

# ESET Tech Center

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## 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**. 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.