

Windows ESET product is failing to update on my WYSE terminal

Ondersteuning | ESET Nederland - 2017-10-31 - Reacties (0) - Legacy

If you are having difficulty installing or updating your ESET product's virus signature database on a WYSE-embedded Window's XP terminal, increasing the size of the temporary data storage allocation will likely fix the issue. To do so, follow the steps below:

1. Ramdisk is allocated to 16MB by default. Try setting the Ramdisk to 32 MB or higher. [Click here](#) for step-by-step instructions on changing Ramdisk settings from a WYSE terminal.
2. Retest on the workstation to verify that the problem is resolved.

File-Based Write Filter (FBWB)

If you have (FBWB) installed, run the commands below (in order) in addition to the steps above:

```
C:\Windows\System32\Fbwfmgr.exe /enable
C:\Windows\System32\Fbwfmgr.exe /addexclusion
C:\Program Files\ESET\ESET Endpoint Antivirus
C:\Windows\System32\Fbwfmgr.exe /addexclusion
C:\Documents and Settings\All Users\Application
Data\ESET\ESET Endpoint Antivirus
C:\Windows\System32\Fbwfmgr.exe /addexclusion
C:\ProgramData\ESET\ESET Endpoint Antivirus
```

3. Restart your device.
4. After the restart, open ESET Endpoint Antivirus.
5. Press the **F5** key on your keyboard to access the Advanced setup tree.

6. Click **Update**.
7. Click **Clear** next to **Clear update cache** and click **OK** to save your changes.

Related information on the WYSE Technology Knowledgebase:

[How do I increase the space available in Z:?](#)

[PDF reference guide](#): See document page 37 for Ramdisk configuration instructions.