ESET PSA plugin Service Release 2.4 has been released

2025-12-10 - Steef | ESET Nederland - Reacties (0) - Hotfix

ESET PSA plugin Service Release 2.4 is now available after logging into the ESET PSA plugin portal.

Changelog

- Added: View Mapping suggestions utility for Customer > Contract mapping in Connection Settings. This utility suggests mapping by comparing the customer name from ESET MSP Administrator with the customer name in the PSA tool
- Added: View Mapping suggestions utility for Static Group > Companies mapping in Connection Settings. This utility displays any company-type static groups in ESET PROTECT and matches them by comparing the Static Group name to the Company name in the PSA tool
- Added: New variables for ticket title and description, enabling the creation of tickets containing more device details. Currently, this expanded set of variables is only available for customers using an ESET PROTECT connection
- Fixed: Added missing ESET PROTECT regions (Canada, Japan and Germany)
- Fixed: Browser tab was missing the ESET icon
- Fixed: Description field now gets properly populated when editing a dynamic group monitor

Support resources

ESET provides support through a fully localized app and Online Help (user guides), online Knowledgebase, and applicable to your region, chat, email or phone support.

- Release notes for ESET PSA plugin
- ESET PSA plugin Online Help contains information for users

For other questions, such as troubleshooting, FAQ and video tutorial, search the ESET Knowledgebase.