

ESET Tech Center

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ESET Security Management Center for Linux—Installation troubleshooting (7.x)

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Issue

- Common error messages and solutions when installing ESET Security Management Center 7.x on Linux Operating Systems

[Details](#)

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 ESMC 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 Security Management Center 7.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 Management 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 Security Management Center 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)
```

If you are still unable to resolve your issue, please [email ESET Technical Support](#).