ESET Remote Administrator Mirror server provides incomplete or outdated module version updates to client workstations (5.x)

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https://support.eset.com/kb3069

Issue

Client workstations with ESET Endpoint Security or ESET Endpoint Antivirus download updates from a local Mirror server created by ESET Remote Administrator, ESET File/Mail/Gateway Security for Linux, or ESET File Security for Windows, but do not receive the latest version(s) of some program modules (such as the HIPS support module and Advanced antispam module).

Details

Solution

I. Note product module version numbers

I. Update ESET Remote Administrator to the latest version
II. Update your license file

I. Note product module version numbers

1. On a client workstation with ESET Endpoint Security or ESET Endpoint Antivirus installed, open the main program window by double-clicking the ESET icon in your Windows notification area or by clicking **Start → All Programs → ESET → ESET Endpoint Security** or **ESET Endpoint Antivirus**.

2. Click **Help and support → About ESET Endpoint Security** or **About ESET Endpoint Antivirus**. Note the version numbers for each of the different product modules, and then continue to part II.

Figure 1-1

II. Update ESET Remote Administrator to the latest version

1. Visit the following Knowledgebase article for instructions on how to upgrade ESET Remote Administrator to the latest version:

    - How do I upgrade ESET Remote Administrator to the latest version?

2. Once you have upgraded ESET Remote Administrator to the latest version, perform a virus signature database update.

1. Repeat the steps in part I. Verify that product module version numbers have changed to indicate the latest product module versions.

If after updating ESET Remote administrator to the latest version the issue is not resolved, or if your Mirror server is configured using an ESET product other than ESET Remote Administrator, continue to part III to update your license file.

III. Update your license file

1. Request a new license file using our Lost License page. You will need your ESET-issued Username or the email address registered to your ESET account. If you are not able to supply this information, contact ESET technical support to request a new license file.
2. Replace the outdated license file in your ESET product with your new license file in License manager. For step-by-step instructions to replace your existing license file, see the following Knowledgebase article:

    - What do I do with my ESET security product license files? (5.x)

3. Update the virus signature database of your ESET product.
4. Repeat the steps in part I. Verify that product module version numbers have changed to indicate the latest product module versions.

- Tags
- EES 5.x
- ERA 5.x