

How to change (managed) client language

Anish | ESET Nederland - 2018-01-24 - Comments (0) - ESET Endpoint Encryption

Problem

If you're currently experiencing one of the issues below, please continue to follow the article.

You currently have the wrong language set for your managed client install. The Enterprise Server will not show the new language on the auto update. I can't push the new language managed client install.

Solution

The new language Client can be installed on top of the current version, there will be no need to decrypt the computer.

Follow the article below, making sure you download the correct language version you require from the list presented at the second step:

[KB82 - How do I upload a new client version into the Enterprise Server?](#)

Install the new **MSI** to the computer following the article below:

[KB217 - How do I download a merged install for installation on a Workstat...](#)

If you would like to **push install** to a local computer then follow the article below:

[KB109 - How do I send a push install of DESlock+?](#)

The **push install** method must satisfy a criteria, that the version to be pushed must be the same version number or higher

Using the **Auto Update** tool

After following the directions above, you can then configure the auto update by

following the article below (step 2):

[KB203 - How to upgrade DESlock+ \(managed\)](#)

The Client sends data back to the Enterprise Server detailing its language and version number. The Enterprise Server will then list the options which comply with this information. Therefore 2 things must be satisfied before the Enterprise Server can auto update:

Auto update can only 'update' to a newer version:

- example - v4.8.4 will only update to v4.8.5 and can't update to v4.8.4 even if it is changing languages.

The language version you want to update must be the same:

- example - The French version will not appear in the 'DESlock+ install Version' selection window if the current (managed) Client is English.



key words: How to change (managed) Client language