How do I create a task to sync ESET Remote Administrator Open Virtual Appliance (OVA) with Active Directory? (6.x)

Ondersteuning | ESET Nederland - 2025-03-07 - Reacties (0) - Legacy ESET Remote Administrator (6.x / 5.x / 4.x)

https://support.eset.com/kb3665

Issue

A synchronization task is required to synch the ESET Remote Administrator (ERA) Virtual Appliance or ERA for Linux with Active Directory

If automatic synchronization fails in ERA for Windows Server, you can use a task to sync ERA with your Active Directory

Configure communication between your ERA Virtual Appliance and your existing Active Directory.

No agent icon next to computer name and inability to push install

Solution

Prerequisites

For the Active Directory (AD) sync task to run effectively, it is important that all AD objects that will be synced and their corresponding DNS and reverse DNS records are correct on all servers. Any inconsistency in these items can result in incorrect sorting of AD objects or excess AD objects being placed in the **Lost and Found** group.

Solution

1. Open ESET Remote Administrator Web Console (ERA Web

Console) in your web browser and log in.

2. Click **Admin** → **Server Tasks** → **Static Group Synchronization** and then click **New**.



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

3. Type a **Name** for your new task into the appropriate field and select **Static Group Synchronization** (selected by default) from the drop-down menu. We recommend that you select the check box next to **Run task immediately after finish** for the fastest response time.



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

4. Expand **Settings** and click **Select** under **Static Group Name**. Select the static group that will receive new computers and users from Active Directory and then click **OK**.



Figure 1-3
Click the image to view larger in new window

5. In the **Server Connection Settings** section, type the following information into the corresponding fields:

    - **Server**: Type the Servername or IP address of your domain controller.

    - **Login**: Type the login credentials for your domain controller in the format **DOMAIN\username**.

        > ### Type the domain and username in all caps
        >
        > Be sure to type the domain and username in all caps, as Linux systems require this formatting in order to properly authenticate queries to an Active Directory server.

    - **Password**: Type the password used to log on to your domain

controller.



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

6. Select the check box next to **Use LDAP instead Active Directory**.

7. The **LDAP Parameters** settings will be displayed.
   Click **Custom** next to **Presets** and select **Active Directory**.



Figure 1-5
Click the image to view larger in new window

8. Select the check box next to **Use Simple Authentication**.

Computer Description Attribute field in ERA 6.5

The **Computer Description Attribute** field is available when configuring LDAP. Only attributes of the type `Directory String` can be used.

Attribute	Example
dNSHostName	windows10.admin.mydomain
cn	WINDOWS10
name	WINDOWS10
operatingSystem	Windows 10 Enterprise N
operatingSystemVersion	10.0
sAMAccountName	WINDOWS10$
servicePrincipalName	windows10.admin.mydomain
description	Default container for upgraded computer accounts

9. Click **Browse** next to **Distinguished Name**. Your Active Directory tree will be displayed. Select the top entry to sync all groups with ERA, or select only the specific groups that you want to add. Click **OK** when you are finished.



Figure 1-6

Click the image to view larger in new window

10. Click **Finish**. Your new task will be displayed in the list of tasks on the right and will run at the time you specified.

- Tags
- ERA 6.x