

ESET Tech Center

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Create a High Availability cluster in ESET Remote Administrator (6.x)

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<https://support.eset.com/kb6213>

I. Install SQL Server manually

1. Install SQL on the server (not a server in the High Availability cluster) that will hold the data.
2. Select the check box next to **I accept the license terms** and click **Next**.



Figure 1-1

3. In the **Feature Selection** window, select the check boxes next to the features you want to install and click **Next**.



Figure 1-2

4. Select **Named instance** and type a name for this new instance into the **Named instance** field. We recommend using a named instance that is easily recognizable, such as "ESETRASQL".



Figure 1-3

5. Use a service or domain admin account if desired and click **Next**.



Figure 1-4

6. Select **Mixed Mode (SQL Server authentication and Windows authentication)**, set the system administrator password and then click **Next** until the setup is complete.



Figure 1-5

7. Open Sql Server Configuration Manager, double-click **TCP/IP** and then select **Yes** from the drop-down menu next to **Enabled**.



Figure 1-6

8. Click the **IP Addresses** tab, set your listen port in the **TCP Port** field and then click **OK**.



Figure 1-7

9. Select **SQL Server Services**, right-click the **SQL Server (ESET)** service and then select **Restart** from the context menu to apply these changes.



Figure 1-8

Proceed to part II.

II. Install ESET Remote Administrator Server on the first node

Shared storage required

Shared storage must be located on your first node for a successful installation.

1. Download ESET Remote Administrator Server using the appropriate link below.

[DOWNLOAD ESET REMOTE ADMINISTRATOR SERVER](#)

1. Double-click the installer file. Click **Next**.
2. Select the check box next to **This is a cluster** and click **Next**.
3. Select the shared storage location from the **Look in** drop-down menu, name the data location something recognizable (ESET_DATA, in this example) and then click **OK**.



Figure 2-1

4. Select **Activate with License Key**, type in your License Key and then click **Next**. Alternatively, you can select **Activate later** and then enter your License Key at a later time.



Figure 2-2

5. Configure your service user account as desired and click **Next**. In this example **Network service account** is selected.



Figure 2-3

6. Enter the SQL server connection details into the appropriate fields and click **Next**. When prompted to use the SA as a database user for ERA, click **Yes** or **No** based on your preference. For security purposes, we recommend you click **No** and use another account (which you can create in step 8).



Figure 2-4

7. Select **Create new user**, complete the **Database username**, **Password**, and **Password confirmation** fields and then click **Next** (recommended). Alternatively, you can select **Use existing user** and click **Next**.



Figure 2-5

8. Type your desired ESET Remote Administrator Web Console (ERA Web Console) password into the **Password** and **Password confirmation** fields and click **Next**.



Figure 2-6

9. Select **Generate new certificates** and click **Next**.



Figure 2-7

10. Complete the blank fields in the **Certificate**

information window and click **Next**.



Figure 2-8

11. Type your hostname into the **Server hostname** field. The Server hostname is any string that the server may respond from, such as CNAME records, the Cluster listener name/IP, etc. The **Certificate password** and **Password confirmation** fields are optional. Click **Next** when you are finished.



Figure 2-9

12. The **Peer certificate password** window is optional. Click **Next**.
13. Select your desired option in the **Static groups synchronization** window and click **Next**.



Figure 2-10

14. Click **Next** → **Install** to begin the installation.
15. When the installation is complete, click **Finish** and proceed to part III.

III. Install the ESET Remote Administrator Server on the second node

1. Open Failover Cluster Manager and select Nodes.
2. Right-click node 1 (or "A"), select **Pause** → **Drain Roles** from the context menu and drain the roles to node 2 (or "B"). This will move the shared storage to the second node so that you can install ERA Server there.



Figure 3-1

3. Repeat Part II, steps 1-16.
4. Open Failover Cluster Manager, select **Nodes**, right-click node 1 (or "A") and select **Resume** → **Fail Roles Back** from the context menu.



Figure 3-2

5. In the tree to the left, right-click the cluster and select **Configure Role** from the context menu.



Figure 3-3

6. Select **Generic Service** and click **Next**.



Figure 3-4

7. Select **ESET Remote Administrator Server** and click **Next**.



Figure 3-5

8. Configure the listener name and IP address for this service (this should be the same as part II, step 10). Click **Next**.



Figure 3-6

9. Click **Next** until the service is configured and running. Once the the service is running, click **Finish**.

IV. Install ESET Remote Administrator Agent on each node

1. Download and Install the ESET Remote Administrator Agent. During installation, be sure to deselect the check box next to **This is a cluster installation**. [Click here for step-by-step instructions](#).

CNAME recommended

We recommend using a CNAME during installation as it is easier to remember than a cluster listener name.

V. Install ESET Remote Administrator Web Console

1. [Install the ESET Remote Administrator Web Console \(ERA Web Console\)](#).

2. Edit the following file in Notepad:

C:\Program Files\Apache Software Foundation\Tomcat
7.0\webapps\era\WEB-
INF\classes\sk\eset\era\g2webconsole\server\modules\config\Era
WebServerConfig.properties

Change “server_address” to your CNAME cluster listener
address.

3. Restart (or start) the Tomcat service.
4. Log into ERA Web Console. [How do I open the ESET Remote Administrator Web Console?](#)

Tags

ERA 6.x

HA cluster