

# ESET Tech Center

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## MDM Server (service) is unable to start

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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.