

# ESET Tech Center

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## Synchronize ESET PROTECT with Active Directory

Steef | ESET Nederland - 2021-05-26 - [Reacties \(0\)](#) - [ESET PROTECT](#)

### Issue

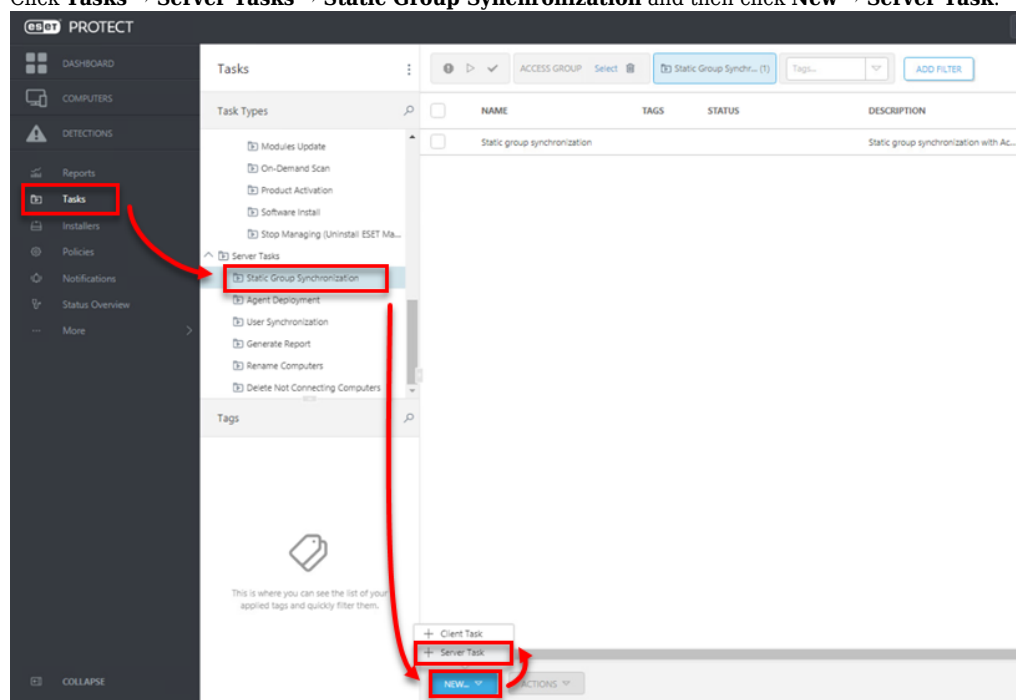
- A synchronization task is required to sync the ESET PROTECT Virtual Appliance or ESET PROTECT for Linux with Active Directory
- If automatic synchronization fails in ESET PROTECT for Windows Server, you can use a task to sync ESET PROTECT with your Active Directory
- Configure communication between your ESET PROTECT Virtual Appliance and your existing Active Directory
- The No agent icon is next to the computer name and the inability to push install

### Solution

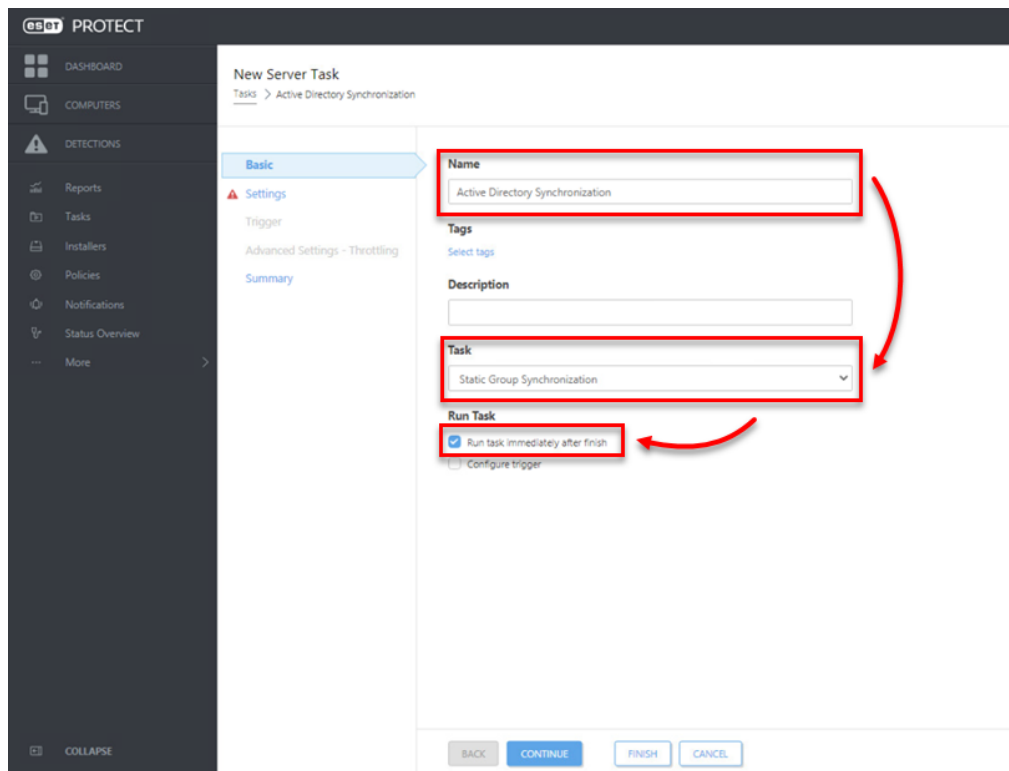
#### Prerequisites

For the Active Directory (AD) sync task to run effectively, it is important that all AD objects that will be synced and their corresponding DNS and reverse DNS records are correct on all servers. Any inconsistency in these items can result in an incorrect sorting of AD objects or excess AD objects being placed in the **Lost and Found** group.

1. [Open the ESET PROTECT Web Console](#) in your web browser and log in.
2. Click **Tasks** → **Server Tasks** → **Static Group Synchronization** and then click **New** → **Server Task**.



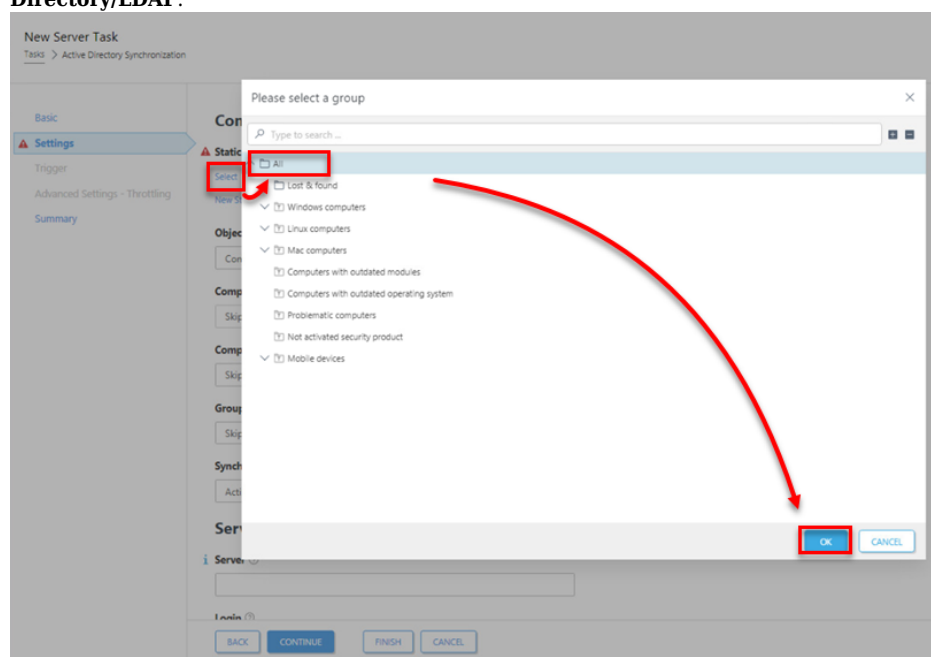
3. Type a **Name** for your new task into the appropriate field and select **Static Group Synchronization** (selected by default) from the **Task** drop-down menu. We recommend that you select the check box next to **Run task immediately after finish** for the fastest response time.



4. Click **Settings** and click **Select** under **Static Group Name**. Select the static group that will receive new computers and users from AD and then click **OK**.

Define the synchronization behavior with AD objects:

- **Object to synchronize**—select **Computers and Groups** or **Only Computers**.
- **Computer Creation Collision Handling**—if the synchronization adds computers that are already members of the Static Group, you can select a conflict resolution method:
  - **Skip**—synchronized computers will not be added.
  - **Move**—new computers will be moved to a subgroup.
  - **Duplicate**—a new computer is created with a modified name.
- **Computer Extinction Handling**—If a computer no longer exists in the AD, you can either **Remove** this computer or **Skip** it.
- **Group Extinction Handling**—If a group no longer exists in the AD, you can either **Remove** this group or **Skip** it.
- **Synchronization Mode**—to synchronize with the AD, select **Active Directory/Open Directory/LDAP**.



5. In the **Server Connection Settings** section, type the following information into the corresponding fields:

- **Server**—Type the Server name or IP address of your domain controller.
- **Login**—Type the login credentials for your domain controller in the format **username@DOMAIN** or **username**. If you are running the ESET PROTECT Server on Windows, use the format **DOMAIN\username**.



Type the domain in all capital letters

Be sure to type the domain in all capital letters, as this formatting is required in order to properly authenticate queries to an AD server.

- **Password**—Type the password used to log in to your domain controller.

New Server Task  
Tasks > Active Directory Synchronization

Basic  
**Settings**  
Trigger  
Advanced Settings - Throttling  
Summary

### Server Connection Settings

**Server** ⓘ

**Login** ⓘ

**Password**

Show password

Use LDAP instead of Active Directory ⓘ  
☐

### Synchronization Settings

**Distinguished Name** ⓘ

BROWSE...

**Excluded Distinguished Name(s)** ⓘ

BACK CONTINUE FINISH CANCEL



You can also pre-set the AD settings in **More → Server Settings → Advanced Settings → Active Directory**. ESET PROTECT uses your credentials by default in AD synchronization tasks ([user synchronization](#), [static group synchronization](#), [domain security group synchronization](#)). When the related fields are left blank in the task configuration, ESET PROTECT uses the pre-set credentials.

- **Host**—the address of your domain controller.
- **Username**—Type the Username for your domain controller in the following format:
  - **DOMAIN\username** (ESET PROTECT Server running on Windows)
  - **username@FULL.DOMAIN.NAME** or **username** (ESET PROTECT Server running on Linux).
- **Password**—passphrase for your username.
- **Root container**—enter the full identification of an AD container (for example: CN=John,CN=Users,DC=Corp). It serves as a pre-set **Distinguished Name**. We recommend that you copy/paste this value from a server task to make sure you have the correct value (copy the value from the **Distinguished Name** field, when it is selected).

6. Select the check box next to **Use LDAP instead of Active Directory**.

Use LDAP instead of Active Directory ?

☒

LDAP Parameters

Presets ?

SELECT...

CLEAR

Use LDAPv3 ?

☒

Use Simple Authentication ?

☒

7. The **LDAP Parameters** settings will be displayed. Under **Presets**, click **Select** and then select **Active Directory**.

New Server Task

Tasks > Active Directory Synchronization

Basic

Settings

Trigger

Advanced Settings - Throttling

Summary

Use LDAP instead of Active Directory ?

☒

LDAP Parameters

Presets ?

SELECT...

CLEAR

Domain Distinguished Name Attribute ?

Server Hostname Attribute ?

Nodes Filter ?

Node Display Name Attribute ?

Computers Filter ?

BACK

CONTINUE

FINISH

CANCEL

8. Select the check box next to **Use Simple Authentication**.

Use LDAP instead of Active Directory ?

☒

## LDAP Parameters

Presets ?

Use LDAPv3 ?

☒

**Use Simple Authentication** ?

☒



#### Computer Description Attribute field in ESET PROTECT

The **Computer Description Attribute** field is available when configuring LDAP. Only attributes of the type Directory String can be used.

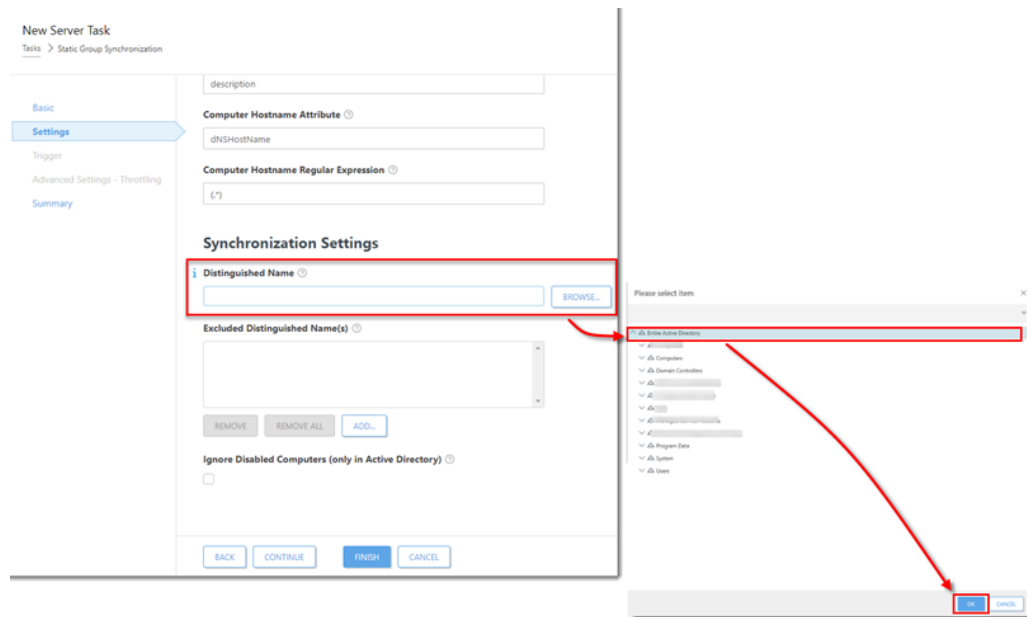
Attribute	Example
dNSHostName	windows10.admin.mydomain
cn	WINDOWS10
name	WINDOWS10
operatingSystem	Windows 10 Enterprise N
operatingSystemVersion	10.0
sAMAccountName	WINDOWS10\$
servicePrincipalName	windows10.admin.mydomain
description	Default container for upgraded computer accounts

9. Click **Browse** next to **Distinguished Name**. Your AD tree will be displayed. Select the top entry to sync all groups with ESET PROTECT, or select only the specific groups that you want to add. Click **OK** when you are finished.



#### AD tree not loading

If the AD tree does not load, deselect the check box next to **Use Simple Authentication** and try again.



10. Click **Finish**. Your new task will be displayed in the list of tasks on the right and will run at the time you specified.