

ESET Tech Center

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"Failed to Load Data: Report template is incorrect" error in ESET Remote Administrator (6.x)

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<https://support.eset.com/kb5716>

Issue

"Failed to Load Data: Report template is incorrect"

Solution

The "Failed to Load Data: Report template is incorrect" error can result when the ESET Remote Administrator Web Console (ERA Web Console) and ESET Remote Administrator Server (ERA Server) are not the same version. To resolve this error message, make sure that your ESET Remote Administrator components are all updated to the latest version. For step-by-step instructions, see the following:

[Upgrade ERA components using the Component upgrade task](#)

Tags

ERA 6.x