

ESET Tech Center

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Fix available for an issue with ESET Management Agent not connecting to the ESMC Server

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Summary

Recently, an issue emerged that caused the ESMC Server to stop receiving connections from ESET Management Agent and thus no new data was delivered to the Server. The issue only occurred for a subset of users under specific conditions. While a temporary solution was to restart the Server, ESET has now prepared a permanent fix.

Details

The fix for the mentioned issue is in the form of a new library that needs to be replaced on the Server. We have also reached out to an affected customer and they have confirmed that after applying the fix, the issue ceased to appear.

In order to apply the fix, follow these steps according to your ESMC operating system:

[Windows](#)

[Linux](#)

If you were not directly affected by this issue, you do not need to replace the library. The fixed library will be included in future versions of ESET Security Management Center.

[UPDATE: [ESMC 7.0.72 Service Release](#) now contains the fixed libraries.]

Affected programs

- ESET Security Management Center

Feedback & Support

If you have feedback or questions about this issue, please contact us using the [ESET Security Forum](#), or via [local ESET Support](#).

Version log

Version 1.2 (November 27, 2018): Added information on the released version containing the fix.

Version 1.1 (November 5, 2018): Linux instructions added

Version 1.0 (October 25, 2018): Initial version of this document

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