ESET Tech Center

How to Install ESET Remote Administrator in Cluster Mode (5.x)

https://support.eset.com/kb3127

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?](#)

I. [Configure the cluster shared data folder](#)

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I. Configure the cluster shared data folder

1. Create a new folder on your shared DFS or quorum disk and give it a name (for example, "ESET Remote Administrator shared").

2. Right-click the folder you just created and select **Properties** from the context menu.

3. Click the **Sharing** tab and then click **Advanced Sharing**.

Figure 1-1

5. Select the check box next to **Share this folder** and click **Permissions**.

Figure 1-2

6. If you have not already created a group for your cluster, click **Add** and enter the names of computers in the cluster.

7. In the **Group or user names** window, select the group that corresponds to computers in the cluster, select the check box next to **Full Control** in the **Allow** column and click **OK**.

Figure 1-3

8. Click the **Security** tab and then click **Edit**.

Figure 1-4

9. Click **Add**, and then click **Object Types**. Make sure that the check boxes for **Groups**, **Users**, and **Computers**are selected and then click **OK**.

10. Type the names of all users, groups or computers in the cluster into the **Enter the object names to select** field and click **Check Names** to verify that your entries are valid. Once you are finished click **OK**.

11. Verify that all of the check boxes under **Allow** are selected for each group or user and then click **Apply**. Continue to part II below.

Figure 1-5

II. Download and install ESET Remote Administrator

1. Download ESET Remote Administrator Server and ESET Remote Administrator Console on each computer in your cluster using the links below:

2. Double-click era_server32_ENU (the filename you see may differ slightly based on your language) to start the ESET Remote Administrator Server (ERAS) Setup Wizard. Click **Next** to begin installation.

   Figure 2-1

3. Read the End-User License Agreement and select **I accept the terms in the License Agreement**, and then click **Next**.

   Figure 2-2

4. Select **Advanced (Fully customized installation)** and then select the check box next to **Cluster Mode Installation** and click **Next**.

   Figure 2-3

5. Enter the location of the **Cluster Shared Data Folder** that you created in part I. Click **Test Path**; if you entered a valid directory the message "**Common cluster data path is valid**" will be displayed. Click **OK** and then click **Next**.

   Figure 2-4

6. Click **Browse** and navigate to the location of your license key file. Select your license key file and click **Open**and then click **Next**.

Figure 2-5

7. Select the installation folder where you want to install ESET Remote Administrator and click **Next**.

Figure 2-6

8. Select the service account for ESET Remote Administrator Server. If you are using an account other than the local system account (recommended), select the account name from the **Account name** drop-down menu, type the account password in the **Password** field and click **Check**. If the correct password has been given **Next**will become clickable. Click **Next**.

Figure 2-7

9. Select your server database type and click **Next**. For more information on configuring ESET Remote Administrator for use with external databases, see the following Knowledgebase article:

- [How to install ESET Remote Administrator with an external database- Oracle, MySQL and MS SQL](#)

Figure 2-8

10. In the **Server Name and Ports** window we recommend leaving the default settings unchanged. Click **Next**.

Figure 2-9

11. Click **Set** to define a password for any of the five parameters available in the **Security Settings** window. Note that you have

the ability to implement these passwords at any time from the ESET Remote Administrator Console once installation is complete. We recommend that you set the **Password for Console** initially and implement other passwords only as necessary. Once you are finished click **Next**.

Figure 2-10

12. **(Optional) If your update server requires a username and password:**
In the **Updates** window select whether to choose your update server automatically, type your ESET-issued Username in the **Update username** field and then click **Set**. Enter your password twice and click **OK** and then click **Next**.

Figure 2-11

Click the image to view larger in new window

13. **(Optional) If your network uses an SMTP server:**
Enter the server address, sender email address, account name and password for your SMTP server and click **Next**.

Figure 2-12

14. Click **Test Server Ports**. You should see the message **Selected server port is available**. Click **OK** and then click **Next**.

Figure 2-13

15. Define the filename for your server log, set the verbosity level of server logs and then click **Next**.

Figure 2-14

16. Click **Install** to complete your installation. When you are finished, install the ESET Remote Administrator Console if you have not already.

Figure 2-15

III. <u>Troubleshooting</u>

Issue: You encounter one of the following errors while installing ESET Remote Administrator Server in cluster mode or while trying to make a change to policy/configuration items in the ESET Remote Administrator Console.

> "Error while copying license from C:\users\<username>\AppData\Local\Temp\era_setup_lickey.tmp to \\server\sharedFolder. Last error code: 5."
>
> In the installation log "<timestamp> Error occurred (TextNo=5352): Error while copying license file from C:\Users\<username>\AppData\Local\Temp\era_setup_lickey.tmp to \\server\SharedFolder\nod32.lic Last error code: 5"
>
> "An error occurred while setting up the server configuration! Error code: 40021, 1"
>
> "An error occurred while setting up the server configuration!Error code: 20052, 1"

Solution: To resolve this issue, check to see that all necessary machines or active directory user accounts have full controll of the shared folder, quorum disk or DFS share where the cluster shared folder resides. Add the "Domain controllers" active directory group to the list of groups with full control of the cluster shared data folder

(see part I step 7). Reinstall ESET Remote Administrator in cluster mode and select "local system" at the **Service Account**window during setup (see part II step 8).

Tags
ERA 5.x