

ESET Tech Center

Kennisbank > Legacy > Legacy ESET Remote Administrator (6.x / 5.x / 4.x) > 5.x > How do I specify custom client data within ESET Remote Administrator? (5.x)

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Ondersteuning | ESET Nederland - 2025-03-07 - Reacties (0) - 5.x

<https://support.eset.com/kb3438>

Issue

Set up custom client data that is not readily available within ESET Remote Administrator (ERA)

Details

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. Add custom client data to an ERA policy

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**.
4. Expand **Windows desktop v5** → **Kernel** → **Settings** → **Remote administration** and then click **Custom Client Data**.
5. Enter the custom client data that you would like to specify into the **Value** field. When you are finished, click **Console** → **Yes** to save your settings.



Figure 1-1

Click the image to view larger in new window

6. Click **OK** to exit Policy Manager. As the client workstations assigned to this policy check in to the ERA server, they will receive the custom client info that you specified.

II. Display the custom client info in a column within the ERA Clients Tab

To add custom client info to the **Clients** tab in the ERAC, follow the steps in the article below (be sure to select the check box next to **Configuration Custom Client Info** in step 5):

[Display custom information, such as System memory \(RAM\) and Processor, for client workstations using ESET Remote Administrator \(5.x\)](#)

Task interval

Once you have applied these settings, allow time for the data to display in the **Custom Info** column(s) of ERA. By default, this kind of internal ERA task occurs every 11 minutes.

