

ESET
REMOTE
ADMINISTRATOR
PLUG-IN
FOR CONNECTWISE
Technical Setup and User Guide

ESET REMOTE ADMINISTRATOR PLUG-IN FOR CONNECTWISE

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1. Introduction

The ESET Remote Administrator Plug-in for ConnectWise makes billing and ticketing easy for ESET Managed Service Providers (MSPs) who use ConnectWise.

Billing

The ESET Remote Administrator Plug-in for ConnectWise allows you to quickly monitor seat counts of ESET products for different customer accounts and group endpoints into groups and subgroups. Each ESET group corresponds with an account available in ConnectWise (specifically, to a recurring service item in a contract for the account). Each ESET product corresponds with a recurring service.

The ESET Remote Administrator Plug-in for ConnectWise allows you to map your accounts and recurring services to groups from your ESET Remote Administrator Console and specific ESET products. After associating a group or account with an ESET product, the ESET Remote Administrator Plug-in for ConnectWise automatically takes snapshots of your current seat count use and commits them to ConnectWise as service adjustments that include date and time information.

Ticketing

The ESET Remote Administrator Plug-in for ConnectWise creates tickets for computers when they join a Dynamic Group in ESET Remote Administrator. Dynamic Groups are comprised of all computers that meet a set of conditions defined in the template for the group (for example, a Dynamic Group might contain computers with out-of-date operating systems, or computers that have not received virus signature database updates in the last 24 hours). Any time a computer enters a dynamic group, ESET Remote Administrator Plug-in for ConnectWise creates a ticket.

ESET Remote Administrator Plug-in for ConnectWise allows you to map dynamic groups to ConnectWise priorities, so that each ticket created can be assigned a priority level and the appropriate action can be taken.

2. System Requirements

To use the ESET Remote Administrator Plug-in for ConnectWise your system should meet or exceed the following requirements:

Supported Operating Systems:

- Windows 7 and later non-server operating systems are supported.
- Windows 2008R2 or later server operating systems are supported.

Supported versions of ESET Remote Administrator

- ESET Remote Administrator 5.3x and later 5.x builds are supported.
- ESET Remote Administrator 6.2x and later 6.x builds are supported.

.Net 4.5 framework is required for the use of the ESET Remote Administrator Plug-in for ConnectWise.

3. Installation

To install the ESET Remote Administrator Plug-in for ConnectWise, follow the step-by-step instructions below:

1. Download the ESET Remote Administrator Plug-in for ConnectWise installer file and save it to your system.
2. Double-click the installer file and follow the steps from the Setup Wizard to complete installation.

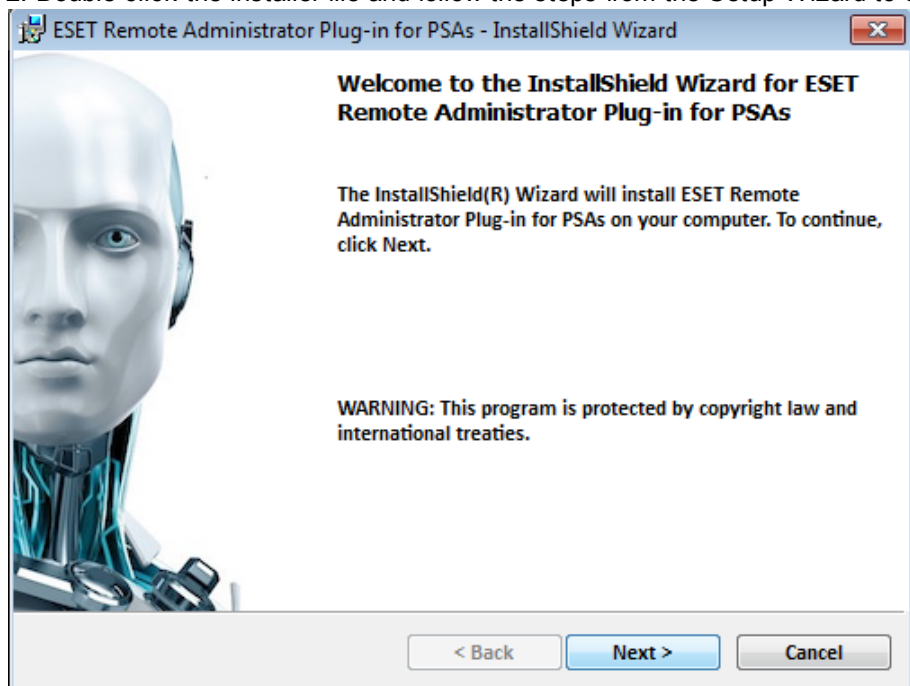


Figure 1-1

3. Once you finish installation, double-click the **ESET PSA Plug-in** icon on your Desktop to launch the ESET Remote Administrator Plug-in for ConnectWise. Click **ConnectWise** in the **PSA Selection** window. **NOTE:** If you select the incorrect PSA at the PSA Selection window, you must uninstall and reinstall the ESET Remote Administrator Plug-in for ConnectWise for proper functionality.



Figure 1-2

4. Connect to your ConnectWise Server

Before you can begin using the ESET Remote Administrator Plug-in for ConnectWise, you must establish a connection with your server. To do so, follow the steps below:

1. Click **Tools > Options** and type your server credentials into the **API Username** and **API Password** fields.
2. Click **Test Connection** to make sure that your credentials are entered correctly.

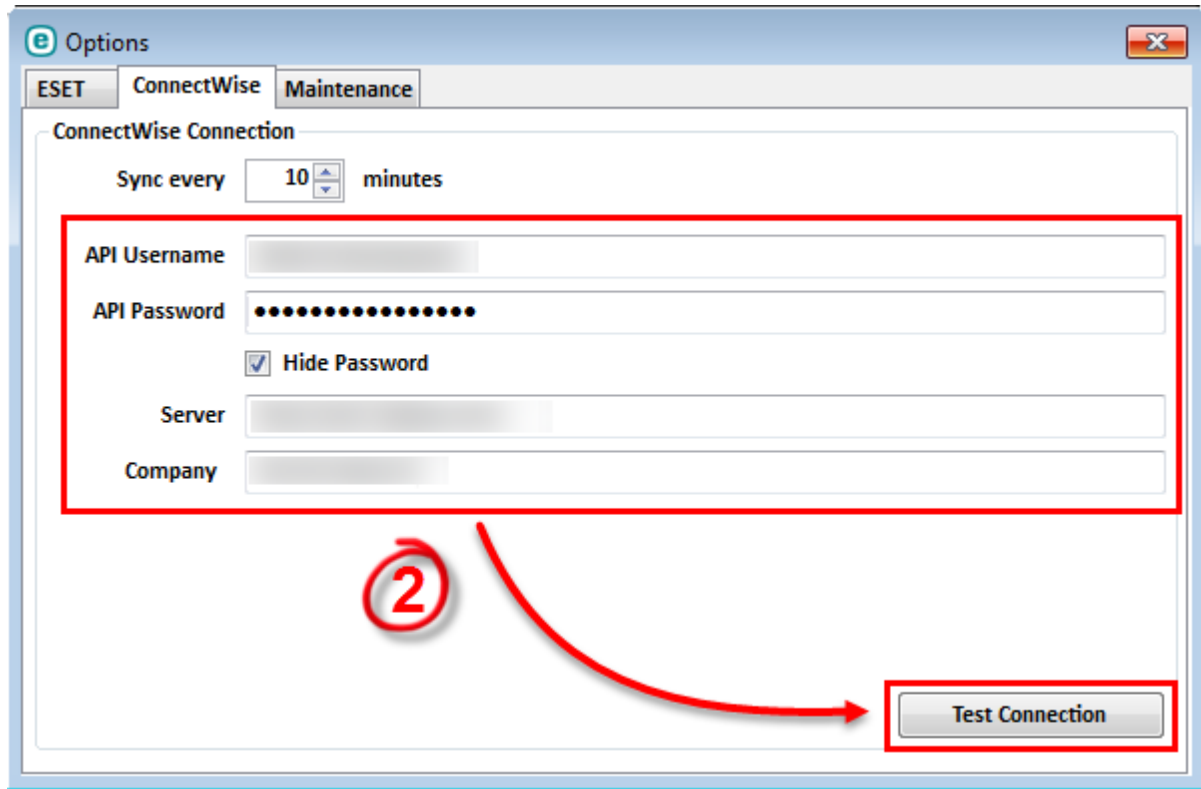


Figure 1-3

5. Connect to your ESET Server

After establishing the connection with ConnectWise, add your ESET servers to the Plug-in to allow management. To do so, follow the steps below:

1. Click **Options > Add**.
2. Type a name for this server into the **Server** field.
3. For ESET Remote Administrator (ERA) 6.x, type **2223** into the **Port** field, for ERA 5.x, type **2226**.
4. Select the version of ERA you are using from the **Version** drop-down menu.
5. Type the Username and Password for this ERA server into the appropriate fields and then click **Test Connection** to verify that the information is correct. Repeat this process as necessary to add all ERA servers that you manage.

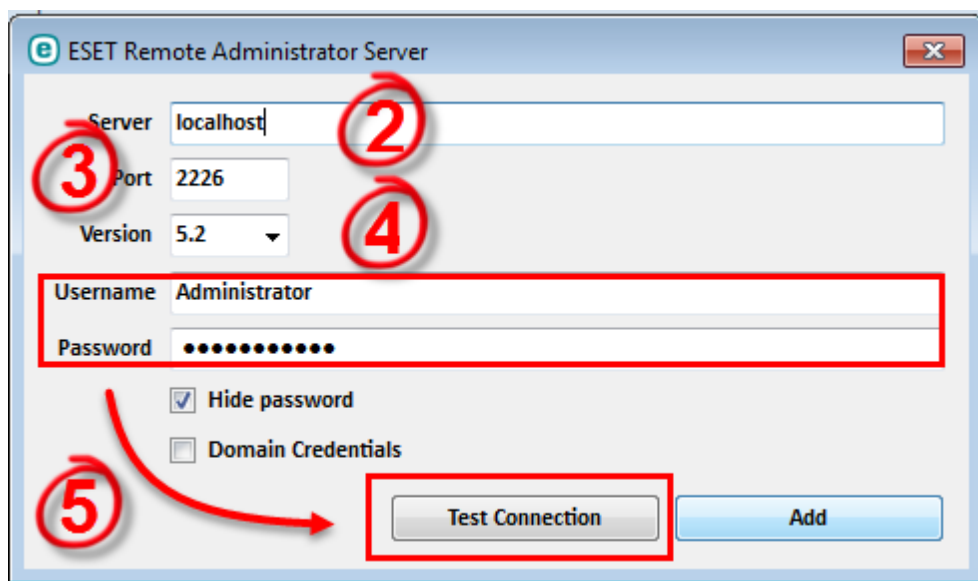


Figure 1-4

NOTE: You can edit settings for a specific server at any time by selecting it and clicking **Modify**. To delete a server, select it and click **Delete**.

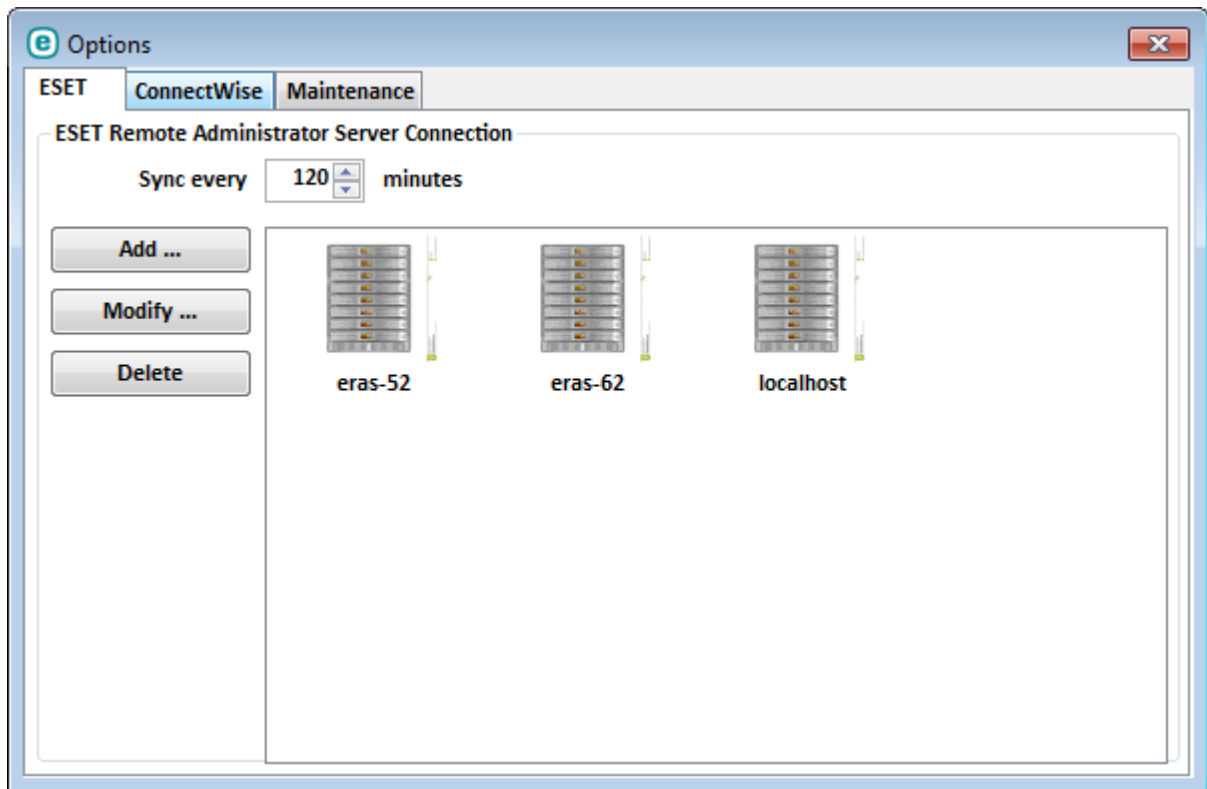


Figure 1-5

6. Sync

The ESET Remote Administrator Plug-in for ConnectWise maintains a local database of objects from ConnectWise and ESET that can be refreshed at any time.

Click **Sync** to update data in the Plug-in to reflect changes in ConnectWise accounts, contracts and services as well as ESET groups and products. By, default, the Plug-in will sync automatically every 10 minutes (this interval can be adjusted manually for your ConnectWise and ESET Servers under **Tools > Options**). We recommend that you perform regular syncs to ensure accurate data is displayed in the Plug-in.

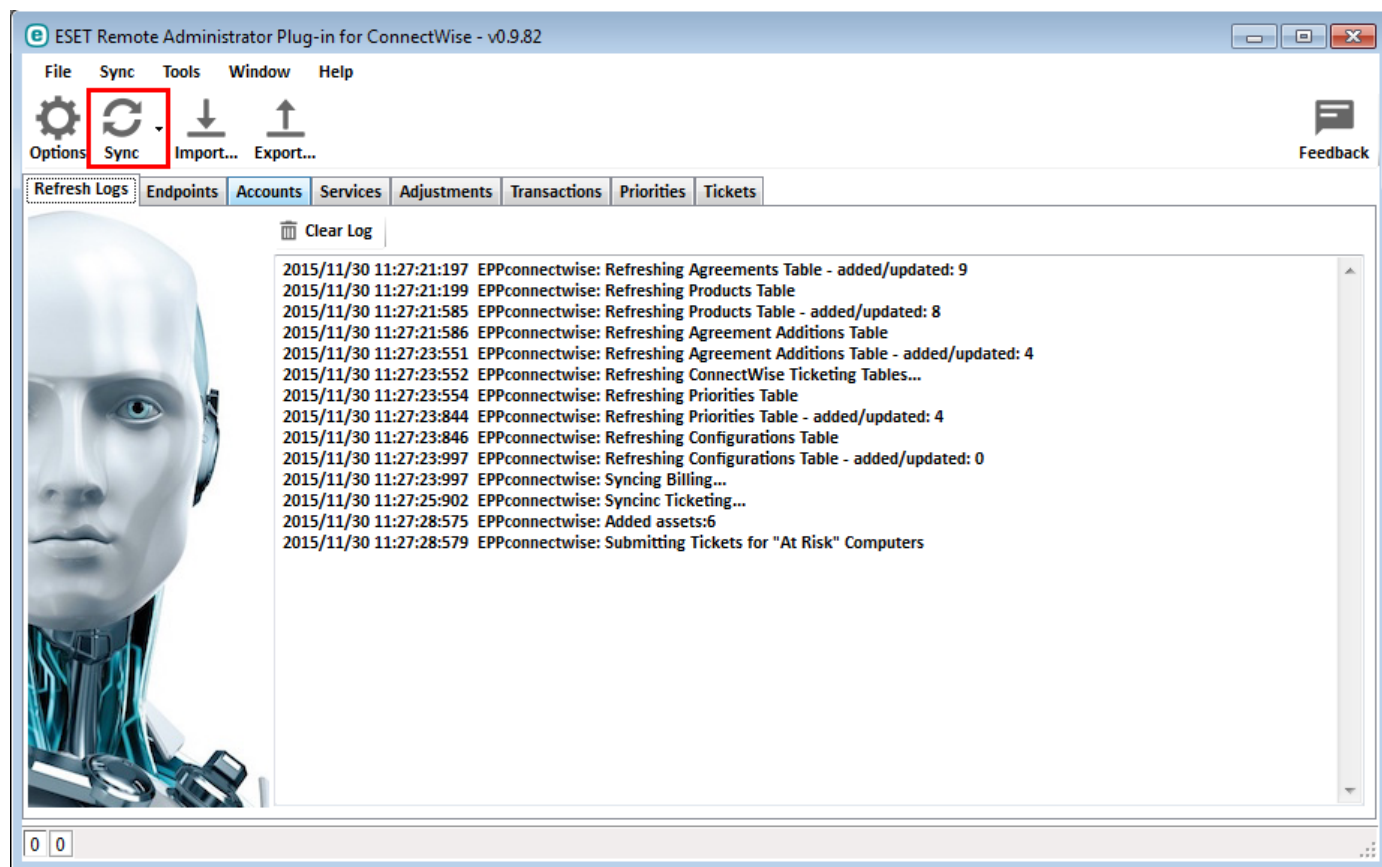


Figure 1-6

7. Manage Accounts

The **Accounts** window allows you to associate ESET groups with accounts and recurring service items from ConnectWise. In the **Accounts** window, a list of groups and subgroups for each ERA Server is displayed. Your groups will appear in the same hierarchy in the ESET Remote Administrator Plug-in for ConnectWise that you use in ERA.

7.1 Map Accounts

To map an ESET group to a specific account, follow the steps below:

1. Click the **Accounts** tab.
2. Click the server row for the group that you want to map.
3. Double-click the account to which you want to map the selected group. The same account can appear multiple times, so make sure that you are selecting the contract you want to associate with your ESET group.

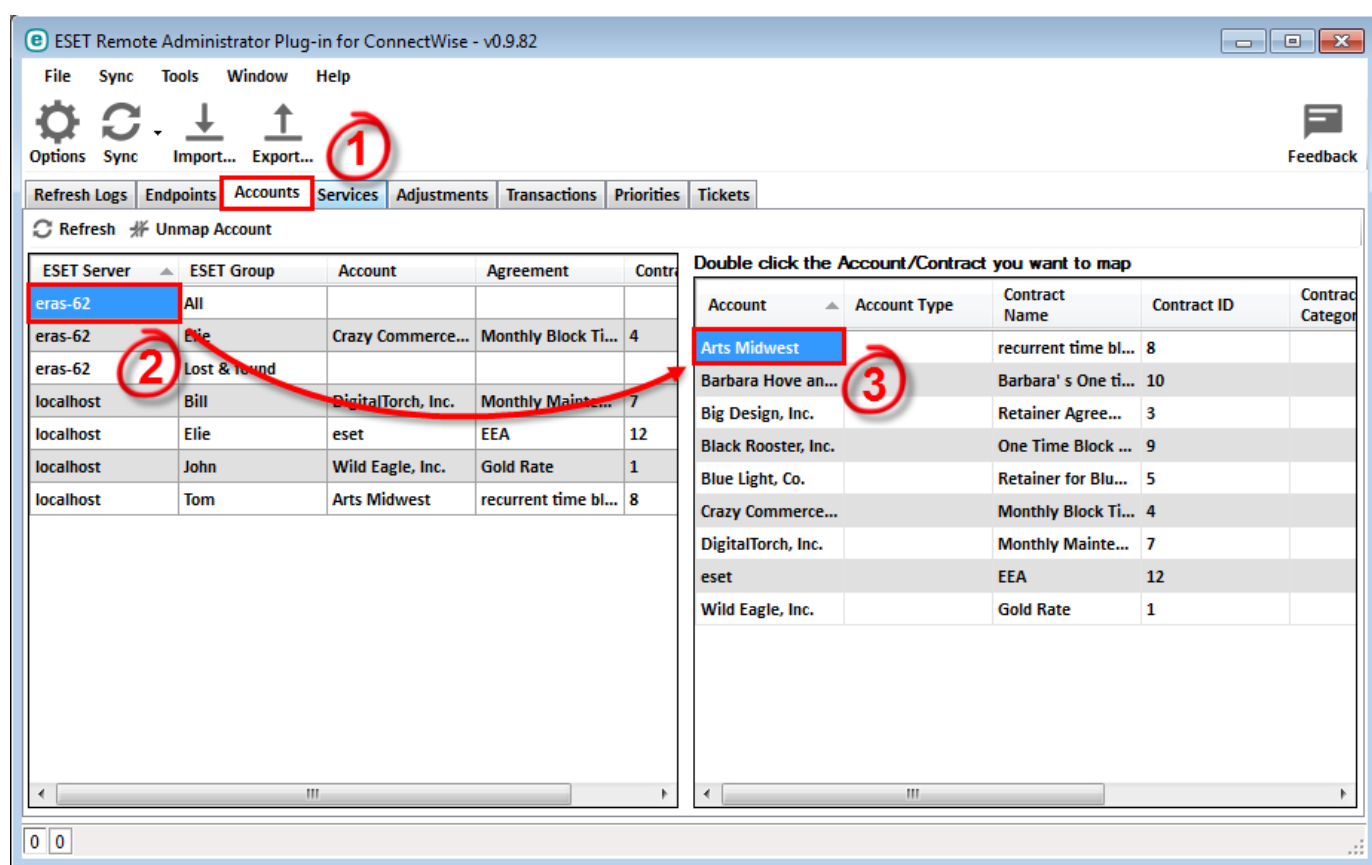


Figure 1-7

7.2 Map Services

With your accounts mapped, you can associate ESET products with recurring services from ConnectWise. To do so, follow the steps below:

1. Click the **Services** tab to display a list of all ESET products in use by endpoints.
2. Click an endpoint product to view a list of services that can associated with that product.
3. Double-click a service to map an ESET product to it. Different ESET products can be mapped to the same service, for example if your contracts do not differentiate between Antivirus for Windows, Mac and Linux.

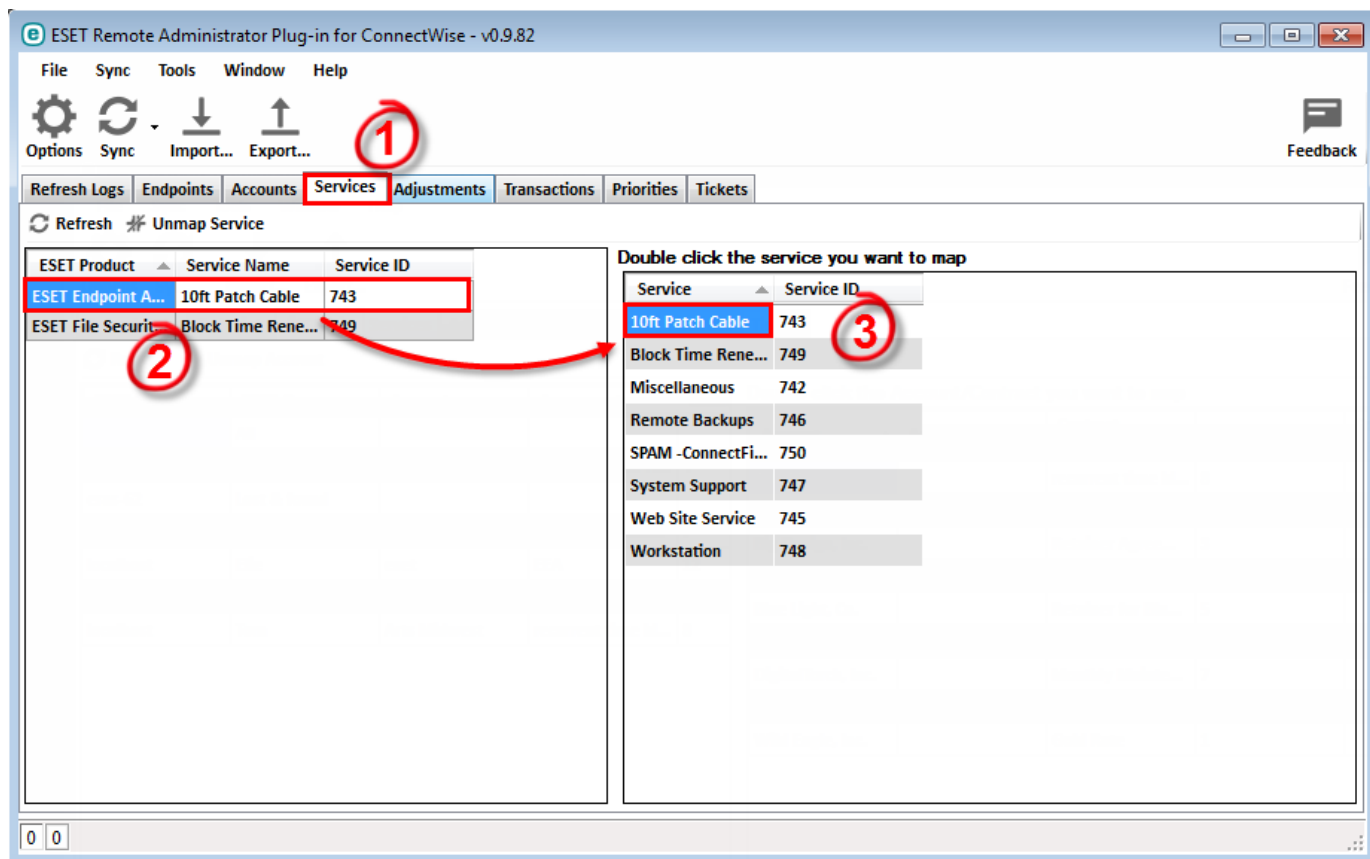


Figure 1-8

7.3 Map Priorities

To map priority levels to different groups, follow the steps below:

1. Click the **Priorities** tab to display a list of groups available in ERA.
2. Click the group for which you want to map priorities.
3. Double-click the priority level you want to associate with the selected group.

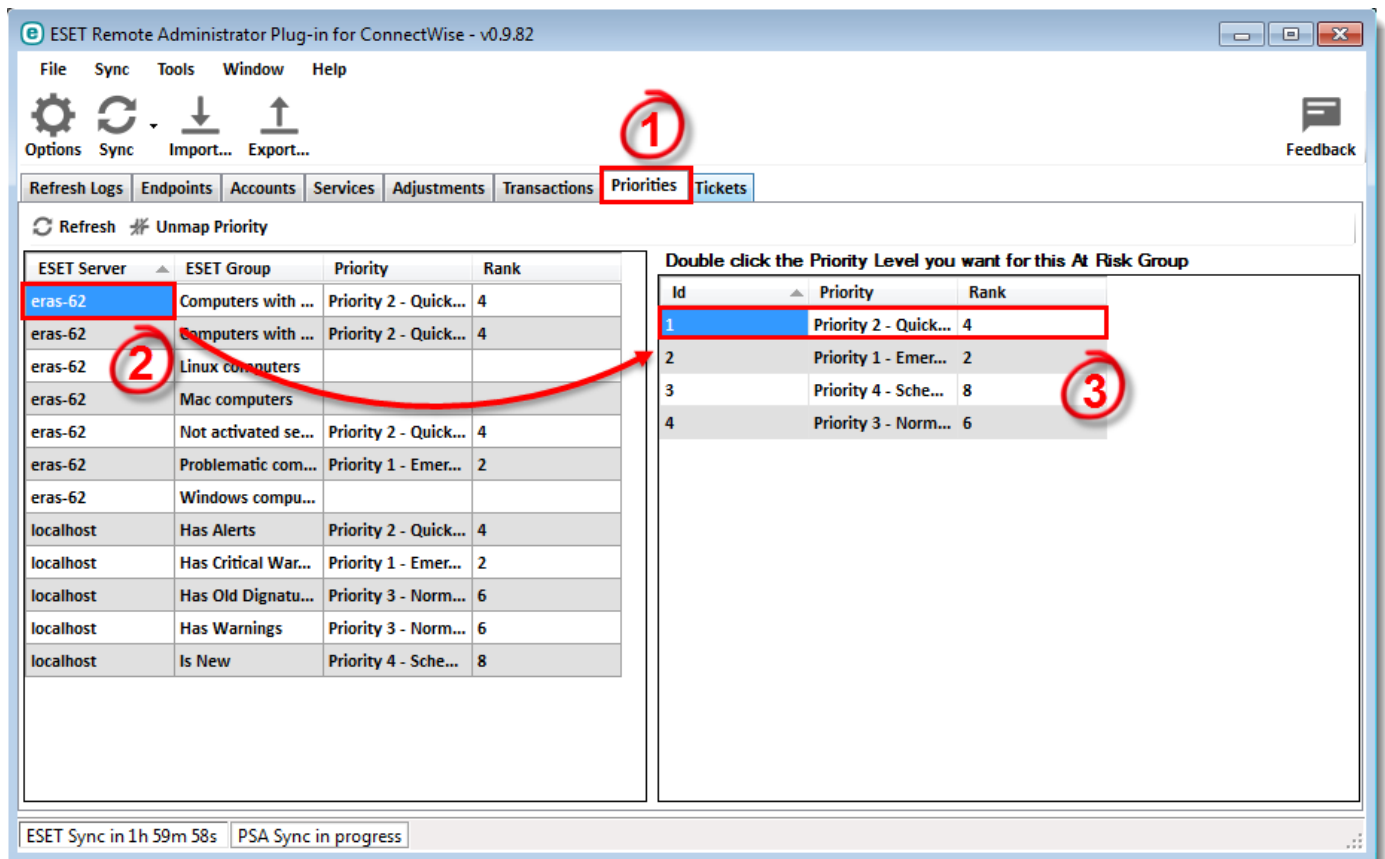


Figure 1-9

8. Access the ConnectWise console

You can access the ConnectWise console at any time from the **Tools** menu. To do so, click **Tools > ConnectWise**.

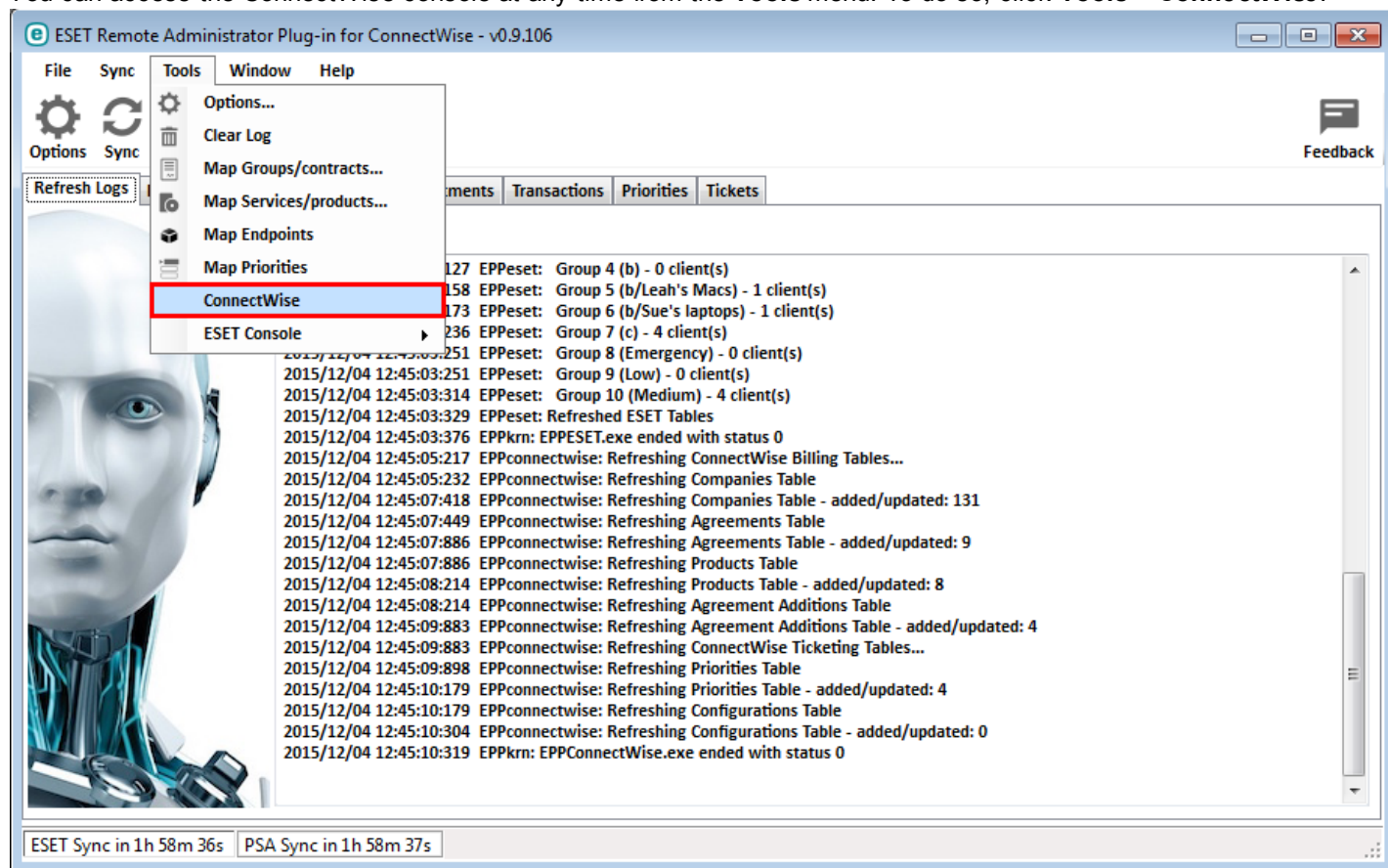


Figure 1-10

9. Access the ESET Remote Administrator Console

You can access the ESET Remote Administrator Web Console at any time from the **Tools** menu. To do so, click **Tools > ESET Console** and then select the ESET Remote Administrator Server to which you want to connect. In Figure 1-11, **eras-52**, **eras-53**, **eras-62** and **localhost** represent individual ERA servers.

- ESET Remote Administrator 5.x Console (ERAC) must be installed locally for proper function of this feature.
- ESET Remote Administrator 6.x Web Console can be accessed remotely provided the computer where ESET Remote Administrator Plug-in for ConnectWise is installed has an active internet connection and the ERA Web Console is configured for public access.

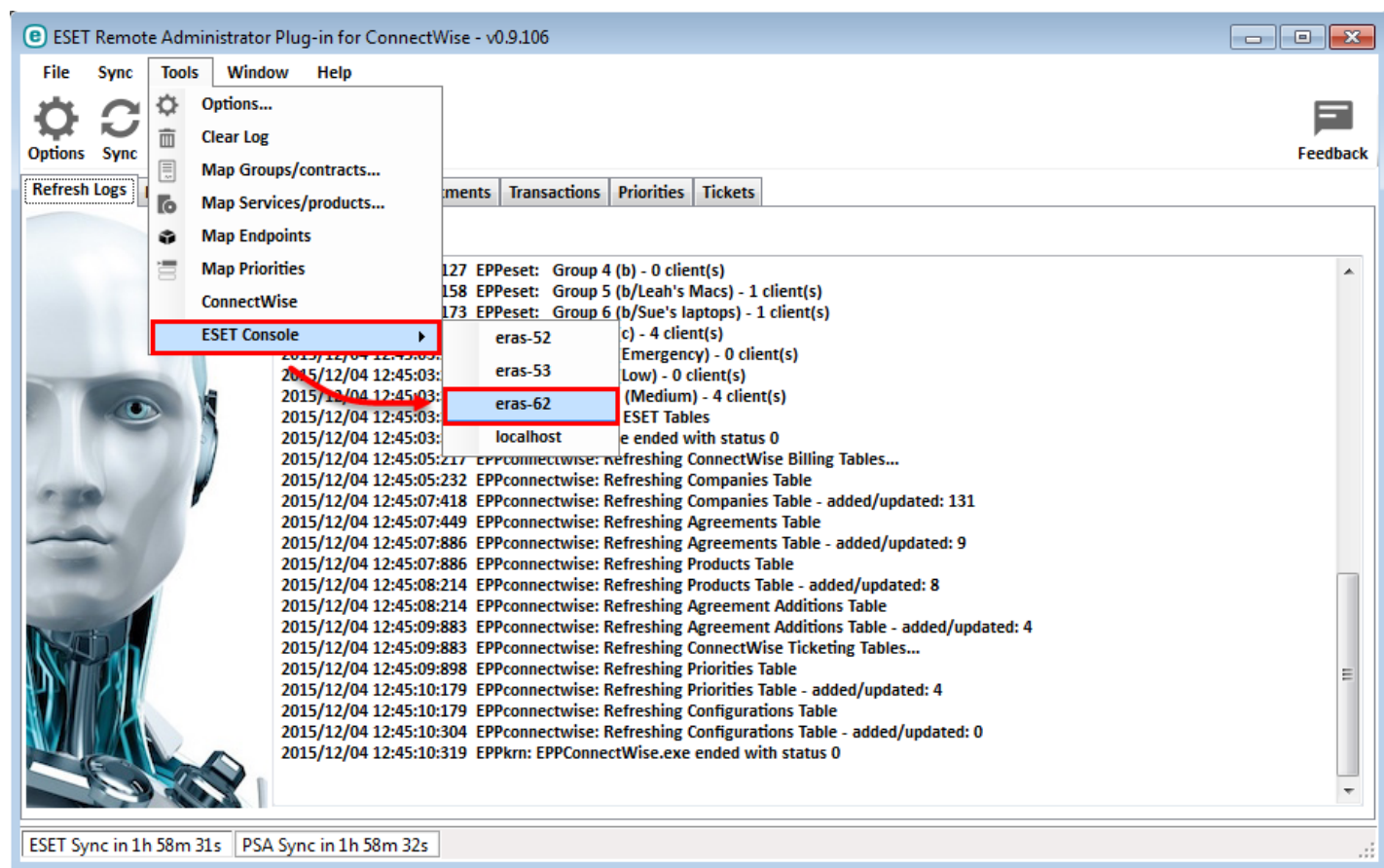


Figure 1-11

10. Feedback

We at ESET hope that the ESET Remote Administrator Plug-in for ConnectWise will be a useful asset, and are dedicated to continue improving the Plug-in according to your feedback. Follow the steps below to send us your feedback:

1. Click **Feedback** to view the feedback form.

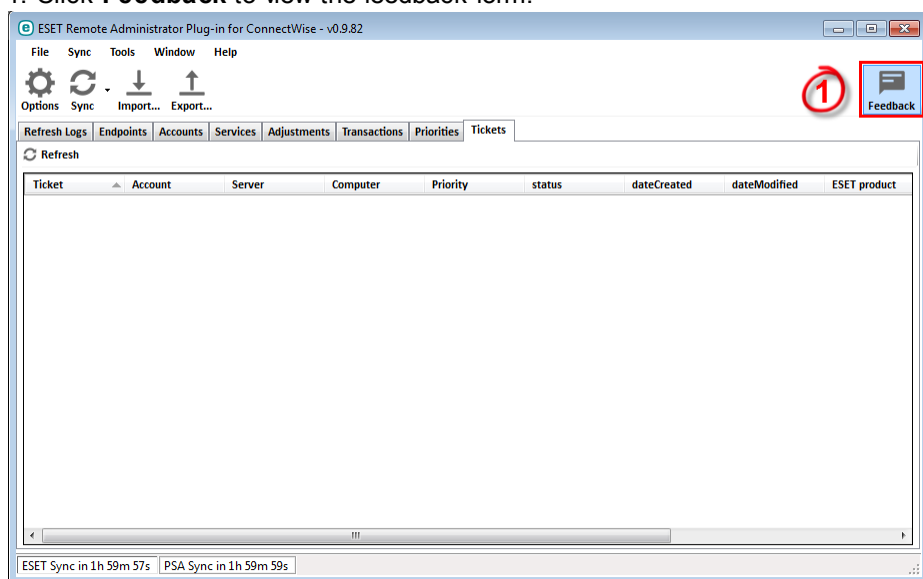


Figure 1-12

2. Complete the fields in the form by typing the appropriate information or using the drop-down menu to select the appropriate value.
3. Type your feedback into the **Information** field.
4. Select the check box next to **It's OK to contact me** if it is ok for our team to reach out to you for more information.
5. Click **Send** to submit your feedback.

The screenshot shows the 'Feedback' form window. At the top, it says 'Your feedback is important to us! Please submit this form for general feedback, feature requests, or other comments you would like to share with the developers.' The form has the following fields: 'Subject' (text input with 'subject' entered), 'Category' (drop-down menu with 'Feedback' selected), 'Contact Name' (text input with 'Anonymous' entered), 'Contact Number' (text input), and 'Contact e-mail' (text input). These five fields are grouped together and highlighted with a red box, with a circled '2' next to the box. Below these is the 'Information' field, a large text area, highlighted with a red box and a circled '3'. At the bottom left, there is a checkbox labeled 'It is OK to contact me' which is checked, highlighted with a red box and a circled '4'. To the right of the checkbox is a 'Send' button, highlighted with a red box and a circled '5'. A red arrow points from the checkbox area towards the Send button.

Figure 1-13