Stop or restart the ESET PROTECT Server service

Steef | ESET Nederland - 2021-01-14 - Comments (0) - ESET PROTECT On-prem

Issue

- Stop or restart the ESET PROTECT Server service
- SC Error Code: 11 is returned when you attempt to push install
- You are troubleshooting the ESET PROTECT Web Console

Solution

Use caution when restarting ESET PROTECT Services

Always be careful when restarting the ESET PROTECT Server or other ESET PROTECT services. This action can:

- affect other users using the ESET PROTECT Server
- interrupt running server tasks or postpone their execution (especially if throttling is used)
- lead to loss of unsaved settings or other unsaved information
- cause additional CPU and network load

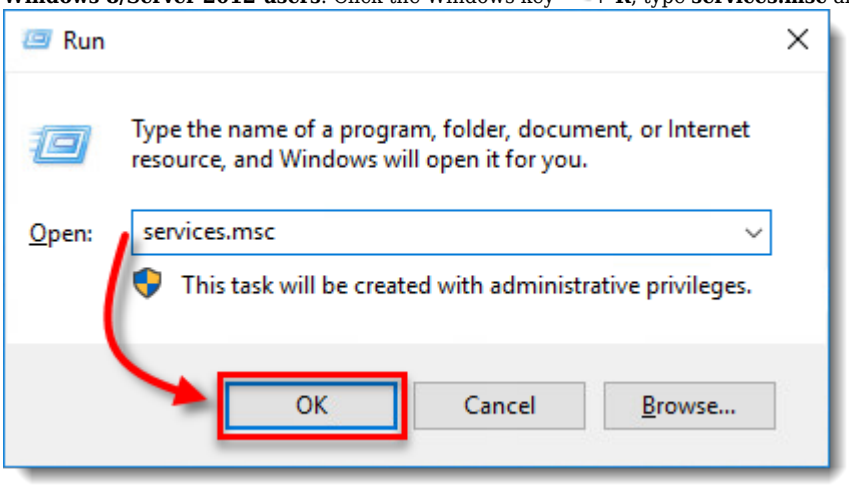
Restart the ESET PROTECT Service only if it is necessary.

Restart the service on Windows systems

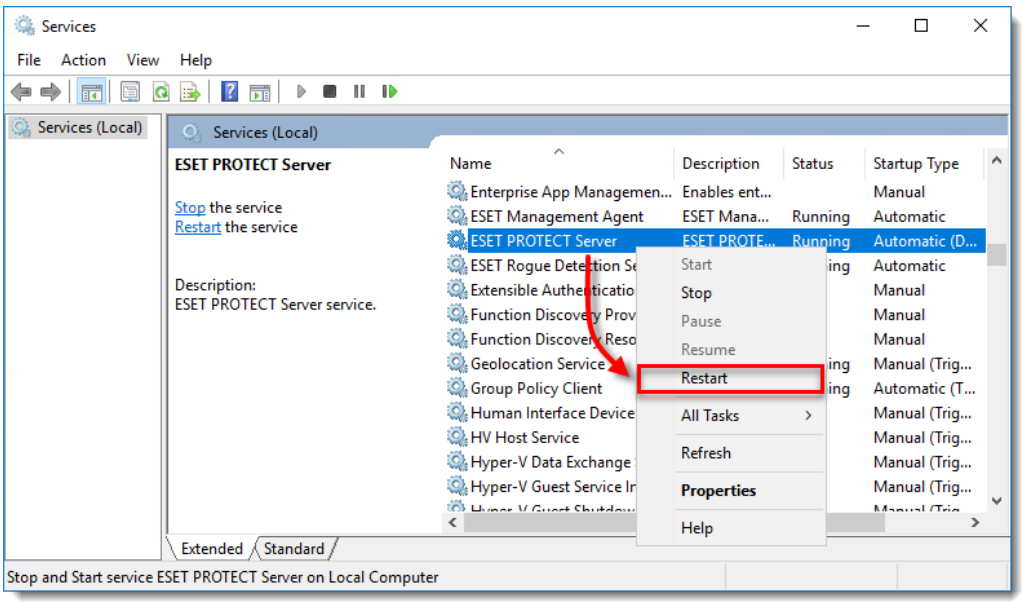
1. Click **Start → Run**, type **services.msc** and then click **OK**.

2. **Windows 7/10/Server 2016 users**: Click **Start**, type **services.msc** and press **ENTER**.

   Windows 8/Server 2012 users: Click the Windows key + **R**, type **services.msc** and press **ENTER**.



3. Locate the **ESET PROTECT Server** service in the **Services** window, right-click it and select either **Stop** or **Restart** from the context menu.



Restart the service on Linux systems

Different Linux distributions use various commands to start and restart services. Some distributions provide GUI tools for this purpose (for example, `bum`).

Most common commands for service management among Linux distributions are:

- `systemctl`
- `service`
- `/etc/init.d/...`

To restart the ESET PROTECT Server on a Linux system, stop the service, then restart using commands such as the ones shown below:

```
systemctl start eraserver
systemctl stop eraserver

or

service eraserver start
service eraserver stop

or

/etc/init.d/eraserver start
/etc/init.d/eraserver stop
```

These examples can be modified to `restart / start / stop` other ESET PROTECT services such as `eraagent`, `eramdmcore` or `eraproxy`.

To view a list of running programs, run `top` or `htop` (exit the program by typing `q`). If you want to find out which ESET PROTECT components are running, run `htop` and then press the **F3** key to search for the keyword `era`.

Root priviledges are required to run the command successfully. Use `sudo` or login as root. For example:

```
sudo systemctl start eraserver
```