Install ESET Remote Administrator (5.x)

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https://support.eset.com/kb2993

Issue

- Install ESET Remote Administrator 5.x
- Configure a mirror server

Solution

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?

In order to setup ESET Remote Administrator, you will need to complete four core steps:

I. Download and install ESET Remote Administrator

II. Set up a Mirror server

III. Create an installation package

IV. Push installation package out to client workstations

Parts one & two shown here

This article outlines parts one and two. For a more detailed explanation of parts three and four, see the following Knowledgebase article:

- How do I create an installation package and push it out to client workstations? (5.x)

Read the ESET Remote Administrator User Guide

Before setting up ESET Remote Administrator (ERA), we highly recommend that you first read the ESET Remote Administrator User Guide.

I. Download and install ESET Remote Administrator

Download the appropriate files below. You will be prompted for your ESET-issued username and password. You will also be prompted to upload your nod32.lic file when installing ESET Remote Administrator Server. You can recover a misplaced username/password or license file using the Lost License form.

Have your license (.lic) files ready

To install the ESET Remote Administrator Console and Server, double-click the installer file(s) when they are finished downloading and follow the on-screen instructions. You will need the .lic file emailed to you following the purchase of your product to complete installation.

DOWNLOAD THE ERA SERVER DOWNLOAD THE ERA CONSOLE

II. Setup a Mirror server in the ESET Remote Administrator Console (ERAC)

You may deploy as many Mirror servers as necessary for the most efficient distribution of virus signature and program component updates within your environment. A Mirror can be configured as an HTTP server, or as a shared network folder. Distribution of updates via HTTP can be easier to configure and is not limited by the file server license limit, which is a potential limitation of the shared network folder

method. Click your preferred method (below) to jump to step-by-step instructions:

- As an HTTP server (**recommended method**)
- As a shared network folder (alternative method)

Regardless of which method you choose, there are several places within the software that allow you to configure a Mirror server:

- ESET Remote Administrator Console (ERAC)
- ESET Endpoint Security
- ESET Endpoint Antivirus

Set up the Mirror as an internal HTTP server (recommended):

> ### Users with 400+ clients should create multiple mirror servers
>
> When using the HTTP server method, we recommend a maximum of 400 client workstations updating from one mirror. On large networks with more than 400 client workstations, we recommend balancing mirror updates among additional ESET Endpoint Security, ESET Endpoint Antivirus, or ESET Remote Administrator mirror servers. If the mirror needs to be centralized on a single server, we recommend using another type of HTTP server, such as Apache or IIS.

1. Open ERAC by double-clicking the ESET Remote Administrator Console icon on your Desktop, or by clicking **Start → All Programs → ESET → ESET Remote Administrator Console → ESET Remote Administrator Console**.
2. Verify that you are connected to the ESET Remote Administrator Server (**File → Connect**).
3. Click **Tools → Server Options**.
4. Click the **Updates** tab and enter the appropriate ESET-issued Username and Password into the **Update username** and **Update**

password fields, respectively (click **Set Password...** to enter your password).

5. Select the check box next to **Create update mirror**.

6. Select the check box next to **Provide update files via internal HTTP server**. If you wish to use a port other than the default port (2221), enter the value in the **HTTP server port** field (the default value is recommended unless you have other applications communicating on this port).

7. Click **Update now** to display a confirmation dialog box ('This will first apply server options and then fire the event. Continue?') Click **Yes**.



Figure 1-1

8. A dialog box will be displayed ('Event fired on the server') Click **OK**.

Set up the Mirror as a shared network folder (an alternative method):

1. Create a shared folder on a local or network device. This folder must be readable by all users running ESET software, and writable by the local SYSTEM account. (If the shared folder is located on another computer in the network, it is necessary to specify authentication for accessing that computer). Refer to the following Knowledgebase article for more information:

    - What if the shared mirror folder I'm using is not located on the same computer as ERA?

2. Select the check box next to **Create update mirror** in the the **Server Options** window (**Tools→Server Options**).

3. Enter the appropriate *ESET-supplied* values in the **Update username** and **Update password** fields (Click **Set Password...** to enter the password).

4. Enter the local path to the shared folder (created in step 1) i.e. C:\Path



Figure 1-2

5. Click **Update now**. A confirmation dialog box ('This will first apply server options and then fire the event. Continue?') will appear: click **Yes**.

6. A dialog box will appear ('Event fired on the server'): click **OK** to continue.

7. After the Mirror server is created, you must configure client workstations to access it for updates:

    - Create and push an .xml configuration file from ESET Remote Administrator to client workstations(recommended if you have multiple client workstations in your network)

    - Instructions to configure individual client workstations manually (for smaller businesses or when users will configure client workstations themselves)

8. When you have finished the steps above, proceed to parts III and IV by following the link below:

    - How do I push install to client(s) using ESET Remote Administrator?

- Tags
- ERA 5.x