How do I rollback virus signature database updates on ESET business products? (5.x)

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https://support.eset.com/kb3008

Issue

A new update of the virus signature database is unstable or corrupt
Rolling back to the previous version of a virus signature database and suspending updates for a set period of time
Enabling previously disabled updates if you have suspended updates indefinitely

> **NOTE:**
> A rollback can be performed on multiple client workstations from the ESET Remote Administrator Console (ERAC). If a client workstation is not responding to ESET Remote Administrator, you can perform a rollback on an individual client workstation.

Solution

I. **Performing a rollback using ESET Remote Administrator Console (ERAC)**

1. Open the ESET Remote Administrator Console (ERAC) by clicking **Start → All Programs → ESET → ESET Remote Administrator Console.**
2. From the **Clients** tab click **Actions → New Task →**

Rollback Virus Database Task.

3. In the **Rollback Virus Database Task** window, select the duration to suspend virus signature updates from the **Disable for** drop-down menu and click **Next**. After the set duration has passed, virus signature database updates to clients will resume automatically.

> ### Warning!
>
> Due to a critical bug causing blue screen errors, make sure you apply the **Rollback Virus Database Task** only to ESET Endpoint Antivirus and ESET Endpoint Security version 5.0.2225.0 and newer.

> ### Important!
>
> If you select **Infinite**, virus signature database updates to clients will not resume until you manually reinstate them. To do so, select **Enable previously disabled updates** from the **Rollback Virus Database Task** window and then follow the instructions below to carry out the task. We do not recommend that you suspend virus signature updates indefinitely unless instructed to do so by ESET technical support, as allowing your virus signature database to become outdated can expose you to security risks.



Figure 1-1

4. In the **Select Clients** window, expand **All clients** to view clients on your network. To apply the task to all clients, drag **All clients** into the **Selected items** window. To apply the task only to specific clients, hold **CTRL,** select the clients you want to suspend updates to and then drag them into the **Selected items**window.



Figure 1-2

5. Click **Finish** to carry out the task. Virus signature database updates will now be suspended for the period of time that you specified.



Figure 1-3

II. **Performing a rollback on an individual client workstations**

If an individual client workstation is not responding to ESET Remote Administrator, you can perform a rollback on that workstation. To do so, follow the steps below:

1. Open the main program window by double-clicking the ESET icon in your Windows notification area or by clicking **Start → All Programs → ESET → ESET Endpoint Security** or **ESET Endpoint Antivirus**.
2. Press **F5** to enter Advanced setup, expand **Update**, click **Advanced** and then click **Roll back**.



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

3. In the **Update files rollback** window, select the duration for which you would like to suspend virus signature updates from the **Suspend udpates** drop-down menu and click **OK**.



Figure 2-2

> Important!
>
> If you select **Until revoked**, virus signature database updates to client workstations will not resume until you manually reinstate them. To do so, press **F5** to enter Advanced setup, expand **Update → Advanced** and click **Allow updates**. We do not recommend that you suspend virus signature updates indefinitely unless instructed to do so by ESET technical support, as allowing your virus signature database to become outdated can expose you to security risks.



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

III.

- Tags
- ERA 5.x
- rollback