Disable Apache HTTP Proxy when virus signature database updates fail (6.x)

Ondersteuning | ESET Nederland - 2025-03-07 - Reacties (0) - 6.x

https://support.eset.com/kb5912

Issue

Update fails on client workstations connected to ESET Remote Administrator
Apache HTTP Proxy is installed with ESET Remote Administrator
A small network environment where a proxy for caching virus signature database updates downloaded from the internet is not required
Receive an activation error, for example ECP.4098

Solution

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

Perform these steps on individual client workstations

Apache HTTP Proxy can be installed as part of the ESET Remote Administrator (ERA) Server installation process using the all-in-one installer. However, not all users should 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 whether 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 Remote Administrator Web Console (ERA Web Console) in your web browser and log in. Open ERA Web Console.
2. Click **Admin** → **Policies**, select the Agent policy being applied to your endpoint computers and then click **Policies** → **Edit**.
3. Expand **Settings** → **Advanced Settings** and click the slider bar next to **Use proxy server**.
4. Click the **Force** icon.
5. Click **Finish**.



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

6. Select the Endpoint Product policy being applied to your endpoint computers and then click **Policies** → **Edit**.
7. Expand **Settings**, click **Update** and then **Profiles** → **HTTP Proxy**.



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

8. Click the drop-down menu next to **Proxy mode** and select **Do not use proxy server**.
9. Click the **Force** icon.



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

10. Click **Tools** → **Proxy server** and click the slider bar next to **Use proxy server** to disable it.



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

On individual Client workstations

1. Open ESET Endpoint Security or ESET Endpoint Antivirus. Open my ESET product.

2. Press the **F5** key to open Advanced setup.

3. Click to **Tools → Proxy server**, click the slider bar next to **User proxy server** to disable it and click **OK** to save the changes.



Figure 2-1

- Tags
- Apache HTTP Proxy
- ERA 6.x