

ESET Tech Center

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Client workstations not receiving virus signature database updates through the proxy (5.x)

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<https://support.eset.com/kb2178>

Your client workstations use a proxy to access the Internet

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?](#)

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

[Perform these steps on individual client workstations.](#)

Resolve proxy issues using Policy Manager in ESET

Remote Administrator

1. Open the ESET Remote Administrator Console by clicking **Start** → **All programs** → **ESET** → **ESET Remote Administrator Console** → **ESET Remote Administrator Console**.
2. Click **Tools** → **Policy Manager**.
3. Select the server policy that you want to modify and click **Edit Policy**.



Figure 1-1

Click the image to view larger in new window

4. Expand **Windows desktop v5** → **Update** → **Profile** → **Settings** → **HTTP Proxy**.
5. Select **Proxy server: Use global proxy server settings**, and then select **Use user-defined proxy server settings** from the **Value** drop-down menu.



Figure 1-2

Click the image to view larger in new window

6. Select **Proxy server** and enter your server IP address into the **Value** field.



Figure 1-3

Click the image to view larger in new window

7. Select **Port** and make sure the correct port number is entered into the **Value** field.



Figure 1-4

Click the image to view larger in new window

8. Select **Username** (if applicable) and enter the server's

username into the **Value** field.



Figure 1-5

Click the image to view larger in new window

9. Select **Password**, click **Set Password**, complete the fields in the **Password** window, and then click **OK**.



Figure 1-6

Click the image to view larger in new window

10. Click **Console** → **Yes** to save your changes. These changes will be applied to client workstations assigned to this policy the next time those client workstations check in to ESET Remote Administrator.

Resolve proxy issues on individual client workstations

1. Open ESET Endpoint Security or ESET Endpoint Antivirus. [How do I open my ESET product?](#)
2. Press the **F5** key to enter Advanced setup.
3. Expand **Update** and click **General** → **Setup**.



Figure 2-1

Click the image to view larger in new window

4. Click the **HTTP Proxy** tab. Select the **Connection through a proxy server** option and enter the **Proxy server** and **Port** information (if a username/password is required, contact your system administrator). Do not enter a complete URL string such as "http://proxy.address:port". Just enter "proxy.address" in the **Proxy server** field and the port

number in the **Port** field.

If your computer is already configured to use a proxy for regular web browsing

Leave the default setting of **Use global proxy server settings** selected.



Figure 2-2

Click the image to view larger in new window

5. Click **OK** → **OK** again to close the Advanced setup window.
6. Click **Update** → **Update virus signature database** to verify that you are now receiving virus signature updates through the proxy.