

# 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

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'NOT\_COMPATIBLE\_MODUL'

'file not found on server'



**Figure 1-1**

### Solution

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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](#)