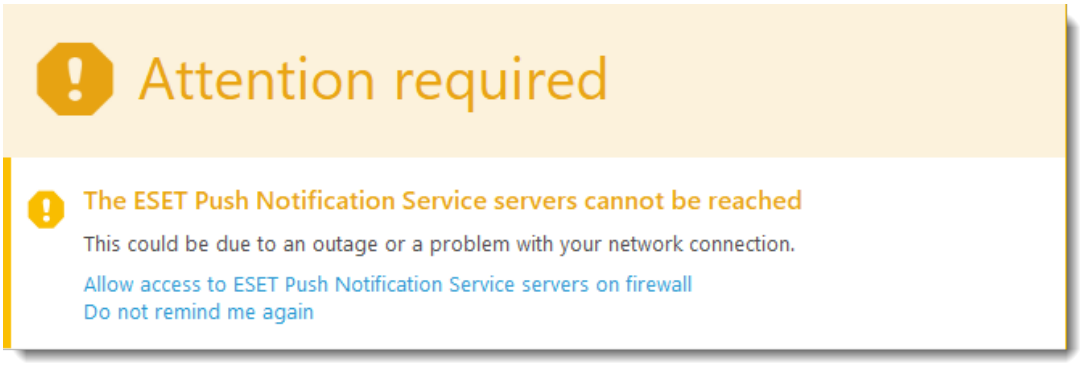
ESET Tech Center

Resolve 'Push Notification Service servers cannot be reached' alert in ESET Endpoint products

Steef | ESET Nederland - 2022-03-03 - Reacties (0) - Endpoint Solutions

Issue

- ESET endpoint security product cannot connect to ESET Push Notification Service (EPNS)
- You receive 'The ESET Push Notification Service server cannot be reached' alert message in your Endpoint product



Solution

Configure Apache HTTP proxy on your ESET PROTECT Virtual Appliance (VA).

1. Open a terminal and according to your OS version run the following commands as root:
2. Create a configuration file reqtimeout.conf:
   `sudo touch /etc/httpd/conf.d/reqtimeout.conf`
3. Open the file in a text editor:
   `nano /etc/httpd/conf.d/reqtimeout.conf`
4. Type this setting into the file:
   `RequestReadTimeout header=0 body=0`
5. Press CTRL+X, type Y and press the Enter key to save the changes and close the file.
6. Open the httpd.conf file:
   `nano /etc/httpd/conf/httpd.conf`
7. Add the following line at the end:
   `IncludeOptional conf.d/reqtimeout.conf`
8. Press CTRL+X, type Y and press the Enter key to save the changes and close the file.
9. Restart the Apache HTTP Proxy service:
   `systemctl restart httpd`

For more information about the enablement and configuration of Apache HTTP Proxy on ESET PROTECT Virtual Appliance, visit the ESET Online Help.