ESET Bridge

User guide

ESET

Digital Security
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Welcome to ESET Bridge Online Help

Welcome to the ESET Bridge user guide. This document explains how to use and manage ESET Bridge. It also details the connection of ESET Bridge to other ESET business products.

We use a uniform set of symbols to highlight specific topics. Topics in this guide contain several chapters and subchapters. You can find relevant information by using the Search field at the top.

Online Help is the primary source of help content. The latest Online Help will automatically display when you have a working internet connection.

- The ESET Knowledgebase contains answers to the most frequently asked questions and recommended solutions for various issues. Regularly updated by ESET technical specialists, the Knowledgebase is the most powerful tool for resolving various problems.

- The ESET Forum provides users with an easy way to get help and help others. You can post any problem or question related to your ESET products.

- You can post a rating and provide feedback on specific topics in help. Click **Was this information helpful?** to rate the article and add your comment.

Text boxes used in this guide:

ℹ	Notes can provide valuable information, such as specific features or a link to a related topic.

⚠	The information requires your attention, and you should not skip it. Usually, it provides non-critical but important information.

⚠	Critical information you should treat with increased caution. Warnings specifically deter you from committing potentially harmful mistakes. Please read and understand text placed in warning brackets, as it references sensitive system settings or something risky.

✔	This information provides an example to explain more complicated information.

ESET Bridge overview

ESET Bridge is a new ESET software based on the open-source nginx software adjusted for the needs of ESET security solutions.

ESET distributes ESET Bridge with ESET PROTECT 10.0 (and later) as a Proxy component replacing the former Apache HTTP Proxy. See the comparison of ESET Bridge and Apache HTTP Proxy. You can use ESET Bridge also with ESET PROTECT Cloud.

You can connect up to 10,000 computers to ESET PROTECT using ESET Bridge.

You can use ESET Bridge with ESET PROTECT to:

- Cache and distribute updates to client computers and installation packages to ESET Management Agent.

- **Forward communication** from ESET Management Agents to ESET PROTECT Server in environments where Agent machines cannot reach the Server directly.

- **HTTPS traffic caching**—ESET Bridge can decrypt and cache HTTPS traffic:

    o Update requests (modules, repository) sent from a supported ESET security product:

Supported ESET security product	Supported product version
ESET Endpoint Antivirus/Security for Windows	10 and later

    o ESET LiveGuard Advanced traffic for ESET PROTECT and the supported ESET security products listed above.

> ⚠️ **HTTPS traffic caching limitations**
> - ESET Bridge does not support HTTPS traffic caching for ESET security products (and their versions) not listed above.
> - ESET PROTECT Cloud does not support HTTPS traffic caching—the required certificates are available in ESET PROTECT but not in ESET PROTECT Cloud.
> - ESET Bridge and ESET PROTECT Cloud support HTTP traffic caching for all ESET security products.

- **Proxy chaining**—ESET Bridge can forward the traffic to a remote proxy.

ESET Bridge in the network infrastructure

The following diagram shows two ESET Bridge machines:

- The first ESET Bridge serves as a proxy server distributing ESET cloud traffic to the ESET PROTECT components and ESET endpoint products with direct visibility to ESET PROTECT Server.

- The second ESET Bridge forwards communication from ESET Management Agents in a remote location (with no direct connection to ESET PROTECT Server) to ESET PROTECT Server.
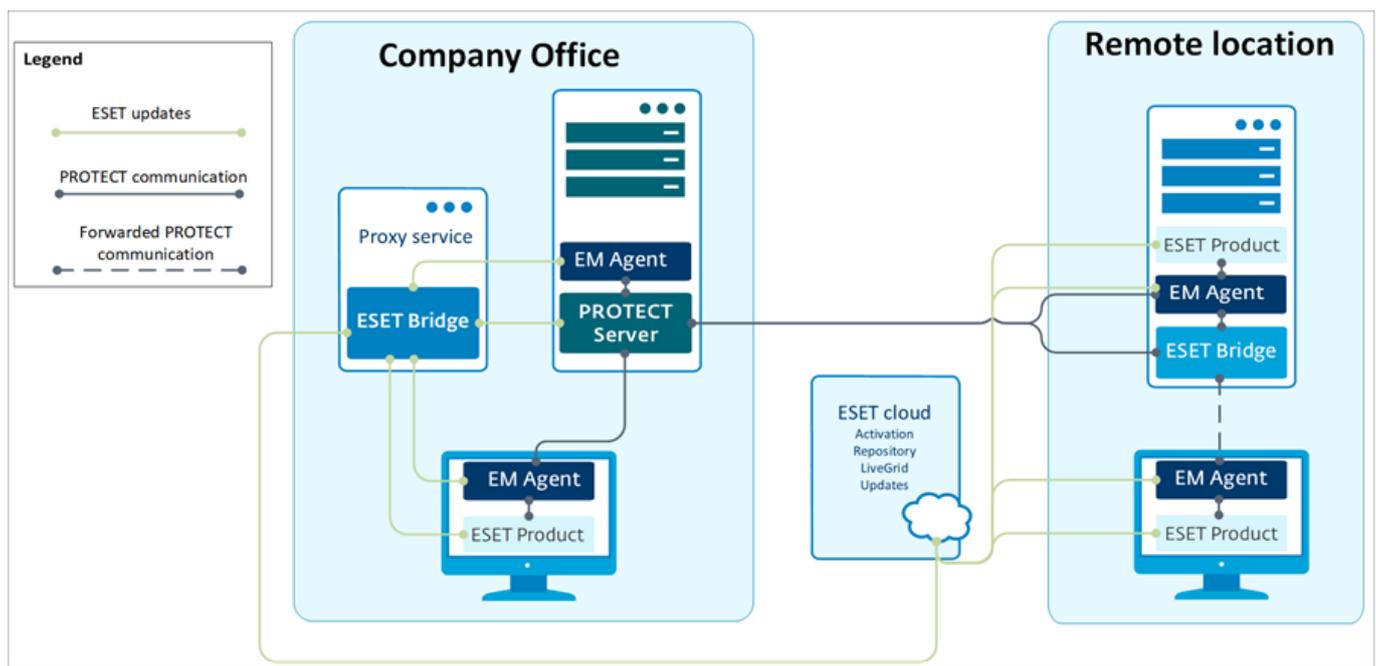
Changelog

Comparison—ESET Bridge and Apache HTTP Proxy

ESET Bridge has the following advantages compared to Apache HTTP Proxy:

- ADDED: Crash Dump functionality.

- ADDED: Watchdog functionality.

- ADDED: Caching between ESET Bridge and ESET security products (a custom proxy for ESET services).

- ADDED: HTTPS traffic caching.

- IMPROVED: Management from ESET PROTECT Web Console via a Policy.

Caching of downloads and updates

ESET Bridge downloads and caches:

- ESET module updates

- Installation packages and update packages pushed by ESET PROTECT (for example, ESET Endpoint Security *MSI* installer)

- ESET security product updates (component and product updates)

- ESET LiveGuard Advanced results

ESET Bridge distributes the cached data to endpoint clients on your network. Caching can significantly decrease internet traffic on your network.

> **i** Use the Mirror Tool (available for Windows and Linux) for offline detection engine updates instead of ESET Bridge.

In contrast to the Mirror Tool, which downloads all available data on the ESET update servers, ESET Bridge reduces the network load by only downloading the data requested by ESET PROTECT components or ESET endpoint products. If an endpoint client requests an update, ESET Bridge downloads it from the ESET update servers, saves the update to its cache directory and then serves it to the individual endpoint client. If another endpoint client requests the same update, ESET Bridge sends the download to the client directly from its cache, so there is no additional download from ESET update servers.

The following diagram illustrates ESET Bridge as a proxy server distributing updates to all ESET PROTECT components and ESET endpoint products.
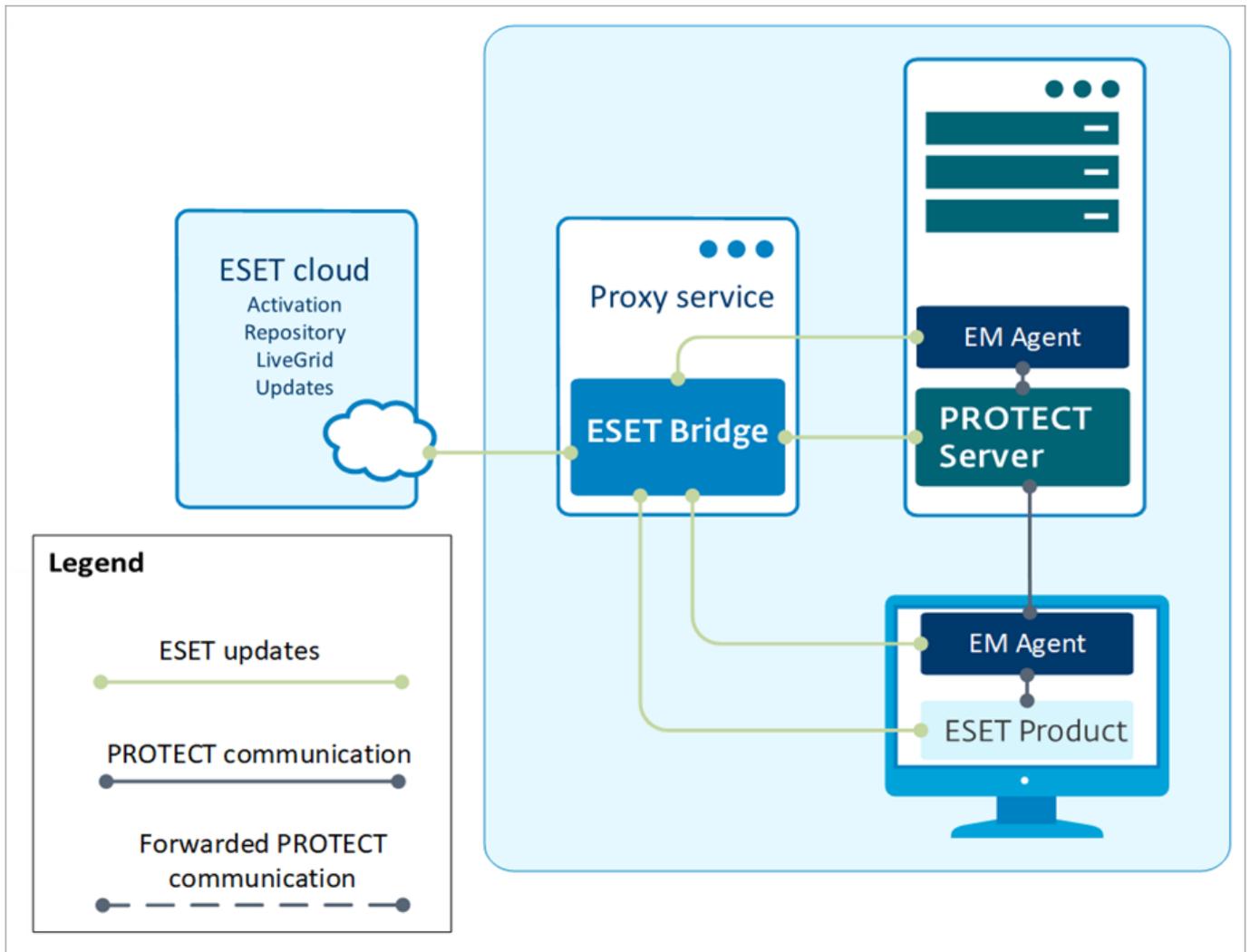
Caching for ESET security product

Caching settings of ESET Management Agent and Endpoint are not identical. ESET Management Agent can manage settings for ESET security products on client devices.

You can set up a proxy for ESET Endpoint Security in two ways:

- Use an ESET security product Policy from ESET PROTECT Web Console—we recommend this option to manage client device settings.

- Locally from the ESET Endpoint Security main program window.

Caching ESET LiveGuard Advanced results

ESET Bridge can also cache results provided by ESET LiveGuard Advanced. ESET Bridge is pre-configured to cache ESET LiveGuard Advanced (no manual configuration changes are needed). We recommend using caching with ESET LiveGuard Advanced. See ESET LiveGuard Advanced documentation for more details.

Forwarding of communication between ESET

Management Agents and ESET PROTECT Server

When correctly configured, you can use ESET Bridge to collect and forward data from ESET PROTECT components in a remote location. You can use one proxy solution for caching updates (we recommend using ESET Bridge) and another proxy for Agent-Server communication. You can use ESET Bridge for both functions simultaneously, but we do not recommend this setup for networks with more than 10,000 client machines per proxy machine. We recommend using a dedicated ESET Bridge server in enterprise environments (more than 1,000 managed computers).

ESET PROTECT uses ESET Bridge as a Proxy component. After a proper configuration, ESET Bridge can act as a forward proxy for ESET Management Agents in a remote location.

HTTPS traffic caching

ESET Bridge can decrypt and cache HTTPS traffic:

o Update requests (modules, repository) sent from a supported ESET security product:

Supported ESET security product	Supported product version
ESET Endpoint Antivirus/Security for Windows	10 and later

o ESET LiveGuard Advanced traffic for ESET PROTECT and the supported ESET security products listed above.

> **⚠ HTTPS traffic caching limitations**
> - ESET Bridge does not support HTTPS traffic caching for ESET security products (and their versions) not listed above.
> - ESET PROTECT Cloud does not support HTTPS traffic caching—the required certificates are available in ESET PROTECT but not in ESET PROTECT Cloud.
> - ESET Bridge and ESET PROTECT Cloud support HTTP traffic caching for all ESET security products.

ESET PROTECT All-in-one installer automatically generates ESET Bridge peer certificate, and using a Policy, deploys the certificate into ESET Bridge and ESET PROTECT Certification Authority into ESET security product.

If you installed ESET Bridge using a standalone installer, you need to configure HTTPS traffic caching via Policies:

1. Create or edit an ESET Bridge Policy with these settings:

   a. Expand **Cache** and enable the **Cache HTTPS traffic** toggle.

   b. Click **Change certificate** next to **HTTPS Certificate** > click **Open certificate list** and select **ESET Bridge certificate**.

2. Create or edit an ESET security product Policy. When setting Proxy Server details in **Tools** > **Proxy Server**, click **Edit** next to **Certificate Authorities** and add the ESET PROTECT Certification Authority. ESET security products use the Certification Authority to validate the peer certificate from the ESET Bridge Policy.

Proxy chaining

ESET Bridge supports proxy chaining—it can forward the traffic to a remote proxy.

All the supported proxy protocols also work with proxy chaining: HTTP, HTTPS, MQTT, TCP, etc.

> **⚠** The proxy chaining mode does not support caching. We will remove this limitation in the next ESET Bridge release.
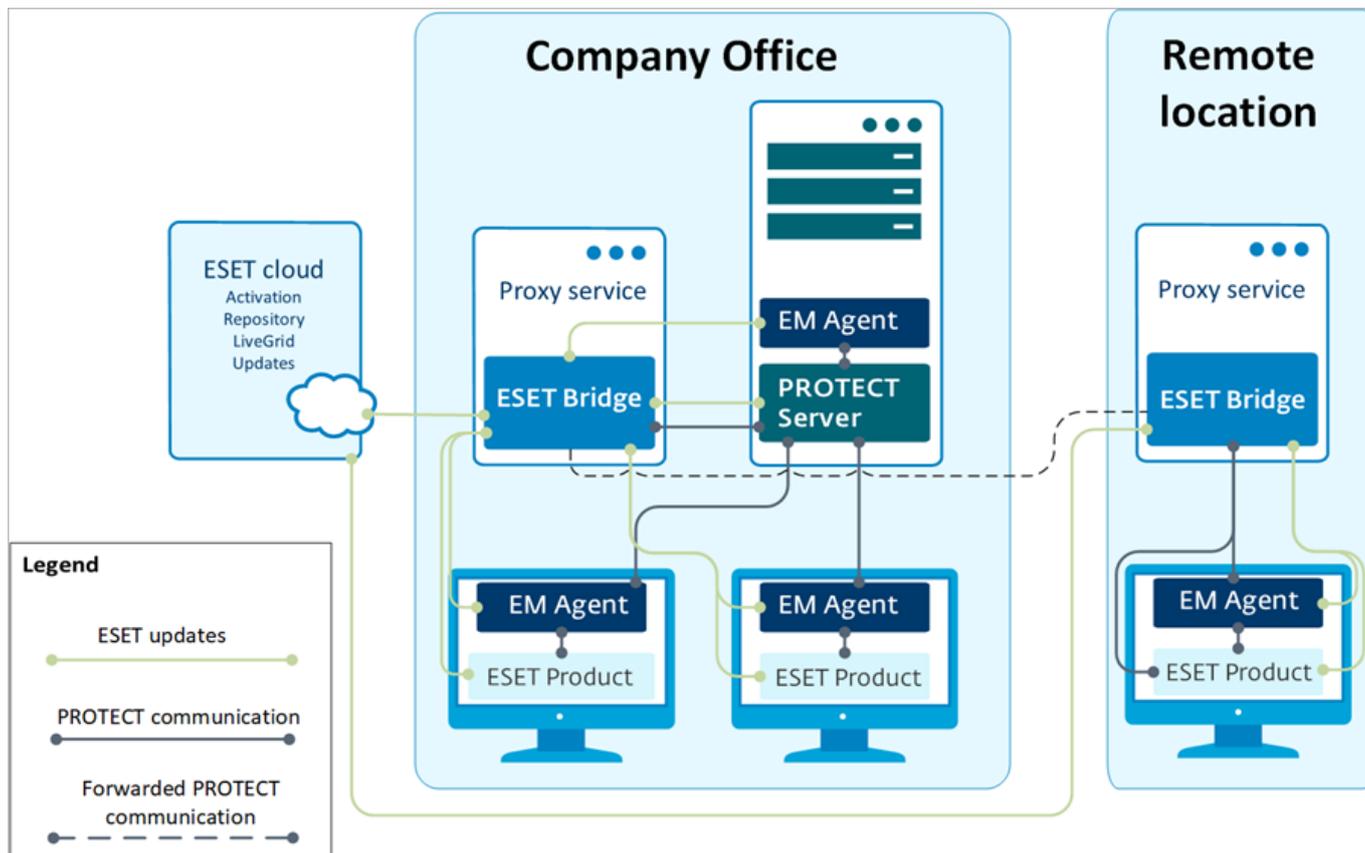
Follow the steps below to set ESET Bridge in the proxy chaining mode:

1. Open the *pkgid* file from the installation folder with admin privileges.

    • Windows: *C:\Program Files\ESET\Bridge\pkgid*

    • Linux: */opt/eset/bridge/etc/pkgid*

2. Set the **http_proxy_settings_remote_proxy_server_enabled** option to **true**.

3. Set the **http_proxy_settings_proxy_server_address** option with the remote proxy IP address.

4. Set the **http_proxy_settings_proxy_server_port option** with the remote proxy port.

5. Save the file and restart the ESET Bridge service.

> ℹ To disable the proxy chaining, set **http_proxy_settings_remote_proxy_server_enabled** option to **false**.

Requirements and supported products

Hardware requirements

ESET Bridge is based on nginx—see nginx hardware specifications.

See also ESET PROTECT hardware and infrastructure sizing.

Supported operating systems

You can install ESET Bridge on these operating systems:

- Windows—Windows Server 2016/2019/2022.

- Linux—Ubuntu 20, CentOS 8, RHEL 8.

Supported ESET products

ESET Bridge works with ESET PROTECT Server 10.0 and later and ESET PROTECT Cloud.

> ⚠️ The ESET Bridge default configuration does not support the ESET Inspect Connector network communication. You can manually configure ESET Bridge to support the ESET Inspect Connector.

ESET Bridge works with these ESET security products:

- HTTP proxy—All ESET security products that can use a proxy to download updates.

- HTTPS traffic caching—ESET Bridge can decrypt and cache HTTPS traffic:

  o Update requests (modules, repository) sent from a supported ESET security product:

Supported ESET security product	Supported product version
ESET Endpoint Antivirus/Security for Windows	10 and later

  o ESET LiveGuard Advanced traffic for ESET PROTECT and the supported ESET security products listed above.

> ⚠️ **HTTPS traffic caching limitations**
> - ESET Bridge does not support HTTPS traffic caching for ESET security products (and their versions) not listed above.
> - ESET PROTECT Cloud does not support HTTPS traffic caching—the required certificates are available in ESET PROTECT but not in ESET PROTECT Cloud.
> - ESET Bridge and ESET PROTECT Cloud support HTTP traffic caching for all ESET security products.

Install ESET Bridge

You can deploy ESET Bridge in several ways.

Local deployment:

- Windows installation (ESET PROTECT All-in-one installer 10.0 and later)—Recommended

> ℹ️ ESET PROTECT All-in-one installer creates default **HTTP Proxy Usage** policies for ESET Management Agent and ESET security products applied to the **All** Static Group. The policies automatically configure ESET Management Agents and ESET security products on managed computers to use ESET Bridge as a Proxy for caching update packages.

- Windows installation (standalone installer)

- Linux installation—For advanced users only

Remote deployment:

- Installation using the ESET PROTECT Software Install Task

Installation on Windows (ESET PROTECT All-in-one installer)

You can use ESET PROTECT All-in-one installer 10.0 and later to install ESET Bridge:

- To install ESET Bridge together with ESET PROTECT, see the ESET PROTECT All-in-one installation.

- Follow the instructions below to install only ESET Bridge using the ESET PROTECT All-in-one installer.

> ⚠ Install ESET Bridge on a computer running a supported OS.

1. Visit the ESET PROTECT download section to download the All-in-one installer and save the installer in your preferred location.

2. Unzip the *x64.zip* file.

3. Navigate to the *x64* folder and double-click the *Setup.exe* installer file to run the All-in-one installer.

4. Use the **Language** drop-down menu to adjust the language settings. Click **Next** to proceed.
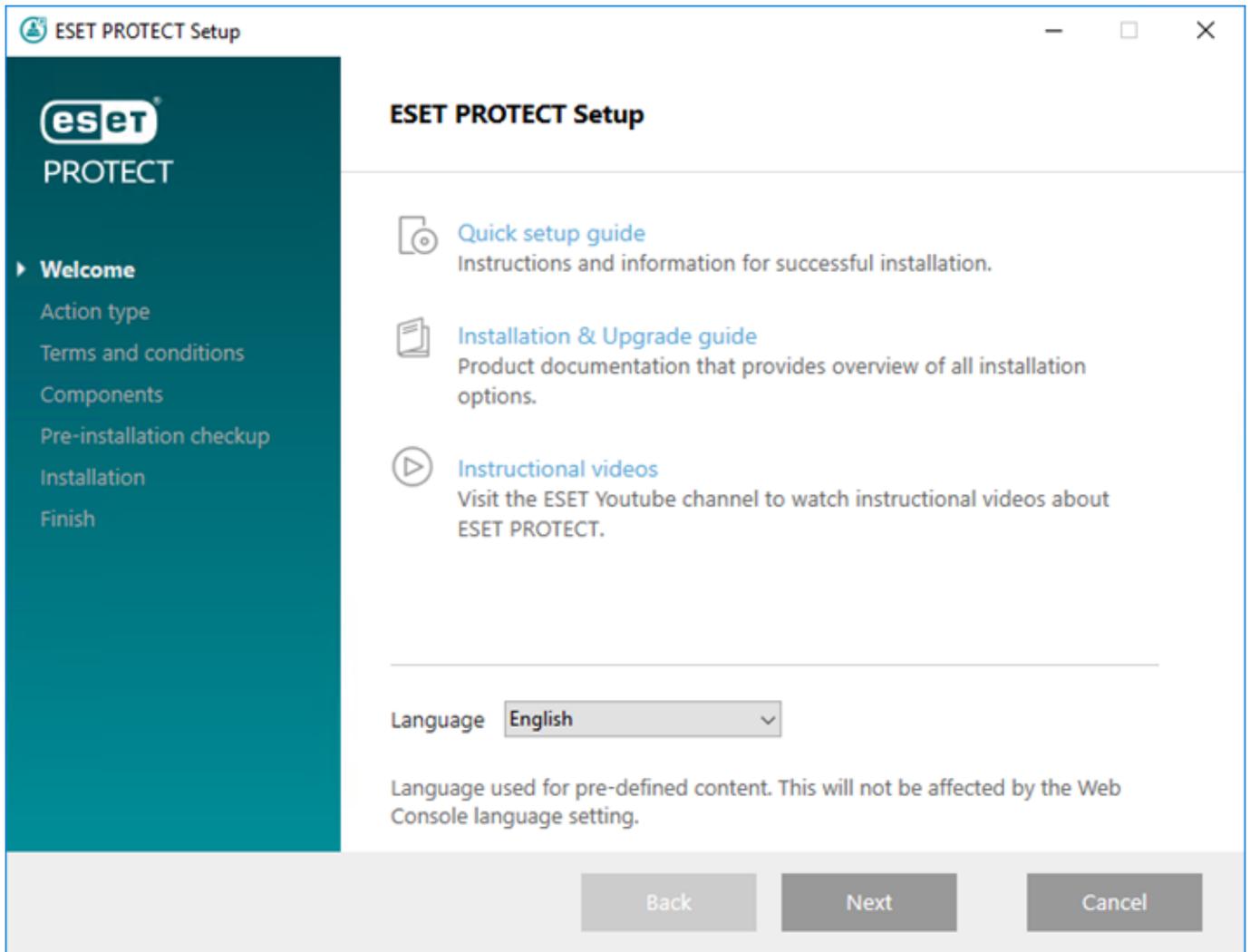
5. Select **Install** and click **Next**.
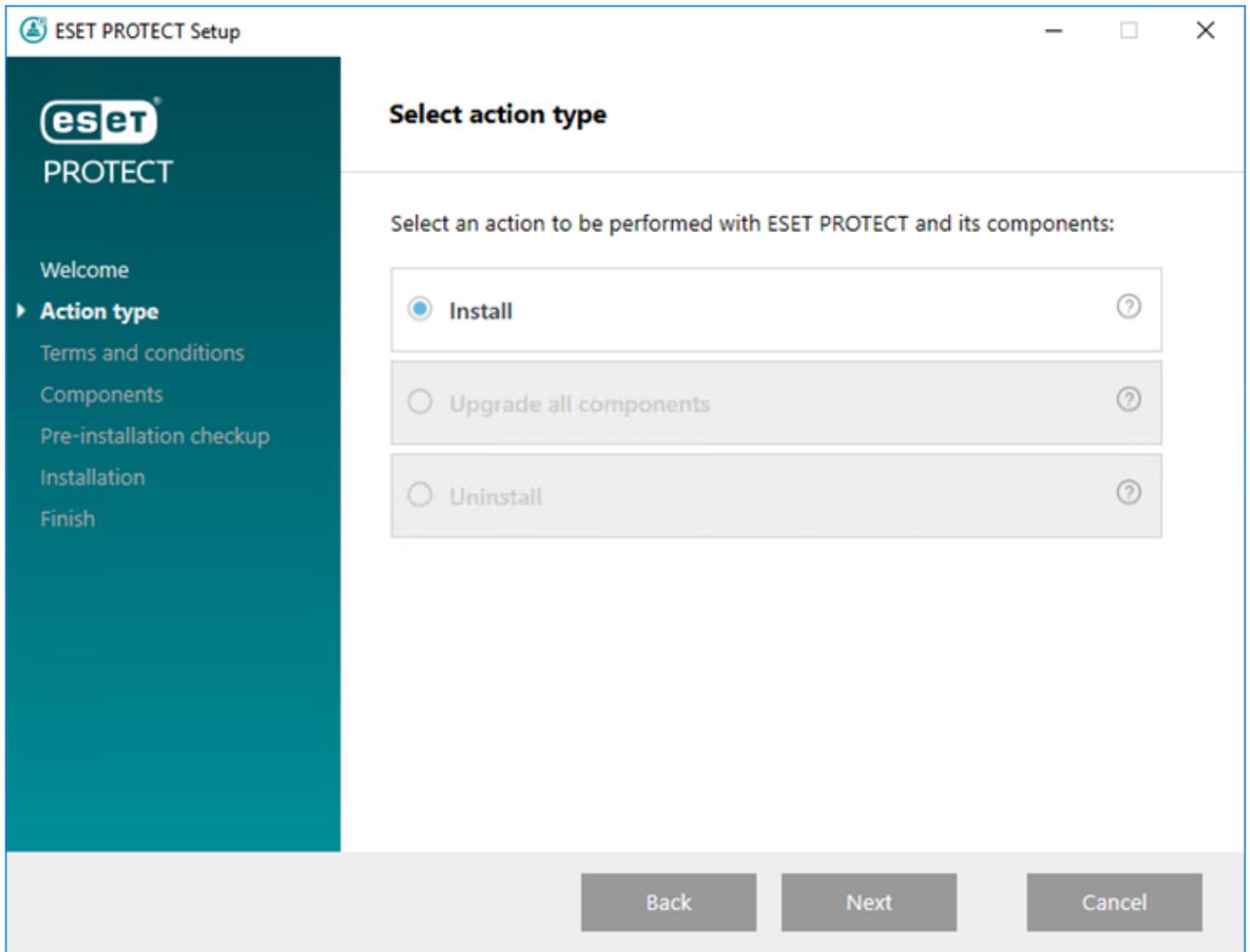
6. Select the **Participate in product improvement program** check box to send anonymous telemetry data and crash report to ESET (OS version and type, ESET product version and other product-specific information).

Click **Privacy Policy** to read the Privacy Policy, read the EULA and click **Next**.
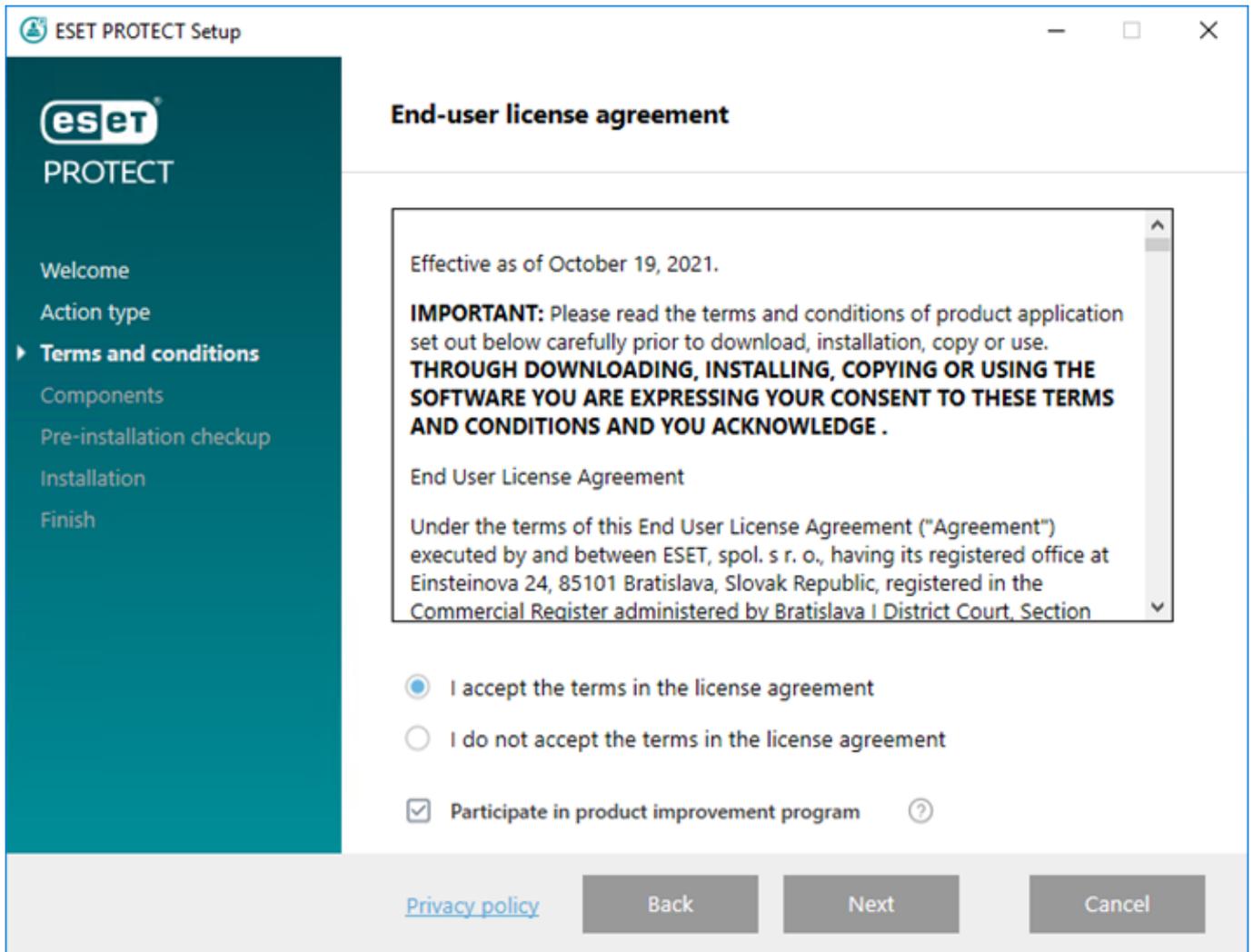
7. Select the check box next to **ESET Bridge Proxy** and click **Install**.
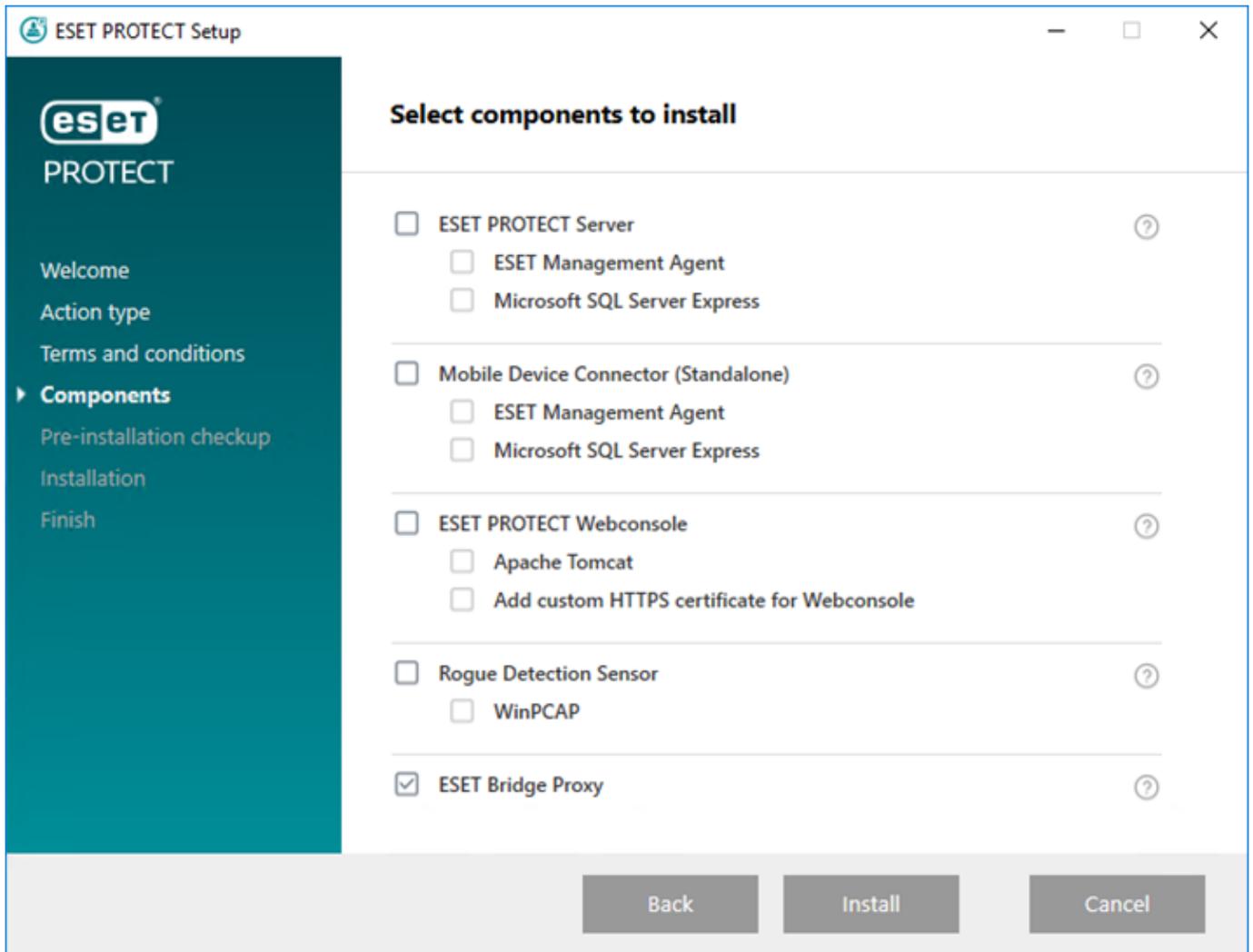
8. Follow the ESET Bridge Installation Wizard.

9. You will see the installation progress. When the installation is in progress, the Installation Wizard is unresponsive.

10. When the installation is complete, the installer displays **ESET PROTECT components were installed successfully**. Click **Finish**. In ESET PROTECT Web Console > **Computers**, there is an icon 🖥 next to the name of the computer running ESET Bridge.

Note the hostname and IP address of the computer running ESET Bridge. After the installation, configure ESET Bridge for desired functionality.

> ℹ️ ESET PROTECT All-in-one installer creates default **HTTP Proxy Usage** policies for ESET Management Agent and ESET security products applied to the **All** Static Group. The policies automatically configure ESET Management Agents and ESET security products on managed computers to use ESET Bridge as a Proxy for caching update packages.

If the installation is unsuccessful, see Troubleshooting.

Installation on Windows (standalone installer)

> ⚠️ Install ESET Bridge on a computer running a supported OS.

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1. Visit the ESET PROTECT download section to download a standalone ESET Bridge installer for Windows (*ESETBridge_nt64.msi*).

2. Run the *ESETBridge_nt64.msi* installer and click **Next**.
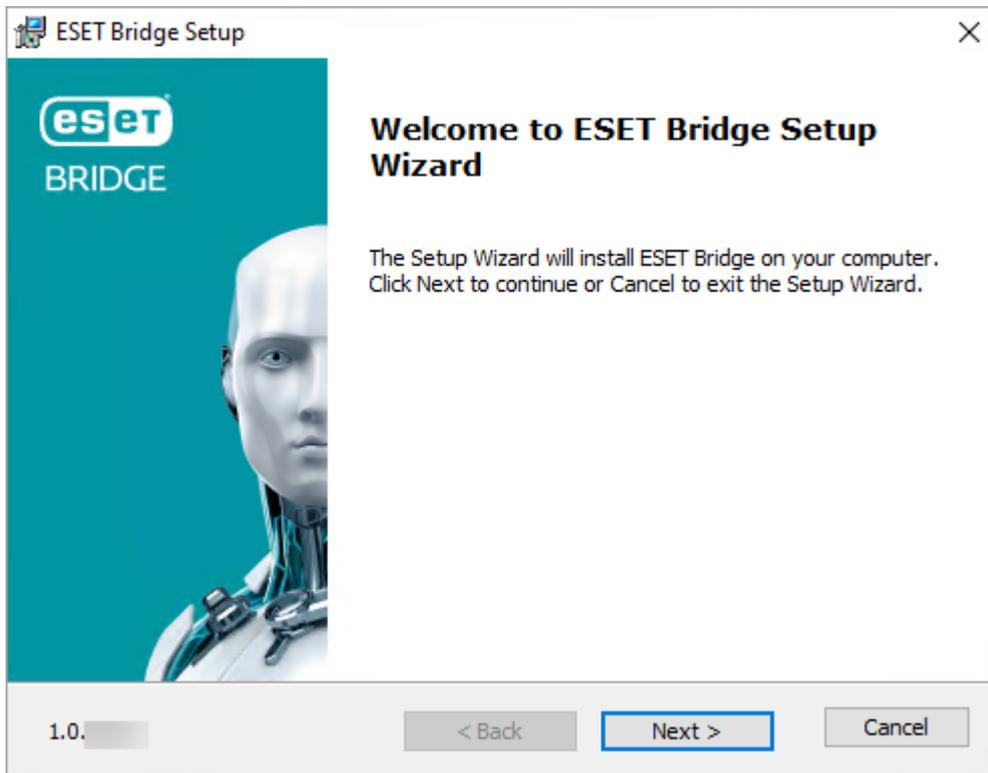
3. Click **Privacy Policy** to read the Privacy Policy. Read the End User License Agreement, select **I accept the terms in the License Agreement** and click **Install**.
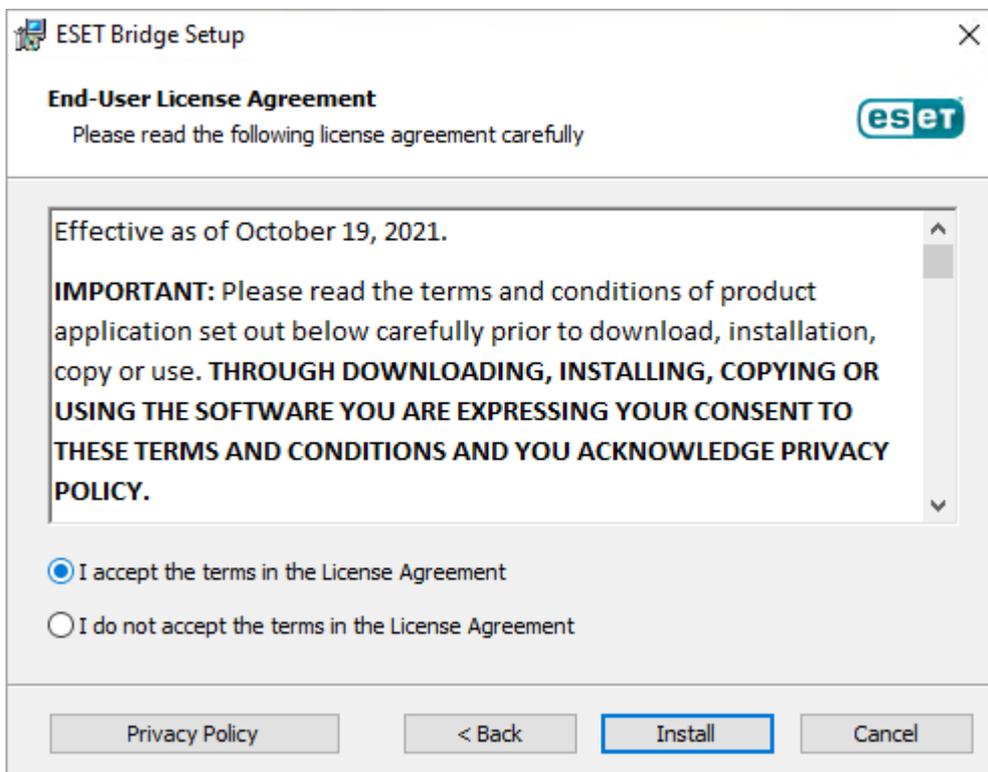
4. Wait a few seconds until ESET Bridge is installed. When the installation is complete, click **Finish**.
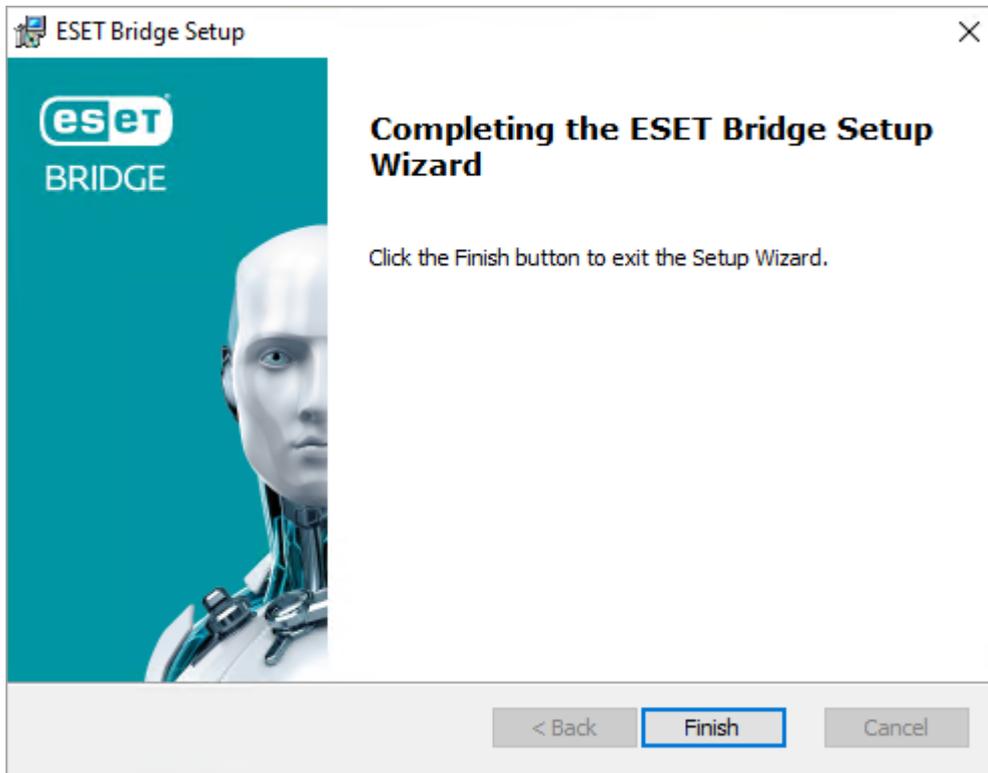
In ESET PROTECT Web Console > **Computers**, there is an icon [icon] next to the name of the computer running ESET Bridge.

Note the hostname and IP address of the computer running ESET Bridge. After the installation, configure ESET Bridge for desired functionality.

If the installation is unsuccessful, see Troubleshooting.

Installation on Linux

> ⚠ Install ESET Bridge on a computer running a supported OS.

> ⚠ This installation procedure is for advanced users only. We recommend installing ESET Bridge on a Linux computer remotely using the Software Install task.

1. Visit the ESET PROTECT download section to download a standalone ESET Bridge installer for Linux: *eset-bridge.x86_64.bin*

2. Open the Terminal in the folder where you saved the installation package and make the file executable:

```
sudo chmod +x eset-bridge.x86_64.bin
```

3. Install the package using a Terminal command:

```
sudo ./eset-bridge.x86_64.bin
```

3. Press **ENTER** to read the End User License Agreement. Press **Y** if you agree with the EULA and acknowledge the Privacy Policy.

4. The binary installer will detect the Linux distribution and extract and install the corresponding package

(*.rpm* on Red Had/CentOS or *.deb* on Ubuntu). ESET Bridge will start after the installation completes.

In ESET PROTECT Web Console > **Computers**, there is an icon 🖳 next to the name of the computer running ESET Bridge.

Note the hostname and IP address of the computer running ESET Bridge. After the installation, configure ESET Bridge for desired functionality.

If the installation is unsuccessful, see Troubleshooting.

Installation using the Software Install Task

You can install ESET Bridge remotely from ESET PROTECT Web Console using the Software Install task:

1. Open the ESET PROTECT Web Console in your web browser and log in.

2. Click **Tasks** > **New** > **Client Task**.
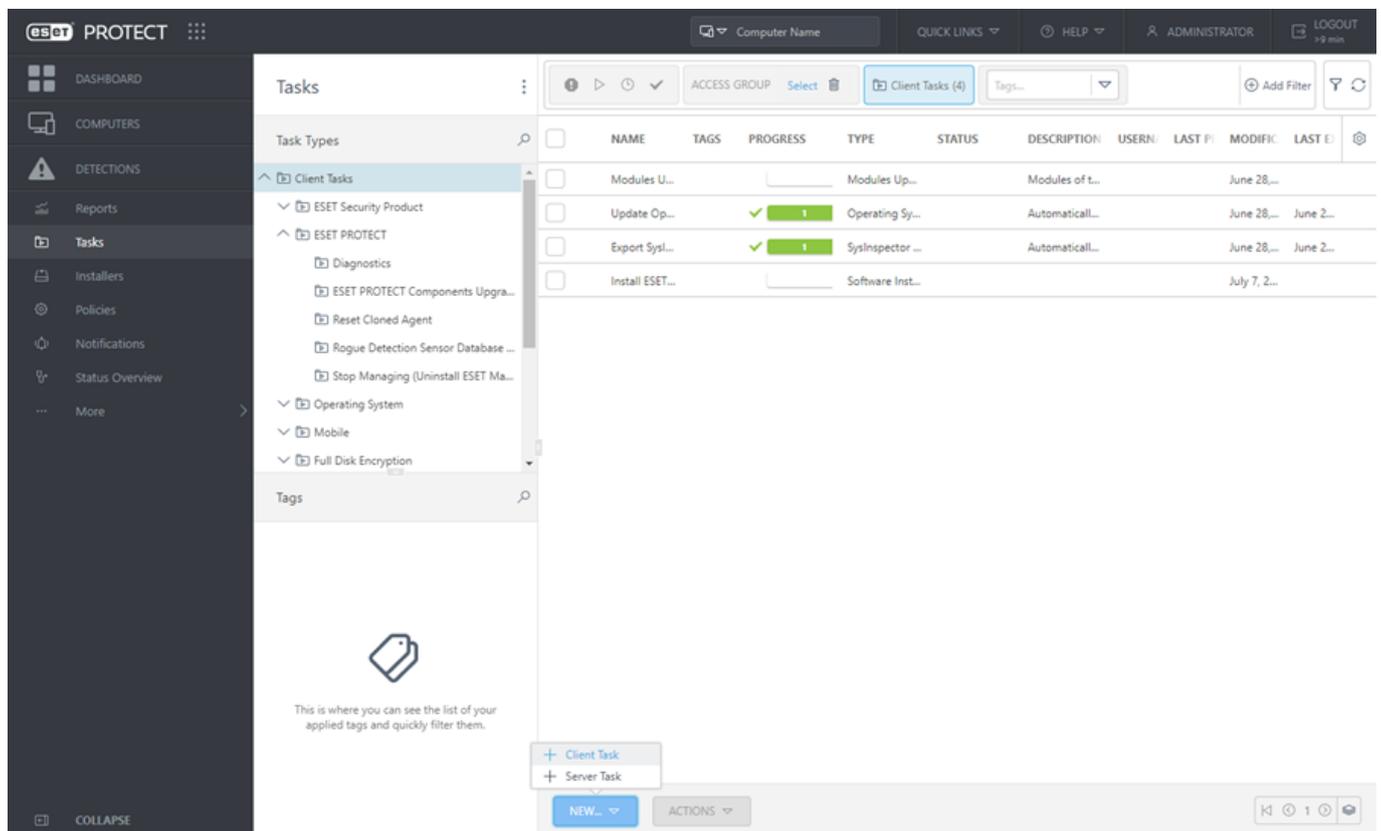
3. In **Basic**, type the **Name**. You can also type the **Description** and **Select tags**. In the **Task** drop-down menu, select **Software Install**.
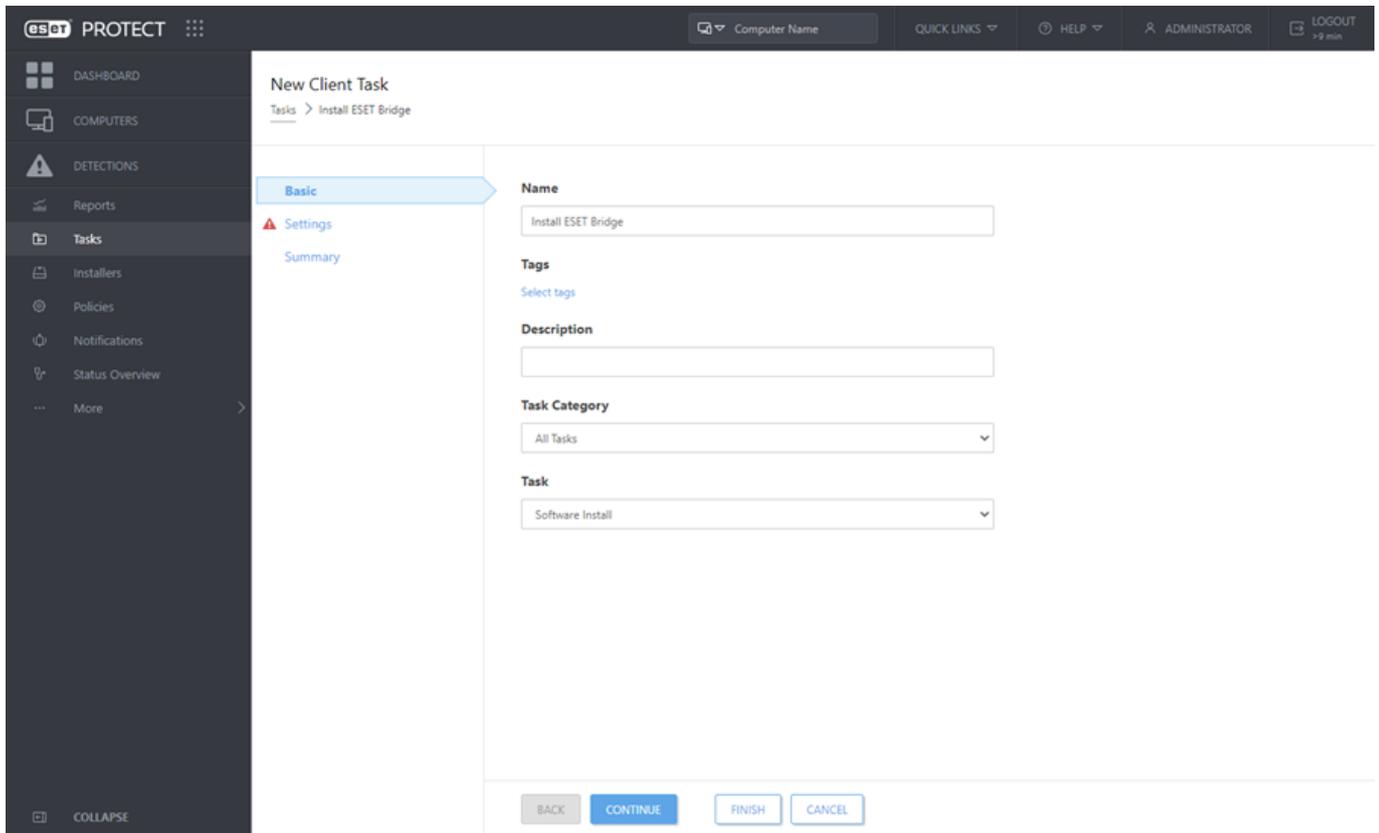
4. Click **Settings**. Under **Package to install**, select one option:

  • To install ESET Bridge from the ESET repository, click **Install package from repository** > select the operating system under **Choose operating system** (Windows or Linux) > click **Select** under **Choose package from repository** > select ESET Bridge > click **OK**.

  • Select **Install by direct package URL** and type the ESET Bridge installation package link. See Software Install in ESET PROTECT Online Help for more details on the link format.

5. Select the check box **I accept the End User License Agreement and acknowledge the Privacy Policy**. See End User License Agreement and Privacy Policy.
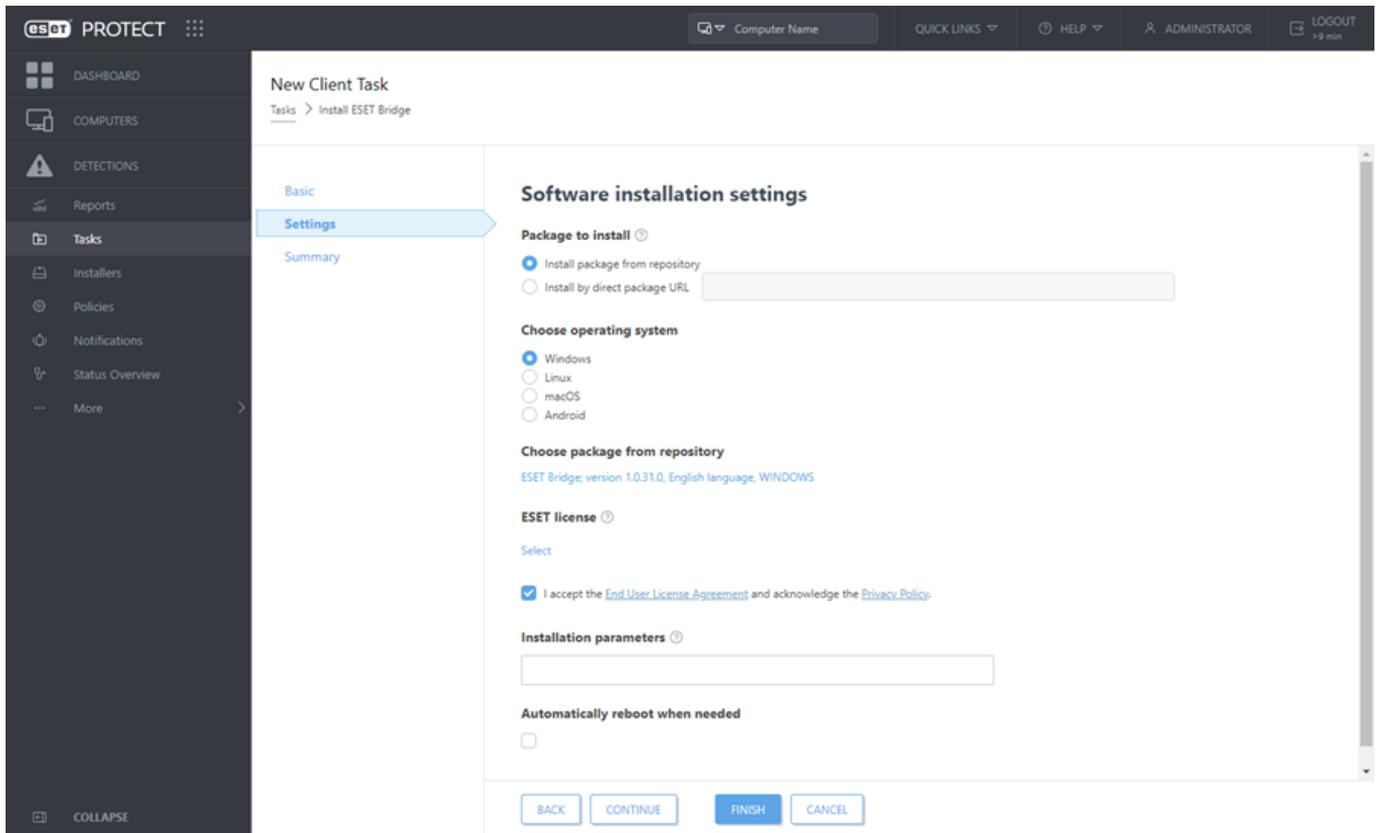
6. Click **Finish** to create the task.

7. Click **Create Trigger**.
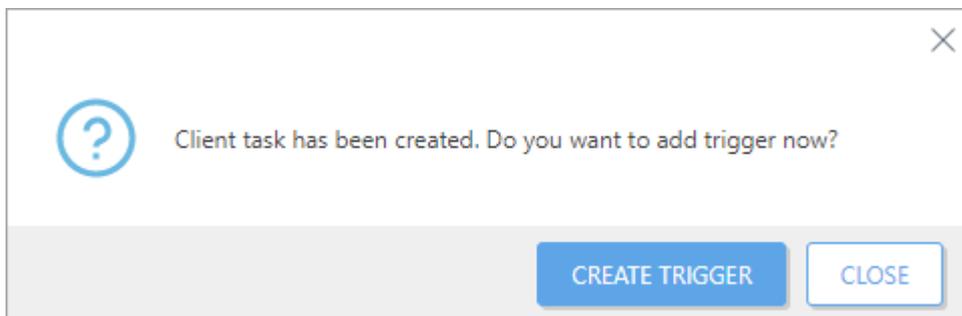
8. In **Basic**, type the trigger name.
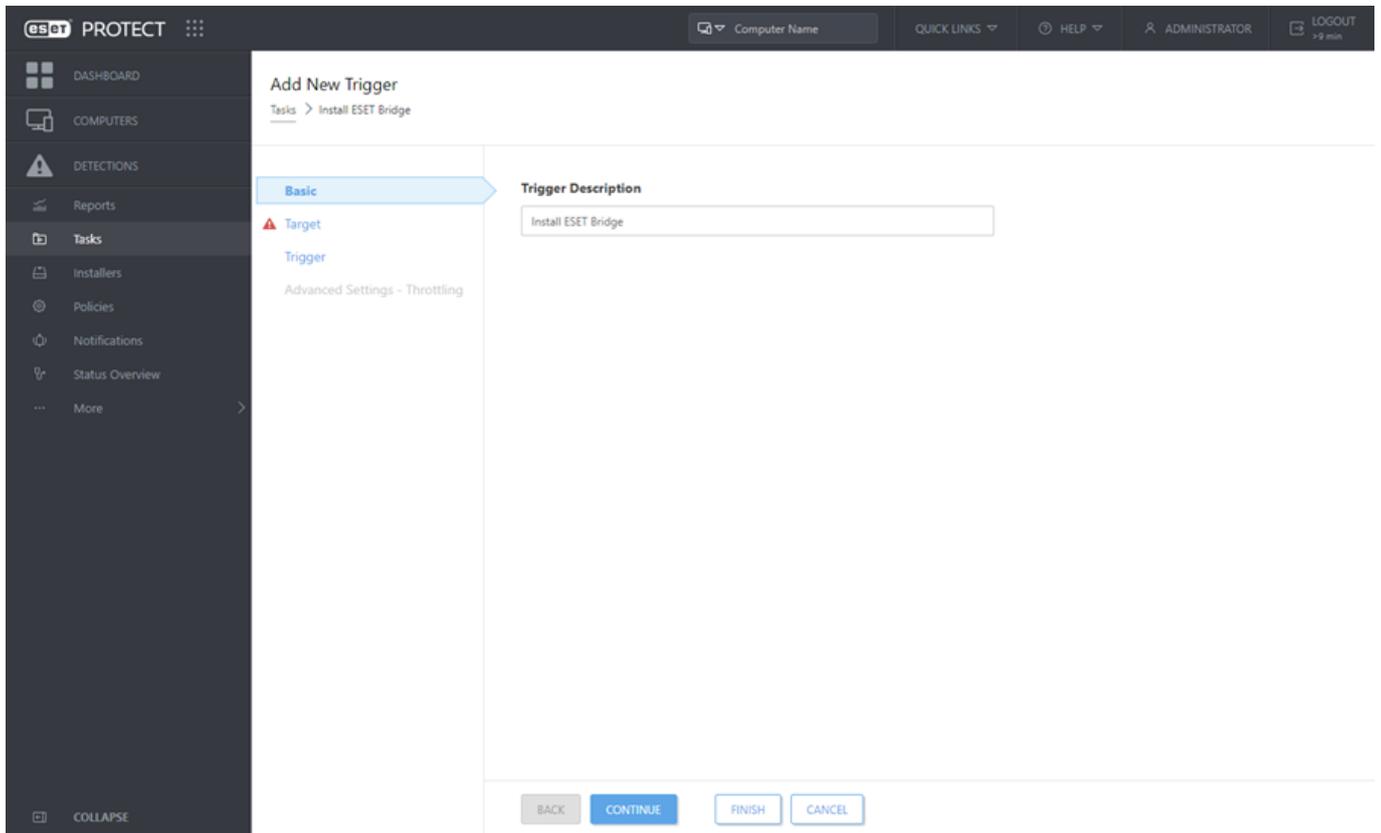
9. Click **Target** > **Add Targets** > select the computer where you want to install ESET Bridge and click **OK**.

> ⚠️ Install ESET Bridge on a computer running a supported OS.
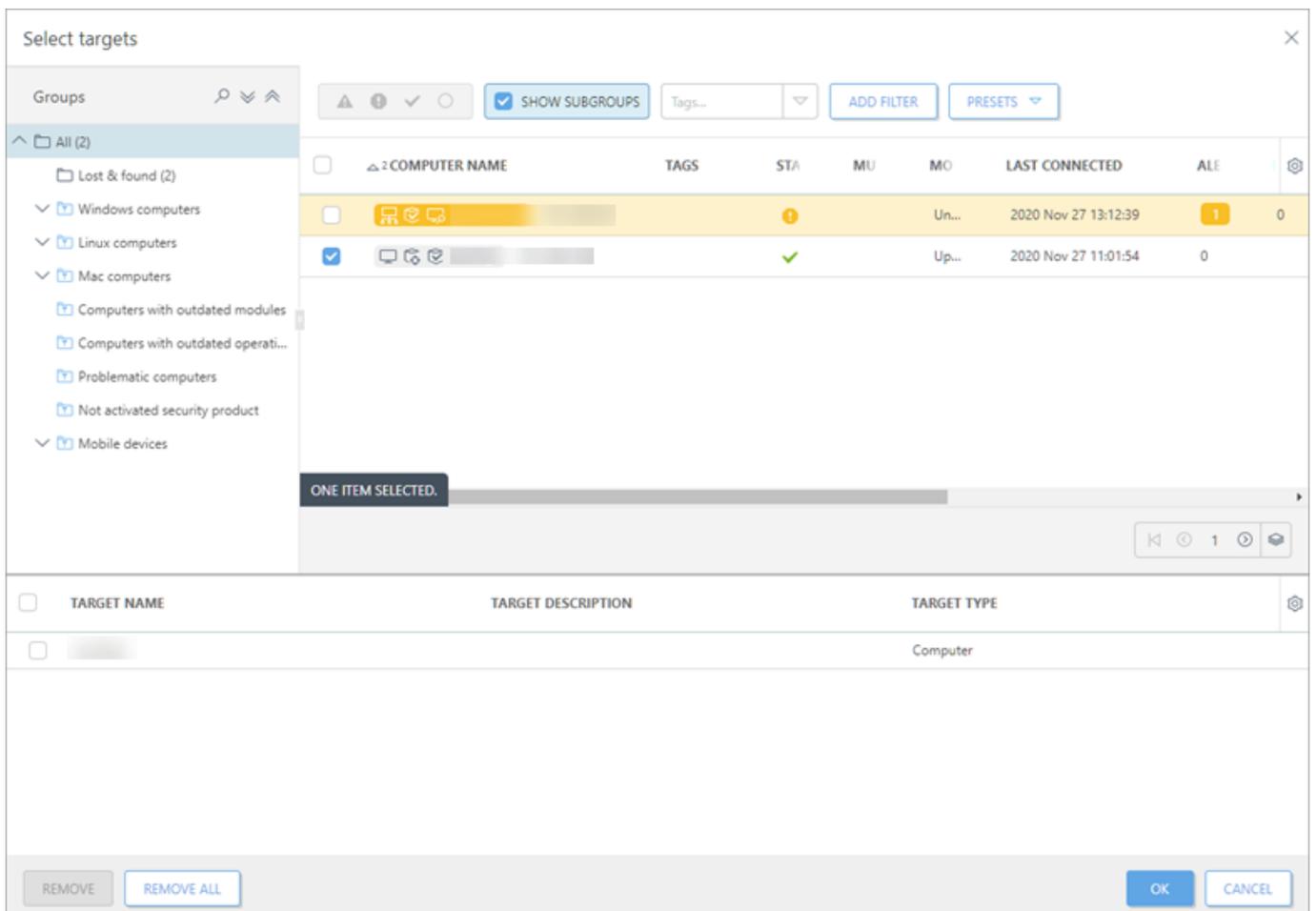
10. Click **Trigger** > select a [Trigger type](#) > click **Finish**.
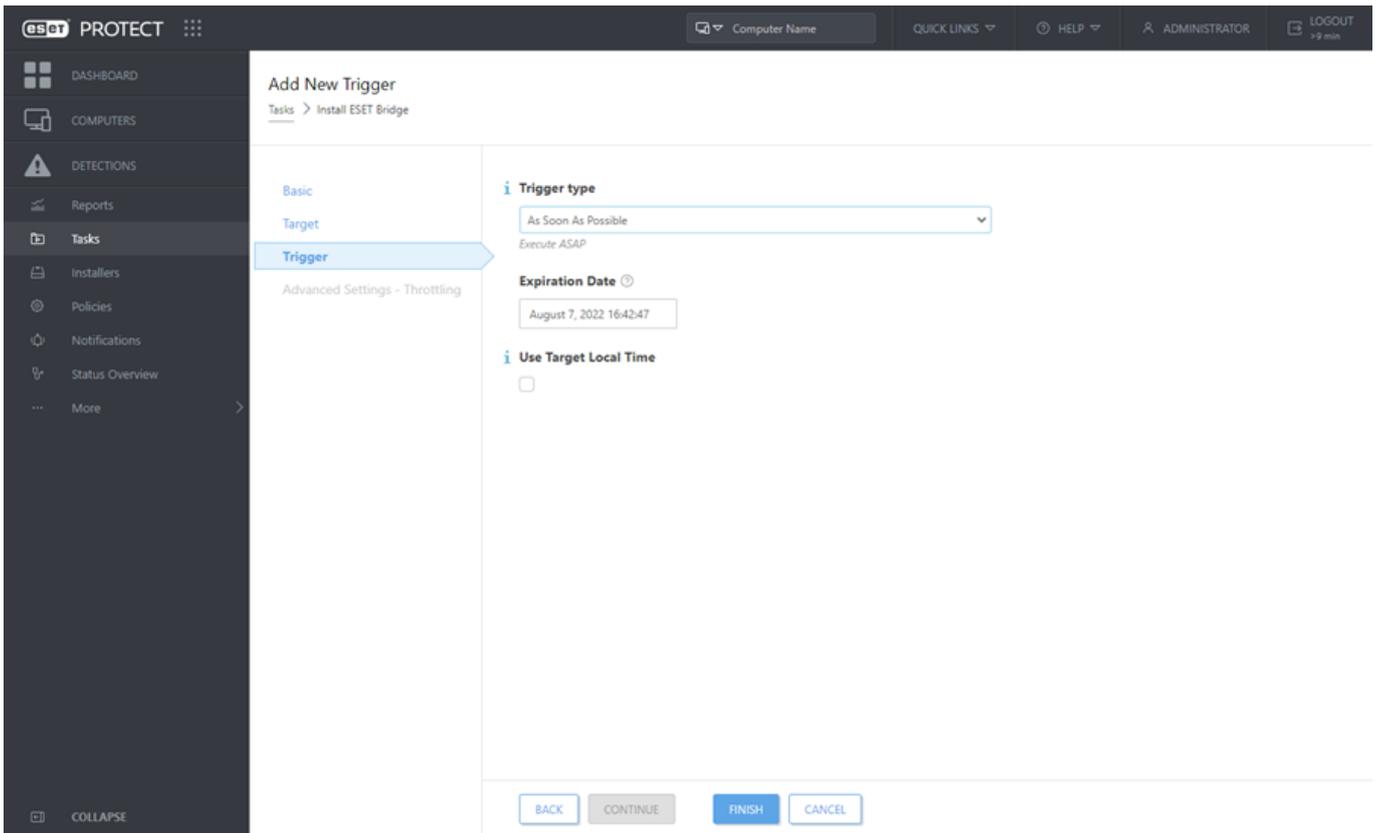
11. ESET Bridge gets installed on the selected computer. In ESET PROTECT Web Console > **Computers**, there is an icon ⬚ next to the name of the computer running ESET Bridge.

Note the hostname and IP address of the computer running ESET Bridge. After the installation, [configure ESET Bridge](#) for desired functionality.

Configure ESET Bridge

You can configure ESET Bridge remotely from ESET PROTECT:

1. Configure ESET Bridge settings using [ESET Bridge Policy](#).

2. Configure [ESET Management Agent Policy](#) settings to define how client computers use the ESET Bridge proxy function (caching of updates, traffic forwarding).

3. Configure [ESET security product Policy](#) settings for client computers.

ⓘ ESET PROTECT [All-in-one installer](#) creates default **HTTP Proxy Usage** policies for ESET Management Agent and ESET security products applied to the **All** Static Group. The policies automatically configure ESET Management Agents and ESET security products on managed computers to use ESET Bridge as a Proxy for caching update packages.
If you have existing policies that apply to all Agents and computers, edit your existing policies rather than create new ones. In **Policies**, click the policy > select 🖉 **Edit** > edit policy **Settings**.

ESET Bridge Policy

You can configure ESET Bridge only remotely from ESET PROTECT using an ESET Bridge Policy:

> ℹ️ If there is an existing ESET Bridge Policy in place, you can:
> • Request the applied ESET Bridge configuration to see the current ESET Bridge configuration.
> • Edit the existing ESET Bridge Policy instead of creating a new one.

1. Open the ESET PROTECT Web Console in your web browser and log in.

2. Click **Policies** > **New Policy**.
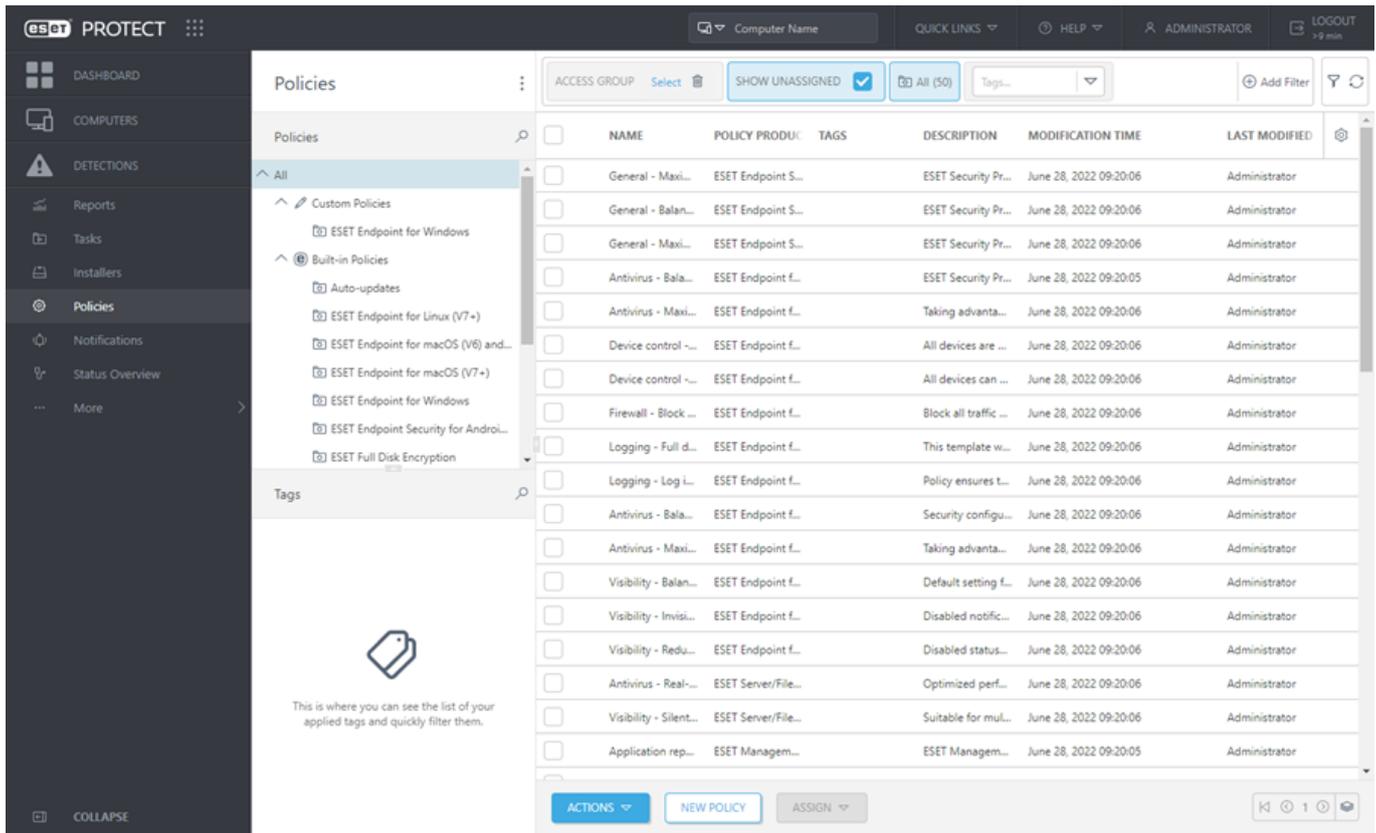
3. In **Basic**, type the **Name**. You can also type the **Description** and **Select tags**.
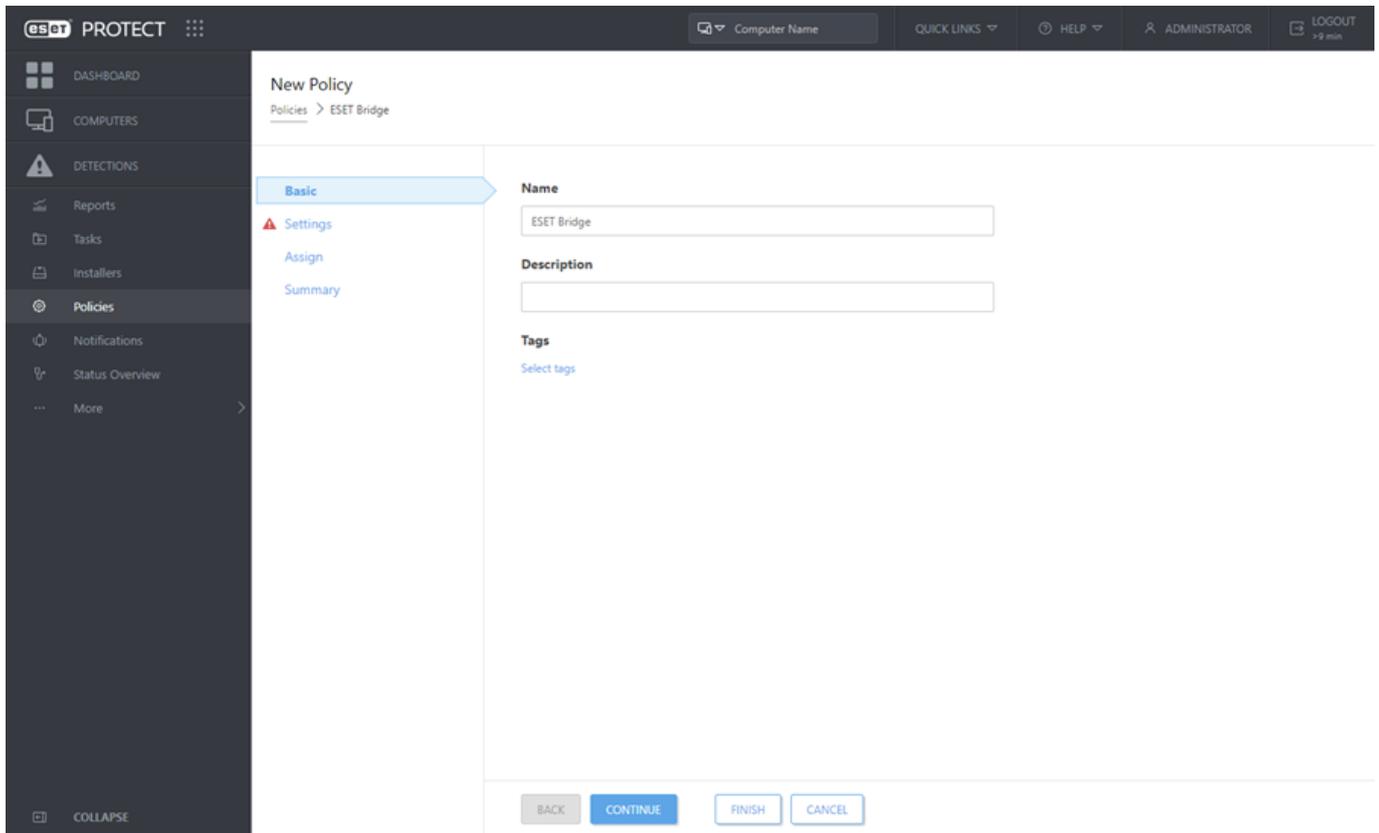
4. Click **Settings** and select **ESET Bridge** from the **Select product** drop-down menu.
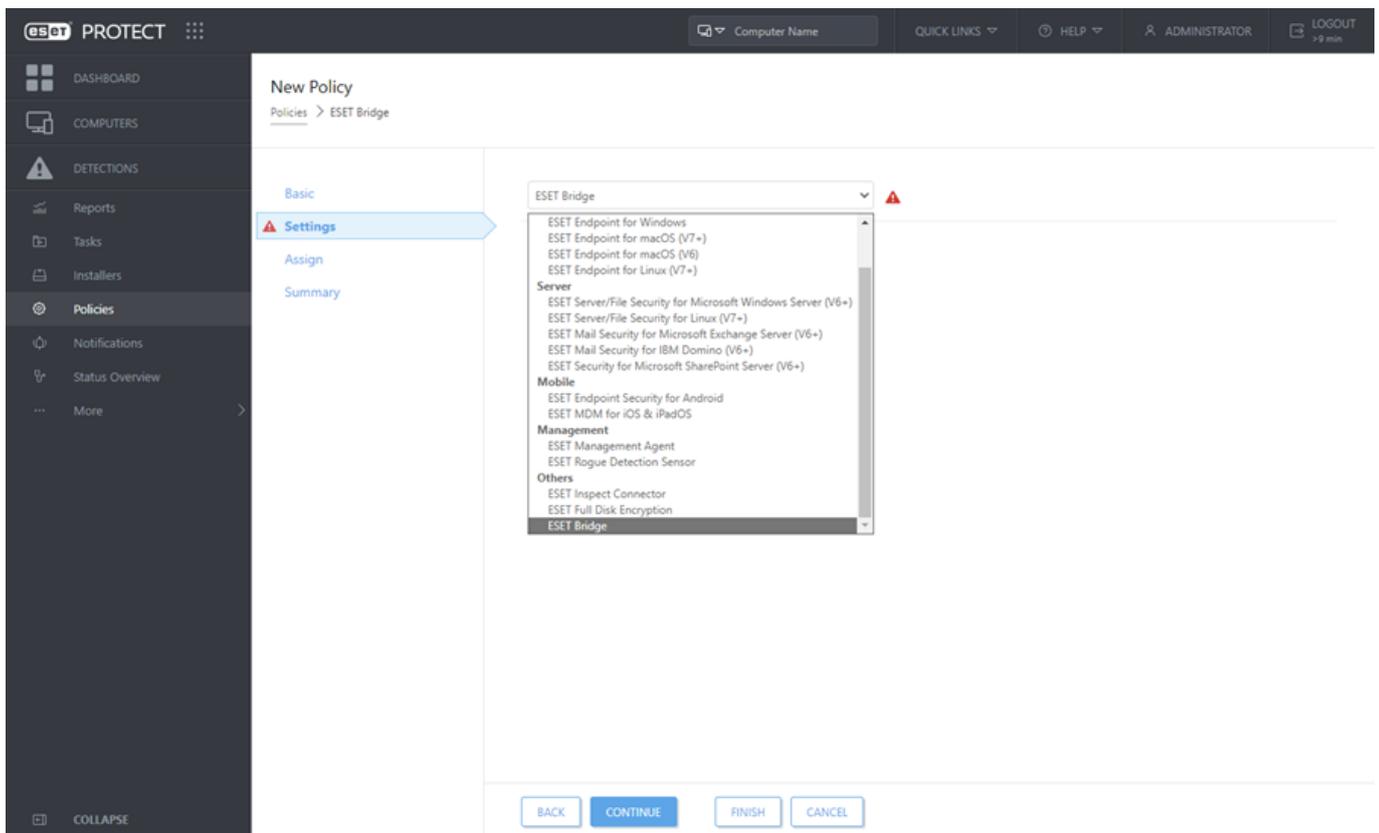
5. Configure ESET Bridge Policy settings:

General

- **Port**—By default, ESET Bridge uses port **3128**. You can set a custom port.

> **i** The ESET Bridge port must be open and free—no other application is using the port (listening on the port) and the operating system does not block the port.
> • If you set a custom port and the port is unavailable, ESET Bridge will use the default port and ESET PROTECT Web Console will show an alert.
> • If the default port is unavailable, ESET PROTECT Web Console will display the **ESET Bridge Proxy is non-functional** alert.

• **Authentication**—By default, there is no proxy server authentication. Enable the toggle and type the **Username** and **Password** to enable the authentication.

> **i** You can set any **Username** and **Password** based on your preference. ESET Bridge version 1 does not support the Active Directory login.

> **⚠** The communication protocol between ESET Management Agent and ESET PROTECT does not support authentication. Forwarding Agent communication to ESET PROTECT via a proxy that requires authentication will not work.

• **Trace log verbosity**—Select the trace log verbosity level from the drop-down menu: **0** (turn the logging off), **Debug**, **Information** (default), **Warning**, **Error**, **Fatal**.

Cache

• **Maximum cache size (MB)**—The default and recommended value is 5000. If the cache size exceeds the set maximum cache size, the oldest cached data will be removed.

> **i** If the maximum cache size set in the policy is higher than the available free space on the partition with the cache file, ESET Bridge Web Console will show an alert and ESET Bridge will use the default cache size.

- **Minimum free space (MB)**—The default value is 1000. If the free space goes under the set minimum space, the least recently used cached data will be removed.

> ⚠️ • We recommend that you do not set the **Minimum free space** to less than 1000 (1 GB), as it may lead to deleting the already cached data and cache performance degradation.
> • If the minimum free space set in the policy is higher than the available free space on the partition with the cache file, ESET Bridge Web Console will show an alert and ESET Bridge will use the default minimum free space.

- **Cache HTTPS traffic**—Enable the toggle to enable HTTPS traffic caching.

> ⚠️ Only the latest ESET security products support HTTPS traffic caching. See the supported products.

- **HTTPS Certificate**—Add or change a peer certificate required for HTTPS traffic caching.

> ⚠️ ESET PROTECT Cloud does not support HTTPS traffic caching. HTTPS traffic policy settings do not apply to ESET PROTECT Cloud.

- **Enable custom cache directory**—By default, ESET Bridge stores the cache files in the %PROGRAMDATA% directory. Enable the toggle and type the **Custom cache directory** to store cache files in a custom directory.

➕ GENERAL		○ ● ⚡
➖ CACHE		○ ● ⚡
○ ● ⚡ Maximum cache size (MB)	5000	ⓘ
○ ● ⚡ Minimum free space (MB)	1000	ⓘ
○ ● ⚡ Cache HTTPS traffic	☒	
○ ● ⚡ HTTPS certificate	Change certificate	ⓘ
○ ● ⚡ Enable custom cache directory	☒	ⓘ
○ ● ⚡ Custom cache directory		

> ⚠ You must [restart the ESET Bridge service](#) after applying the custom cache policy.
> Ensure to meet these prerequisites before applying the policy with the custom cache:
> • The custom cache directory exists on the disk.
> • The user (`NETWORK_SERVICE` on Windows or `eset-bridge` on Linux) has access rights to the directory. On Linux, use this Terminal command to give access rights: `sudo chown -R eset-bridge:eset-bridge <cache_path_dir>` (replace `<cache_path_dir>` with the custom cache directory).
> If you set a custom cache path in the ESET Bridge Policy and the directory does not exist, or there are no access rights to it:
> • ESET PROTECT Web Console will alert the user that the setting is invalid.
> • ESET Bridge will trigger a fallback mechanism to run with the default cache path.

6. Click **Assign** and assign the [computer running ESET Bridge](#) as the policy target.

7. Click **Finish**, or click **Summary** to see the policy overview and then click **Finish**.

[Request the applied ESET Bridge configuration](#) to see the current ESET Bridge configuration.

ESET Bridge advanced configuration

ESET Bridge has a default deny policy for the requests passing through, and only ESET hosts are allowed by default.

Allow a custom ESET PROTECT hostname (or any other custom hostname)

1. Open the *restrict.conf.template* file in a text editor:

   • Windows: *C:\ProgramData\ESET\Bridge\Proxies\Nginx\Conf\restrict.conf.template*

   • Linux: */var/opt/eset/bridge/nginx/conf/restrict.conf.template*

2. Add a regular expression defining the custom ESET PROTECT hostname (the code below is an example):

```
if ($http_host ~* "^.*\.protect01\.company\.net(:[0-9]+)?(/.*)?$")

{

    set $valid_host 1;

}
```

3. Save the updated *restrict.conf.template* file.

> ⚠ Ensure to save the configuration file in the `UTF-8` encoding. ESET Bridge cannot process files saved in the `UTF-8 with BOM` encoding.

4. Restart the ESET Bridge service.

Allow a custom ESET PROTECT port (or any other custom port)

1. Open the *nginx.conf.http.server.template* file in a text editor:

   - Windows: *C:\ProgramData\ESET\Bridge\Proxies\Nginx\Conf\nginx.conf.http.server.template*

   - Linux: */var/opt/eset/bridge/nginx/conf/nginx.conf.http.server.template*

2. Add the custom ESET PROTECT port to the following line:

```
proxy_connect_allow 443 563 2222 2225 ${ANTISPAM_TARGET_HOST_PORT} ${EPNS_TARGET_HOST_PORT};
```

3. Save the updated *nginx.conf.http.server.template* file.

> ⚠ Ensure to save the configuration file in the `UTF-8` encoding. ESET Bridge cannot process files saved in the `UTF-8 with BOM` encoding.

4. Restart the ESET Bridge service.

> ℹ **Add ESET Inspect Connector support**
> The ESET Bridge default configuration does not support the ESET Inspect Connector network communication. To add support for ESET Inspect Connector, follow these steps:
> 1.Allow the ESET Inspect Server hostname—See the steps above for allowing a custom hostname.
> 2.Allow the ESET Inspect port (8093 by default)—See the steps above for allowing a custom port.

ESET Management Agent Policy

Follow the steps below to set up ESET Management Agent Policy to use ESET Bridge as a Proxy.

1. Open the ESET PROTECT Web Console in your web browser and log in.

> ℹ ESET PROTECT All-in-one installer creates default **HTTP Proxy Usage** policies for ESET Management Agent and ESET security products applied to the **All** Static Group. The policies automatically configure ESET Management Agents and ESET security products on managed computers to use ESET Bridge as a Proxy for caching update packages.
> If you have existing policies that apply to all Agents and computers, edit your existing policies rather than create new ones. In **Policies**, click the ESET Management Agent **HTTP Proxy Usage** policy > select 🖉 **Edit** > edit policy **Settings** (skip to Step 4).

2. Click **Policies** > **New Policy**.
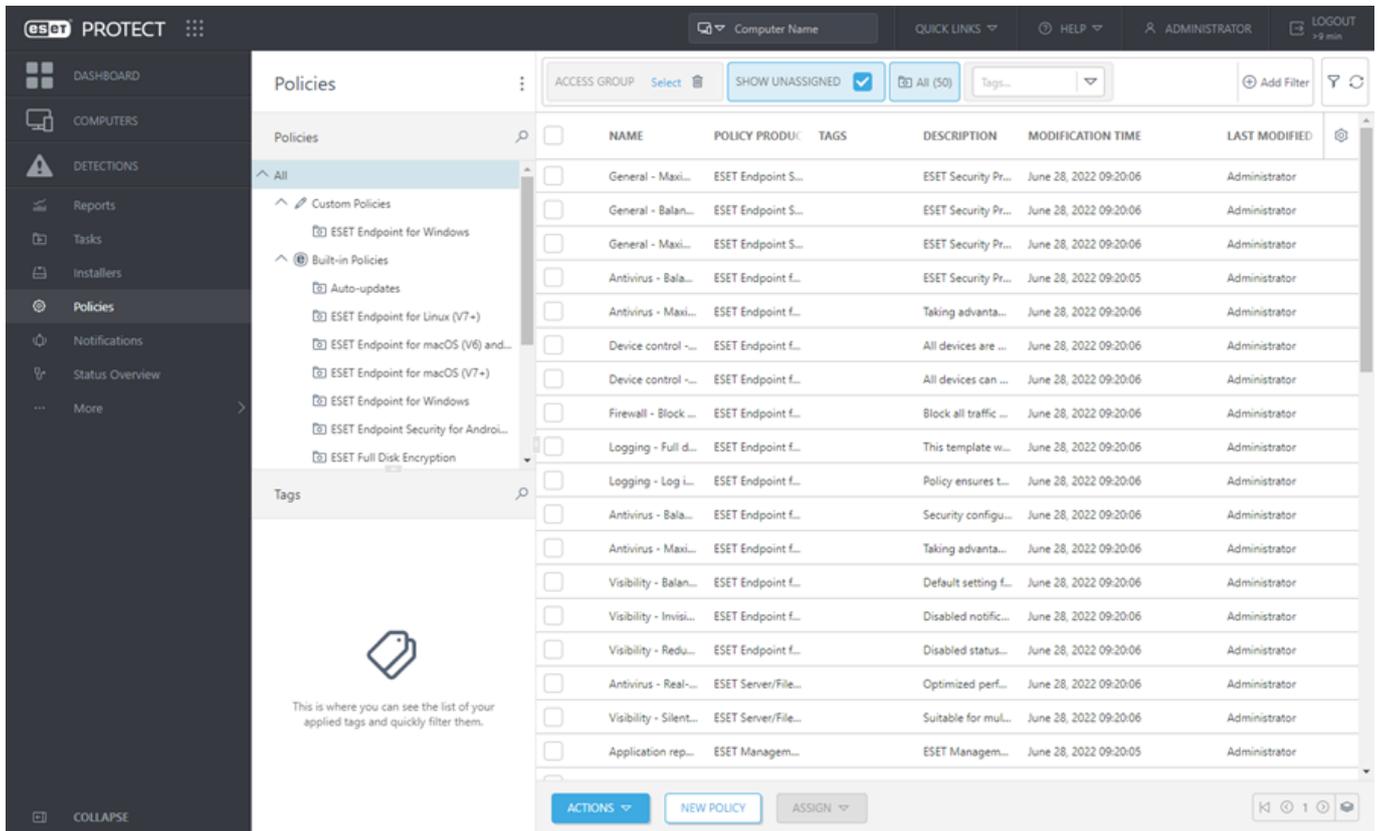
3. In **Basic**, type the **Name**. You can also type the **Description** and **Select tags**.
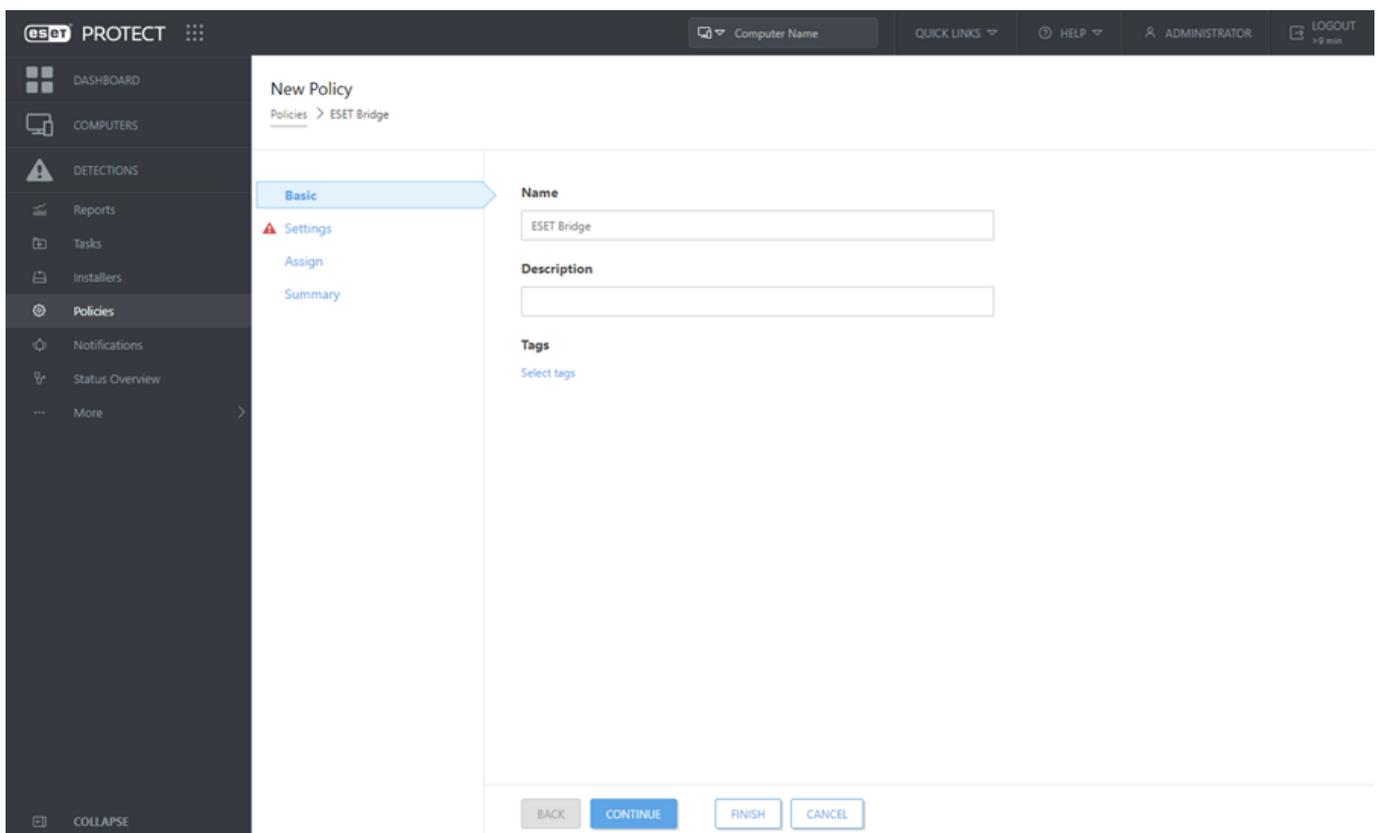
4. Click **Settings** and select **ESET Management Agent** from the **Select product** drop-down menu.

5. Expand **Advanced Settings**. Select an option from the **Proxy Configuration Type** drop-down menu under **HTTP Proxy**:

- **Global Proxy**—Use a single ESET Bridge as a proxy solution for caching downloads and forwarding Agent communication.

- **Different Proxy Per Service**—Use a separate ESET Bridge as a proxy for Agent replication (forwarding communication) and another ESET Bridge for caching of ESET services (for example, updates).

> ℹ️ ESET PROTECT Online Help contains a detailed description of all [ESET Management Agent Policy settings](#).
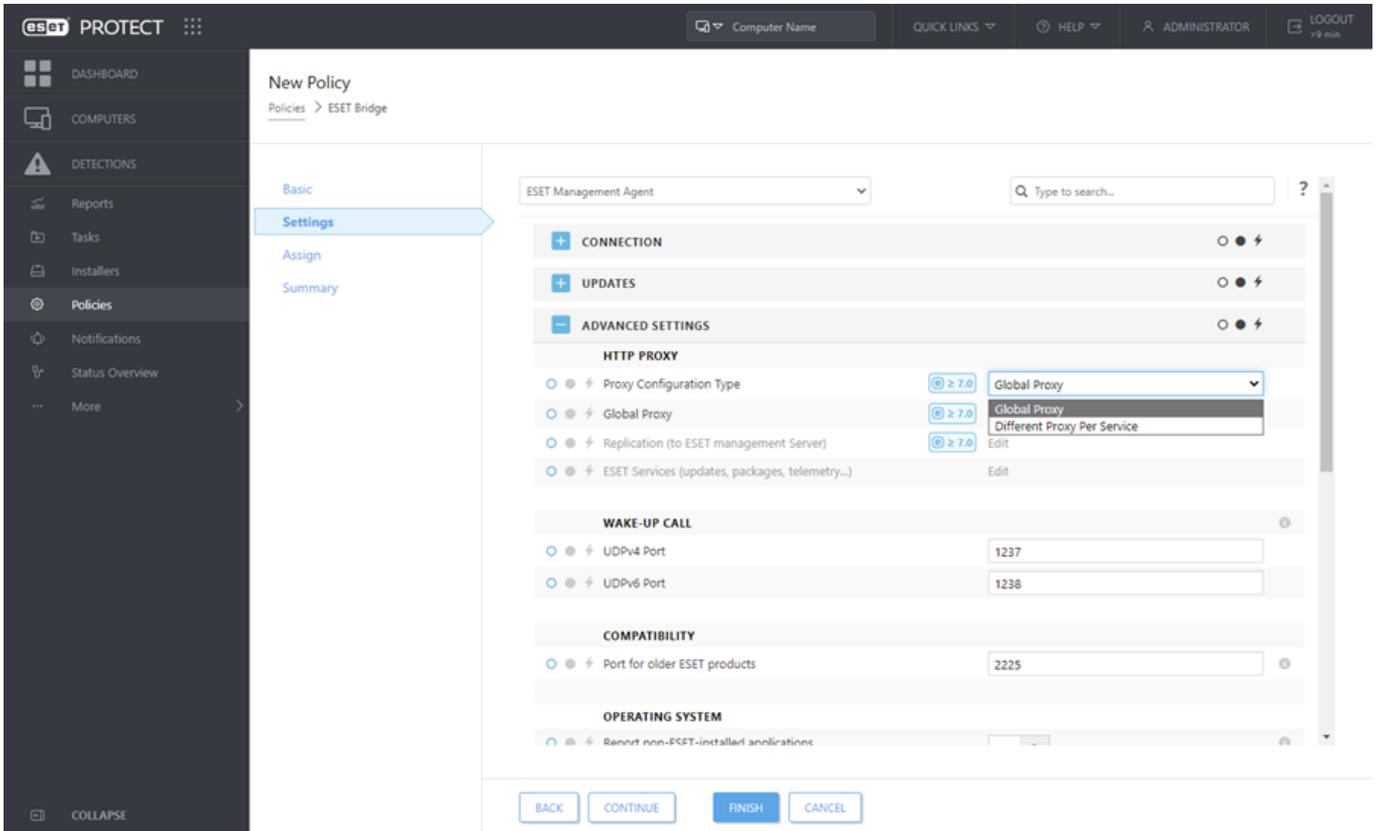
6. Follow the steps based on your previous selection:

[Global Proxy](#)

Click **Edit** next to **Global Proxy** and edit the settings in the notification window:

a.Enable the toggle next to **Use proxy server**.

b.Type the IP address or fully qualified domain name (FQDN) of the ESET Bridge server in the **Host** field.

c.Ensure the port number matches the **Port** defined in the ESET Bridge Policy (default: 3128).

d.If you created a **Username** and **Password** in the ESET Bridge Policy, type them in the appropriate fields.

> ⚠ The communication protocol between ESET Management Agent and ESET PROTECT does not support authentication. Forwarding Agent communication to ESET PROTECT via a proxy that requires authentication will not work.

e.Keep the toggle next to **Use direct connection if HTTP proxy is not available** enabled to allow this fallback option (recommended). If you have configured the ESET Management Agent to connect via proxy (ESET Bridge) and the proxy is unreachable, ESET Management Agent will bypass the proxy and communicate directly with ESET servers.

f.Click **Save**.
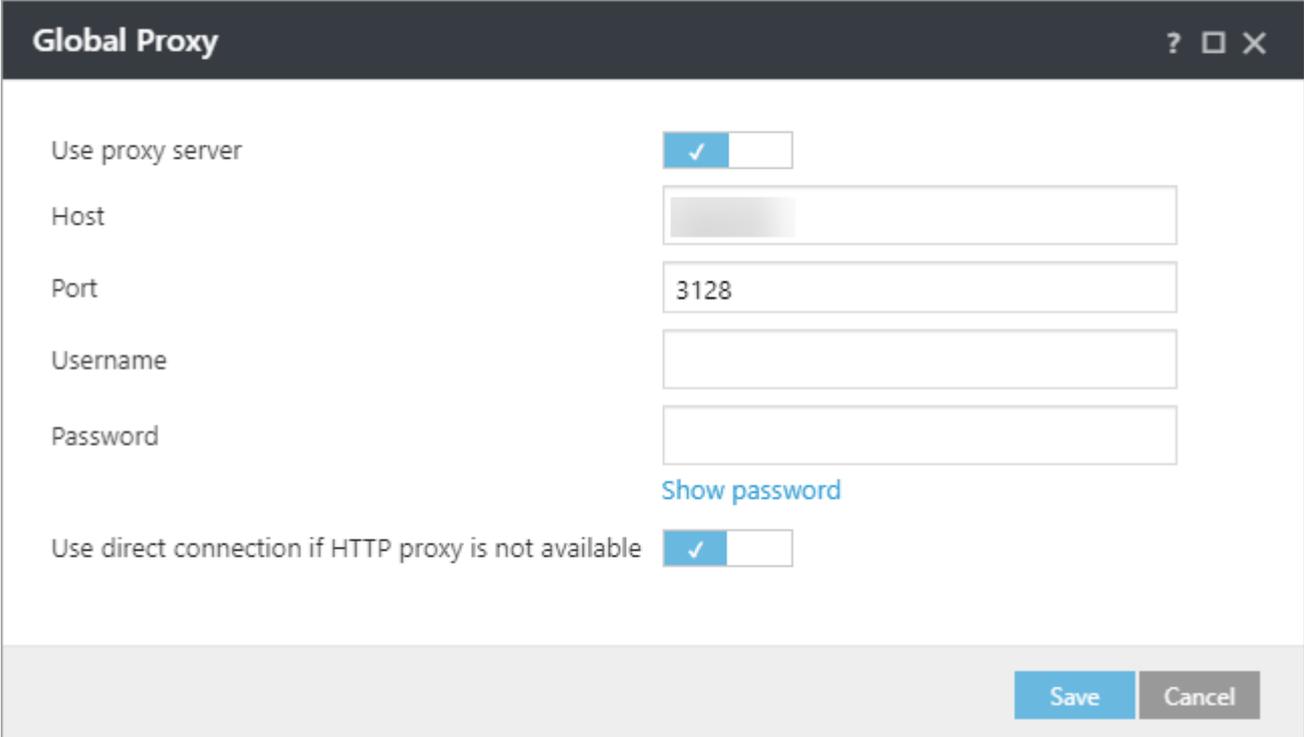
Different Proxy Per Service

I. Click **Edit** next to **Replication (to ESET management Server)** and edit the settings in the notification window:
a.Enable the toggle next to **Use proxy server**.
b.Type the IP address or fully qualified domain name (FQDN) of the ESET Bridge server in the **Host** field.
c.Ensure the port number matches the **Port** defined in the ESET Bridge Policy (default: 3128).
d.If you created a **Username** and **Password** in the ESET Bridge Policy, type them in the appropriate fields.
e.Keep the toggle next to **Use direct connection if HTTP proxy is not available** enabled to allow this fallback option (recommended). If you have configured the ESET Management Agent to connect via proxy (ESET Bridge) and the proxy is unreachable, ESET Management Agent will bypass the proxy and communicate directly with ESET servers.

⚠ If you disable the toggle and ESET Management Agents do not have a direct connection to ESET PROTECT, ESET Management Agents will stop connecting to ESET PROTECT.

f.Click **Save**.

II. Click **Edit** next to **ESET Services (updates, packages, telemetry)** and edit the settings in the notification window:
a.Enable the toggle next to **Use proxy server**.
b.Type the IP address or fully qualified domain name (FQDN) of the ESET Bridge server in the **Host** field.
c.Ensure the port number matches the **Port** defined in the ESET Bridge Policy (default: 3128).
d.If you created a **Username** and **Password** in the ESET Bridge Policy, type them in the appropriate fields.
e.Keep the toggle next to **Use direct connection if HTTP proxy is not available** enabled to allow this fallback option (recommended). If you have configured the ESET Management Agent to connect via proxy (ESET Bridge) and the proxy is unreachable, ESET Management Agent will bypass the proxy and communicate directly with ESET servers.
f.Click **Save**.

7. Click **Assign** and assign the computers or groups as the policy targets. ESET Management Agents on the assigned computers will use ESET Bridge as a proxy (as configured in this policy).

8. Click **Finish**, or click **Summary** to see the policy overview and then click **Finish**.

When ESET Management Agents on managed computers receive the policy, they will connect to ESET Bridge.

ESET security product policy

Follow the steps below to set up ESET security product policy to use ESET Bridge as a global proxy for network traffic forwarding and caching ESET security product updates.

1. Open the ESET PROTECT Web Console in your web browser and log in.

> ℹ ESET PROTECT All-in-one installer creates default **HTTP Proxy Usage** policies for ESET Management Agent and ESET security products applied to the **All** Static Group. The policies automatically configure ESET Management Agents and ESET security products on managed computers to use ESET Bridge as a Proxy for caching update packages.
> If you have existing policies that apply to all Agents and computers, edit your existing policies rather than create new ones. In **Policies**, click the ESET security product (for example, ESET Endpoint for Windows) **HTTP Proxy Usage** policy > select ✎ **Edit** > edit policy **Settings** (skip to Step 4).

2. Click **Policies** > **New Policy**.

3. In **Basic**, type the **Name**. You can also type the **Description** and **Select tags**.

4. Click **Settings** and select **ESET Endpoint for Windows** from the **Select product** drop-down menu.

> **i** The steps below show the ESET Endpoint Antivirus/Security for Windows policy configuration. You can similarly configure a policy for another ESET security product.

5. Click **Tools** > **Proxy Server** to define global proxy server settings for all ESET security product modules that require an internet connection:

    a.Enable the toggle next to **Use proxy server**.

    b.Type the IP address or fully qualified domain name (FQDN) of the server where ESET Bridge is installed in the **Proxy server** field.

    c.Ensure the port number matches the **Port** defined in the ESET Bridge Policy (default: 3128).

    d.Click **Edit** next to **Certificate Authorities** and add the ESET PROTECT Certification authority to enable HTTPS traffic caching. ESET security products use the Certification Authority to validate the peer certificate from the ESET Bridge Policy.

    e.If you created a **Username** and **Password** in the ESET Bridge Policy, type them in the appropriate fields. (Enable the toggle next to **Proxy server requires authentication**).

    f.Keep the toggle next to **Use direct connection if HTTP proxy is not available** enabled to allow this fallback option (recommended). If you have configured the ESET security product to connect via proxy (ESET Bridge) and the proxy is unreachable, the ESET security product will bypass the proxy and communicate directly with ESET servers.
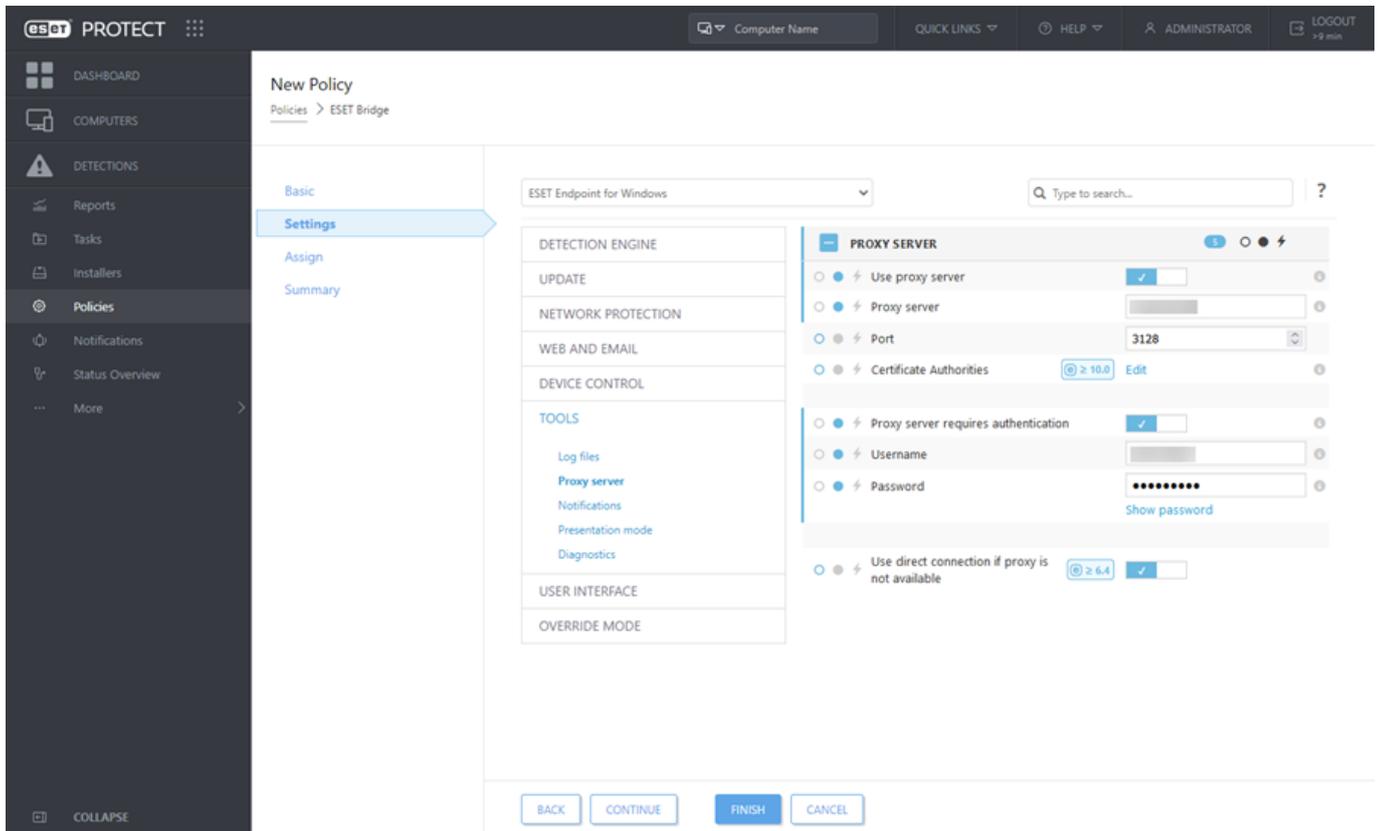
> ℹ️ You can also set up proxy server settings under **Update** > **Profiles** > **Updates** > **Connection options** by selecting **Connection through a proxy server** from the **Proxy mode** drop-down menu. This setting applies to the given update profile, and we recommend it for laptops that often receive detection engine updates from remote locations.

6. Click **Assign** and assign the computers or groups as the policy targets. ESET security products on the assigned computers will use ESET Bridge as a proxy (as configured in this policy).

7. Click **Finish**, or click **Summary** to see the policy overview and then click **Finish**.

When managed computers with ESET security products receive the policy, they will connect to ESET Bridge.

Migrate from Apache HTTP Proxy to ESET Bridge

If you are using Apache HTTP Proxy in your network and you want to migrate to ESET Bridge, follow the steps below based on your setup:

> ⚠️ If you run the All-in-one installer on a Windows machine that has Apache HTTP Proxy installed, the installer will automatically uninstall Apache HTTP Proxy and install ESET Bridge instead.
> Do not install ESET Bridge using another method than the All-in-one installer on the computer running Apache HTTP Proxy.

1. Install ESET Bridge.

2. Configure the ESET Bridge Policy.

3. If ESET Management Agents are using Apache HTTP Proxy:

   a)Create a new ESET Management Agent policy with the desired ESET Bridge configuration settings

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(network traffic forwarding or caching of updates) and apply it to managed computers.

b)When ESET Management Agents on managed computers receive the policy, they will connect to ESET Bridge instead of Apache HTTP Proxy.

4. If ESET security products are using Apache HTTP Proxy:

a)Create a new ESET security product policy with ESET Bridge configuration settings and apply it to managed computers running the ESET security product.

b)When ESET security products on managed computers receive the policy, they will connect to ESET Bridge instead of Apache HTTP Proxy.

Upgrade ESET Bridge

You can upgrade ESET Bridge in several ways:

• Remotely from the ESET PROTECT Web Console:

oClick **Computers** > click the computer running ESET Bridge > select **Details** > click Installed Applications. If an ESET Bridge update is available, click **ESET Bridge** > **Update ESET Products**.

oAlternatively, you can use the Software Install Client Task.

• Locally:

oUse the ESET PROTECT All-in-one installer on Windows.

oRun the latest ESET Bridge standalone installation package (Windows or Linux) on the computer running an earlier ESET Bridge version.

> **i** ESET Bridge modules get updated automatically when a more recent module version is available.

Stop using and uninstall ESET Bridge

Follow the steps below to stop using ESET Bridge before uninstalling it:

1. If you use ESET Bridge to cache updates for ESET security products, remove the respective ESET security product settings using an ESET PROTECT Policy for the ESET security product targeting all managed computers running ESET Bridge.

• If you have more ESET security products in your network (for example, ESET endpoint and ESET server products), create a separate Policy for each product.

2. If you use ESET Bridge as a Proxy for ESET Management Agents, remove the ESET Management Agent settings using an ESET PROTECT Policy for ESET Management Agents targeting all managed computers.

3. Optional—If you do not plan to use ESET Bridge anymore, uninstall it:

• Remotely (recommended)—Click **Computers** > click the computer running ESET Bridge > select **Details** > click Installed Applications > click **ESET Bridge** > **Uninstall** > If ESET Bridge is running on Ubuntu, type --

purge in **Uninstallation parameters** (otherwise, leave the field blank) > click **Uninstall**.

- Locally—On Windows, uninstall ESET Bridge from the installed programs list. On Linux, run the terminal command:

    o Ubuntu: `sudo apt autoremove --purge eset-bridge`

    o Red Hat, CentOS: `sudo yum remove eset-bridge`

FAQ

- [Can I use another Proxy than ESET Bridge?](#)

- [What is the effect on ESET PROTECT Server performance?](#)

- [When should I use ESET Bridge as a proxy?](#)

- [How do I know which computer is running ESET Bridge?](#)

- [How can I see the applied ESET Bridge configuration?](#)

- [Can I switch back to using Apache HTTP Proxy?](#)

- [How to I configure ESET Bridge when I have ESET PROTECT with a custom hostname or port?](#)

Can I use another Proxy than ESET Bridge?

You can use ESET Management Agent with any proxy solution that meets these conditions:

- Can forward SSL communication

- Supports HTTP CONNECT

- Does not use a username and password

What is the effect on ESET PROTECT Server performance?

Using ESET Bridge has no significant impact on ESET PROTECT Server performance.

When should I use ESET Bridge as a proxy?

We recommend using ESET Bridge as a proxy if your infrastructure meets one or more of the following conditions:

- Managed computers (computers running ESET Management Agent) cannot directly connect to the ESET PROTECT Server.

- You have a remote location or branch office and want to use a proxy to handle the communication

between:

      oESET PROTECT Server and ESET Bridge (as a proxy)

      oESET Bridge (as a proxy) and client computers in a remote location

How do I know which computer is running ESET Bridge?

In ESET PROTECT Web Console > **Computers**, there is an icon ⊟⊙ next to the name of the computer running ESET Bridge.

How can I see the applied ESET Bridge configuration?

1. Open the ESET PROTECT Web Console in your web browser and log in.

2. Click **Computers** > click the computer running ESET Bridge and select **Details**.

3. Click **Configuration** > **Request Configuration**.

4. Wait until the configuration is created and delivered to the Web Console.

5. Click **ESET Bridge** > **Open Configuration** to see ESET Bridge configuration settings.

Can I switch back to using Apache HTTP Proxy?

To switch back to using Apache HTTP Proxy, follow these steps:

    1.Stop using and uninstall ESET Bridge.

2.Install Apache HTTP Proxy.

3.Configure Apache HTTP Proxy.

Troubleshooting

ESET Bridge installation troubleshooting

- Windows:

    *o*If the installation is unsuccessful, review the installation log files in the All-in-one installation package. The logs directory is the same as the directory for the All-in-one installer, for example *C:\Users\Administrator\Downloads\x64\logs*

    *o*Verify that ESET Bridge services are running in the `services.msc` snap-in (look for **EsetBridge** and **EsetBridgeWatchdog**).

- Linux:

    *o*Verify that the **EsetBridge** and **EsetBridgeWatchdog** services are running by executing the following commands:

```
sudo service EsetBridge status
```

```
sudo service EsetBridgeWatchdog status
```

> **i** By default, both services start automatically. The **EsetBridgeWatchdog** service monitors the **EsetBridge** service and restarts it when it stops.

Restart the EsetBridge service remotely

You can restart the **EsetBridge** service remotely from ESET PROTECT Web Console using the [Run Command](#) Client Task:

- Windows: `cmd /c "net stop "EsetBridge" & sc start "EsetBridge"`

- Linux: `sudo service EsetBridge restart`

ESET Bridge logs

- Windows:

    o*C:\ProgramData\ESET\Bridge\CrashDumps*

    o*C:\ProgramData\ESET\Bridge\Logs*

    o*C:\ProgramData\ESET\Bridge\Proxies\Nginx\logs\cache.log*

- Linux:

    o */var/log/eset/bridge/Bridge.log*

    o */var/log/eset/bridge/Watchdog.log*

    o */var/opt/eset/bridge/nginx/logs/cache.log*

ESET Bridge log rotation

ESET Bridge has a log rotation feature that rotates logs at a certain time interval so that the log files will not be too large. A log purger functionality also removes the oldest log files to free up space.

1. Open the *pkgid* file in a text editor:

    • Windows: *C:\Program Files\ESET\Bridge\pkgid*

    • Linux: */opt/eset/bridge/etc/pkgid*

2. Edit the parameters in the *pkgid* file:

Parameter	Description	Applies to
logger_rotation	Log file size in MB when the rotation occurs.	ESET Bridge executable logs
logger_purgeAge	Time interval in days when the purge occurs.	ESET Bridge executable logs
nginx_logger_rotation_kb	Log file size in KB when the rotation occurs.	nginx executable logs
nginx_logger_purge_days	Time interval in days when the purge occurs.	nginx executable logs

3. Restart the ESET Bridge service.

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Effective as of October 19, 2021.

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11. **END USER DECLARATIONS**. AS THE END USER YOU ACKNOWLEDGE THAT THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. NEITHER THE PROVIDER, ITS LICENSORS OR AFFILIATES, NOR THE COPYRIGHT HOLDERS MAKE ANY REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR THAT THE SOFTWARE WILL NOT INFRINGE ANY THIRD-PARTY PATENTS, COPYRIGHTS, TRADEMARKS OR OTHER RIGHTS. THERE IS NO WARRANTY BY THE PROVIDER OR BY ANY OTHER PARTY THAT THE FUNCTIONS CONTAINED IN THE SOFTWARE WILL MEET YOUR REQUIREMENTS OR THAT THE OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED OR ERROR-FREE. YOU ASSUME ALL RESPONSIBILITY AND RISK FOR THE SELECTION OF THE SOFTWARE TO ACHIEVE YOUR INTENDED RESULTS AND FOR THE INSTALLATION, USE AND RESULTS OBTAINED FROM IT.

12. **No other obligations**. This Agreement creates no obligations on the part of the Provider and its licensors other than as specifically set forth herein.

13. **LIMITATION OF LIABILITY**. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL THE PROVIDER, ITS EMPLOYEES OR LICENSORS BE LIABLE FOR ANY LOST PROFITS, REVENUE, SALES, DATA OR COSTS OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES, PROPERTY DAMAGE, PERSONAL INJURY, INTERRUPTION OF BUSINESS, LOSS OF BUSINESS INFORMATION OR FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL, ECONOMIC, COVER, PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES, HOWEVER CAUSED AND WHETHER ARISING UNDER CONTRACT, TORT, NEGLIGENCE OR OTHER THEORY OF LIABILITY, ARISING OUT OF THE INSTALLATION, THE USE OF OR INABILITY TO USE THE SOFTWARE, EVEN IF THE PROVIDER OR ITS LICENSORS OR AFFILIATES ARE ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. BECAUSE SOME COUNTRIES AND JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF LIABILITY, BUT MAY ALLOW LIABILITY TO BE LIMITED, IN SUCH CASES, THE LIABILITY OF THE PROVIDER, ITS EMPLOYEES OR LICENSORS OR AFFILIATES SHALL BE LIMITED TO THE SUM THAT YOU PAID FOR THE LICENSE.

14. Nothing contained in this Agreement shall prejudice the statutory rights of any party dealing as a consumer if running contrary thereto.

15. **Technical support**. ESET or third parties commissioned by ESET shall provide technical support at their own discretion, without any guarantees or declarations. No technical support will be provided after the Software or any of its features reaches the End of Life date defined in the EOL Policy. The End User shall be required to back up all existing data, software and program facilities prior to the provision of technical support. ESET and/or third parties commissioned by ESET cannot accept liability for damage or loss of data, property, software or hardware or loss of profits due to the provision of technical support. ESET and/or third parties commissioned by ESET reserve the right to decide that resolving the problem is beyond the scope of technical support. ESET reserves the right to refuse, suspend or terminate the provision of technical support at its own discretion. License information, Information and other data in compliance with Privacy Policy may be required for the purpose of technical support provision.

16. **Transfer of the License**. The Software can be transferred from one Computer to another, unless contrary to the terms of the Agreement. If not contrary to the terms of the Agreement, the End User shall only be entitled to permanently transfer the License and all rights ensuing from this Agreement to another End User with the Provider's consent, subject to the condition that (i) the original End User does not retain any copies of the Software; (ii) the transfer of rights must be direct, i.e. from the original End User to the new End User; (iii) the new End User must assume all the rights and obligations incumbent on the original End User under the terms of this Agreement; (iv) the original End User has to provide the new End User with documentation enabling verification of the genuineness of the Software as specified under Article 17.

17. **Verification of the genuineness of the Software.** The End User may demonstrate entitlement to use the Software in one of the following ways: (i) through a license certificate issued by the Provider or a third party appointed by the Provider; (ii) through a written license agreement, if such an agreement was concluded; (iii) through the submission of an e-mail sent by the Provider containing licensing details (user name and password). License information and End User identification data in compliance with Privacy Policy may be required for the purpose of Software genuineness verification.

18. **Licensing for public authorities and the US Government**. The Software shall be provided to public authorities, including the United States Government, with the license rights and restrictions described in this Agreement.

19. **Trade control compliance**.

a) You will not, directly or indirectly, export, re-export, transfer or otherwise make available the Software to any person, or use it in any manner, or be involved in any activity, that could result in ESET or its holding companies, its subsidiaries, and the subsidiaries of any of its holding companies, as well as entities controlled by its holding companies ("Affiliates") being in violation of, or being subject to, negative consequences under trade control laws which include:

i. any laws that control, restrict, or impose licensing requirements on export, re-export or transfer of goods, software, technology, or services, issued or adopted by any government, state or regulatory authority of the United States of America, Singapore, the United Kingdom, the European Union or any of its Member States, or any country in which obligations under the Agreement are to be performed, or in which ESET or any of its Affiliates are incorporated or operate, and

ii. any economic, financial, trade or other, sanction, restriction, embargo, import or export ban, prohibition on transfer of funds or assets or on performing services, or equivalent measure imposed by any government, state or regulatory authority of the United States of America, Singapore, the United Kingdom, the European Union or any of its Member States, or any country in which obligations under the Agreement are to be performed, or in which ESET or any of its Affiliates are incorporated or operate.

(legal acts referred to in points i, and ii. above together as "Trade Control Laws").

b) ESET shall have the right to suspend its obligations under, or terminate, these Terms with immediate effect in the event that:

i. ESET determines that, in its reasonable opinion, the User has breached or is likely to breach provision of Article 19 a) of the Agreement; or

ii. the End User and/or the Software become subject to Trade Control Laws and, as a result, ESET determines that, in its reasonable opinion, the continued performance of its obligations under the Agreement could result in ESET or its Affiliates being in violation of, or being subject to negative consequences under, Trade Control Laws.

c) Nothing in the Agreement is intended, and nothing should be interpreted or construed, to induce or require either party to act or refrain from acting (or to agree to act or refrain from acting) in any manner which is

inconsistent with, penalized, or prohibited under any applicable Trade Control Laws.

20. **Notices**. All notices and returns of the Software and Documentation must be delivered to: ESET, spol. s r. o., Einsteinova 24, 85101 Bratislava, Slovak Republic, without prejudice to ESET's right to communicate to You any changes to this Agreement, Privacy Policies, EOL Policy and Documentation in accordance with art. 22 of the Agreement. ESET may send You emails, in-app notifications via Software or post the communication on our website. You agree to receive legal communications from ESET in electronic form, including any communications on change in Terms, Special Terms or Privacy Policies, any contract proposal/acceptance or invitations to treat, notices or other legal communications. Such electronic communication shall be deemed as received in writing, unless applicable laws specifically require a different form of communication.

21. **Applicable law**. This Agreement shall be governed by and construed in accordance with the laws of the Slovak Republic. The End User and the Provider hereby agree that the principles of the conflict of laws and the United Nations Convention on Contracts for the International Sale of Goods shall not apply. You expressly agree that any disputes or claims ensuing from this Agreement with respect to the Provider or any disputes or claims relating to use of the Software shall be settled by Bratislava I District Court and You expressly agree to the said court exercising jurisdiction.

22. **General provisions**. Should any of the provisions of this Agreement be invalid or unenforceable, this shall not affect the validity of the other provisions of the Agreement, which shall remain valid and enforceable under the conditions stipulated therein. This Agreement has been executed in English. In case any translation of the Agreement is prepared for the convenience or any other purpose or in any case of a discrepancy between language versions of this Agreement, the English version shall prevail.

ESET reserves the right to make changes to the Software as well as to revise terms of this Agreement, its Annexes, Addendums, Privacy Policy, EOL Policy and Documentation or any part thereof at any time by updating the relevant document (i) to reflect changes to the Software or to how ESET does business, (ii) for legal, regulatory or security reasons, or (iii) to prevent abuse or harm. You will be notified about any revision of the Agreement by email, in-app notification or by other electronic means. If You disagree with the proposed changes to the Agreement, You may terminate it in accordance with Art. 10 within 30 days after receiving a notice of the change. Unless You terminate the Agreement within this time limit, the proposed changes will be deemed accepted and become effective towards You as of the date You received a notice of the change.

This is the entire Agreement between the Provider and You relating to the Software and it supersedes any prior representations, discussions, undertakings, communications or advertising relating to the Software.

EULAID: EULA-PRODUCT; 3537.0

Privacy Policy

The protection of personal data is of particular importance to ESET, spol. s r. o., having its registered office at Einsteinova 24, 851 01 Bratislava, Slovak Republic, registered in the Commercial Register administered by Bratislava I District Court, Section Sro, Entry No 3586/B, Business Registration Number: 31333532 as a Data Controller ("ESET" or "We"). We want to comply with the transparency requirement as legally standardized under the EU General Data Protection Regulation ("GDPR"). To achieve this goal, We are publishing this Privacy Policy with the sole purpose of informing our customer ("End User" or "You") as a data subject about following personal data protection topics:

- Legal Basis of Personal Data Processing,
- Data Sharing and Confidentiality,
- Data Security,

- Your Rights as a Data Subject,
- Processing of Your Personal Data
- Contact Information.

Legal Basis of Personal Data Processing

There are a few legal bases for data processing which We use according to the applicable legislative framework related to protection of personal data. The processing of personal data at ESET is mainly necessary for the performance of the [End User License Agreement](#) ("EULA") with End User (Art. 6 (1) (b) GDPR), which is applicable for the provision of ESET products or services, unless explicitly stated otherwise, e.g.:

- Legitimate interest legal basis (Art. 6 (1) (f) GDPR), that enables us to process data on how our customers use our Services and their satisfaction to provide our users with the best protection, support and experience We can offer. Even marketing is recognized by applicable legislation as a legitimate interest, therefore We usually rely on it for marketing communication with our customers.
- Consent (Art. 6 (1) (a) GDPR), which We may request from You in specific situations when we deem this legal basis as the most suitable one or if it is required by law.
- Compliance with a legal obligation (Art. 6 (1) (c) GDPR), e.g. stipulating requirements for electronic communication, retention for invoicing or billing documents.

Data Sharing and Confidentiality

We do not share your data with third parties. However, ESET is a company that operates globally through affiliated companies or partners as part of our sales, service and support network. Licensing, billing and technical support information processed by ESET may be transferred to and from affiliates or partners for the purpose of fulfilling the EULA, such as providing services or support.

ESET prefers to process its data in the European Union (EU). However, depending on your location (use of our products and/or services outside the EU) and/or the service you choose, it may be necessary to transfer your data to a country outside the EU. For example, we use third-party services in connection with cloud computing. In these cases, we carefully select our service providers and ensure an appropriate level of data protection through contractual as well as technical and organizational measures. As a rule, we agree on the EU standard contractual clauses, if necessary, with supplementary contractual regulations.

For some countries outside the EU, such as the United Kingdom and Switzerland, the EU has already determined a comparable level of data protection. Due to the comparable level of data protection, the transfer of data to these countries does not require any special authorization or agreement.

Data Security

ESET implements appropriate technical and organizational measures to ensure a level of security which is appropriate to potential risks. We are doing our best to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services. However, in case of data breach resulting in a risk to your rights and freedoms, We are ready to notify the relevant supervisory authority as well as affected End Users as data subjects.

Data Subject's Rights

The rights of every End User matter and We would like to inform you that all End Users (from any EU or any non-EU country) have the following rights guaranteed at ESET. To exercise your data subject's rights, you can contact us via support form or by e-mail at dpo@eset.sk. For identification purposes, we ask you for the following

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information: Name, e-mail address and - if available - license key or customer number and company affiliation. Please refrain from sending us any other personal data, such as the date of birth. We would like to point out that to be able to process your request, as well as for identification purposes, we will process your personal data.

Right to Withdraw the Consent. Right to withdraw the consent is applicable in case of processing based on consent only. If We process your personal data on the basis of your consent, you have the right to withdraw the consent at any time without giving reasons. The withdrawal of your consent is only effective for the future and does not affect the legality of the data processed before the withdrawal.

Right to Object. Right to object the processing is applicable in case of processing based on the legitimate interest of ESET or third party. If We process your personal data to protect a legitimate interest, You as the data subject have the right to object to the legitimate interest named by us and the processing of your personal data at any time. Your objection is only effective for the future and does not affect the lawfulness of the data processed before the objection. If we process your personal data for direct marketing purposes, it is not necessary to give reasons for your objection. This also applies to profiling, insofar as it is connected with such direct marketing. In all other cases, we ask you to briefly inform us about your complaints against the legitimate interest of ESET to process your personal data.

Please note that in some cases, despite your consent withdrawal, we are entitled to further process your personal data on the basis of another legal basis, for example, for the performance of a contract.

Right of Access. As a data subject, you have the right to obtain information about your data stored by ESET free of charge at any time.

Right to Rectification. If we inadvertently process incorrect personal data about you, you have the right to have this corrected.

Right to Erasure and Right to Restriction of Processing. As a data subject, you have the right to request the deletion or restriction of the processing of your personal data. If we process your personal data, for example, with your consent, you withdraw it and there is no other legal basis, for example, a contract, We delete your personal data immediately. Your personal data will also be deleted as soon as they are no longer required for the purposes stated for them at the end of our retention period.

If we use your personal data for the sole purpose of direct marketing and you have revoked your consent or objected to the underlying legitimate interest of ESET, We will restrict the processing of your personal data to the extent that we include your contact data in our internal black list in order to avoid unsolicited contact. Otherwise, your personal data will be deleted.

Please note that We may be required to store your data until the expiry of the retention obligations and periods issued by the legislator or supervisory authorities. Retention obligations and periods may also result from the Slovak legislation. Thereafter, the corresponding data will be routinely deleted.

Right to Data Portability. We are happy to provide You, as a data subject, with the personal data processed by ESET in the xls format.

Right to Lodge a Complaint. As a data subject, You have a right to lodge a complaint with a supervisory authority at any time. ESET is subject to the regulation of Slovak laws and We are bound by data protection legislation as part of the European Union. The relevant data supervisory authority is The Office for Personal Data Protection of the Slovak Republic, located at Hraničná 12, 82007 Bratislava 27, Slovak Republic.

Processing of Your Personal Data

Services provided by ESET implemented in our product are provided under the terms of EULA, but some of them might require specific attention. We would like to provide You with more details on data collection connected with the provision of our services. We render various services described in the EULA and the product documentation. To make it all work, We need to collect the following information:

Licensing and Billing Data. The name, e-mail address, license key and (if applicable) address, company affiliation and payment data are collected and processed by ESET in order to facilitate the activation of license, license key delivery, reminders on expiration, support requests, license genuineness verification, provision of our service sand other notifications including marketing messages in line with applicable legislation or Your consent. ESET is legally obliged to keep the billing information for the period of 10 years, however the licensing information will be anonymized no later than 12 months after the expiration of license.

Update and Other Statistics. The processed information includes information concerning installation process and your computer including platform on which our product is installed and information about the operations and functionality of our products such as operation system, hardware information, installation IDs, license IDs, IP address, MAC address, configuration settings of product are processed for the purpose of provision update and upgrade services and for the purpose of maintenance, security and improvement of our backend infrastructure.

The product enables the transfer of information between managed devices and ESET backend infrastructure. The information subject to transfer contains data provided by the software installed on the connected devices determined by its settings and by the settings of this product.

Technical Support. The contact and licensing information and data contained in your support requests may be required for service of support. Based on the channel You choose to contact us, We may collect your email address, phone number, license information, product details and description of your support case. You may be asked to provide us with other information to facilitate service of support. The data processed for technical support is stored for 4 years.

Please note that if the person using our products and services is not the End User who has purchased the product or service and concluded the EULA with Us, (e.g. an employee of the End User, a family member or a person otherwise authorized to use the product or service by the End User in compliance with EULA, the processing of the data is carried out in the legitimate interest of ESET within the meaning of Art. 6 (1) f) GDPR to enable the user authorized by End User to use the products and services provided by Us in accordance with EULA.

Contact Information

If You would like to exercise your right as a data subject or You have a question or concern, send us a message at:

ESET, spol. s r.o.
Data Protection Officer
Einsteinova 24
85101 Bratislava
Slovak Republic
dpo@eset.sk