ESET Tech Center

Change how often client computers check in to ESET Remote Administrator Server (6.x)

Ondersteuning | ESET Nederland - 2025-03-07 - Comments (0) - 6.x

https://support.eset.com/kb3706

Issue

Configure your policy for ESET Remote Administrator Agent (ERA Agent) to have clients check into ESET Remote Administrator Server (ERA Server) for updates, information, tasks etc.

Solution

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](#)

A user must have the following permissions for the group that contains the modified object:

Functionality	Read	Use	Write
Policies	✓	✓	✓

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 **Admin** → **Policies**.
3. Select your policy for ESET Remote Administrator Agent (if you need to create a new policy, follow these instructions) and click the cogh wheel → **Edit**.

Figure 1-1

Click the image to view larger in new window

4. Expand **Settings** and click **Change interval** next to **Connection interval**.

Figure 1-2

Click the image to view larger in new window

5. Specify your new connection interval using the **Regular interval** field and the corresponding drop-down menu. The lowest interval that can be specified is 10 seconds (this value will be used even if the field is set to 0). Click **Save** when you are finished.

Figure 1-3

6. Expand **Assign** and click **Assign**.

Figure 1-4

7. Select the check box(es) next to groups or devices that you want to receive this policy, select their corresponding check boxes in the bottom section of the window and then click **OK**.

Figure 1-5

8. Click **Finish** when you are finished making changes. ERA Agents will switch to the new check-in interval the next time that they check into ERA Server.

Tags
ERA 6.x