ESET Tech Center

"Virus signature database update failed" in ESET Endpoint Security or ESET Endpoint Antivirus (5.x)

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https://support.eset.com/kb3286

Issue

Virus signature database update failed: "An error occurred while downloading update files"

Solution

> ### If you do not use ESET Remote Administrator to manage your network
>
> [Perform these steps on individual client workstations](#).

ESET Remote Administrator

I. Send a Clear Client's Update Cache configuration task

1. Open the ESET Remote Administrator Console (ERAC) by double-clicking the ESET Remote Administrator Console icon on your Desktop, or by clicking **Start** → **All Programs** → **ESET** → **ESET Remote Administrator Console** → **ESET Remote Administrator Console**.

1. In the **Clients** tab, right-click a client workstation and click **New Task** → **Clear Client's Update Cache**.

Figure 1-1

3. The **Run Clear Client's Update Cache Task** window will appear. Click **Next**.

Figure 1-2

4. Select the client workstation(s) you want to send the Clear Update Cache task to in the **All items** pane, click**>>** and then click **Next**.

Figure 1-3

5. Verify the details of the task in the **Task Report** window and then click **Finish**. Proceed to part II.

II. Send an Update Now configuration task

1. Open the ESET Remote Administrator console (ERAC) by double-clicking the ESET Remote Administrator Console icon on your Desktop, or by clicking **Start → All Programs → ESET → ESET Remote Administrator Console → ESET Remote Administrator Console**.

1. In the **Clients** tab, right-click a client workstation and then click **New Task → Update Now**.

Figure 2-1

2. The **Update Now** window will appear. Click **Next**.

Figure 2-2

3. Select the client workstation(s) you want to send the Update Now task to in the **All items** pane, click **>>** and then click **Next**.

Figure 2-3

4. Verify the details of the task in the **Task Report** window and then click **Finish**.

Individual client workstations

1. Open ESET Endpoint Security or ESET Endpoint Antivirus. <u>How do I open my ESET product?</u>

1. Press **F5** to access Advanced setup.

1. Expand **Update → General** and re-enter your ESET-issued Username and Password. <u>I do not have my Username and/or password.</u>

1. Click **Clear**.

Figure 3-1

Click the image to view larger in new window

5. If your client connects to the internet using a proxy server, click **Setup**, select the **HTTP Proxy** tab and verify with your system administrator that you are using the correct settings. Click **OK** once you are done making changes to proxy settings.

5. Click **OK** and then click **OK** again to exit Advanced setup.

Figure 3-2

Click the image to view larger in new window

7. Click **Update → Update virus signature database**.

Figure 3-3

Click the image to view larger in new window

8. If you are still unable to receive virus signature database updates, restart your computer.

9. If after restarting your computer you are still not able to receive virus signature database updates, uninstall and reinstall your ESET product.

Related articles:

Send an update task to clients: Modules Update from ESET Remote Administrator

Tags
ERA 5.x