How do I configure SMTP client threat notifications? (5.x)

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https://support.eset.com/kb3027

A new version has been released

Version 6 of ESET Remote Administrator (ERA) and ESET business products were released in North America December 11th, 2014, and globally February 25th, 2015. This article applies to version 5.x and earlier ESET business products. For information about what's new in the latest version and how to upgrade, see the following article:

What's new in ESET version 6 business products?

You can configure SMTP settings within ESET Remote Administrator to send threat or event notification emails from client workstations to a designated email address. You can also configure ESET endpoint settings to send SMTP messages from client workstations.

The verbosity of these notifications can be adjusted based on the needs of the administrator. This feature is especially useful if you are an offsite network administrator and wish to be instantly notified of threats detected by ESET that require your attention.

There are several levels of verbosity that range in detail. Below is a list of the different verbosity available:

Critical warnings– Logs all critical errors, such as errors starting Antivirus protection and errors with the Personal firewall
Errors – Logs all errors such as "Error downloading file." This setting includes critical errors.
Warnings – Records all errors and warning messages
Informative records – Logs all informative messages including successful updates, plus all records above

Diagnostic records – Logs all information needed for fine-tuning and diagnostics plus all records above

Method 1: Configure SMTP settings across a network using ESET Remote Administrator.

Follow the steps below to configure SMTP threat notification settings from the ESET Configuration Editor.

1. Open the ESET Configuration Editor by clicking **Start → All Programs → ESET → ESET Remote Administrator Console → ESET Configuration Editor**.

2. From the menu tree on the left, expand **Windows desktop v5 → Kernel → Settings → Alerts and Notifications**.
   Click **Send event notifications by email** and select the check box next to **Value Yes/No**.



Figure 1-1
Click the image to view larger in new window

3. Click **SMTP server**, and then enter the address of your SMTP server in the **Value** field.



Figure 1-2
Click the image to view larger in new window

4. Click **Sender Address** and enter the email address that you want notifications sent from in the **Value** field, and then click **Recipient address** and enter the email address that you want notifications sent to in the **Value** field.



Figure 1-3
Click the image to view larger in new window

5. Click **Send event notifications from level** and select the desired verbosity level from the **Value** drop-down menu.



Figure 1-4

Click the image to view larger in new window

6. Click **Console** to save your changes. Client workstations will inherit the new SMTP settings the next time that they log in to the ESET Remote Administrator Server.

If you don't manage your network using ESET Remote Administrator, cannot access a specific client workstation using ERA or want to configure an individual client workstation without making changes to your network's SMTP settings, continue on to method 2 for instructions to configure SMTP reporting on individual client workstations.

Method 2: Configure ESET endpoint settings to send SMTP messages from client workstations

Follow the steps below to configure SMTP threat notification settings from a client installation of ESET Endpoint Antivirus or ESET Endpoint Security.

1. Open the main program window by double-clicking the ESET icon in your Windows notification area or by clicking **Start → All Programs → ESET → ESET Endpoint Security** or **ESET Endpoint Antivirus**.

2. Press **F5** to display the Advanced Setup window. In the Advanced setup tree expand **Tools** and then click **Alerts and notifications** (see Figure 2-1).

3. Select the check box next to **Send event notifications by email** if it is not already selected, and then enter your server address in the **SMTP server** field (see Figure 2-1).

4. Enter the email address you want notifications to be sent to in the **Recipient address** field, and then enter the email address you want displayed as sender in the **Sender address** field.

5. Select your desired verbosity level from the **Minimum verbosity for notifications** drop-down menu and then click **OK** to exit Advanced setup. Your changes will take effect immediately.

- Tags

- SMTP
- threat notification