

ESET Tech Center

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

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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"/>		

+ MORE ▾

Message preview

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

Content

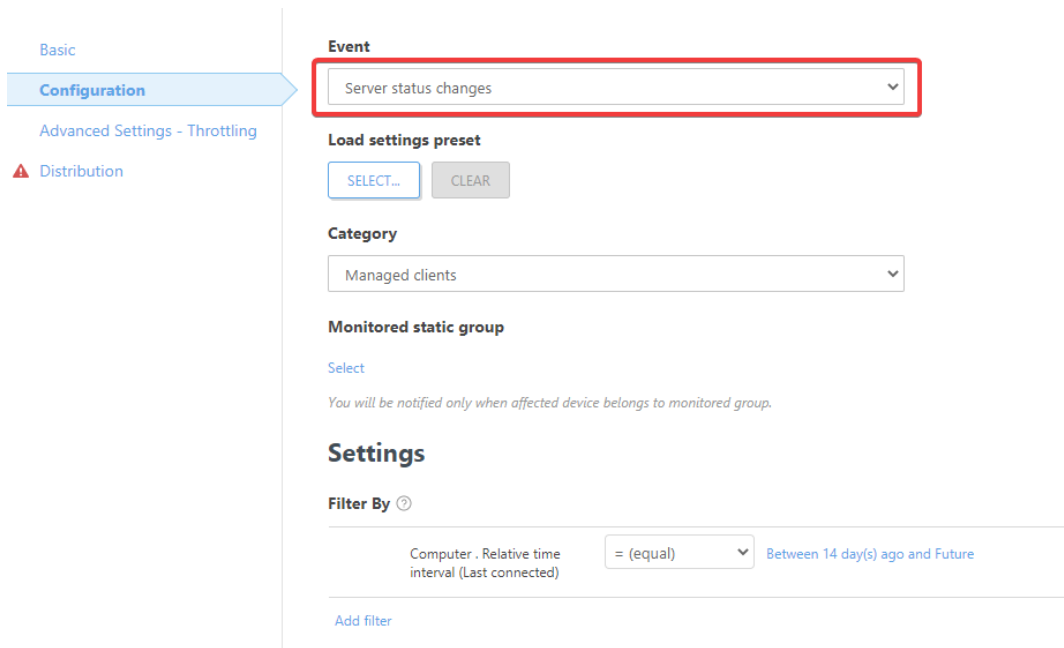
At least one computer has not connected to your management server for more than 14 days. Please log-in to your ESET PROTECT for more details.

SAVE CANCEL

General

BACK CONTINUE FINISH SAVE AS... CANCEL

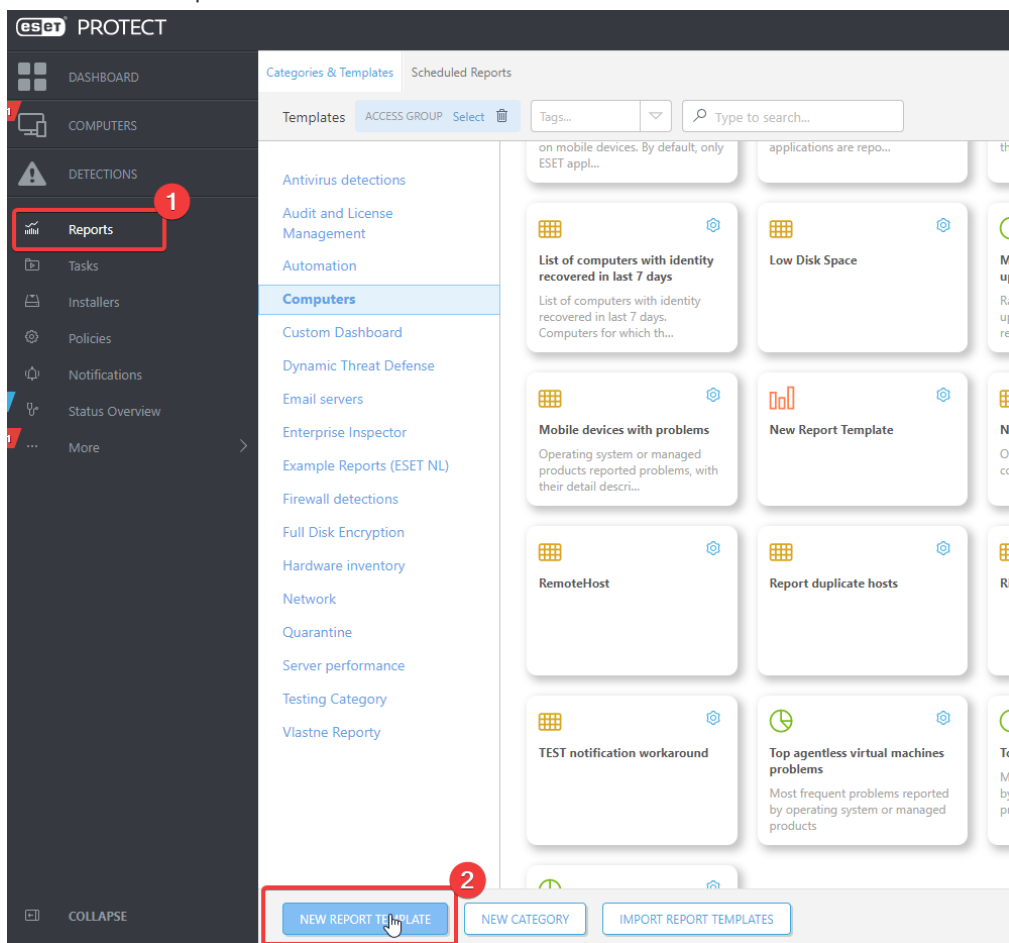
This is by design for the following notification Event: Server status changes.



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.

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.

Basic
Chart
Data
Sorting
Filter
Summary

Filter by

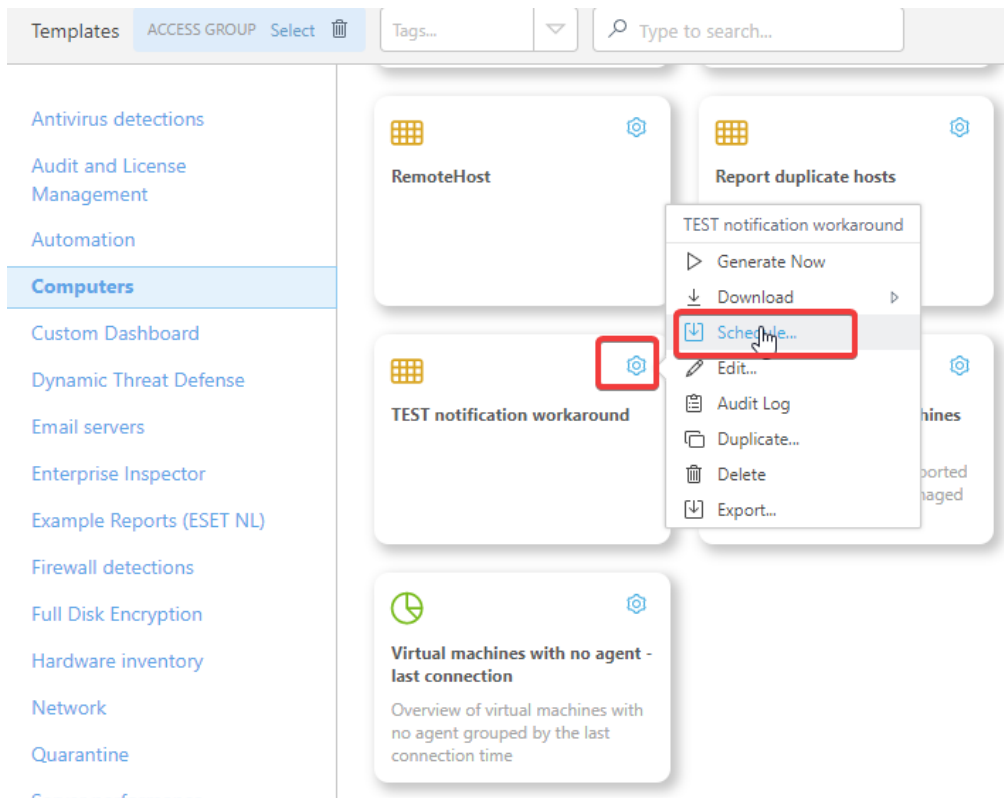
Computer - Relative time interval (Last connected)	= (equal)	Between 15 day(s) ago and 14 day(s) ago; Only whole day(s)	🗑️
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[Add Filter](#)

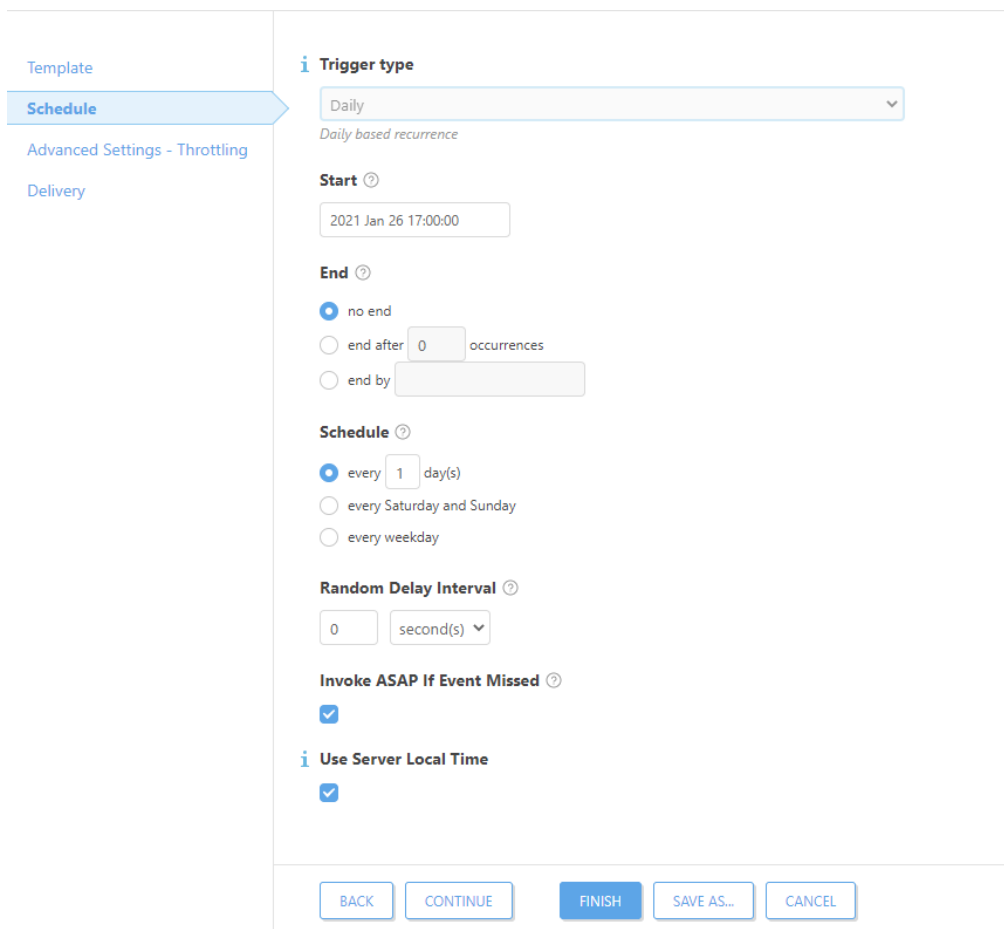
Preview

[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)

The screenshot shows the 'Edit Scheduled Report' interface. On the left, a navigation menu includes 'Template', 'Schedule', 'Advanced Settings - Throttling', and 'Delivery'. The 'Delivery' option is highlighted with a red box and a blue arrow pointing to the right. The main content area is titled 'Report delivery' and contains the following options:

- 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](#)

At the bottom of the interface, there are five buttons: 'BACK', 'CONTINUE', 'FINISH', 'SAVE AS...', and '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.