ESET Tech Center

Cannot receive regular updates from the ESET Remote Administrator mirror server (5.x)

Ondersteuning | ESET Nederland - 2025-03-07 - Reacties (0) - 5.x

https://support.eset.com/kb3144

Issue

'NOT_COMPATIBLE_MODUL'

'file not found on server'

Figure 1-1

Solution

1. Confirm that you are able to see hidden files.
   Click **Start → Control Panel → Folder options**, and then click the **View** tab and select **Show hidden files, folders, and drives** if it is not already selected. Once you are finished click **OK**.

   Figure 1-2

2. Close the ESET Remote Administrator Console if it is open. Click **Start**, type **Services.msc** into the command line and press **Enter**.

3. Locate the **ESET RA HTTP Server** service in the **Services** window, right-click it and select **Stop** from the context menu (see Figure 1-3).

4. Locate the **ESET Remote Administrator Server** service in the **Services** window, right-click it and select **Stop**from the context menu.

Figure 1-3

Click the image to view larger in new window

5. Delete the contents of your **Updfiles** and **Mirror** folders, which are located under the following directories depending on your operating system (These directories are used by default and may be different if you specified a custom location for them during installation.):

- Windows Server 2008R2

   C:\ProgramData\ESET\ESET Remote Administrator\Server\Updfiles
   C:\ProgramData\ESET\ESET Remote Administrator\Server\Mirror

- Windows Server 2003

   C:\Documents and Settings\All Users\Application Data\ESET\ESET Remote Administrator\Server\Updfiles
   C:\Documents and Settings\All Users\Application Data\ESET\ESET Remote Administrator\Server\Mirror

6. Click **Start**, type **Services.msc** into the command line and press **Enter**.

7. Locate the **ESET Remote Administrator Server** service in the **Services** window, right-click it and select **Restart** from the context menu. The **ESET RA HTTP Server** service will be restarted automatically once you download the latest update.

Figure 1-4

Click the image to view larger in new window

8. In the ESET Remote Administrator Console, click **Tools → Server Options → Updates** and then click **Update Now**. You should now be able to receive updates without interruption.

> ## NOTE:
>
> If you have completed the steps in this article and still receive an error message when attempting to update, a third-party firewall might be causing your issue. Please refer to the following Knowledgebase article to verify that you have excluded ESET's update servers from filtering by your third-party firewall:
>
> - [What addresses and ports on my third-party firewall should I open to allow full functionality for my Windows ESET product?](#)

Figure 1-5

Tags
ERA 5.x
Mirror