ESET Tech Center

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Notification: At least one computer has not connected for more than 14 days

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ISSUE

When using the default notification in ESMC/ESET PROTECT: At least one computer has not connected for more than 14 days, you are not able to enrich the subject and or body with variables . (e.g. Computer name, Static group name and the last connected timestamp)

	Send email	
Basic	Send Syslog	
Configuration	Recipients	
Advanced Settings - Throttling	EMAIL ADDRESS NAME Remov	ال م
Distribution		Ē
	Message preview	
	Subject	
	At least one computer has not connected for more than 14 days	
	Content	
	At least one computer has not connected to your management server for more	
	than 14 days. Please log-in to your ESET PROTECT for more details.	
	SAVE	
	General	

This is by design for the following notification Event: Server status changes.

	Basic	Event
	Configuration	Server status changes
	Advanced Settings - Throttling	Load settings preset
A	Distribution	SELECT CLEAR
		Category
		Managed clients 🗸
		Monitored static group
		Select
		You will be notified only when affected device belongs to monitored group.
		Settings
		Filter By 🗇
		Computer . Relative time = (equal) interval (Last connected) Between 14 day(s) ago and Future
		Add filter

SOLUTION

You can create the following workaround using the scheduled report functionality:

1. Create a new report in ESMC/ESET PROTECT.

а.		Templates ACCESS GROUP Select	Tags	Type to search	
		Antivirus detections	on mobile devices. By default, on ESET appl	ly applications are repo	
, ul	Reports	Audit and License Management			9
		Automation	List of computers with identity recovered in last 7 days	Low Disk Space	
		Computers	List of computers with identity recovered in last 7 days.		
		Custom Dashboard	Computers for which th		
		Dynamic Threat Defense			
		Email servers	=	≥ 0o0 «	۵
		Enterprise Inspector	Mobile devices with problems	New Report Template	- 1
		Example Reports (ESET NL)	Operating system or managed products reported problems, with	1	
		Firewall detections	their detail descri		
		Full Disk Encryption	(mm) (mm)		6
		Hardware inventory			ŝ,
		Network	RemoteHost	Report duplicate hosts	- 1
		Quarantine			
		Server performance			
		Testing Category			5
		Vlastne Reporty			·
			TEST notification workaround	Top agentless virtual machines problems	5
				Most frequent problems reported by operating system or managed products	

2. Give the new report a logical name.

Edit Report Template	
Reports > TEST notification workaround	
Basic	Basic
Chart	Name
Data	
	TEST notification workaround
Sorting	
Filter	Description
Summary	
Summary	
	Tags
	Select tags
	Category
	Computers
	BACK CONTINUE FINISH SAVE AS CANCEL

3. Set the Display table checkmark.

Edit Report Template

Reports > TEST notification workaround

Basic	Table
Chart	Display Table
Data	
Sorting	Chart
Filter	Chart
Summary	Display Chart
	Chart Type
	Bar Chart 🗸
	Title for X axis
	Title for Y axis
	Preview
	Show Preview
	BACK CONTINUE FINISH SAVE AS CANCEL

 $\label{eq:4.4} \mbox{Add} \mbox{ at least the following table columns.}$

ic	Table Columns				
rt					
a	Computer . Computer name		↓ ∠*	1	
ing	Static group . Static group name		↓↑∠"		
r				Ŵ	
ımary	Computer . Last connected		↑ ⊿	Ŵ	
	Add Column				
	Preview Hide Preview				
	Hide Preview ✓ Preview is limited to first 100	n starts only after the report template is cr	reated. In that case	, the report tem	plate may be correct eve
	Hide Preview ✓ Preview is limited to first 100 In some cases, data collection	n starts only after the report template is cr		, the report tem	plate may be correct eve
	Hide Preview Preview is limited to first 100 In some cases, data collection if you see an empty preview.	n starts only after the report template is cr	Las		
	Hide Preview Y Preview is limited to first 100 In some cases, data collection if you see an empty preview. Computer name win10-2004/Jablocal desktop-ugrr3nj	n starts only after the report template is cr Static group name Lost & found Lost & found	Las 20 20	it connected 21 Jan 12 20:31:4 21 Jan 13 17:03:4	9
	Hide Preview ✓ Preview is limited to first 100 In some cases, data collection if you see an empty preview. Computer name win10-2004JabJocal	n starts only after the report template is cr Static group name Lost & found	Las 20 20	it connected 21 Jan 12 20:31:4	9
	Hide Preview Preview is limited to first 100 In some cases, data collection if you see an empty preview. Computer name win10-2004.lab.local desktop-ugrr3nj	n starts only after the report template is cr Static group name Lost & found Lost & found	Las 20 20	it connected 21 Jan 12 20:31:4 21 Jan 13 17:03:4	19

5. Set the following filter.

sic	Filter by	y		
art		Computer . Relative time interval (Last connected)	= (equal)	Between 15 day(s) ago and 14 day(s) ago; Only whole day(s)
ting	Add Filter			
nmary	Preview	,		
	Show Preview			

6. Now create a schedule for the newly created report.

Templates ACC	ESS GROUP Select 🔟	Tags		e to s	search		
Antivirus detectio Audit and Licens Management		### RemoteHost	٥		eport duplicate	hosts	Ø
Automation					T notification work	around	
Computers				r	Generate Now Download	⊳	
Custom Dashboa	ard			₩	Scheqhile		
Dynamic Threat	Defense	=	0		Edit		0
Email servers		TEST notification	n workaround	Ē	Audit Log Duplicate		hines
Enterprise Inspec	tor			Ŵ	Delete		ported
Example Reports	(ESET NL)			¥	Export		haged
Firewall detection	ns						
Full Disk Encrypt	ion	Θ	0				
Hardware invent	ory	Virtual machines last connection	s with no agent -	L			
Network		Overview of virtua					
Quarantine		connection time	,				
Conver performe							

7. Set your preffered scheduling options.

Template	i Trigger type	
Schedule	Daily	~
Schedule Advanced Settings - Throttling Delivery	Daily based recurrence Start ⑦ 2021 Jan 26 17:00:00 End ⑦ on o end on o end on dafter 0 occurrences ond by Schedule ⑦ o every 1 day(s)	
	 every Saturday and Sunday every weekday Random Delay Interval ③ 0 second(s) ♥ Invoke ASAP If Event Missed ③ ✓ i Use Server Local Time ✓ BACK CONTINUE FINISH SAVE AS CAN 	ICEL

8. In the delivery section, make sure "Send email if report is empty "is unchecked.

Edit Scheduled Report

Reports > Generate report: TEST notification workaround, (2021 Jan 26 17:50:56)

Template	i Report delivery
Schedule	Send email
Advanced Settings - Throttling	Save to file
Delivery	Email Message
	Send To 📀
	Someone@eset.nl
	Add CC Add BCC
	Customize message ⊘
	Send email if report is empty 💮
	+ Show print options
	BACK CONTINUE FINISH SAVE AS CANCEL

Now you will receive a report via email with computer(s) which are not connected for more than 14 days. If there are no computers matching the criteria no report/email is send.