My client workstations are not receiving the correct policy/settings—what should I do? (5.x)

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https://support.eset.com/kb3557

Issue

- A client workstation receives the incorrect policy
- Settings are not updating on a client workstation
- You manually assign a policy to a client workstation that is already assigned to a different policy
- Your client workstation is not checking into ESET Remote Administrator to receive new or updated policies

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. Verify that the client workstation is actively checking in to ESET Remote Administrator

Follow the steps in the following Knowledgebase article:

> Verify that your client workstations are actively checking in to ESET Remote Administrator.

II. Verify that there is a policy rule to apply a policy to the client workstation

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. Right-click the client workstation receiving the wrong policy and select **Set Policy** from the context menu.

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

3. A list of currently available policies will appear in the new window. Select the policy you want assigned and click **Set Policy**.

   Figure 1-2

4. In the **Client** tab, confirm that your desired policy name (set in step 3) is listed in the **Requested Policy Name**column for that client workstation.

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

5. Click **Tools** → **Policy Manager**.

6. Click the **Policy Rules** tab. If there are no policy rules listed, Policy Manager is not automatically changing the policy for your client. If you have Policy Rules listed, click **Run Policy Rule Now** → **Yes** → **OK**.

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

7. Locate the client you manually assigned a new policy to and verify that the policy listed in the **Requested Policy Name** column has changed. If it remains the same, there is no Policy Rule being applied to your client, or the Policy Rule affecting your client is configured to assign the same policy you selected. If the Requested Policy Name has changed, this means a Policy Rule is automatically assigning a policy to that client.

III. Verify that there is not a different policy rule being applied that is reverting the changes

To determine which Policy Rule is being applied to a client, please see the information below regarding how the policy rules work:

A Policy Rule will automatically apply a specified policy to a client workstation if the client matches the rule’s Client Filter Parameters. These filter parameters can include, for example, the IP address of the client, or the Remote Administrator group membership of the client.

Each Policy Rule will only apply one policy to clients that match its Client Filter Parameters. The policy applied by each Policy Rule is listed in the **Policy** column.

Policy Rules are only active if the check box to the left of the rule name is selected.

Policy Rules are applied using top-down priority. If the Client Filter Parameters of two or more rules will apply to the same client, the highest matching rule in the list will apply and all other rules will be ignored.

If you feel a particular Policy Rule is automatically assigning a policy to one of your clients that should have a different policy, review the Client Filter Parameters for your Policy Rules to see if the client matches any of the rules.

1. Click **Tools** → **Policy Manager**.

2. Click the **Policy Rules** tab and select the Policy Rule you want to review. The Client Filter Parameters will be displayed at the bottom of the window.

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

3. If you identify a Policy Rule whose Client Filter Parameters apply to a client workstation currently receiving the wrong policy, deselect the check box next to that Policy Rule, click **Run Policy Rules Now** → **Yes** → **OK** → **OK**. If, after completing this step, the Requested Policy Name (in the **Clients** tab) no longer changes, you have identified the rule that is causing the client's policy to change. If the Requested Policy Name still changes, there is another rule applying the policy to the client, or the client matches the Client Filter Parameters of multiple Policy Rules.

- Tags
- Policy