How do I reconnect client workstations that have been orphaned or disconnected from ESET Remote Administrator? (5.x)

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

https://support.eset.com/kb3618

Issue

A client workstation was orphaned or disconnected because it was pointed at an absent or incorrect server

Solution

There are five recommended methods for troubleshooting this issue. Click the method below best suited for your environment to see step-by-step instructions:

Push ESET Endpoint products version 5.0.2260.x with correct server
Create a CNAME record within DNS
Install ERAS and ERAC on another machine with the same IP address
Email a configuration file
Perform IP address/server name update on each individual workstation

Method I: Push ESET Endpoint products version 5.0.2260.x with correct server

You can create a push install package with the most current version 5.x build (5.0.2260.x) and push it to client workstations with a policy that specifies the correct ESET Remote Administrator Server.

For client workstations running version 4.2 to 5.0.2229 only

We do not recommend this method for orphaned client workstations running version 3.x or 6.x of ESET endpoint products.

1. Open the ESET Remote Administrator Console (ERAC) by clicking **Start → All programs → ESET → ESET Remote Administrator Console → ESET Remote Administrator Console**.

2. Click the **Remote Install** tab, click **New Search**, and create a new search based on IP address.



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

3. When you are finished, select the search you just created and click **Run**.



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

4. Right-click the orphaned client workstation(s) and select **Windows Push Installation** from the context menu.



Figure 1-3
Click the image to view larger in new window

5. Select the client workstation, click **Set** (or **Set All** if there are multiple client workstations with the same credentials), enter the credentials for this client and then click **OK → Next**.



Figure 1-4

6. Click **Open Package Manager**.



Figure 1-5

7. Click **Add**.



Figure 1-6

8. Either browse your local machine for an .msi installer file, or click **Download From the Web**. Make sure you have selected an installer file for the most current version 5.x build (5.0.2260.x) of ESET Endpoint Antivirus or ESET Endpoint Security. When you are finished, click **Create**.



Figure 1-7

9. Click **Edit**.



Figure 1-8

10. Expand **Windows desktop v5** → **Kernel** → **Settings** → **Remote administration**, select **Primary server address**, and then type the correct server IP address into the **Value** field



Figure 1-9
Click the image to view larger in new window

11. Select **Interval between connections to server (min.)**, type **0** into the **Value** field, and then click **Console** → **Yes** to save your changes.



Figure 1-10
Click the image to view larger in new window

12. Click **Save As**, enter a name for this new package, click **Save** and then click **Close**.



Figure 1-11
Click the image to view larger in new window

13. Make sure the correct package is selected and click **Next**.



Figure 1-12

14. Click **Finish**. If the push installation is successful, the orphaned clients you pushed this package out to should be reconnected to the correct ESET Remote Administrator Server the next time they check in.

Method II: Create a CNAME record within DNS

You can create a CNAME record within DNS Manager that points all traffic going to the old server name to your new server name. For more information on this method, see the Microsoft Knowledge Base article on this topic.

Alias and Target Host

When using this method, make sure that the "Alias" is the old or incorrect server, and that the "Target Host" is the new or correct server.

Method III: Install ERAS and ERAC on another machine with the same IP address or hostname

1. Install ESET Remote Administrator Server and Console on another machine that has the same IP Address or hostname as the one the orphaned/disconnected clients are trying to connect to.

2. Set up a policy within ESET Remote Administrator on the new machine which redirects the clients to check in to the correct server name. When the clients check in to the incorrect server, they will pull down the default policy and be redirected to check in to the correct server.

IP address and hostname conflicts

When using this machine, make sure there are no other machines on the network with the same IP address or hostname as the "dummy" machine you are using in step 1.

Method IV: Email a configuration file

1. On the computer where ESET Remote Administrator is installed, click **Start → All Programs → ESET → ESET Remote Administrator Console → ESET Configuration Editor**.

2. Expand **Windows desktop v5** → **Kernel** → **Settings** → **Remote administration**.

3. Peform the following configurations:

    - Select **Connect to Remote Administrator server** and select the check box next to **Yes/No**.
    - Select **Interval between connections to server (min.)** and type **0** into the **Value** field.
    - Select **Primary server address**, enter the correct IP address or hostname into the **Value** field

4. Click the diskette icon to save your changes.



Figure 4-1
Click the image to view larger in new window

5. Enter a name for the configuration file and save it to your Desktop.

6. Email this configuration (.xml) out to users that have been orphaned/disconnected. Those users should then:

    a. Save the configuration file.

    b. Open ESET Endpoint Security or ESET Endpoint Antivirus. How do I open my ESET product?

    c. Click **Setup** → **Import and export settings**.



Figure 4-2
Click the image to view larger in new window

    d. Select **Import settings** and click the **browse** (...) button.



Figure 4-3

    e. Navigate to the saved configuration (.xml) file, select it, and then click **Open**.



Figure 4-4

    f. Click **OK** to save your changes. This workstation should now reconnect to ERAS the next time it attempts to check in.



Figure 4-5

Method V: Perform IP address/server name update on each individual workstation

1. Open ESET Endpoint Security or ESET Endpoint Antivirus. How do I open my ESET product?

2. Press the **F5** key to open Advanced setup.

3. Expand **Tools** and select **Remote Administration**.

4. Make sure the check box next to **Connect to Remote Administrator server** is selected and then enter the correct IP address for the ESET Remote Administrator Server into the **Server address** field. When you are finished, click **OK** to save your changes.



Figure 5-1
Click the image to view larger in new window

5. Open ESET Remote Administrator Console and verify that the client workstation is listed in the **Clients** tab.

- Tags
- ERA 5.x