

ESET Tech Center

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"Package not found" error when deploying from an existing software install task (6.x)

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<https://support.eset.com/kb6085>

Issue

You receive the error "Task failed- try to install software manually" in ESET Remote Administrator when using an existing software install task

You receive the error "Package not found" on client workstations
You are deploying a new ESET product version using the ERA repository

This error will appear in the ERA Agent trace log, which is located at the following location:

C:\Programdata\ESET\RemoteAdministrator\Agent\EraAgentApplicationData\Logs\Trace.log

On Windows XP:

C:\Documents and Settings\All
Users\Application
Data\ESET\RemoteAdministrator\Agent\EraAgentAp
plicationData\Logs\

Solution

If you are deploying or upgrading an ESET endpoint product using a push install from the ESET Remote Administrator repository, the latest ESET product version will be selected. When deploying a new product version, you should create a new [software install task](#).

Use the push installation instructions for installing from the repository in the following ESET Knowledgebase article:

[Deploy or upgrade ESET endpoint products using a push install \(6.x\)](#)

You can edit an existing software install task instead of creating a new one

In step 2 of the Knowledgebase article above, you can select your existing software install task to edit. This will allow you to keep the list filtering.

Tags

ERA 6.x

ERA Agent