

## ESET Tech Center

[Knowledgebase](#) > [Legacy](#) > [ESET Security Management Center](#) > [Notification: At least one computer has not connected for more than 14 days](#)

**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	
<input type="text"/>		<div>Remove All</div> <div></div>

+

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.

Basic

**Configuration**

Advanced Settings - Throttling

Distribution

Event

Server status changes

Load settings preset

SELECT... CLEAR

Category

Managed clients

Monitored static group

Select

You will be notified only when affected device belongs to monitored group.

Settings

Filter By ?

Computer . Relative time interval (Last connected)

= (equal)

Between 14 day(s) ago and Future

Add filter

## SOLUTION

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

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

The screenshot shows the ESET PROTECT web interface. On the left sidebar, the 'Reports' option is highlighted with a red box and a red circle containing the number '1'. At the bottom of the sidebar, the 'NEW REPORT TEMPLATE' button is also highlighted with a red box and a red circle containing the number '2'. The main content area shows a grid of report templates under the 'Scheduled Reports' tab. The templates include: 'List of computers with identity recovered in last 7 days', 'Low Disk Space', 'Mobile devices with problems', 'New Report Template', 'RemoteHost', 'Report duplicate hosts', 'TEST notification workaround', and 'Top agentless virtual machines problems'.

2. Give the new report a logical name.

## Edit Report Template

Reports > TEST notification workaround

### Basic

Chart

Data

Sorting

Filter

Summary

### Basic

#### Name

TEST notification workaround

#### 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

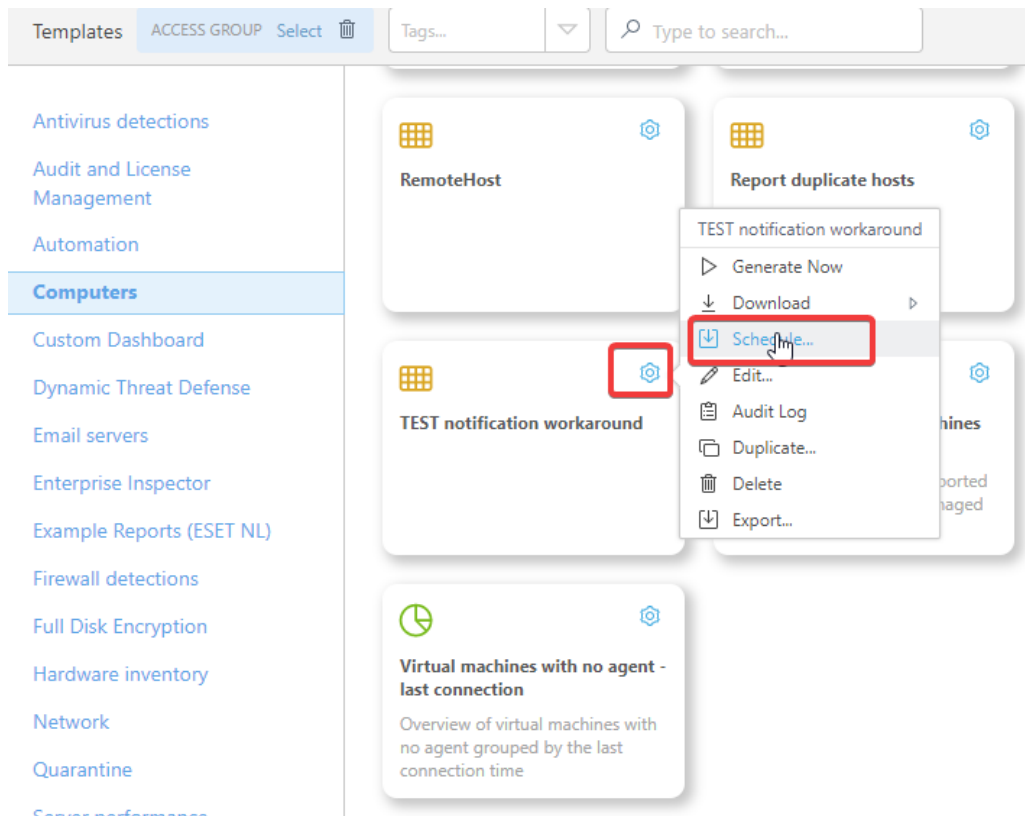
Computer . Relative time interval  
(Last connected) = (equal) Between 15 day(s) ago and 14 day(s) ago; Only whole  
day(s)

[Add Filter](#)

### Preview

[Show Preview](#)

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



7. Set your preferred scheduling options.

The screenshot shows the 'Schedule' configuration page in the ESET console. The left sidebar has 'Template', 'Schedule' (highlighted), 'Advanced Settings - Throttling', and 'Delivery'. The main content area is titled 'Trigger type' and shows a 'Daily' trigger type with a dropdown arrow. Below this, the 'Start' time is set to '2021 Jan 26 17:00:00'. The 'End' section has three options: 'no end' (selected), 'end after 0 occurrences', and 'end by'. The 'Schedule' section has three options: 'every 1 day(s)' (selected), 'every Saturday and Sunday', and 'every weekday'. The 'Random Delay Interval' is set to '0 second(s)'. The 'Invoke ASAP If Event Missed' checkbox is checked. At the bottom, there is a section 'Use Server Local Time' with a checked checkbox. At the very bottom are buttons for 'BACK', 'CONTINUE', 'FINISH', 'SAVE AS...', and 'CANCEL'.

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](#)**

**i Report delivery**  
☒ Send email  
☐ Save to file

**Email Message**  
**Send To** ⓘ  
  
[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.