Release Announcement: ESET MSP Administrator 2.5.6 + API 1.0.32 (Service Release)

2020-10-22 - Steef | ESET Nederland - Comments (0) - Releases

Let me inform you about successful service release of ESET MSP Administrator 2 and ESET MSP Administrator 2 API into production today.

The major scope of this release includes:

- completely new Dashboard and License management screens for MSP Managers, MSPs, and Managed MSPs
- ESET Cloud Office Security license and provisioning functionality globally available in EMA2 from October 29, 2020

IMPORTANT: one of the biggest benefit of this release is fix of license usage errors and duplicity appearing in EMA2 (with no impact on billing). Unfortunately, this will cause partial unavailability of license usage in next 3-4 days until data will be migrated and checked properly.

- License usage from Jan 2020 to Sep 2020 is available now in detail of customer. Complete availability of license usage reports within this period will be provided till tomorrow, October 23.
- License usage availability for Oct 2020 will be provided till tomorrow, October 23.
- License usage availability for 2019 will be provided till Wednesday, October 28.

EMA2 Change Log

New features and major changes:

- New ECOS license and provisioning functionality for MSPs, MSP Managers, and Managed MSPs
- Completely new Dashboard for MSPs, MSP Managers, and Managed MSPs
- Completely new Licenses management screen for MSPs, MSP Managers, and Managed MSPs
- List of displayed pricelists was extended by IPLs which
    1. will be validated from next month
    2. are expired less than one month
- EMA2 Terms of Use were updated by condition which allows EMA2 user to use ESET software as part of the MSP program for the provision and commercial service
- Several minor or invisible improvements

Bug-fixes:

- Expired pricelists wrongly appearing in the list of pricelists were fixed
- Operations with expired trial licenses ending in error were fixed
- Dysfunctional "Apply for discount" feature on customers was fixed
- Duplicity in license usage was fixed
- Other fixes

Know issues:

- Daily usage graph might display only limited period of days
- Some requests might take longer than expected
- Various errors might appear during displaying daily usage for license
- Reset backup codes operation might ends up with error
- Multiple activated devices might appear on ESET Endpoint Security for Mac OS X
- Wrong consumed units might be displayed on this products (with no impact on billing)
    1. ESET Secure Authentication SDK
    2. ESET Security for Microsoft SharePoint Server (per Server)

Affected Products

- ESET MSP Administrator 2

Release version

- 2.5.6

EMA2 API Change Log

New features and major changes:

- Managed MSP can be switched from trusted to untrusted and vice versa

Bug-fixes:

- Issue concerned with incorrect usage after API integration was fixed
- Inability to create/edit MSP through API was fixed
- Issues concerned with manage MSPs and licenses were fixed
- Other fixes

Affected Products

- ESET MSP Administrator 2 API

Release version

- 1.0.32