

## Why can't ESET Remote Administrator Console connect to ESET Remote Administrator Server? (5.x)

Ondersteuning | ESET Nederland - 2025-03-07 - [Comments \(0\)](#) - [5.x](#)

<https://support.eset.com/kb3710>

### Issue

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"Connection Failed"

"Invalid Username/Password"

### Solution

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If you receive either of the errors shown above, or ESET Remote Administrator Console (ERAC) is unable to connect to ESET Remote Administrator Server (ERAS), complete the steps below in the order shown. We recommend that you test your connection after you successfully complete each numbered part.

[I. Make sure that you are using the correct login credentials](#)[II. Make sure that ERAC is configured to connect to the correct server address](#)[III. Make sure that ERAS is listening on the correct ports](#)[IV. Make sure the ERAS service is started](#)[V. Make sure the computer where ERAC is installed can communicate with ERAS](#)

VII. Verify that at least 5% of the hard drive space on your system drive is free.

VIII. Restart the computer where ERAS is installed.

If you are still unable to resolve your issue, please [email ESET Technical Support](#).

- Tags
- [ERA 5.x](#)