

ESET Tech Center

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Disable Apache HTTP Proxy when the modules update fails in ESET Security Management Center (7.x)

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Issue

- Update fails on client workstations connected to ESET Security Management Center
- Apache HTTP Proxy is installed with ESET Security Management Center
- Your network is a small environment where a proxy for caching detection engine updates downloaded from the internet is not required
- You receive an [activation error](#), for example ECP.4098

Solution

 **Endpoint users:** [Perform these steps on individual client workstations](#)

Apache HTTP Proxy can be installed as part of the [ESET Security Management Center \(ESMC\) Server installation process using the all-in-one installer](#). Some users should not install Apache HTTP Proxy because doing so will create and apply several proxy-based policies for client computers and apply them automatically, which can affect your ability to download updates. We recommend that you deselect this component during installation if you are unsure that it is needed on your network. You can [install Apache HTTP Proxy](#) later.

To allow updates, follow the instructions below to disable Apache HTTP Proxy:

1. [Open ESET Security Management Center Web Console](#) (ESMC Web Console) in your web browser and log in.
2. Click **Policies**, select the Agent policy being applied to your endpoint computers and then click **Policies** → **Edit**.
3. Click **Settings** → **Advanced Settings** and click **Edit** next to **Global Proxy** or next to **Replication (to ESMC Server)**.



Figure 1-1

Click the image to view larger in new window

4. Click the slider bar next to **Use proxy server** to turn the setting off and click **Save**.



Figure 1-2

Click the image to view larger in new window

5. Click the **Force**  icon and click **Finish**.



Figure 1-3

Click the image to view larger in new window

1. Select the Endpoint Product policy being applied to your endpoint computers and then click **Policies → Edit**.
2. Click **Settings**, click **Update** and then **Profiles → Updates**.



Figure 1-4

Click the image to view larger in new window


1. Click **Connection Options** and then click the drop-down menu next to **Proxy mode** and select **Do not use proxy server**.
2. Click the **Force**  icon.



Figure 1-5

Click the image to view larger in new window

1. Click **Tools → Proxy server** and click the slider bar next to **Use proxy server** to disable it.
2. Click **Finish** to apply the updated policy.



Figure 1-6

Click the image to view larger in new window

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