Update Mirror Troubleshooting Checklist (ESET Remote Administrator 5.x)

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https://support.eset.com/kb3281

Issue

Troubleshoot issues with the ESET Remote Administrator Server Mirror
Update fails or finishes with a warning
AUTHORIZATION_FAILED(0x2001) error
MIRROR_REQUIRED_MODU error
Client workstations are unable to retrieve updates from the ESET Remote Administrator Server Mirror
A conflict exists between the ESET RA HTTP Server service and the ESET HTTP Server service

See the basic setup guide

This checklist is available in Section 6 of the ESET Remote Administrator Basic Setup Guide.

Solution

A new version has been released

Version 6 of ESET Remote Administrator (ERA) and ESET business products were released in North America December 11th, 2014, and globally February 25th, 2015. This article applies to version 5.x and earlier ESET business products. For information about what's new in the latest version and how to

upgrade, see the following article:

What's new in ESET version 6 business products?

Complete the following checklists to troubleshoot your issue(s). If you are still experiencing issues after completing part I and part II, proceed to part III.

I. Client-side checklist
II. Server-side checklist
III. Before submitting a case

I. Client-side checklist

1. Clear the update cache and try to update again.
2. Verify that the client workstation is able to reach the mirror (http://servername:2221/update.ver):
    - Configure an ESET client workstation to access the Mirror server in ESET Remote Administrator (5.x).
    - If the Mirror still cannot be reached, verify that the Windows firewall on the server, or any other firewalls, is allowing TCP traffic on port 2221.
    - Test the connectivity from the workstation computer to the server using Telnet:
        - telnet SERVERNAME:2221

> ### If Telnet is not installed
>
> You can install Telnet from an administrative command prompt using the following command:
>
> - `pkgmgr /iu:"TelnetClient"`

II. Server-side checklist

1. Verify that server update settings are configured properly in the ESET Remote Administrator Console:
    a. Set up a Mirror server in ESET Remote Administrator.
    b. Clear the update cache and try to update again.

2. Verify that the Windows firewall is allowing TCP traffic on port 2221:

    a. Click **Start → Administrative Tools → Windows Firewall with Advanced Security**.
    b. Click **Inbound Rules → New Rule**.

> ### Inbound/outbound rules
>
> The same Windows Firewall exception should be added for Outbound rules as well.

    c. Select **Port** and click **Next**.
    d. Select **TCP → Specific local ports** and then enter **2221-2224** into the blank field. Click **Next**. Select **Allow the connection** and click **Next** again.
    e. Deselect the check box next to **Public** and click **Next**.
    f. Type a name for the rule into the **Name** field and click **Finish**.

3. Delete the **Mirror** and **updfiles** folders from the file system and let the ESET Remote Administrator Server recreate it by performing an update:

    a. Make sure that **Show hidden files, folders, and drives** is enabled:

        i. Click **Start → Control Panel → Folder Options**.
        ii. Click the **View** tab, select **Show hidden files, folders, and drives** and then click **OK**.

    b. Navigate to the **Mirror** folder, right-click it and select **Delete**. Click **Yes** to confirm.

> ### Location may vary
>
> The location of this folder will vary depending on operating system and Mirror configuration.
>
> - **Server 2008R2**: C:\ProgramData\ESET\ESET Remote Administrator\Server\Mirror

- **XP/Server 2003**: C:\Documents and Settings\All Users\Application Data\ESET\ESET\Remote Administrator \Server\mirror

c. Repeat the same process for the **updfiles** folder.
d. Open the ESET Remote Administrator Console and click **Tools** → **Server Options**.
e. Click the **Updates** tab, select the check box next to **Clear update cache** and then click **Update Now**. When prompted to fire the event, click **Yes**.

4. Verify that the ESET RA HTTP Server service is set to manual and logged in as the Network Service account:

   a. Click **Start**, type **services.msc** into the search field and press **Enter**.
   b. Locate the **ESET RA HTTP Server** service in the **Name** column.
   c. Verify that **Manual** is listed in the **Startup Type** column.
   d. Verify that **Network Service** is listed in the **Log On As** column.

5. Verify that the http Mirror service is running and or can be restarted successfully.

   If not:

   a. Verify that the client on the server is not also attempting to host the mirror.
   b. Verify that there are not any other services listening on the mirror (port 2221 by default).

      - You can use Telnet or NetStat to complete this step.

6. Verify that the mirror folder exists in the file system:

   a. Make sure that **Show hidden files, folders, and drives** is enabled:

      i. Click **Start** → **Control Panel** → **Folder Options**.
      ii. Click the **View** tab, select **Show hidden files, folders, and drives** and click **OK**.

   b. Navigate to the **Mirror** folder.

Location may vary

The location of this folder will vary depending on operating system and Mirror configuration

- **Server 2008R2**: C:\ProgramData\ESET\ESET Remote Administrator\Server\Mirror

- **XP/Server 2003**: C:\Documents and Settings\All Users\Application Data\ESET\ESET Remote Administrator\Server\mirror

7. Verify the path of the mirror. If a non-standard location is set then set it to the default of, `Mirror\`:
    a. Open the ESET Remote Administrator Console and click **Tools → ESET Configuration Editor**.
    b. Expand **Remote Administrator → ERA Server → Settings → Mirror** and select **Mirror folder**.
    c. If you see a path other than `mirror\` in the **Value** field, replace it with `mirror\` (the default folder).
    d. Save your changes and exit the ESET Configuration Editor.
    e. Click **Tools → Server Options**, click the **Update** tab and then click **Update Now**.
8. Verify that the mirror folder is up to date:
    a. Make sure that **Show hidden files, folders, and drives** is enabled:
        i. Click **Start → Control Panel → Folder Options**.
        ii. Click the **View** tab, select **Show hidden files, folders, and drives** and click **OK**.
    b. Navigate to the **Mirror** folder in your file system, double-click it and then open **update.verfile** in Notepad.
    c. Search the file for today's date in European format (European format is written YYYYMMDD, for example, 20121108). The virus signature database version will be

displayed next to the date, which you can compare to the latest version of the virus signature database.

9. Delete the contents of the Windows Temp folder and/or check the permissions:
    a. Navigate to C:\Windows\Temp.
    b. Verify that the user has “Full Control” by right-clicking the **Temp** folder and clicking **Properties** → **Security** tab.
    c. Once you have verified that the user has Full Control access, delete the contents of the **Temp** folder.

III. Before submitting a case

If you are still experiencing issues and are going to submit a case, you can expedite our response time by having a SysInspector log and .xml configuration ready:

1. Create a SysInspector log:
    a. Download ESET SysInspector.
    b. Click Download next to your desired version. When prompted to Run or Save, click Save and save the file to your Desktop.
    c. Double-click the SysInspector icon on your Desktop and click Run.
    d. Click I Agree. Once the analysis is finished, the ESET SysInspector main program window will open.
    e. Click File → Save Log. Click Yes to confirm and then save the log file to your Desktop.

    > ### Before saving the log file
    > Make sure that ESET SysInspector Compressed Log (*.zip) is selected from the Save as typedrop-down menu.

    f. Attach this log to your email reply to ESET Technical Support. We will examine the log and respond as soon as possible with the recommended action based on our findings.

2. Export an .xml configuration by following the steps in the Knowledgebase article below:
    - How do I export a configuration to an .xml file to help ESET Technical Support resolve my issue?

3. Attach the configuration .xml file to your email reply to ESET Technical Support. We will examine the log and respond as soon as possible with the recommended action based on our findings.

- Tags
- ERA 5.x
- Mirror