ESET File Security for Microsoft Windows Server 6.x FAQ

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https://support.eset.com/kb5542

Issue

Frequently asked questions (FAQ) for ESET File Security for Microsoft Windows Server 6

What's new in ESET File Security for Windows Server 6.5

Solution

What's new in EFSW 6.5? | System Requirements | Download, install and activate | Windows Server Core | Changelog and Known Issues

1. **What is ESET File Security for Microsoft Windows Server?**
   ESET File Security provides advanced protection for file servers while keeping system resource use to a minimum. ESET File Security eliminates the need to install ESET Endpoint products on servers.

   Data Access Protection

   - Anti-Phishing
   - Device Control

   Scanning and Update Options

   - Idle-State Scanner
   - Update Rollback
   - Postponed Updates
   - Local Update Server

2. **What's new in ESET File Security 6.5?**

ESET File Security is focused on stability and performance. It addresses common issues reported in the past with endpoint products used on servers, and includes new features that ensure easier installation on servers.

New features in version 6.5:

- Policy merging for array-type of settings managed by ESET Remote Administrator (for example, definition lists for scanning exclusions)
- Support for standard keyboard shortcuts in eShell allowing advanced control of command history

Improved features in version 6.5:

- Detection capabilities of infected master boot records (MBR) in Hyper-V guests
- Significantly reduced snapshot manipulation overhead when scanning Hyper-V guests with multiple virtual drives
- Updated discovery methods for automatic Hyper-V exclusions utilizing Windows Management Instrumentation (WMI) to identify exact file locations

3. **Which versions of Microsoft Windows Server are supported by ESET File Security for Microsoft Windows Server?**

   - Microsoft Windows Server 2003 — 2012 R2

   For a full list of supported Windows Server operating systems as well as Storage, Small Business and MultiPoint servers, visit the following Knowledgebase article:

   Click to view ESET File Security System Requirements

4. **How do I download ESET File Security?**
   ESET File Security can be downloaded from the ESET download page or from the following Knowledgebase article:

How do I install and activate ESET File Security for Microsoft Windows Server? (6.x)

4. **What is the difference between ESET File Security for Microsoft Windows Server and ESET File Security for Microsoft Windows Server Core?**
   ESET File Security for Microsoft Windows Server Core is a performance-optimized version of ESET File Security for Microsoft Windows Server (EFSW). Unlike EFSW, ESET File Security for Microsoft Windows Server Core (EFSC) does not include the graphical user interface.

   > Important: EFSW Server Core version 4.5 is not compatible with ESET Remote Administrator version 6.x
   >
   > The EFSW 6.x installer includes EFSC for Windows Server Core installations. For EFSC installation instructions, see ESET File Security installation steps.

6. **Can I edit the default automatic exclusions?**
   No, automatic exclusions are hard-coded and were created according to Microsoft's recommendations for particular Windows server products.

6. **Which version of ESET File Security for Microsoft Windows Server should I use?**
   You should use the appropriate version for your network to ensure proper functionality.

   ESET Remote Administrator 5.x and earlier: Use ESET File Security 4.5
   ESET Remote Administrator 6.2 and later: Use ESET File Security 6.x

   Configure your download for the correct version number and system architecture from the following ESET download page:

Download ESET File Security for Microsoft Windows Server

6. **Is it free to upgrade to ESET File Security 6.x?**
   Yes. If you have an active license for ESET File Security, you can upgrade to the latest version for free. If you are using an earlier version of ESET File Security, contact your local reseller, distributor or ESET office for more information.

   North American customers can contact ESET Sales Support directly:

   - **United States:** 866-343-3738, option 2 (Monday – Friday, 6:00 a.m. – 6:00 p.m., PT)

   Upgrade from EFSW 4.5 to EFSW 6

6. **How do I purchase a license for ESET File Security?**
   Business users can purchase ESET File Security for Microsoft Windows Server by contacting their local reseller, or in North America, by calling ESET Sales Support directly:

   - **United States:** 866-343-3738, option 2 (Monday – Friday, 6:00 a.m. – 6:00 p.m., PT)
   - **Canada:** 416-637-1470 (Monday – Friday, 8:00 a.m. – 5:00 p.m., ET)

10. **Can ESET File Security for Microsoft Windows Server 6 be used with ESET Remote Administrator?**
    ESET File Security for Microsoft Windows Server version 6.x can be remotely managed through ESET Remote Administrator version 6.2 and later.

10. **Can multiple scanning engines be used?**
    Yes, multiple scanning engines can be run simultaneously on a server with EFSW installed.

Changelog and Known Issues

Changelog for version 6.5.12007

Added: Policy merging for array-type of settings managed by ESET Remote Administrator (for example, definition lists for scanning exclusions)

Added: Support for standard keyboard shortcuts in eShell allowing advanced control of command history

Improved: Detection capabilities of infected master boot records (MBR) in Hyper-V guests

Improved: Significantly reduced snapshot manipulation overhead when scanning Hyper-V guests with multiple virtual drives

Improved: Updated discovery methods for automatic Hyper-V exclusions utilizing Windows Management Instrumentation (WMI) to identify exact file locations

Improved: Virtual disk labelling in scan-log to allow positive identification when errors occur during scanning

Fixed: Results of Idle-state scanning are not being recorded in regular scanning logs

Fixed: Access delay in opening network-stored Microsoft Office documents on Windows Server 2003

Fixed: Automatic exclusions for Internet Information Services (IIS) on Microsoft Windows Server 2016

Fixed: When managing with ESET Remote Administrator, despite a locked item in a policy distributed by ESET Remote Administrator, you can still disable certain protection modules using GUI or eShell (including Anti-Stealth, Anti-Phishing and Document protection, which includes Automatic exclusions switch)

Fixed: Various minor bug fixes and documentation improvements

- Tags
- EFSW