

ESET Remote Administrator Agent FAQ (6.x)

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<https://support.eset.com/kb3705>

1. What is the ESET Remote Administrator Agent?

The ESET Remote Administrator Agent (ERA Agent) is a new and essential component of ESET Remote Administrator (ERA) 6. The ERA Agent facilitates all communications between client computers (both endpoints and servers) with ESET products installed and the ESET Remote Administrator Server (ERA Server). **The ERA Agent is required for the remote management of client computers via ERA.** The ERA Agent stores and enforces policies for the client computer on which it is installed with or without an Internet connection. This allows client computers to respond more quickly to threats, and eliminates the risk of a client becoming vulnerable to a threat if it cannot communicate with the ERA Server.

2. How do I deploy the ERA Agent to clients?

The ERA Agent can be [deployed to client computers from ESET Remote Administrator Web Console](#) (ERA Web Console) or remotely via [Deployment Tool](#), [SCCM](#) or [GPO using an MST transformation file](#).

3. I received an error in ERA Web Console while deploying the ERA Agent—what should I do?

See our [ERA Agent deployment troubleshooting article](#) for resolutions to common issues that can occur during deployment.

4. When I install the ERA Agent, I am asked for a certificate and certificate authority—Where do I get these?

You can [export the Agent certificate and Certificate Authority](#) that

are required for installation of the ERA Agent from the ERA Web Console.

5. How do I use the Agent Live Installer to deploy the ERA Agent to OS X computers?

The .tar.gz. file that is distributed by ERA Web Console needs to be extracted and run using the command line to install the ERA Agent on OS X. [Click here for step-by-step instructions.](#)

6. How can I change the frequency at which the ERA Agent checks into the ERA Server?

This setting is configured in your policy for the ERA Agent. By default, the Agent will connect to the ERA Server every minute. [Click here for step-by-step instructions to edit the connection interval for ERA Agents on your network.](#)

Alternatively, you can [send a one-time wake-up call to Agents from ERA Web Console](#) to force them to check in immediately.

7. I am changing to a new ERA Server—how do I reconfigure my ERA Agents to communicate with my new ERA Server?

To reconfigure settings for ERA Agents, [migrate certificates and adjust the ERA Agent Policy in the ERA Web Console.](#)

8. I just installed the ERA Agent but my client computer is not appearing in the ERA Web Console—what should I do?

Your client computers should check into ERA Server within 20 minutes if you are using the correct settings. You can [send a one-time wake-up call to Agents from ERA Web Console](#) to force them to check in immediately, or if that does not work, you can [add computers to ERA manually.](#)

9. How is the ERA Agent managed?

The ERA Agent is managed from the ERA Web Console via a policy that is unique to the ERA Agent and different from your policy for client computers.

10. I just installed ESET Remote Administrator Proxy or Apache HTTP Proxy—do I need to make changes to my Agent configuration?

Yes. See the following articles for details about how to configure ERA Agent for use with ERA Proxy or Apache HTTP Proxy:

- [How do I configure endpoint clients to connect to the ESET Remote Administrator Proxy? \(6.x\)](#)
- [How do I set up a mirror server for ESET Remote Administrator using Apache HTTP Proxy? \(6.x\)](#)

11. If I install a later version of ERA Server, do I need to upgrade the ERA Agent as well?

We recommend that you check to make sure that you are using the correct version of the ERA Agent with your version of ERA Server. [Click here for a list of ERA Server versions and the component modules that should be used with them.](#)

- Tags
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