

ESET Tech Center

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What options are there for remotely managing client workstations using ESET Remote Administrator?

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<https://support.eset.com/kb3565>

Solution

From the ESET Remote Administrator Console (ERAC), there are a variety of options for remotely managing client workstations. Click a topic below to jump to more information.

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Policy Manager

The ESET Remote Administrator (ERA) Policy Manager allows administrators to create policy configurations (settings, rules, reporting, etc.) and apply them to individual users, sub-groups or entire networks as needed. Policy Manager enables users to see the configuration that is being enforced on a given client workstation, and ensures that this configuration is reapplied each time the client workstation checks in to the ESET Remote Administrator Server (ERAS). For more information about using Policy Manager, see the following Knowledgebase article:

[What is ESET Remote Administrator \(ERA\) Policy Manager and how does it work?](#)

View Data For This Client

In the **Clients** tab, right-click the client workstation you want to review, select **Data for this Client** from the context menu and then click the type of data you need.



Figure 1-1

Click the image to view larger in new window

Request Data

In the **Clients** tab, right-click the client workstation you need data from, select **Request Data** from the context menu, and then click the type of data you need to request (you can also click **Request All** to populate all available data for this client workstation).

Information automatically updated at regular intervals

All of the information available from the **Request Data** menu is automatically gathered at regular intervals (except for SysInspector). You can initiate a request for the most up-to-date information at any time.



Figure 2-1

Click the image to view larger in new window

Push installation / uninstallation

You can push installation / uninstallation packages out to client workstations reporting to your ESET Remote Administrator Console by following the steps below:

1. Complete the [ESET Remote Administrator Push Installation Requirements and Checklist](#).
2. Follow the step-by-step instructions in the appropriate

Knowledgebase article:

- [Push installations](#)
- [Push uninstallations](#)

Pushing to more than 20 client workstations

See the following Knowledgebase article for detailed instructions:

[How do I push install to more than 20 client workstations at a time?](#)

For help troubleshooting common push installation issues, see the following Knowledgebase article:

[ESET Remote Administrator Push Installation and Push Uninstallation Errors](#)

Basic Networking Tools

You can execute network commands for endpoints directly from ERAC. This includes RDP, Shutdown, Restart, Wake on LAN and ping commands. To run these actions on specific client workstations, right-click the client workstation (or workstations), select **Network Action** from the context menu, and then click the action you want to execute. All of these network actions match actions that already exist within the Microsoft Windows operating system. As such, networking options that do work on the Windows operating system will not work in ERAC.



Figure 3-1

Click the image to view larger in new window



Additional configuration required

Some additional configurations are needed for certain Network Action items:

Ping: The ping status was successful if the "Status" displays 0% (% loss) ([click to view a screenshot](#))

Wake on LAN: The network card must be supported and enabled in the system BIOS ([click to view a screenshot](#))

Share: File Sharing/Network Discovery must be enabled

RDP: "Allow remote access" is required – to enable, open **System**  **Remote Settings**  **Remote** and allow connections

Groups

A **Parametric Group** is an effective tool that network administrators can use to manage client workstations on their server. Parametric groups can be used for view filtering, notifications and for applying tasks and policies. By defining and implementing a parametric group, administrators can apply specific settings to workstations meeting certain criteria (i.e. operating system). The following article demonstrates how to create a parametric group and link it to a policy:

[How do I set up a Parametric Group in ESET Remote Administrator?](#)

A **static group** is an effective tool that network administrators can use to manage client workstations on their server. Static groups can be used for notifications and for applying tasks and policies. By defining and implementing a static group, administrators can apply specific settings to the same group of workstations consistently. The following article demonstrates how to create a static group and link it to a policy:

[How do I set up and assign a policy to a static group in ESET Remote Administrator?](#)

Notifications and Reports

You can configure ESET Remote Administrator Server to send email (SMTP) reports and notifications to a designated email address. For

more information, see the following Knowledgebase article:

[How do I set up ESET Remote Administrator Server to send email reports and notifications?](#)

Configuration Task

When you edit or create a configuration .xml file in the ESET Configuration Editor, you need to implement those changes on the client configurations on the network. Use the following steps to apply a new or updated .xml configuration:

[How do I push out .xml configurations to client computers on the network?](#)

Tags

ERA 5.x