

# ESET Tech Center

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## ESET Remote Administrator does not display quarantined threats (5.x)

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

<https://support.eset.com/kb3293>

### Issue

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You receive notifications that files have been quarantined on client workstations, but the **Quarantine** tab in ESET Remote Administrator Console does not display these files.

### Details

### Solution

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1. Open the ESET Remote Administrator Console (ERAC) by clicking **Start** → **All Programs** → **ESET** → **ESET Remote Administrator Console** → **ESET Remote Administrator Console**, or by double-clicking the ERAC icon on your desktop.
2. Click **Tools** → **Server Options**, click the **Advanced** tab and then click **Edit Advanced Settings**.



**Figure 1-1**

3. Expand **Advanced**, select **Scheduling options for less frequent internal tasks** and then click **Edit**.
4. Enter a lesser value (for example 30) in the **Frequency** field to increase the frequency with which the ERAC refreshes quarantine entries and click **OK**. ERAC may exhibit slower performance once this value is modified, for this reason we recommend that you lower it incrementally until you are satisfied with quarantine reporting and overall performance.



## Figure 1-2

**Click the image to view larger in new window**

Tags

ERA 5.x