Upgrade ESET Endpoint Security for Android (2.x) using ESET Remote Administrator (6.x)

Ondersteuning | ESET Nederland - 2025-03-06 - Reacties (0) - ESET Endpoint Security Android

https://support.eset.com/kb3735

Issue

Upgrade ESET Endpoint Security for Android 2.x to the latest version using ESET Remote Administrator

Solution

If you do not use ESET Remote Administrator to manage your network

Perform these steps on individual client devices.

Google Play users: Click here

I. Perform a Software Install task using ESET Remote Administrator

1. Open ESET Remote Administrator Web Console (ERA Web Console) in your web browser and log in. How do I open ERA Web Console?
2. Click **Admin** → **Client Tasks**, expand **ESET Security Product**, select **Software Install** and then click **New**.



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

3. Type a name for your task into the **Name** field.

4. Select **Mobile** from the **Task Category** drop-down menu and **Software Install** from the **Task** drop-down menu.



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

5. Expand the **Settings** section, select the check box next to **I agree with application End User License Agreement** and then click **Choose ESET License**. Please note that you will add targets after the task is created.

> ESET Remote Administrator version 6.2.11 and earlier:
>
> Adding targets is done during task creation (for example, after adding a new task and giving it a **Name**, click **Target** to add groups or clients to the task).



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

6. Select the license you want to use and click **OK**.



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

7. Click **Install by direct package URL** and enter the following URL into the blank field: `https://download.eset.com/com/eset/apps/business/ees/android/latest/ees.apk`

8. Click **Finish** when you are finished making changes to your task.



Figure 1-5

Click the image to view larger in new window

9. Click **Create Trigger** when you are asked if you want to add a trigger for the client task. For instructions to assign a trigger to a **Client Task** and define its targets, see the following ESET Knowledgebase article:
    - How do I create a Trigger and add Target computers or groups to execute a Client Task?(6.3 and later)

10. Once the task is completed, a notification will appear on the mobile devices on which it was performed, prompting the user to upgrade their software. The user will need to follow the on-screen instructions to complete the upgrade. Proceed to part II below for step-by-step instructions.

II. Perform the upgrade on an individual mobile device

Google Play version: If your mobile device is set to automatically update Google Play apps, the upgrade will be performed automatically. If your device is set to automatically check for the latest version of this software, follow the instructions below when you receive an upgrade prompt. Administrators can send the **Display Message** task to prompt client devices to upgrade using ESET Remote Administrator.

ESET.com version: If Version Check is disabled in ESET Endpoint Security for Android, the upgrade can be performed by an administrator from the ERA Web Console. If Version Check is enabled, the end-user will automatically be prompted to upgrade each time an upgrade is available (see instructions below). Administrators will be able to see mobile devices running outdated versions of ESET Endpoint Security for Android from the ERA Web Console—administrators can then run a **Display Messag**e task to prompt these users to upgrade.

1. When prompted, tap the **New version available** prompt.

Figure 2-1

2. Tap **Install**.

Figure 2-2

3. Tap **Install**.



Figure 2-3

4. Once the installation is complete, tap **Done**.



Figure 2-4

- Tags
- Android
- ERA 6.x
- MDM