

ESET REMOTE ADMINISTRATOR PLUG-IN For LabTech

Technical Setup and User Guide

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ESET REMOTE ADMINISTRATOR PLUG-IN FOR LabTech

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1. Introduction

Thank you for using the ESET Remote Administrator (ERA) Plug-in for LabTech. The ESET Remote Administrator Plug-in for LabTech is developed by ESET in cooperation with LabTech to deploy, manage and report on ESET endpoint products within your LabTech Console. With a host of new features built based on customer feedback, this solution allows LabTech users to more efficiently meet the needs of their customers.

2. Plug-in Installation Prerequisites

The ESET Remote Administrator Plug-in for LabTech must be installed using the System Administrator account on your LabTech Server. For optimal operation of the ESET LabTech Plug-in, the system should meet the hardware and software requirements of LabTech 2013. Only ESET Remote Administrator Server version 5.2.x and later version 5 builds should be used (follow the [EMU install Directions](#)).

[View system requirements for ESET Remote Administrator](#)

[Click to download ESET Remote Administrator Server](#)

[Click to download ESET Remote Administrator Console](#)

3. Plug-in Installation

To add the ESET Remote Administrator Plug-in in LabTech Management Console 10

1. Click the link below to Download the ESET Remote Administrator Plug-in for LabTech. You can also download the ESET Remote Administrator Plug-in for LabTech from the LabTech Marketplace. Extract the ZIP file to a safe location when your download completes.

[Download the ESET Remote Administrator Plug-in for LabTech](#)

2. Click **Control Center > Help > Plugin Manager**.
3. Click **Advanced > Manage Plugins > Add Plugin**.

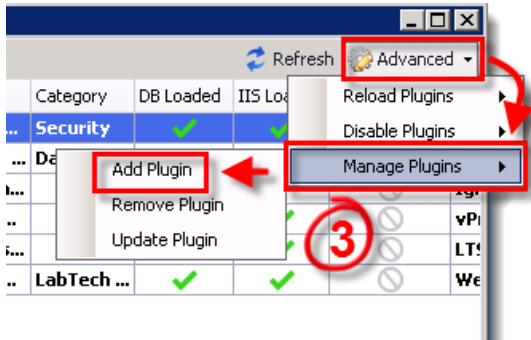


Figure 1-1

4. Navigate to the files you downloaded in step 1, select **ESET Remote Administrator V2.DLL** and click **OK**.
5. Make sure the check box next to **Remote Agent** is not selected and then click **Save and Close**.

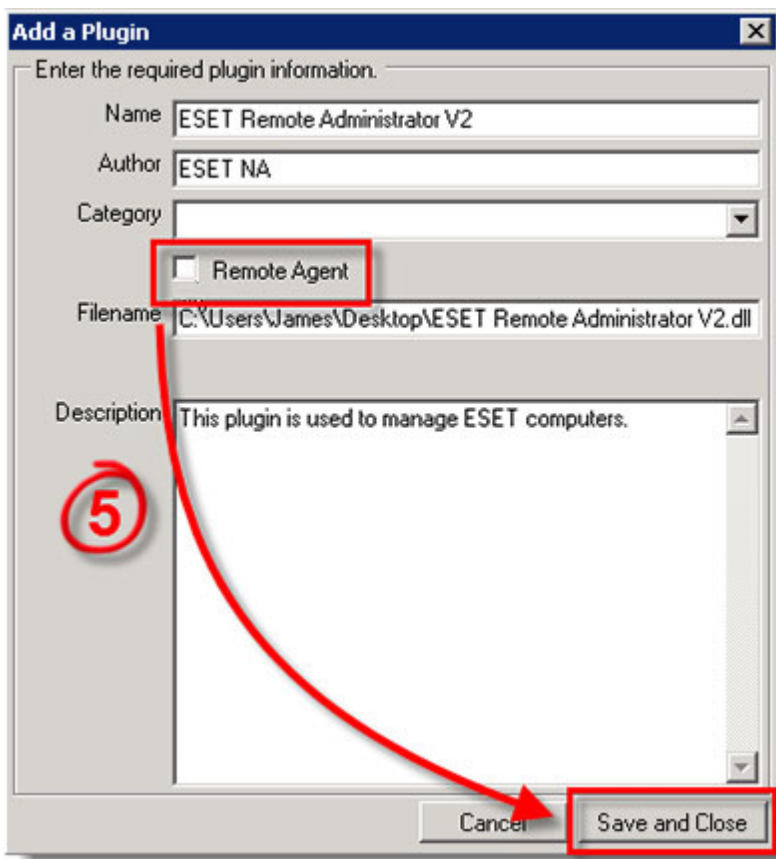


Figure 1-2

6. Click **Advanced > Manage Plugins > Add Plugin** (see figure 1-1).
7. Navigate to the files you downloaded in step 1, select **ESET Remote Administrator V2 - Deployment.DLL** and click **OK**.

8. Make sure the check box next to **Remote Agent** is selected and then click **Save and Close**.

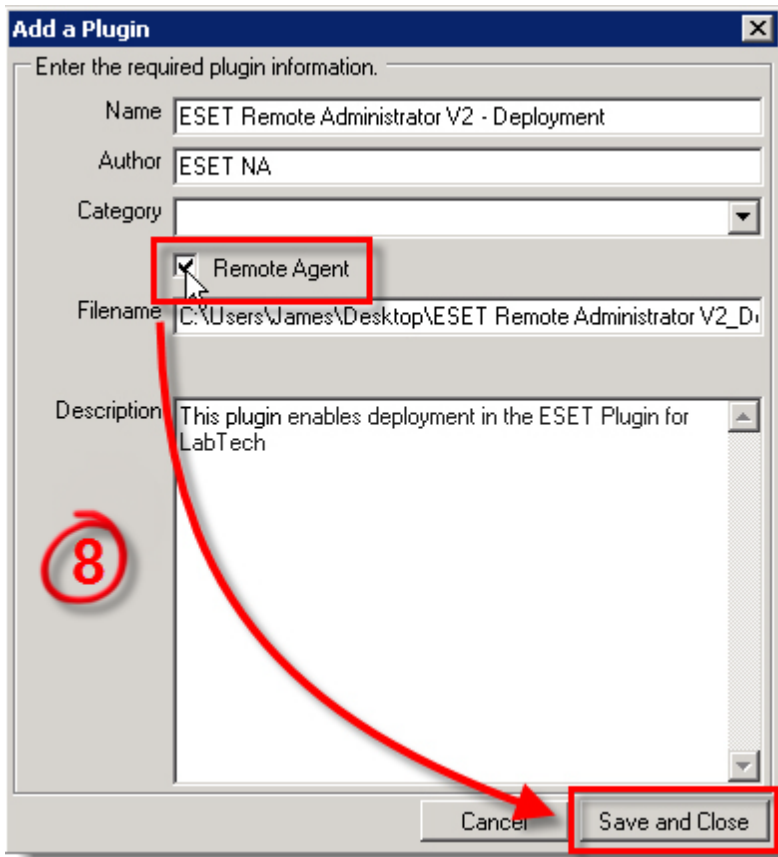


Figure 1-3

9. In LabTech Plugin Manager, click **Disabled Plugins**, click one of the ESET Plug-ins and click **Enable**. Repeat this process so that both ESET Plug-ins are enabled.

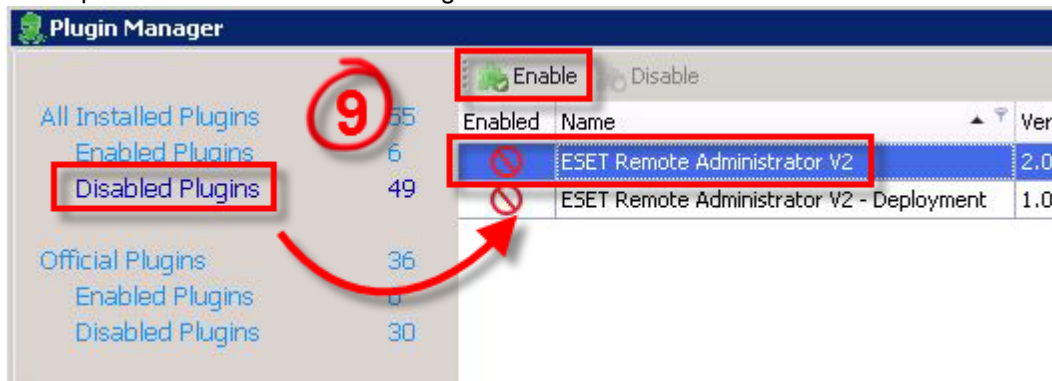


Figure 1-4

10. Restart LabTech Control Center.

If no ESET servers are found:

1. From the ESET Dashboard, double-click the server where ESET Remote Administrator (ERA) is installed.
2. Click the **Detected Roles** tab and make sure that **ESET Server V*** is listed as a role for the server.
3. If **ESET Server V*** is not listed, LabTech has not yet detected the software. Verify that the LabTech Agent is reporting in and then click **Inventory > Resend Everything**. Allow several minutes for the resend process to complete (duration will vary depending on your system configuration). You can monitor the process from the **Commands** tab.
4. When the resend process is complete, repeat step 1 and verify that **ESET Server V*** has been added as a role.

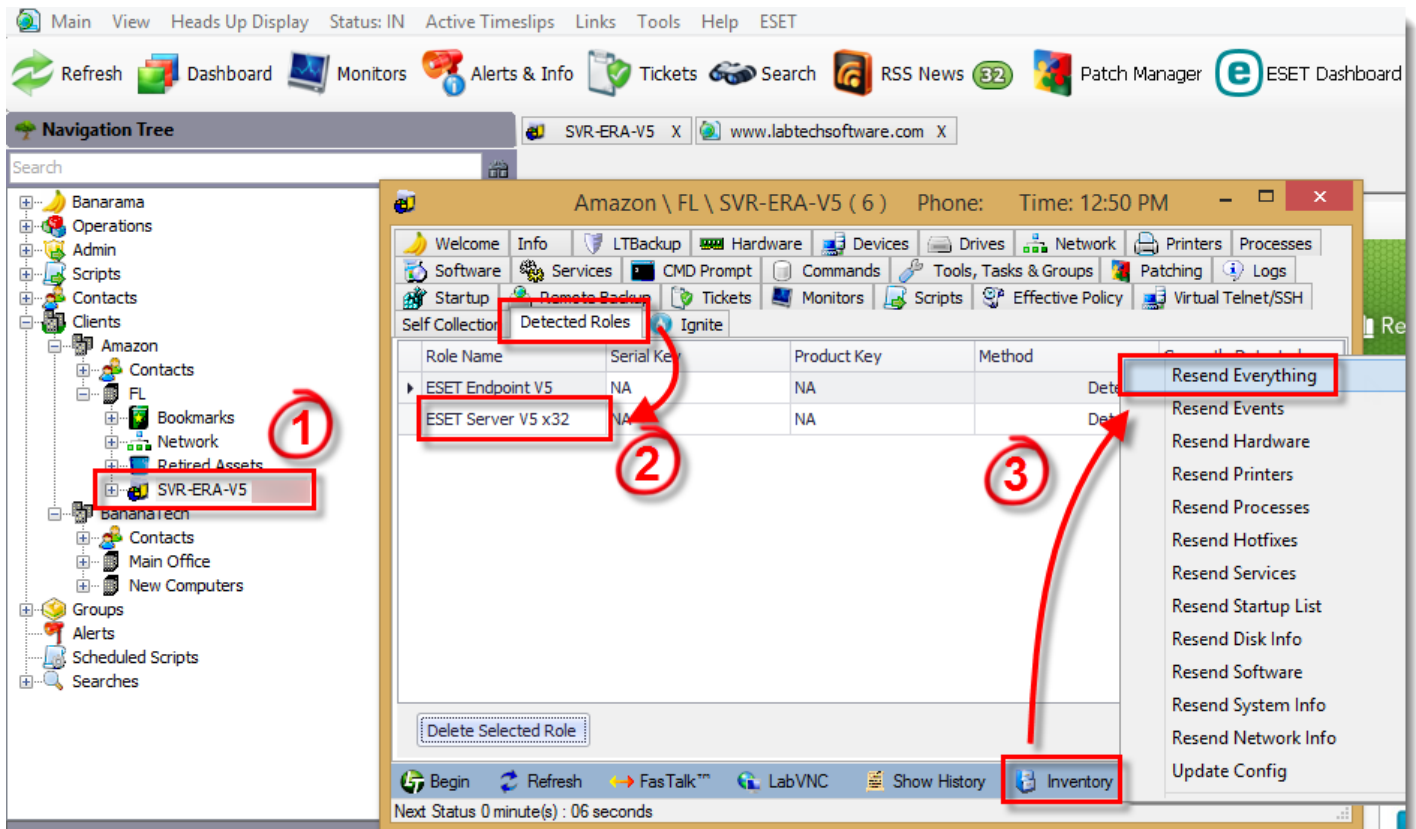


Figure 1-5

To connect an ESET Server to the Plug-in:

1. Double-click the server where ESET Remote Administrator (ERA) is installed.
2. Enter the following information to connect LabTech to your ERA Server:
 - a. The IP address of your ERA Server.
 - b. The port used to connect to ERA (2226 by default).
 - c. Username and Password needed to connect to your ERA Server (if applicable).

Note: If a server is detected but cannot connect using the correct credentials, it is most likely inaccessible from the machine where LabTech Control Center is installed using the address specified.

- d. The login method used to connect to your ERA Server (select this setting using the drop-down menu).

3. Click **Save** to test, save, and run an initial synchronization of the ERA Server. When at least one server is connected and synchronized and the ESET Administrator Plug-in for LabTech, the **ESET Dashboard** button will become available.

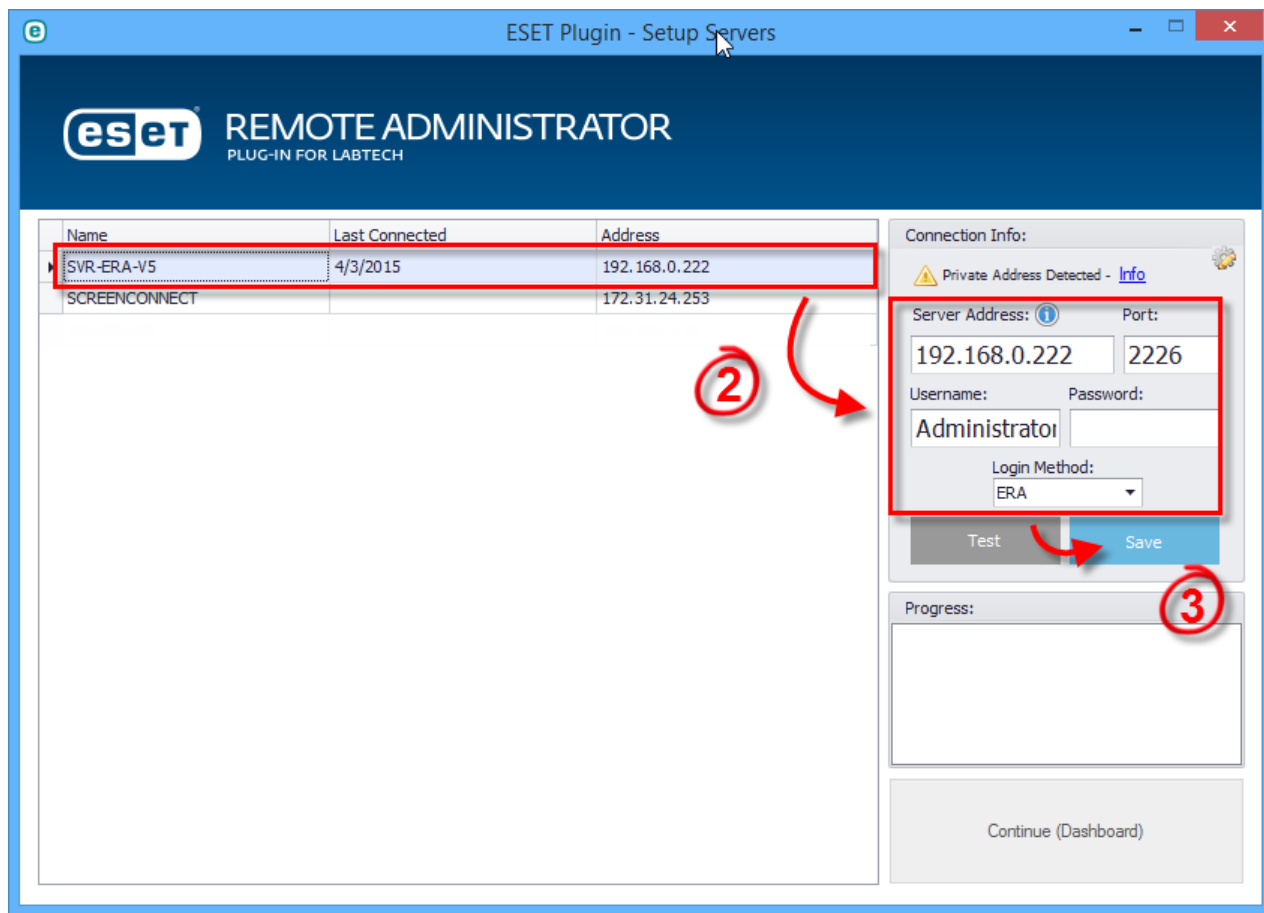


Figure 1-6

4. Configure Communication with ERA

After you complete installation of the ESET Remote Administrator (ERA) Plug-in for LabTech, make sure that the LabTech Agent is installed on the ERA Servers that you want to manage using the Plug-in. [Click here for instructions to install the LabTech Agent](#).

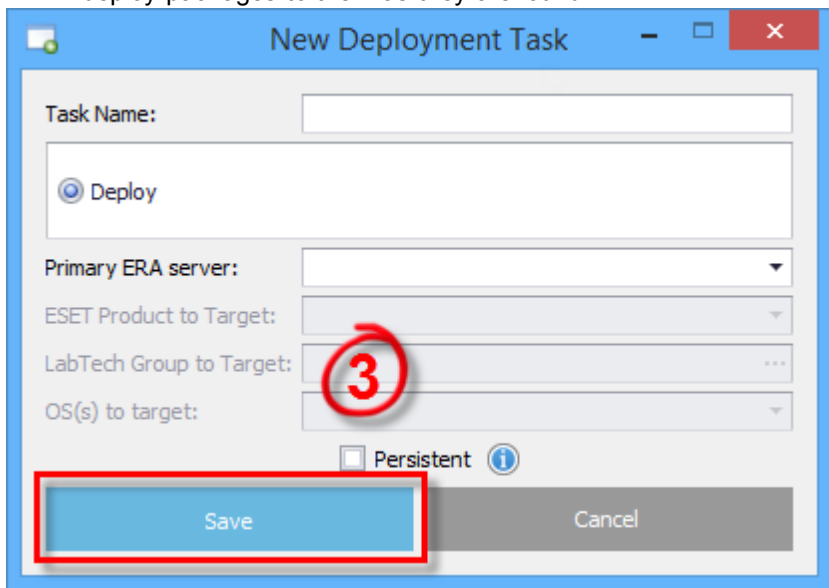
Note: If your ERA Server does not populate in the Plug-in, open the Computer Management screen of your server in LabTech, navigate to the **Detected Roles** tab and see if roles have been populated. If roles have not been populated, click **Inventory > Resend Everything**. For step-by-step instructions see [Plug-In Installation](#).

5. Deploy ESET endpoint products

You can deploy ESET endpoint products using the ESET Remote Administrator Plug-in for LabTech. To do so, follow the steps below:

1. Open LabTech Control Center and navigate to the ESET Dashboard.
2. Click **Deploy Task > New Task**.
3. In the **New Deployment Task** window, configure the settings to your preference. Click **Save** when you are finished.

Note: Select the check box next to **Persistent** to allow the deployment task to monitor a group for new clients and deploy packages to them as they are found.



The screenshot shows the 'New Deployment Task' dialog box. It includes a 'Task Name' field, a 'Deploy' radio button, and several dropdown menus for 'Primary ERA server', 'ESET Product to Target', 'LabTech Group to Target', and 'OS(s) to target'. A red circle with the number '3' is drawn around the 'LabTech Group to Target' dropdown. At the bottom, there is a 'Persistent' checkbox and a 'Save' button, which is highlighted with a red rectangle. A 'Cancel' button is also present.

Figure 1-7

6. Configuration Policy

You can configure ESET endpoint products using configuration profiles. Follow the steps below to create and apply a new configuration profile for your ESET protected endpoints.

To create a new policy:

1. Open LabTech Control Center and navigate to the ESET Dashboard.
2. Click **ESET Policies > New**.

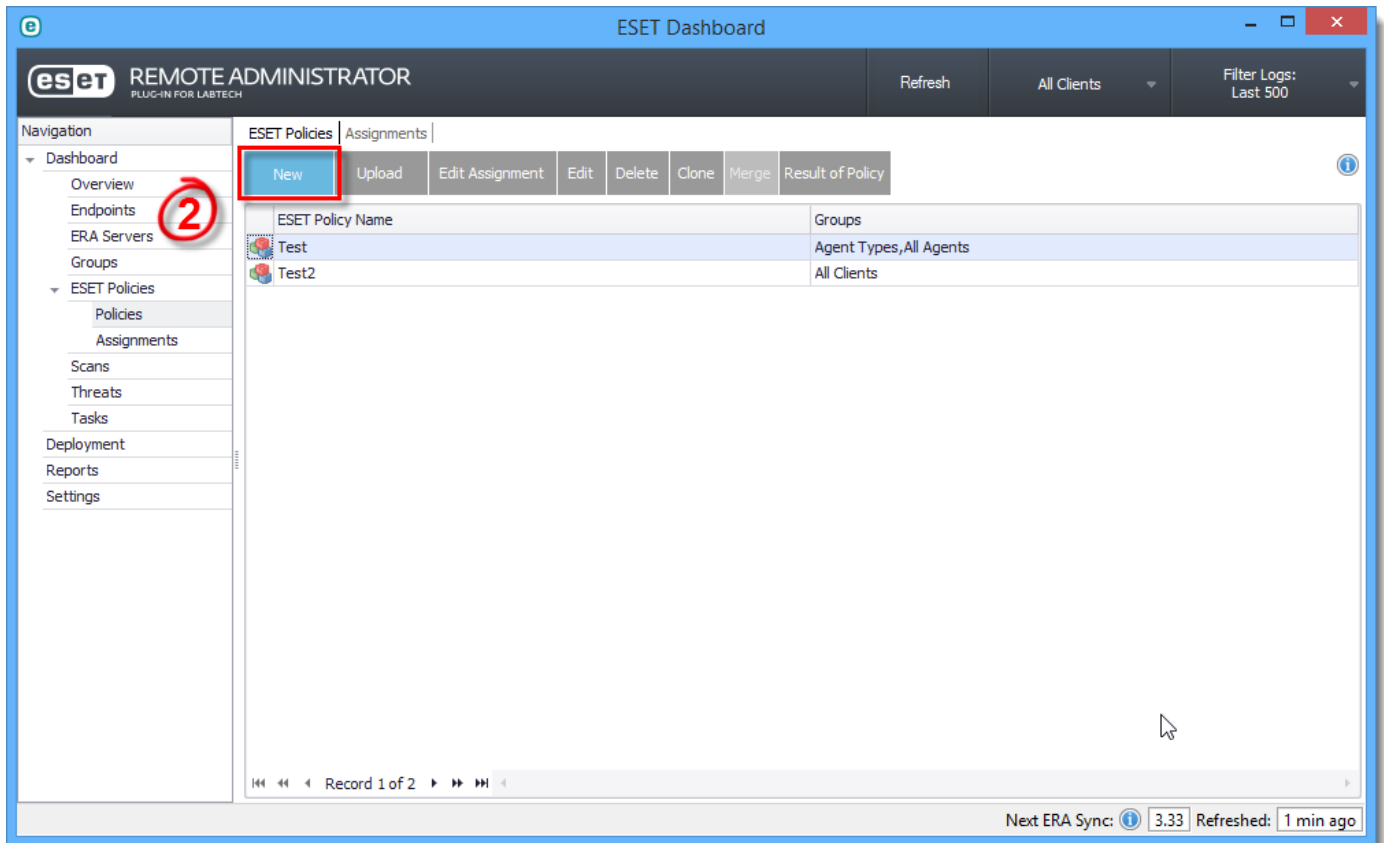


Figure 1-8

3. The **Edit ESET Policy** dialog will be displayed. Type a name for your new policy into the **ESET Policy Name** field and click **Configuration Editor** to begin defining policy settings. If you have questions about specific policy settings in Configuration Editor, visit the [ESET Knowledgebase](#).

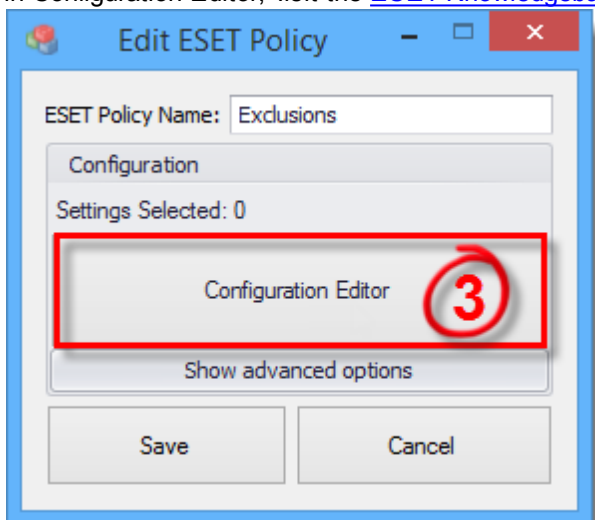


Figure 1-9

4. When you are finished making changes in Configuration Editor, click **Console > Yes** to save your changes.

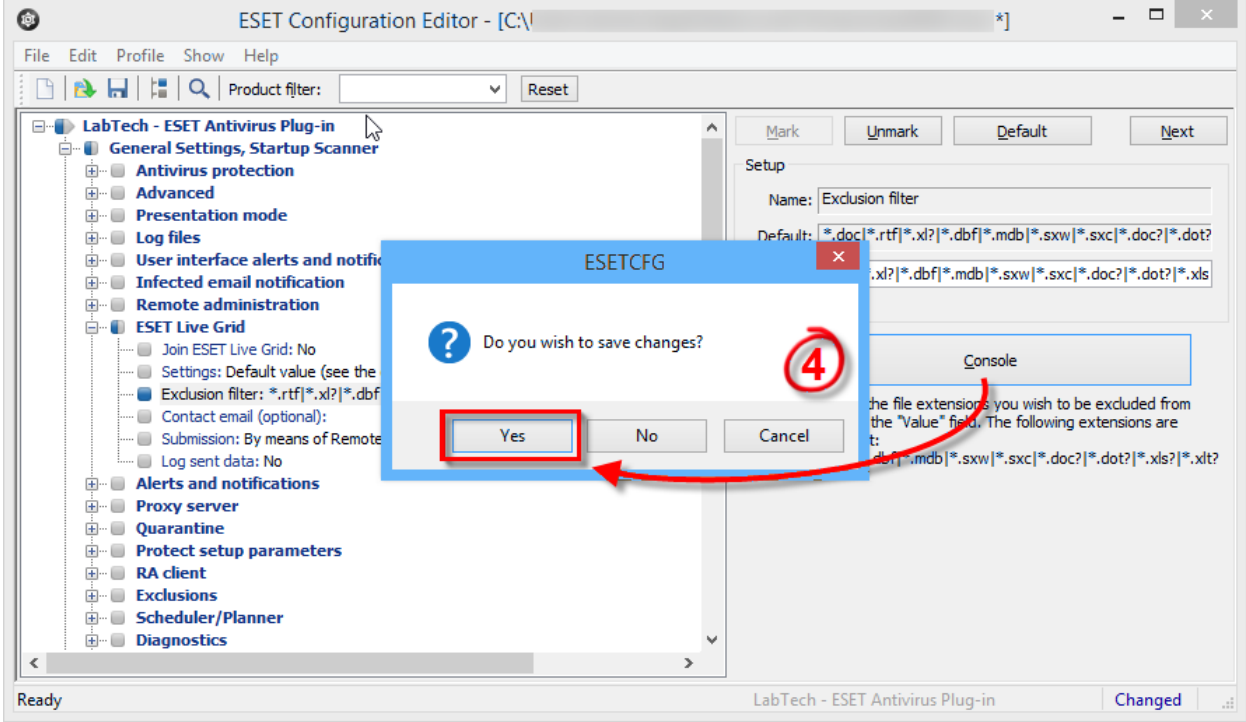


Figure 1-10

5. Click **Save** in the **Edit ESET Policy** window to confirm your changes.

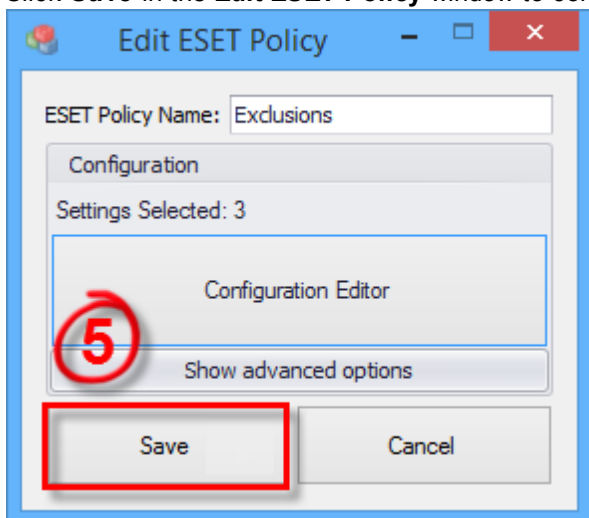


Figure 1-11

To assign a policy to one or more groups:

1. Make sure you are in the **ESET Policies** tab, select the policy that you want to assign from the list and click **Edit Assignment**.

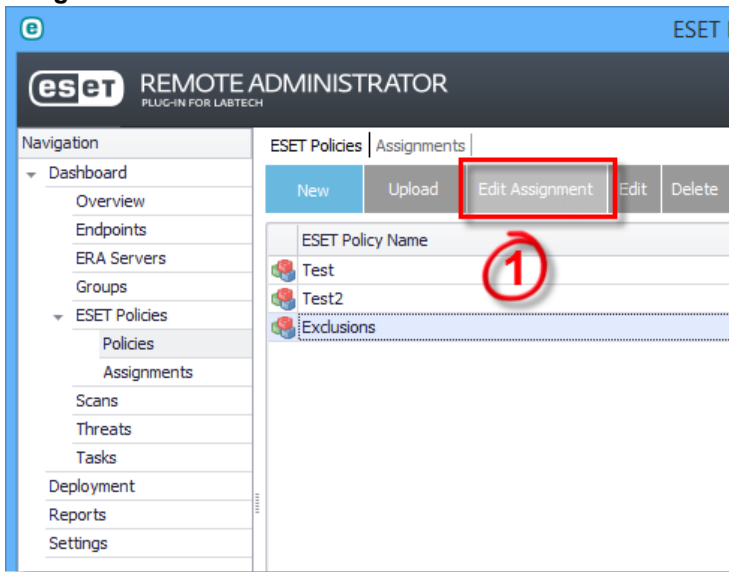


Figure 1-12

2. In the **Group Assignment** window, add your desired groups (double-click them or select them and click >). Set the priority for each group using the **Priority** drop-down menu. For a detailed explanation of how priority is used to determine which settings apply to which groups, see the [ESET Remote Administrator User Guide](#).
3. Click **Save** to save your changes. LabTech will automatically sort groups into their assigned priority along with the merged client policies that were created to correspond with your policy settings.

Note: If your ESET Remote Administrator (ERA) Server is not online when policy settings are saved, the task will be completed as soon as the ERA Server comes online.

7. Scanning, Updating and Tasks

You can configure ESET endpoint products to run scans. To do so, follow the instructions below:

- 1. Open LabTech Control Center and navigate to the ESET Dashboard.
- 2. Click **Dashboard** and click the **Endpoints** tab.
- 3. Right-click a computer and select **New Scan Task** or **New Update Task** to assign these tasks. Alternatively, you can select one or more computers and click **New Scan Task** or **New Update Task** at the top of the tab.

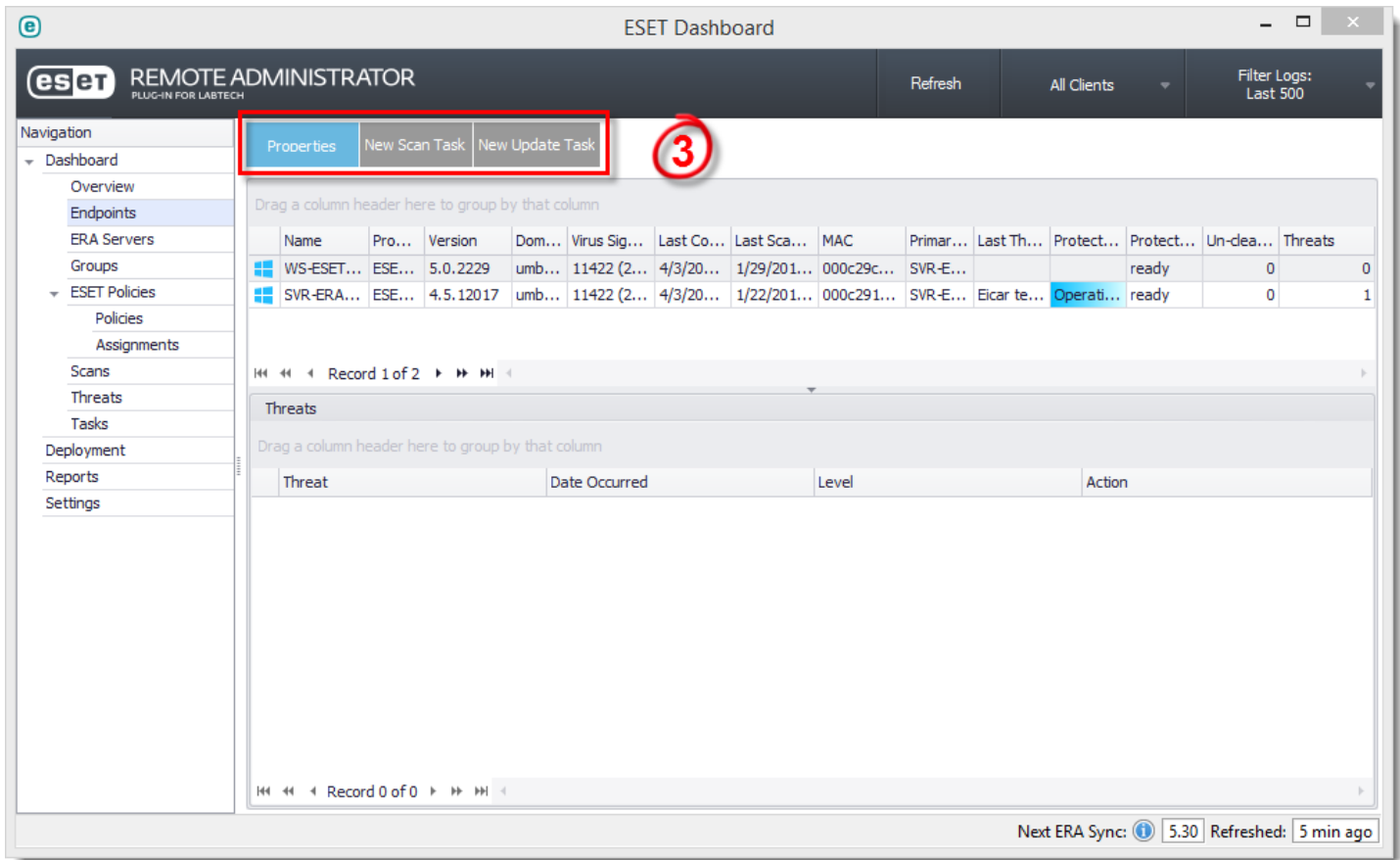


Figure 1-13

8. Generate a Report

You can export a report from the ESET Remote Administrator Plug-in for LabTech to view various data about client systems. See [LabTech online help](#) for step-by-step instructions.

9. Threats

To view the history of malware / virus threats in your environment, navigate to the ESET Dashboard in LabTech and click the **Threats** tab. The following information about a given client will be displayed in each Threat log entry:

- Detected threat(s)
- Threat name
- Time of detection

Select one or more log entries and click **Archive selected** to archive entries.

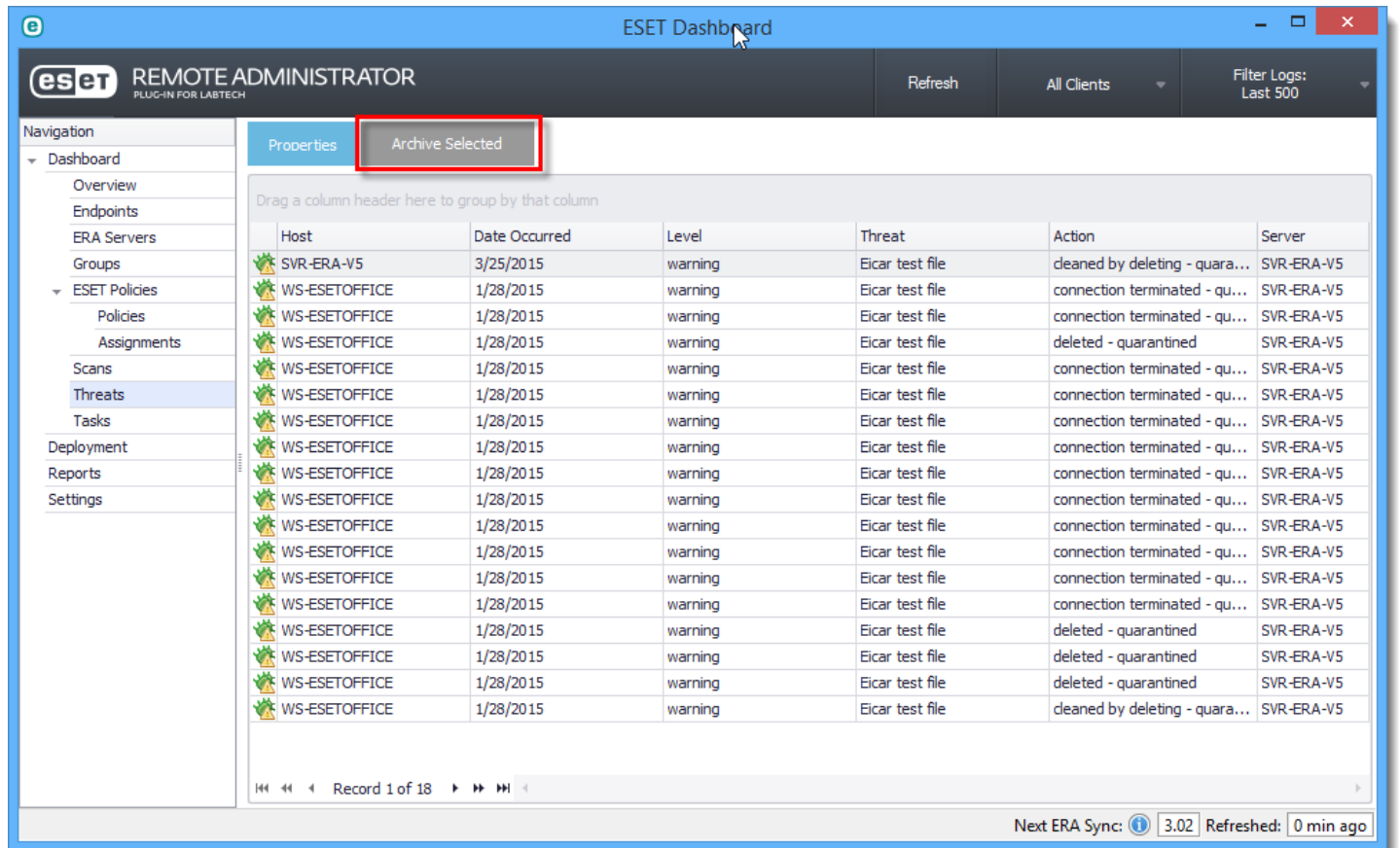


Figure 1-14

10. Alert Management

Using Alerts, a systems administrator can configure email notifications that are automatically sent out when an ESET protected endpoint has failed to update in a given period of time, is not communicating with the server, or when any of several other issues occurs. See [LabTech online help](#) for step-by-step instructions to create new internal monitors and alerts.

11. Submit Feedback

You can use the integrated feedback submission form to send comments, questions or feature requests to the development team at ESET. To do so, follow the instructions below:

1. Click **ESET > Feedback**.
2. Type a subject for your feedback into the appropriate field and select **General Feedback**, **Feature Request** or **Other** from the **Category** drop-down menu.
3. Optionally, select the check box next to **It is ok to contact me for more information (optional)**. When you are finished writing your message, click **Send**.

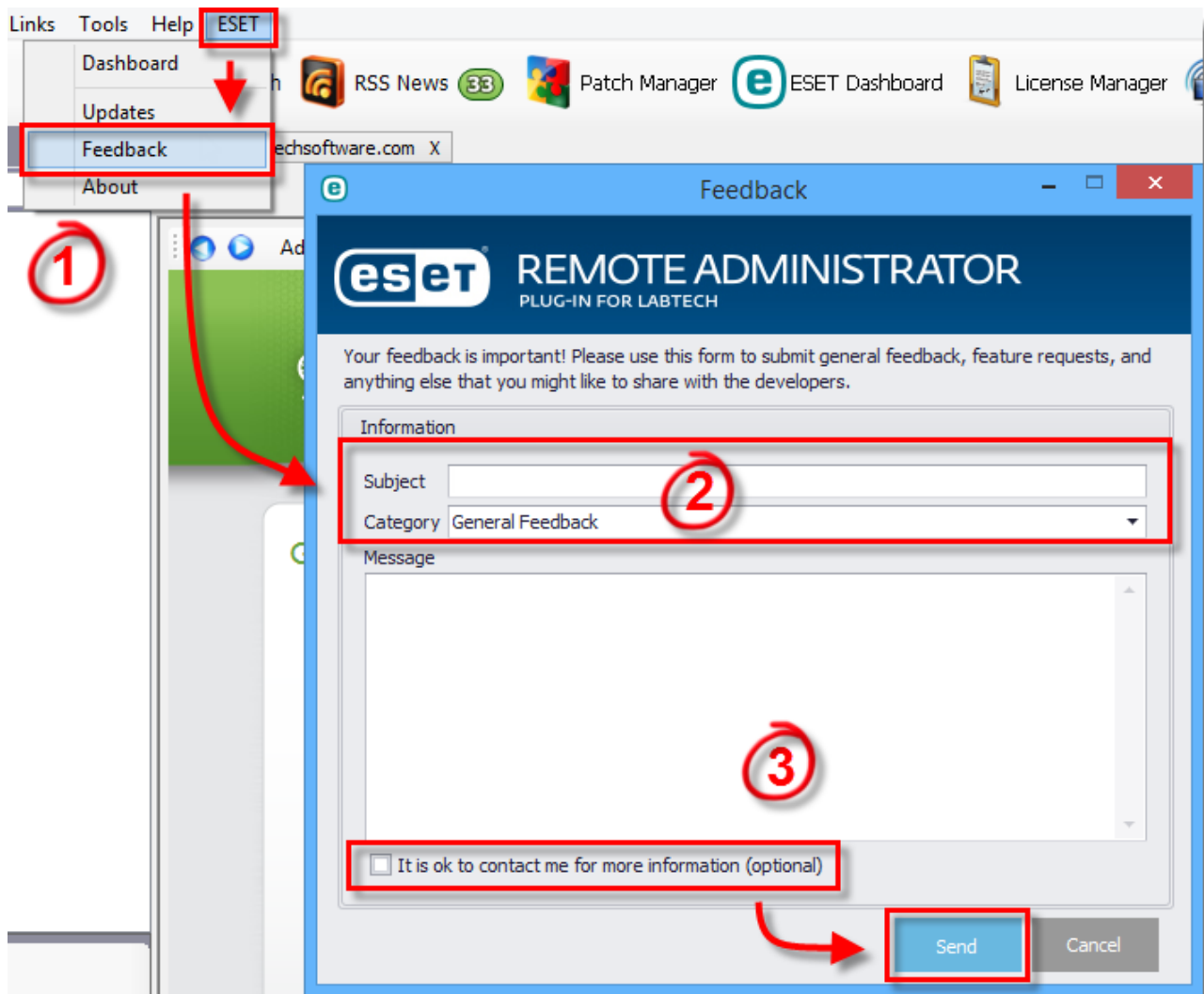


Figure 1-15