How do I resolve an "Error while reading registry" when installing or uninstalling ESET Remote Administrator?

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https://support.eset.com/kb2177

During installation or uninstallation of ESET Remote Administrator (ERA), you may see the error message "Error while reading registry (SYSTEM\CurrentControlSet\Services\SNMP\Parameters\ExtensionAgents\)". This issue was resolved in version 3.0.115. If you are using a version of ESET Remote Administrator earlier than 3.0.115 and wish to upgrade to the latest version, download and install the two files below.

> ### NOTE:
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> You will need to enter your ESET-issued username and password to download. You will also be prompted to upload your nod32.lic license file when installing ESET Remote Administrator Server. If you have lost your username/password or license file, they can be automatically resent to your registered email address by completing the Lost License form.

ESET Remote Administrator Server 4.0 (32-bit): http://download.eset.com/download/ra/era_server_nt32_enu.msi

ESET Remote Administrator Console 4.0 (32-bit): http://download.eset.com/download/ra/era_console_nt32_enu.msi

If you are unable to download and install the latest version, follow the steps below to fix the issue:

Warning:

The steps below involve working with important system files in the Windows Registry. Please proceed only if you are an experienced user.

1. Click **Start → Run** and then type **regedit** in the **Open:** text field and click **OK**. (In Microsoft Windows Vista, click **Start** and type **regedit** into the **Start Search** text field.)

2. Navigate to the following registry key: **HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\SNMP\Parameters\ExtensionAgents**.

3. Right-click on the empty **(Default)** value and click **Delete**.

4. Re-run your ERA installation or uninstallation.