

## ESET Tech Center

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## **"Virus signature database update failed" in ESET Endpoint Security or ESET Endpoint Antivirus (5.x)**

Ondersteuning | ESET Nederland - 2025-03-07 - [Comments \(0\)](#) - [5.x](#)

<https://support.eset.com/kb3286>

## Issue

Virus signature database update failed: "An error occurred while downloading update files"

## Solution

If you do not use ESET Remote Administrator to manage your network

Perform these steps on individual client workstations.

## ESET Remote Administrator

## I. Send a Clear Client's Update Cache configuration task

1. Open the ESET Remote Administrator Console (ERAC) by double-clicking the ESET Remote Administrator Console icon on your Desktop, or by clicking **Start** → **All Programs** → **ESET** → **ESET Remote Administrator Console** → **ESET Remote Administrator Console**.

1. In the **Clients** tab, right-click a client workstation and click **New Task** → **Clear Client's Update Cache**.



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

3. The **Run Clear Client's Update Cache Task** window will appear. Click **Next**.



**Figure 1-2**

4. Select the client workstation(s) you want to send the Clear Update Cache task to in the **All items** pane, click **>>** and then click **Next**.



**Figure 1-3**

5. Verify the details of the task in the **Task Report** window and then click **Finish**. Proceed to part II.

## **II. Send an Update Now configuration task**

1. Open the ESET Remote Administrator console (ERAC) by double-clicking the ESET Remote Administrator Console icon on your Desktop, or by clicking **Start** → **All Programs** → **ESET** → **ESET Remote Administrator Console** → **ESET Remote Administrator Console**.

1. In the **Clients** tab, right-click a client workstation and then click **New Task** → **Update Now**.



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

2. The **Update Now** window will appear. Click **Next**.



**Figure 2-2**

3. Select the client workstation(s) you want to send the Update Now task to in the **All items** pane, click **>>** and then click **Next**.



**Figure 2-3**

4. Verify the details of the task in the **Task Report** window and then click **Finish**.

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## Individual client workstations

1. Open ESET Endpoint Security or ESET Endpoint Antivirus. [How do I open my ESET product?](#)
  1. Press **F5** to access Advanced setup.
  1. Expand **Update** → **General** and re-enter your ESET-issued Username and Password. [I do not have my Username and/or password.](#)
1. Click **Clear**.



**Figure 3-1**  
**Click the image to view larger in new window**

5. If your client connects to the internet using a proxy server, click **Setup**, select the **HTTP Proxy** tab and verify with your system administrator that you are using the correct settings. Click **OK** once you are done making changes to proxy settings.
5. Click **OK** and then click **OK** again to exit Advanced setup.



**Figure 3-2**  
**Click the image to view larger in new window**

7. Click **Update** → **Update virus signature database**.



**Figure 3-3**  
**Click the image to view larger in new window**

8. If you are still unable to receive virus signature database updates, restart your computer.
9. If after restarting your computer you are still not able to receive virus signature database updates, [uninstall and reinstall your ESET product.](#)

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