

ESET Tech Center

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Delete non-connecting computers from ESET Remote Administrator Console (6.x)

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<https://support.eset.com/kb6169>

Issue

Delete non-connecting computers from ESET Remote Administrator (ERA) if uninstall task fails

Details

Solution

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. From the ESET Remote Administrator console, click **Admin** → **Server Tasks** → **Delete Not Connecting Computers**.
3. Click **New**.



Figure 1-1

Click the image to view larger in new window

4. Type a name and optional description for the task. Select the check box next to **run task immediately after finish** if you want the task to run immediately.



Figure 1-2

Click the image to view larger in new window

5. Expand the **Settings** section and click **Select**. Select the group from which you want the non-connecting computers to be deleted and click **OK**.



Figure 1-3

Click the image to view larger in new window

6. Type a time interval in the **Number of days the computer has not been connected** field.
7. Verify that the check box next to **Deactivate license** is selected and deselect the check box next to **Remove unmanaged computers** unless you want them removed also. Unmanaged computers usually appear in the Lost & Found group.
8. Click **Finish** to run the task, remove the non-connecting computers and deactivate any licenses attached to those computers.



Figure 1-4

Click the image to view larger in new window

Tags

ERA 6.x