

ESET Tech Center

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Upgrade of ESET products using management tools (GPO / SCCM) may conflict with local upgrade attempts of ESET products

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<https://support.eset.com/kb5546>

Issue

ESET product installed using management tools (GPO / SCCM) cannot be upgraded locally

Local product upgrade fails (or rollbacks) due to old MSI registry leftovers

Details

[Group Policy](#) is a feature of the Microsoft Windows NT family of operating systems that controls the working environment of user accounts and their computers. A set of these configurations is a Group Policy Object (GPO).

[How do I deploy the ESET Remote Administrator Agent using a Group Policy Object \(GPO\)?](#)

System Center Configuration Manager ([SCCM](#)) is a systems-management software product developed by Microsoft for managing large groups of computers running various operating systems and platforms.

There might be other management tools available based on the same principle.

Solution

ESET does not recommend to combine local upgrades with upgrades via management tools!

ESET product upgrade can be either requested using management tools, performed manually on a remote computer or requested by a user on a computer itself. Mixing these may lead to upgrade issues of ESET products.

ESET Remote Administrator users

1. Deactivate (unlink) the deployment of your ESET product using your management tool console (for example GPMC when using GPO).
2. Ensure the policy has been applied to all affected computers! Usually, policies are applied after a certain time or action (e.g. reboot, user logon).
3. Run ESET product upgrade via ESET Remote Administrator.

[Deploy or upgrade ESET endpoint products using a push install \(6.x\)](#)

4. Due to possible MSI registry leftovers and future ESET products upgrades, apply the "InstFix -fix MRL" ESET Installation Fixer procedure to all affected computers.

[How do I use ESET Installation Fixer?](#)

Not using ESET Remote Administrator?

Use former way to upgrade your ESET product.

In case you are still not able to resolve your issue, reinstall your ESET product, or [contact ESET for additional assistance](#).

[Why can't I reinstall my Windows ESET product?](#)

Tags

ERA 6.x

GPO

SCCM

Upgrade