ESET Remote Administrator does not display quarantined threats (5.x)

Ondersteuning | ESET Nederland - 2025-03-07 - Reacties (0) - 5.x

https://support.eset.com/kb3293

Issue

You receive notifications that files have been quarantined on client workstations, but the **Quarantine** tab in ESET Remote Administrator Console does not display these files.

Details

Solution

1. Open the ESET Remote Administrator Console (ERAC) by clicking **Start → All Programs → ESET → ESET Remote Administrator Console → ESET Remote Administrator Console**, or by double-clicking the ERAC icon on your desktop.

2. Click **Tools → Server Options**, click the **Advanced** tab and then click **Edit Advanced Settings**.



Figure 1-1

3. Expand **Advanced**, select **Scheduling options for less frequent internal tasks** and then click **Edit**.

4. Enter a lesser value (for example 30) in the **Frequency** field to increase the frequency with which the ERAC refreshes quarantine entries and click **OK**. ERAC may exhibit slower performance once this value is modified, for this reason we recommend that you lower it incrementally until you are satisfied with quarantine reporting and overall performance.



Figure 1-2
Click the image to view larger in new window

- Tags
- ERA 5.x