For MSPs (Managed Service Providers) using the Datto Remote Monitoring and Management (RMM) tool, ESET provides a state-of-the-art plugin to connect Datto RMM directly with ESET antimalware solutions for endpoints.

**ESET Direct Endpoint Management plugin for Datto RMM** offers MSPs a wide range of functionality, from fast installation and deployment, to policy and alert management, allowing for a very high level of automation. Last but not least, there’s no need to install any additional cloud or on-premise console as the plugin works from Datto RMM and communicates directly with endpoints.

**ESET Business Product Licenses**
Active licenses of any of the following ESET endpoint products:

- ESET Endpoint Antivirus for Windows and macOS
- ESET Endpoint Security for Windows
- ESET File Security for Microsoft Windows Server
- ESET Mail Security for Microsoft Exchange Server

For the complete list of supported ESET products visit [Help.ESET.com](https://help.eset.com).

**Datto RMM**
To review Datto RMM system requirements, please visit Datto RMM’s website.

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### How to automate

These are the examples of how you can use the plugin components to your advantage to automate the management of endpoint security, and save time creating and resolving tickets.

1. **AUTOMATICALLY SCAN A DEVICE AFTER THREAT DETECTION**
   - **Situation:** When a new threat is detected on an endpoint, you may want more than just an alert or ticket.
   - **How to automate:** Combine Monitoring and Task components to automatically trigger a full-disk scan when a new threat has been detected.

2. **ENSURE CONTINUOUS PROTECTION**
   - **Situation:** For any number of reasons, customers’ endpoints may end up without ESET installed or activated antimalware.
   - **How to automate:** To achieve continuous uptime, combine Monitoring and Deployment or Task Components. For situations where you receive a not-installed alert, have Deployment tool automatically run remote installation. Trigger automatic activation task for each not-installed alert in chronological order.

3. **ENSURE DETECTION DEFINITIONS UPDATES**
   - **Situation:** While ESET antimalware has a default update task running, you can set up an additional remote update in case the default one fails.
   - **How to automate:** If the endpoint reports that it hasn’t been updated in the specified timeframe.

4. **ENFORCE CONFIGURATION**
   - **Situation:** You want to make sure that all devices within the given group are using the same configuration policies.
   - **How to automate:** Have the Task component regularly run on the device group and overwrite any configuration that is older than the specified timeframe.

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### Benefits

**FAST DEPLOYMENT**
With no need to install a cloud or on-premise console, you’re up and running within minutes.

**QUICK LEARNING CURVE**
The direct endpoint management plugin connects directly to the familiar environment of Datto. There is no need to learn how to use it.

**BEST PLUGIN FUNCTIONALITY**
With ESET Direct Endpoint Management plugin for Datto RMM, you get the best endpoint protection plugin, with the widest range of capabilities and automation options.

**SAVE TIME AND MONEY**
The plugin’s capabilities combined with ESET’s trademark detection and extremely low support burden give you an unparalleled profit-per-seat ratio.

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### Capabilities

The plugin consists of three components, each providing MSPs with different functionalities.

**DEPLOYMENT COMPONENT**
Directly deploys ESET Security products to secure endpoints. The component’s capabilities include installing, re-installing and uninstalling ESET antimalware.

**TASK COMPONENT**
Allows you to easily perform tasks on endpoints. Includes Activation and Deactivation, Configuration changes, Running remote scans and updates. The Task component also integrates with Datto RMM’s Quick Jobs or Scheduled Jobs.

**MONITORING COMPONENT**
Monitors Detection updates, ESET product status (installed, running), Protection Status, Activation status, Threat log and Scan events, and also creates comprehensive Diagnostic summaries.

Lets you limit monitoring based on the severity, and automatically generate a ticket in Datto RMM or send an email to the admin in case an intervention is required.

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Questions about a product or a partnership? Contact your ESET representative. www.eset.com
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110m+ users worldwide
400k+ business customers
200+ countries & territories
4000+ MSPs worldwide