ESET Tech Center

"Package not found" error when deploying from an existing software install task (6.x)

Ondersteuning | ESET Nederland - 2025-03-07 - Comments (0) - 6.x

https://support.eset.com/kb6085

Issue

You receive the error "Task failed- try to install software manually" in ESET Remote Administrator when using an existing software install task
You receive the error "Package not found" on client workstations
You are deploying a new ESET product version using the ERA repository

> This error will appear in the ERA Agent trace log, which is located at the following location:
>
> `C:\Programdata\ESET\RemoteAdministrator\Agent\EraAgentApplicationData\Logs\Trace.log`
>
> **On Windows XP**:
>
> `C:\Documents and Settings\All Users\Application Data\ESET\RemoteAdministrator\Agent\EraAgentApplicationData\Logs\`

Solution

If you are deploying or upgrading an ESET endpoint product using a push install from the ESET Remote Administrator repository, the latest ESET product version will be selected. When deploying a new product version, you should create a new software install task.

Use the push installation instructions for installing from the repository in the following ESET Knowledgebase article:

Deploy or upgrade ESET endpoint products using a push install (6.x)

You can edit an existing software install task instead of creating a new one

In step 2 of the Knowledgebase article above, you can select your existing software install task to edit. This will allow you to keep the list filtering.

Tags
ERA 6.x
ERA Agent