

ESET Tech Center

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How do I know if my ESET business edition product is updating correctly? (6.x)

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<https://support.eset.com/kb3672>

Issue

Verify that the latest virus signature database updates have been received by client workstations

The current **Version of virus signature database** is: **16374 released on November 8, 2017**

Details

Solution

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

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

✖ **Alternative method:** [Create a report template](#)

Check client workstations in ESET Remote Administrator:

1. Open ESET Remote Administrator Web Console (ERA Web Console) in your web browser and log in.

1. Click **Computers** and select the group of computers you want to check (in this example, the **Windows** group is selected).


1. Information about the latest virus signature database update is located in the **Virus DB** column. If you see **Not Updated**  in this column, click that client and select **Update Virus DB** from the context menu. Client workstations will download the latest virus signature database update once this task is executed.



Figure 1-1

Click the image to view larger in new window

To see the virus signature database version installed on a client, click the desired client and click **Details...** The version number of the virus signature database on a given client will be listed in the **Basic** section under **Virus signature database**. Versions of program modules of a client cannot be viewed currently from ESET Remote Administrator 6.x, however can be viewed from the ESET client solution program GUI.



Figure 1-2

Click the image to view larger in new window

Check individual client workstations:

1. Open your ESET product. [How do I open my ESET product?](#)

1. Click **Update**.

1. You can verify a successful update by checking the **Last successful update** date and time, or by comparing the latest virus signature database version (below) to your own:
The current **Version of the virus signature database** is: **16374 released on November 8, 2017**

1. To download the latest virus signature database update, click **Update now**.



Figure 2-1

Click the image to view larger in new window

Alternative method: Create a report template


1. Open the ESET Remote Administrator Web Console (ERA Web Console).
2. Click **Reports**  → **Computers**.
3. Click **Report Templates** → **New Report Template**.



Figure 3-1

Click the image to view larger in new window

4. Type a name into the **Name** field ("Check VSD version," in this example).



Figure 3-2

Click the image to view larger in new window

5. Expand **Chart** and select the check box(es) next to **Display Table** and/or **Display Chart**, depending on how you want this report to be displayed in your ERA Web Console Dashboard.



Figure 3-3

Click the image to view larger in new window

6. Expand **Data** and click **+Add Column**.



Figure 3-4

Click the image to view larger in new window

7. Expand **Computer** → **Computer name**, select **Computer name**, and then click **OK**.



Figure 3-5

Click the image to view larger in new window

8. Click **Add Column**.
9. Expand **Virus signature database**, select **Database date**, and then click **OK**.



Figure 3-6

Click the image to view larger in new window

10. Click **Add Column**.
11. Expand **Virus signature database**, select **Database version**, and then click **OK**.



Figure 3-7

Click the image to view larger in new window

12. Click **Finish**.



Figure 3-8

Click the image to view larger in new window

13. Click **Reports**, expand **Computers**, select the report you created in the steps above ("Check VSD version," in this example), and then click **Generate Now**.



Figure 3-9

Click the image to view larger in new window

14. A report listing all client computers, the version of the virus signature database installed, and the date of that VSD, will be displayed. You can now generate this report at any time.

Related articles:

[Send an update task to clients: Modules Update from ESET Remote Administrator](#)

Tags

ERA 6.x