

# ESET Tech Center

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## How do I configure an ESET Endpoint Security push installation to prevent loss of network connectivity? (5.x)

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<https://support.eset.com/kb2233>

### Issue

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Prevent loss of Internet connectivity on client computers due to firewall settings when performing a remote installation

### Details

### Solution

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#### 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?](#)

1. Open the ESET Remote Administrator Console (ERAC) by

clicking **Start → All Programs → ESET → ESET Remote Administrator Console → ESET Remote Administrator Console**, or by double-clicking the ERAC icon on your desktop.

2. Click the **Remote Install** tab.
3. Click **Actions→ Manage Packages**.
4. If you have already created your install package, select it from the **Type** drop-down menu and [skip to step 5](#). If you have not yet created an install package, follow the steps below to create a new install package that will install ESET Endpoint Security on client workstations:
  - a. Click **Add**.



**Figure 1-1**

- b. Click **Download From The Web**, click the name of the ESET product you want to install on client workstations and then save the installer file to your system.
- c. Click **Create** to add the installer file to your install package (see Figure 1-2).



**Figure 1-2**

**Click the image to view larger in new window**

- d. Repeat steps b and c to add a second installer file to your installation package (this allows for the creation of one installation package that can be applied to both 32-and 64-bit machines).
- e. When you have added both installer files to your install package, click **Save As**, give your install package a name and then click **Save**.



**Figure 1-3**

5. Click **Edit** in the **Edit/Select configuration associated with this package** section.



**Figure 1-4**

6. Expand **Windows desktop v5 → Personal firewall → Settings → Filtering mode** and select **Automatic mode with exceptions** from the **Value** drop-down menu.



**Figure 1-5**

**Click the image to view larger in new window**

7. Expand **Windows desktop v5 → Personal firewall → Settings → Rule setup** and click **Edit**.



**Figure 1-6**

**Click the image to view larger in new window**

8. In the **Rules** tab, click **Add default** and deselect the check boxes next to **Block incoming NETBIOS requests** and **Block incoming RPC requests**.



**Figure 1-7**

**Click the image to view larger in new window**

9. Click the **Zones** tab in the same window and click **Add default**. Double-click **Trusted zone** to edit the entries.



**Figure 1-8**

**Click the image to view larger in new window**

10. Click **Add IPv4 address**. In the **Remote IP address** window, select **Subnet** and enter the address and subnet mask of the trusted network. Click **OK**, and then click **OK** again in the **Zone**

**setup** window to confirm.



**Figure 1-9**

**Click the image to view larger in new window**

11. In the **Zone and rule setup** window, click the **Advanced setup** tab and click **Add default**.
12. Configure **Allowed services** to fit the needs of your network and then click **OK** to confirm your choices.



**Figure 1-10**

**Click the image to view larger in new window**

13. Make any other desired configuration changes and then click **Console**. Click **Yes** when prompted to save your configuration.
14. In the **Installation Packages Editor** window, click **Save**. You have now created an installation package for ESET Endpoint Security.

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Related articles:

[Use ESET Remote Administrator to configure an ESET Endpoint Security deployment to prevent loss of network connectivity \(6.x\)](#)