ESET Tech Center

Create a new user account in ESET Remote Administrator Web Console (6.x)

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https://support.eset.com/kb3623

Create new user in ESET Remote Administrator [version 6.5](#)

Create new user in ESET Remote Administrator [version 6.3 and 6.4](#)

Version 6.5

ESET Remote Administrator uses an improved user security model which is different from previous versions. The security model uses groups, objects and permission sets. Each user has one **Home Group**, and can have multiple permission sets assigned. Home group is a static group where all objects newly created by the user are stored. Administrator's Home Group is **All**. Objects are located in static sroups, and access to objects is always bound to groups, not users (this makes users substitutable, for example, if one user is on holiday). The term **Objects** denotes computers, devices, templates, policies, tasks, notifications, etc., all of which are always located in a static group. If user has a access to a group, the user has the same access also to all child groups of that group. That is why **Administrator** can access all groups. In the permission set it is possible to configure access for a specific group and also the actions (**Functionalities**) which can be performed with specific objects in a given group.

This article provides a complete walkthrough guide for creating new users, including home group and permission set creation. There are

three key steps in creating a user:

[I. Create a home group](#)

[II. Create a permission set](#)

[III. Create a user](#)

I. Create a home group

Each user needs to have a static group as his home group. This group will contain all objects created by that user (unless the object is moved or the home group is changed). It is recommended that only the Administrator's home group is the group **All**. One group can be used as the home group for multiple users. For example, there is an office in Sydney, so can create static group named *Sydney office* and assign that group to the Sydney local admin as home group. All groups are child groups of the **All** group, therefore Administrator has access to all of them.

To create a new static group, follow these steps:

1. Open the ERA Web Console and navigate to **Admin** → **Groups,** click cogwheel nex to the static group you want to use as parent goup and select **New Static Group**,

Figure 1-1

Click the image to view larger in new window

2. Enter the name of the new group. Optionally you can add a description. It is very important to choose the right **Parent group**. Your new group will be located in the parent group and all users with access to the parent group will have the same access also to this new group. Click **Finish** to create to group.

Figure 1-2

Click the image to view larger in new window

II. Create a permission set

A permission set is a collection of rules, that defines what a user is allowed to do over objects in certain groups. One permission set can be assigned to different users, but it is not necessary to assign it to a user (it can be done later). Permission set can be applied over objects in one or more static groups. It always affects objects in subgroups of chosen groups. The choice of static group is the most important as it determines which objects will be affected. In

the **Functionality** section you have to choose which exact permissions will be granted.

To create a new static group, follow these steps:

1. Open the ERA Web Console and navigate to **Admin** → **Access Rights → Permission Sets** and click **New**,

Figure 2-1

Click the image to view larger in new window

2. Type in the name of the new permission set in the **Name** field. Optionally, you can type in also the **Description**.

Figure 2-2

3. Expand the **Static Groups** section, click **Add Static Group(s)** and select the checkboxes next to static groups you want to choose. Select the group you have created in the part I. The permission set will be applied over selected static groups. Click **OK** to confirm your choice.

Figure 2-3

4. Expand the **Functionality** section. You can select one of pre-defined permission models or manually select which functions shall be granted to a user that will be assigned with this set. There are three different types of

permissions: **Read**, **Use**, **Write**. You can click **+** next to **Server Tasks & Triggers** and **Client Tasks** to expand the categories and select permissions for single types of tasks. Read more about functionalities in the [Online Help topic](#).

Figure 2-4

5. Expand the **Users Groups** section. If you want to assign this permission set to a group of users synchronized from your Active Directory, click **Add User Group(s)**. It is not necessary to add any user group. User groups are managed in **Admin** → **User Management**.

Figure 2-5

6. Expand the **Users** section. You can assign this permission set to an existing user(s) or an existing Mapped Doman Security Group(s). It is not necessary to select a user now, it can be done later. Click **Finish** to create and save the new permission set.

Figure 2-6

III. Create a user

It is recommended to create a user as the last step, because the user can be now assigned with the correct home group and permission set. Afterward, the new user can log in to the ERA Web Console and start working.

1. Navigate to **Admin** → **Access Rights** → **Users** and click **New,**

Figure 3-1

Click the image to view larger in new window

2. In the **Basic** section, enter the login name of the new user in to the **User** field.

3. Click the **Home Group** and select the group you created in

the part I. ("Sydney office"). Users can have only one home group assigned.

4. Type in a secure password in to **Password** fields. This password will be required from the new user on login. Optionally, you can setup more settings in the **Account** section.

Figure 3-2

Click the image to view larger in new window

5. Expand **Permission sets**. Choose one of the unassigned permission sets by clicking the checkbox next to it. Select **Sydney permissions** for the purposes of this example.

6. You can optionally review the settings in the **Summary** section. Click **Finish** to create the user.

Figure 3-3

Click the image to view larger in new window

Now the user is created and prepared for the first login.

Version 6.3 and 6.4

User accounts are the easiest way to manage who can make changes in ESET Remote Administrator Web Console (ERA Web Console). The Administrator account, which is created during installation, has full access to all features. We recommend that you create additional accounts for use by other users with narrower access rights based on desired account competencies.

For more information about user accounts in ESET Remote Administrator, see the [ESET Remote Administrator User Guide](#).

1. Open ESET Remote Administrator Web Console (ERA Web Console) in your web browser and log in. [How do I open ERA Web](#)

[Console?](#)

2. Click **Admin** → **Access Rights**. **Users** will be selected by default.

Figure 1-1

Click the image to view larger in new window

3. Select **Native Users**, click **Users** and select **New Native User**.

Figure 1-2

Click the image to view larger in new window

4. Type a name for your new user into the **User** field and then type the password for this new user into the **Password** and **Confirm Password** fields.

Figure 1-3

Click the image to view larger in new window

5. Type the name of the user into the **Full Name** field, and then type the email for this user into the **Email Contact** field.

Figure 1-4

Click the image to view larger in new window

6. Expand the **Permission Sets** section and select the check box(es) next to all permission sets (preconfigured access settings that can be applied to any user) that apply to this user. [Click here for instructions to create a new permission set](#).

Figure 1-5

Click the image to view larger in new window

7. Expand the **Summary** section to review the details for this new user account. Click **Finish** when you are done making changes.

Figure 1-6

Click the image to view larger in new window

Tags
ERA 6.x