

ESET Tech Center

Kennisbank > Legacy > Legacy ESET Remote Administrator (6.x / 5.x / 4.x) > 5.x > Create a user account for console access in ESET Remote Administrator (5.x)

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Ondersteuning | ESET Nederland - 2024-08-28 - Reacties (0) - 5.x

<https://support.eset.com/kb3038>

Issue

Creating and managing custom user accounts for console/server authentication using the User Manager tool in ESET Remote Administrator

Logging on to the ESET Remote Administrator Console to manage client workstations using different accounts with different permissions

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?](#)

Solution

Administrator and Read-Only user accounts

Administrator and **Read-Only** are predefined ESET Remote

Administrator Server users. These user accounts cannot be deleted and their permissions cannot be edited.

1. In the ESET Remote Administrator Console (ERAC), click **Tools** → **User Manager**.
2. To create a custom account, click **New**, enter the **User name** and **Password**, and then click **OK** to confirm.



Figure 1-1

Click the image to view larger in a new window

3. Select the newly created account and define its **Permissions** by selecting the check box(es) next to the appropriate items. This will define the level of access the user has and the specific tasks he can perform. Once you defined permissions, click **OK** to confirm and then close the **User Manager**. You can now use this account to log in to the ERAC and manage clients or perform tasks, depending on permissions.



Figure 1-2

Click the image to view larger in a new window

4. To access an overview of the activity of each user account, click **Tools**, select the account in the **User Manager** window and click **View Audit Log**.



Figure 1-3

Click the image to view larger in new window

The Audit Log monitors and logs all changes to the configuration and performed actions by all ERAC users. It can help administrators keep track of all ERAC-related activity, including potentially unauthorized access.



Audit Log

The Audit Log displays ERAC changes logged to the database. The Audit Log doesn't include other logs (such as file logs).



Figure 1-4

Click the image to view larger in a new window

Tags
Create User
ERA 5
ERA 5.x
User Account