

ESET Tech Center

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ESET Management Agent 7.x deployment troubleshooting

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Issue

- [Several reasons Agent deployment can fail](#)
- [Determine what caused ESET Management Agent deployment to fail](#)
- [Computers disappear from the Push install tab of ESET Security Management Center](#)
- [Push installations hang at "In Progress"](#)
- [Cannot deploy the ESET Management Agent to a Mac computer](#)
- For registry permissions issues, [review HKEY_LOCAL_MACHINE permissions](#)

Solution

Reasons Agent deployment can fail

For more information on Agent deployment failure, refer to the [Troubleshooting - Agent deployment](#).

Determine what caused ESET Management Agent Deployment to fail

To determine why Agent deployment failed, click **Reports** → **Agent Deployment task information in last 30 days** and click **Generate now**. Deployment information is displayed in a table. The **Progress** column displays error messages about why agent deployment failed.

For more information, change the verbosity of the ESMC Server trace log. Click **More** → **Server Settings** → **Advanced Settings** → **Logging**. In the **Trace log verbosity** drop-down menu, select **Error** and click **Save**. Run Agent deployment. When Agent deployment fails, check the bottom of the ESMC Server trace log file for the latest log entries. View log files in the following file locations:

Windows logs

- ESMC
Server: C:\ProgramData\ESET\RemoteAdministrator\Server\EraServerApplicationData\Logs\trace.log
- ESMC
Agent: C:\ProgramData\ESET\RemoteAdministrator\Agent\EraAgentApplicationData\Logs
- ESMC Agent: C:\Documents and Settings\All Users\Application Data\ESET\RemoteAdministrator\Agent\EraAgentApplicationData\Logs

Linux logs

- ESMC
Agent: /var/log/eset/RemoteAdministrator/EraAgentInstaller.log
- ESMC Agent: /var/log/eset/RemoteAdministrator/Agent/trace.log
- ESMC Server: /var/log/eset/RemoteAdministrator/Server/trace.log

To enable full logging, create a dummy file named `traceAll` without extension in the same folder as a `trace.log` and restart the ESMC Server service.

DNS issues troubleshooting

If a computer disappears from ESET Security Management Center (ESMC), or hangs at "In Progress" during deployment, one of the following DNS troubleshooting processes could resolve the issue:

- Use the 'nslookup' command of the IP address and hostname of the server and/or the clients having push install issues. The results should match the information from the machine. For instance, an nslookup of a hostname should resolve to the IP address an ipconfig command shows on the host in question. The 'nslookup' command will need to be run on the clients and the server.
- Manually examine DNS records for duplicates.

Enable Secure Shell on macOS

1. In the system tray, click the Apple icon → **System Preferences**.



Figure 1-1

2. Click **Sharing**.



Figure 1-2

3. Select the check box next to **Remote Login**.



Figure 1-3

4. Close the **Sharing** window and attempt to [deploy the ESET Management Agent](#) again.