

ESET Tech Center

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ESET Remote Administrator installation error "An error occur during the installation: Code: -2067922934(0x84be000a)"

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<https://support.eset.com/kb6002>

Issue

You receive one of the following errors:

"An error occur during the installation: Code: -2067922934(0x84be000a)"

"An error occur during the installation: Code: -2067922943(0x84be0001)"

ESET Remote Administrator all-in-one installation fails during Microsoft SQL Server installation

Details

Solution

This error typically occurs when the user does not have sufficient setup account privileges to install the ERA database or the minimum system requirements for the database are not met.

Begin with solution I and only continue to solution II if the issue is not resolved.

I. Verify that your system meets the database requirements for ESET Remote Administrator

You can use an existing Microsoft SQL Server running in your

environment; however, it must meet minimum requirements.

Visit the following Online Help topic: [ESET Remote Administrator Database System Requirements](#)

II. Ensure that the user has the correct user account privileges

If you intend to use the dedicated database user account that will have access to the ERA database only, you must create a user account with specific privileges before installation. Additionally, you will need to create an empty database that will be used by ESET Remote Administrator.

1. Ensure the user has the following user rights:

SeBackupPrivilege
SeDebugPrivilege
SeSecurityPrivilege

Check the list of privileges that are currently associated with the account

You can use the AccessChk.exe tool from Microsoft: [More Information](#).

2. To add the user rights to the local administrator account, follow these steps:
 - a. Log on to the computer as a user who has administrative credentials.
 - b. Click **Start** → **Run**, type **Control admintools** and then click **OK**.
 - c. Double-click **Local Security Policy**.
 - d. In the **Local Security Settings** dialog box, click **Local Policies**, double-click **User Rights Assignment** and then

double-click **Backup Files and Directories**.

- e. In the **Backup Files and Directories Properties** dialog box, click **Add User or Group**.
 - f. In the **Select User or Groups** dialog box, type the user account that is being used for setup and then click **OK** two times.
 - g. Repeat the procedure for the other two policies listed above.
 - h. Click **File** and then click **Exit** to close the **Local Security Settings** dialog box.
3. Restart your system and then attempt to [install ESET Remote Administrator](#).

For more detailed information on the minimum set of privileges that must be granted to a dedicated database user account, see the following ESET Online Help topic: [Dedicated database user account](#).

Tags

ERA 6.x