ESET Tech Center

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"Virus signature database update failed" in ESET Endpoint Security or ESET Endpoint Antivirus (5.x)

Ondersteuning | ESET Nederland - 2025-03-07 - Reacties (0) - 5.x https://support.eset.com/kb3286

Issue

Virus signature database update failed: "An error occurred while downloading update files"

Solution

If you do not use ESET Remote Administrator to manage your network

Perform these steps on individual client workstations.

ESET Remote Administrator

- I. Send a Clear Client's Update Cache configuration task
 - Open the ESET Remote Administrator Console (ERAC) by double-clicking the ESET Remote Administrator Console icon on your Desktop, or by clicking Start → All Programs → ESET → ESET Remote Administrator Console → ESET Remote Administrator Console.
 - 1. In the Clients tab, right-click a client workstation and click New Task → Clear Client's Update Cache.



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

3. The Run Clear Client's Update Cache Task window will appear. Click Next.

×

Figure 1-2

4. Select the client workstation(s) you want to send the Clear Update Cache task to in the **All items** pane, click>> and then click **Next**.

×

Figure 1-3

5. Verify the details of the task in the **Task Report** window and then click **Finish**. Proceed to part II.

II. Send an Update Now configuration task

Open the ESET Remote Administrator console (ERAC) by double-clicking the ESET Remote Administrator Console icon on your Desktop, or by clicking Start → All Programs → ESET → ESET Remote Administrator Console → ESET Remote Administrator Console.

1. In the **Clients** tab, right-click a client workstation and then click **New Task** → **Update Now**.

×

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

2. The **Update Now** window will appear. Click **Next**.

×

Figure 2-2

3. Select the client workstation(s) you want to send the Update Now task to in the **All items** pane, click >> and then click **Next**.

×

Figure 2-3

4. Verify the details of the task in the **Task Report** window and then click **Finish**.

Individual client workstations

- 1. Open ESET Endpoint Security or ESET Endpoint Antivirus. How do I open my ESET product?
- 1. Press **F5** to access Advanced setup.
- Expand Update → General and re-enter your ESET-issued Username and Password. I do not have my Username and/or password.
- 1. Click Clear.



Figure 3-1 Click the image to view larger in new window

- 5. If your client connects to the internet using a proxy server, click **Setup**, select the **HTTP Proxy** tab and verify with your system administrator that you are using the correct settings. Click **OK** once you are done making changes to proxy settings.
- 5. Click **OK** and then click **OK** again to exit Advanced setup.



Figure 3-2 Click the image to view larger in new window

7. Click **Update** → **Update** virus signature database.



Figure 3-3 Click the image to view larger in new window

- 8. If you are still unable to receive virus signature database updates, restart your computer.
- 9. If after restarting your computer you are still not able to receive virus signature database updates, <u>uninstall and reinstall your ESET product</u>.

Related articles:

<u>Send an update task to clients: Modules Update from ESET Remote</u> Administrator

- Tags
- ERA 5.x