

Upgrade ESET Remote Administrator 6.5 or ESET Security Management Center 7.x to ESET PROTECT via Web Console (8.x - 10.x)

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Issue

ESET business product in Limited Support status

This content applies to an ESET product version that is currently in Limited Support status and is scheduled to reach End of Life status soon.

For a complete list of supported products and support level definitions, review the [ESET End of Life Policy for business products](#).

[Upgrade ESET business products](#).

- Upgrade individual ESET Remote Administrator (ERA) 6.5 or ESET Security Management Center (ESMC) 7.x components (Agent, Server) to the latest ESET PROTECT via Web Console

Solution

Apache HTTP Proxy users

ESET Bridge replaces Apache HTTP Proxy in ESET PROTECT version 10. All ESET product versions compatible with Apache HTTP Proxy are in Limited Support status. If you currently use Apache HTTP Proxy, we recommend that you [migrate to ESET Bridge](#).

1. [Upgrade ERA/ESMC Server using the Components Upgrade Task in the Web Console](#)

2. [Upgrade Agents on managed computers](#)
3. [Upgrade ESET security products on managed computers](#)

You have several upgrade options:

Upgrade compatibility

[Determine which version of ESET Remote Administrator \(ERA\) or ESET Security Management Center \(ESMC\) or ESET PROTECT you can migrate or upgrade to \(8.x-10.x\).](#)

Upgrade option:	Applies to:	Comment:
Components Upgrade task in the Web Console (this article)	Windows and Linux	
ESET PROTECT All-in-one installer	Windows	This is the recommended option if the existing server has the default installations of MS SQL database and Apache Tomcat (the existing installation was performed via the All-in-one installer).
Manual component-based upgrade	Linux	Upgrade instructions for advanced Linux users.

Prerequisites



Important recommendations before the upgrade

Before upgrading to ESET PROTECT 10, make sure that you have met all prerequisites listed below.

- Make sure that you have met all [ESET PROTECT 10 system requirements](#).
- You must have ESET Security Management Center (ESMC) version 7.2 to upgrade to ESET PROTECT 10. [Determine which version of ESET Remote Administrator \(ERA\) or ESET Security Management Center \(ESMC\) or ESET PROTECT you can migrate or upgrade to](#)

[\(8.x-10.x\)](#)

Perform a full backup of ESMC 7.2:

- Database: Follow [Create a backup of the ESET Security Management Center database \(7.x\)](#) to back up the ESMC database.
- Configuration: Copy the Startupconfiguration.ini file, located at: C:\ProgramData\ESET\RemoteAdministrator\Server\EraServerApplicationData
- Certificates: Export the [Certification Authorities](#) and [Peer Certificates](#).
- Mobile Device Connector: If this component is used, copy the Startupconfiguration.ini located at: C:\ProgramData\ESET\RemoteAdministrator\MDM Core\EraServerApplicationData\Configuration.

The following steps will upgrade both ERA/ESMC components (Server, Console) and the ESET Management Agent(s). When upgrading to the latest version, your policies will be preserved.

Steps apply to ERA 6.5 and ESMC 7.x

The steps below describe the upgrade procedure for ESMC 7.2, but they also apply to earlier ESMC versions (7.0/7.1) or ERA 6.5.

I. Upgrade ERA/ESMC Server using the Components Upgrade task in the Web Console

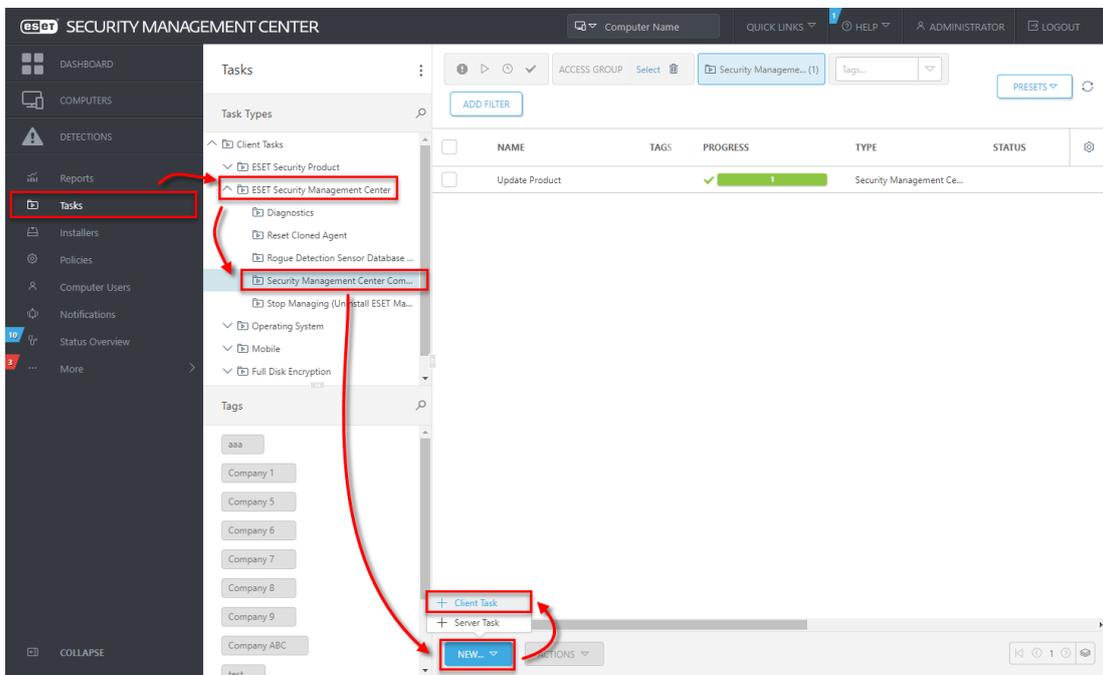
Components Upgrade task may take some time to complete

Be patient during the Components Upgrade task process. It may take some time to complete. Do not restart your ESMC Server until the task has been completed.

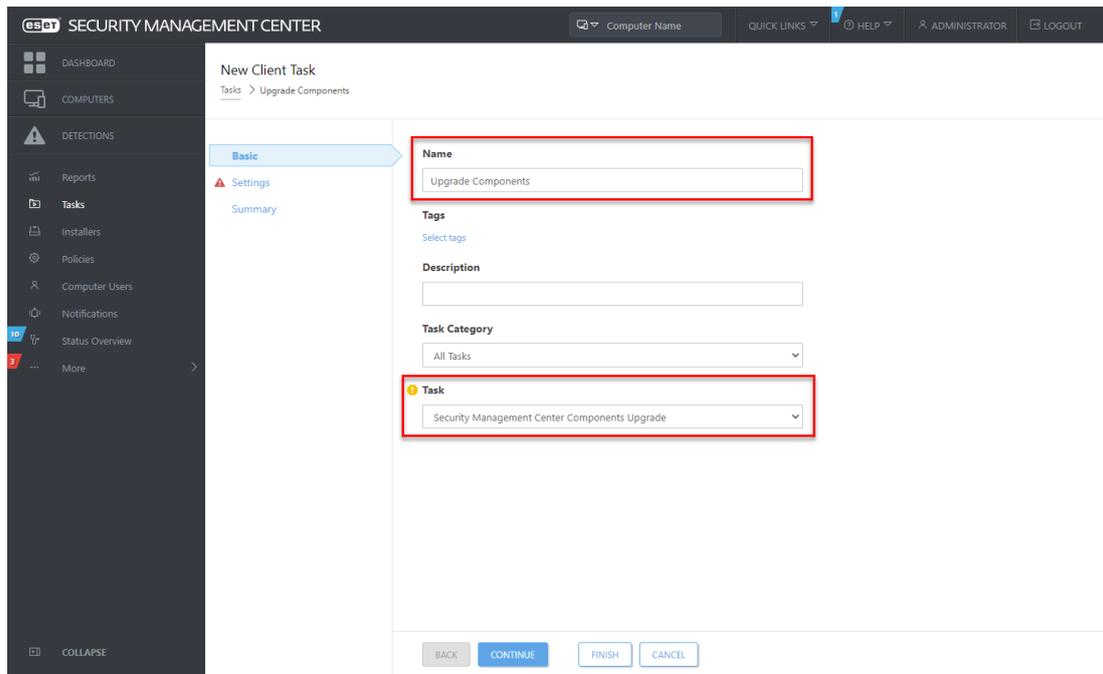
Special characters may cause upgrade to fail

If you have met the requirements for upgrading and your upgrade to the latest version of ESET PROTECT fails, it could be due to the use of special characters in your ESMC password. To resolve this issue, [change your ESMC Web Console password](#) and attempt the upgrade again.

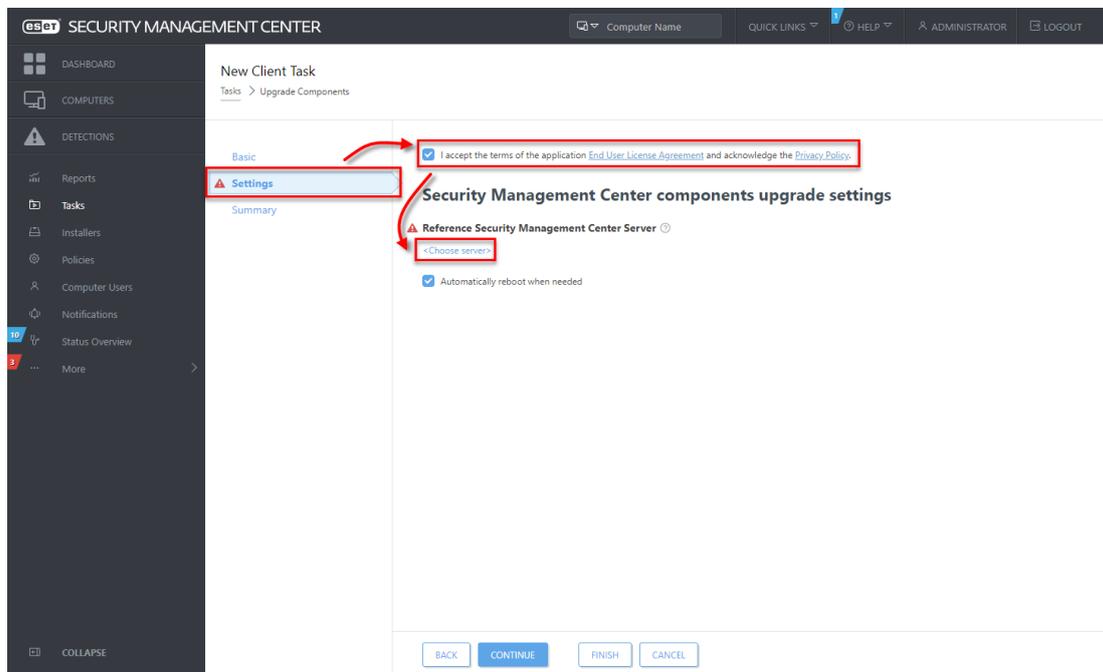
1. [Open the ESET Security Management Center Web Console \(7.x\) \(ESMC Web Console\) in your web browser and log in.](#)
2. Click **Tasks** → **ESET Security Management Center** → **Security Management Center Components Upgrade** and click **New** → **Client Task**.



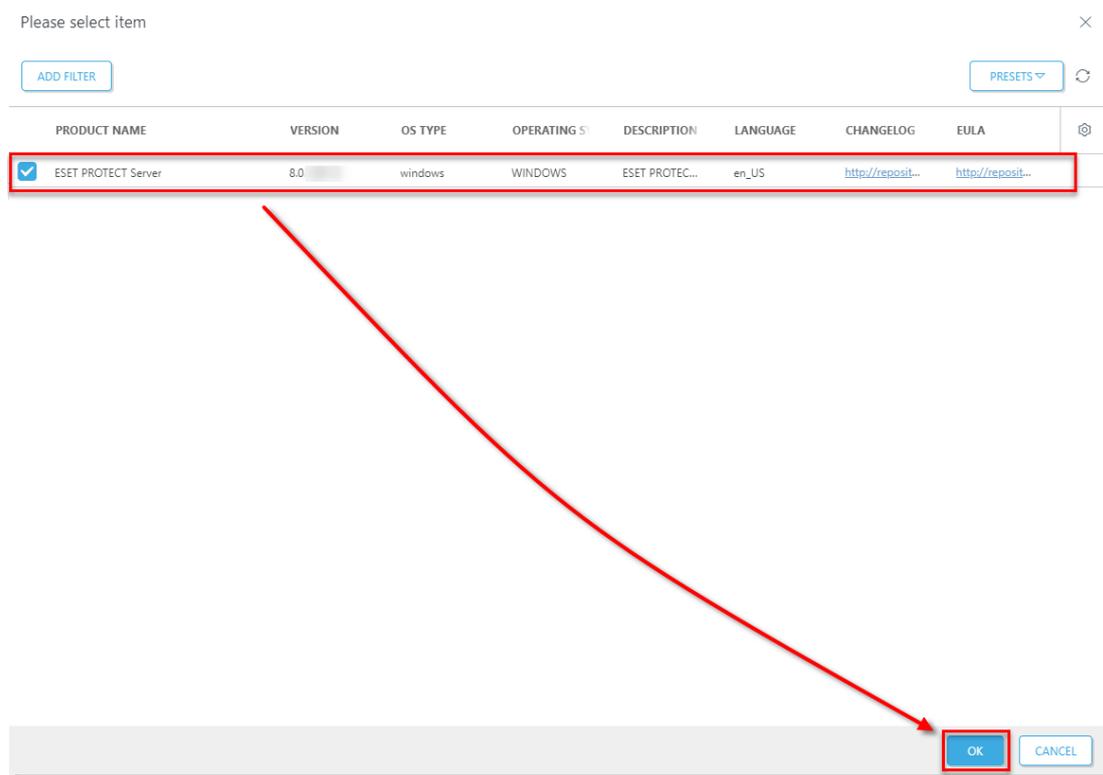
1. In the **Name** field, type a name for your task. In the **Task** drop-down menu, verify that **Security Management Center Components Upgrade** is selected.



1. Click the **Settings** section, select the check box next to **I accept the terms of the application End User License Agreement and acknowledge the Privacy Policy** and click **Choose server**. We recommend that you also select the check box **Automatically reboot when needed**.



1. Select the ESET PROTECT Server you want to upgrade to and click **OK**.

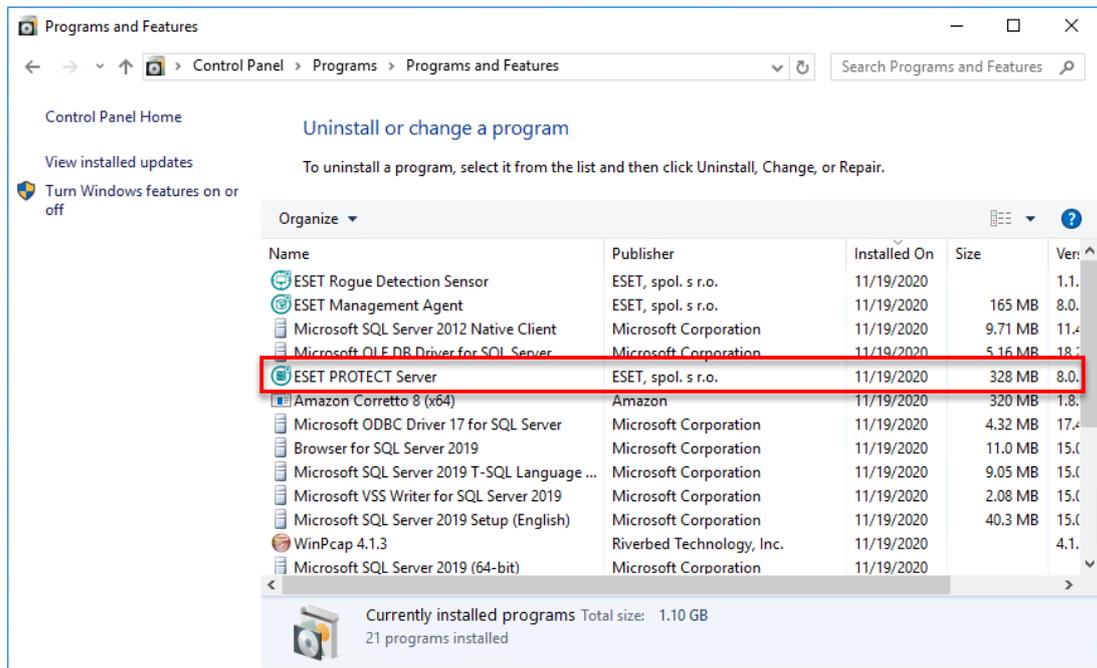


1. Click **Finish**.
2. [Create a trigger and add the ESMC Server computer as a target to execute the task.](#)

Do not add more target computers

Add only the computer where ESMC Server is installed as a target. Do not add more target computers at this point in the upgrade.

1. Wait a few minutes until all ESMC components installed on the server machine are upgraded. Apache Tomcat service can get turned off during the update. If the Web Console is unavailable after the update, open Services Management (run `services.msc`) and **Start** the Apache Tomcat service.
2. To verify that your server upgraded to ESET PROTECT, check **Programs and Features** in the **Control Panel**. You will see **ESET PROTECT Server** listed as a program if it has been upgraded.



When the task is finished on the ESET PROTECT Server machine, verify that the ESET PROTECT Server works properly. Wait an hour to see if any problems occur.

II. Upgrade Agents on managed computers

<https://techcenter.eset.nl/nl/kb/articles/upgrade-era-agents-6-5-or-eset-management-agents-7-x-to-the-latest-eset-management-agents-7-2->.

III. Upgrade ESET security products on managed computers

[Deploy or upgrade ESET endpoint products using ESET PROTECT.](#)
