How do I configure SMTP client threat notifications? (6.x)

Ondersteuning | ESET Nederland - 2025-03-07 - Comments (0) - Legacy ESET Remote Administrator (6.x / 5.x / 4.x)

https://support.eset.com/kb5668

Issue

Configure your ESET product to automatically email administrators or other users when threats are detected in your network

Details

You can use ESET Remote Administrator to configure SMTP settings on client workstations so that threat or event notification emails are sent to a designated email address. You can also configure ESET endpoint settings to send SMTP messages from client workstations.

Solution

There are two methods for configuring threat notifications using ESET Remote Administrator:

Configure server notifications
Use a policy

If you do not use ESET Remote Administrator to manage your network

Perform these steps on individual client workstations.

Configure SMTP threat notifications using server

notifications

1. Open ESET Remote Administrator Web Console (ERA Web Console) in your web browser and log in.
2. Click **Admin** → **Notifications**, select the check box next to the notification you want to configure and then click **Edit notification** (in this example, **Malware outbreak alert (percentage criteria)** is selected).



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

3. Expand **Distribution** and type the email address you want this notification sent to into the **Email Addresses** field. Delimit multiple email addresses using a comma.

> ### Optional settings
>
> Expand **Basic** and modify the name and description of the email notification.
> Expand **Configuration** and modify the text of the email notification in the **Message** field.
> Expand **Notification Template** and modify the email template to be used for this notification.
> Expand **Advanced Settings - Throttling** and further refine the volume and frequency of your notifications based on statistical and time-based triggers.

4. Click **Finish**. Repeat the steps above to configure the other Notifications listed in step 2.



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

Configure SMTP threat notifications using a policy

> ### Potential for high volume of notifications
>
> When you use this method, there is the potential for the

recipient email address to receive a high volume of notifications should a significant notification trigger occur, such as an outbreak of malware on one's network.

1. Open ESET Remote Administrator Web Console (ERA Web Console) in your web browser and log in.

1. Click **Admin → Policies**, select the policy you want to set up SMTP threat notifications for and then click **Policies → Edit**.



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

2. Expand **Settings** and click **Tools → Email notifications**.
3. Type your server address into the **SMTP server** field, as well as the username and password needed for authentication (if necessary).
4. Type the email address you want notifications to be sent to in the **Recipient address** field; type 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. Click here for more information about verbosity levels.



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

6. In the **Message Format** section, you can modify the format of the SMTP threat notification emails that are generated in the **Format of event messages** and **Format of threat warning messages** fields.



Figure 2-3
Click the image to view larger in new window

7. Click **Finish** to save the policy.

All clients assigned to this policy will now send SMTP threat notifications to the email address you specified in step 5.

- Tags
- ERA 6.x