

ESET Tech Center

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ESET Remote Administrator repository is not working (6.x)

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<https://support.eset.com/kb5667>

Issue

Repository will not work, or is blank

"Failed to get installers: Failed to synchronize package repository"

[A firewall is blocking the connection to the ESET Remote Administrator \(ERA\) repository](#)

[You check the server's trace log and see a "Key not valid for use in specified state" entry](#)

Solution

I. Test your connection to the ERA repository

Open the appropriate URL below in your web browser:

International

customers: <http://repository.eset.com/v1/info.meta>

North American

customers: <http://us-repository.eset.com/v1/info.meta>

If you are given the option to download the metadata file, you are connected to the repository. If you cannot access the repository, contact your system administrator to resolve firewall issues.

North American customers

Due to firewall limitations within North America, you need to change the default repository URL. To do so, follow the steps in Part II.

II. Change the repository URL for ESET Remote Administrator Server

1. Open ESET Remote Administrator Web Console (ERA Web Console) in your web browser and log in. [How do I open ERA Web Console?](#)


1. Click **Admin**  → **Server Settings** and expand **Advanced Settings**. In the **Repository** section, type the ERA repository URL into the **Server** field and click **Save** to apply the changes. Due to firewall limitations within North America, the default ERA repository URL must be changed to:
<http://us-repository.eset.com/v1>



Figure 1-1

Click the image to view larger in new window

III. Change repository for ESET Remote Administrator Agent

1. Open ESET Remote Administrator Web Console (ERA Web Console) in your web browser and log in. [How do I open ERA Web Console?](#)



1. Click **Admin**  → **Policies**.
2. Select the agent policy you need to change, click the gear icon  and then select **Edit**.



Figure 2-1

Click the image to view larger in new window

4. Expand **Settings** → **Advanced settings**. In the **Repository** section, type the ERA repository URL into the **Server** field.

North American customers

Due to firewall limitations within North America, you need to change the default repository URL. To do so, follow the steps in Part II.

5. Choose **Apply** or **Force** and click **Finish**.



Figure 2-2

Click the image to view larger in new window

6. [Check your connection to the repository again](#). If your connection continues to fail, proceed to Part IV.

IV. Troubleshooting "Key not valid for use in specified state" in server trace log

1. In Windows Explorer, navigate to one of the following folders, depending on your operating system:

Windows XP/2003: C:\Documents and Settings\Application Data\Microsoft

Windows Vista/2008 or later: C:\Users\[Windows User Account Name]\AppData\Roaming\Microsoft

Hidden folders

These paths include hidden folders. To make hidden folders visible, click **Start** → **Control Panel** → **Folder Options** → **View**, select **Show hidden files, folders, and drives** and then click **OK**.

2. In the path above, find and rename the **Crypto** folder to

"Crypto old." If you cannot rename the folder, right-click it, select **Copy** from the context menu, right-click in the present folder and then select **Paste** from the context menu (this copy will serve as a backup).

3. After making a backup, delete the original **Crypto** folder.
4. [Restart the ERA Server service.](#)

2. The Crypto folder will be re-created automatically, and the connection to the repository should now be functional. [Test your connection to the ERA repository](#) as described in Part I.

Tags

ERA 6.x