I cannot see client workstations in the Remote Install tab of the ESET Remote Administrator Console (5.x)

Ondersteuning | ESET Nederland - 2025-03-07 - Comments (0) - 5.x

https://support.eset.com/kb3091

Issue

You are unable to see client workstations in the **Remote Install** tab of the ESET Remote Administrator Console using the Default Network view

How to find client workstations in the **Remote Install** tab of the ESET Remote Administrator Console using IP address or a Custom List

A new version has been released

Version 6 of ESET Remote Administrator (ERA) and ESET business products were released in North America December 11th, 2014, and globally February 25th, 2015. This article applies to version 5.x and earlier ESET business products. For information about what's new in the latest version and how to upgrade, see the following article:

What's new in ESET version 6 business products?

Solution

Method 1: Find clients using **IP address**

Method 2: Find clients using a **Custom List**

Method 1: Find clients using IP address

1. Open the ESET Remote Administrator Console (ERAC) by clicking **Start → All Programs → ESET → ESET Remote Administrator Console → ESET Remote Administrator Console**.

2. Click the **Remote Install** tab in the ERAC.

3. Click **New Search** to open the **Network Search Task Wizard** window. Select **Network scan template**, enter a name for your new search task and click **Next**.



Figure 1-1
Click the image to view larger in new window

4. Select the check box next to **IP Address (you will choose the IP address or range later in this wizard)** and click **Next**.



Figure 1-2

5. Select **IP address range** and enter the IP range of client workstations you want to populate in the ESET Remote Administrator Console. Click **Add**, and then click **Next**.



Figure 1-3

6. Click **Finish & Run** to create your new search task and populate the **Remote Install** tab. You will now be able to see computers on your network in the **Remote Install** tab.

Method 2: Find clients using a Custom List

1. Open the ESET Remote Administrator Console (ERAC) by

clicking **Start → All Programs → ESET → ESET Remote Administrator Console → ESET Remote Administrator Console**.

2. Click the **Remote Install** tab in the ERAC.

3. Click **New Search** to open the **Network Search Task Wizard** window. Select **Network scan template**, enter a name for your new search task and click **Next**.



Figure 2-1
Click the image to view larger in new window

4. Select the check box next to **Custom computer list** and click **Next**.



Figure 2-2

5. In the **Network Search Task Wizard: Custom computer list** window, enter a custom list of client workstations manually or import a .txt list.

    a. **To enter client workstations manually:** In the **Custom list of computers** field, type the name of each computer you want to add to your custom list on a single line. You may also include the IPv4 or IPv6 address, but must use a comma or semicolon as a separator when identifying a computer using multiple parameters. To view a sample of a formatted list click **List Format** at the top right. When you are finished click **Next**.

    b. **To import a .txt list:** Click **Import From File**, navigate to the .txt file and click **Open**. When you are finished click **Next**.



Figure 2-3

6. Click **Finish & Run** to create your new search task and populate the **Remote Install** tab. You will now be able to see computers on your network in the **Remote Install** tab.

- Tags
- ERA 5.x