

Notification: At least one computer has not connected for more than 14 days

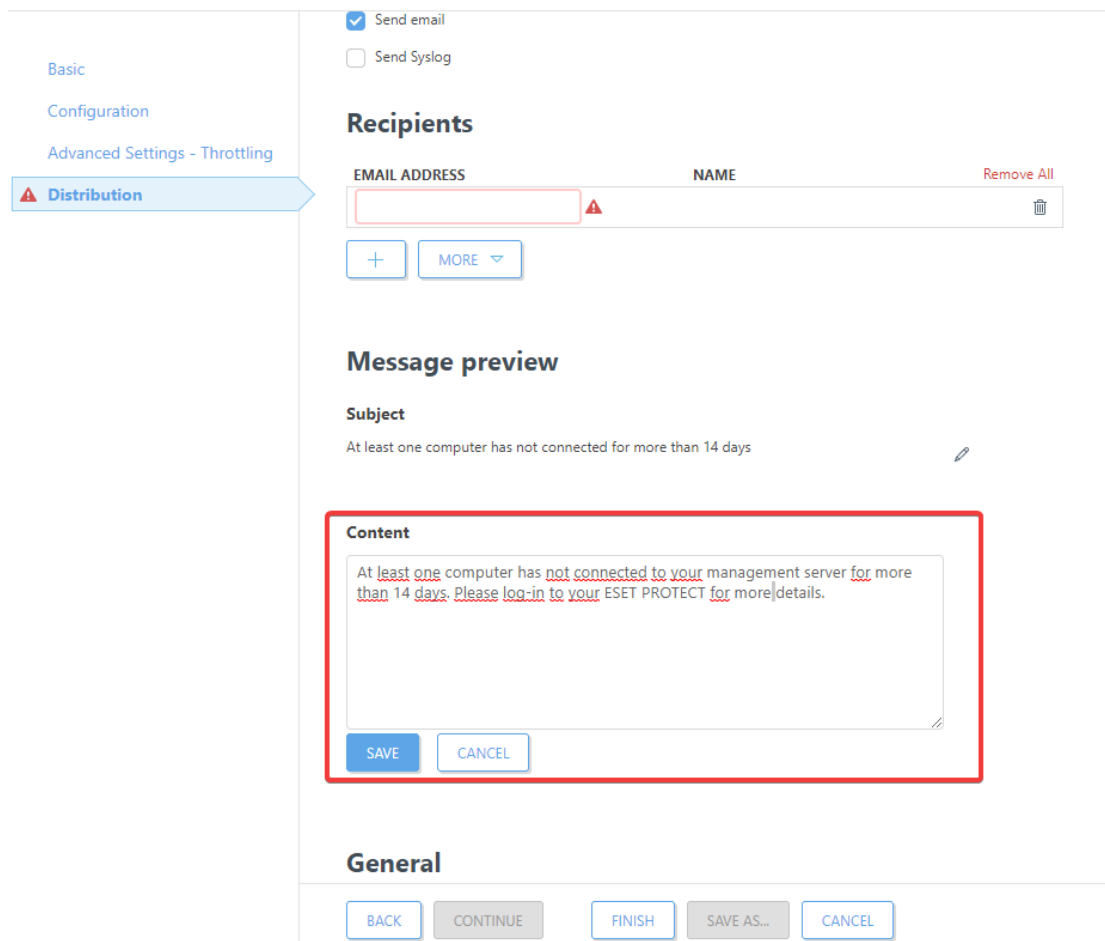
Steef | ESET Nederland - 2021-01-27 - [Comments \(0\)](#) - [ESET Security Management Center](#)

ISSUE

When using the default notification in ESMC/ESET PROTECT: *At least one computer has not connected for more than 14 days*, you are not able to enrich the subject and or body with variables . (e.g. Computer name, Static group name and the last connected timestamp)

Edit Notification

[Notifications](#) > [At least one computer has not connected for more than 14 days](#)



Basic

Configuration

Advanced Settings - Throttling

▲ Distribution

Send email

Send Syslog

Recipients

| EMAIL ADDRESS | NAME | Remove All |
|----------------------|------|------------|
| <input type="text"/> | | |

Message preview

Subject

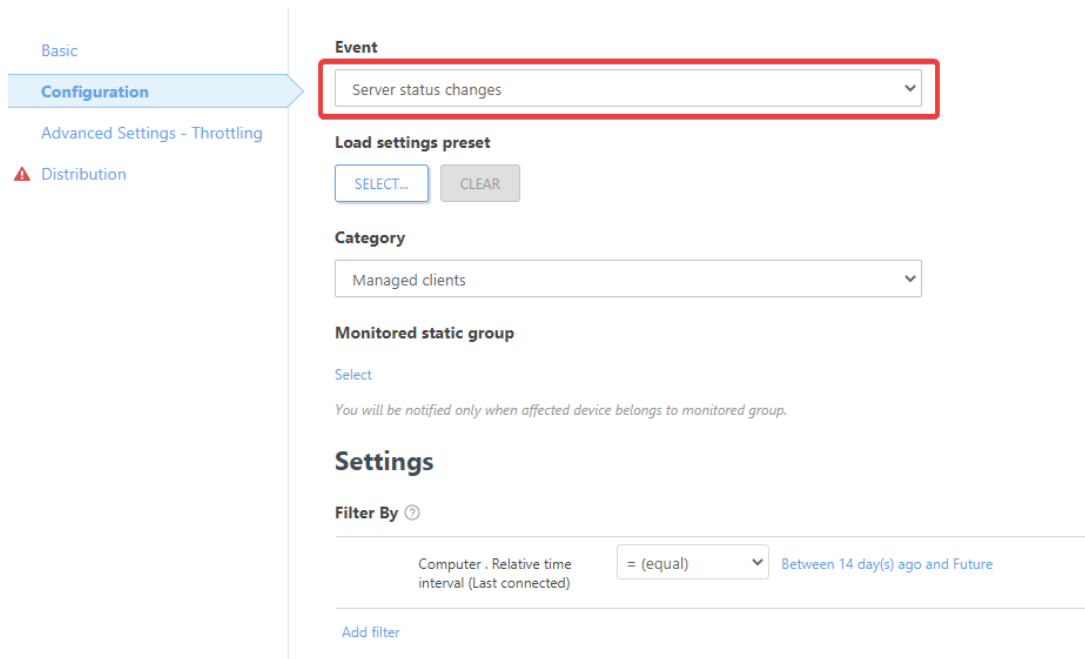
At least one computer has not connected for more than 14 days

Content

At least one computer has not connected to your management server for more than 14 days. Please log-in to your ESET PROTECT for more details.

General

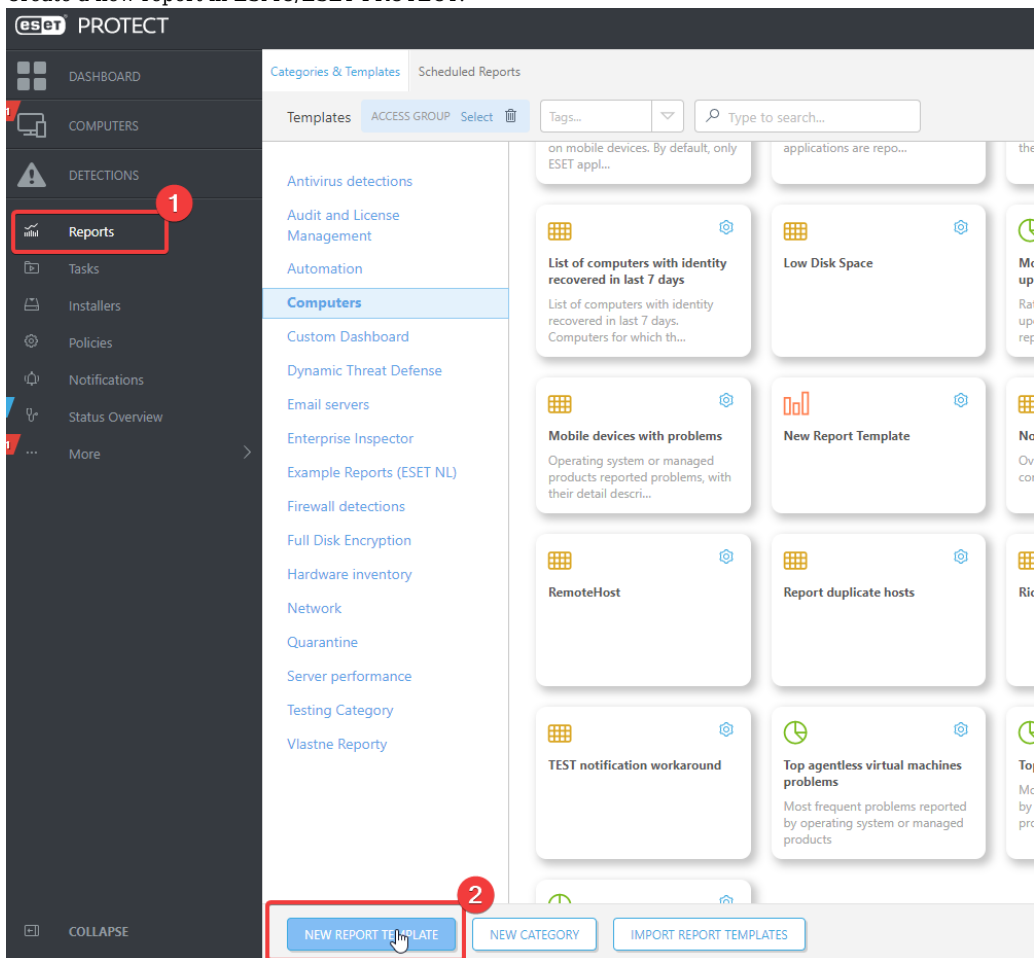
This is by design for the following notification Event: Server status changes.



SOLUTION

You can create the following workaround using the scheduled report functionality:

1. Create a new report in ESMC/ESET PROTECT.



2. Give the new report a logical name.

Edit Report Template

Reports > TEST notification workaround

Basic

Chart

Data

Sorting

Filter

Summary

Basic

Name

Description

Tags

[Select tags](#)

Category

[Computers](#)

BACK CONTINUE FINISH SAVE AS... CANCEL

3. Set the Display table checkmark.

Edit Report Template

Reports > TEST notification workaround

Basic

Chart

Data

Sorting

Filter

Summary

Table

Display Table

Chart

Display Chart

Chart Type

Bar Chart

Title for X axis

Title for Y axis

Preview

[Show Preview](#)

BACK CONTINUE FINISH SAVE AS... CANCEL

4. Add at least the following table columns.

Edit Report Template

Reports > TEST notification workaround

Basic

Chart

Data

Sorting

Filter

Summary

Table Columns

| | | |
|----------------------------------|-------|----|
| Computer - Computer name | ↓ ↗ | 🗑️ |
| Static group - Static group name | ↓ ↑ ↗ | 🗑️ |
| Computer - Last connected | ↑ ↗ | 🗑️ |

[Add Column](#)

Preview

[Hide Preview](#)

✔ **Preview is limited to first 100 values.**
In some cases, data collection starts only after the report template is created. In that case, the report template may be correct even if you see an empty preview.

| Computer name | Static group name | Last connected |
|----------------------|-------------------|----------------------|
| win10-2004.lab.local | Lost & found | 2021 Jan 12 20:31:49 |
| desktop-ugrr3nj | Lost & found | 2021 Jan 13 17:03:44 |
| desktop-7dap322 | Lost & found | 2021 Jan 13 16:08:09 |

[BACK](#) [CONTINUE](#) [FINISH](#) [SAVE AS...](#) [CANCEL](#)

5. Set the following filter.

Edit Report Template

Reports > TEST notification workaround

Basic

Chart

Data

Sorting

Filter

Summary

Filter by

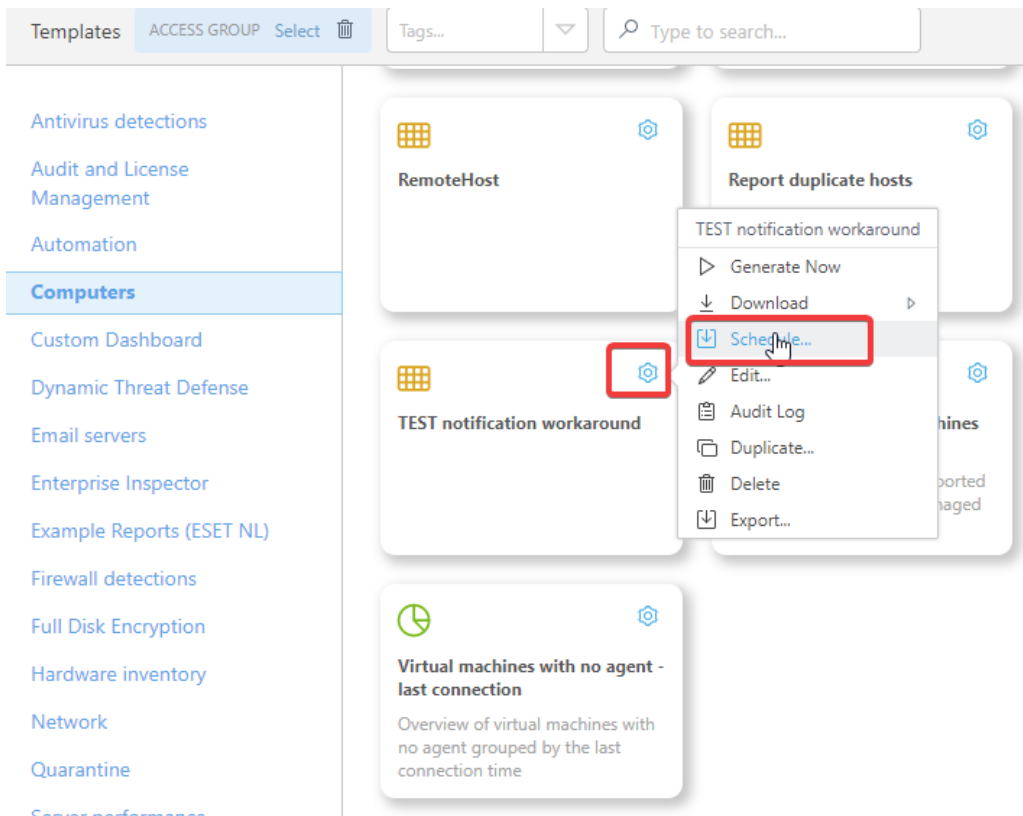
Computer - Relative time interval (Last connected) = (equal) Between 15 day(s) ago and 14 day(s) ago; Only whole day(s)

[Add Filter](#)

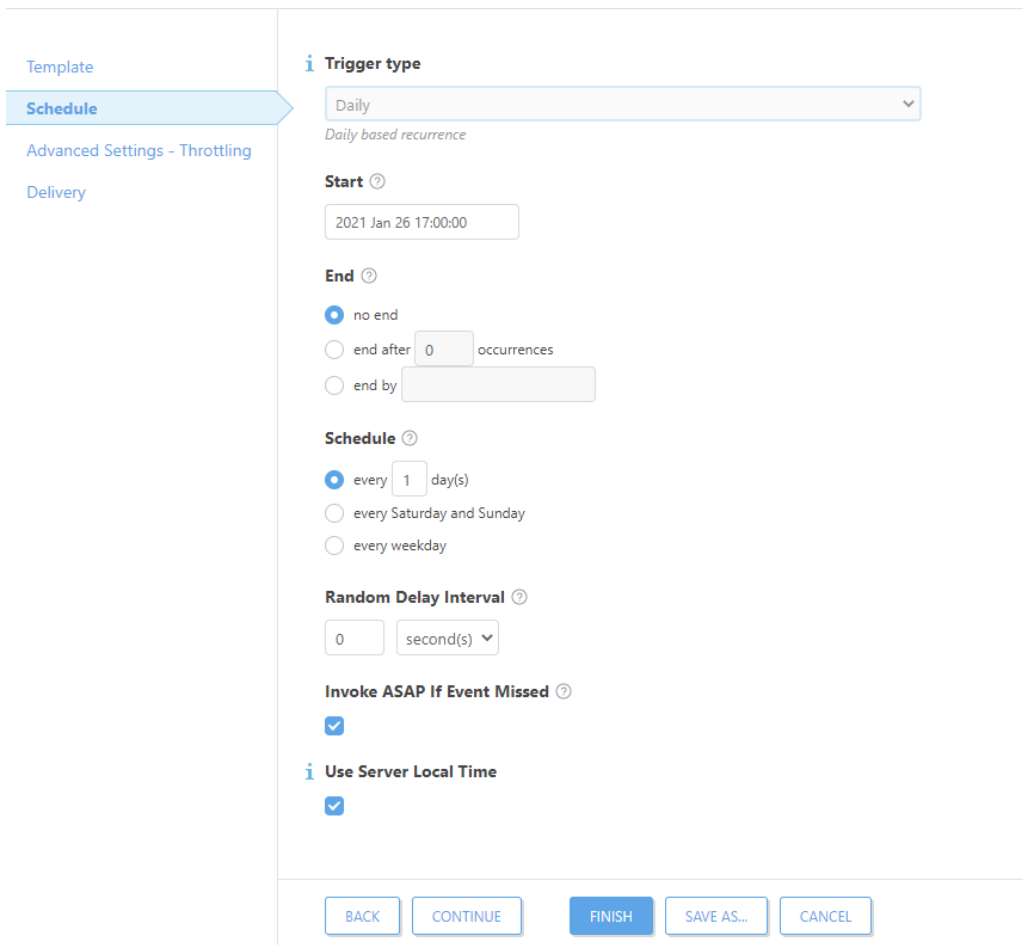
Preview

[Show Preview](#)

6. Now create a schedule for the newly created report.



7. Set your preferred scheduling options.



8. In the delivery section, make sure "Send email if report is empty" is unchecked.

Edit Scheduled Report

Reports > Generate report: TEST notification workaround, (2021 Jan 26 17:50:56)

Template

Schedule

Advanced Settings - Throttling

Delivery

Report delivery

Send email

Save to file

Email Message

Send To ⓘ

Someone@eset.nl

[Add CC](#) [Add BCC](#)

Customize message ⓘ

Send email if report is empty ⓘ

[+ Show print options](#)

[BACK](#) [CONTINUE](#) [FINISH](#) [SAVE AS...](#) [CANCEL](#)

Now you will receive a report via email with computer(s) which are not connected for more than 14 days. If there are no computers matching the criteria no report/email is send.