

ESET

Step-by-step guide

Manual Installation of ESET End Point and ERA agent in Windows computers. This will install ESET and ERA and will communicate with our ERA admin console website era.ip2me.com.au

This all-in-one installer method can be used for installing to our MSA clients who don't have Active Directory Server.

1. Login to ESET website era.ip2me.com.au with your admin.username credentials
2. Click Admin and select Deploy ERA Agent.
3. Click Create Installer.
4. Click Configuration.
5. Click SELECT on Parent Group (Optional)
6. Select the name of the customer from the list of available customers.
7. Click Create Package
8. Download the 32 Bit or 64 Bit as per the Windows computer ESET is to be installed.
9. Ensure that Windows Backup and Recovery is running and a recent image has been created.
10. Manually uninstall Trend Micro or AV Defender if found and restart computer.
11. Ensure upon restart no AV software has re-installed.
12. Copy the EXE file to the client computer and run the EXE file.
13. The ESET will prompt to remove other AV products in the dialog box. Select this options if you want ESET to remove other AV product or remove the other AV product manually before running this EXE file.
14. The installation will be two part installation. First the installer will install ERA remote agent. After ERA remote agent, ESET Endpoint Security will be installed.
15. Note:- You have to close all programmes. No need to reboot the computer after install.
16. If the installation fails please check these notes: [ESET Endpoint Antivirus Setup failed to install](#).
17. Login to ERA Admin Console and check the computer status.

Check contents 3.1 and 3.2 in the attached ESET Endpoint Security User Guide 6 for other AV removal and ESET installation

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