# **ESET Tech Center**

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# Configure the restart or shutdown behavior of computers managed by ESET PROTECT

Steef | ESET Nederland - 2022-07-14 - Comments (0) - Endpoint Solutions

### Issue

- When a task that requires a restart or shutdown of an endpoint managed by ESET PROTECT is executed, the client computer may restart or shut down without notice
- Configure the behavior of restart or shutdown in tasks to notify the user or allow the user to postpone the restart or shutdown
- Supported versions
- Configure restart or shutdown options

## Solution

#### Supported versions

Every time you configure a task in ESET PROTECT or ESET PROTECT Cloud that requires a restart or shutdown of a client computer, you can configure the behavior of the endpoint computer.

The restart or shutdown feature is currently supported in:

- ESET PROTECT version 9.1 and later
- ESET PROTECT Cloud version 3.4 and later
- ESET Management Agent version 9.1 and later
- Client computers must be protected with ESET Endpoint Antivirus or ESET Endpoint Security version 9.1 and later

The restart or shutdown feature will be available in other products in the future.

0	Linux users The restart or shutdown configuration feature is not available in the Linux operating system.

#### Configure restart or shutdown options

1. Open the ESET PROTECT Web Console in your web browser and log in.

or

Open ESET PROTECT Cloud Web Console in your web browser and log in.

2. Click Tasks → New → Client Task.

- 3. Select a **Task Category**. Select a **Task**. Click **Continue**. Tasks that can be configured to require a restart or shutdown of an endpoint include:
  - Software install or Software uninstall, if you select the check box next to
     Automatically reboot when needed
  - Operating system update, if you select the check box next to Allow reboot
  - On-demand Scan, if you select the check box next to **Shutdown computer** after scan
  - Shutdown computer
  - ESET PROTECT Components Upgrade (the task is available only in ESET PROTECT), if you select the check box next to **Automatically reboot when** needed
  - Upgrade Agent (the task is available only in ESET PROTECT Cloud), if you select the check box next to **Automatically reboot when needed**

<ul> <li>macOS users macOS users can cancel the plan</li> <li>Software install</li> <li>Software uninstall</li> <li>Operating system update</li> </ul>	ned restart or shutdown within 60 seconds for the following tasks:
	Are you sure you want to restart your computer now? If you do nothing, the computer will restart automatically in 43 seconds. Reopen windows when logging back in Cancel Restart
	Figure 1-1
Immediate restart or shutdown i • Shutdown computer • On-Demand Scan	s required for the following tasks:

- 4. In the **Settings** window, you can configure the following behavior.
  - Action type: For tasks with this option enabled, from the Action type dropdown menu, you can select if you want the client computer to restart or shut down when the task is completed.
  - **Postpone**: From the **Postpone** drop-down menu, you can allow a maximum amount of time for which the user of the client computer can postpone the restart or shutdown.
  - **Cancel**: Select the check box next to **Cancel** to allow the user of the client computer to cancel the restart or shutdown.
- 5. Click Finish.
- 6. On the client computer, messages will appear depending on the time remaining before the forced restart or shutdown. The user must click one of the options, either **Restart Now** (or **Shut down**) or **Remind Me Later**, where the user can either click **Remind Me Later** to postpone the restart by 10 minutes or select a different option from the drop-down menu.

- $\circ~$  Blue message: More than 1 hour before the restart or shutdown
- Yellow message: Less than 1 hour before the restart or shutdown
- $\circ$  **Red message**: Less than 10 minutes before the restart or shutdown