ESET Tech Center

"An unexpected error has occurred" when accessing ESET Remote Administrator Web Console (6.x)

Ondersteuning | ESET Nederland - 2017-11-08 - Comments (0) - 6.x

https://support.eset.com/kb3667

Issue

You receive the notification "An unexpected error has occurred" or "An uncaught exception has occurred!"

Figure 1-1

Solution

Attention

This article was created in quick response to an emerging issue. In some cases, the steps below may not resolve this issue.

This error typically occurs when you are accessing the ESET Remote Administrator Web Console from an unsupported web browser. See the table below for a list of supported web browsers.

Web browser	Version supported
Mozilla Firefox	20+

Internet Explorer	10+
Chrome	23+
Safari	6+
Opera	12+

If you are using an unsupported web browser, we recommend that you upgrade to one that is supported. However, you can choose to **Reload** the application or click **Continue** to ignore the error and continue using the ERA Web Console (not recommended).

For more information on the ERA Web Console, including installation and system requirements, see the following ESET Online Help:

> Web Console installation - Windows

Related articles:

ESET Remote Administrator Web Console does not load (6.x)

Tags
ERA 6.x