# **ESET Tech Center**

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# Reset the ESET Security Management Center Web Console (ESMC Web Console) password (7.x)

Anish | ESET Nederland - 2022-12-28 - Comments (0) - ESET Security Management Center

### lssue

ESET business product in Limited Support status

This content applies to an ESET product version that is currently in Limited Support status and is scheduled to reach End of Life status soon.

For a complete list of supported products and support level definitions, review the <u>ESET End of Life Policy for business</u> <u>products</u>.

Upgrade ESET business products.

- Login error in ESET Security Management Center Web Console
- Cannot log into the ESET Security Management Center Web Console (ESMC Web Console) because you do not have the ESMC Web Console password

## Solution

Are you a Linux user?

- 1. Open the ESET Security Management Center Web Console login screen.
- 2. Click Change Password.

		eset security	MANAGEN	IENT CENTER	
		Log in			
		Administrator			
		Password			
		English	~		
		Log Into Domain			
		Allow Session in Multiple Tabs			
		LOG IN Change password	2		
				NOR A MOR	
		© 1992 - 2018 ESE	Open Help T, spol. s r.o All rights	reserved.	
3.	Enter the	e existing passwor	d into the	e first blank fi	eld, then

enter the new password into the Type new password and Retype new password fields. When you are finished, click Login to save your changes.

If you do not have the original password, and you need to reset the ESMC Web Console password for an individual administrator account, follow the steps below:

#### Troubleshooting

If a Web Console user cannot log into the Web Console with 2FA because of an inaccessible phone (the phone is lost, damaged, etc.), resetting the Web Console password disables the 2FA on the Administrator account and enables the user to log in. Other ESET PROTECT user accounts with 2FA will remain unaffected. After the user logs into the Web Console without 2FA, we recommend reenabling 2FA.

- 1. Click **Start** → **Control Panel**.
- 2. Click **Programs and Features**.



1. Right-click **ESET Security Management Center Server** and select **Change** from the context menu.



1. Click **Next**.



1. Click Repair.

记 ESET Security Management Center Server Setup - 🗆 🗙
Change, repair, or remove installation Select the operation you wish to perform.
Change         ESET Security Management Center Server has no independently selectable features.         Repair         Repair         Repair         Repairs errors in the most recent installation by fixing missing and corrupt files, shortcuts, and registry entries.         Remove         Removes ESET Security Management Center Server from your computer.
Back Next Cancel

1. Complete all required fields in the **Database server connection** window and click **Next**.

#### Default port number

The screenshot below shows the port number (14222) set by ESMC installer set during the installation of MS SQL. The standard MS SQL port is 1433. If you are using a pre-existing SQL database, 1433 is the default port.

🔀 ESET Security Management Center Se	erver Setup —	×
Database server connection Please enter database server connectio	m.	Seт
Database:	MS SQL Server via Windows Authentication	~
ODBC driver:	SQL Server	~
Database name:	era_db	
Hostname:	localhost	
Use Named Instance:		
Port:	14222	
	6	
	Back Next Cance	ł

 Click Use existing user and type the Database username (the default is era\_user) and Password (you can find the password in: %PROGRAMDATA%\ESET\RemoteAdministrator\Server\Era ServerApplicationData\Configuration\startupconfigura tion.ini) and click Next.

🕼 ESET Security Management Center Server Setup 🛛 – 🗌 🗙			
Database user for Security Management Center Please enter database user for Security Management Center credentials.			
<ul> <li>Create new user</li> <li>Use existing user</li> </ul>			
Database username: Password: Password confirmation:	era_user		
	$\overline{\mathcal{O}}$		
[	<u>B</u> ack <u>N</u> ext Cancel		

 Deselect the check box next to Use Administrator password already stored in the database, type a new password into the Password and Password confirmation fields and then click Next.

ESET Security Management Cen	ter Server Setup		_		×
Web Console user & server of Please enter Web Console user pa	onnection assword and server o	connection.		0	eset
Jse Administrator password alre Password: Password confirmation:	ady stored in the da	tabase			
Agent port: Console port:	2222		Č	3	
	Back	Next		Can	cel

1. Select Keep currently used certificates and click Next.

🔀 ESET Security Management Center Server Setup	_	
<b>Certificates</b> Please specify whether certificates will be generated or not.		eser
<ul> <li>Keep currently used certificates</li> <li>Load certificates from file</li> <li>Generate new certificates</li> </ul>		
	٥	
Back	Next	Cancel

1. Click Repair.



1. Click **Finish**. You can now log in to ESMC Web Console with your new password.

#### Linux and Virtual Appliance users

To reset the Web Console Administrator password follow the steps below. The administrator password must be at least 8 characters long.

- Log in to the Linux console on the machine where ESMC 7 is installed as root
- Save your password to the variable NEW\_PASSWORD (for security reasons). Type following command, where <password> is substituted by your new password.
   export NEW\_PASSWORD=<password>
- 3. Run the following command to change your password for the new one:

/opt/eset/RemoteAdministrator/Server/setup/installer\_backup.sh -

-skip-license --server-root-password='env:NEW\_PASSWORD'

#### NOTE:

- The path to installer\_backup.sh may differ depending on your Linux distribution.
- If you cannot locate installer\_backup.sh, <u>download</u> <u>the ESMC Server installer</u> from the ESET website.
- 1. Run this command to remove your password from variables: export NEW\_PASSWORD
- 2. Restart the ESMC Server service.