

ESET Tech Center

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Upgrade ESET Remote Administrator to the latest version (5.x)

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<https://support.eset.com/kb2439>

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?](#)

Existing customers with a valid business license for ESET Remote Administrator (ERA) may upgrade to the latest version of the same product for free.

Important information about upgrading

- **ERA 2.x and earlier users:** To preserve your server data, follow the steps in the **Installation over previous versions** section of the [ESET Remote Administrator Guide](#).
- We recommend that after you have upgraded ESET Remote Administrator (ERA), you also upgrade client

workstations to the latest version of ESET endpoint products. [View instructions to upgrade client workstations using ERA.](#)

- **Make backups of your ESET Remote Administrator Server folder(s).**
- [Latest version](#) of **ESET Remote Administrator: 5.3.39.0**
- If you want to migrate your ERA 5.x to ERA 6, [follow these instructions.](#)
- If you have ERA 6.x and you want to upgrade to the latest version, [follow these instructions.](#)

1. Download the two files below. You will need to enter your ESET-issued Username and Password to download.

[ESET REMOTE ADMINISTRATOR SERVER](#)

[ESET REMOTE ADMINISTRATOR CONSOLE](#)

2. When both downloads are complete, double-click the file named **era_server_nt32_enu.msi** to launch the ESET Remote Administrator Server (ERAS) installer.
3. Select a **Typical** installation type at the **Select type of installation** screen and then click **Next**.



Figure 1-1

Click the image to view larger in new window

4. Follow the ESET Remote Administrator Server Setup instructions to upgrade ERAS.

NOTE: Upgrading from previous versions of 5.x to most recent version

You will also need to know the location of your license (.lic) file for installation. [I lost my username, password or license file.](#)

You will be asked to enter your Server password.

ERA version 4.x users: Select **Full import** at the **Migration Settings** screen and then follow the on-screen instructions to install ERAS over your existing installation.



Figure 1-2

Click the image to view larger in new window

5. When ERAS installation is complete, double-click the file named **era_console_nt32_enu.msi** to launch the ESET Remote Administrator Console (ERAC) installer. Follow the on-screen instructions to install ERAC over your existing installation.
6. If you want to continue using policy settings from policies created for 4.x and earlier clients, use the Policy Migration Wizard to create a new 5.x policy with settings from your previous policy.

See the Knowledgebase article below for step-by-step instructions:

- [How do I use the Policy Migration Wizard in ESET Remote Administrator?](#)

Related articles:

[Check for the latest version of your ESET business products](#)

[When upgrading to ESET Remote Administrator 5.x, how do I create a new policy using settings from ESET Remote Administrator 4.x and earlier?](#)