

ESET Tech Center

Knowledgebase > Legacy > Legacy ESET Remote Administrator (6.x / 5.x / 4.x) > 5.x > How do I specify which network scan methods are used by ESET Remote Administrator? (4.0)

How do I specify which network scan methods are used by ESET Remote Administrator? (4.0)

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<https://support.eset.com/kb2754>

By default, ESET Remote Administrator will search the Active Directory (AD), NetBIOS, and any custom scans you may have set for remote workstation information. If client workstations are listed in the ESET Remote Administrator Console with incorrect IP addresses, or are not present at all, there may be a mismatch in the client data from your AD records and the information pulled from NetBIOS. In order to isolate where the conflict lies, it will be necessary to disable either the AD scan or the NetBIOS scan.

To configure ESET Remote Administrator to bypass one of the scan methods, follow the steps below:

1. Open the ESET Remote Administrator Console (ERAC) by clicking **Start** → **All Programs** → **ESET** → **ESET Remote Administrator Console** → **ESET Remote Administrator Console**, or by double-clicking the ERAC icon on your desktop.
2. In the main program window, click **Tools** → **Server Options** and click the **Advanced** tab.
3. Click **Edit Advanced Settings** to open the Configuration Editor.
4. Expand **ERA** → **Server** → **Setup** → **Remote Install** and click **Network scan methods** → **Edit**.



Figure 1-1

Click the image to view larger in new window

5. Deselect the check box next to the network scan method you would like to disable and click **OK** to confirm your changes.



Figure 1-2

6. Click **Console** and click **Yes** to save the changes you made to your configuration.