Windows ESET product is failing to update on my WYSE terminal

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

If you are having difficulty installing or updating your ESET product's virus signature database on a WYSE-embedded Window's XP terminal, increasing the size of the temporary data storage allocation will likely fix the issue. To do so, follow the steps below:

1. Ramdisk is allocated to 16MB by default. Try setting the Ramdisk to 32 MB or higher. Click here for step-by-step instructions on changing Ramdisk settings from a WYSE terminal.

2. Retest on the workstation to verify that the problem is resolved.

> ## File-Based Write Filter (FBWB)
>
> If you have (FBWB) installed, run the commands below (in order) in addition to the steps above:
>
> C:\Windows\System32\Fbwfmgr.exe /enable
> C:\Windows\System32\Fbwfmgr.exe /addexclusion C:\Program Files\ESET\ESET Endpoint Antivirus
> C:\Windows\System32\Fbwfmgr.exe /addexclusion C:\Documents and Settings\All Users\Application Data\ESET\ESET Endpoint Antivirus
> C:\Windows\System32\Fbwfmgr.exe /addexclusion C:\ProgramData\ESET\ESET Endpoint Antivirus

3. Restart your device.

4. After the restart, open ESET Endpoint Antivirus.

5. Press the **F5** key on your keyboard to access the Advanced setup tree.

6. Click **Update**.

7. Click **Clear** next to **Clear update cache** and click **OK** to save

your changes.

Related information on the WYSE Technology Knowledgebase:

How do I increase the space available in Z:?

PDF reference guide: See document page 37 for Ramdisk configuration instructions.