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


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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



Attention required

 **The ESET Push Notification Service servers cannot be reached**
This could be due to an outage or a problem with your network connection.

[Allow access to ESET Push Notification Service servers on firewall](#)
[Do not remind me again](#)

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](#).