

ESET Tech Center

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Upgrade ESET Remote Administrator from version 6.1.21 to the latest version

Ondersteuning | ESET Nederland - 2017-11-08 - Comments (0) - 6.x

<https://support.eset.com/kb3734>

Issue

Upgrade from ESET Remote Administrator 6.1.21 (released December 2014) to ESET Remote Administrator 6.1.28 (released February 2015)

Solution

Unsure which version of ESET Remote Administrator you have?

[Click for instructions to check which version of ESET Remote Administrator \(ERA\) you are using](#)

If you are using ERA 6.1.28 or later, [click here for instructions to upgrade to the latest version of ERA](#)

I. Uninstall ESET Remote Administrator (ERA) components


1. Press the **Windows key**  + **R**, type **appwiz.cpl** into the field and click **Open**.
2. Select **ESET Remote Administrator Server** from the list of programs and click **Change**.



Figure 1-1

Click the image to view larger in new window

3. The ESET Setup Wizard will guide you through the uninstallation process. Click **Remove** at the **Change, repair, or remove installation** window.



Figure 1-2

4. Select **Do not remove the database** in the Database removal window based on your environment. If you used an existing SQL database, make sure that you have your username and password available. If you installed SQL Express, use Windows Authentication during reinstallation.



Figure 1-3

5. Repeat steps 1-3 above to remove all other ERA components (ERA Agent, ERA Mobile Device Connector, ERA Web Console, Apache Tomcat, ERA Rogue Detection Sensor and Apache HTTP Proxy). Follow the instructions below for settings specific to individual components:

- **ESET Mobile Device Connector:** Select **Keep the data** at the **Data removal** window



Figure 1-4

- **Apache Tomcat 7:** Select **Remove all files** when prompted during uninstallation



Figure 1-5

6. Continue to Part II below to install the latest version of ERA.

II. Reinstall ESET Remote Administrator

1. Visit the [ERA all-in-one installer download page](#), select the correct installer file for your system, and then download the file and save it to your Desktop.
2. Double-click the installer to begin installation.
3. Select **Install Remote Administrator Server** and click **Next**.
4. Read the End-user license agreement. If you agree, select **I accept the terms...** and click **Next**.
5. Select the components you want to install and click **Install**.



Figure 2-1

Click the image to view larger in new window

6. Select **Activate with License Key** and type your license key into the appropriate field ([how do I get my License Key?](#)). Click **Next** when you are finished.
7. Select **MS SQL Server via Windows Authentication** from the **Database** drop-down menu and type the IP address of the server where your database is stored into the **Hostname** field. Click **Next** when you are finished.



Figure 2-2

8. Select **Use existing database and apply upgrade** and click **Next**.



Figure 2-3

9. Select **Create new user** and type a username into the appropriate field. Type your password into both Password fields

and then click **Next**.



Figure 2-4

10. Specify any information you would like to include with your new certificate, including the Authority password and click **Next**.
11. Click **Install** to complete ERA Server installation. When installation of ERA Server is finished, the components you selected will be installed. Follow the instructions from the ESET Setup Wizard to complete component installation and continue to Part III below when you are finished.

III. Re-deploy ESET Remote Administrator Agent and refresh Agent certificates

For more information on this process, refer to the following Knowledgebase article: [Remotely install or reinstall the ESET Remote Administrator Agent using ESET Remote Administrator \(6.x\)](#).

Tags

ERA 6.x