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



ESET REMOTE ADMINISTRATOR PLUG-IN FOR

TIGERPAW

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1. Introduction

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

Billing

The ESET Remote Administrator Plug-in for Tigerpaw 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 Tigerpaw (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 Tigerpaw 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 Tigerpaw automatically takes snapshots of your current seat count use and commits them to Tigerpaw as service adjustments that include date and time information.

Ticketing

The ESET Remote Administrator Plug-in for Tigerpaw 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 Tigerpaw creates a ticket.

ESET Remote Administrator Plug-in for Tigerpaw allows you to map dynamic groups to Tigerpaw 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 Tigerpaw 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.
- ESET Remote Administrator 6.2.x through 6.4.x.

.Net 4.6 framework is required for the use of the ESET Remote Administrator Plug-in for Tigerpaw.

3. Installation

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

- 1. Download the ESET Remote Administrator Plug-in for Tigerpaw 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 TigerPaw Plug-in** icon on your Desktop to launch the ESET Remote Administrator Plug-in for Tigerpaw.

4. Connect to your Tigerpaw Server

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

- 1. Click **Tools > Options**, click the **Tigerpaw** tab 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.

Options	J
SET Tigerpaw	
Tigerpaw Connection	
Sync every	
120 minutes	
Username	
eset	
Password	
•••••	
V Hide Password	
Server	
(2)	
Tickets by	
Test Connection	
	IJ

Figure 1-2

5. Connect to your ESET Server

After establishing the connection with Tigerpaw, 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.

ESET Remote Administrator Server	
ERA Server (FQDN or P Address) localhost API Port 2226	ERA Server Version 5.3 -
Username	
Password	
Hide password	
Domain Credentials	
	Test Connection Save

Figure 1-3

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**.

Options	
ESET Tigerpaw	
-ESET Remote Adminis	strator Server Connection
Sync every	120 minutes
Add Modify Delete	localhost



6. Sync

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

Click **Sync** to update data in the Plug-in to reflect changes in Tigerpaw 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 Tigerpaw and ESET Servers under **Tools** > **Options**). We recommend that you perform regular syncs to ensure accurate data is displayed in the Plug-in.



Figure 1-5

7. Manage Accounts

The **Accounts** window allows you to associate ESET groups with accounts and recurring service items from Tigerpaw. 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 Tigerpaw 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. In the **Accounts** window, double-click the account that you want to map the selected group to. 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 1-6

7.2 Map Services

With your accounts mapped, you can associate ESET products with recurring services from Tigerpaw. 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 1-7

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.

🔋 ESET Remote Administrator Plug-in for Tigerpaw - v0.9.470					
File Sync	Tools Window Help		-		
O O	_ ↓ ↑		1		
Options Sync	Import Export				Feedback
Endpoints Tran	sactions Adjustments Tickets	Accounts	Services Priorities Progress		
C Refresh 🕂	Map Priority 👫 Unmap Priorit	Y		3	
ESET Server	Dynamic Group	Priority	Rank	Priority Rank	
localhost	Has Alerts	High	2	High 2	
localhost	Has Critical Warnings	Emergency	1	Low 4	
localhost	Has Old Dignature DB 1 week+	Low	4	Medium 3	
localhost	Has Warnings	Medium	3		
localhost	Is New	Low	4		
] [
ESET Sync in 1h	53m 47s PSA Sync in 1h 53m	48s			

Figure 1-8

8. 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.

- 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 Tigerpaw is installed has an active internet connection and the ERA Web Console is configured for public access.

😮 ESET Remote Administrator Plug-in for Tigerpaw - v0.9.501								
File Syno	Tools Window Help							
A 12	Options						E	
Options Sync	💼 Clear Log						Fee	dback
Fadaciata Tra	Map Groups/contracts		E Deserves	1				
	To Map Services/products	vices	s Progress					
C Refresh I	Map Endpoints							
ESET	Map Priorities	Priority	Rank	-	Priority	Rank		
Server		_			Emergency	1		
eras 63	ESET Console era:	-63	2		High	2		
eras 63	Computers with outdated virus signature means	lhost	2		Low	4		
eras 63	iOS devices				Medium	3		
eras 63								
eras.63	Mac computers			=				
eras-63	Mobile devices							
eras-63	Not activated security product							
eras-63	Problematic computers							
eras-63	Windows computers							
localhost	Has Alerts	High	2					
localhost	Has Critical Warnings	Emergency	1					
localhost	Has Old Dignature DB 1 week+	Low	4					
localhost	Has Warnings	Medium	3	-				
ESET Sync in 1	FSFT Sync in 1h 57m 51s PSA Sync in 1h 57m 52s							
- coch sync in 1								.::

Figure 1-9

9. Feedback

We at ESET hope that the ESET Remote Administrator Plug-in for Tigerpaw 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.

ESET Remote Administrator Plug-in for Tigerpaw - v0.9470 ESET Remote Administrator Plug-in for Tigerpaw - v0.9470								
File Syn	File Sync Tools Window Help							
Options Syn	Options Sync							
Endpoints	Transactions	Adjustments	Tickets Acc	ounts Servio	es Priorities Progress			
C Refresh								
Ticket	Server	Hostname	Status	Priority	Condition	Date Created	Date Modified	ESET Product
12889	localhost	Dev8	Submitted	Low	Is New	2016/05/09 16:26:06	2016/05/09 16:26:06	ESET Endpoint Antivirus (Microsoft Windows)
12890	localhost	Hubble	Submitted	Low	Is New	2016/05/09 16:26:06	2016/05/09 16:26:06	ESET Endpoint Antivirus (Microsoft Windows)
12891	localhost	Hubble	Submitted	Low	Has Old Dignature DB 1 week+	2016/05/09 16:26:07	2016/05/09 16:26:07	ESET Endpoint Antivirus (Microsoft Windows)
12892	localhost	Eras-52	Submitted	Low	Is New	2016/05/09 16:26:07	2016/05/09 16:26:07	ESET File Security Microsoft Windows Server (Microsoft W
12893	localhost	Eras-52	Submitted	Low	Has Old Dignature DB 1 week+	2016/05/09 16:26:07	2016/05/09 16:26:07	ESET File Security Microsoft Windows Server (Microsoft W
12894	localhost	Win7tpl	Submitted	Low	Is New	2016/05/09 16:26:07	2016/05/09 16:26:07	ESET Endpoint Antivirus (Microsoft Windows)
12895	localhost	Eras-52 00001	Submitted	Low	Is New	2016/05/09 16:26:08	2016/05/09 16:26:08	ESET File Security Microsoft Windows Server (Microsoft W
12896	localhost	Eras-53	Submitted	Low	Is New	2016/05/09 16:26:08	2016/05/09 16:26:08	ESET File Security Microsoft Windows Server (Microsoft W
12897	localhost	Win7tpl	Submitted	Low	Has Old Dignature DB 1 week+	2016/05/09 16:26:08	2016/05/09 16:26:08	ESET Endpoint Antivirus (Microsoft Windows)
12898	localhost	Eras-52 00001	Submitted	Low	Has Old Dignature DB 1 week+	2016/05/09 16:26:09	2016/05/09 16:26:09	ESET File Security Microsoft Windows Server (Microsoft W
12899	localhost	Eras-53	Submitted	Low	Has Old Dignature DB 1 week+	2016/05/09 16:26:09	2016/05/09 16:26:09	ESET File Security Microsoft Windows Server (Microsoft W
<u>د</u>								
ESET Sync in	ESET Sync in 1h 43m 04s PSA Sync in 1h 43m 05s							

Figure 1-10

- 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.

C Feedback	
	Your Feedback is important to us. Please use this form to share your experience/suggestions with the developers.
	Subject
	Hello
	Category
	Suggestion 👻
	Name
	Chris
	Phone number
	555 12 12
5/	E-mail address
	chris@eset.com
	Your comments
	Let's do this again soon.
	3
NOT	It is OK to contact me

Figure 1-11