Error: "The ESET Remote Administrator Server service on Local Computer started and then stopped. Some services stop automatically if they are not in use by other services or programs."

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https://support.eset.com/kb2994

Issue

- Unable to connect to the ESET Remote Administrator Server using the ESET Remote Administrator Console
- The "ESET Remote Administrator Server" service fails to start, generating the error, "The ESET Remote Administrator Server Service on Local Computer started and then stopped. Some services stop automatically if they are not in use by other services or programs."

Details

Solution

A new version has been released

Version 6 of ESET Remote Administrator (ERA) and ESET business products were released in North America December 11th, 2014, and globally February 25th, 2015. This article applies to version 5.x and earlier ESET business products. For information about what's new in the latest version and how to upgrade, see the following article:

- What's new in ESET version 6 business products?

To attempt to recover the database, follow the steps below:

I. Export readable data from the database

1. Click **Start → All Programs → ESET → ESET Remote Administrator Server → ESET Remote Administrator Maintenance Tool** to open the ESET Remote Administrator Maintenance Tool.

2. Click **Next**, then **Next** again in the **Server information window**.

3. Select **Database backup (to an external dump file)** in the **Select action** window.



Figure 1-1

4. Click **Next** in the **Source database** window.

5. In the **Dump file** window, click browse, select a location to save the file, name it (recommended format: ERA_BKUP_<todays date>.dmp) and click **Save**. Click **Next** to continue.



Figure 1-2

6. Click **Start** in the **Ready to Maintenance** window. Once the task is finished, an **Information** window will appear confirming that the task finished successfully. If the task fails, then the database is too corrupt to recover information from. Click **OK**, then click **Finish** and proceed to part II below.



Figure 1-3

II. Generate a new database

1. Navigate to one of the following directories (will vary based on operating system and version of ERA):

    - C:\ProgramData\ESET\Server\database\
    - C:\Documents and Settings\All Users\Application Data\ESET\Server\database\

2. Rename the **era.mdb** file **era.mdb.old.<date>** (for example, era.mdb.old.4.26.12)

3. Click **Start → Run**, type **services.msc** and click **OK**.

4. Select the **ESET Remote Administrator Server** service and click **Start**.



Figure 2-1
Click the image to view larger in a new window

5. If the service starts successfully, then a new era.mdb file will be generated automatically. Close the **Services** window and proceed to part III below.

III. Import readable data from the .dmp file

Before proceeding

Only complete the steps below if you were successful in creating a database backup file in part I.

1. Click **Start → All Programs → ESET → ESET Remote Administrator Server → ESET Remote Administrator Maintenance Tool** to open the ESET Remote Administrator Maintenance Tool.

2. Click **Next**, then **Next** again in the **Server information window**.

3. Select **Database restore (from an external dump file)** and click **Next**.



Figure 3-1

4. Click **Next** in the **Source database** window.

5. In the **Dump file** window, click the browse button, select the previously exported .dmp file and click **Open**. Click **Next** to continue.



Figure 3-2

6. Click **Start** in the **Ready to Maintenance** window. Once the

task is finished, you will be able to connect to the ESET Remote Administrator Server using the ESET Remote Administrator Console.

IV. Resolve server name mismatches (if necessary)

1. On your new server, modify the hostname in the database by starting the ERA server service using one of the following commands from an administrative command prompt (quotation marks should be included when you submit these commands).
    - 32-bit systems: "C:\Program Files\ESET\ESET Remote Administrator\Server\era.exe" -server_name_repair
    - 64-bit systems: "C:\Program Files (x86)\ESET\ESET Remote Administrator\Server\era.exe" -server_name_repair

Default locations

The locations listed above are default locations. If ERAS was installed to a different location, adjust the commands above to use the new location of era.exe.

- Tags
- EEA
- EES
- ERA 5.x