

ESET Tech Center

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Change the ESET Remote Administrator Server address used by the ESET Remote Administrator Agent (6.x)

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<https://support.eset.com/kb3701>

Issue

Direct clients to connect to a new ESET Remote Administrator Server (ERA Server) by migrating certificates and setting your policy to the new server's address.

Details

Solution

There are three ways to specify a new server address for the ESET Remote Administrator Agent (ERA Agent) to use when migrating to a new ESET Remote Administrator Server (ERA Server).

[Migrate certificates and adjust the ERA Agent Policy in the ERA Web Console \(recommended method for version 6.2 and later\)](#)

[Modify ERA Agent settings](#)

[Redeploy the ERA Agent](#)

Permissions changes in ESET Remote administrator 6.5 and later

Before proceeding, please note important changes to user access rights and permissions in the latest versions of ESET Remote Administrator.

[View Permissions Changes](#)

Migrate certificates and create new ERA Agent Policy (recommended method for version 6.2 and later)

[View required permissions](#)

Default certificates

Peer certificates and Certification Authority created during the installation are by default contained in the static group All.

- I. [Migrate certificates to new server address](#)
- II. [Migrate client computers to new server address](#)

Modify ERA Agent Settings

A user must have the following permissions for the group that contains the modified object:

<i>Functionality</i>	<i>Read</i>	<i>Use</i>	<i>Write</i>
Certificates	<input type="checkbox"/>	<input type="checkbox"/>	

Once these permissions are in place, follow the steps below.

Default certificates

Peer certificates and Certification Authority created during the installation are by default contained in the static group All.


1. [Open the ESET Remote Administrator Web Console](#).
2. Click **Admin**  → **Certificates** → **Peer Certificates**, and then select the check box next to your default **Agent certificate**.
3. Click **Actions** → **Export** and save the .pfx file to a save location of your choice.



Figure 2-1

Click the image to view larger in new window


4. Click **Admin**  → **Certificates** → **Certification Authorities**, and then select the check box next to the ERA Certification authority used to sign your exported Agent Certificate.
5. Click **Actions** → select **Export Public Key** and then save the .der file to a save location of your choice.



Figure 2-2

Click the image to view larger in new window

6. Click **Start** → **Control Panel** → **Programs** → **Programs and Features** (Windows XP / Windows Server 2003 users: Double-click **Add or Remove Programs**).
7. Select **ESET Remote Administrator Agent** and click **Change**.



Figure 2-3

8. Click **Next**.



Figure 2-4

9. Click **Repair**.



Figure 2-5

10. In the **Agent configuration** screen, enter the address of your new ERA Server into the **Server host** field. Other settings should be left unchanged unless you are using a different port than the default port for ERA Server. Click **Next** when you are finished.



Figure 2-6

11. In the **Peer certificate** window, browse for the **Agent Certificate** (.pfx) and **Certificate Authority** (.der) files you exported in step 3 and then click **Next**.



Figure 2-7

12. Click **Repair**. Your client computer(s) will be able to communicate with your new ERA Server after the changes have been made.



Figure 2-8

Redeploy the ERA Agent

When migrating to a new ERA Server, you can send an updated instance of the ERA Agent from your new server to client machines. During the ERA Agent deployment process, you will be prompted to enter connection information for your new ERA Server.

[Click here for step-by-step instructions to deploy the ERA Agent.](#)

- Tags
- [ERA 6.x](#)