

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

ESET REMOTE ADMINISTRATOR PLUG-IN FOR TIGERPAW

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ESET Remote Administrator Plug-in for Tigerpaw was developed by ESET, spol. s r.o.

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1. Introduction	4
2. System Requirements	5
3. Installation	6
4. Connect to your Tigerpaw Server	7
5. Connect to your ESET Server	8
6. Sync	9
7. Manage Accounts	10
7.1 Map Accounts	10
7.2 Map Services	11
7.3 Map Priorities	12
8. Access the ESET Remote Administrator Console	13
9. Feedback	14

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.

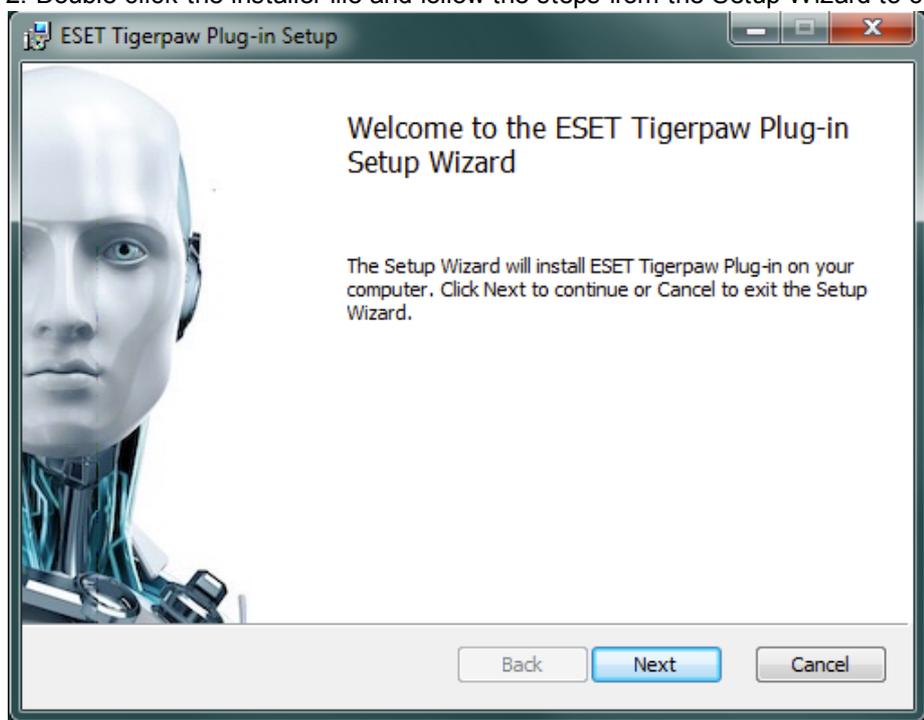


Figure 1-1

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.

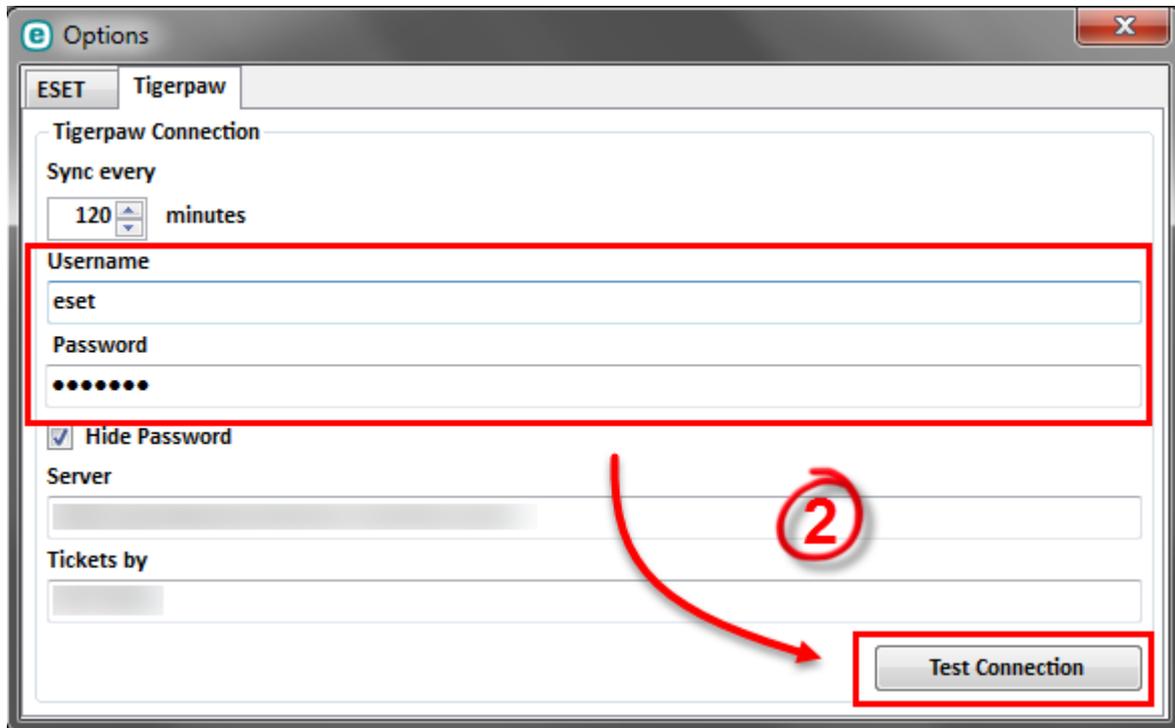


Figure 1-2

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.

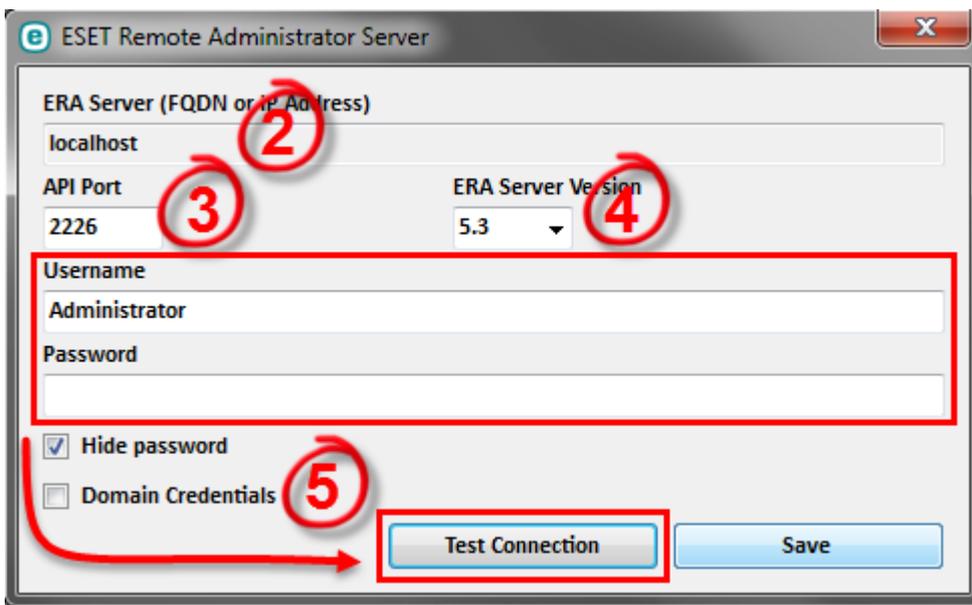


Figure 1-3

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**.

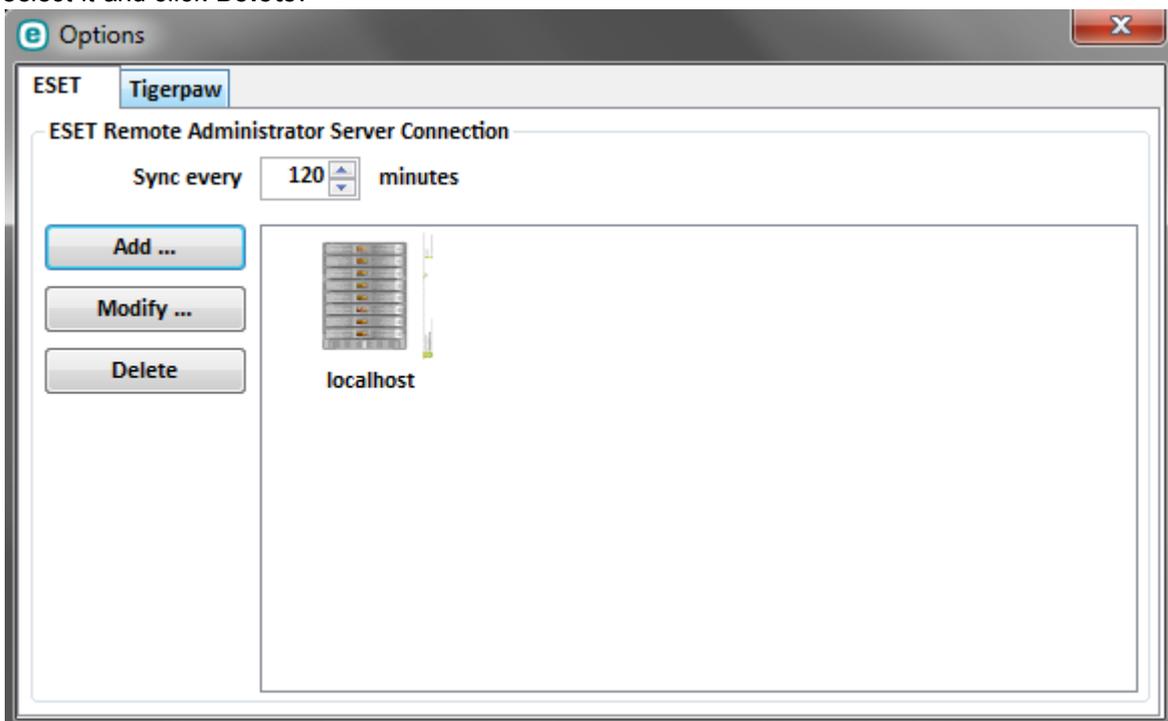


Figure 1-4

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.

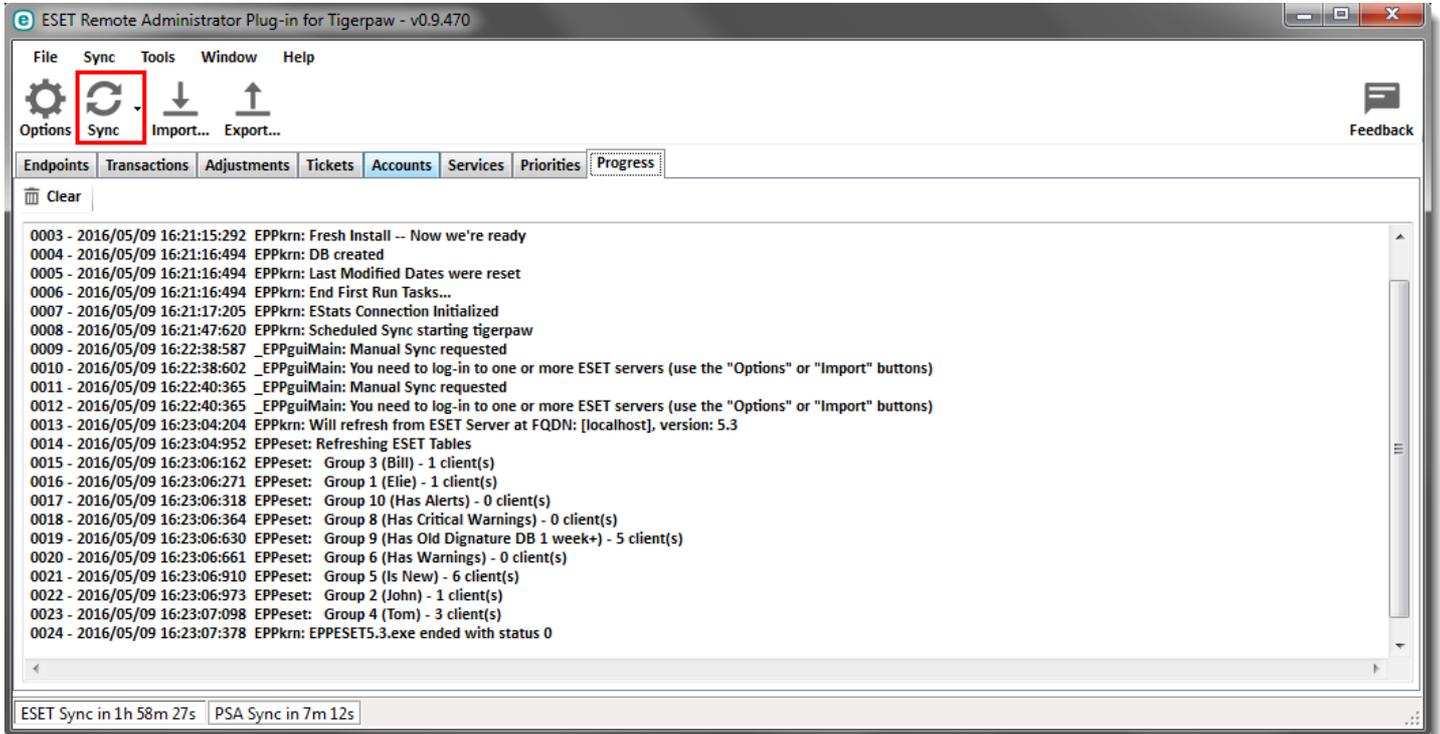


Figure 1-5

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.

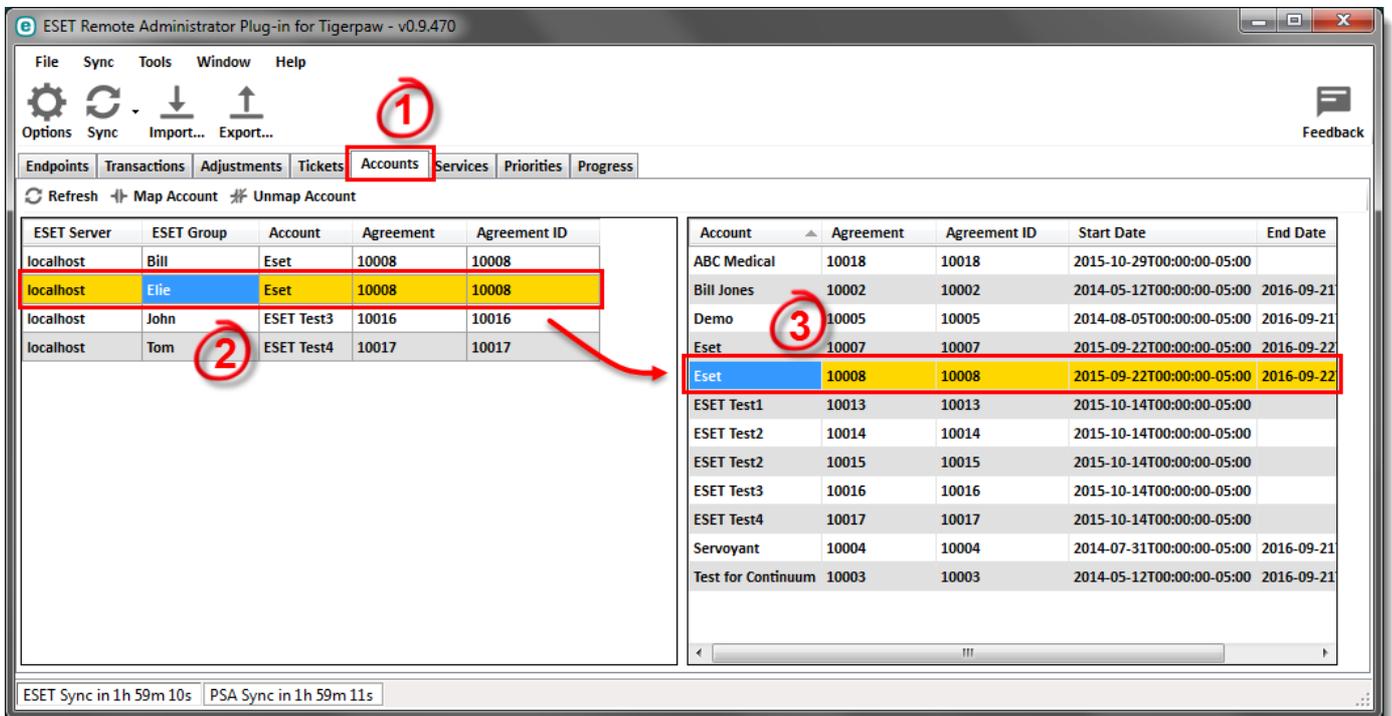


Figure 1-6

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 be 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.

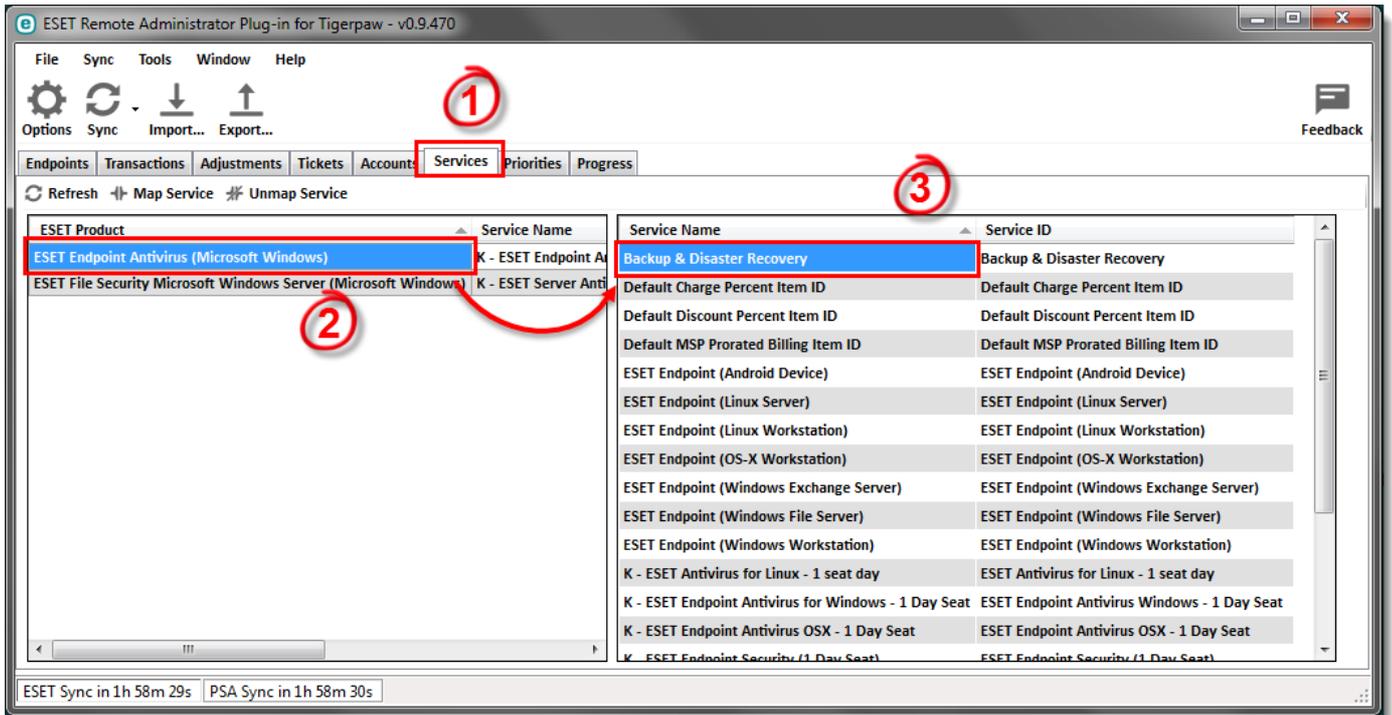


Figure 1-7

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.

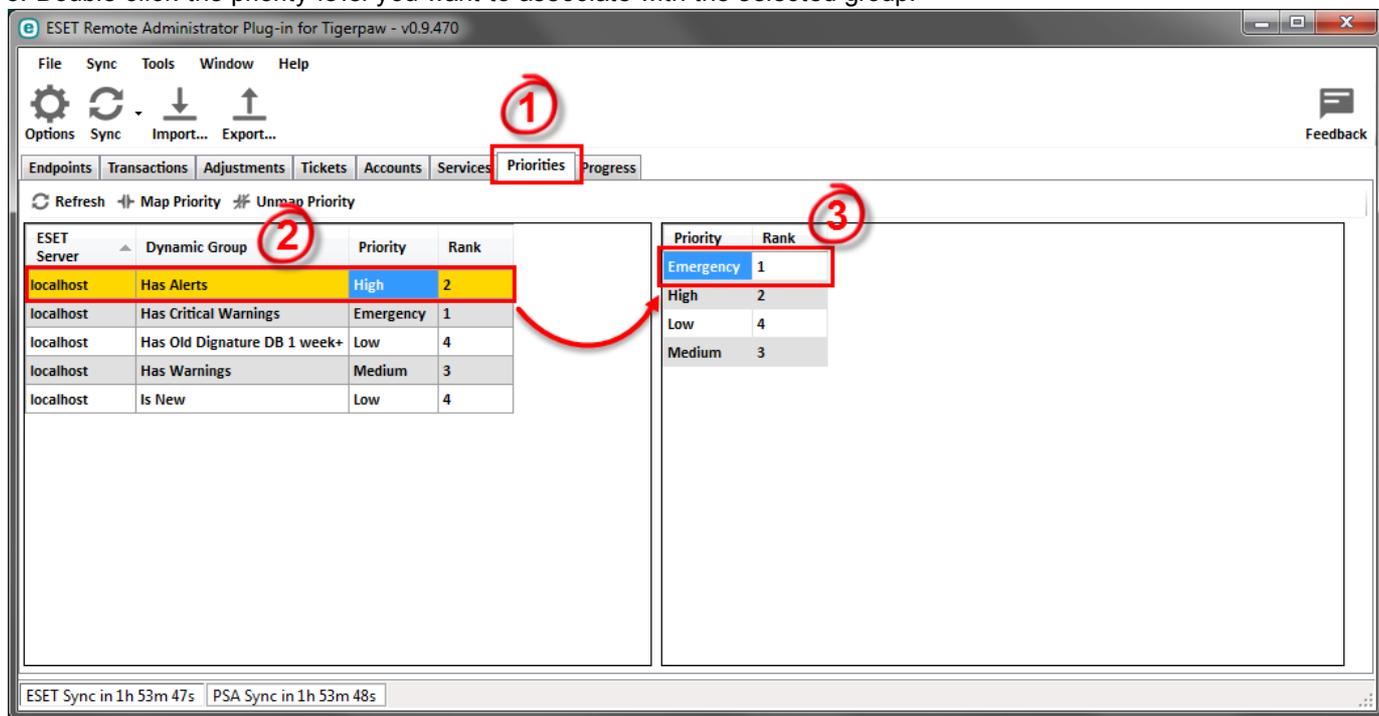


Figure 1-8

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.

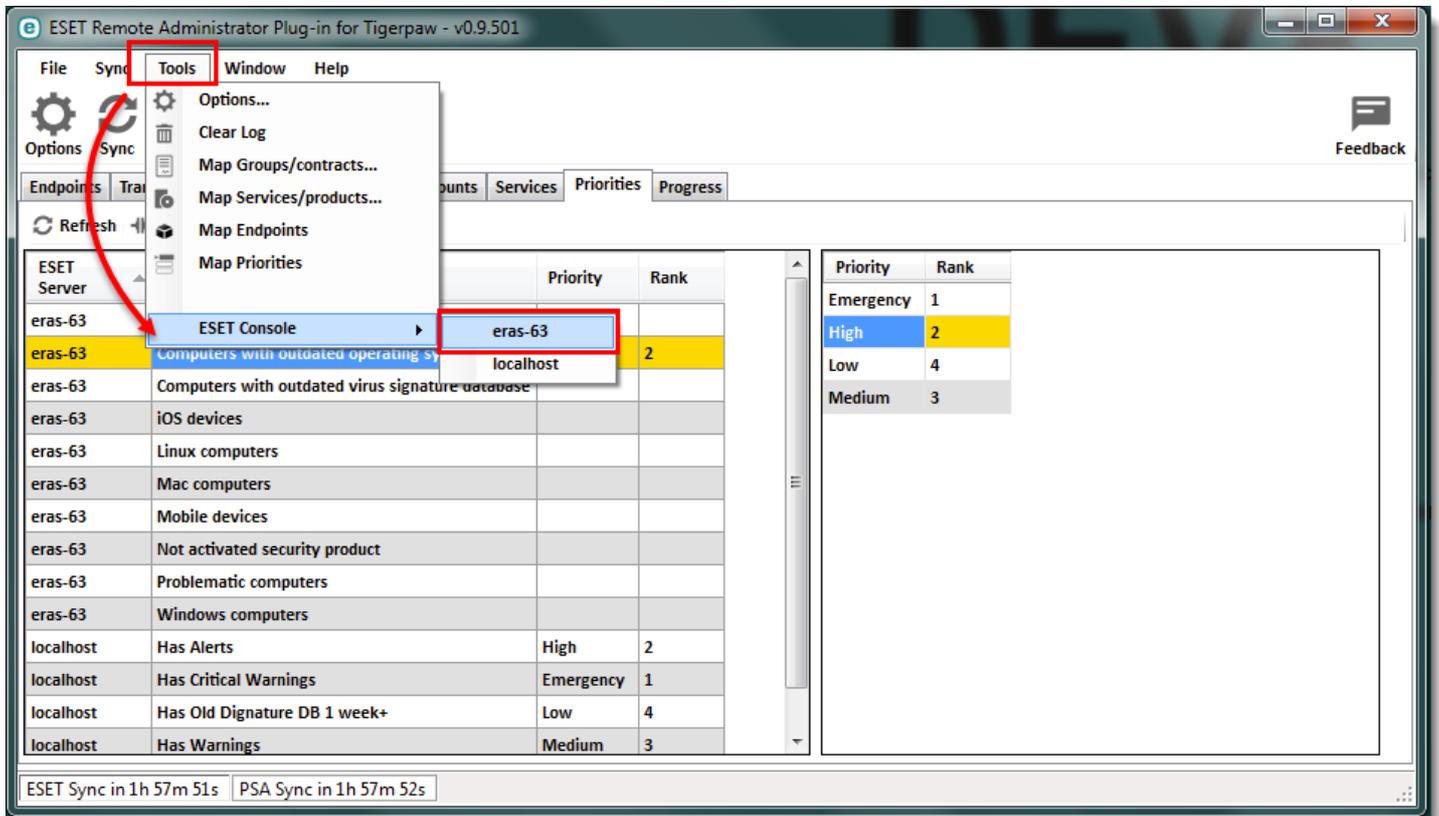


Figure 1-9

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.

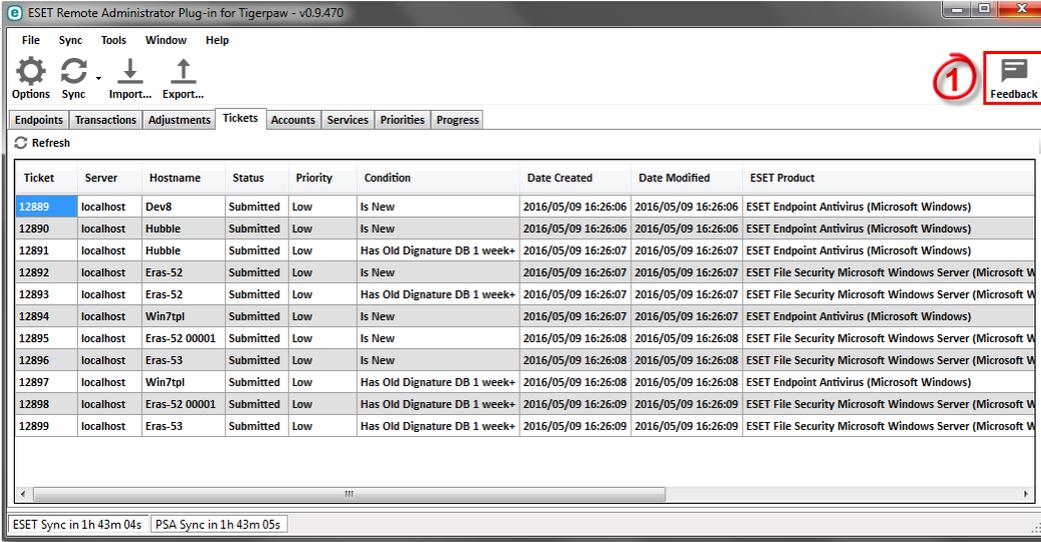


Figure 1-10

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.

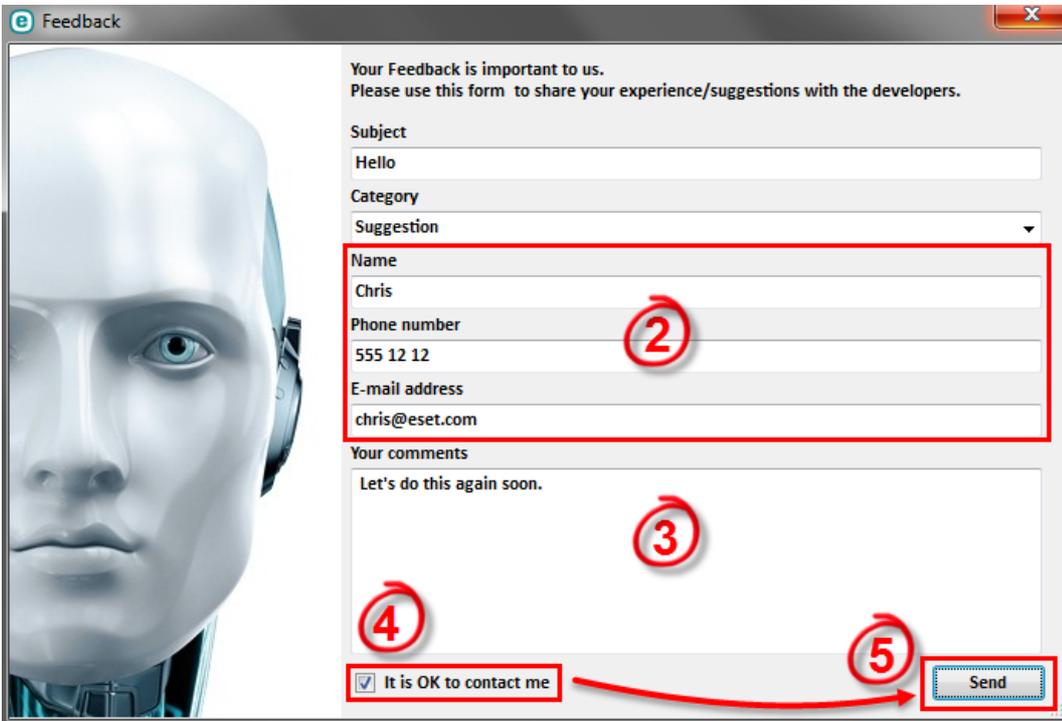


Figure 1-11