

ESET Tech Center

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Apache Tomcat installed via ERA 6.X All-in-one installer is not able to extract content from 'era.war' file

Ondersteuning | ESET Nederland - 2017-11-06 - Comments (0) - 6.x

<https://support.eset.com/kb6079>

Issue

After the All-in-one installation of ERA 6.x Server, the ESET Remote Administrator Web Console (ERA Web Console) is inaccessible.

The era.war file located at %ProgramFiles%\Apache Software Foundation\Tomcat 7.0\webappshas not been extracted into the era directory.

Details

Solution

This issue is caused when the Apache Tomcat service is being logged onto as a network Service. Follow the steps below to resolve this issue:


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

Click the image to view larger in new window

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



Figure 1-2


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

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

6. Open the **webapps** folder.
7. Delete the existing `era.war` file and copy the `era.war` file from the All-in-one installer files into **webapps**.



Figure 1-3

8. 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.
9. Allow the file to complete extraction; this can take several minutes. After extraction is complete, verify that you can log in to ERA Web Console (the default address is `https://localhost/era`). Close ERA Web Console when you are finished.
10. Stop the **Apache Tomcat 7.0** service again, right-click the service and click **Properties**.
11. 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

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

Tags

ERA 6.x