 2012 (including R2)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Microsoft SBS 2003 SP2 and R2 **</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Microsoft SBS 2008 SP2 **</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Microsoft SBS 2011 Standard and Essential</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Windows 7 SP1</td>
<td>X*</td>
<td></td>
<td>X</td>
<td>X*</td>
</tr>
<tr>
<td>Windows 8 / 8.1</td>
<td>X*</td>
<td>X</td>
<td>X</td>
<td>X*</td>
</tr>
<tr>
<td>Windows 10</td>
<td>X*</td>
<td>X</td>
<td>X</td>
<td>X*</td>
</tr>
</tbody>
</table>

* Installing ERA components on a client OS might not be aligned with Microsoft licensing policy. Check Microsoft licensing policy or consult your software supplier for details.

** Microsoft SQL Server Express included with Microsoft Small Business Server (SBS) is not supported by ESET Remote Administrator. If you want to run your ERA database on SBS, you must use a newer version of Microsoft SQL Server Express or MySQL. For more details and instructions, see Installation on Windows SBS / Essentials.

3.3 Network

It is essential that both ERA Server and client computers managed by ERA have a working Internet connection so that they can reach the ESET repository and activation servers. If you prefer not to have clients connect directly to the Internet, you can use a proxy server (not the same as Apache HTTP Proxy or ERA Proxy) to facilitate communication with your network and the Internet.

Computers managed by ERA should be connected to the same LAN and/or should be in the same Active Directory domain as your ERA Server. The ERA Server must be visible by client computers. Additionally, Client computers must be able to communicate with your ERA Server to use remote deployment and the wake-up call feature.

Ports used

If your network uses a firewall, see our list of possible network communication ports used when ESET Remote Administrator and its components are installed in your infrastructure.

3.4 Software

The following prerequisites must be met to install ERA Server on Windows:

- Microsoft .NET Framework 3.5 must be installed
- Java Runtime Environment (JRE) must be installed (you can download it from [http://java.com/en/download/](http://java.com/en/download/)), always use the latest officially released version of Java
- ESET Remote Administrator supports two types of database servers, however we recommend that you use Microsoft SQL Server Express 2008 R2, 2012 and 2014, which is included with ESET Remote Administrator
4. Installation

ESET Remote Administrator installers are available in different formats to support different install methods. We recommend the All-in-one installer for small deployments.

4.1 All-in-one installation of ERA Server

- Upgrading from a previous version of ERA?

  Follow the instructions from the video to upgrade/migrate from ESET Remote Administrator 5 to ESET Remote Administrator 6 with the Migration tool.

To perform a new installation of ESET Remote Administrator 6, download the All-in-one installer from the download section of the ESET website under Remote Administrator 6 (click + to expand the category).

This feature allows you to install all ERA components using the ERA installation Wizard.

1. Make sure you have met all installation requirements before you proceed.

2. Open the installation package and click Next on the Welcome screen.
3. Select **Install Remote Administrator Server** and click **Next**. If necessary, you can adjust the language settings in the **Language** drop-down menu before proceeding.

![ESET Remote Administrator Setup](image)

4. After accepting the EULA, click **Next**. Select the applicable components to install and click **Install**.

**MICROSOFT SQL SERVER EXPRESS:**

- If you already have another version of Microsoft SQL Server or MySQL installed, or you plan to connect to different SQL Server, deselect this component.

- You will not be able to install Microsoft SQL Server Express on a Domain Controller. This is likely to happen if you are using Windows SBS / Essentials. We recommend that you install ESET Remote Administrator on a different server or to use Microsoft SQL Server or MySQL Server to run the ERA database. [More information](#).
If errors are found during the prerequisites check, address them accordingly. Make sure your system meets all installation requirements.
NOTE: The following notification may be displayed if your system does not have enough disk space for ERA to install:

⚠️ There is only 32 MB free on system disk
You must have at least 5000 MB of free disk space to install ERA.

5. When the prerequisites check is complete and your environment meets all requirements, installation will begin. Be aware that installation can take over an hour depending on your system and network configuration.

6. Enter a valid License Key (included in the new purchase email you received from ESET) and click Next. If you are using legacy license credentials (Username and Password), convert your credentials to a License Key. Alternatively, you can choose to Activate later. If you choose Activate later, see Activation for further instruction.
7. If you chose to install Microsoft SQL Server Express in step 2, a database connection check will be performed - skip to step 9. If you have an existing database server, you will be prompted to enter your database connection details in the next step. Click Next to start the database check.

8. Define your database server connection:

- If you chose Microsoft SQL Server Express select MS SQL Server via Windows Authentication or MS SQL Server and configure connection settings accordingly.
- If you are using an existing Microsoft SQL Server or MySQL Server, select the database type and configure connection settings accordingly.

Enter your Database name, Hostname, Port number (you can find this information in Microsoft SQL Server Configuration Manager), and Database admin account details (Username and Password) into the appropriate fields and click Next. The connection to the database will be verified.
Database account

You can use a dedicated database user account that will have access only to the ERA database, alternatively an SA account (MS SQL) or root account (MySQL). When using a dedicated user account, that account must have sufficient permissions to access the database. If you do not intend to use a dedicated user account, enter your administrator account (SA or root).

If you entered your SA account or root account in the previous window, click Yes to continue using the SA/root account as the database user for ESET Remote Administrator.

If you click No, you must select Create new user (if you have not already created one) or Use existing user (if you have a dedicated database user account).
9. You will be prompted to enter a new password for the Web Console Administrator account. This password is important, as you will use it to log into the ERA Web Console. Click Next.

10. You can leave the fields intact, or enter your corporate information to appear in the details of ERA Agent and ERA Server certificates. Certificates verify the identity of Agent and Server, and allow for secure communication over SSL. Your certificate includes your public key, server name, additional information about the server and a signature computed by a certification authority. If you choose to enter a password in the Authority password field, make sure that it is recorded in a safe place as you will require it for future upgrades or migrations. Click Next and then click Install.
11. A green check mark will be displayed next to the different components being installed when installation for each one completes.
12. When installation is complete, "ESET Remote Administrator Server installation was successful" will be displayed along with your ERA Web Console URL address. Click the URL to open Web Console, or click Finish to close the window.

![ESET Remote Administrator Setup](image)

### 4.2 Post-installation steps

After you have finished installation, you should be able to:

- **Connect to ERA Web Console**
  
  On your local server (the machine hosting your Web Console), click **Start** > **All Programs** > **ESET** > **ESET Remote Administrator** > **ESET Remote Administrator Webconsole** - a login screen will open in your default web browser. If a SSL certificate warning is displayed, add the certificate exception to your web browser.

  Important: Use a [supported web browser](#) to connect to ERA Webconsole.

- **Read startup wizard instructions**
  
  Once you first log in to ERA Web Console, you should read instructions, which will give you initial overview. Click **Next** to proceed to the next screen. In the latest step, you can start creating installation package for your ESET endpoint product which you will deploy to the target machines. You can also [deploy Agent and ESET endpoint products later at ERA Web Console](#).
Add your license(s)

To add a new license to ESET Remote Administrator:

1. Navigate to Admin > License Management and click Add Licenses.
2. Type or copy and paste the License key you received when you purchased your ESET security solution in the License Key field.
3. When finished, click Add licenses.

SMTP setup (optional)

To set up a SMTP server connection:

1. Navigate to Admin > Server Settings > Advanced settings.
2. In the SMTP Server section, fill in the appropriate fields.

All notifications will be sent through this SMTP server.
5. ERA Structure

To manage small to medium-sized networks (1000 clients or less), a single machine with ERA Server and all its components (supplied web server, database, etc.) installed on it is usually sufficient. You can think of it as a single server or standalone installation. All managed clients are connected directly to the ERA Server via ERA Agent. The administrator can connect to the ERA Web Console via web browser from any computer on the network or run the Web Console directly from the ERA Server.

5.1 Groups

Groups allow you to keep endpoints on your network organized so that you can assign policies to them systematically.

- You can manually select which endpoints belong to any Static group. Dynamic groups are template-based, and automatically include endpoints that meet the criteria established in your template.
- Knowledgebase articles are available to help you add computers to static groups, create new dynamic group templates and assign a policy to a group.
- Additional information on groups can be found in the ERA Administrator guide topics Working with ESET Remote Administrator and Groups.

5.2 Certificates

- Certificate - Certificates are used to identify computers on your network, allowing secure communication between your ERA Server and clients, and also to establish secured connection of ERA Web Console.
- Certification Authority (CA) - A CA is used to legitimize certificates distributed from your network. In an enterprise setting, a public key can be used to automatically associate client software with the ERA Server to allow for the remote installation of ESET products.
6. Deployment

After the successful installation of ESET Remote Administrator, it is necessary to deploy the ERA Agent and ESET Endpoint protection (EES, EEA...) to computers in your network.

Deployment consists of following steps:

- **Part I: Create the deployment package**
- **Part II: Install the deployment package**

6.1 Deployment package creation

1. [Open ERA Web Console](#).
2. Navigate to Quick Links > Deploy ERA Agent.

![ERA Web Console](image)
3. Click **Create Installer**.

4. In the **Certificate** section the default Agent certificate is selected. If you want to use a different certificate, select **Custom certificate** and follow the instructions on the screen. After choosing your certificate continue to the **Configuration** section.
5. Expanding the **Configuration** section, you can choose among other things the **Package to install**.

**North American customers:** You must [change the repository URL](#) to accommodate North American firewall policies.

6. Ensure you have selected correct license in the **License**. If you have added your license during the ERA Server installation, this license will be pre-selected.

7. You can select **Parental Group** for your ERA Agents where they will be assigned after deployment. If nothing is selected, Agents will be assigned under the **Lost & found** group.

8. Click **Create Package** to finish the deployment configuration.
9. In the **Download** section you will be offered two versions of the package to download. Click and download the version compatible with your Agent computer.

10. The download package will be prepared for download.

11. Click **Close** and the file will be downloaded in your web browser.

Continue with **installation of the deployment package**.
6.2 Deployment package installation

If you have successfully created the deployment package and copied the file to the machine where the ERA Agent and ESET Endpoint product is going to be installed follow these steps:

**NOTE:** You can perform the installation of deployment package also in the silent mode. More information can be found in this Knowledgebase article.

1. Run the installer file on the client computer(s).

2. Before you continue with the installation process, it is important that you uninstall any existing security application on the computer. Select the check box next to *I want to uninstall unwanted antivirus applications using ESET AV Remover* to have ESET AV Remover scan your system and remove any supported security applications. Leave the check box deselected and click **Continue** to install the product without running ESET AV Remover.

   ![Welcome to ESET Endpoint Security Setup Wizard](image)

If you have selected the check box, follow the instructions on-screen or see [AV Remover online help](#) and then continue to step 3 below. ERA Agent Setup will launch automatically.
3. Click **Next** to proceed with installation.

4. Accept the EULA if you agree with it and click **Next**.

5. Click **Install** to start the installation.

6. When the installation is finished click **Finish**. Once Agent installation is finished, installation of the client solution will begin.

7. Install your ESET Endpoint product.

   If you have chosen the Endpoint Security package to install you can also use Installation help for ESET Endpoint Security or installation help for ESET Endpoint Antivirus if you have chosen ESET Endpoint Antivirus package.

8. When the installation is finished click **Finish**.

### 6.3 Other methods

There are multiple ways to deploy the ERA Agent and ESET Endpoint products. You can deploy them separately.

**Methods to deploy the ERA Agent**

- using the Agent Live Installer method
- remotely using GPO or SCCM,
- **locally** using Server assisted installation or Offline installation

**Methods to deploy ESET endpoint products**

After ERA Agent is deployed, you can install an ESET endpoint product directly from ESET Remote Administrator:

- using the **Software install task**
- locally, using standard ESET product installation
7. Next steps

With ERA Server installed and endpoint solutions on clients, you are ready to begin managing your network!

7.1 Dashboard

Dashboard is the default screen that is displayed after the user logs into the ERA Web Console for the first time. It displays predefined reports about your network. You can switch between dashboards using the tabs in the top menu bar. Each dashboard consists of several reports.

You can customize your dashboards by adding reports, modifying existing ones, resizing, moving and re-arranging them. All this gives you a comprehensive overview of ESET Remote Administrator and its parts (clients, groups, tasks, policies, users, competences, etc.).

The following dashboards come pre-configured in ESET Remote Administrator:

- **Computers** - This dashboard gives you an overview of client machines - their protection status, operating systems, update status, etc.
- **Remote Administrator Server** - In this dashboard, you can view information about the ESET Remote Administrator server itself - server load, clients with problems, CPU load, database connections, etc.
- **Antivirus threats** - Here you can see reports from the anti-virus module of the client security products - active threats, threats in the last 7/30 days and so on.
- **Firewall threats** - Firewall events of the connected clients - according to their severity, time of reporting, etc.
- **ESET applications** - This dashboard lets you view information about installed ESET applications.
7.2 Computers

All client computers reachable by ESET Remote Administrator are displayed here, organized by group. Clicking on a group from the list (on the left) will display the members (clients) of this group in the right pane. There are two types of groups: static groups, which are created and managed manually and dynamic groups, which contain computers that match a defined set of criteria. You can filter the clients (computers) using the filters at the top of the page. Clicking Add Filter shows the available filtering criteria. There are also a few pre-defined filters that are quickly accessible:

You can use the status icons to filter clients by the severity of issues detected (red - Errors, yellow - Warnings, green - Notices and gray - Unmanaged computers). The status icon represents the current status of a particular client computer and the ESET solution installed on it. You can hide or show status icons of different severity to evaluate different clients on your network by status. For example, to see only the computers with warnings, leave only the yellow icon shown (the rest of the icons must be hidden). To see both warnings and errors, leave red and yellow status icons shown. In addition to showing and hiding statuses, you can use the following adjustments to customize the Computers screen:

- **Subgroups** check box - select this check box to show subgroups of the currently selected group.
- **Unmanaged** clients, computers on the network that do not have the ERA Agent or a ESET security product installed, are marked with in the status column.
- Using the drop-down menu below the filters, you can limit the list of displayed clients (computers). The following categories are available:
  - **All Devices** will display all client computers without filtering. You can use a combination of all the above filtering options when narrowing down the view.
  - **ESET Protected** (protected by an ESET product)
  - **Remote Administrator** (individual ERA components such as Agent, RD Sensor, Proxy, etc.)
  - **Other** (Shared Local Cache, Virtual Appliance). When you make your selection, only the respective clients will be displayed.

**NOTE:** If you are not able to find a particular computer in the list and know it is in your ERA infrastructure, make sure that all filters are turned off. You can also click the header of a column to sort computers by that attribute.

You can use the context menu (icon) to create new groups, create new tasks, or select other available actions.

The Computers button allows you to execute several actions, for example adding new computers manually, displaying the details of a selected computer, moving the selected computer(s) to a different group and more.
7.3 Threats

To access threat reports click **Threats** in the Web Console menu on the left. The **Threats** section gives you an overview of all threats found on computers in your network. You can browse groups and view threats on members of a given group. View can be filtered, but by default all threat types from the last 7 days are shown. Threats can be **Marked as resolved** in the **Threats** section or under details for a specific client.

![Threats in the Web Console](image)

7.4 Reports

Reports allow you to access and filter data from the database in a convenient way. Reports are divided into categories, each category includes a short description. To access reports, click **Reports** in the Web Console menu on the left, select the desired row (description, action) you wish to view report for and click **Generate Now** at the bottom of the page. See our [Knowledgebase article](#) for step-by-step instructions to configure automated reports in ERA.

![Reports in the Web Console](image)

7.5 Admin

The **Admin** section is the main configuration component of ESET Remote Administrator. This section contains all the tools that administrator can use to manage client security solutions, as well as the ERA Server settings. You can use Admin tools to configure your network environment in such a way that it would not require a lot of maintenance. Also, you can configure notifications and dashboards which will keep you aware of the status of your network.
### 7.5.1 Tasks

Tasks allow you to assign specific procedures to individual clients or groups of clients.

Tasks can be created from tool bars and context menus in the Computers pane in addition to the tasks screen in the Admin section. To see the status of executed tasks, it is important that you navigate to Admin > Client Tasks and observe whether tasks has been run successfully.

The Client Tasks and Server Tasks sections of the ERA Administrator Guide contain information about how to create, assign and schedule new tasks. In the Knowledgebase, you will find examples of procedures to configure specific tasks, such as the Active Directory sync, wake-up call, and Agent check-in tasks.

### 7.5.2 Notifications

You can configure automatic notifications based on specific events such as detected threats, out-of-date endpoints, and more. For the proper function of notifications, SMTP must be configured properly and the address for each notification must be defined in ERA. See the Notifications section of the ERA Administrator guide or our Knowledgebase article for more information about how to configure and manage notifications.

### 7.5.3 Policies

Policies are used to manage your client computers, and can be accessed in ERA Web Console under Admin > Policies. See the Policies section of the ESET Remote Administrator Administrator Guide to learn more about how to manage policies for specific groups and ESET products.

Follow the steps from our Knowledgebase article to create a new policy and assign it to a group.
8. Help and support

ESET is constantly working to update and improve ERA and ESET endpoint products.

- The ESET Knowledgebase is a searchable repository of support articles designed to help you resolve issues and answer questions.
- The ESET user Forum is monitored by ESET staff and allows ESET users to share issues they are having and find solutions.
- The ESET Knowledgebase video channel contains video walkthroughs of common procedures for ESET products.
- Visit ESET Support News and Customer Advisories for the latest announcements about ESET product features and upgrades.
- You can open a case with ESET Customer Care at any time if you are not able to resolve an issue or find the answer to your question.

You can also refer to the ERA Installation guide (including upgrade, migration and troubleshooting), Administrator guide (especially how to manage ERA with ERA Web Console) and Virtual Appliance guide (to use ERA in VMware etc.) for more detailed information.