ESET Tech Center

Migrate ESET Remote Administrator from version 5 to version 6

Ondersteuning | ESET Nederland - 2024-08-28 - Comments (0) - 5.x

https://support.eset.com/kb3607

Issue

Upgrade ESET Remote Administrator and ESET endpoint/server
products from version 5.x to version 6.x

Solution

Before proceeding:

**Because ESET Remote Administrator (ERA) 6 uses an
entirely new architecture, it is important that existing
ERA users verify that their network is ready to
upgrade, and that the upgrade process will not result
in any loss of functionality. Consider the following
before upgrading**:

**ESET Remote Administrator 6 uses a new
configuration layout that is optimized for use with
ESET Endpoint version 6 products**: While it is
possible to manage ESET Endpoint version 5 products
(and earlier ESET Business Edition products) using ERA
6, only settings common across all versions will be
manageable. For this reason, we strongly recommend
that you arrange to upgrade client workstations to ESET
endpoint version 6 products when you upgrade to ERA
6.

Parametric Groups, Static groups synchronized from Active Directory and tasks from earlier versions of ERA cannot be migrated to ERA 6 because of changes to the configuration layout. We strongly recommend that you record your policy settings for reference when upgrading from an earlier version of ERA.

When the ERA 6.x Agent is installed on a client using 5.x or earlier endpoint products, the **Remote administration** setting for that client is automatically changed to `localhost / 2225`. As a result, the **client will no longer connect** to your ERA 5.x server after Agent is installed.

If you have password-protected settings on version 5 endpoints: We highly recommend disabling password protection before upgrading to ERA 6.x to avoid issues during uninstallation.

Prerequisites

On the server where ESET Remote Administrator 5.x is installed, download and install Microsoft Visual C++ 2015 Redistributable Package (x86) using the link below:

DOWNLOAD MICROSOFT VISUAL C++ 2015 REDISTRIBUTABLE PACKAGE (X86)
(this package is included in the Migration Tool Bundle from ERA version 6.5)

Click the appropriate link below to view instructions for your specific upgrade scenario:

Upgrade to ESET Remote Administrator 6 on a new server
Upgrade to ESET Remote Administrator 6 on your existing server

Upgrade to ESET Remote Administrator 6 on a new server

1. On your new server, install ESET Remote Administrator 6.

2. On the server where ERA 5.x is currently installed, follow the steps below to back up the database from your existing ERA installation:

   a. Click the link below to download the ESET Remote Administrator Migration Tool (ERA Migration Tool). You will need your existing ESET-issued Username and Password to download the tool. If you do not have your Username and Password, you can recover them here.

      DOWNLOAD THE ESET REMOTE ADMINISTRATOR MIGRATION TOOL

   b. When the download is finished, extract the **Win32** folder. Right click on the **MigrationTool.exe** and select Run as administrator. (if you receive a System error, ensure that you have installed the Microsoft Redistributable Package mentioned in the prerequisites).

   c. Select **Export** and click **Next**.

Figure 1-1

   d. Select **I accept the terms in the license agreement** if you agree and click **Next**.

   e. Select the check boxes next to the data you want to export and click **Next**.

Figure 1-2

Click the image to view larger in new window

Only policies from the upper ERA server will be migrated.
Only the policy definitions will be migrated.
You will need to manually assign the migrated policies to their appropriate groups after completing the migration.
The policy hierarchy will be lost. If there was an **override flag** in your previous ERA version, this flag will be converted to a **force** in the ERA 6 policy for that same setting.
If there are settings for multiple products within a single policy in your previous ERA version, an individual policy for each product will be created in ERA 6.

f. Create a new folder on your Desktop named **ERA 5 database**. In the ERA Migration Tool, click **Browse**, navigate to the folder you just created, type **ERA 5 database** in the **File name** field, click **Save** and then click **Next**.

Figure 1-3

g. The ERA Migration Tool will display the progress of the database export. Click **Finish** when all exported data shows as complete.

Figure 1-4

3. Transfer the file that you exported using the ERA Migration Tool to the new server where ERA 6 is installed.

4. On your new server where ERA 6 is installed, click the link below to download the ESET Remote Administrator Migration Tool. You will need your existing ESET-issued Username and Password to download the tool. If you do not have your Username and Password, you can recover them here.

DOWNLOAD THE ESET REMOTE ADMINISTRATOR MIGRATION TOOL

5. Double-click the ERA Migration Tool to run it. Select **Import**, and click **Next**.

Figure 1-5

Click to view larger in new window

6. Select **I accept the terms in the license agreement** if you agree and click **Next**.

7. Type the IP address of your new server (where ERA 6 is installed) into the **Host** field and type the port number used to connect to the ERA Server (the default is 2223) into the **Port** field.

8. Type the Administrator username and password for your ERA 6 Administrator account into the **Administrator username** and **Password** fields and then click **Next**.

Figure 1-6

9. Click **Browse**, navigate to the ERA database file that you exported in step 2 and then click **Next**.

Figure 1-7

10. The ERA Migration Tool will notify you if any settings in ERA will be changed to allow for the importation of your database. Select the check boxes next to the items you want to allow and click **Next**.

Figure 1-8

11. The ERA Migration Tool will display the progress of the database export. Click **Next** when all imported data shows as complete.

Figure 1-9

12. If you chose to migrate users, user passwords are reset and replaced with randomly generated passwords.
Click **Save passwords** to export a CSV file containing the newly generated passwords for ERA users.

13. The ERA Migration tool can export a script that you can run on client computers to align their settings with those migrated to ERA. Click **Save script** next to the appropriate operating system(s) to export a script for your client computers. When you are finished, click **Finish**.

> ## Installation of Agent via script is highly recommended!
>
> The script generated in step 13 is the preferred way to install ERA Agent. Installing ERA Agent using the script binds the data to the new Agent.

Figure 1-10

14. Make a note of any group info, tasks or policy settings that you currently use on client workstations before uninstalling.

15. Open ESET Remote Administrator Web Console and configure your policy for clients to use ESET servers instead of your mirror server:

   a. Click **Tools → Policy Manager**.

   b. Select your policy for endpoints and click **Edit Policy**.

   c. Expand **Windows desktop v5 → Update → Profile → Settings**.

d. Change the value of **Update Server** from the IP address or name of your mirror server to **Choose automatically**.

Figure 1-11

Click the image to view larger in new window

e. We recommend that you also remove any settings passwords set on client endpoints. This setting is located under **Windows desktop v5 → Kernel → Settings → Protect setup parameters**. Click **Set Password** and delete the existing entries to remove the password.

f. Click **Console** to save your changes. Wait for clients to check in and then verify that the changes have been made on clients.

Figure 1-12

Click the image to view larger in new window

16. Add your client computers in ERA 6.

17. Deploy the ERA Agent to client computers.

18. Run an uninstall task to remove version 5 or earlier ESET solutions on client computers.

19. Push ESET endpoint solutions out to client computers. After push installation is complete, you can use the script you generated in step 13 to update client computers with your saved data.

Upgrade to ESET Remote Administrator 6 on your

existing server

1. Click the link below to download the ESET Remote Administrator Migration Tool (ERA Migration Tool). You will need your existing ESET-issued Username and Password to download the tool. If you do not have your Username and Password, you can recover them here.

   DOWNLOAD THE ESET REMOTE ADMINISTRATOR MIGRATION TOOL

2. When the download is finished extract the **Win32** folder. Right click on the **MigrationTool.exe** and select Run as administrator. (if you receive a System error, ensure that you have installed the Microsoft Redistributable Package mentioned in the prerequisites).

3. Select **Export** and click **Next**.

Figure 2-1

Click the image to view larger in new window

4. Select the check boxes next to the types of data that you want to export and click **Next**.

Figure 2-2

Click the image to view larger in new window

Limitations to policy migration:

Only policies from the upper ERA server will be migrated.
Only the policy definitions will be migrated.
You will need to manually assign the migrated policies to their appropriate groups after completing the migration.
The policy hierarchy will be lost. If there was an **override flag** in your previous ERA version, this flag

> will be converted to a **force** in the ERA 6 policy for that same setting.
> If there are settings for multiple products within a single policy in your previous ERA version, an individual policy for each product
> will be created in ERA 6.

5. Create a new folder on your Desktop named **ERA 5 database**. In the ERA Migration Tool, click **Browse**, navigate to the folder you just created, type **ERA 5 database** in the **File name** field, click **Save** and then click **Next**.

Figure 2-3

6. Click **Finish** once the data export is complete.

Figure 2-4

7. Make a note of any group info, tasks or policy settings that you currently use on client workstations before uninstalling.

8. Using ERA 5.x, uninstall ESET endpoint solutions on client computers.

9. Click **Start → All Programs → ESET → ESET Remote Administrator Console → Uninstall**. Follow the on-screen instructions to uninstall ESET Remote Administrator 5.x Console.

10. Click **Start → All Programs → ESET → ESET Remote Administrator Server → Uninstall**. Follow the on-screen instructions to uninstall ESET Remote Administrator 5.x Server.

11. Install ESET Remote Administrator 6.

12. Double-click the ERA Migration Tool to run it. Select **Import**, and click **Next**.

Figure 2-5

Click the image to view larger in new window

13. Select **I accept the terms in the license agreement** if you agree and click **Next**.

14. Type the IP address of your new server where ERA 6 is installed into the **Host** field and type the port number used to connect to the ERA Server (the default is 2223) into the **Port** field.

15. Type the Administrator username and password for your ERA 6 Administrator into the **Administrator username** and **Password** fields and then click **Next**.

Figure 2-6

16. Click **Browse**, navigate to the ERA database file that you exported in step 6 and then click **Next**.

Figure 2-7

17. The ERA Migration Tool will notify you if any settings in ERA will be changed to allow for the importation of your database. Select the check boxes for items you want to allow and click **Next**.

Figure 2-8

18. The ERA Migration Tool will display the progress of the database export. Click **Next** when all imported data shows as complete.

Figure 2-9

19. If you chose to migrate users, user passwords are reset and replaced with randomly generated passwords.
Click **Save passwords** to export a CSV file with the newly generated passwords for ERA users.

20. The ERA Migration tool can export a script that you can run on client computers to align their settings with those migrated to

ERA. Click **Save script** next to the appropriate operating system(s) to export a script for your client computers. When you are done, click **Finish**.

> ## Installation of Agent via script is highly recommended!
> The script generated in the step 20 is the preferred way to install ERA Agent. Installing ERA Agent using the script binds the data to the new Agent.

Figure 2-10

21. [Add your client computers in ERA](#).
22. [Deploy the ERA Agent to client computers](#).

23. [Run an uninstall task](#) to remove version 5 or earlier ESET solutions on client computers.

24. [Push ESET endpoint solutions out to client computers](#). After push installation is complete, you can use your notes from step 5 to create new groups, tasks and policies and distribute them to client computers.

Related articles:

[ESET Remote Administrator 6—FAQ / What's New?](#)

[Known issues for version 6 ESET business products](#)

Tags

ERA 5.x

ERA 6.x

Migration