

ESET Tech Center

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Error "Login Failed, Connection has failed with the state of 'Not connected'" in ESET Remote Administrator Web Console (6.x)

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<https://support.eset.com/kb5852>

Issue

You receive the error message "Login Failed, Connection has failed with the state of 'Not connected'"



Figure 1-1

Solution

To troubleshoot the problematic component, you can trace the communication process as follows:

- For the error "Login failed: Communication error": There is an issue with communication between your **Browser** and the **Webserver**.
- For the error "Login failed: Connection has failed with state 'Not connected'": There is an issue with the connection between **Webserver** and **ERA Server** or the **ERA Server** and **ERA Database** (but the connection between the **Browser** and **Webserver** is probably working).

I. Troubleshoot connection problems

Start with step 1 and continue to the next step until your issue is

resolved. **After completing each step, refresh the ERA Web Console and then try to log in again.**

Windows users only

The steps below contain instructions to resolve this issue on a Windows operating system. Linux users may follow the steps, but instructions on how to restart a service and how to read log files are different. Please refer to the [ERA User Guide](#) for more details.

1. Check for any possible problem or conflict in your network. For example, if the database server is running on a different computer, the connection may be broken.
2. [Restart the Apache Tomcat service.](#)

Apache Tomcat may take a few minutes to begin listening even though the service is running. Wait a few minutes and try to log in again.

Be careful when restarting services

We recommend that you restart services only when necessary and set a maintenance window to minimize the risk of data loss.

3. It is possible that the database service (SQL Server or MySQL) is not running. Try to connect to the database; if the connection to the database is **not working**, restart the database service.
4. It is possible that the ESET Remote Administrator Sever (ERAS) is not running.
 - [How do I stop or restart the ESET Remote Administrator Server service?](#)
5. The listening ports may already be in use (443, 2222, 2223 or 8443) and prevent ERA services from running properly. See

part II here: [Check for any possible port conflicts.](#)

6. Look for possible errors in ERA Server and Apache Tomcat log files.

- **ERA Server:**

C:\ProgramData\ESET\RemoteAdministrator\Server\EraServerApplicationData\Logs\

- **Apache Tomcat:**

C:\Program Files\Apache Software Foundation\Tomcat 7.0\Logs\

If you are still unable to log in to the ERA Web Console, continue to part II below.

II. Reinstall ERA Web Console

The following instructions will take between ten and twenty (10 – 20) minutes to complete depending on your network connection.

1. Stop the **Apache Tomcat 7** service from `services.msc` or navigate to your `%TOMCAT_HOME%\bin` directory (for example, `C:\Program Files\Apache Tomcat\Tomcat7\bin`) and double-click **tomcat7w.exe**.
2. Rename `%systemdrive%\Program Files\Apache Software Foundation\Tomcat7\Webapps\erato` **era.old**.
3. Download the latest `era.war` file from the following location:
 - <https://download.eset.com/com/eset/apps/business/era/webconsole/latest/era.war>
4. Rename the `.war` file to `era.zip` (you may need to confirm the filename extension change), right-click the file and extract the contents to the following location:
 - `%systemdrive%\Program Files\Apache Software Foundation\Tomcat7\Webapps\`

5. Restore this file %systemdrive%\Program Files\Apache Software Foundation\Tomcat7\Webapps\era.old\WEB-INF\classes\sk\eset\era\g2webconsole\server\modules\config\EraWebServerConfig.properties to its original location.
6. Start the Apache Tomcat 7 service (see step 1 above).
7. Refresh the ERA Web Console (F5) and then try to log in again. [How do I open the ESET Remote Administrator Web Console? \(6.x\).](#)

If you are still unable to resolve this issue, include the above ERA Server and Apache Tomcat log files and [email ESET Customer Care](#).

Tags

ERA 6.x