

ESET Tech Center

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MDM Server (service) is unable to start

Steeff | ESET Nederland - 2021-11-11 - Comments (0) - ESET PROTECT On-prem

Alert Details

- IRIS Module version 1122.0 causes MDM to not start

Am I affected?

All [MDM servers](#) with the module IRIS version 1122.0 are impacted. This issue is indicated [in the log](#) by the following message:

"log MDM 2021-11-05 08:55:33 E [24096] Failed to initialize component: Configuration, exception backtrace:
exception: ModuleManager: Unable to load module MODULE_ID_IRIS. Reason: 7001"

Solution

Manually upgrade the IRIS module on your MDM server to version 1122.2.

1. Stop the MDM Service.
2. [Download](#) the modules package.
3. Open the downloaded folder. Extract the folder based on your MDM server OS:
 - On Windows: Extract the 1128 folder from 1128.zip:
C:\ProgramData\ESET\RemoteAdministrator\MDMCore\Modules\em024_64
 - On Linux: Replace em024_64.dat at the below location with the em024_64.dat from 1128.zip:
/var/opt/eset/RemoteAdministrator/MDMCore/Modules
4. After the file is replaced at the specified location, restart the MDM Service.