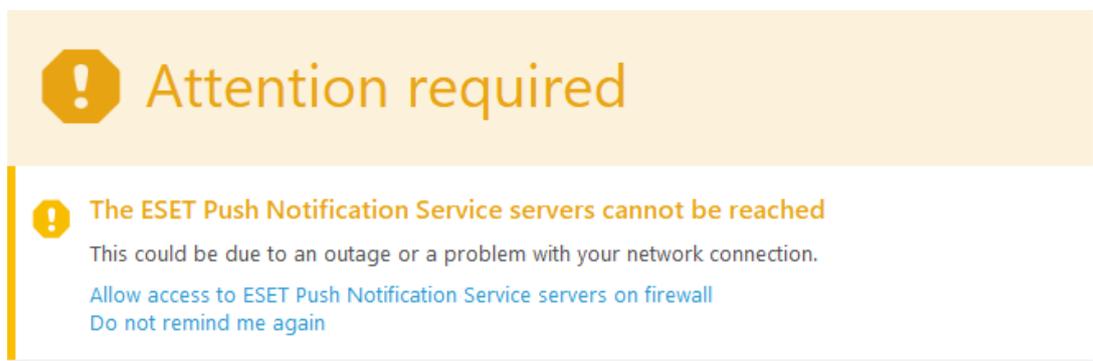


## Resolve 'Push Notification Service servers cannot be reached' alert in ESET Endpoint products

Steeff | ESET Nederland - 2022-03-03 - [Comments \(0\)](#) - [Endpoint Solutions](#)

### Issue

- ESET endpoint security product cannot connect to ESET Push Notification Service (EPNS)
- You receive 'The ESET Push Notification Service server cannot be reached' alert message in your Endpoint product



### Solution

Configure Apache HTTP proxy on your ESET PROTECT Virtual Appliance (VA).

1. Open a terminal and according to your OS version run the following commands as root:
2. Create a configuration file reqtimeout.conf:  
`sudo touch /etc/httpd/conf.d/reqtimeout.conf`
3. Open the file in a text editor:  
`nano /etc/httpd/conf.d/reqtimeout.conf`
4. Type this setting into the file:  
`RequestReadTimeout header=0 body=0`
5. Press CTRL+X, type Y and press the Enter key to save the changes and close the file.
6. Open the httpd.conf file:  
`nano /etc/httpd/conf/httpd.conf`
7. Add the following line at the end:  
`IncludeOptional conf.d/reqtimeout.conf`
8. Press CTRL+X, type Y and press the Enter key to save the changes and close the file.
9. Restart the Apache HTTP Proxy service:  
`systemctl restart httpd`

For more information about the enablement and configuration of Apache HTTP Proxy on ESET PROTECT Virtual Appliance, [visit the ESET Online Help](#).