ESET Tech Center

Send a Modules update task to clients using ESET Security Management Center (7.x)

Anish | ESET Nederland - 2018-09-14 - Comments (0) - ESET Security Management Center

Issue

- Module update failed: "An error occurred while downloading update files"

Solution

Endpoint users: Perform these steps on individual client workstations

ESET Security Management Center (ESMC) 7 User Permissions

This article assumes that your ESMC user has the correct access rights and permissions to perform the tasks below.

If you are still using the default Administrator user, or you are unable to perform the tasks below (the option is grayed out), see the following article to create a second administrator user with all access rights (you only need to do this once):

- Create a second administrator user in ESET Security Management Center 7.x

View permissions needed for least privilege user access

1. Open ESET Security Management Center Web Console (ESMC Web Console) in your web browser and log in.
2. Click **Client Tasks → Modules Update**.
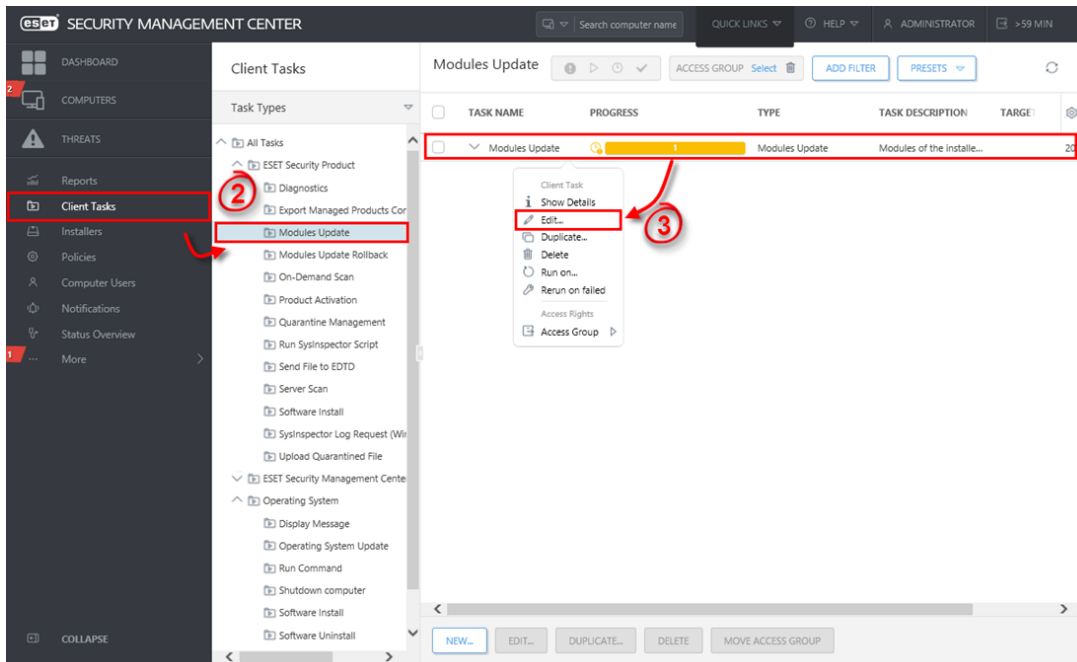3. Click the **Modules Update** task and select **Edit** from the context menu.

Figure 1-1

Click the image to view larger in new window

1. Click **Settings** and select the check box under **Clear update cache**. You will add Targets after the task is created.

2. Click **Finish** when you are finished making changes to the task.
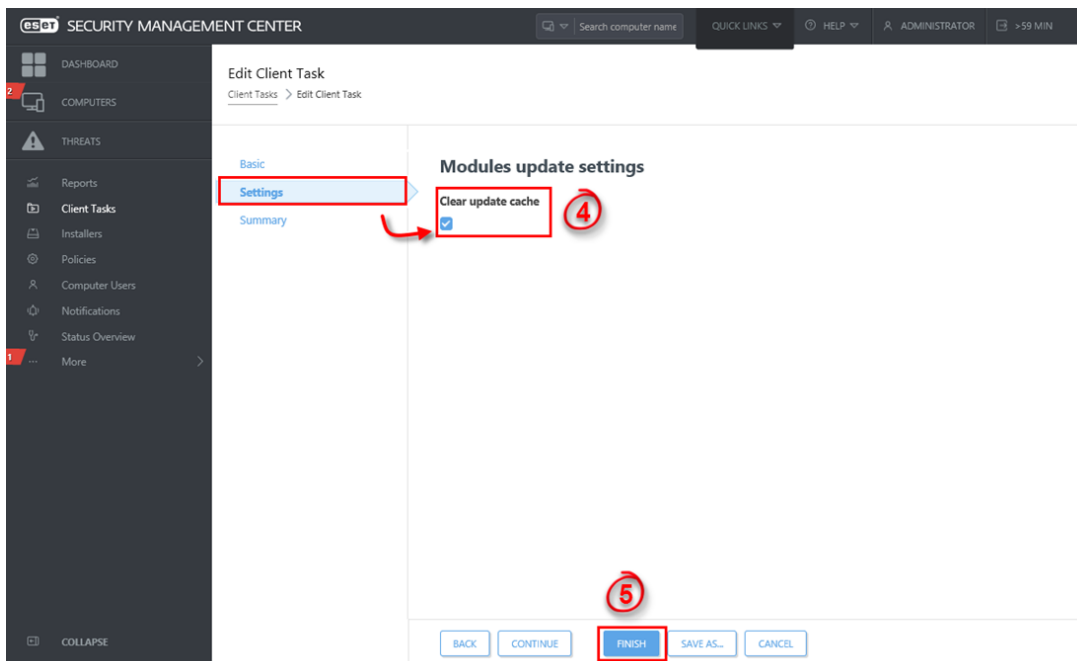

Figure 1-2

Click the image to view larger in new window

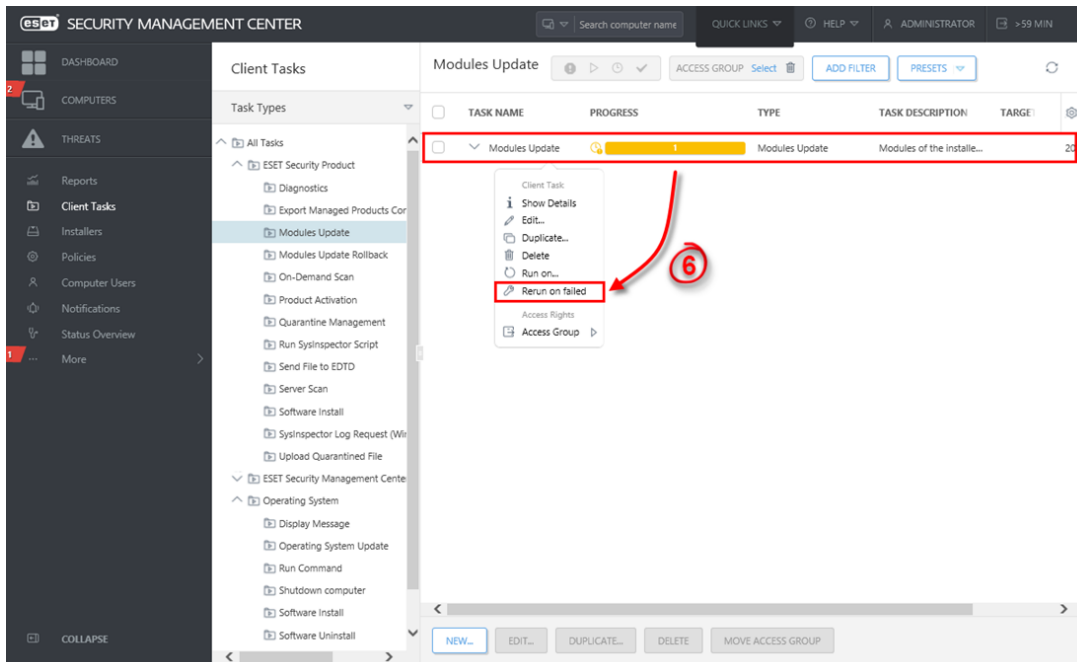1. Click the task and select **Rerun on failed** from the context menu.

Figure 1-3

Click the image to view larger in new window

1. Click **Target**. The client workstations which had the original task fail should be listed. Click **Finish**.
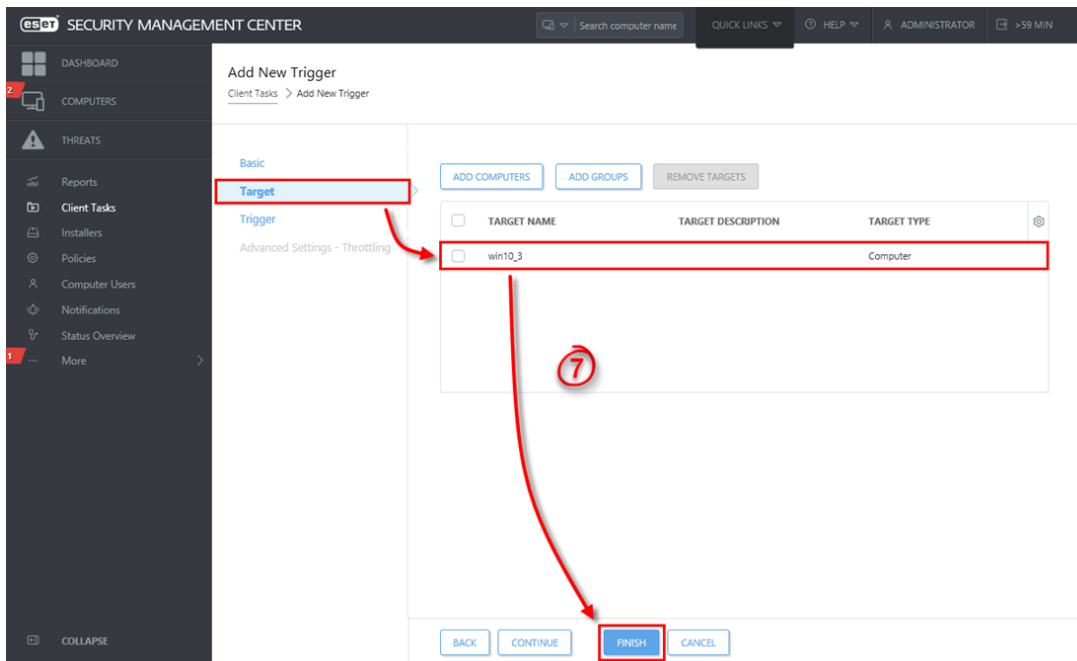

Figure 1-4

Click the image to view larger in new window

KB Solution ID: KB6769 |Document ID: 25574|Last Revised: August 22, 2018