# **ESET Tech Center**

Knowledgebase > Legacy > Legacy ESET Remote Administrator (6.x / 5.x / 4.x) > 6.x > |receive the notification 'Unable to connect to database-error 65536' when installing ESET Remote Administrator (6.x)

I receive the notification 'Unable to connect to databaseerror 65536' when installing ESET Remote Administrator (6.x)

Ondersteuning | ESET Nederland - 2025-03-07 - Comments (0) - 6.x

https://support.eset.com/kb3673

# Issue

Allow TCP/IP communication with your SQL database on port 1433

# Solution

1. Click Start → All Programs → Microsoft SQL Server → Configuration Tools → SQL Server Configuration Manager.

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### Figure 1-1

 Expand SQL Server Network Configuration → Protocols, select the database instance that will be used with ERA and then double-click TCP/IP.

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### Figure 1-2

### Click the image to view larger in new window

3. Select **Yes** from the drop-down menu under **Enabled** and click **Apply**. Click **OK** if you are prompted.

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# Figure 1-3

4. Click the **IP Addresses** tab and navigate to the **IPAII** section.

Set the **TCP Port** value to **1433** and click **Apply**. Click **OK** if you are prompted and then click **OK** to exit the **TCP/IP** window.

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### Figure 1-4

5. Select the SQL Server Services entry list, right click the database instance that will be used with ERA and select **Restart** from the context menu. The database issue should no longer occur during installation.

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### Figure 1-5

# Click the image to view larger in new window

Tags ERA 6.x