User credentials are not syncing in the Active Directory of the ESET Remote Administrator Server (5.x)

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?

1. Open the ESET Remote Administrator Console (ERAC) by clicking **Start → All Programs → ESET → ESET Remote Administrator Console → ESET Remote Administrator Console**.

2. Click **Tools → Server Options** and click the **Advanced** tab.

3. Click **Edit Advanced Settings**.

4. Expand **Remote Administrator → ERA Server → Settings → Active Directory** and verify that the settings entered for Active directory server, username and password are correct. If any of this information is incorrect, select the item and enter the correct information into the **Value:** field (to edit the Active directory password, select **Active directory password**, click **Set Password**, make your changes and click **OK**).

> **NOTE:**
>
> After you set the Active Directory (AD) password in ESET Remote Administrator 5.x and later, it is stored in a private .xml file for security reasons. As a result, you will see **<Password is not set>** next to **Active directory password** the next time you open ESET Configuration Editor even if this password has been previously set.

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

5. Click **Console** and then click **Yes** to save your changes.

6. In the ERAC, click the **Remote Install** tab, select **Default Search Task** and then click **Run** (version 4.x users click **Enumerate on server**). If your Active Directory settings are accurate, user credentials should sync in the Active Directory properly.

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

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