

# ESET Tech Center

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## ESET Remote Administrator for Linux—Installation troubleshooting (6.x)

Ondersteuning | ESET Nederland - 2017-11-08 - Comments (0) - 6.x

<https://support.eset.com/kb3728>

### Issue

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Common error messages and solutions when installing ESET Remote Administrator 6.x on Linux Operating Systems

### Details

For more details about installation of ESET Remote Administrator 6.x, please refer to the following sections of the ESET Remote Administrator User Guide:

[Component installation on Linux](#)  
[Supported Linux distributions](#)

The installer log of ESET Remote Administrator Server (ERA Server) may be useful for troubleshooting and reporting to ESET technical support. The log file is located at:

```
/var/log/eset/RemoteAdministrator/EraServerInstalle  
r.log
```

### Solution

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#### Error message

```
Checking database connection ... failure  
Error: Admin connection not working. Unable to
```

continue

## Solution

1. Verify the presence of your database server (in this example, MySQL is used) on the server and whether database server is running or not:

```
service mysql status
```

or

```
systemctl status mysql
```

**Note:** For Red Hat-based distributions and ERA Appliance the MySQL service name is `mysqld`.

2. Verify that the ODBC driver is installed on the server. If not, install it:

```
apt-get install unixodbc libmyodbc (Debian, Ubuntu distributions)
```

```
yum install mysql-connector-odbc (CentOS, Red-Hat, Fedora distributions)
```

```
zypper install myodbc-unixodbc (OpenSUSE distributions)
```

3. Verify the proper configuration of MySQL ODBC driver in `/etc/odbcinst.ini`.

## Error message

```
Checking database connection ... failure
```

```
Error: Database does not support big blocks of data.
```

```
Unable to continue. Please reconfigure database first.
```

## Solution

1. Add the following content in the **[mysqld]** section of the MySQL configuration file (usually located in `/etc/my.cnf` or `/etc/mysql/my.cnf`):

```
[mysqld]
max_allowed_packet=33M
```

- Restart the MySQL service when possible:

```
service mysql restart
```

or

```
systemctl restart mysql
```

### **Error message**

Error: DbCreate: Statement execution failed.

Error: [MySQL][ODBC ... Driver][mysqld-...-log]You have an error in your SQL syntax; check the manual that corresponds to your MySQL server version for the right syntax to use near...

### **Solution**

Make sure that the version of MySQL installed on your Server is supported. [Click here to view database system requirements for ESET Remote Administrator 6.x](#). The following command will display the version of SQL in use:

```
mysql --version
```

### **Error message**

Checking certificate password ... failed  
Error checking peer certificate password:  
NOT\_REGULAR\_FILE

### **Solution**

Before installing ESET Remote Administrator Agent (ERA Agent), [create a new certificate](#). Also, verify whether you point to the

correct location of the certificate (`--cert-path=` installation parameter).

### **Error message**

When deploying `era.war`, you may encounter the following tomcat error messages (located in `/var/log/tomcat/catalina.DATE.log`):

```
SEVERE: Exception fixing docBase for context [/era]  
java.util.zip.ZipException: error in opening zip file
```

```
SEVERE: Error waiting for multi-thread deployment of  
WAR files to complete  
java.lang.InterruptedException
```

### **Solution**

1. Make sure the **openjdk** package is installed on the server. Always use the latest officially released version of Java (ESET Remote Administrator Web Console requires Java version 7 or later):

```
apt-get install openjdk-7-jdk (Debian, Ubuntu  
distributions)
```

```
yum install java-1.8.0-openjdk (Red-Hat, Fedora  
distributions)
```

2. Redeploy `era.war` into the **tomcat** folder (on some systems the folder name is **tomcat7**):

```
cp era.war /var/lib/tomcat/webapps/
```

### **Error message**

```
Installing SELinux policy... failure
```

```
Error: Failed to install SELinux policy due to  
missing dependendices (policycoreutils-devel)
```

### **Solution**

Install the **polycoreutils-devel** package:

```
yum install polycoreutils-devel (CentOS, Red-Hat, Fedora distributions)
```

Tags

ERA 6.x

Linux