

Component Upgrade to ESMC 7 runs slowly

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Issue

You have started the Component Upgrade task to upgrade to ESET Security Management Center (ESMC) and now you cannot log into ESMC Web Console.

Solution

Do not restart the ESMC Server or the ESMC service while the database is upgrading. Once the task has completed, you will be able to log in to your ESMC Web Console as you normally do.

If you cannot log into ESMC Web Console, the task has not finished running. Do not attempt to restart ESMC Server or the ESMC service until you are able to log in to ESMC Web Console.

The time it takes to upgrade will vary depending on your database size and the system configuration. It can take some time to complete. See this Knowledgebase article for more information about [Upgrading to the latest version of ESET Security Management Center 7.x](#).