

# ESET Tech Center

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## Apache Tomcat is not running (service could not start)—how do I fix this problem?

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<https://support.eset.com/kb5550>

### Issue

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Apache Tomcat is not running  
Error message from a Java update is received (error code 1)

### Solution

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#### I. Check the Apache Tomcat service

In cases where the ESET Remote Administrator Web Console (ERA Web Console) is not running, check whether the **Apache Tomcat service** is running:

1. Click **Start** → **Run**, type **services.msc** and then click **OK**.  
**Windows Server 2012 users:** Click the Windows key + **R**, type **services.msc** and press **Enter**.
2. Locate the **Apache Tomcat** service, and then verify that **Running** is listed in the **Status** column. If it is not running, try to start the service manually by selecting it and clicking **Start**.

#### II. Error message from a Java update is received (error code 1)

While trying to start the service, you might receive the following error

message, which may result from a Java update:

*"Windows could not start the Apache Tomcat 7 on Local Computer. For more information, review the System Event Log. If this is a non-Microsoft service, contact the service vendor, and refer to the service-specific error code 1."*

If you receive this error while attempting to start the **Apache Tomcat** service, follow the step-by-step instructions below to resolve your issue:

1. Navigate to your %TOMCAT\_HOME%\bin directory (for example, C:\Program Files\Apache Tomcat\Tomcat7\bin) and double-click **tomcat7w.exe**.



**Figure 1-1**

**Click the image to view larger in new window**

2. Click the **Java** tab, select the check box next to **Use default** and then click **OK**.



**Figure 1-2**

3. Start the **Apache Tomcat** service. The service should start without issue.

See the [Troubleshooting](#) section of the ERA Administration Guide for more information.

Tags

ERA 6.x