I receive an error message when downloading Program Component Updates (PCU) for Linux server products

Ondersteuning | ESET Nederland - 2025-03-07 - Reacties (0) - Legacy

https://support.eset.com/kb2628

ESET File/Mail/Gateway Security users who have set up a mirror to provide updates for client workstations running ESET NOD32 Antivirus Business Edition and/or ESET Smart Security Business Edition products using the commands below may receive the following error message in their syslog:

```
"Failed to update anti-virus modules: Invalid Username and/or Password"
```

Relevant commands:

```
# av_mirror_pcu = "mod1:mod2:..."
# List of so called ESETS anti-virus Program Component Update modules
# to be mirrored from ESET server.
av_mirror_pcu =
"EAVBE_WINNT32_1051:EAVBE_WINNT64_1051"
```

If you are using the above commands and are receiving an error message, use the contact form below to request a change that will enable your ESET product to download Program Component Updates for our Windows-based Business Edition security products:

Contact ESET technical support

If you wish to perform a manual download of the latest PCUs for ESET NOD32 Antivirus Business Edition / ESET Smart Security Business Edition products, please run the following command in your console:

```
esets_update --username "EAV-xxxxxxxx" --password
```

```
"xxxxxxxxxx" \
 --mirror-dir /var/lib/esets/mirror1 --mirror-pcu
EAVBE_WINNT32_1051
```

> **NOTE:**
> In the command above, substitute the same ESET-issued username and password you use for ESET NOD32 Antivirus Business Edition / ESET Smart Security Business Edition.