ESET PSA plugin Service Release 2.1 has been released

2024-11-14 - Steef | ESET Nederland - Comments (0) - Feature release

ESET PSA plugin Service Release 2.1 is now available after logging into the ESET PSA plugin portal.

Changelog

- Modified: The dashboard widget now shows Billing and Ticketing synchronization information separated into individual lines indicating the last and next synchronization time
- Modified: The rules for PSA connection addresses were modified to enable on-premises integrations
- Modified: Dynamic Group map tree now shows also Static Groups, allowing Dynamic Groups that are children of Static Groups to be used when creating monitors for tickets
- Added: You can now manually close tickets from the Ticket Log section
- Added: Connection status indicator in the ESET PROTECT Connections table to indicate if a server is reachable by the PSA plugin
- Added: A warning indicator in the Dynamic Group Monitors section was added to indicate if the PSA plugin can monitor a Dynamic Group
- Added: A warning indicator in the Map Customers to Contracts section to indicate if a mapped PSA contract becomes inactive, alerting the user that it may no longer accept adjustments
- Improved: The backend has been updated to increase performance and resolve various bugs

Support resources

ESET provides support through a fully localized app and Online Help (user guides), online Knowledgebase, and applicable to your region, chat, email or phone support.

- Release notes for ESET PSA plugin
- ESET PSA plugin Online Help contains information for users

For other questions, such as troubleshooting, FAQ and video tutorial, search the ESET Knowledgebase.