

ESET Tech Center

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Ondersteuning | ESET Nederland - 2017-12-01 - Comments (0) - Legacy

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

Issue

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

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:

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

| | |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Other | Install openssl using distribution-like package software or compile OpenSSL from the source using one of the tarballs . |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------|

* OpenSSL packages may have different names in various Linux distributions.

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

Tags
Linux