

Create a dual update profile configuration with ESET Remote Administrator (5.x)

Ondersteuning | ESET Nederland - 2025-03-07 - [Reacties \(0\)](#) - [5.x](#)

<https://support.eset.com/kb3036>

Issue

Configure remote clients/mobile users to first attempt to update from the local LAN Update Server (Mirror), then through the Internet, directly from the ESET update servers

If you are managing both version 5.x and version 4.x/3.x client workstations, create separate dual update profiles for each.

Solution

A new version has been released

Version 6 of ESET Remote Administrator (ERA) and ESET business products were released in North America December 11th, 2014, and globally February 25th, 2015. This article applies to version 5.x and earlier ESET business products. For information about what's new in the latest version and how to upgrade, see the following article:

[What's new in ESET version 6 business products?](#)

I. Create a new profile

1. Open the ESET Remote Administrator Console (ERAC) by clicking **Start** → **All Programs** → **ESET** → **ESET Remote Administrator Console** → **ESET Remote Administrator Console**.
2. Click **Tools** → **Policy Manager**.
3. Select the policy that you want to modify and click **Edit**.



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

4. Expand **Windows desktop v5** → **Update**. Right-click **Profile (My profile)** and select **New Profile** from the context menu.

For version 4/3 client workstations

Expand **Windows product line v3 and v4** → **Update**, right-click **Profile (My profile)** and select **New Profile** from the context menu.



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

5. In the **New Profile** window, deselect the check box next to **Use default profile name**, type a name in the **New Profile name** field and click **OK**.



Figure 1-3

6. Expand **Profile (Internet Updating)** → **Settings**.
7. Click **Username** and type your ESET-issued Username into the **Value** field.



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

8. Click **Password** → **Set Password** and type your ESET-issued Password into the **Enter Password** and **Confirm Password** fields. Click **OK** to save your changes. Continue to part II to activate your new profile.



Figure 1-5

Click the image to view larger in new window

II. Activate the new profile

1. Expand **Windows desktop v5** → **Kernel** → **Settings** → **Scheduler/Planner** (see Figure 2-1).
2. Click **Scheduler/Planner** → **Edit**.



Figure 2-1

Click the image to view larger in new window

3. Click **Add** in the **Scheduled tasks** window.
4. Select **Update** from the **Scheduled task** drop-down menu and click **Next**.
5. Type **Regular automatic update** into the **Task name** field, select **Repeatedly** and then click **Next**.



Figure 2-2

6. Leave the **Interval between task execution (min.)** at **60** and click **Next**.
7. Make sure that **Wait until the next scheduled time** is selected and click **Next**.
8. Review the settings of your task and click **Finish**.
9. Select **Primary profile**, then select **My Profile** from the **Value** drop-down menu.



Figure 2-3

10. Select **Secondary profile**, select **user-defined name** from the **Value** drop-down menu, type **Internet Updating** into the **Value** field and then click **OK**.



Figure 2-4

11. Select **Regular automatic update** and click **Change ID** (see Figure 2-5)
12. Type **64** into the **Task ID** field and click **OK** (an ID of '64' tells the software that the scheduled task being created is a Regular automatic update). Click **OK** again to exit the **Scheduled tasks** window.



Figure 2-5

Click the image to view larger in new window

13. Click **Console** → **Yes** to save your changes. Client workstations will have to check in, get the policy change, then wait until the next scheduled interval before they will automatically fail over and use the secondary update profile. If client workstations attempt to manually force an update through the client GUI, it will not be updating using the scheduled task and therefore will not fail over to the second profile.

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