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Send an update task to clients: Update Virus Signature Database from ESET Remote Administrator

Issue

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

Update Virus Signature Database client task is now called Modules Update

ERA 6.4 and earlier versions: The Update Virus Signature Database client task triggers updates for ESET security products installed on client computers.
ERA 6.5: The Modules Update client task triggers updates for ESET security products installed on client computers. It also triggers updates in all modules for ESET security products installed on client computers. For more information on the Modules Update task, visit the Online Help page.

Solution

If you do not use ESET Remote Administrator to manage your network

Perform these steps on individual client workstations.

Send an update task to clear the update cache on client workstations

> ## Permissions changes in ESET Remote administrator 6.5 and later
>
> Before proceeding, please note important changes to user access rights and permissions in the latest versions of ESET Remote Administrator.
>
> [View Permissions Changes](#)

A user must have the following permissions for their home group:

Functionality	Read	Use	Write
Modules Update (under Client Tasks)	☐	☐	☐

A user must have the following permissions for each affected object:

Functionality	Read	Use	Write
Groups & Computers	☐	☐	☐

Once these permissions are in place, follow the steps below.

1. [Open ESET Remote Administrator Web Console](#) (ERA Web Console) in your web browser and log in.

1. Click **Admin → 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

4. Expand **Settings** and select the check box next to **Clear update**

cache. You will add Targets after the task is created.

> ### ESET Remote Administrator version 6.2.11 and earlier:
> Adding targets is done during task creation (for example, after adding a new task and giving it a **Name**, click **Target** to add groups or clients to the task).

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

Figure 1-2

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

Figure 1-3
Click the image to view larger in new window

7. Expand **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

Clear the update cache on an individual client workstation

1. Open ESET Endpoint Security or ESET Endpoint Antivirus. How do I open my ESET product?

2. Press **F5** to open Advanced setup.

1. Click **Update** and click **Clear** next to **Clear update cache**.

Click **OK** to exit Advanced setup when you are finished.

Figure 2-1

4. Click **Update** → **Check for updates**. In earlier versions,
   click **Update Now**. Your computer should now be able to receive
   updates.

Figure 2-2

- Tags
- [EEA 6.x](#)
- [EES 6.x](#)
- [ERA 6.x](#)