

ESET Tech Center

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Add client computers in ESET Remote Administrator (6.x)

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<https://support.eset.com/kb3609>

Issue

Client computers are not appearing in ESET Remote Administrator Web Console (ERA Web Console)

Add client endpoints or servers to your managed network

Solution

Getting Started with ERA: Step 3 of 6

← [Install ERA Server](#) | [Deploy ERA Agent](#) →

If client computers do not appear in ERA Web 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 Remote Administrator (ERA) are automatically displayed in the ESET Web Console. If some client computers are not found, there are three ways to add them in the **Computers** screen.

[Active Directory synchronization](#)—ERA automatically scans your existing Active Directory (AD) during installation, however if changes are required to your AD or client computers do not appear in ESET Web Console, run this task to re-sync ERA with

your AD.

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.

ESET Rogue Detection Sensor—ESET Rogue Detection Sensor (RD Sensor) is automatically installed if you performed a package installation of ERA. 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.


See the [Add computers](#) section of the ERA Administration Guide for more information.

Permissions changes in ESET Remote administrator 6.5 and later

Before proceeding, please note important changes to user access rights and permissions in the latest versions of ESET Remote Administrator.

[View
Permissions
Changes](#)

Active Directory synchronization

If you have an existing Active Directory (AD) in place, ERA may have already added the computers from your AD during installation. To view computers from your AD that are already added in ERA, [open the ERA Web 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 ERA Web Console to run the Static Group Synchronization task:


1. Click **Admin**  → **Server Tasks**.
2. Click **Static Group Synchronization** → **Run Now**. ERA 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 ERA 6](#).



Figure 1-1

Click the image to view larger in new window

3. If you are performing a new installation of ERA, proceed to Step 4, [deploy the ERA Agent](#).

Using ESET Rogue Detection Sensor

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 ERA 6.5

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 ERA structure is using Rogue Detection Sensor (RD Sensor). RD Sensor is automatically installed as part of ERA package installation, and begins working as soon as ERA Server is activated. Follow the instructions below to find new computers on your network using RD Sensor in ERA Web Console:


1. Click **Dashboard**  and expand the **Rogue computers ratio** report.



Figure 2-1

Click the image to view larger in new window

2. Click the red area in the **Rogue computers** report to select unmanaged computers and then click **Detailed information**.



Figure 2-2

Click the image to view larger in new window

3. 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).



Figure 2-3

Click the image to view larger in new window

4. Select a **Parent group** to which computers will be added (by default, this is the **All** group), click the trash icon next to any

computers you want removed, and then click **Add**.



Figure 2-4

Click the image to view larger in new window

5. If the computers were added successfully, a notification will be displayed with the option to deploy ESET Remote Administrator Agent (ERA Agent) to the unmanaged computers. Click **OK** to add the computers, or click **Deploy Agents** to send the ERA Agent to these unmanaged computers.



Figure 2-5

6. If you are performing a new installation of ERA, proceed to Step 4, [deploy the ERA Agent](#).

Manual Entry

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 Remote Administrator Web Console (ERA Web Console) in your web browser and log in.
2. Click **Computers** , select the **All** group, click **Add new**, and then select **Computers**.



Figure 3-1

Click the image to view larger in new window

3. Type the IP address or hostname of a computer you want to add into the **Name** field and click **+ Add Device**. Repeat this step for each computer that you want to 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 ERA Online Help for more information.

4. Click **Add** when you are finished adding computers.



Figure 3-2

Click the image to view larger in new window

5. If the computers were added successfully, a notification will be displayed with the option to deploy ERA Agent to the unmanaged computers. Click **OK** to add the computers, or click **Deploy Agents** to send the ERA Agent to these unmanaged computers.



Figure 3-3

6. If you are performing a new installation of ERA, proceed to Step 4, [deploy the ERA Agent](#).

Related articles:

[DUPLICATE/ARCHIVED | Deploy the ESET Remote Administrator Agent \(6.x\)](#)

Tags

ERA 6.x