

Update: Unable to download eScan updates manually / automatically

:Unable to download the updates manually / automatically:

Checklist for Home User/SOHO (Small Office Home Office) editions of eScan:
(eScan Anti-Virus for Windows & eScan Internet Security Suite (ISS) for windows).

Check 1:

Check the internet connection of that system.

If the system is having internet connection through proxy then make sure the proxy settings are properly configured in the

"eScan updater settings" as configured in Internet Explorer or other web browser installed on that system. If it's a direct

connection then uncheck the option "Download via Proxy" from eScan's updater settings. If its a Proxy connection, then add

the Proxy's IP address and port number in eScan Updater settings.

Check 2:

To have the Manual download working, make sure the file download.exe is present in c:\program files\eScan folder.

If not found, then download and install the latest escan hotfix from below link.

<http://escanav.com/hotfix>

The hotfix will copy the latest download.exe file in eScan folder and then restart the system and try to download the

updates.

To have the Automatic download working, make sure the files (trayicos.exe & traysser.exe) are present in c:\program files

\eScan folder. If not found, then download and install the latest escan hotfix and check after system restart.

Then, open Task Manager, click on the "Processes" tab, put a check on "Show processes from all users" and make sure

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trayicos.exe & traysser.exe are displayed in the running processes list.

If still the issue is unresolved then browse to c:\program files\escan\log folder and refer to Download.log and Autoftp.log

for the recent (date wise) errors shown in those log files and apply the fix as shared below in the "[List of Errors](#)" section

for the respective error codes .

Checklist for SMB and Corporate editions:

(eScan Anti-Virus for SMB, eScan Internet Security Suite (ISS) for SMB, eScan Corporate for Windows)

(For eScan Client systems) :

To have the Manual download working on eScan Client system, make sure the file download.exe is present in c:\program files

\eScan folder.

If not found, then download and install the latest escan hotfix from below link.

<http://escanav.com/hotfix>

The hotfix will copy the latest download.exe file in eScan folder and then restart the system and try to download the

updates.

To have the Automatic download working on eScan Client system, make sure the files (trayicoc.exe & traycser.exe) are present in c:\program files\eScan folder. If not found, then download and install the latest escan hotfix and check after system restart. Then, open Task Manager, click on the "Processes" tab, put a check on "Show processes from all users" and make sure trayicoc.exe & traycser.exe are displayed in the running processes list.

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If still the issue is unresolved then browse to c:\program files\escan\log folder and refer to Download.log and Autoftp.log

for the recent (date wise) errors shown in those log files and apply the fix as shared here for the respective Error Codes.

(For eScan Server system): Check 1:

Check the internet connection of that system. If the system is having internet connection through proxy then make sure the

proxy settings are properly configured in the "eScan updater settings" as configured in Internet Explorer or other web

browser installed on that system. If it's a direct connection then uncheck the option "Download via Proxy" from eScan's

updater settings. If its a Proxy connection, then add the Proxy's IP address and port number in eScan Updater settings.

Check 2:

To have the Manual download working on eScan Server system, make sure the file download.exe is present in c:\program files

\eScan folder. If not found, then download and install the latest escan hotfix, restart the system and try to download the updates.

To have the Automatic download working on eScan Server system, open Task Manager, click on the "Processes" tab, put a check on "Show processes from all users" and make sure the files (trayeser.exe, trayicos.exe, traysser.exe) are displayed in the running processes list.

If still the issue is unresolved then browse to c:\program files\escan\log folder and refer to Download.log and Autoftp.log

for the recent (date wise) errors shown in those log files and apply the fix as shared here for the respective Error Codes.

If the issue is still not resolved, then check the download.log file again for the recent errors shown and apply the relevant

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fix as shared here from the list of known errors found. As a last resort you can contact us on live chat or through email by

addressing your query to support@escanav.com and we will assist you in fixing the reported issue either through email/chat

correspondence or by taking remote connection of your system.

List of Errors:

Below is the list of known error codes found in Download.log of eScan and the solutions to be applied.

**Connecting to HTTP host <Direct connection>
Requested file name and size
Error Occured:
Failed : 400 Bad Request
Unable to connect to the Host.**

Solution:

-Some undetected malware activity might be restricting the system to connect to the internet to download the updates from our

online update server. If you have any other system having internet access on it then download our weekly offline updates

(esupdatebd.exe) from the below link and then execute/run this file on the problematic system to update escan to the recent

date which possibly may have detection for the suspicious file.

Once, it is updated to the recent date then boot the pc in Safe Mode and do a complete scan of all the drives of that system

to make sure the system is free from malware. Once scanning is completed, restart the pc in Normal Mode and then try to

download the updates from eScan to make sure that it is able to download the updates successfully.

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If still eScan is unable to download and gives the same error then click on "start" button then on "run" and type %temp% and press Enter. This will open the Temp folder. Then delete all files and folders from Temp folder and check whether any .tmp or

.dat file is getting created automatically or not even after deleting them. If any such file is found then boot the pc in

safe mode and zip that file in a password protected zip format and save it to a secured path (so that you can send that file

sample to us at samples@escanav.com / support@escanav.com for analysis) and delete it and create a Folder there with the same file name. This to prevent the system from re-creation of such undetected virus file and then restart the pc in Normal

mode and try to download the updates.

If the issue is still not resolved, then check the download.log file again for the recent errors shown and apply the relevant

fix as shared here from the "list of errors" section.

As a last resort you can contact us on live chat or through email by addressing your query to support@escanav.com and we will

assist you in fixing the reported issue either through email/chat correspondence or by taking remote connection of your

system.

Error Occured:

Failed : 404 Connection timed out (Error #10060)

Unable to connect to Host.

Error Occured:

Failed : 404 Connection timed out (Error #10060)

Retry File versions.dat

Error Occured:

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Failed : 404 can't resolve hostname to IP address
Retry File versions.dat

Error Occured:
Failed : 404 can't resolve hostname to IP address
Unable to connect to Host.

Error Occured:
Failed : 404 Connection aborted (Error #10053)
Retry File versions.dat

Error Occured:
500 Connection timed out (Winsock error #10060)

Solution:

-Seems to be connectivity issue while connecting to our web update server from that eScan Server system. Open eScan Updater settings and if the system is having direct access to the internet then uncheck "download via proxy" option or if the system has internet access through a Proxy server, then enable "Download via Proxy and add the proper Ip and port of the proxy, Save the settings and then try to download the updates.

Once in a while do check for disk errors by executing checkdisk command: `chkdsk /f`

Error Occured: 500 Connection refused (Winsock error #10061)Unable to connect to Host... Terminating FTP session

eScan clients may not be able to download updates from eScan Server.

-Possibilities:
(1) eScan Server Announcement might have been stopped.

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You can check whether the escan server announcement is started or not on the eScan server system by doing a telnet on that system. Open command prompt and type the command: Telnet <ip address of escan server> 3333

(For example) : If the ip of escan server is 192.168.0.1, then run the command as: **Telnet 192.168.0.1 3333**

If the announcement is started then you will get message as "**200 eServ Daemon Listening...**" Then type the command as: **quit** and press Enter to return to the command prompt.

On eScan Server system, make sure the escan management console icon is displayed on the task bar.

If the escan management console icon is not displayed on the task bar then check task manager and see whether eserv.exe is showing in the running processes list or not. If not shown then restart that escan server system once to let the console icon load automatically on task bar. Else you can execute the file \program files\escan\eserv.exe which will load the icon on task bar.

Then right-click on that escan management console icon displayed on task bar and it should display as "Stop Announcemnt"

(which means the announcement is already started). If it says "Start Announcement", then the announcement is stopped. So click on "Start Announcement" to start the announcement and then try to download the updates on the escan client systems. Restart the escan server system once you start the announcement to make sure that it stays enabled even after restarting the system which will allow all escan clients to download the updates and policies from eScan Server automatically on daily basis.

(2) On eScan Server system, the FTPPort set in eserv.ini might have been changed from the default port (which is 2021) to some other port (for example :21 or any other number). Change the "FTPPort=" value to 2021 if it has been set to any other port number). Save the file, restart eserv.exe and then check.

(3) Even if the eScan Webconsole shows as "**Announcement Status: [Started](#)**" and still you are not able to telnet the escan server ip on port 3333 then open eserv.ini file in a notepad and make sure the entry "DisableAnnouncement=" is set to 0 (which is default). If its is 1 then change it to 0, save the file and check after restarting the eScan Server system once.

(Note: to modify any files of escan you need to first "Pause" eScan's protection of that system and once done with the modification you can "Resume" the protetcion).

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Error Occured:

421 Permission Denied.Connection refused as client not present in eScan Managed Computer group.

Unable to connect to Host.

Terminating FTP session.

Solution:

-If it is eScan Corporate edition, then eScan Client may have been installed using the "client setup file" on the client desktop and not remotely installed from the web console.

On eScan client system you will get a popup message saying "Warning: Download blocked, as client not present in eScan Managed Computers group".

To fix this; Open eScan Web Console, click on "Unmanaged Computers", search for the IP of that client pc and then add it to the default Managed Group or to other group if any created in the Managed Computers".

Then the client will be able to download the updates from escan server automatically.

Error Occured:

Failed : 451 Host / IP is not present in Managed Computer List,Server refuse the connection.

Unable to connect to Host.

Retry File FileList.lst

FileList.Lst file size is Zero.

Solution:

On eScan client system you will get a popup message saying "Warning: Download blocked, as client not present in eScan Managed Computers group".

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-If it is eScan Corporate edition then you need to first add the computer in console from UnManaged Group to the "Managed Group"/ or to the desired created group. Then you can try to download update from the client pc and it should recognise escan server.

- Check on eScan Web Console in the License Information section whether the license is exceeded or not.

You can also check by adding new computer in the console and if it gives error as cannot add as license exceed then you need to manually remove the old systems (of whose you might have changed the names on their local systems and or not available in your network anymore).

-The older computers which are not in the network anymore and not having escan will not get removed automatically from the console. So you need to remove the old ones and then the newer computers can be added in the console and there won't be any such error on the client and server system.

-Additional Info:

Just to make your task easy in finding out which escan old clients are not connected to escan server for long time you can refer to the "Events & Computers" section of webconsole and expand "Computers Selection" and then click on "Not Connected for a long time". This will list down all the system which may have not been connected to escan server or may have not been in LAN or in use any further. So after knowing the lists you can manually remove them from the respective groups/from "Managed Groups".

Error Occured: 403 forbidden

(or)

Error Occured: Failed : 403 Webcat Access denied. Unable to connect to Host.

Solution:

Above error will be found incase a 3rd party firewall is implemented in the network which may be restricting eScan to connect

to its web update server. Add the below website names and the Ports in that Firewall's whitelist to allow the connection to

work successfully and then try to download the updates.

Websites:

<http://www.microworldsystems.com>

<http://update3.mwti.net>

<http://update4.mwti.net>

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<http://update6.mwti.net>

Ports:

TCP ports: 3333, 2021, 2222 , 2225 , 2227

UDP ports: 2001

If still not resolved, then provide remote connection of that pc to our Support Executive.

Comparing remote file c:\PUB\POLICY\ADMIN_POLICY1*. *NOT FOUND with local file

Solution:

-eScan Client unable to download escan policies while downloading updates belonging to a group named as "ADMIN" in the eScan WebConsole and shows above error message in download.log of the client pc.

Possibility:

The folder related to the Group named " Admin" ie; c:\PUB\POLICY\ADMIN_POLICY1 and its files may be missing from eScan Server system.

To fix this; on eScan Server system cCreated the same Group Name folder (ADMIN_POLICY1) in c:\PUB\POLICY\ and then copy all files from the "c:\pub\policy\escan_default_policy folder. Copying the files from the above mentioned folder will have the default escan polcies saved in that folder. Then try to download the updates on the client pc.

Unable to connect to host Terminating connection

Solution:

-Escan Clients unable to download updates from eScan Server

On client pc, try to telnet to escan server IP on port 3333. If no result shown then its possible that eScan Server

Announcement might be stopped/disabled on eScan Server system.

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To fix this; On eScan Server system, make sure the escan management console icon is displayed on the task bar.

If the escan management console icon is not displayed on the task bar then open Task Manager and see whether eserv.exe is

showing in the running processes list or not. If not shown then restart that escan server system once to let the console icon

load automatically on task bar. Else you can execute the file \program files\escan\eserv.exe which will load the icon on task

bar.

Then right-click on that escan management console icon displayed on task bar and it should display as "Stop Announcement"

(which means the announcement is already started). If it says "Start Announcement", then the announcement is stopped. So click on "Start Announcement" to start the announcement and then try to download the updates on the escan client systems. Restart the escan server system once you start the announcement to make sure that it stays enabled even after restarting the system which will allow all escan clients to download the updates and policies from eScan Server automatically on daily basis.

Then try to download the updates on the client pc.

Error Occured:

**Failed : 501 Method Not Implemented
Unable to connect to the Host.**

Solution:

-Seems to be connectivity issue while connecting to our web update server.

Please contact support on Live chat / Email so that we can check the system through remote connection and assist you in

fixing the same.

Unique solution ID: #1161

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URL: <http://faqs.escanav.com/index.php?action=artikel&cat=15&id=162&artlang=en>

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