

ESET Tech Center

Knowledgebase > Legacy > Legacy ESET Remote Administrator (6.x / 5.x / 4.x) > 6.x > Missing libQtWebKit dependency on CentOS Linux

Missing libQtWebKit dependency on CentOS Linux

Ondersteuning | ESET Nederland - 2017-11-06 - Comments (0) - 6.x

<https://support.eset.com/kb5951>

Issue

libQtWebKit package is not available on CentOS Linux operating system

Reports cannot be generated from ERA Web Console

The following error message is displayed in log files:

```
Error: CReportPrinterModule [Thread
7f5f4c7b8700]: ReportPrinter: ReportPrinterTool
exited with:
/opt/eset/RemoteAdministrator/Server//ReportPrint
erTool: error while loading sh red libraries:
libQtWebKit.so.4: cannot open shared object file:
No such file or directory [code:127]
```

Solution

Qt4 WebKit libraries are required - Used for printing reports to PDF and PS format (must be version 4.x, not 5).

Important!

Check to see if the problem is resolved after each step. If not, proceed to the next step until the problem is resolved.

1. Run the following command in Terminal (as root or with sudo) to install libQtWebKit directly from Fedora repositories.

64-bit operating systems:

```
yum install
```

```
https://dl.fedoraproject.org/pub/epel/7/x86_64/q/  
qtwebkit-2.3.4-6.el7.x86_64.rpm
```

32-bit operating systems:

```
yum install
```

```
https://dl.fedoraproject.org/pub/epel/6/i386/qtwe  
bkit-2.1.1-1.el6.i686.rpm
```

2. Verify the presence of remaining [ERA Server prerequisites](#). All mandatory prerequisites must be met.
3. Compile and install the libQtWebKit source package using the following instructions (Advanced Linux users only):

<https://trac.webkit.org/wiki/BuildingQtOnLinux>

Tags

ERA 6.x

Linux