Error downloading policy configuration in ESET Remote Administrator (5.x)

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

https://support.eset.com/kb5726

Issue

You receive the error "Error downloading policy"

Solution

Export a "good" server policy

To complete the steps below, you will need an exported .xml of a "good" (non-corrupted) server policy that was completed before you received the "Error downloading policy" error. This is done by opening the ESET Remote Administrator Console (ERAC) and clicking **Tools → Policy Manager → Export**.

Alternatively, you can export an existing configuration from a client computer. Click here for step-by-step instructions.

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

2. Click **Tools → Policy Manager**.

3. Select the corrupt policy (the policy that gives you the "Error downloading policy" error) and click **Delete Policy**.



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

4. Click **OK**.



Figure 1-2

5. Rename the "bad" (corrupted) server policy.

6. Click **Import Policies**, select the policy backup you want to import and then click **Open**.



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

7. Right-click the policy you just imported and select **Set as default policy for primary clients** from the context menu.



Figure 1-4
Click the image to view larger in new window

8. Select the bad (corrupted) server policy that you renamed and click **Delete Policy**.



Figure 1-5
Click the image to view larger in new window

9. Click **OK**.

10. Select the new default policy and click **Add Clients**.



Figure 1-6
Click the image to view larger in new window

11. Select the client computers you want assigned to this policy, click **>** and then click **OK**.



Figure 1-7

12. Click **OK** to exit policy manager.

- Tags
- ERA 5.x