

ESET Tech Center

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ESET Remote Administrator VM for Microsoft Azure—FAQ

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<https://support.eset.com/kb5900>

Details

ESET Remote Administrator (ERA) is available for users who do not want to buy a new Windows Server license and prefer to run ERA in a Windows virtualized environment. This Azure cloud-based solution offers the same remote management capabilities for ESET users as running ERA on a local server.

Microsoft Azure is a cloud computing platform that allows users to quickly and easily install a virtual machine running Windows and/or Linux as well as other software.

[Learn more about ESET server solutions](#)

[Learn more about Microsoft Azure](#)

Solution

- 1. After deploying the ESET Remote Administrator VM, does ESET Remote Administrator install automatically?**

No, the simplest way to begin using ESET Remote Administrator (ERA) on Azure is to [deploy ERA from the Azure marketplace](#).

As an alternative, it is also possible to perform a [manual](#)

[installation of ESET Remote Administrator](#) on an existing Azure virtual machine.

1. Can ESET users use an existing license to activate ERA on Microsoft Azure?

Yes, users with a valid license can use it to activate ERA, this is a standard part of the installation process. See our [Licensing FAQ](#) for answers to other licensing questions.

2. Can I migrate my on-premise ESET Remote Administrator installation to Azure?

Yes, migration from an on-premise server to Azure can be performed using the same steps as migrating between two servers with different IP addresses. See our [Online Help topic](#) for step-by-step instructions.

3. Which database is installed with ESET Remote Administrator?

Microsoft SQL Server Express 2014.

Note that MS SQL Express editions have a 10GB database limit. This is enough if you want to manage up to 1000 endpoints. If you want to use Microsoft SQL Server, you can use/deploy a new SQL Server VM on Azure, or order a new Microsoft SQL Server database on Azure for this reason.

SQL Server Management Studio is also available as a part of the ESET Remote Administrator VM.

4. Are there any other software prerequisites to install ESET Remote Administrator on Microsoft Azure?

No, there are no other prerequisites for installation.

5. How do I install the ESET Remote Administrator VM in the Microsoft Azure portal?

To install the ESET Remote Administrator Azure VM, see the following ESET Knowledgebase article:

- [How do I install ESET Remote Administrator VM for Microsoft Azure?](#)

6. How can I keep ESET Remote Administrator and VM up-to-date?

If a new version is available, you can use a [Component upgrade task](#) to upgrade ESET Remote Administrator Server and other ERA components.

Additionally, we recommend that you regularly update your VMs operating system, Apache Tomcat and [Java](#).

7. Which ports are allowed for ESET Remote Administrator VM in its default settings?

The following ports are allowed:

- 443 for HTTPS connection to ESET Remote Administrator Web Console
- 2222 and 2223 for connecting endpoints to ESET Remote Administrator Server
- 3389 for RDP connection to VM

ESET Remote Administrator Wake up calls cannot be used in Microsoft Azure

The **Wake up call** feature, which typically functions to accelerate communication between ESET Remote Administrator and client computers, is blocked by Azure virtual networks.

9. What languages does ESET currently offer for the ESET Remote Administrator VM?

ESET Remote Administrator 6.x for the Azure platform is available in English and [several other languages](#). You can set the language used by ERA Web Console during installation, or later via ESET Remote Administrator Web Console settings.

10. Can I upgrade the size of my already created VM, for example from A1 Standard to A3 Standard to increase the number of CPU cores?

Yes. To do so, from the Azure platform navigate to your VM → **Settings** → **General** → **Size** and choose your desired sizing plan. A reboot of your ERA VM will be required in order to apply the sizing changes. Then, you can continue using your ERA VM

without any data loss.

Support Resources and Known Issues

1. **What information is available in the Azure Marketplace about ESET Remote Administrator?**

No information is currently available.

2. **Can I perform a remote installation of ERA Agent?**

It is not possible to install ERA Agent remotely to endpoints behind a firewall or to endpoints in your company's local network. You can still use the [Agent Live Installers method](#) or [deploy an Agent locally](#). This does not apply if you set up in your ESET Remote Administrator VM a VPN to your company's network.

3. **VM is vulnerable while RDP is allowed from anywhere**

From the Azure platform, navigate to **Settings** → **Endpoints** → **Remote Desktop** where you can allow a set of specific IP address.

Alternatively, you can create a VPN connection to your VM and hide remaining ports from public.

4. **How can I contact my local ESET partner for support?**

ESET offers [local technical support](#) for ESET Remote Administrator and ESET related problems. Click **Support** in the ESET Remote Administrator VM for answers to questions about the Azure platform and virtual machines.

Tags

Azure

ERA 6.x