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Upgrading ESET File Security, ESET Security for Microsoft SharePoint or ESET Mail Security version 4.x to 6.x on a system with pending Windows Updates causes upgrade to fail.

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<https://support.eset.com/kb5969>

Issue

Upgrade of ESET File Security, ESET Security for Microsoft SharePoint or ESET Mail Security from version 4.x to version 6.x fails. This is caused by any Windows Updates that are in pending state.

Details

Solution

Ensure your system is up to date and there are no pending Windows Updates.

In case you are experiencing upgrade issue and have already uninstalled previous version 4.x of ESET File Security, ESET Security for Microsoft SharePoint or ESET Mail Security, follow these steps to resolve it:

1. Install EFSW / ESHP / EMSX / EMSL 4 again
2. Finish all pending Windows Updates

3. Uninstall EFSW / ESHP / EMSX / EMSL 4
4. Restart operating system
5. Perform a fresh installation of EFSW / ESHP / EMSX / EMSL 6

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