ESET Tech Center

Reset the ESET Remote Administrator Console password (5.x)

Issue

Cannot log in to the ESET Remote Administrator Console (ERAC)

Details

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?](#)

Make sure hidden files and folders are visible

Click **Start** → **Control Panel** → **Folder Options** (or **Appearance and Personalizations**, depending on your operating system) → **Show hidden files and folders** under **Folder Options** and selecting **Show hidden files and folders**.

Using ESET Configuration Editor

1. Navigate to the appropriate directory below depending on your operating system:

   Microsoft Windows Vista, 7, 8.x and 10:
   C:\ProgramData\ESET\Remote Administrator\Server\Configuration\ERA_Private.xml.

   Microsoft Windows XP/2003: C:\Documents and Settings\All Users\Application Data\ESET\ESET Remote Administrator\Server \configuration\ERA_Private.xml.

2. Right-click **ERA_Private.xml** and select **Open with ESET Configuration Editor** from the context menu.

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

3. Expand **Remote Administrator → ERA Server → Settings → Install → Password for Console (Administrator Access)** and click **Set Password**.

4. Enter your new password into the **Value** field and click **OK** (if you leave these fields blank, no password will be required to log in to ERAC—when prompted the user leaves the **Password** field blank and click **OK**).

Figure 1-2
Click the image to view larger in new window

5. Click the diskette icon (or **File → Save**) to save your changes and exit ESET Configuration Editor.

6. [Restart the ESET Remote Administrator Server service](#).

7. When you are finished, open the ESET Remote Administrator Console and login using the password you set in step 4.

Alternative Method

1. Click **Start → Run** and type: `C:\ProgramData\ESET\ESET Remote Administrator\Server\configuration`

   Microsoft Windows XP/2003 users: `C:\Documents and Settings\All Users\Application Data\ESET\ESET Remote Administrator\Server\configuration`

2. Click **OK**. Right-click the **era_private.xml** file and select **Open With Wordpad** from the context menu.

3. Remove the entire tag containing 'ps_password_hash_con'. Close and save the file.

Figure 2-1

4. [Restart the ESET Remote Administrator Server service](#). You will now be able to open ERAC without entering a password (When prompted for a password, leave it blank and click **OK**).

NOTE:

If you can log in to ERA5 console, but cannot access the web interface (dashboard), then open **era_http_server.xml** using a simple text editor (e.g. Notepad), look up the following code snippet:

```
<OPTION OPTNAME="Location" DESC="Where to find the plugin's DLL" VALUE="C:\Program Files\ESET\ESET Remote Administrator\Server\httpd_plugin.dll" />
```

and in that code make sure the path to **httpd_plugin.dll** found in **VALUE** matches the path to ERA 5 installation directory. For example, if ERA 5 is installed in *Program Files (x86)*, but you have in the path above *Program Files* only, make sure to add the missing *(x86)* part.

Related articles:

[Reset the ESET Remote Administrator Web Console (ERA Web Console) password (6.x)](#)