Stop or restart the ESET Remote Administrator Server service

Ondersteuning | ESET Nederland - 2025-03-07 - Reacties (0) - Legacy ESET Remote Administrator (6.x / 5.x / 4.x)

Issue

Stop or restart the ESET Remote Administrator Server (ERAS) service
SC Error Code: 11 is returned when you attempt to push install
You are resetting the ESET Remote Administrator Console (ERAC) login password (ERA version 5)
You are troubleshooting the ERA Web Console (ERA version 6)

Solution

Use caution when restarting ERA Services

Always be careful when restarting the ERA Server or other ERA services. This action can:

affect other users using the ERA Server
interrupt running server tasks or postpone their execution (especially if throttling is used)
lead to loss of unsaved settings or other unsaved information
cause additional CPU and network load

Restart the ERA Service only if it is necessary.

Restart the service on Windows systems

Linux users, click here.

1. Click **Start → Run**, type **services.msc** and then click **OK**.

2. **Windows Vista users**: Click **Start**, type **services.msc** and press **ENTER**.

   Windows Server users 2012: Click the Windows key + **R**, type **services.msc** and press **ENTER**.



Figure 1-1

3. Locate the **ESET Remote Administrator Server** service in the **Services** window, right-click it and select either **Stop** or **Restart** from the context menu.



Figure 1-2

Restart the service on Linux systems

Different Linux distributions use various commands to start and restart services. Some distributions provide GUI tools for this purpose (for example, `bum`).

Most common commands for service management among Linux distributions are:

```
systemctl
service
/etc/init.d/...
```

To restart the ERA Server on a Linux system, you must stop the service and then start it using commands such as the ones shown below:

```
systemctl start eraserver
systemctl stop eraserver
```

or

```
service eraserver start
service eraserver stop
```

or

```
/etc/init.d/eraserver start
/etc/init.d/eraserver stop
```

These examples can be modified to `restart / start / stop` other ERA services such as `eraagent, eramdmcore` or `eraproxy`.

To view a list of running programs, run `top` or `htop` (exit the program by typing `q`). If you want to find out which era components are running, run `htop` and then press the **F3** key to search for the keyword `era`.

Root priviledges are required to run the command successfully.
Use `sudo` or login as root. For example:

```
sudo systemctl start eraserver
```

Related articles:

ESET Remote Administrator Web Console does not load (6.x)