

ESET Tech Center

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How do I temporarily disable Protection Features on client workstations using ESET Remote Administrator? (5.x)

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<https://support.eset.com/kb3647>

Issue

Enable or disable Real-time file system protection, Web Access Protection, Personal firewall, and/or Email Scanning from the ESET Remote Administrator Console

Solution

Only disable these features for troubleshooting purposes

Disabling these features can limit your security and should only be considered for troubleshooting purposes.

1. Open ESET Remote Administrator Console (ERAC) by clicking **Start** → **All Programs** → **ESET** → **ESET Remote Administrator Console** → **ESET Remote Administrator Console**.
2. Click the **Clients** tab, right-click a client workstation, and then click **New Task** → **Protection Features**.



Figure 1-1

Click the image to view larger in new window

3. In the **Protection Features** window, locate the security module you want to enable/disable and select or deselect the check box next to that module. (This is for disabling temporarily only.)

About disabling Protection Features

- One click will instruct the client to disable the module; two clicks will instruct the client to enable the module.
- The text inside the parentheses will reflect what status the module will be set to after the task is applied
- If you are disabling a module, you should set the time interval for deactivation using the drop-down menu at the bottom of the **Protection Features** window (the default is a 10 minute deactivation). If you wish to permanently disable a security module, you will need to use Policy Manager.

4. When you are finished setting the status that will be applied to the client's security modules, click **Next**.



Figure 1-2

5. Select the client workstation(s) you want to send the Protection Features task to in the **All items** pane, click **>>**, and then click **Next**.



Figure 1-3

6. Verify the details of the task in the **Task Report** window and then click **Finish**. The task will be applied to the client(s) when they check in to the ESET Remote Administrator Server. You can apply at a later time by checking the "Apply Task After" then set the time and date you wish the task to be rolled out at. Remember that the workstation will need to check in to ESET Remote Administrator and receive this command before the task is actually applied.



Figure 1-4

Tags
ERA 5.x