

ESET Tech Center

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ESET Remote Administrator for Linux—Installation troubleshooting (6.x)

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<https://support.eset.com/kb3728>

Issue

Common error messages and solutions when installing ESET Remote Administrator 6.x on Linux Operating Systems

Details

For more details about installation of ESET Remote Administrator 6.x, please refer to the following sections of the ESET Remote Administrator User Guide:

[Component installation on Linux](#)
[Supported Linux distributions](#)

The installer log of ESET Remote Administrator Server (ERA Server) may be useful for troubleshooting and reporting to ESET technical support. The log file is located at:

```
/var/log/eset/RemoteAdministrator/EraServerInstaller.log
```

Solution

Error message

```
Checking database connection ... failure  
Error: Admin connection not working. Unable to
```

continue

Solution

1. Verify the presence of your database server (in this example, MySQL is used) on the server and whether database server is running or not:

```
service mysql status
```

or

```
systemctl status mysql
```

Note: For Red Hat-based distributions and ERA Appliance the MySQL service name is `mysqld`.

2. Verify that the ODBC driver is installed on the server. If not, install it:

```
apt-get install unixodbc libmyodbc (Debian, Ubuntu distributions)
```

```
yum install mysql-connector-odbc (CentOS, Red-Hat, Fedora distributions)
```

```
zypper install myodbc-unixodbc (OpenSUSE distributions)
```

3. Verify the proper configuration of MySQL ODBC driver in `/etc/odbcinst.ini`.

Error message

```
Checking database connection ... failure
```

```
Error: Database does not support big blocks of data.
```

```
Unable to continue. Please reconfigure database first.
```

Solution

1. Add the following content in the **[mysqld]** section of the MySQL configuration file (usually located in `/etc/my.cnf` or `/etc/mysql/my.cnf`):

```
[mysqld]  
max_allowed_packet=33M
```

- Restart the MySQL service when possible:

```
service mysql restart
```

or

```
systemctl restart mysql
```

Error message

Error: DbCreate: Statement execution failed.

Error: [MySQL][ODBC ... Driver][mysqld-...-log]You have an error in your SQL syntax; check the manual that corresponds to your MySQL server version for the right syntax to use near...

Solution

Make sure that the version of MySQL installed on your Server is supported. [Click here to view database system requirements for ESET Remote Administrator 6.x](#). The following command will display the version of SQL in use:

```
mysql --version
```

Error message

Checking certificate password ... failed
Error checking peer certificate password:
NOT_REGULAR_FILE

Solution

Before installing ESET Remote Administrator Agent (ERA Agent), [create a new certificate](#). Also, verify whether you point to the

correct location of the certificate (`--cert-path=` installation parameter).

Error message

When deploying `era.war`, you may encounter the following tomcat error messages (located in `/var/log/tomcat/catalina.DATE.log`):

```
SEVERE: Exception fixing docBase for context [/era]  
java.util.zip.ZipException: error in opening zip file
```

```
SEVERE: Error waiting for multi-thread deployment of  
WAR files to complete  
java.lang.InterruptedException
```

Solution

1. Make sure the **openjdk** package is installed on the server. Always use the latest officially released version of Java (ESET Remote Administrator Web Console requires Java version 7 or later):

```
apt-get install openjdk-7-jdk (Debian, Ubuntu  
distributions)  
yum install java-1.8.0-openjdk (Red-Hat, Fedora  
distributions)
```

2. Redeploy `era.war` into the **tomcat** folder (on some systems the folder name is **tomcat7**):

```
cp era.war /var/lib/tomcat/webapps/
```

Error message

```
Installing SELinux policy... failure  
Error: Failed to install SELinux policy due to  
missing dependendices (policycoreutils-devel)
```

Solution

Install the **polycoreutils-devel** package:

```
yum install polycoreutils-devel (CentOS, Red-Hat, Fedora  
distributions)
```

Tags

ERA 6.x

Linux