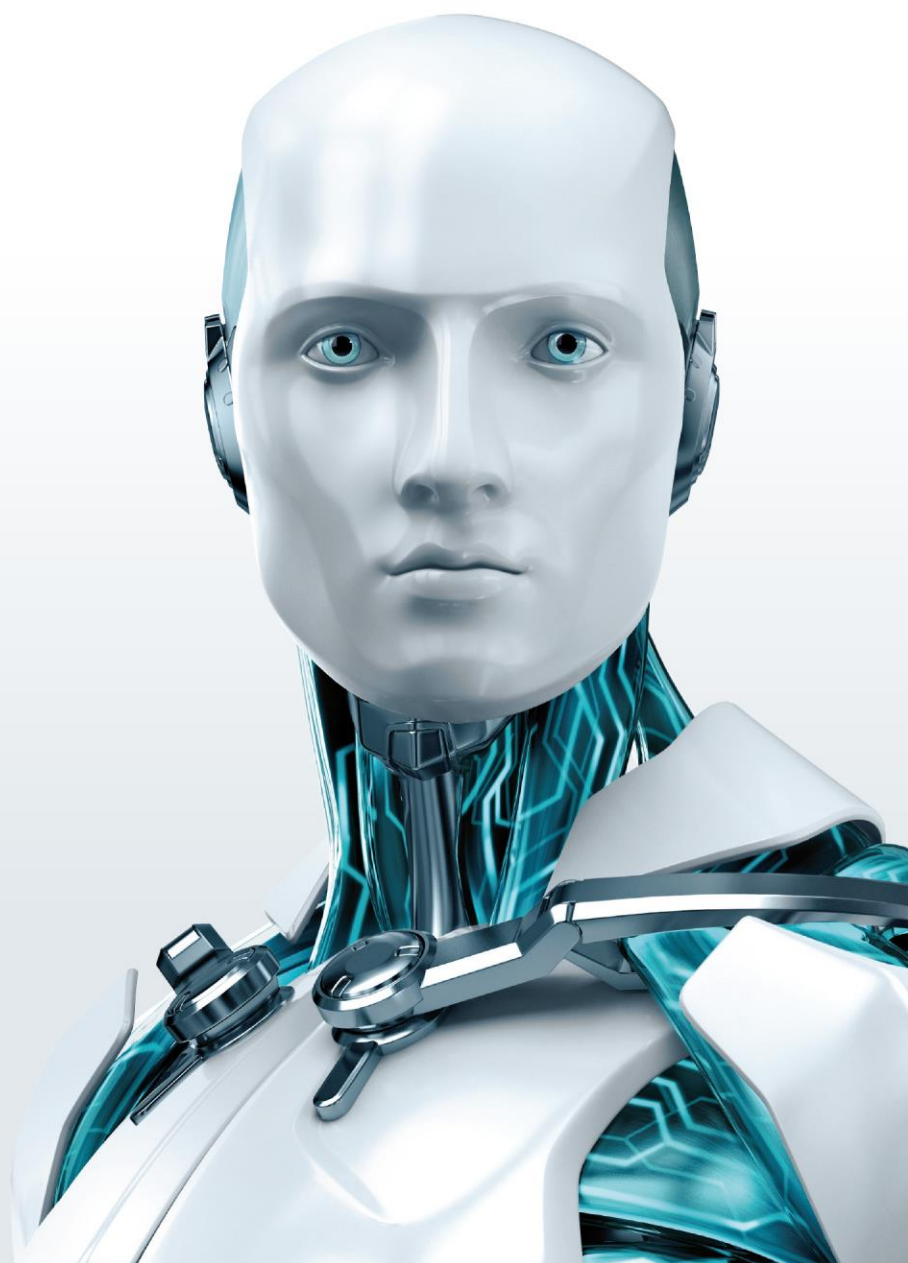


ESET Cloud Administrator



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Primary message

Goals

With the new ESET Cloud Administrator¹ (later in this document referenced as “ECA”), ESET aims to address unique challenges and real-life problems of small and medium businesses (up to 250 computers) trying to address their IT security needs and needs of their IT responsible employees.

It represents a new approach, broadening the former ESET on-premise solutions (on-premise server - agent) and introducing new, more flexible cloud service, operated and maintained by ESET².

The solution is designed in a way to offer practically immediate use without any unnecessary steps typical for on-premise solution (prerequisites, installation, setup, configuration etc.) with focus on easy to deploy and use.

New ECA, as cloud hosted service, comes with contemporary web-based administration console, which offers the possibility to connect to from virtually any location and device, if a proper internet connection is available. It comes with all the essentials known from our on-premise console but streamlined to serve the needs of small and medium business looking for convenience, easiness of use without unnecessary hassles.

ECA is the center piece of selected ESET business products, being able to manage these easily in “the cloud” era and ever-changing business needs. With such essential tool in place, business will be able to increase their network security significantly without additional investments into hardware and people. Security should be available immediately, without extensive setups, knowledge and investments.

ECA represents a new approach towards “user-friendly security”, where all key steps from initial setup, to security product deployment are handled conveniently, without hassle and unnecessary configuration.

Business goals

With the new ESET Cloud Administrator, ESET addresses the following business goals:

- Be able to acquire new customers (or serve better the actual ones) by offering a product tailored to needs of small and medium customers usually constrained by people, skills and budget, which creates unique challenges, requirements and buying behaviors when deploying IT solutions.
- Migrate ESET customers running older versions of business endpoint products not willing to switch to ERA6 due to its complexity, and proclaimed higher TCO compared to previous generation of ESET Remote Administrator (V5 and older)
- Win back lost customers which were missing such service

Portfolio

ESET Cloud Administrator consist of these components:

- **ESET Cloud Administrator offered as a service**
- **ESET Cloud Administrator Web-console**
 - Web console interprets the data stored in the ECA database. It visualizes the vast amounts of data into clear dashboards, lists, and it also commands the agents and other ESET security applications, to behave

¹ ECA is not a successor to ERA (ESMC), but a separate, new product/service, with specific target market, users and feature set. Despite the fact that it based on the similar code base, architecture, functionality and concepts as on-premise ERA.

² ECA is maintained and operated by ESET and delivered by partnering with the top cloud service providers, as AWS or Microsoft Azure.

according to administrator needs.

- **ESET Cloud Administrator live-installer**
 - Is a small application consisting of ECA Agent and business security product in a streamlined and easy to use package handling complete deployment process.
 - The agent is a light-weighted application (GUI less) that facilitates all communication between the ESET Security product on a client computer and ESET Cloud Administrator. It executes the tasks, collects logs from the ESET applications, interprets and forces the policies and performs other valid tasks, as software deployment and general computer monitoring.
- **ESET Security products**
 - The ESET Security products protects client computers and servers against threats.
- **ESET Business Account³**
 - Cloud service serving as a central entry point for business customers.
 - Offering account/identity/company management, license management and a gateway for connected cloud services.
 - Automatic trial license provisioning.
- **ESET remote deployment tool**
 - Tool that can remotely deploy ECA live-installer to the network.
 - It has the capability to remotely map the network, sync with AD, or supports importing of the targets on which the product will be deployed.
 - It is the same application, which is available with the ESET Remote Administrator V6.5+.

Product description



CLOUD ADMINISTRATOR

ESET Cloud Administrator is a cloud based management console (like ESET Remote Administrator/ESMC), offered as a cloud service

(operated and maintained by ESET⁴), allowing centralized management of selected ESET Security products (like ESET Endpoint Security) for customers, that do not have resources, capacities, knowledge to have in-house remote management console and opt-in for the cloud-based solution from ESET (directly). With ability to manage up to 250 computers with one cloud instance.

ESET Cloud Administrator⁵ together with our top of the line endpoint protection makes ideal solution for Small and Medium businesses seeking protection from today's malware.

ESET Cloud administrator could be described as a "central remote controller" for selected ESET business security products offered as a cloud service. It's used for deployment, management and it also fulfills the reporting role of the security incidents and overall performance of ESET security products installed within the company network.

Consists from all the essentials:

- Security product deployment
- Security product monitoring (Dashboard / Computers / Threats / Quarantine)
- Security product configuration/management (Tasks / Policies)
- Security product reporting and notifications (Reports / Notifications)

³ ESET Business Account existence is a pre-requisite to activate customer instance of ESET Cloud Administrator

⁴ ECA is maintained and operated by ESET and delivered by partnering with the top cloud service providers, such as AWS or Microsoft Azure.

⁵ ECA is a brand-new product, i.e. not a successor to ERA6 despite the fact that is based on similar architecture, concepts and functionality.

Console itself is provided to customers by ESET and targeted (and tailored) towards Small & Medium business customers, requesting simplistic & straight-forward operation without hassles. Solution consists from the web-based UI, accessible via public internet connection, its backend (black box for the user) and live-installer (agent and endpoint product), which is installed locally on the managed computers.

Usage of the solution is license-enabled, customer needs to have product license⁶ which is eligible for management from ESET Cloud Administrator.

What about bigger customers with more advanced needs?

Customers looking for more advanced options and with more complex network setups, ESET is providing a “full-blown” on-premise central management console “ESET Security Management Center⁷” which is able to serve to the highest needs of these types of customer. The most prominent benefits⁸ are:

- “No limit” on managed devices
- Advanced customization options
- Ability to create custom dynamic groups and notifications
- Complex access rights management
- Broader deployment and integration options
- Broader range of supported products
- License management directly integrated into the console
- All the benefits of on-premise software

Product naming

ESET Cloud Administrator

Personas

Backed by product management research, there are 2 types of potential users/personas, utilizing ESET Cloud Administrator, towards which we have tailored this service.

User of the product/service

In general, a typical user of ESET Cloud Administrator, who is taking care of the company devices and their security, is an IT generalist (IT/network administrator) with shared support, project and operations responsibilities to meet the demands of the business. Based on the analysis of their behavior, we’ve categorized them into 2 groups:

Basic user - IT guy in a small company

Versatile employee, with general knowledge of IT systems management, without any special education, most of his skills were adopted “learning by doing” style.

His main goal when using the product is “Install and forget”. Have a security solution in place, and have a simple way, how to check, that everything is up and running. Do not have to rely on the information from the end users or by in person visits to relevant endpoint machines.

⁶ Consult pricing and licensing document for more details

⁷ Consult documentation and dedicated Product bulletin for more details

⁸ See detailed differences in product documentation US/differences_era_eca.html

He seeks easy-to-use solution, with the most-frequent tasks to be as simple & intuitive as possible. His main focus is to be able to install seamlessly, has things pre-defined (pre-configured), and be able to check the network status periodically.

Values and features:

- Antivirus
- Antitheft
- Proactive notifications
- Simple installation
- Out of box configuration
- Settings protection

However, his behavior is mostly consumer-like, he does not have any excessive skills, and he does not over-manage; He simply installs AV protection (the most up to date), and he makes sure, his employees are not able to uninstall it.

The company he is working in has no security policy in place, what is there is usually the will of owners - what they say / require / allow is installed on the machines and they tend to prioritize usability over security. Their behavior towards security is relaxed.

Advanced user - IT responsible person

Professional with extensive skills in the field of IT systems management. He is in charge of all IT related issues within the company (new computers / HW / SW purchases, taking care of regular updates, software maintenance, and general IT operations).

His main goal is to ensure business continuity, have ability to remotely managed networks. Be able to control access to computers, and limit software running there.

He prefers the ability to send a short instruction e-mail with a link to install AV protection (click on the link, click “run now” and continue). After installation is finished (which will automatically remove any other incompatible AV software), it will report to the console. Based on per-defined parameters, it will automatically identify as a computer belonging to a specific group. He then applies policies, configures the tasks (periodic scanning in a night time) and notifications for infections / incidents. Updates towards a newer version should be done automatically. He wants to have flexible licensing options. He would like to spend just one hour a week with reviewing the reports, or receive notifications in case of high-severity events.

Values and features:

- Installation & Deployment
- Policy Management
- Device & Web Control
- License management
- Incident reporting
- Settings protection

Ideal customer of the product/service

ESET Cloud Administrator goal is to address the needs of Small and medium business customers, up to 250 computers (ESET’s stronghold), which will be able to take advantage of the quick setup, “zero” running costs, simplified deployment and flexibility.

In general, ESET products are adopted by two types of standard customer:

Small & Medium Business company, looking for “all in one security” solution

In small and medium companies, it’s either the owner or the IT responsible person (quite often external, as IT

security is being outsourced), who makes the purchasing decision. Are seeking a reliable and easy to deploy security solution, which won't cost much and won't be a burden for their day-to-day operation.

What they care the most is a technology "fit" for their business needs at an affordable price. They are seeking software which is easy to deploy, use and support and has minimal impact on their business processes (they don't want to migrate / solve issues too often, they really would like to buy and forget). Typical trait of these businesses is that there are constraints in IT resources (people, skills, budget) which creates unique challenges, requirements and buying behaviors for selecting, deploying and managing IT solutions. These types of customers value quality post-sales support and a range of other factors sometimes even more than securing the lowest price. When multiple options are even, they will choose a vendor that has a reputation for delivering the best service and support

Best of breed seeker

ESET is famous for its antivirus, which is considered to be the best in the market. Excellent detection, proven by time, good reputation, small system footprint, together with an excellent level of customer support provided in local language, makes it a great choice. For such customers, we offer a great "puzzle piece" which fits their network infrastructure. In such company, it's an IT security expert / Admin, who has a strong influence on purchasing decision, however the final purchase is often finalized by the owner or procurement department. Good relationship is a must, as loyalty is very important in this segment.

Common traits of typical customer

Businesses in sizes ranging from 5 to 250 computers. Based on product management research, the average size of SMB customer is around 25⁹ seats.

- growing business with dynamically changing needs
- wants to protect laptops (win/mac), desktops (win/mac) and servers (win)
- is using unmanaged business security solutions, as they do not have proper resources (technical / human / financial) to deploy any kind of Remote Management software on-premise (as it significantly contributes negatively to the TCO of such security solution)
- wants centralized, cloud-based management that is easy to use, deploy and manage
- needs to apply custom policies for different computers and groups
- needs protection IT staff can manage without additional training
- wants notifications, reporting and automatic protection that takes just minutes to set up
- needs to protect remote offices, users or employees that travel frequently
- does not have sufficient hardware / IT resources to host locally installed management console for managing their antivirus/security solution.
- does not have sufficient personal resources to install / setup / manage locally installed management console for their antivirus/security solution.
- has general objections and are hesitant towards installing a software that has dependencies on applications that are known to have common vulnerabilities (like Adobe Java and Apache Tomcat) - which they have somehow address
- manage security status of the network from virtually anywhere, without opening security "holes" to internal infrastructure
- consider standard on-premise consoles for AV / Security management are too complex, and featuring

⁹ Valid for May 2018 (may change)

unnecessary features, that are not useful for smaller networks and makes usage of such management consoles problematic and sometimes even cumbersome.

- tries to optimize their cash-flow, and are seeking a more service oriented model, without the need of installing anything (they are trying to reduce total cost of ownership)

Target markets

Small & Medium sized companies within the range 5-250 computers. These companies are most positively reacting towards cloud, they are the group mostly influenced by market problems.

Other markets:

- Non-customers of ESET / Customers of ESET that have not expressed interest to move to ERA 6
- Current ERA 5 customers which are not willing to switch to ERA6
- Companies with positive attitude towards cloud services/solutions
- Companies from verticals, that does not have to meet strict compliance / legal obligations
- Current customers of ESET's direct competition. Leaders are in general declining, and alternative vendors like ESET are appealing to those potentials.
- Current customers of ESET's rivals in SMB, Cloud-centric market

Most persistent market problems this product is addressing

- Small & Medium organizations do not have sufficient hardware / IT resources to host locally installed management console for managing their antivirus/security solution.
- Small & Medium organizations do not have sufficient and qualified personal resources to install / setup / manage locally installed management console for their antivirus/security solution.
- IT Security professionals / Administrators have general objections and are hesitant towards installing a software that has dependencies on applications that are known to have common vulnerabilities (like Adobe Java and Apache Tomcat) - which they have somehow address
- It is not possible to manage security status of the network from virtually anywhere, without opening security "holes" to internal infrastructure
- Standard on-premise consoles for AV / Security management are too complex, and featuring unnecessary features, that are not useful for smaller networks and makes usage of such management consoles problematic and sometimes even cumbersome.
- During past 10 years, main difference of ESET Remote Administrator (v5) when compared to market competition and perceived by customers was it extreme light weightiness which was used as USP by ESET partner network. This USP was "lost" with ERA 6 as architecture has changed upon release of ESET Remote Administrator 6 which makes it less suitable for smaller networks without powerful-enough hardware.
- Small and medium organizations are trying to optimize their cash-flow, and are seeking a more service oriented model, without the need of installing anything (they are trying to reduce total cost of ownership)

Key benefits

The key benefit is that any small or medium sized business can immediately utilize ESET Cloud Administrator to manage, protect and monitor computers without any specialized trained staff and hardware, software needs. Customer, after receiving the license email can activate the console and protect first computers in matter of minutes. Due to the benefit of the "cloud", the deployment of the solution is much shorter than with on-premise software which requires dedicated hardware, thorough installations and proper configuration.

ESET will take care of maintenance, new version releases, security, backups and physical security of the data, as the solution is engineered to be secure in the first place. Customer will just set-it-up, and since then, entire life-cycle is maintained by ESET, during regular maintenance windows.

ECA represents a new approach towards “user-friendly security”, where all key steps from initial setup, to security product deployment are handled conveniently, without hassle and unnecessary configuration.

Convenient

Can be practically utilized immediately. All the user needs to do is create ESET Business Account (if he hasn't one already), add eligible license, request ECA creation by “one-click” operation and he is ready to use the solution literary in minutes.

Quick Setup

As ECA is a cloud based service, there are no activities typical for on-premise software such as server setup and configuration. Everything is pre-configured “Out-of-the box”, accompanied by relevant wizards, libraries of pre-defined notifications, report templates and policies. Last but not least, one-click actions.

Seamless deployment

Deploying security products to endpoint machines and adding them under central management is always a crucial operation. ECA handles this elegantly with the help of live installer¹⁰.

All the cloud solution benefits

Absence of standard on-premise software burden the usual hassles with installation, setup, configuration and the management server part and consequent related activities such as upgrades, server clean-ups are practically non-existent. There is no need for:

Flexible

The solution adjusts to the customer actual needs. Offered within eligible license (“Cloud Bundle” – Business product) which can be enlarged and reduced according the customer actual workforce, without worrying if the workforce is in-house or decentralized in form of remote workers. Solutions fits customer with dynamically changing needs.

Suitable

The solution is ideal for Small and Medium types of businesses who does not have dedicated IT workforce and need to cover the essentials with the right, tailored feature set addressing their crucial pain points.

Business benefits

SMBs goal is to fit technology and business need at an affordable price. Solutions needs to be easy to deploy, use and support. Common trait with SMBs is that they have constrains in IT resources (people, skills and budget) which create unique challenges and requirements for selecting, deploying and managing IT solutions.

Small and medium organizations are trying to optimize their cash-flow, and are seeking a more service oriented model, without the need of installing anything (they are trying to reduce total cost of ownership). Lower costs - One of the most obvious benefits of moving everyday business to the cloud is that it can provide small

¹⁰ See Live-installer section for more information

businesses with significant savings in long term. For starters, cloud computing fully utilizes hardware, meaning businesses can do more with less. As a result, small businesses will see a decrease in rack space, power usage, IT requirements, etc.

That means lower installation, maintenance, hardware, upgrade and support costs including responsible personnel. For small businesses, especially, those savings are invaluable.

ESET will take care of the physical security, scaling, availability etc. Automatic upgrades of infrastructure with minimized downtime.

IT benefits

- No need for specialized IT personnel and extensive training needed
- No need for additional hardware for server part
- Quick and Easy setup in matter of minutes
- Simple and rapid deployment with the help of live-installer
- Ideal for distributed network
- Absence of standard on-premise software setup, configuration and maintenance activities
 - for additional hardware for server
 - Server installation
 - Server settings
 - Server/Database cleanups
 - Security Patches
 - Server upgrades
 - Complex deployment
 - Certificates management

Features

ESET Cloud Administrator itself provides a standard set capabilities, that every remote management console should provide. Security Product Management, consisting of:

- Security product deployment (live installers)
- Security product monitoring (Dashboard / Computers / Threats / Quarantine)
- Security product configuration (Tasks / Policies)
- Security product reporting and notifications (Reports / Notifications)

Business account

ESET Business Account¹¹ is a new cloud service, standing in the epicenter of ESET business operations, providing essential functionalities (central entry point) to all business customers.

- Customer identity
- Account and company management
- License manager
- Cloud services gateway with Single Sign-on capabilities
- User management

¹¹ Consult dedicated product bulletin of ESET Business Account for more detailed information

Every customer interested in ESET Cloud Administrator needs to have an EBA account to be able to activate his instance. ECA is natively integrated with EBA supported by single sign-on capability. After adding eligible license to EBA, user is presented with an option (in EBA dashboard) to activate his cloud instance¹² by “one-click”.

EBA also serve to additional management and configuration options:

- Management of access rights. Individual users could be created, their access rights configured to access business account and security management of ECA
- Security access provider, with 2-factor authentication integration, to secure access to ECA console
- Licensing (creating of trial licenses, adding already purchased licenses, and license monitoring)

Server/Management/web-console

The web-console, application server, databases and all the usual complexities of remote management consoles are under ESET responsibility and are offered as a service. Customer/user is offered with “one-click” creation of his instance, when eligible license is added to the Business Account.

Web console serves as a central place to manage all operations of the solution.

Live-installer

Easily downloadable, customizable, small sized, pre-configured package, containing all the necessary components (agent¹³ and security product), in a form of streamlined installer experience which will automatically download all the necessary components, connect to the proper cloud instance, activate the security product with valid license and apply defined configuration. Either the administrator or the user of the computer itself must do is just execute the installer and everything will be taken care of automatically in “click next” fashion.

Initial setup

After successful license purchase, customer/user will create his business account by navigating to “eba.eset.com” and filling out mandatory fields. After adding an eligible license, he will be offered with an “one-click” option to create his cloud administration console instance. During the ECA instance creation, user is presented with a basic overview of the solution and key highlights of soon to be accessed web interface for management of ESET Security solutions.

Upon entering the console for the first time, he will be presented with an “on-boarding wizard” on how to add computers, deploy security product and create a protected network. After successful installation of the pre-configured live installers, desired computers (and installed security products) will connect to his newly created instance became manageable from the first moment.

Initial deployment of a new security software is always a key task. With ECA live installer, this job is easy, rapid and streamlined so any Small or medium business can make their network safe in a short period of time without extensive IT personnel investment.

Wizards

Administrators, upon creating the ECA instance, will be guided through the basic concepts (Computers, groups

¹² One ECA instance per one Business Account

¹³ The agent is a light weighted application that facilitates all communication between the ESET Security product on a client computer and ESET Cloud Administrator.

etc.) followed by a guide on how to prepare download first live installers.

- Adding computers
- Live installer

Streamlined enrollment/deployment options

Initial deployment of a new security software is always a key task. With ECA live installer, this job is easy, rapid and streamlined so any Small or medium business is able to make their network safe in a short period of time without extensive IT personnel investment.

Deployment options

With ESET Cloud Administrator comes two options on how to deploy the endpoint security products to the selected machines.

- The main and recommended one is a local deployment option. - executing the live installer on the target machine directly
 - Administrator will be offered to create and download a live installer (directly to the machine, USB key etc.)
 - Administrator will be offered to send prepared live-installer to the desired computer via download link (email etc.)
- Use a standalone deployment tool and run it on any device in network. When targets are chosen, the selected installer will be deployed to network silently

Live-installer distribution options

- Direct download live-installer
- Send download link to live-installer via e-mail to pre-selected users
- Show the download link

SysInspector integration

ESET SysInspector fully integrated within the Client Details. Administrator is able to view history of generated SysInspector snapshots, and view them directly for the particular client. He will be also able to generate the snapshot when needed, which will provide him with more details about the managed computer.

Reduced complexity

During definition phase of the product we have identified, what components can be “moved” to ESET side (compared to usual on-premise solutions) so they do not burden the user/customer with the goal to simplify and streamline the parts which are essential to the user.

- As ESET Cloud Administrator is offered as a service, the usual hassles with installation, setup, configuration of the management server part and consequent related activities such as upgrades, patching and server clean-ups are non-existent. Everything is taken care of by ESET
- User management was simplified and moved to ESET Business Account. There are only 3 main states: write, read, no access.
- Streamlined deployment options. Connecting the computer is handled via live-installer in an easy and straight way
- Complexities usually known from on-premise remote management tools: No need to handle certificates management, everything is taking care of automatically

- Reports section was simplified, offering suitable defaults for immediate usage
- Complex dynamic group creation framework was simplified and offer just the essentials
- Notification section offers essential pre-defined options for immediate use

Hardware Inventory monitoring

ECA is able to collect data about the installed hardware on the managed machine. This means, that users can either view details in the web console, but also use various new criteria (reporting entries from the database) in reports as added value it brings to the companies (it's not just a controller for customer security).

- central overview of the company inventory
- Possibility to get data about CPU, RAM, Monitor, Disk Drives, Input Devices, Printers, including vendor, model, and serial number
- data visualized on client details

RSS feed

A dedicated dashboard tile for informing the user about newly released ESET products and other related security information to security awareness. Fully customizable

Incidents overview dashboard

Security-centric dashboard shows users the recent status of the security in the network. It shows incident timeline, groups detections by computers, or shows you the top 10 computers & users that are having security incidents reported.

“One-click” actions

ECA offers several “one-click” action operations with a goal to streamline and simplify daily routine tasks for user.

- ESET Products dashboard (and all reports where ESET applications are reported) contains “one-click upgrade” option – even from aggregated data. User can literally upgrade his entire infrastructure to the latest version in few clicks. It will run aggregation on the backend, and get user a list of how many computers will be updated, to which product, in which language and automatically prepares / schedules a client task, with ASAP trigger. It always picks the “latest” version available in the repository, and keeps the language. Getting the latest version has never been easier!
- One click¹⁴ actions are available to resolve “resolvable” actions – activate, reboot, update OS, or various protection issues (re-enable protection features). “Search the web” function is available all the time, that opens google with the specific error value (always containing ESET and respecting the language of the error).

Status overview

Section dedicated to “external services” status, questions, and information about invalid objects. This is the “health monitoring” center of ESET Cloud Administrator.

Proxy support

ESET solutions in general are able to take advantage of the HTTP proxy caching / communication forwarding. Thanks to the new fully transparent https communication protocol, ECA agents will be able to communicate

¹⁴ One click actions are available for ESET Endpoint Security for Windows, ESET Management agent and ESET Windows Server products.

with ECA in the cloud without any manual network configuration (if the internet explorer works, ECA agent will communicate as well). It will be also possible to configure tunneling of communication using a customer's proxy server, and if caching is enabled on the proxy, reduce network loads for module updates, and future infrastructure upgrades (installing newer versions of both ECA agent, and Security product).

Basic sections and navigation

ESET Cloud Administrator consists of 3 main sections:

Dashboard

Gives an overview of the network and allow drill-down to a particular problem or computer. Gives user the option to quickly identify the status of his network, and solve majority of the potential issues. Execute daily routine tasks like initiate virus database updates, perform on-demand scans or modify product settings. All reports are available in dashboard in the form of graphs and tables. User can re-arrange them, add new reports, create new tabs, or drill-down to individual report details.

Main, static first look dashboard element, showing rapid information about the network status, whether versions are up-to-date, last connection data, and will allow rapid drill-down to the selected category, to further reduce steps needed to get where admins want to get.

Threats

Displays threats that have been detected on any computer in the network. All high-severity security issues reported by ESET Products are collected here. Administrators can easily filter the view by multiple conditions, and drill-down into particular details for further investigation.

Computers

Table showing computers, their details and actions that can be performed.

Any computer, were live-installer was successfully run will be shown in the computer section and can be viewed and managed from there. It gives administrators a complete list of computers in his network. He can filter statuses, run tasks, and manage policies directly on the computer via context menu or view computer details.

To add a computer, administrator can either download the installer or create a custom one. After installation, everything is taking care of automatically. The computer will automatically connect to the right ECA instance, security product is activated.

And 7 sub sections:

Reports

Allow administrators to access and filter data obtained from managed computers in a convenient way. Reports are divided into categories, and each category includes a short description. ESET Cloud Administrator comes with pre-created¹⁵ reports for immediate use. Administrators can generate reports according to their needs - either display them immediately or download in pdf format based on a selected template.

Tasks

¹⁵ Advanced user with different needs can create their custom reports

Any command that is to be executed by a on a managed computer is sent via client task. Those can be created from context menus, tool bars, “one-click” actions and dedicated “Tasks” section. Client tasks are scheduled after creation but executed according to a defined trigger. The status of tasks can be viewed in the Client tasks section and the details dialog of the computer.

Policies

Policies are sets of configuration options for ESET Security products. They are created in the ESET Cloud Administrator and assigned to groups or individual computers. Settings configured in a policy cannot be changed on the client computer. Multiple policies can be merged and applied to a single computer. All applied policies and the resulting configuration on the client can be viewed in the details screen of any computer. ESET Cloud Administrator comes with pre-created set of policies for administrator convenience.

Computer users

Upon creation of a new computer, administrator will be able to pair the device with a specific user and quickly search for user, open his details, see his computers (devices) and check them. Users relation with computers can be used in searching, drill-downs and filtering, so will offer a better user-centric view on the network.

Installers

Section dedicated for installers creation and management.

Live-installers: Easily downloadable, customizable, small sized, pre-configured package, containing all the necessary components (agent¹⁶ and security product), in a form of streamlined installer experience which will automatically download all the necessary components, connect to the proper cloud instance, activate the security product with valid license and apply defined configuration. Either the administrator or the user of the computer itself has to do is just execute the installer and everything will be taken care of automatically in “click next” fashion.

Quarantine

Centralized quarantine view, will show all of the quarantined items in the network. From here, admins will be able to initiate quarantine restore, or directly exclude any incorrectly identified / quarantined threat from future detection.

Notifications

Most of the administrators are not connected to remote consoles all around the day. However, each of them desires to be informed in case something goes wrong. By proper notification options, administrator could be alerted when something which requires his attention has happened. ESET Cloud administrator offers a wide-range of pre-defined notification templates, which could be enabled / disabled, and distribution to selected e-mail addresses in matter of minutes.

Templates are mapped towards dynamic group’s membership, and also executed by specific indications (active threats, outdated operating system, outdated security product, low storage device capacity) and also by other events, as recorded in event logs.

Other

¹⁶ The agent is a light weighted application that facilitates all communication between the ESET Security product on a client computer and ESET Cloud Administrator.

Tables and charts offer context menus (left click) that allow navigation and actions to be performed in the data. Data shown in tables can also be filtered & sorted in many ways.

Quick menu

Most frequently used actions can be found via a quick menu in the top right corner. From Quick menu, administrator can also add new licenses and allow access to his ESET Cloud Administrator console for more people. Various helpful information is available in the help menu, next to the quick links.

Static and Dynamic Groups

Any computer is in exactly one static group that can be created according to user needs. Computer can be moved between groups manually. Static groups can be nested in a tree structure. Computers in subsequent groups are only shown if the “show subgroups” checkbox is enabled.

Dynamic groups show computers based on pre-defined criteria. Therefore, computers can appear in multiple dynamic groups at once. Dynamic groups are essential for automation, when policies are applied & tasks are executed only when computer matches the inclusion criteria.

Status overview

Section dedicated to “external services” status, questions, and information about invalid objects. This is the “health monitoring” center of ESET Cloud Administrator.

Distribution

ESET Cloud Administrator comes with selected (cloud bundles) business product offerings sold by ESET. These will be sold via common sales channels (distributors, online).

ESET Cloud Administrator will be available only for specific license sizes (5-250 seats).

Service availability and data centers

ESET Cloud Administrator¹⁷ has no technical limitations when accessing the service from different regions.¹⁸

The solution will provide the customer with the option to choose from multiple data centers during the ECA instance creation.

Upon creation of the “cloud service instance”, customer is required to specify his geo-location (country). Based on that a recommended data center is chosen. Customer is able to choose a different one, based on his choice (not changeable afterwards).

The list of available locations will be expanded in the future according to business needs and technical possibilities.

Available data centers:

- European Union
- United States

¹⁷ Mind the fact that the actual offering of the service and related business products is dependent on local partner readiness and other business conditions

¹⁸ Service quality may differ per region

Systems requirements and compatibility¹⁹

ECA is a cloud service offered by ESET so the server/console side is a “black box” towards the customer, i.e. ESET takes care of the compatibility and minimal requirements.

Agent requirements

Note: Managed products have their own system requirements. To check which application is compatible with which OS, please consult the individual product documentation).

Operating System	Agent
Windows Server 2003 x86 SP2	•
Windows Server 2003 x64 SP2	•
Windows Server 2003 x86 R2 SP2	•
Windows Server 2003 x64 R2 SP2	•
Windows Server 2008 x64 R2 SP1	•
Windows Server 2008 x64 R2 CORE	•
Windows Server 2008 x86 SP2	•
Windows Server 2008 x64 SP2	•
Windows Server 2012 x64	•
Windows Server 2012 x64 CORE	•
Windows Server 2012 x64 R2	•
Windows Server 2012 x64 R2 CORE	•
Microsoft SBS 2003 x86	•
Microsoft SBS 2003 x86 R2	•
Microsoft SBS 2008 x64	•
Microsoft SBS 2011 x64 Standard	•
Microsoft SBS 2011 x64 Essential	•
Windows Home Server 2003 SP2	•
Windows Home Server 2011 x64	•
Windows Storage Server 2008R2, 2012R2 a 2016	•
Windows XP x86 SP3	•

¹⁹ For full details please consult Product manual

Operating System	Agent
Windows XP x64 SP2	●
Windows Vista x86 SP2	●
Windows Vista x64 SP2	●
Windows 7 x86 SP1	●
Windows 7 x64 SP1	●
Windows 8 x86	●
Windows 8 x64	●
Windows 8.1 x86	●
Windows 8.1 x64	●
Windows 10 x86	●
Windows 10 x64	●
MAC OSX 10.7 Lion	●
MAC OSX 10.8 Mountain Lion	●
MAC OSX 10.9 Mavericks	●
MAC OSX 10.10 Yosemite	●
MAC OSX 10.11 El Capitan	●
macOS 10.12 Sierra	●
macOS 10.12 High Sierra	●

Supported security products

Currently the portfolio of ESET products, that is suitable for SMB segment and will be supported by the first version are (v6+):

ESET Endpoint Security for Windows	YES, V6.5+
ESET Endpoint Antivirus for Windows	YES, V6.5+
ESET Endpoint Antivirus for macOS	YES, V6.4+
ESET Endpoint Security for macOS	YES V6.4+
ESET Mail Security for Microsoft Exchange Server	YES V6+
ESET Mail Security for IBM Domino	YES V6+
ESET Security for Microsoft SharePoint Server	YES V6+

ESET File Security for Microsoft Windows Server	YES V6+
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Older products support

ESET Cloud Administrator does not support older products. Only the V6+ product line is supported.

Supported web browsers

As in ERA V6.5 / 7

Firefox	•
Internet Explorer	•
Chrome	•
Safari	•
Opera	•
Mobile web browsers	•

Localizations

Languages
English
Russian
Polish
Spanish
Spanish - Latin
German
Czech
French
Portuguese Brazilian
Turkish
Japanese
Slovak
Chinese - Traditional
Chinese - Simplified
Italian

Korean
Arabic
French Canadian
Croatian
Greek
Hungarian

Pricing and licensing

Please note that details on licensing and pricing are described in latest version of Product Sales Manual: - available on Reseller Portals and the GPC.

Eligible license and limitations

Customer is able to activate the ESET Cloud Administrator if he purchased an eligible²⁰ bundle (Price for ECA is included in the price of license of the underlying products (e.g. EEPS Cloud, EEPA Cloud, ESB Cloud). If such license is added into ESET Business Account, customer will be displayed with a widget allowing him to create his ECA instance.

Customer can manage from 5 to 250 devices from his Cloud Administrator instance. Only ECA eligible licenses will be able to activate the ECA instance.

²⁰ Consult Product sales manual for more details