ESET Smart Security

Eset Smart Security

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Home and Business Edition

1 Using the server to update Home edition clients

The Eset Smart Security 4 (both home edition and the business edition) is capable of downloading their updates from a local source, either a local update-server or a (shared) folder on the network or USB stick.

In order to be able to do network-based updates, you need a local update-server (either the server or a machine with Eset Business). There are multiple situations:

1. All machines are Eset Business
2. All machines are Eset Home
3. A mix of Eset Home and Eset Business

In the first situation you have all you need, although you might want to download and install the server. In the second situation you have to get at least 1 Business license, because you need the update-server. In the third situation you have to setup an update-server, that comes with the purchase of a Business license.

In the next pages, the various steps for setting up the server and the clients will be described.

Afterward, I will describe what to do in order to use a USB stick to move the update files to other machines, for example the ones in the villages, or networks without (reliable/cheap) internet access.

1.1 Applicable Versions

The software used in this document:

ESET Remote Administrator Server Setup, version 4.0.138.0

ESET Remote Administrator Console Setup, version 4.0.138.0

ESET Smart Security 4 Business, version 4.2.67.10

ESET Smart Security 4, version 4.2.67.10

2 Using the Update-server

First step is to download the server-software from Eset (www.eset.com/download). You need both the ERA-server (currently only 32 bit: era_server_nt32_enu.msi) and the console (currently only 32 bit: era_console_nt32_enu.msi). This is only possible when you have got a business-license. You will also get a file, called NOD32.lic, which specifies how many licenses you have got and til when they are valid.

2.1 Installing the update-server

In order to be able to use an update-server, you must have a business-license. This license (with its license file) is used for downloading the updates and keeping track of the number of clients using the server. But when you use the server to update the clients only, and not to report to the server, the server doesn't see the amount of clients, and doesn't subtract them from your total allowed clients.

This software can run on any windows-machine, there is no need for a dedicated server when running this in offices with a few machines. But the machine must be accessible from the network at all times.

1 Double click the MSI-file

2 If you are asked if you want to run this file, click 'Run'

3 On the welcome screen, click 'Next >'

4 Accept the license and click 'Next >'

5 Make your selection regarding the type of install (Typical or Advanced). In this example, Typical is used. Click on 'Next >'

6 The next screen wants to know where the license-file (usually named NOD32.lic) is located. Browse to it (or type the network-address) and click on 'Next >'

7 The screen security Settings allows you to specify passwords for the various components/options of the server. If you want to change them afterward, that is done through the ERA-console. The important one to remember is the password for the console (because without this one, you cannot connect the console to the server). When finished, click 'Next >'

8 For the updates, specify the server you want to use (if setting up a secondary server) or use automatically (which goes to the servers at eset.com). You can also specify the username/password for the server. If you want to use this install as a secondary, use the username/password as specified on the primary server. For usage with the main servers at eset.com, use the license code (EAV-NNNNNNNN and the password), which has been send to you by email. Or leave it open and fill in these later, after installing the console. When finished, click 'Next >'

9 Click 'Install' to begin the installation.

10 When the install is done, click 'Finish'

The default locations the software uses are:

Program files: %program files%\ESET\ESET Remote Administrator\Server

Settings: %AllUsersProfile%\Application data\ESET\ESET Remote Administrator\Server

NB:

%Program files% is a variable for “C:\Program Files”

%AllUsersProfile% is a variable for “C:\Documents and Settings\All users” when using XP, and “C:\ProgramData” on Vista and Win7.

2.2 Install the Console

Install the console, either on the server or on the machine of the administrator, which can be a laptop (no need to be in the same domain if the server is part of a domain).

1 Double click the MSI-file

2 If you are asked if you want to run this file, click 'Run'

3 On the welcome screen, click 'Next >'

4 Accept the license and click 'Next >'

5 Make your selection regarding the type of install (Typical or Advanced). In this example, Typical is used. Click on 'Next >'

6 The next screen let you choose where you want to install the files needed for the console. You can type the path yourself or use the browse-button to select a different location. By default it will be installed in C:\program files\ESET\ESET Remote Administrator\Console\. When done, click on 'Next >'

7 Click on 'Install' to start the installation

8 When the installation is done, click on 'Finish' to close the screen.

2.3 Using the console

When the tick before 'Launch ESET Remote Administrator Console' was set (at the end of the install, by default true), the console will start. Otherwise, double click the icon on your desktop, or start → programs → ESET → ESET Remote Administrator Console → ESET Remote Administrator Console

When running the console on another machine than the server itself, the first time you have to specify the server name, see chapter outline|Adding a new server to administer.

After logging in, you can check the situation on the server, start a remote installation or configure the server.

2.4 Configuring the server for mirroring

- In order to configure the server, you must be logged in first. Click Tools → Server options, or press CNTR+SHIFT+O
- Go to the tab 'Updates'
- Make sure that you have enabled (ticked) Create update Mirror, and that there is a location name (default value is mirror\, which goes to the default location %AllUsersProfile%\Application data\ESET\ESET Remote Administrator\Server\mirror\)
- Now you must make sure you will download the needed files for the machines you have got on the network. Go to the tab 'Advanced' and click on the button 'Edit Advanced Settings'
- In the new screen, drill down to ESET Remote Administrator - ERA Server - Setup - Mirror and click on the + before the entry.
- Go to 'Create Mirror for the selected program components: 0 entries'
- Click on the button 'Edit'
    - A list of possible languages and applications shows up. You can make the screen bigger by resizing the screen, using the lower right corner. In order to minimize the downloads, only select updates you need (by ticking them). If there is a mix of 32 and 64 bit Windows machines using Eset, you must select both entries, even though the server is a 32 bit program.

ESS = Eset Security Suite, BE = Business Edition, EAV = Eset AntiVirus

- When done with selecting, click OK
- Click on the button 'Console' to close the window and save the changes.
- Click OK to close the 'Server Options'

2.4.1 Using a web server for updates

The easiest way of sharing the updates is to use the build-in web server

- Click Tools → Server options, or press CNTR+SHIFT+O

- Go to the tab Updates
- Make sure that you have enabled (ticked) 'Create update Mirror', as this will be the location for storing the files to be served. And without enabling the mirror, you cannot enable the sharing through an HTTP Server.
- Tick the option before 'Provide update files via internal HTTP server'
- If you want, change the port number from 2221 to something else. Be careful if the server is also running other web-based applications (like WSUS, IIS or Apache)
- If you want to use authentication if clients do their updates, specify which kind you want, but you have to specify the username/password in another place.
    - Go to the tab Advanced, and click 'Edit Advanced Settings'
    - Go to ESET Remote Administrator - ERA Server - Setup - Mirror
    - Click on 'Username: ' and type the username you want to use
    - Click on 'Password: ' and type the password
    - Click 'Console' to close the screen and save the settings

Go to the tab Updates and click 'Update Now' to start the initial update. This might take some time, as it needs to get all the updates needed (first download is currently around 70MB for Eset and Eset BE, both 32 and 64 bit, english only), depending on the number of selected languages and applications (see the possible languages and applications in chapter 2.4).

Make sure you have created a local account when you use the web-server to redistribute the updates. This account must be typed in the client.

After the updates have been downloaded, you can configure the clients to access the server. Make sure the firewall allows access to the web-server.

2.4.2 Using a shared folder for updates

If you want to use a network-share for sharing the updates, or want users to be able to copy these files for use with USB sticks, do the following:

- Click Tools → Server options, or press CNTR+SHIFT+O and go to the tab Updates
- Make sure that you have enabled (ticked) 'Create update Mirror', as this will be the location for storing the files to be served. Also take note of the name of the mirror (usually mirror\)
- Click 'Update Now' to start the initial update. This might take some time, as it needs to get all the updates needed, depending on the number of selected languages and applications (see the possible languages and applications in chapter 2.4).

After the updates have been downloaded, you must enable the share to be accessible from the network. This means you have to create a share from the mirror. The default location is

C:\Documents and Settings\All Users\Application Data\ESET\ESET Remote Administrator\Server\mirror (for Windows XP or Windows 2003 Server) or

C:\ProgramData\Application Data\ESET\ESET Remote Administrator\Server\mirror (for Windows Vista and Windows 7, maybe Windows 2008 Server)

If you specify a username/password during this process, you have to use these when setting up the clients See chapter 4.1.2 Using a shared network-folder for updates). Make sure the firewall allows access to the web-server.

2.4.3 Proxy settings

- On some network internet-access is only allowed through a proxy server. To specify the settings, click Tools → Server options, or press CNTR+SHIFT+O, and go to the tab 'Advanced' and click 'Edit Advanced Settings'
- In the new screen, drill down to ESET Remote Administrator - ERA Server - Setup - Proxy server and click on the + before the entry.
- Click on 'Proxy server: Do not use proxy server' to change the settings from 'Do not use proxy server' to 'User defined proxy server'
- Click on 'Proxy server:' and type the name or IP-address of the proxy server
- Click on 'Port: 3128' and type the port number, if it needs to be changed
- Click on 'Username:' and type the username, if needed
- Click on 'Password: ' and click on 'Set Password'
    - Type the password twice, and click OK to close and save the password
- Click on the button 'Console' to close the window and save the changes.

2.5 Adding a new server to administer

There are different ways to begin this process:

1. From the server password screen, click on New to begin the process of adding a new server
2. When logged in at a server, in the console, go to tools → Console Options
3. When logged in at a server, in the console, press CNTR+O.

Click on Add/Remove to add or remove servers.

When adding a server, the minimal thing to do is to type is the server name and click Add/Save than OK, or press OK immediately.

When administering multiple servers, put something in the comment to identify the server. Change the port number if you have done an advances install of the server.

If you want to remove a server, select it and press Remove.

3 Using Business Edition to share

It is possible to use Eset Security Suite Business Edition to redistribute the downloads, either by a shared folder or the internal HTTP server. You can use an Eset Business Edition to get the updates for both the Business Edition and for the Home edition.

3.1 Requirements before setting up the mirror

Before you can use the mirror, you must have got a valid license-file. If this has not been installed (you do not see the option for mirror), do the following:

- Start the GUI of Eset Security Suite Business Edition.

- Go to the complete settings, either by
    - Press F5
    - Settings → click on 'Toggle Advanced mode'. After pressing Yes to turn on the mode, click on 'Enter entire advanced setup tree'
- Go to Miscellaneous - Licenses
- Click on 'Add'
- Browse to the location where the license-file is located, selected it and click 'Open'
- There should be an entry now, stating the product, the owner, the number of licenses and the expiry date.

3.2 Setting up the source of the updates

In order to setup the sharing of the updates, do the following:

- Start the GUI of Eset Security Suite Business Edition.
- Go to the complete settings, either by
    - Press F5
    - Settings → click on 'Toggle Advanced mode'. After pressing Yes to turn on the mode, click on 'Enter entire advanced setup tree'
- Browse to 'Update'
- Click on 'Setup', which is after the text 'Advanced update setup'
- Go to the tab 'Mirror'
- Tick 'Create update mirror'
- For setting up the webserver, see 3.3 Using a web server for updates, for setting up a share, see 3.4 Using a shared folder for updates
- Click OK to close the screen and save the settings. When running on Windows 7 (maybe also when using Windows Vista) in usermode, there will be a security pop-up, which requires you to type the password of the administrator.

3.3 Using a web server for updates

- Tick 'Provide update files via internal HTTP Server'
- Click on 'Advanced Setup'
- Specify the port number and the authentication (if needed)
- Click OK to close the screen

3.4 Using a shared folder for updates

- The default folder location is given, but you can change this by clicking on 'Folder'
- You have to make a share out of this folder (or use an already shared folder as target), before other

computers can access the updates

- Click OK to close the screen

4 Configuring the clients

In order to use the updates from the server (or from another Eset Business Edition), you have to configure the clients.

- Start the GUI of Eset Security Suite Business Edition.
- Go to the complete settings, either by
  - Press F5
  - Settings → click on 'Toggle Advanced mode'. After pressing Yes to turn on the mode, click on 'Enter entire advanced setup tree'
- Browse to 'Update'
- For mobile computers, like laptops, it is good to create a second profile, so they (or Eset itself!) can switch between them. Click on Profiles
  - Click on Add, to create a new profile
  - Give it a name, for example 'network' or 'local drive'
  - You can copy the settings from the default (My Profile), but that is not needed
  - Click OK twice to return to the main screen of the setup
- Select the profile to use and click on 'Edit'
- You can specify how and where to get the updates, see the relevant sub-chapters.
- Click OK to close the screen and save the settings. When running on Windows 7 in usermode, there will be a security popup, which requires you to type the password of the administrator.

4.1 Using a web server for updates

- The update-server is written as
  - HTTP://: or HTTP://:
  - Click OK to close the screen
- If the web-server requires authentication, the username is specified as \username, with domain either the real domain, or the computer-name which is running the update-server.

4.2 Using a shared network-folder for updates

- The update-server is written as
  - \\\ or \\\
  - It is possible to add multiple layers within the folder structure, even with spaces in them
  - Click OK to close the screen

- If the web-server requires authentication, the username is specified as \username, with domain either the real domain, or the computer-name which is running the update-server.

4.3 Using a local folder for updates

- The local folder is written as
    - :\
    - It is possible to add multiple layers within the folder structure, even with spaces in them
    - if you specify a USB stick, it is a bit tricky, as they do not always get the same drive-name when added to the machine, so you better copy the content of the stick to a file on the machine
    - Click OK to close the screen
- There is no need for specifying a username and password for a local update

5 USB Updates

When a server or Business Edition is making the updates available through the mirror, you can copy the files on a stick and carry them to the village.

In order to update the machines, copy the files to the location specified in 4.1.3 Using a local folder for updates. Than start the GUI of Eset and go to Update. Click on the link 'Update virus signature database'.

6 Troubleshouting

Below are some of the problems encountered and how to solve them.

6.1 Unable to access the share

- Check the settings of the firewall on the server to allow incoming connections

6.2 Unable to access / update using the HTTP Server

- Check the settings of the firewall on the server to allow incoming connections
- Check the settings for the proxy-server

6.3 License details keep popping up

- Check what your source is and adjust the username/password combination accordingly