

ESET Tech Center

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Configure the restart or shutdown behavior of computers managed by ESET PROTECT

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Issue

- When a task that requires a restart or shutdown of an endpoint managed by ESET PROTECT is executed, the client computer may restart or shut down without notice
- Configure the behavior of restart or shutdown in tasks to notify the user or allow the user to postpone the restart or shutdown
- Supported versions
- Configure restart or shutdown options

Solution

Supported versions

Every time you configure a task in ESET PROTECT or ESET PROTECT Cloud that requires a restart or shutdown of a client computer, you can configure the behavior of the endpoint computer.

The restart or shutdown feature is currently supported in:

- ESET PROTECT version 9.1 and later
- ESET PROTECT Cloud version 3.4 and later
- ESET Management Agent version 9.1 and later
- Client computers must be protected with ESET Endpoint Antivirus or ESET Endpoint Security version 9.1 and later

The restart or shutdown feature will be available in other products in the future.



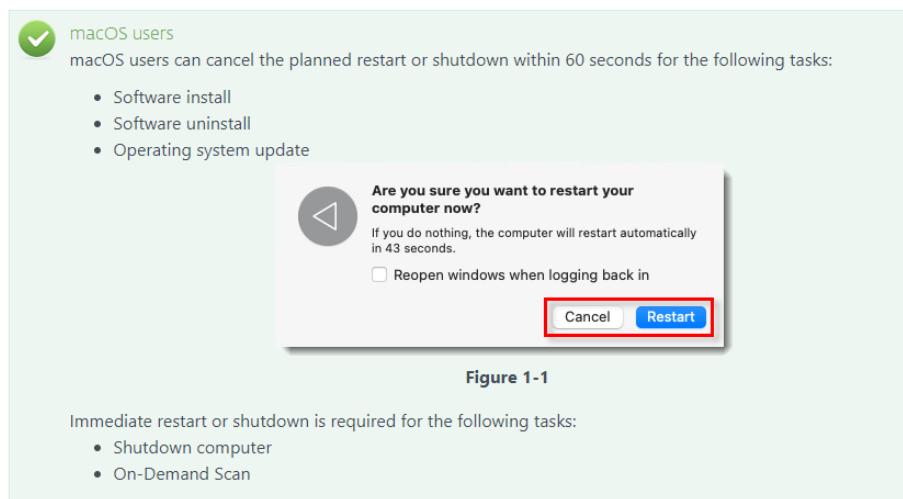
Linux users

The restart or shutdown configuration feature is not available in the Linux operating system.

Configure restart or shutdown options

1. [Open the ESET PROTECT Web Console](#) in your web browser and log in.
or
[Open ESET PROTECT Cloud Web Console](#) in your web browser and log in.
2. Click **Tasks** → **New** → **Client Task**.

3. Select a **Task Category**. Select a **Task**. Click **Continue**. Tasks that can be configured to require a restart or shutdown of an endpoint include:
 - Software install or Software uninstall, if you select the check box next to **Automatically reboot when needed**
 - Operating system update, if you select the check box next to **Allow reboot**
 - On-demand Scan, if you select the check box next to **Shutdown computer after scan**
 - Shutdown computer
 - ESET PROTECT Components Upgrade (the task is available only in ESET PROTECT), if you select the check box next to **Automatically reboot when needed**
 - Upgrade Agent (the task is available only in ESET PROTECT Cloud), if you select the check box next to **Automatically reboot when needed**



4. In the **Settings** window, you can configure the following behavior.
 - **Action type**: For tasks with this option enabled, from the **Action type** drop-down menu, you can select if you want the client computer to restart or shut down when the task is completed.
 - **Postpone**: From the **Postpone** drop-down menu, you can allow a maximum amount of time for which the user of the client computer can postpone the restart or shutdown.
 - **Cancel**: Select the check box next to **Cancel** to allow the user of the client computer to cancel the restart or shutdown.
5. Click **Finish**.
6. On the client computer, messages will appear depending on the time remaining before the forced restart or shutdown. The user must click one of the options, either **Restart Now** (or **Shut down**) or **Remind Me Later**, where the user can either click **Remind Me Later** to postpone the restart by 10 minutes or select a different option from the drop-down menu.

- **Blue message:** More than 1 hour before the restart or shutdown
- **Yellow message:** Less than 1 hour before the restart or shutdown
- **Red message:** Less than 10 minutes before the restart or shutdown