ESET Remote Administrator Server Backup Checklist

Ondersteuning | ESET Nederland - 2025-03-07 - Comments (0) - Legacy ESET Remote Administrator (6.x / 5.x / 4.x)

https://support.eset.com/kb3328

Issue

ESET technical support has asked you to back up ESET Remote Administrator Server (ERAS) files
You need to back up ESET Remote Administrator to prepare for migration, troubleshoot a problem or re-use your current settings in a new environment

Solution

Follow the steps below to back up your installation of ESET Remote Administrator (ERA):

1. Back up your server database using the ERA Maintanace tool
2. Export any configuration .xml files you want to reuse. These are the files that are used to store your policy and configuration settings (for example, the information that client workstations use to check into ERA, or system update notification settings for clients) and can be exported from ERA or from your client workstations.
3. Back up
   all **Policy_Configuration**, **Notification_Config** and **PolicyRules_Configuration** files located in the following directories:
   - **Server 2003, XP**: C:\Documents and Settings\All Users\Application Data\ESET\ESET Remote Administrator\Server\storage
   - **Server 2008, 2011, Windows 7**: C:\ProgramData\ESET\ESET Remote

Administrator\Server\storage

4. Back up all client installation package files located in the following directories:
    - **Server 2003, XP**: C:\Documents and Settings\All Users\Application Data\ESET\ESET Remote Administrator\Server\packages
    - **Server 2008, 2011, Windows 7**: C:\ProgramData\ESET\ESET Remote Administrator\Server\packages

5. Back up the **era.xml** and **era_private.xml** files located in the following directories:
    - **Server 2003, XP**:C:\Documents and Settings\All Users\Application Data\ESET\ESET Remote Administrator\Server\configuration\
    - **Server 2008, 2011, Windows 7**: C:\ProgramData\ESET\ESET Remote Administrator\Server\configuration\
6. Compress these files and store them in the folder you use to back up ESET so that you can easily access them if you should ever need to restore your ERA Server.
7. You can now use your server backup to duplicate your current ERA settings on any ERA server. To do so, follow the steps below:
    a. On your new server, import your configuration .xml file (from step 2) into ESET Remote Administrator Console and assign it to your clients as a new policy.
    b. Copy the files that you backed up in steps 3-5 to their respective directories on your new server.