ESET Tech Center

Restore a PUA in ESET Remote Administrator using a hash value and exclude it from detection (6.5)

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Issue

Create a policy to exclude PUAs by their hash value in ESET Remote Administrator

Solution

1. Click **Tools → Quarantine** on the client machine that has already detected the PUA, and verify that the PUA is listed in the Quarantine list.

Figure 1-1

2. Open ESET Remote Administrator Web Console and click **Admin → Quarantine**. Verify that the PUA found on the client machine is listed in the Quarantine list.

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

3. Click **Admin → Client Tasks → Quarantine management → New**. Enter the necessary information in the **Basic** section.

4. Expand the **Settings** section and select **Restore object(s) and**

Exclude in Future from the **Action** drop-down menu.
Select **Hash items** from the **Filter Type** drop-down menu.

5. Click **Add** in the **Hash Item(s)** section under **Filter Settings**, select the check box next to the PUA that was detected on the client machine and click **OK**.

6. Create a trigger and click **Finish** to complete the task.

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

7. On the client machine, navigate to **Exclusions**. The PUA is now listed as an exclusion in the Exclusions list.

Figure 1-4

8. In ESET Remote Administrator Web Console, click **Computers**, select the client computer and click **Show details → Configuration → Request Configuration**.

9. Select **Security product** and click **Convert to Policy**.

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

10. Open the policy you just created and enter the necessary information in the **Basic** section. Expand the **Settings** section, click **Antivirus → Edit → Exclusions**.

11. Select the PUA exclusion and click **Edit**. Select the slider bar next to **Exclude for this computer** and click **OK → Save**. The policy with this excluded PUA is now available to use for any client computer.

Figure 1-6