ESET Tech Center

How do I send a wake-up call to client computers to speed up task execution in ESET Remote Administrator? (6.x)

https://support.eset.com/kb3616

Issue

Client tasks are not executed when you submit them

When you create a new task in ESET Remote Administrator Web Console (ERA Web Console), the task is added to a queue and will be executed automatically the next time the client computers check in. If you want to have a task execute immediately, you can send a wake-up call to client computers. The client computers will check in as soon as they receive the wake-up call, and any queued tasks that were set to run immediately (or at a time earlier than when the wake-up call was sent) will be executed.

Solution

Permissions changes in ESET Remote administrator 6.5 and later

Before proceeding, please note important changes to user access rights and permissions in the latest versions of ESET Remote Administrator.

View Permissions Changes

A user must have the following permissions for each affected object:

Functionality	Read	Use	Write
Groups & Computers	✓	✓	✓

Once these permissions are in place, follow the steps below.

1. Open ESET Remote Administrator Web Console (ERA Web Console) in your web browser and log in.
2. Click **Computers** ⊠ and select the check box next to each computer that you want to send a wake-up call to.
3. Click **Actions→Send Wake-Up Call**.

   ### ERA 6.4 users

   Click **Computers→Send Wake-Up Call**.

   ⊠

   Figure 1-1

   Click the image to view larger in new window

4. A notification that the wake-up call has been sent will be displayed. Click **OK**. Queued tasks will execute the next time that clients check in to ESET Remote Administrator.

   ⊠

   Figure 1-2

Tags

ERA 6.x