ESET Tech Center

ESET Security Management Center repository is not working (7.x)

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Issue

- Repository will not work, or is blank
- "Failed to get installers: Failed to synchronize package repository"
- A firewall is blocking the connection to the ESET Security Management Center (ESMC) repository
- You check the server's trace log and see a "Key not valid for use in specified state" entry

Solution

I. Test your connection to the ESMC repository

Open the appropriate URL below in your web browser:

- **International customers:** http://repository.eset.com/v1/info.meta
- **North American customers:** http://us-repository.eset.com/v1/info.meta

If you are given the option to download the metadata file, you are connected to the repository. If you cannot access the repository, contact your system administrator to resolve firewall issues.

Do not use an IP address to access the ESET repository.

North American customers

Due to firewall limitations within North America, you need to change the default repository URL. To do so, follow the steps in Part II.

II. Change the repository URL for ESET Security Management Center Server

1. Open ESET Security Management Center Web Console (ESMC Web Console) in your web browser and log in.
2. Click **More** → **Server Settings** and expand **Advanced Settings**. In the **Repository** section, type the ESMC repository URL into the **Server** field and click **Save** to apply the changes. Due to firewall limitations within North America, the default ESMC repository URL must be changed to: http://us-repository.eset.com/v1

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

III. Change repository for ESET Management Agent

1. Open ESET Security Management Center Web Console (ESMC Web Console) in your web browser and log in.
2. Click **Policies**.
3. Select the agent policy you need to change, click the gear icon and then select **Edit**.

Figure 2-1
Click the image to view larger in new window

1. Expand **Settings** → **Advanced settings**. In the **Repository** section, type the ESMC repository URL into the **Server** field.

   ### North American customers
   Due to firewall limitations within North America, you need to change the default repository URL. To do so, follow the steps in Part II.
2. Choose **Apply** or **Force** and click **Finish**.

Figure 2-2
Click the image to view larger in new window

1. Check your connection to the repository again. If your connection continues to fail, proceed to Part IV.

IV. Troubleshooting "Key not valid for use in specified state" in server trace log

1. In Windows Explorer, navigate to one of the following folders, depending on your operating system:

- **Windows XP/2003**: C:\Documents and Settings\Application Data\Microsoft
- **Windows Vista/2008 or later**: C:\Users\[Windows User Account Name]\AppData\Roaming\Microsoft

Hidden folders
These paths include hidden folders. To make hidden folders visible, click **Start** → **Control Panel** → **Folder Options** → **View**, select **Show hidden files, folders, and drives** and then click **OK**.

1. In the path above, find and rename the **Crypto** folder to "Crypto old." If you cannot

rename the folder, right-click it, select **Copy** from the context menu, right-click in the present folder and then select **Paste** from the context menu (this copy will serve as a backup).

2. After making a backup, delete the original **Crypto** folder.

3. Restart the ESMC Server service.
4. The Crypto folder will be re-created automatically, and the connection to the repository should now be functional. Test your connection to the ESMC repository as described in Part I.

If you are still unable to resolve your issue, please email ESET Technical Support.

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