ESET Tech Center

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How do I resolve an "Error while reading registry" when installing or uninstalling ESET Remote Administrator? Ondersteuning | ESET Nederland - 2025-03-07 - Comments (0) - 5.x

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\ExtensionAgen ts\)". 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:

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 (32bit): <u>http://download.eset.com/download/ra/era_server_nt32_enu.</u> <u>msi</u>

ESET Remote Administrator Console 4.0 (32bit): <u>http://download.eset.com/download/ra/era_console_nt32_en</u> <u>u.msi</u> 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.

- 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\Se rvices\SNMP\Parameters\ExtensionAgents.
- 3. Right-click on the empty (**Default**) value and click **Delete**.
- 4. Re-run your ERA installation or uninstallation.