ESET Tech Center

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

https://support.eset.com/kb3710

Issue

"Connection Failed"

"Invalid Username/Password"

Solution

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 credentialsII. Make sure that ERAC is configured to connect to the correct server addressIII. Make sure that ERAS is listening on the correct portsIV. Make sure the ERAS service is startedV. 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](#)