

# ESET Tech Center

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## ESET Remote Administrator VM for Microsoft Azure—FAQ

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<https://support.eset.com/kb5900>

### Details

ESET Remote Administrator (ERA) is available for users who do not want to buy a new Windows Server license and prefer to run ERA in a Windows virtualized environment. This Azure cloud-based solution offers the same remote management capabilities for ESET users as running ERA on a local server.

Microsoft Azure is a cloud computing platform that allows users to quickly and easily install a virtual machine running Windows and/or Linux as well as other software.

[Learn more about ESET server solutions](#)

[Learn more about Microsoft Azure](#)

### Solution

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- 1. After deploying the ESET Remote Administrator VM, does ESET Remote Administrator install automatically?**

No, the simplest way to begin using ESET Remote Administrator (ERA) on Azure is to [deploy ERA from the Azure marketplace](#).

As an alternative, it is also possible to perform a [manual](#)

[installation of ESET Remote Administrator](#) on an existing Azure virtual machine.

**1. Can ESET users use an existing license to activate ERA on Microsoft Azure?**

Yes, users with a valid license can use it to activate ERA, this is a standard part of the installation process. See our [Licensing FAQ](#) for answers to other licensing questions.

**2. Can I migrate my on-premise ESET Remote Administrator installation to Azure?**

Yes, migration from an on-premise server to Azure can be performed using the same steps as migrating between two servers with different IP addresses. See our [Online Help topic](#) for step-by-step instructions.

**3. Which database is installed with ESET Remote Administrator?**

Microsoft SQL Server Express 2014.

Note that MS SQL Express editions have a 10GB database limit. This is enough if you want to manage up to 1000 endpoints. If you want to use Microsoft SQL Server, you can use/deploy a new SQL Server VM on Azure, or order a new Microsoft SQL Server database on Azure for this reason.

SQL Server Management Studio is also available as a part of the ESET Remote Administrator VM.

**4. Are there any other software prerequisites to install ESET Remote Administrator on Microsoft Azure?**

No, there are no other prerequisites for installation.

**5. How do I install the ESET Remote Administrator VM in the Microsoft Azure portal?**

To install the ESET Remote Administrator Azure VM, see the following ESET Knowledgebase article:

- [How do I install ESET Remote Administrator VM for Microsoft Azure?](#)

6. **How can I keep ESET Remote Administrator and VM up-to-date?**

If a new version is available, you can use a [Component upgrade task](#) to upgrade ESET Remote Administrator Server and other ERA components.

Additionally, we recommend that you regularly update your VMs operating system, Apache Tomcat and [Java](#).

7. **Which ports are allowed for ESET Remote Administrator VM in its default settings?**

The following ports are allowed:

- 443 for HTTPS connection to ESET Remote Administrator Web Console
- 2222 and 2223 for connecting endpoints to ESET Remote Administrator Server
- 3389 for RDP connection to VM

**ESET Remote Administrator Wake up calls cannot be used in Microsoft Azure**

The **Wake up call** feature, which typically functions to accelerate communication between ESET Remote Administrator and client computers, is blocked by Azure virtual networks.

9. **What languages does ESET currently offer for the ESET Remote Administrator VM?**

ESET Remote Administrator 6.x for the Azure platform is available in English and [several other languages](#). You can set the language used by ERA Web Console during installation, or later via ESET Remote Administrator Web Console settings.

10. **Can I upgrade the size of my already created VM, for example from A1 Standard to A3 Standard to increase the number of CPU cores?**

Yes. To do so, from the Azure platform navigate to your VM → **Settings** → **General** → **Size** and choose your desired sizing plan. A reboot of your ERA VM will be required in order to apply the sizing changes. Then, you can continue using your ERA VM

without any data loss.

## Support Resources and Known Issues

### 1. **What information is available in the Azure Marketplace about ESET Remote Administrator?**

No information is currently available.

### 2. **Can I perform a remote installation of ERA Agent?**

It is not possible to install ERA Agent remotely to endpoints behind a firewall or to endpoints in your company's local network. You can still use the [Agent Live Installers method](#) or [deploy an Agent locally](#). This does not apply if you set up in your ESET Remote Administrator VM a VPN to your company's network.

### 3. **VM is vulnerable while RDP is allowed from anywhere**

From the Azure platform, navigate to **Settings** → **Endpoints** → **Remote Desktop** where you can allow a set of specific IP address.

Alternatively, you can create a VPN connection to your VM and hide remaining ports from public.

### 4. **How can I contact my local ESET partner for support?**

ESET offers [local technical support](#) for ESET Remote Administrator and ESET related problems. Click **Support** in the ESET Remote Administrator VM for answers to questions about the Azure platform and virtual machines.

Tags

Azure

ERA 6.x