REMOTE ADMINISTRATOR

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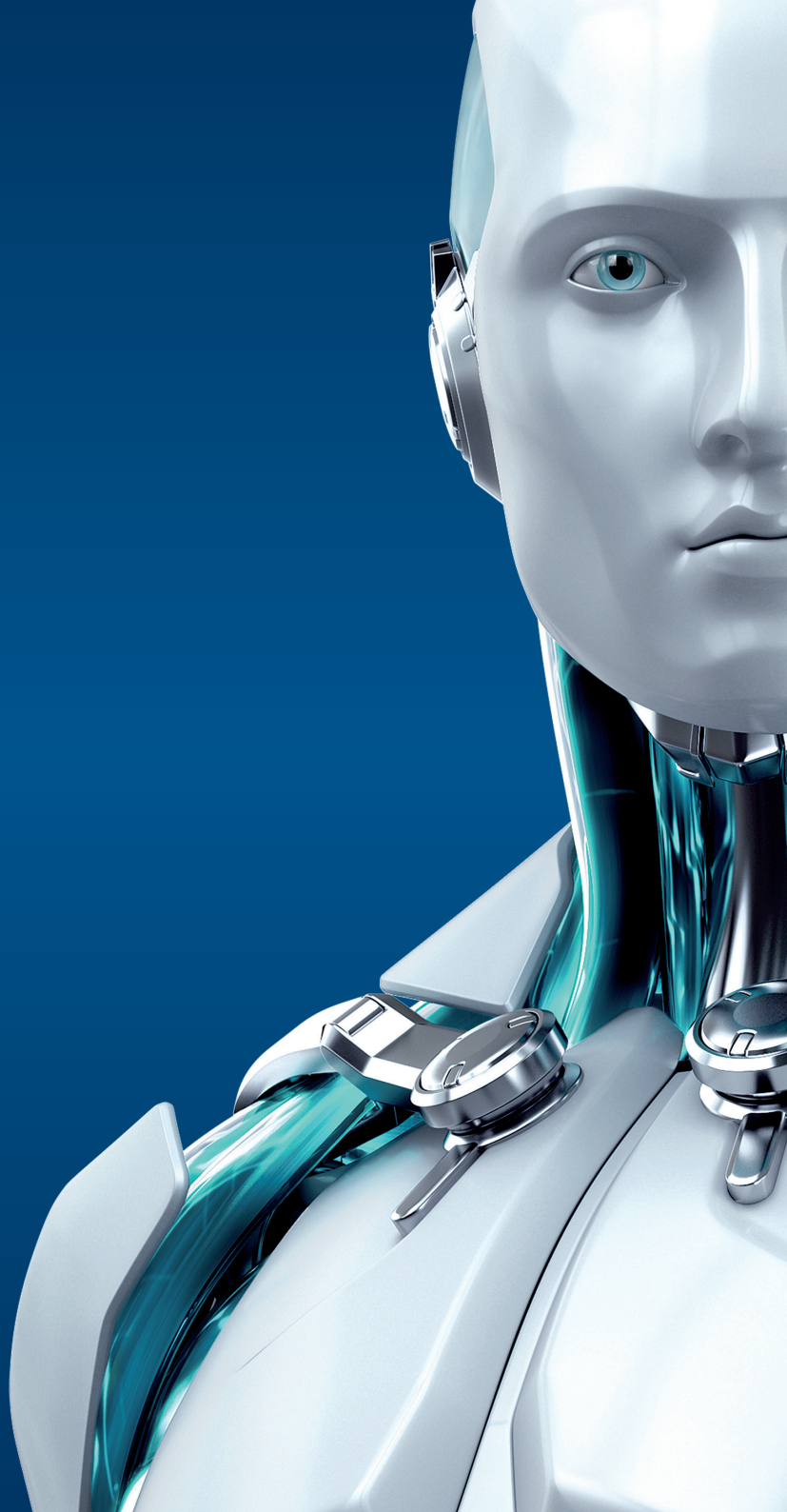

REMOTE ADMINISTRATOR

ESET Remote Administrator empowers your IT staff, allowing them to oversee the entire network, including workstations, servers and smartphones – from a single point. Developed based on in-depth consultation with IT professionals, it allows you to manage IT security via a web-console from anywhere that has an Internet connection. In addition, it can be installed on Windows as well as Linux servers, and also comes as a virtual appliance. The built-in task management system helps minimize downtime by responding quickly to incidents. ESET Remote Administrator uses dynamic threat protection and integrated tools, and comes with new agent-based architecture to streamline network security and minimize administrative overhead.

Components

ESET Remote Administrator Server	ESET Remote Administrator's server component can be installed on Windows as well as Linux servers and also comes as a virtual appliance. It handles communication with agents, and collects and stores application data in the database.
Independent Agent	The agent is a small application that handles the remote management communication and runs independently of the security solution itself. It connects to ESET Remote Administrator and executes tasks, collects logs from ESET applications, interprets and enforces policies, and performs other tasks, e.g. software deployment and general computer monitoring. As the agent executes tasks and interprets server logic locally, it reacts to and eliminates security issues even when the client is not connected to the server.
Web-Console	The front-end component of ESET Remote Administrator, the web-console, manages everyday network security. It has a role in interpreting the data stored in the database, visualizing it in the form of clear dashboards and lists with drill-down capabilities, and commands the agents and other ESET applications. In addition, it offers a huge array of customization options to suit the needs of any administrator by providing an easy "look & see" overview of the entire network's security.
ESET Remote Administrator Proxy	The proxy handles collection and aggregation of data from machines in distant locations and forwards it to the centralized ESET Remote Administrator server. Remote locations no longer require ESET Remote Administrator server installation; the proxy alone will suffice. It's possible to install several proxies in large and complex environments and connect them to a central server. The hierarchy and access rights are enforced by the central server, and through its access rights structure.
Rogue Detection Sensor	This component of ESET Remote Administrator is used to discover unprotected and unmanaged machines in the network by listening to their traces. It provides the administrator with improved visibility of all devices located within the corporate network. Discovered machines are immediately located and reported in a predefined report allowing the admin to move them to a specific static group and proceed with management tasks.
Multi-Platform Support	ESET Remote Administrator runs on both Windows and Linux machines. The general installer deploys ESET Remote Administrator, including server, database and other components, in one step. The admin can also install component-by-component, or deploy as a virtual appliance.

Usability

ESET License Administrator	ESET License Administrator makes it possible to handle all licenses transparently from one place via a web browser. The admin can merge, delegate and manage all licenses centrally in real-time, even if ESET Remote Administrator is not being used.
Endpoint Deployment	Deployment of the ESET security product on the client is split into two steps. First, the ESET Remote Administrator agent is deployed; this is then followed by installation of the product by the agent. ESET Remote Administrator automatically determines the type of agent to be installed, according to the target operating system. All product installers are available on ESET servers, and support caching on a web-proxy level, to eliminate duplicate downloads within your corporate network.
Role-Based Management	ESET Remote Administrator makes it possible for the initial administrator to create multiple user accounts, each with individual, customizable sets of privileges. In case of multi-location deployment, the admin can create a so-called "superior admin" capable of defining general company policies and a setting for local administrators who are able to view and manage only their local clients. Reviewer privilege enables oversight of network security status without any interaction with any clients or security settings.
Secure Peer Communication	ESET Remote Administrator now utilizes the Transport Layer Security (TLS) 1.0 standard and employs its own created and distributed certificates to digitally sign and encrypt communication between the solution's individual components for peer identification. The admin can build a public key infrastructure (PKI) with certificates and certification authority during the installation process, or at a later date. Alternatively, admins can choose to use their own certificates. Certificates are then assigned during the deployment of each ESET Remote Administrator component, resulting in secure communication and a secure network environment.
2FA-Protected Login	To validate the identities of users logging in to ESET Remote Administrator, it's possible to enable two-factor authentication (2FA) directly from the web console. Up to 10 accounts can be 2FA-protected for free. After a simple self-enrollment directly from the web-console, the user will receive a link via SMS to download the ESET Secure Authentication mobile app – which is then used to generate random one-time passwords. Once 2FA is set up, one-time passwords are used to complement and strengthen the authentication process.
Integrated ESET SysInspector®	ESET SysInspector is a diagnostic tool that helps troubleshoot a wide range of system issues and is integrated into the ESET Remote Administrator web-console. The admin is able to view all generated SysInspector snapshots directly for a particular client. This allows the admin to track-back security incidents or system changes chronologically.

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In-Depth Customization

Dynamic and Static Groups	ESET Remote Administrator uses a client-centric approach, similar to the Active Directory with which ESET Remote Administrator syncs automatically, and adopts its group structure. Clients can be assigned to either static or dynamic groups. The admin sets inclusion criteria for a dynamic group; thereafter, any client that meets these criteria is moved automatically to the respective dynamic group. It is also possible to assign a policy to a dynamic group, with this policy applied to clients upon entry to the respective dynamic group and withdrawn upon exit. This happens without any admin/user interaction.
Policies	The admin can define policies per security product and clearly specify their mutual relationship. Policies are executed on the agent, so even without a connection to the ESET Remote Administrator server the agent is able to apply policies assigned to a specific dynamic group in the event that a client enters that dynamic group. For even easier management, the admin can choose from predefined policy templates for each ESET security product, according to the needs of various clients, e.g. applying specific policy templates for laptops or servers, and restrictive or soft policies.
Triggers	By configuring triggers, the admin is able to define if and when a specific task is executed. Triggers can be paired with dynamic groups and execute the tasks on a client once it enters the group. Scheduled triggers provide the ability to specify task execution according to date, time, day and repeat frequency.
Tasks	Tasks are created in wizard-style steps and clearly sorted for various ESET security products; this also includes pre-configured tasks.
Reports	Admins can choose from pre-defined report templates or create custom ones, just using a selected set of data and values. ESET Remote Administrator collects only data which is necessary for generating reports, with the remaining logs stored on the client, resulting in better database performance. Each report template can be viewed in the web-console as a dashboard element to provide the administrator with an excellent real-time overview of network security, including drill-down possibilities. What's more, it allows action to be taken if necessary. Apart from displaying reports via web-console, they can be exported to a PDF and saved to a predefined location or sent as an email notification report.
Notifications	It's critical for administrators to get notification of any security issues happening in the network, in order to react immediately. The admin can configure notification options via a wizard-style series of steps, or use any of the predefined notification templates. Templates can be mapped to the specific dynamic group memberships of clients or triggered by specific indications or events as they are recorded in event logs.