ESET Tech Center

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

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https://support.eset.com/kb3728

Issue

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/EraServerInstaller.log
```

Solution

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 **policycoreutils-devel** package:

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

- Tags
- ERA 6.x
- Linux