Known issues when upgrading to a localized version of ESET Remote Administrator 5.x

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https://support.eset.com/kb3138

Known Issues

Reports generated in a different language version are not localized after the upgrade.

Reports where the condition "Group by" is used may display duplicated data after the upgrade when receiving new logs.

Replication between different language versions is not fully supported, however, such replication should work once you enable and configure it (Replication to/from a server with a different language version of ERA). Logs may be recorded in different languages in this situation because some of the logs are being received from the server and some from the client.

For more information about upgrading from earlier versions of ESET Remote Administrator to ESET Remote Administrator 5, please see the ESET Remote Administrator Migration Guide.

Migration Scenarios

When migrating between different language versions of ESET Remote Administrator, no errors should occur. See below for instructions specific to your scenario:

1. **ESET Remote Administrator 5** to **ESET Remote Administrator 5** of different versions and languages

    - Select a **repair** installation when reinstalling and follow the on-screen instructions.

2. **ESET Remote Administrator 4** to **ESET Remote**

Administrator 5 of different languages

- Select an **upgrade** installation and follow the on-screen instructions.

3. **ESET Remote Administrator 5** to **ESET Remote Administrator 5** of the same version but a different language

- The program will prompt you to reinstall, follow the on-screen instructions.

> NOTE:
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> Your product version (for both ERA Console and ERA Server) can be determined from the ESET Remote Administrator Console menu. Click **Help → About ESET Remote Administrator Console** and view the **Version** row. The version of the server is listed in the **Information** field below, in the **Server** row.

- Tags
- ERA 5.x
- Upgrade