

# ESET Tech Center

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## I receive the error message "Cannot init openssl library" when installing ESET File/Mail/Gateway Security for Linux

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<https://support.eset.com/kb3584>

### Issue

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You see one of the following error messages in the log files or in the Terminal when installing ESET File/Mail/Gateway Security for Linux:

```
Cannot init openssl library
Child process wwi[PID] terminated with return
code 73, won't be restarted
Child process wwi[PID] did not handle signal 6,
restart in 0 seconds
```

### Details

### Solution

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For ESET File/Mail/Gateway Security for Linux to work properly, you need to have OpenSSL installed.

If you are using a 64-bit edition of Linux distribution, it is necessary to have both the 32-bit and 64-bit versions of [OpenSSL](#) installed on your server. In some cases, development OpenSSL package variants are required.

To search and install a suitable OpenSSL package for your system, use one of the following commands in the Terminal:

<b>Debian-based (apt)</b>	Search: apt-cache search openssl Install*: apt-get install openssl libssl-dev
<b>Red Hat-based (yum)</b>	Search: yum search openssl Install*: yum install openssl openssl-devel

<b>Other</b>	Install openssl using distribution-like package software or compile OpenSSL from the source using one of the <a href="#">tarballs</a> .
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\* OpenSSL packages may have different names in various Linux distributions.

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

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Linux