

ESET Tech Center

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Cannot receive regular updates from the ESET Remote Administrator mirror server (5.x)

Ondersteuning | ESET Nederland - 2025-03-07 - Comments (0) - 5.x

<https://support.eset.com/kb3144>

Issue

'NOT_COMPATIBLE_MODULE'

'file not found on server'



Figure 1-1

Solution

1. Confirm that you are able to see hidden files.
Click **Start** → **Control Panel** → **Folder options**, and then click the **View** tab and select **Show hidden files, folders, and drives** if it is not already selected. Once you are finished click **OK**.



Figure 1-2

2. Close the ESET Remote Administrator Console if it is open.
Click **Start**, type **Services.msc** into the command line and press **Enter**.
3. Locate the **ESET RA HTTP Server** service in the **Services** window, right-click it and select **Stop** from the context menu (see Figure 1-3).

4. Locate the **ESET Remote Administrator Server** service in the **Services** window, right-click it and select **Stop** from the context menu.



Figure 1-3

Click the image to view larger in new window

5. Delete the contents of your **Updfiles** and **Mirror** folders, which are located under the following directories depending on your operating system (These directories are used by default and may be different if you specified a custom location for them during installation.):

- Windows Server 2008R2

C:\ProgramData\ESET\ESET Remote
Administrator\Server\Updfiles

C:\ProgramData\ESET\ESET Remote
Administrator\Server\Mirror

- Windows Server 2003

C:\Documents and Settings\All Users\Application
Data\ESET\ESET Remote Administrator\Server\Updfiles

C:\Documents and Settings\All Users\Application
Data\ESET\ESET Remote Administrator\Server\Mirror

6. Click **Start**, type **Services.msc** into the command line and press **Enter**.
7. Locate the **ESET Remote Administrator Server** service in the **Services** window, right-click it and select **Restart** from the context menu. The **ESET RA HTTP Server** service will be restarted automatically once you download the latest update.



Figure 1-4

Click the image to view larger in new window

8. In the ESET Remote Administrator Console, click **Tools** → **Server Options** → **Updates** and then click **Update Now**. You should now be able to receive updates without interruption.

NOTE:

If you have completed the steps in this article and still receive an error message when attempting to update, a third-party firewall might be causing your issue. Please refer to the following Knowledgebase article to verify that you have excluded ESET's update servers from filtering by your third-party firewall:

- [What addresses and ports on my third-party firewall should I open to allow full functionality for my Windows ESET product?](#)



Figure 1-5

Tags

ERA 5.x

Mirror