Action Required: Upgrade to ESET Inspect Connector 3.0

2026-04-22 - Mitchell | ESET Nederland - Comments (0) - Customer Advisories

To ensure full compatibility with OpenXDR and upcoming platform capabilities, all partners and customers are required to upgrade to **ESET Inspect Connector v3.0**.

Why this matters

Older connector versions are not compatible with OpenXDR and align with products approaching **end-of-life / limited support phases**. They will no longer support key functionalities introduced since March 2026.

Environments that are not upgraded may experience:

- Missing visibility of new indicators in Advanced Search
- Incomplete or failed incident creation
- Reduced detection and response effectiveness
- Increasing compatibility gaps with evolving ESET platform services

Continuing to run outdated components also means **reduced supportability and higher operational risk**, as fixes and improvements are delivered only to supported versions.

For more details on ESET lifecycle and transition policies:
https://support-eol.eset.com/en/transition_protect.html

Important timeline

- **January 2026:** Release of ESET Inspect Connector 3.0
- **February 2026:** Forced auto-update rollout begins (~30 days after release)
- **Current phase:** Transition aligned with ESET lifecycle policy — outdated versions are no longer considered fully supported

Known issue impacting auto-updates

A known bug causes the connector to ignore configured proxy server settings during auto-update checks. As a result, environments without direct internet connectivity may not receive automatic updates.

Required actions

- Verify that all connectors are upgraded to version 3.0
- Ensure network connectivity to ESET update servers
  (Required ports and addresses:
  https://support.eset.com/en/kb332-ports-and-addresses-required-to-use-your-eset-product-with-a-third-pa

rty-firewall)

- If auto-update is not possible (e.g., due to proxy or restricted network), perform a manual upgrade

Manual upgrade option

You can upgrade endpoints and connectors directly from the ESET PROTECT console using the one-click action: https://support.eset.com/en/kb7708-upgrade-eset-endpoint-products-from-the-dashboard-using-one-click-action-in-eset-protect

Why immediate action is critical

Without upgrading, affected systems risk:

- Loss of access to new detection logic and indicators
- Failure to generate incidents from updated detections
- Degraded integration with OpenXDR capabilities
- Operating in a **non-supported / transitional state per ESET lifecycle policy**

Ensure your environments are updated promptly to maintain full protection, platform compatibility, and support coverage.