

ESET Tech Center

[Knowledgebase](#) > [Legacy](#) > [ESET Security Management Center](#) > [7.x](#) > [Stop or restart the ESET Security Management Center Server service \(ESMC 7.x\)](#)

Stop or restart the ESET Security Management Center Server service (ESMC 7.x)

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Issue

- Stop or restart the ESET Security Management Center (ESMC) Server service
- SC Error Code: 11 is returned when you attempt to push install
- You are troubleshooting the ESMC Web Console (ESMC version 7)

Solution

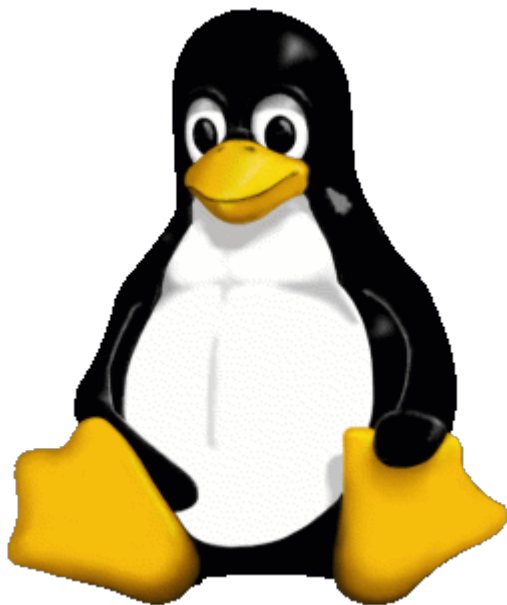
Use caution when restarting ESMCServices

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

- affect other users using the ESMC 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 ESMC Service only if it is necessary.

Restart the service on Windows systems



Linux users, [click here](#).

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**.

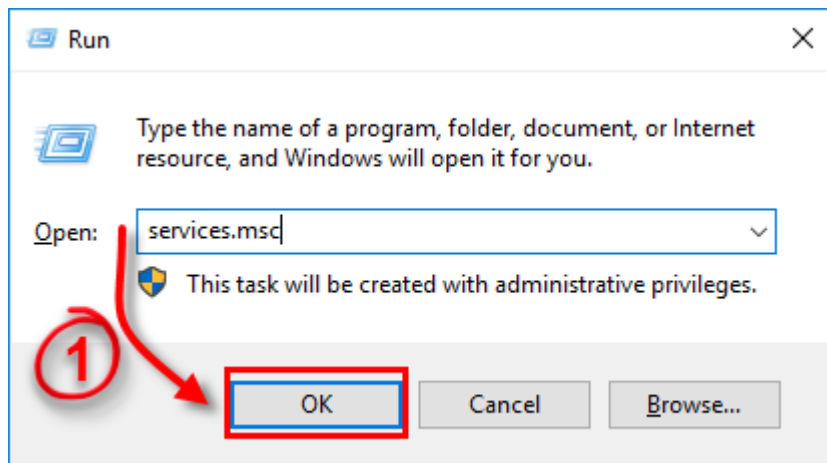


Figure 1-1

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

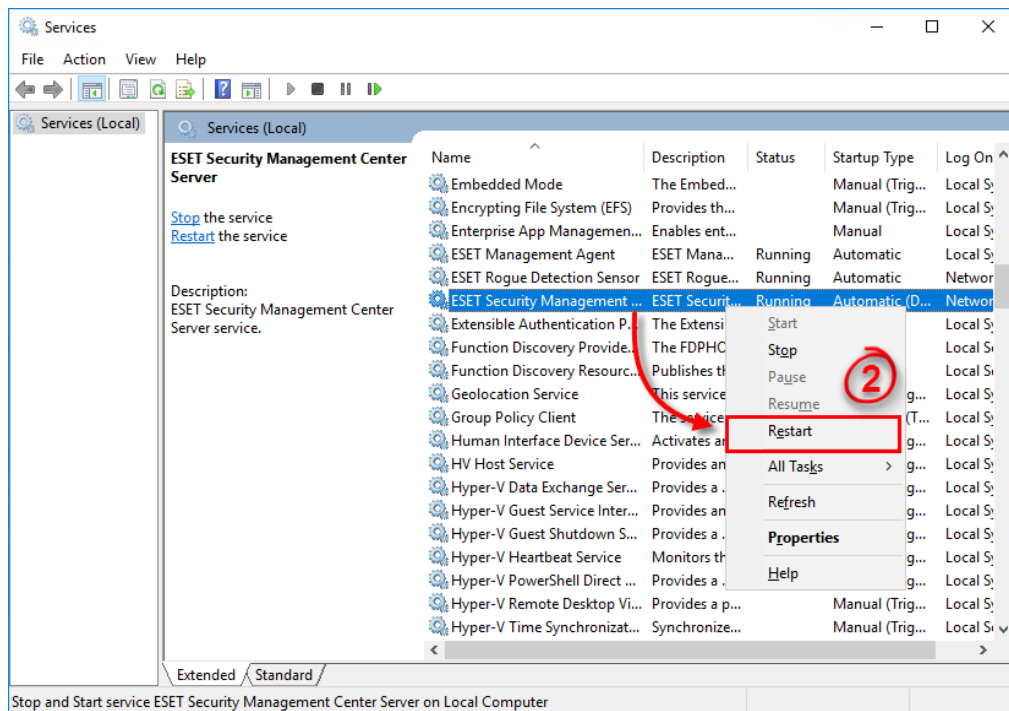


Figure 1-2

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 ESMC Server on a Linux system, you must stop the service and then start it 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 ESMC 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 ESMC components are running, run `htop` and then press the **F3** key to search for the keyword `era`.

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

```
sudo systemctl start eraserver
```