ESET Tech Center

Using Enterprise Server network workstations scan panel

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The Enterprise Server contains a feature to easily allow the DESlock+ client software to be remotely installed on a client workstation. It does this by initiating a connection across the local network to the targeted workstation, copying the MSI install package and starting it.

The list of workstations that are visible to the Enterprise Server are shown in the Network Workstations panel, which is a special team found under the Workstations team within the main Enterprise Server view.

Sometimes workstations will not appear in this list so what follows is a discourse on possible reasons for this.

Filtering

The Enterprise Server rescan dialog has several options which can be set to aide filtering and can exclude or hide results from the list.

Name filter

Enter a string into the **Name Filter** box to use as a partial string match against the workstation name or description. For example the string "data" would match "mydata" or "Database". Anything not matching the filter is ignored.

Auto type filter

Checking the **Auto type filter** will cause the Enterprise Server to ignore workstations that are either not supported by DESlock+, or would not normally have DESlock+ installed upon them. This can include domain controllers, or machines that report they are not running Windows. In most cases it is convenient to leave the filter on, as is the default, however you can uncheck

the box to disable the filter and include these results.

Auto delete

Auto delete will remove records from the list if they are not found in the subsequent scan. If you uncheck this box, any such records will be marked as stale but will remain in the list. You should be careful attempting to push DESlock+ to a stale workstation record because it probably means the workstation has lost network connection or perhaps has been turned off.

Master Browser

The list of workstations is provided by the Enterprise Server host operating system. Therefore it is possible for workstations to actually exist on the local network but if they are not seen by the host operating system they will not be seen by the Enterprise Server.

To check this, you can go to the Network browser within Windows. On previous versions of Windows this could be referred to as Network Neighborhood, Workgroup Computers, Microsoft Windows Network.

Alternatively, you can use the **net view** command from a command prompt.

Please note that the Enterprise Server will look in all domains and workgroups it can see, not just the domain/workgroup that the host OS is in.

Because the Enterprise Server is reliant on the host operating system, it means the scan is reliant on the current Master Browser. Therefore if a machine has only recently been turned on, or if the Master Browser has recently changed (either due to an election being forced or the exising Master Browser going offline), then the list may not necessarily be complete or accurate.

References: Master Browser

Active Directory

The network scan does not look at any Active Directory records to find workstations, so the list is entirely independent of any existing Active Directory computer accounts. You can only push a DESlock+ client install to a machine

that is currently on and responsive so the live scan should be more accurate as to the active state of the workstation.

File and Print Sharing

The DESlock+ Remote Install Manager requires file and print sharing to be enabled to connect to the machine, but file and print sharing as well as network discovery to be enabled (and not blocked by a firewall) in order for the workstation to appear in the network scan list.

Manual Add

If the workstation still does not appear, and you have verified the above and you can **ping** the workstation from a command prompt, then you can manually enter the address by clicking the **Manual Add** button and entering the machine name. This will then allow the Enterprise Server to use the machine address to push the install.