

ESET Tech Center

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Upgrade ESET Remote Administrator 6.x to the latest 6.x version

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Issue

- Upgrade individual ERA components (Agent, Server, Proxy) to the latest version
- Resolve CREplicationModule errors by upgrading to the latest version

End of support for version 6.4 and 6.5 of ESET Remote Administrator / MDM

ESET Remote Administrator version 6.5 is currently in Limited Support status and will soon be in Basic Support status. It is expected to reach End of Life status in December 2020.

ESET Remote Administrator version 6.4 is currently in End of Life status and no longer available for download.

The MDM functionality in ESET Remote Administrator version 6 is currently in End of Life status and no longer available for download

- To see the list of products and dates for ESET end-of-life, visit the [ESET End of Life policy \(Business products\)](#)
- See [our instructions](#) for migrating ESET Remote Administrator to version 7 (ESMC).

Solution



Linux users: [Upgrade ERA to the latest version on a Linux Operating System.](#)

Prerequisites

- Perform a full backup of ERA.
 - - **Database:** Review specific instructions from the software publisher on how to [perform a back up operation for your supported database type and version](#).
 - - **Configuration:** Copy the Startupconfiguration.ini file, located at: C:\ProgramData\ESET\RemoteAdministrator\Server\EraS

erverApplicationData\.

- - **Mobile Device Connector:** If this component is used, copy the Startupconfiguration.ini located at: C:\ProgramData\ESET\RemoteAdministrator\MDMCore\Configuration.
- You must have ESET Remote Administrator (ERA) 6.1 or later to run the Component Upgrade task. [Check which version of ERA you have installed.](#)
If you are not running ERA 6.1 or later, or you are having issues using the component-based upgrade task in the ERA Web Console, see the instructions below to perform a manual component-based upgrade of ERA.

Perform a Component Upgrade task from the ERA Web Console

The following steps will upgrade both ERA components (Server, Console) and the ESET Remote Administrator Agent(s) (ERA Agent). When upgrading to the latest version, your policies will be preserved. Update your ERA Server first. Select few client machines to use as a test for the update and run the task on them (use at least one client from each system / bit category).

Component Upgrade task may take some time to complete


Please be patient during the Component Upgrade task process. It may take some time to complete. Do not restart your ERA Server until the task has completed.

Special characters may cause upgrade to fail

If you have met the requirements for upgrading and your upgrade to the latest version of ESET Remote Administrator (ERA) fails, it could be due to the use of special characters in your ERA password. To resolve this issue, [change your ERA password](#) and attempt the upgrade again.

Warning: Do not upgrade to ERA Agent version 6.4 for ESET Shared Local Cache

Upgrading the ERA Agent to version 6.4 for ESET Shared Local Cache (ESLC) will upgrade the ERA Agent but the appliance will show a red malfunction status in the ERA Web Console. Wait for an upcoming service release to upgrade ESLC.

1. [Open ESET Remote Administrator Web Console](#) (ERA Web Console) in your web browser and log in.
2. Click **Admin**  → **Client Tasks** → **ESET Remote Administrator** → **Remote Administrator Components Upgrade** and click **New**.

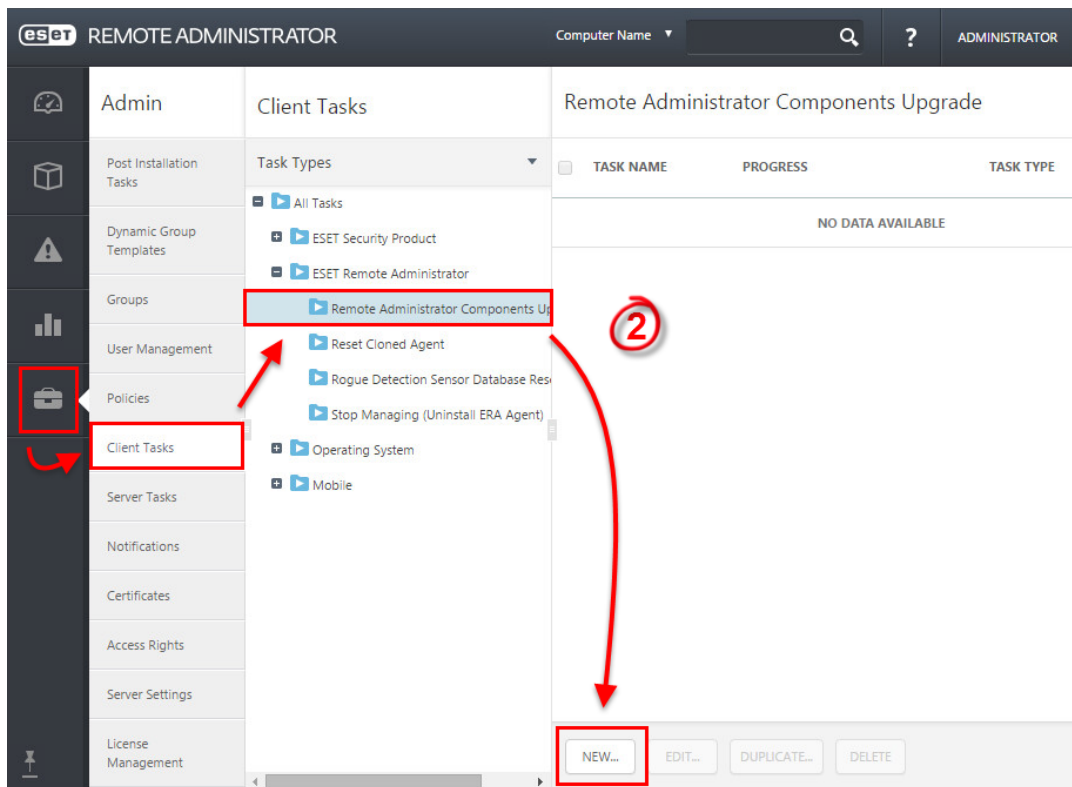


Figure 1-1

Click the image to view larger in new window

1. In the **Name** field, type a name for your task. In the **Task** drop-down menu, verify that **Remote Administrator Components Upgrade** is selected.

ESET Remote Administrator version 6.2.11 and earlier:

Adding targets is done during task creation (for example, after adding a new task and giving it a **Name**, click **Target** to add groups or clients to the task).

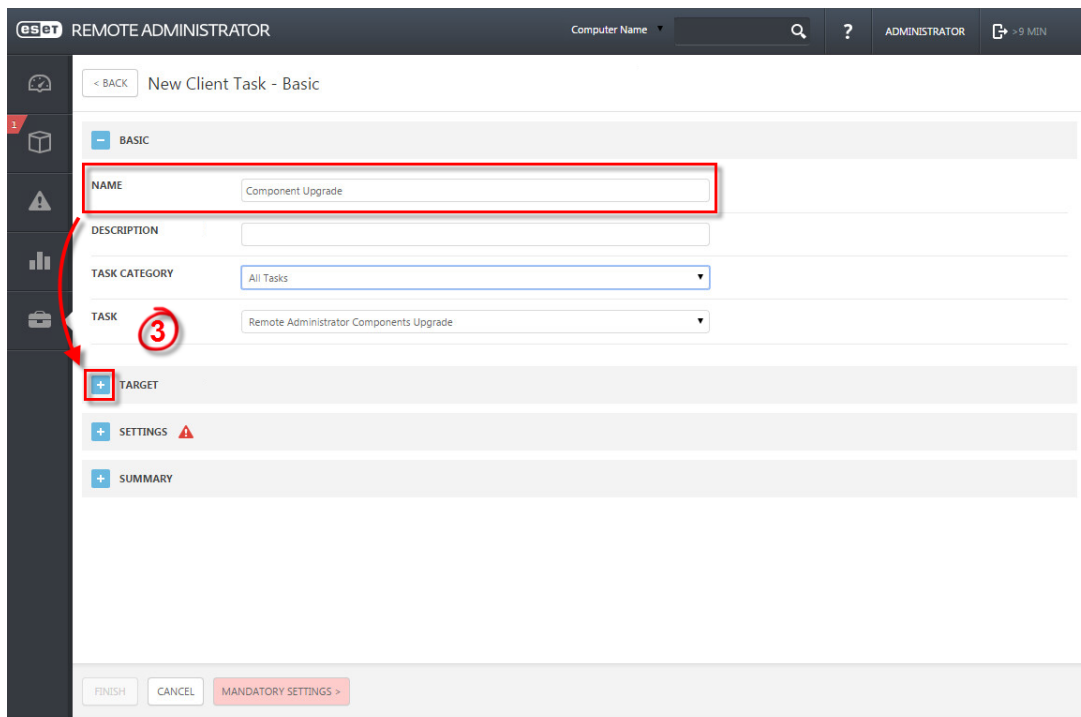


Figure 1-2

Click the image to view larger in new window

1. Expand the **Settings** section, select the check box next to **I agree with application End User License Agreement** and then click **Choose server**.

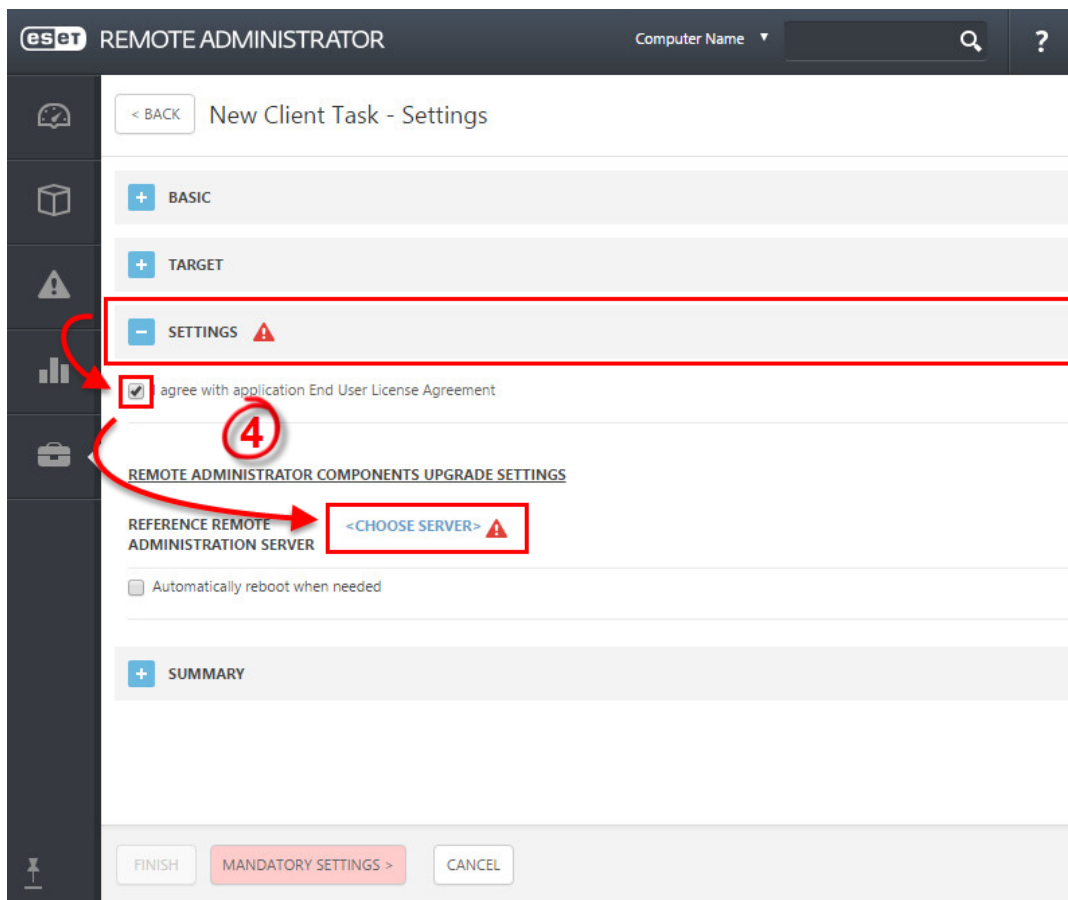


Figure 1-3

Click the image to view larger in new window

1. Select the ERA Server you want to upgrade and click **OK**.

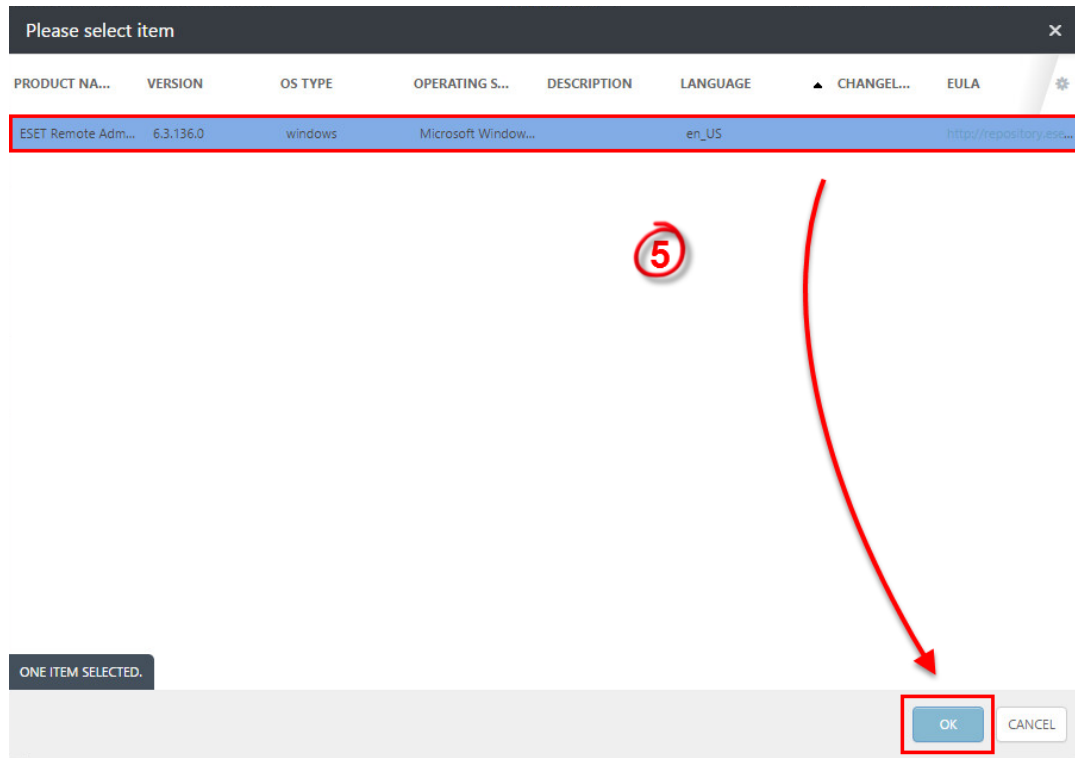


Figure 1-4

Click the image to view larger in new window

1. Click **Finish**.
2. [Create a trigger and add target computers or groups to execute the task.](#)

Perform a manual component-based upgrade of ERA

1. Upgrade ERA Server and Web Console

1. [Download the necessary ERA 6 component installers.](#) ERA Server, Agent, RD Sensor and Web Console are required. Download any other installers as needed. Do not rename downloaded .msi installer files.
2. Stop Apache Tomcat. Navigate to your %TOMCAT_HOME%\bin directory (for example, C:\Program Files\Apache Tomcat\Tomcat7\bin) and double-click **tomcat7w.exe**.
3. Back up the C:\Program Files (x86)\Apache Software Foundation\Tomcat 7.0\webapps\era folder and all of its contents.
File location will differ on 32-bit systems:
On 32-bit systems, the "Program Files (x86)" folder is named "Program Files".
4. Copy the EraWebServerConfig.properties configuration file located

at: C:\Program Files(x86)\Apache Software Foundation\Tomcat 7.0\webapps\era\WEB-INF\classes\sk\eset\era\g2webconsole\server\modules\config\EraWebServerConfig.properties.

5. Delete the contents of the original C:\Program Files(x86)\Apache Software Foundation\Tomcat 7.0\webapps\era folder (including the era.war file).
6. In the downloaded installer files from Step a, locate the era.war file and extract it to: C:\Program Files (x86)\Apache Software Foundation\Tomcat 7.0\webapps\era.
7. Move the EraWebServerConfig.properties configuration file from Step d to: C:\Program Files (x86)\Apache Software Foundation\Tomcat 7.0\webapps\era\WEB-INF\classes\sk\eset\era\g2webconsole\server\modules\config.
8. Double-click **ERAServer.msi**.
9. Specify your database connection settings:
 - If you installed using the all-in-one installer, in the **Database** drop-down menu, select **MS SQL Server via Windows Authentication** and click **Next**.
 - If you used an existing MS SQL Server/MySQL, select the connection type defined during installation. An administrative privileged database connection (user) is required when connecting to the ERA Server database. Click **Next**.
10. Start the Apache Tomcat service. Depending on your system configuration, allow up to 40 seconds for the service to start.
11. Open ESET Remote Administrator Web Console (ERA Web Console) in your web browser and log in. [How do I open ERA Web Console?](#)
12. Continue to Part 2 below to upgrade other ERA components.

2. Upgrade other ERA Components

1. Upgrade the ESET Rogue Detection Sensor (RD Sensor).
2. Upgrade the ERA Agent(s). Choose the appropriate upgrade method below for your ERA structure:
 - Run the Agent .msi installer locally on each client.
 - Create a Run Command client task. Continue to Part 3 below.

3. Agent upgrade using Run Command Client task

1. Create a new dynamic group based on operating system (32-bit or 64-bit).
 - For 32-bit systems:
 - Operation "AND"
 - Add rule OS edition > OS platform = (equal) 32-bit
 - Add rule OS edition > OS type contains Windows

- For 64-bit systems:
 - Operation "AND"
 - Add rule OS edition > OS platform = (equal) 64-bit
 - Add rule OS edition > OS type contains Windows

2. Create a new client task for 32-bit systems.

ERA Log File location:

The ERA log file is accessible at: %TEMP%; for example: C:\Windows\Temp\

See also [log files location for all ERA components](#) in ERA User Guide.

1. In the **Basic** section, select **Run Command** from the **Task** drop-down menu.
2. In the **Targets** section, select the dynamic group for 32-bit operating systems created in Step a.
3. In the **Settings** section, in the **Command line to run** field,


```
type: msiexec /qn /i "\\SERVER\readonlyshare\Agent_x86.msi" /l*v! %TEMP%\era-agent-upgrade.txt
```

 (replace server with your actual server name and readonlyshare with your share name).

- When using the installer package via HTTP:

```
msiexec /qn /i
"http://SERVER/share/Agent_x86.msi" /l*v!
%TEMP%\era-agent-upgrade.txt
```

```
msiexec /qn /i
"http://repository.eset.com/v1/com/eset/apps/business/era/agent/v6/6.5.522.0/Agent_x86.msi" /l*v!
%TEMP%\era-agent-upgrade.txt
```

3. Create a new client task for 64-bit systems.

"MainEngineThread is returning 1619" Error Message:

The installation package is damaged and cannot be opened. Deploy ERA Agent with a different installation package.

1. In the **Basic** section, select **Run Command** from the **Task** drop-down menu.
2. In the **Targets** section, select the dynamic group for 64-bit operating systems created in Step a.
3. In the **Settings** section, in the **Command line to run** field,


```
type: msiexec /qn /i "\\servereadonlyshare\Agent_x64.msi" /l*v! %TEMP%\era-agent-upgrade.txt
```

 (replace server with your actual server name and readonlyshare with share name).

- When using installer package via HTTP:

```
msiexec /qn /i
```

```
"http://SERVER/share/Agent_x64.msi" /l*v!
```

```
%TEMP%\era-agent-upgrade.txt
```

```
msiexec /qn /i
```

```
"http://repository.eset.com/v1/com/eset/apps/business/era/agent/v6/6.5.522.0/Agent_x64.msi" /l*v!
```

```
%TEMP%\era-agent-upgrade.txt
```

4. To view client task details, click **Computers**, select the applicable client computer, click **Details** and then click **Installed Applications**. There will be a brief period where two versions of the ERA Agent are running on a single client machine. This is only temporary. Create an [Outdated applications](#) report to monitor the status of client computers hourly.

Tags

ERA 6.x