How do I use ESET Remote Administrator 5.x to upgrade my client workstation(s) to ESET endpoint products?

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https://support.eset.com/kb2971

Issue

A new version has been released

Version 6 of ESET Remote Administrator (ERA) and ESET business products were released in North America December 11th, 2014, and globally February 25th, 2015. This article applies to version 5.x and earlier ESET business products. For information about what's new in the latest version and how to upgrade, see the following article:

- What's new in ESET version 6 business products?

- Upgrade client workstations to the latest version of ESET endpoint products using ESET Remote Administrator

- If you are upgrading a large number of client workstations in an enterprise environment, you may want to use the Product Component Upgrade (PCU) method. View our Knowledgebase article on how to upgrade client workstations using the PCU

Important! Before Upgrading:

- We strongly recommend that you test the following procedures in a non-production environment.

- Make sure that you have version 5.0.511 or later of ESET Remote Administrator Server and Console installed. How

do I upgrade ESET Remote Administrator to the latest version?

- Make sure that all client workstations are free of malware.

Solution

If you do not use ESET Remote Administrator to manage your network

Perform these steps on individual client workstations.

1. Open ESET Remote Administrator Console and click the **Remote Install** tab.

2. Right-click the client workstation(s) you want to upgrade and select **Upgrade Windows Client** from the context menu.



Figure 1-1
Click the image to view larger in new window

3. Select the client workstation(s) you want to upgrade and click **Next**.



Figure 1-2

4. Make sure the appropriate product is selected from the **Name** drop-down menu and click **Next**.



Figure 1-3

5. Verify the task settings and click **Finish** to begin the upgrade.



Figure 1-4

6. To check the status of the upgrade task, click the **Install Tasks** tab, double-click the appropriate task and then click

the **Details** tab.



Figure 1-5
Click the image to view larger in new window

NOTE:

For help resolving common push installation error messages, visit our Knowledgebase article.

- Some clients may report an update failure immediately after installation. This will automatically resolve within an hour.

If you are still unable to resolve your issue, please email ESET Technical Support.

Manually upgrade individual client workstations to version 5 ESET endpoint products

Before upgrading

- **ESET NOD32 Antivirus Business Edition 4.2 and later**: In most cases, when you install version 5.x ESET endpoint products over your current solution your settings / configurations will automatically carry over to the new installation.
- **ESET NOD32 Antivirus Business Edition 4.0.x and earlier**: You will need to export an .xml configuration to use as reference when configuring your newly installed endpoint products (settings do not carry over automatically).
  - How do I export a configuration to an .xml file? (Business Users)

ESET Endpoint Security

32-BIT DOWNLOAD 64-BIT DOWNLOAD

ESET Endpoint Antivirus

32-BIT DOWNLOAD 64-BIT DOWNLOAD

1. Download your ESET endpoint product by clicking the appropriate link below:

1. Uninstall your ESET endpoint product by following the step-by-step instructions in the Knowledgebase article below:
    - How do I uninstall ESET Smart Security / ESET NOD32 Antivirus? (4.x)

2. Install your ESET endpoint product on the client workstation by following the step-by-step instructions in the Knowledgebase article below:
    - How do I Download and Install ESET endpoint products? (5.x)

- Tags
- ERA 6.x
- ERA Agent
- Upgrade