

ESET Tech Center

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ESET Remote Administrator Agent 6.x deployment troubleshooting

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<https://support.eset.com/kb3630>

Issue

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[Computers disappear from the Push install tab of ESET Remote Administrator](#)
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[Cannot deploy the ESET Remote Administrator Agent to a Mac computer](#)
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Solution

Reasons Agent deployment can fail

The table below contains several reasons Agent deployment can fail. We recommend you review the [remote installation checklist](#) in addition to the table below to resolve issues with Agent deployment. For more information on Agent deployment failure, refer to the [Troubleshooting - Agent deployment](#).

Error message	Possible cause(s)
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Could not connect	<ul style="list-style-type: none"> • Client is unable to connect to the network • Client's host name could not be resolved • Firewall blocks communication • Ports 2222 and 2223 are not opened in firewall • Valid FQDN computer names are not used • File and printer sharing is not enabled • Inbound ports 135, 137, 138, 139 and 445 are not opened in firewall on the client or Windows Firewall.
Access denied	<ul style="list-style-type: none"> • When deploying from a server joined to a domain, to a client joined to the domain, use the credentials of a user that is a member of the Domain Admin group in the following format: Domain\DomainAdmin • When deploying from a server joined to a domain, to a client joined to the domain, temporarily elevate the ERA Server service from the network service to run under the domain administrator account • When deploying from a server, to a client in a different domain, disable remote UAC filtering on the target computer • When deploying from a server, to a client in a different domain, use the credentials of a local user that is member of the Administrators group in the following format: Admin. The target computer name will automatically be prepended to the login. • No password set for the administrator account • Insufficient access rights • ADMIN\$ administrative share is not available • IPC\$ administrative share is not available • Use simple file sharing is enabled
Package not found in repository	<ul style="list-style-type: none"> • Link to the repository is incorrect • Repository is unavailable • Repository does not contain required package

Determine what caused ERA Agent Deployment to fail

To determine why Agent deployment failed, click **Reports > Agent Deployment task information in last 30 days** and click **Generate now**. Deployment information is displayed in a table.

The **Progress** column displays error messages about why agent deployment failed.

For more information, change the verbosity of the ERA Server trace log. Click **Admin > Server Settings > Advanced Settings > Logging**. In the Trace log verbosity drop-down menu, select **Error** and click **Save**. Run Agent deployment. When Agent deployment fails, check the bottom of the ERA Server trace log file for

the latest log entries. View log files in the following file locations:

Windows logs

ERA

Server: C:\ProgramData\ESET\RemoteAdministrator\Server\EraServerApplicationData\Logs\trace.log

ERA

Agent: C:\ProgramData\ESET\RemoteAdministrator\Agent\EraAgentApplicationData\Logs

ERA Agent: C:\Documents and Settings\All Users\Application

Data\ESET\RemoteAdministrator\Agent\EraAgentApplicationData\Logs

Linux logs

ERA

Agent: /var/log/eset/RemoteAdministrator/EraAgentInstaller.log

ERA

Agent: /var/log/eset/RemoteAdministrator/Agent/trace.log

ERA

Server: /var/log/eset/RemoteAdministrator/Server/trace.log

To enable full logging, create a dummy file named `traceAll` without extension in the same folder as a `trace.log` and restart the ERA Server service.

Installation failed with error 1603

Check the `ra-agent-install.log` file on the target computer, located

at: `C:\Users\%users%\AppData\Local\Temp\ra-agent-install.log` .

DNS issues troubleshooting

If a computer disappears from ESET Remote Administrator (ERA), or hangs at "In Progress" during deployment, one of the following DNS troubleshooting processes could resolve the issue:

Use the 'nslookup' command of the IP address and hostname of the server and/or the clients having push install issues. The results should match the information from the machine. For instance, an nslookup of a hostname should resolve to the IP address an ipconfig command shows on the host in question. The 'nslookup' command will need to be run on the clients and the server.

Manually examine DNS records for duplicates.

Enable Secure Shell on OS X

1. In the system tray, click the Apple icon → **System Preferences**.



Figure 1-1

2. Click **Sharing**.



Figure 1-2

Click the image to view larger in new window

3. Select the check box next to **Remote Login**.



Figure 1-3

Click the image to view larger in new window

4. Close the **Sharing** window and attempt to [deploy the ESET Remote Administrator Agent again](#).

Tags

ERA 6.x