Reset the ESET Remote Administrator Web Console (ERA Web Console) password (6.x)

Ondersteuning | ESET Nederland - 2025-03-07 - Reacties (0) - 6.x

https://support.eset.com/kb3760

Issue

Login error in ESET Remote Administrator Web Console

Cannot log into the ESET Remote Administrator Web Console (ERA Web Console) because you do not have the ERA Web Console password

If you know the password and want to change it:

1. Open the ESET Remote Administrator Web Console login screen.
2. Click **Change Password**.



Figure 1-1

3. Enter the existing password into the first blank field, then enter the new password into the **Type new password** and **Retype new password** fields. When you are finished, click **Login** to save your changes.

Solution

Are you a Linux user?

If you do not have the original password, and you need to reset the ERA Web Console password for an individual administrator account,

follow the steps below:

1. Click **Start** → **Control Panel**.
2. Click **Programs and Features**.



Figure 1-2
Click the image to view larger in new window

3. Right-click **ESET Remote Administrator Server** and select **Change** from the context menu.



Figure 1-3
Click the image to view larger in new window

4. Click **Next**.



Figure 1-4

5. Click **Repair**.



Figure 1-5

6. Complete all required fields in the **Database server connection** window and click **Next**.

> ### Default port number
>
> The screenshot below shows the port number (14222) set by ERA installer set during the installation of MS SQL. The standard MS SQL port is 1433. If you are using a pre-existing SQL database, 1433 is the default port.



Figure 1-6

7. Select **Use existing database and apply upgrade** and click **Next** (this step applies to ERA 6.4 and earlier).



Figure 1-7

8. Click **Next**.



Figure 1-8

9. Deselect the check box next to **Use password already stored in database**, type a new password into the **Password** and **Password confirmation** fields and then click **Next**.



Figure 1-9

10. Click **Next**.



Figure 1-10

11. Click **Repair**.



Figure 1-11

12. Click **Finish**. You can now log in to ERA Web Console with your new password.

Linux and Virtual Appliance users

To reset the Web Console Administrator password follow the steps below. The administrator password must be at least 8 characters long.

1. Log in to the Linux console on the machine where ERA 6.5 is installed as `root`

2. Save your password to the variable NEW_PASSWORD (for security reasons). Type following command, where `<password>` is substituted by your new password.
   `export NEW_PASSWORD=<password>`

3. Run the following command to change your password for the new one:
   `/opt/eset/RemoteAdministrator/Server/setup/installer_backup.sh --skip-license --server-root-password='env:NEW_PASSWORD'`

4. Run this command to remove your password from variables:
   `export NEW_PASSWORD`

5. Restart the ERA Server service.

- Tags
- ERA 6.x