

# ESET Tech Center

Knowledgebase > Legacy > Legacy ESET Remote Administrator (6.x / 5.x / 4.x) > 5.x > Why can't ESET Remote Administrator Console connect to ESET Remote Administrator Server? (5.x)

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## Why can't ESET Remote Administrator Console connect to ESET Remote Administrator Server? (5.x)

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

<https://support.eset.com/kb3710>

### Issue

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"Connection Failed"

"Invalid Username/Password"

### Solution

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If you receive either of the errors shown above, or ESET Remote Administrator Console (ERAC) is unable to connect to ESET Remote Administrator Server (ERAS), complete the steps below in the order shown. We recommend that you test your connection after you successfully complete each numbered part.

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Verify that at least 5% of the hard drive space on your system drive is free.

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Tags

ERA 5.x