ESET Remote Administrator Web Console does not load (6.x)

Ondersteuning | ESET Nederland - 2025-03-07 - Comments (0) - 6.x

https://support.eset.com/kb5678

Issue

ESET Remote Administrator Web Console (ERA Web Console) does not load
You receive the message "Cannot access page"
You need to reinstall Apache Tomcat 7

Solution

If ESET Remote Administrator Web Console (ERA Web Console) will not start, or if the login screen appears to load constantly without opening, follow the instructions below. Start with part I and only continue to the next part if the issue is not resolved.

I. Restart the services for ESET Remote Administrator Server and Apache Tomcat

1. Try using a different browser to access ESET Remote Administrator Web Console. If you are using Internet Explorer, make sure you have the latest version.
2. Restart the ERA Server service.
3. Restart the Apache Tomcat service.
4. Attempt to open the ESET Remote Administrator Web Console (6.x).

If the ERA Web Console login screen does not load successfully, continue to part II.

II. Check for port conflicts

1. Press the Windows key + **R**, type **cmd** into the field and click **OK** to open a command prompt. Type the following command:

   ```
   netstat –aobn
   ```



Figure 2-1

2. Verify that Tomcat7.exe is listening on port 443 or 8443. How do I change the port used by the ESET Remote Administrator Web Console? (6.x)
3. Attempt to open the ESET Remote Administrator Web Console (6.x).

If the ERA Web Console login screen does not load successfully, continue to part III.

III. Uninstall and Reinstall Apache Tomcat 7 and generate a new keystore

To uninstall Apache Tomcat:

1. Click **Start** → **Control Panel** → **Uninstall a program**.
2. Select **Apache Tomcat 7.0 Tomcat7 (remove only)** and click **Uninstall/Change**.



Figure 3-1

To reinstall Apache Tomcat:

3. Reinstall Apache Tomcat 7 by navigating to the original location to which you downloaded the ESET Remote Administrator Setup package (in this example, C:\Desktop\x64).
4. Open the **installers** folder and double-click **apache-tomcat-7.0.xx** (exe).



Figure 3-2

5. Follow the instructions in the setup wizard to install Apache Tomcat.

a. In the **Choose Components** screen, choose **Normal** or **Minimal**.
b. In the **Configuration** options screen, click **Next**.
c. Navigate to the Java Runtime (JRE) installer saved on your system (you must use Java SE 6.0 or later) and click **Next**.
d. Choose your desired installation folder and click **Install**.

To generate a new keystore:

> ### Backup the keystore and server.xml
>
> The instructions below will create new keystore and server.xml files. Alternatively, you can backup these files and replace them in the standard installation folder location. Use the following examples as reference:
>
> keystore - (C:\Program Files (x86)\Apache Software Foundation\Tomcat 7.0\.keystore)
>
> server.xml - (C:\Program Files (x86)\Apache Software Foundation\Tomcat 7.0\conf\server.xml)

6. Navigate to the `bin` folder in the current `Java` directory (for example, `C:\Program Files (x86)\Java\jre1.8.0_91\bin>`) in the command line and run the following command after substituting your values for bin folder, password and certificate information. (See the **Important** note below for more information)

```
keytool.exe -genkey -alias "tomcat" -keyalg RSA -
keysize 4096 -validity 3650 -keystore "C:\Program
Files (x86)\Apache Software Foundation\Tomcat
7.0\tomcat.keystore" -storepass "yourpassword" -
keypass "yourpassword" -dname "CN=Unknown,
OU=Unknown, O=Unknown, L=Unknown, ST=Unknown,
C=Unknown"
```

> ### Important! Substitute your own values in the command
>
> - Substitute the actual location of your bin folder here (for example, C"\Program Files or x86)
> - Enter your password here. The password will be

stored in plain text later, so entering a new password is recommended.
- Enter the certificate information:
CN: Common Name (identifies the fully qualified domain name(s) associated with the certificate)
OU: Organizational Unit
O: Organization (Business name)
L: Locality (City)
ST: State
C: Country code

7. Open the server.xml file located at the following path:

   C:\Program Files(x86)\Apache Software Foundation\Tomcat 7.0\conf\server.xml
8. Search or scroll until you find **<!-- A "Connector" represents an endpoint by which requests are received...** and edit the area for connector ports by pasting the following code in server.xml:

```
<Connector port="80"
protocol="org.apache.coyote.http11.Http11Protocol"
connectionTimeout="20000" redirectPort="443" />
<Connector port="443" maxHttpHeaderSize="8192"
maxThreads="150" minSpareThreads="25"
maxSpareThreads="75" enableLookups="false"
disableUploadTimeout="true" acceptCount="100"
scheme="https" secure="true" SSLEnabled="true"
clientAuth="false" sslProtocol="TLS"

keyAlias="tomcat" keystoreFile="tomcat.keystore"
keystorePass="YOURPASSWORD"/>
```

> Important!
>
> - Change port 443 to 8443 if 443 is already in use.
> - In the field **keystorePass=YOURPASSWORD**, type the keystore password that was used during keystore generation.

Figure 3-3
Click the image to view larger in new window

9. At the following location, create a new folder and name it **era**:

   C:\Program Files(x86)\Apache Software Foundation\Tomcat 7.0\webapps\
10. Change the file name **era.war** (from the era installer folder) to **era.zip**.
11. Extract the era.zip files to the following location:

    C:\Program Files(x86)\Apache Software Foundation\Tomcat 7.0\webapps\era
12. Start the Apache Tomcat service.
13. Set the Apache startup type service to **Automatic**.
14. Attempt to open the ESET Remote Administrator Web Console.

If the ERA Web Console login screen does not load successfully, visit the Related links below or contact ESET technical support.

- Tags
- ERA 6.x