Add client computers in ESET PROTECT (8.0)

Steef | ESET Nederland - 2021-01-15 - Comments (0) - Legacy

Issue

- Client computers are not appearing in ESET PROTECT Console
- Add client endpoints or servers to your managed network

Solution

If client computers do not appear in ESET PROTECT Console
If you are using active directory, but cannot see client computers, check your network DNS and reverse-DNS for issues.

Following installation, client computers found by ESET PROTECT are automatically displayed in the console. If some client computers are not found, there are three ways to add them to the **Computers** screen.

- Active Directory synchronization—ESET PROTECT automatically scans your existing Active Directory (AD) during installation, however, if changes are required to your AD or client computers do not appear in the Console, run this task to re-sync ESET PROTECT with your AD.
- ESET Rogue Detection Sensor—ESET Rogue Detection Sensor (RD Sensor) is automatically installed if you performed a package installation of ESET PROTECT. It identifies client computers without ESET products installed and displays them on your dashboard. Use the RD Sensor report on your dashboard to locate client computers recently added to your network so that you can deploy ESET products to them.
- Manual Entry—You can add a new client computer manually at any time by submitting its IP address and/or hostname, or by importing a CSV file.

See the Add computers section of the ESET PROTECT Administration Guide for more information.

ESET PROTECT 8.x User Permissions
This article assumes that your ESET PROTECT user has the correct access rights and permissions to perform the tasks below.

If you are still using the default Administrator user, or you are unable to perform the tasks below (the option is grayed out), see the following article to create a second administrator user with all the access rights (you only need to do this once):

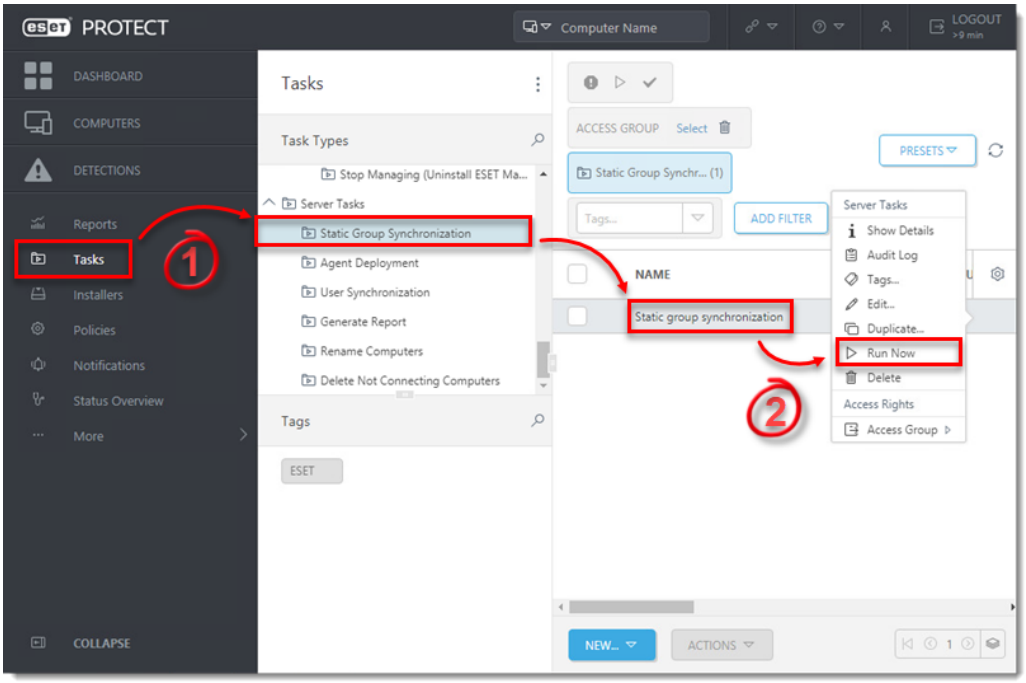
Create a second administrator user in ESET PROTECT

Active Directory synchronization

If you have an existing Active Directory (AD) in place, ESET PROTECT may have already added the computers from your AD during installation. To view computers from your AD that are already added in ESET PROTECT, open the ESET PROTECT Console in your browser and log in. Click **Computers** → **All** and select the check box next to **Show Subgroups**. If members of your AD are not shown, follow the steps below in the ESET PROTECT Console to run the Static Group Synchronization task:

1. Click **Tasks**, expand **Server Tasks**, and then click **Static Group Synchronization**.
2. Click **Static Group Synchronization** and select **Run Now** from the drop-down menu. ESET PROTECT will automatically add unmanaged computers from your AD to the **All** group. Click here for instructions to add a computer from All to a static group in ESET PROTECT 7.

Are you using Active Directory Synchronization and you upgraded to ESMC 7.2 on Windows?
ESMC Server 7.2 on Windows uses the LDAPS protocol by default for all Active Directory connections. If you upgrade an earlier ESMC version to ESMC 7.2 and you were using the Active Directory synchronization, synchronization tasks will fails in ESMC 7.2. Read about the solution in the ESMC Online Help.



3. If you are performing a new installation of ESET PROTECT, proceed to Step 4, deploy the ESET Management Agent.

Using ESET Rogue Detection Sensor

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If you are still using the default Administrator user, or you are unable to perform the tasks below (the option is grayed out), see the following article to create a second administrator user with all the access rights (you only need to do this once):

Create a second administrator user in ESET PROTECT

A user must have the following permissions for their home group:

Functionality	Read	Use	Write
Groups & Computers	✓	✓	✓
Reports and Dashboard	✓	✓	✓

Once these permissions are in place, follow the steps below.

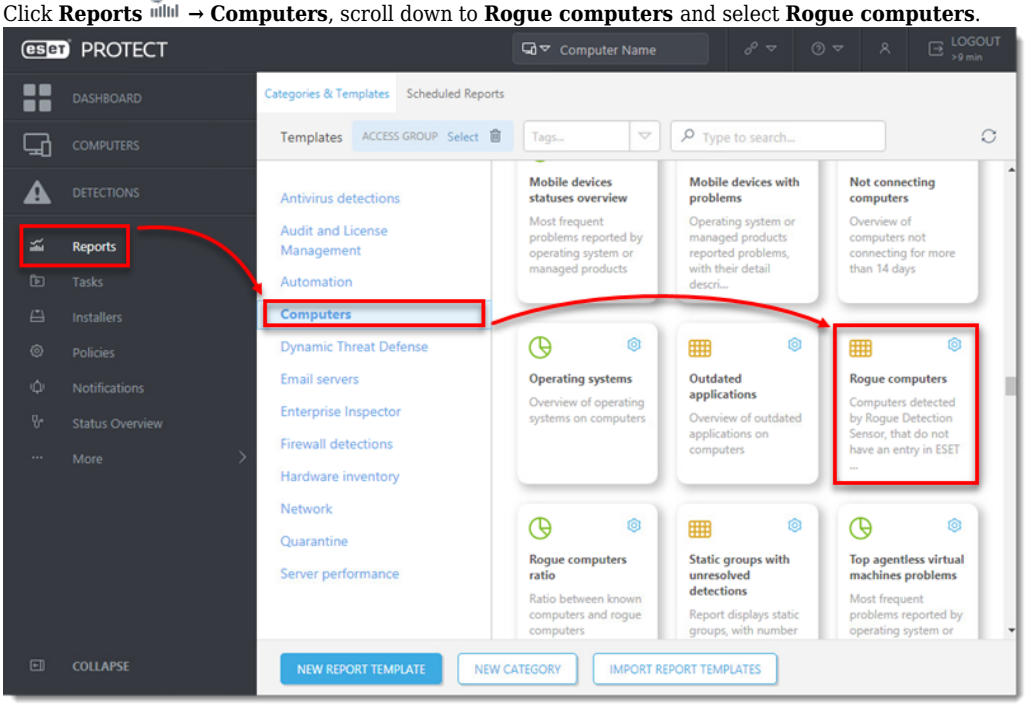
Creating a new report template in ESET PROTECT 8.x
If you do not have report templates in your home group, continue with one of these steps:

- Create a new report template
- Request that your Administrator duplicate the report template to your home group

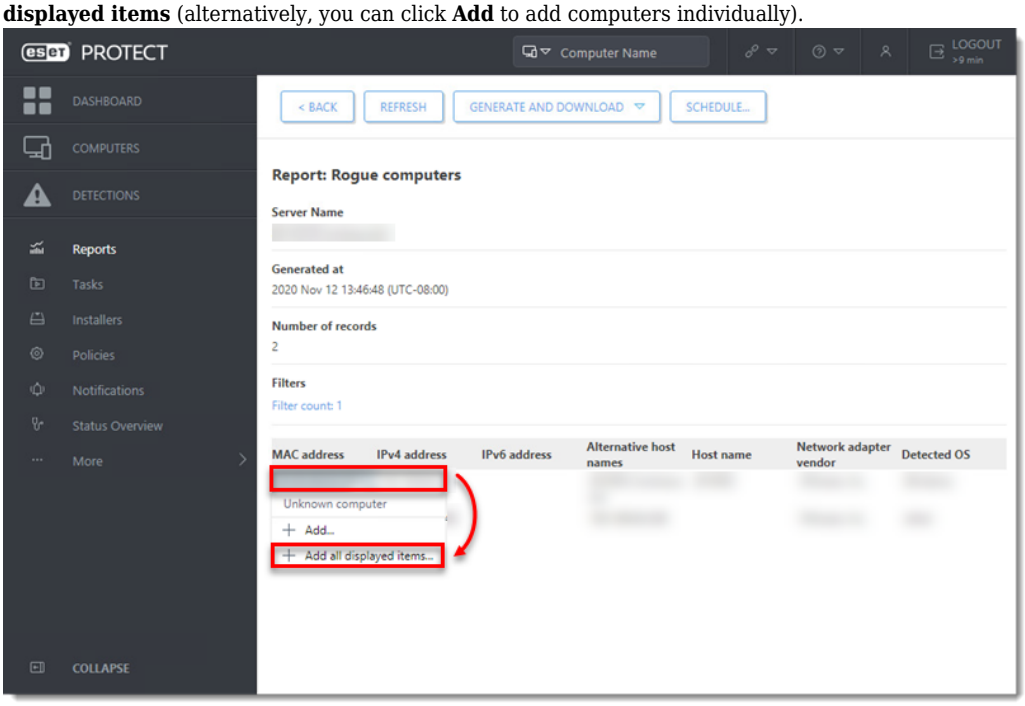
If you are not using AD synchronization, the easiest way to add a computer to the ESET PROTECT structure is using Rogue Detection Sensor (RD Sensor). RD Sensor is automatically installed as part of the ESET PROTECT

package installation and begins working as soon as ESET PROTECT is activated. Follow the instructions below to find new computers on your network using RD Sensor in the ESET PROTECT Console:

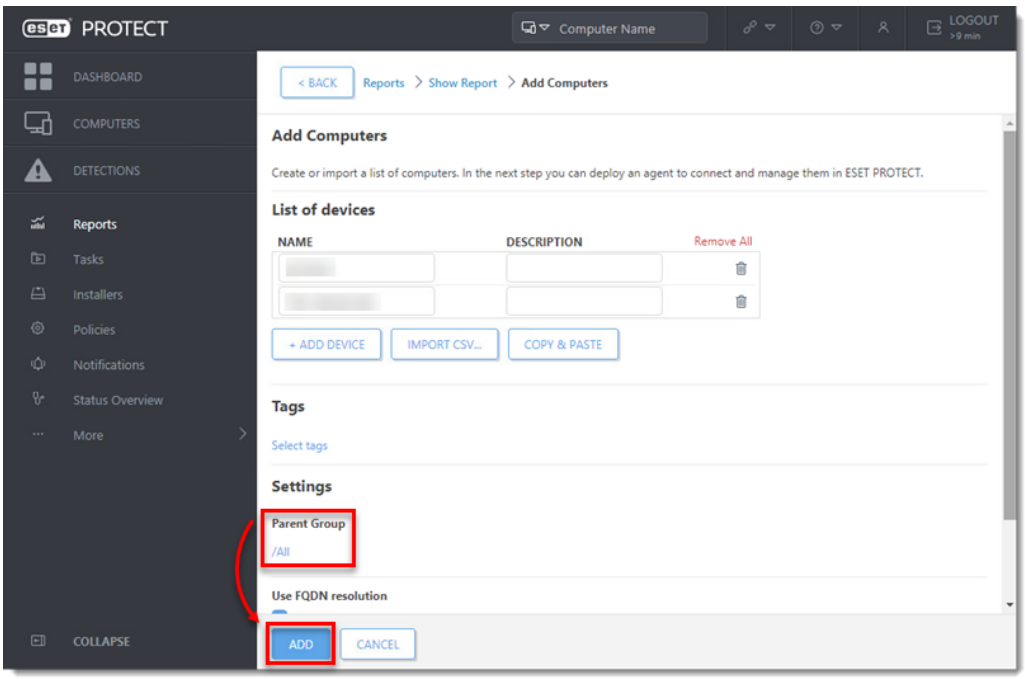
1. Click **Reports** → **Computers**, scroll down to **Rogue computers** and select **Rogue computers**.



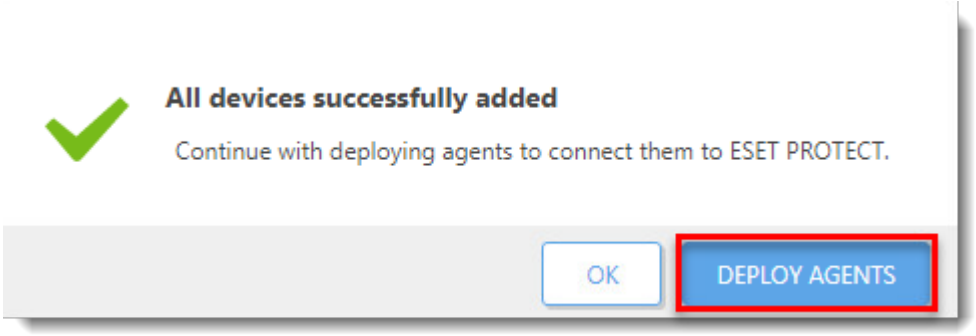
2. A list of unmanaged computers will be displayed. Click anywhere in the list and then click **Add all displayed items** (alternatively, you can click **Add** to add computers individually).



3. Select a **Parent Group** (by default, **All** selected), click the trash icon next to any computers you want removed, and then click **Add.**



4. A notification will be displayed with the option to deploy ESET Management Agent to the unmanaged computers. Click **Deploy Agents** to send the ESET Management Agent to these unmanaged computers.



5. If you are performing a new installation of ESET PROTECT, proceed to Step 4, deploy the ESET Management Agent.

Manual Entry

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Create a second administrator user in ESET PROTECT

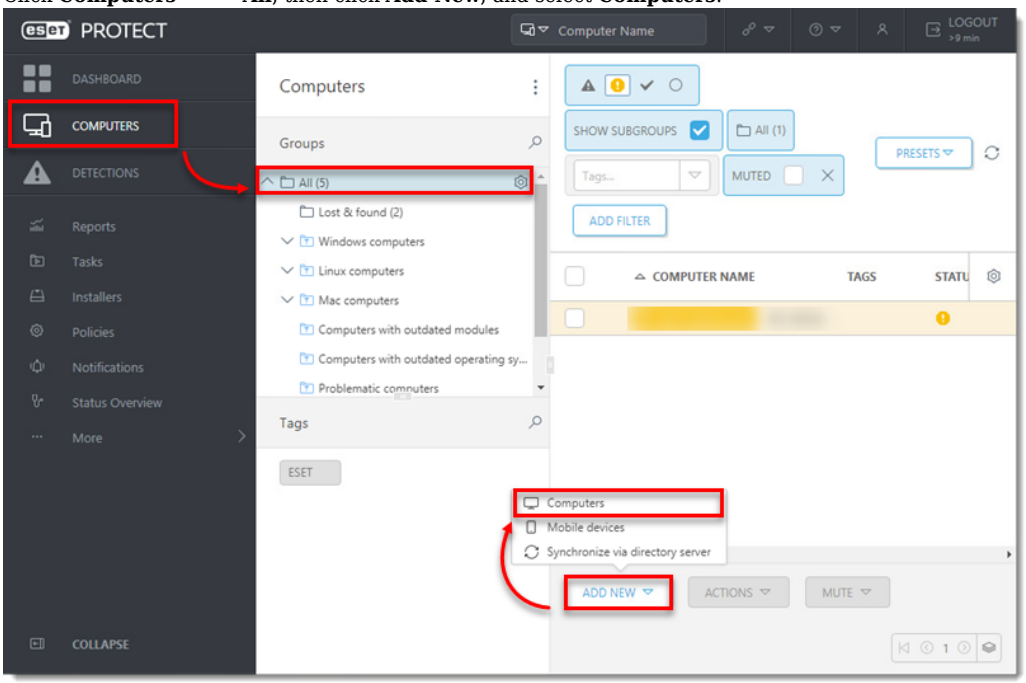
A user must have the following permissions for each affected object:

Functionality	Read	Use	Write
Groups & Computers	✓	✓	✓

Once these permissions are in place, follow the steps below.

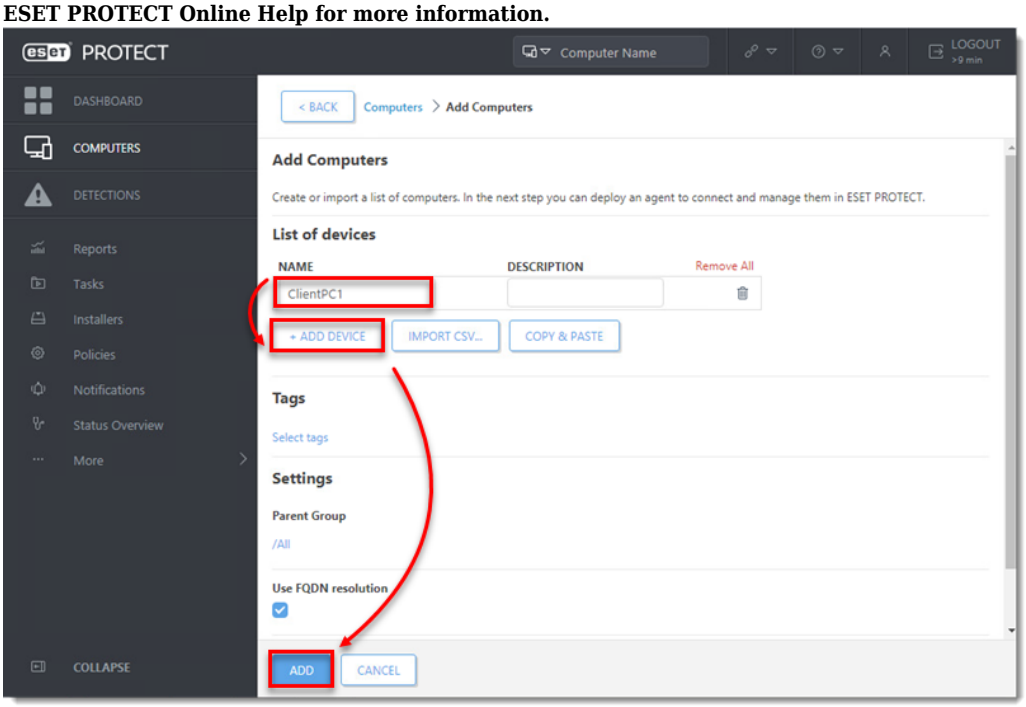
1. Open ESET PROTECT in your web browser and log in.

2. Click **Computers** → **All**, then click **Add New**, and select **Computers**.

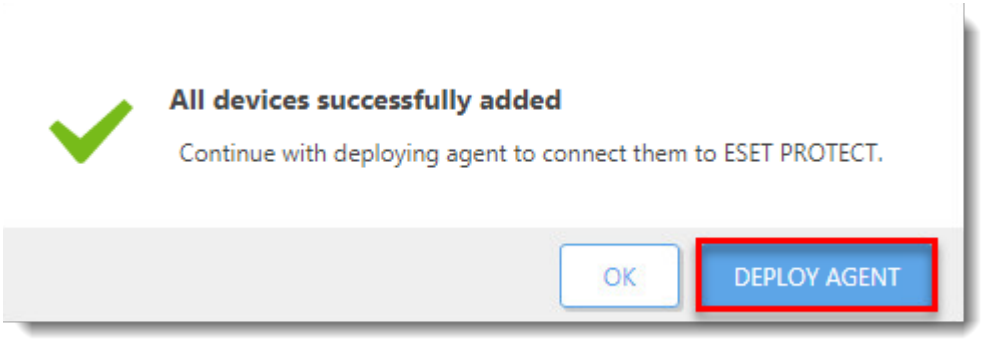


3. In the Name field, type the IP address or hostname and click +Add Device. Repeat for each computer that you want to add. Once all the computers are listed, click Add.

   Alternatively, you can click Import CSV to upload a CSV file containing hostnames of computers to add (delimit each hostname with a comma). See the Add computers section of ESET PROTECT Online Help for more information.



4. A notification will be displayed with the option to deploy ESET Management Agent to the unmanaged computers. Click **Deploy Agent** to send the ESET Management Agent to these unmanaged computers.



5. If you are performing a new installation of ESET PROTECT, proceed to Step 4, deploy the ESET Management Agent.