I receive the error "Virus signature database update failed" in ESET Endpoint Security/ESET Endpoint Antivirus updating from a global server (5.x)

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https://support.eset.com/kb3164

Issue

You receive the error message “Virus signature database update failed”

Solution

Upgrade to the latest version

Many of the issues you might be experiencing with your ESET product have been resolved in the latest version. We highly recommend that you upgrade to the latest version:

How do I upgrade to the latest version?

Remember: Version 5.x and later of ESET Smart Security and ESET NOD32 Antivirus is not suitable for use with ESET server products (for example, ESET Remote Administrator). Check your version here.

Business users with client workstations updating from global servers – To resolve this issue, use ESET Remote Administrator to set

client workstations to download updates from a different update server. You can do this using one of the following methods below depending on your network configuration:

Method 1: Server Policy

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 → Policy Manager**, select **Server Policy** (your server's name) and click **Edit…**

3. In **ESET Configuration Editor** expand **Windows desktop v5 → Update → Profile (My profile) → Settings**.

4. Click **Update server** and make a note of the contents of the **Value** field, you will need to revert back to this original setting later.

5. Select **Custom update server** from the **Value** drop-down menu. Type *http://update.eset.com/eset_upd* into the **Value** field.



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

6. Click **Console** to close the **Configuration Editor**. You will be prompted to save your changes, click **Yes** and then **OK** to exit **Policy Manager**.

7. Once client workstations can successfully receive updates, repeat steps 1-3, click **Update server**, and change the **Value** field to its original setting which you noted in step 4.

8. Click **Console** to close the **Configuration Editor**. You will be prompted to save your changes, click **Yes** and then **OK** to exit **Policy Manager**.

Method 2: Configuration task

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

2. Click **File → New Task**, select **Configuration** task and then click **OK**.

3. In the **Configuration for Clients** window, click **Create**.

    - These steps describe how to create a new configuration file. You can also use an already created configuration file by clicking **Select...** in the **Configuration for Clients** window, navigating to this configuration and clicking **Edit**.

4. In **ESET Configuration Editor** expand **Windows desktop v5 → Update → Profile (My profile) → Settings**.

5. Click **Update server** and make a note of the contents of the **Value** field, you will need to revert back to this original setting later.

6. Select **Custom update server** from the **Value** drop-down menu. Type *http://update.eset.com/eset_upd* into the **Value** field.



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

7. Click **Console** to close the **Configuration Editor**. You will be prompted to save your changes, click **Yes** and select the location to save the newly created configuration file to.

8. In the **Configuration for Clients** window click **Select...**, navigate to the configuration file you just saved and then Click **Next**.

9. In the **Select Clients** window, select the client or groups to which you want to apply the Configuration task and click **Next**.

10. Define when the task should be applied and click **Finish**.

11. Once client workstations can successfully receive updates, repeat steps 1-4, click **Update server**, and change the **Value** field to its original setting which you noted in step 5.

12. Click **Console** to close the **Configuration Editor**. You will be prompted to save your changes, click **Yes** and select the location to save the newly created configuration file to.

13. In the **Configuration for Clients** window click **Select...**, navigate to the configuration file you just saved and then Click **Next**.

14. In the **Select Clients** window, select the same client or groups you did in step 9 and click **Next**.

15. Define when the task should be applied and click **Finish**.

Related articles:

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