

# ESET Tech Center

[Knowledgebase](#) > [Legacy](#) > [ESET Security Management Center](#) > [7.x](#) > [Installation](#) > [Apache Tomcat installed from ESMC 7.x All-in-one installer is unable to extract the 'era.war' file contents](#)

## Apache Tomcat installed from ESMC 7.x All-in-one installer is unable to extract the 'era.war' file contents

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### Issue


- The ESET Security Management Center Web Console (ESMC Web Console) is inaccessible after ESMC 7.x Server was installed using the All-in-one installer.
- The era.war file located at %ProgramFiles%\Apache Software Foundation\Tomcat 7.0\webapps was not extracted into the era directory.

### Details

### Solution

1. Click **Start** → **Run**, type **services.msc** and then click **OK**.

**Windows Vista users:** Click **Start**, type **services.msc** and press **ENTER**.

**Windows Server users 2012:** Click the Windows key  + **R**, type **services.msc** and press **ENTER**.

2. Right-click the **Apache Tomcat 7.0** service, and select **Stop** from the drop-down menu.



**Figure 1-1**

1. When the process is stopped, right-click **Apache Tomcat 7.0** again and select **Properties** from the context menu.
2. Click the **Log On** tab, select **Local System account**, click **Apply** and then click **OK**.



**Figure 1-2**

1. Navigate to your Tomcat directory. The default directory is shown below:

C:\ProgramFiles (x86)\Apache Software Foundation\Tomcat 7.0


2. Open the **webapps** folder.
3. Delete the existing era.war file and copy the era.war file from the All-in-one installer files into **webapps** (C:\ProgramFiles (x86)\Apache Software Foundation\Tomcat 7.0\webapps).



**Figure 1-3**

1. Click **Start** → **Run**, type **services.msc** and then click **OK**.

**Windows Vista users:** Click **Start**, type **services.msc** and press **ENTER**.

**Windows Server users 2012:** Click the Windows key  + **R**, type **services.msc** and press **ENTER**. Right-click the **Apache Tomcat 7.0** service and select **Start** from the context menu.

2. Allow the file to complete extraction; this can take several minutes. After extraction is complete, verify that you can log in to ESMC Web Console (the default address is <https://localhost/era>). Close ESMC Web Console when you are finished.

3. Stop the **Apache Tomcat 7.0** service again, right-click the service and click **Properties**.
4. In the **Log On** tab, select **This account**. Type "Network Service", and then erase both password fields and confirm by clicking **Apply** → **OK**.



**Figure 1-4**

1. Start the **Apache Tomcat 7.0** service again and verify that you can access ESMC Web Console.