GLE error code 997 in ESET Remote Administrator (5.x)

Ondersteuning | ESET Nederland - 2025-03-07 - Reacties (0) - 5.x

https://support.eset.com/kb261

A new version has been released

Version 6 of ESET Remote Administrator (ERA) and ESET business products were released in North America December 11th, 2014, and globally February 25th, 2015. This article applies to version 5.x and earlier ESET business products. For information about what's new in the latest version and how to upgrade, see the following article:

What's new in ESET version 6 business products?

During a remote (push) installation using ESET Remote Administrator (ERA), you may encounter the following error: "Could not retrieve required information from target computer (RES error code 14, GLE error code 997)".

This problem can occur when installing an ESET client solution from ERA Server on Windows Server 2003 onto a client running the Windows 2000 operating system.

To solve the problem, start ERA Server from the Administrator account on the server by following the steps below:

1. Click **Start → Control Panel → Administrative Tools → Services**.

2. Right-click **ESET Remote Administrator Server** and click **Properties** from the context menu.

3. The **ESET Remote Administrator Server Properties** window will appear. From the **Log On** tab, select **This account** and

type **Administrator**.

4. Click **OK** to close the window, right-click **ESET Remote Administrator Server** and click **Restart** from the context menu.

5. Attempt the remote (push) installation again.

> NOTE:
>
> If the installation finishes successfully, we recommend switching the ERA Server back to the default setting (See step 3, select **Local system account**).

- Tags
- ERA 5.x