

ESET Tech Center

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How do I rollback virus signature database updates on ESET business products? (6.x)

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<https://support.eset.com/kb3676>

Issue


A new module update is unstable or corrupt
Roll back to the previous product modules and suspend updates for a set period of time
Enable previously disabled updates if you have suspended updates indefinitely

Solution

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

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

Perform a rollback from the ESET Remote Administrator Web Console (ERA Web Console)

1. [Open ESET Remote Administrator Web Console](#) (ERA Web Console) in your web browser and log in.
2. Click **Computers**  and select the group you want to perform the update rollback on (in this example, the **Windows computers** group is selected).

1. Select the check box(es) next to the client workstation(s) on which you want the update rollback performed and click **Tasks** → **New task**.



Figure 1-1

Click the image to view larger in new window

2. Type a name for the task in the **Name** field (the **Description** and **Task Category** settings are optional) and select **Modules Update Rollback** from the **Task** drop-down menu.



Figure 1-2

Click the image to view larger in new window

3. Expand **Settings**, select **Rollback and Disable Updates for Next** from the **Action** drop-down menu, and then select the duration for which you want virus signature database updates suspended on these client workstations. If you select **Until Revoked**, updates to clients will not resume until you manually re-enable them. We do not recommend that you suspend 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indefinitely unless instructed to do so by ESET technical support, as allowing your virus signature database to become outdated can expose you to security risks.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 1-3

Click the image to view larger in new window

4. Expand **Summary**, verify the details of your task and then click **Finish**. Module updates will now be suspended for the period of time that you specified.



Figure 1-4

Click image to view larger in new window

Re-enable virus signature database updates

To re-enable virus signature database updates, repeat steps 1-5 above. In step 5, select **Enable Updates** from

the **Action** drop-down menu.



Figure 1-5

Click the image to view larger in new window

Perform a rollback on an individual client workstation

1. Open ESET Endpoint Security or ESET Endpoint Antivirus. [Open my ESET product.](#)
2. Press the **F5** key to enter Advanced setup.
3. Click **Update** → **Rollback**. Select the duration to suspend virus signature updates from the **Duration** drop-down menu and click **OK**. After the set duration has passed, virus signature database updates to clients will resume automatically. If you select **Until Revoked**, virus signature database updates to clients will not resume until you manually re-enable them. 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 2-1

4. Click **OK** to exit Advanced setup and save your changes.

Re-enable virus signature database updates

To re-enable virus signature database updates, press the **F5** key, click **Update** → **Allow updates**, and then click **OK** to exit the Advanced setup window.



Figure 2-2

Tags

ERA 6.x

Upgrade