

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 - [Reacties \(0\)](#) - [ESET Security Management Center](#)

Issue

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 [ESET End of Life Policy for business products](#).

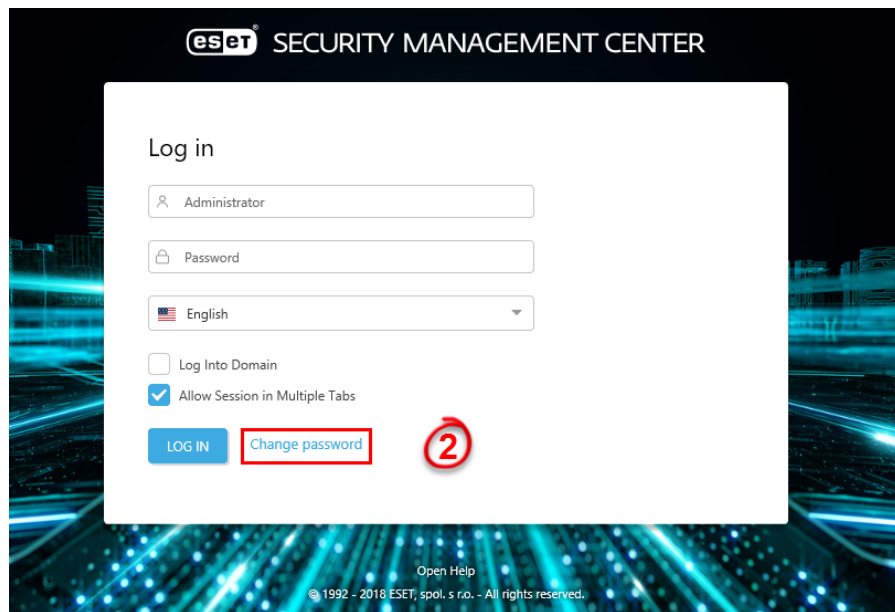
[Upgrade ESET business products](#).

- 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.



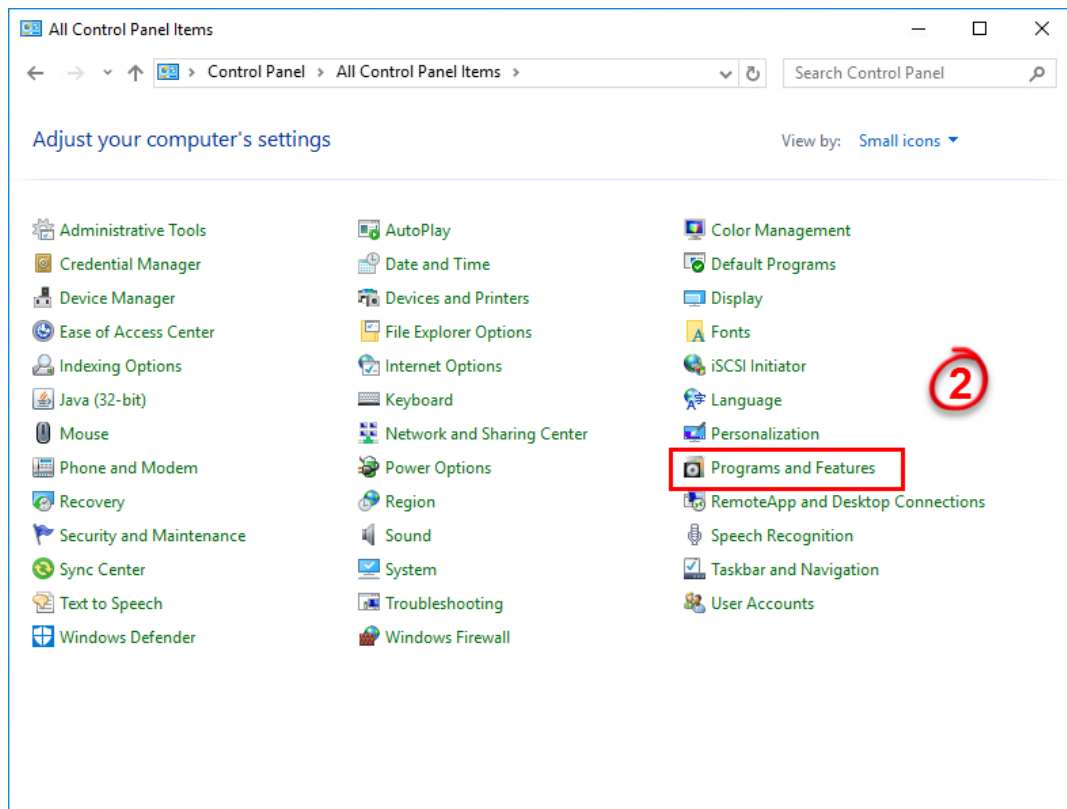
3. Enter the existing password into the first blank field, then enter the new password into the Type new password and Retype new password fields. When you are finished, click Login to save your changes.

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:

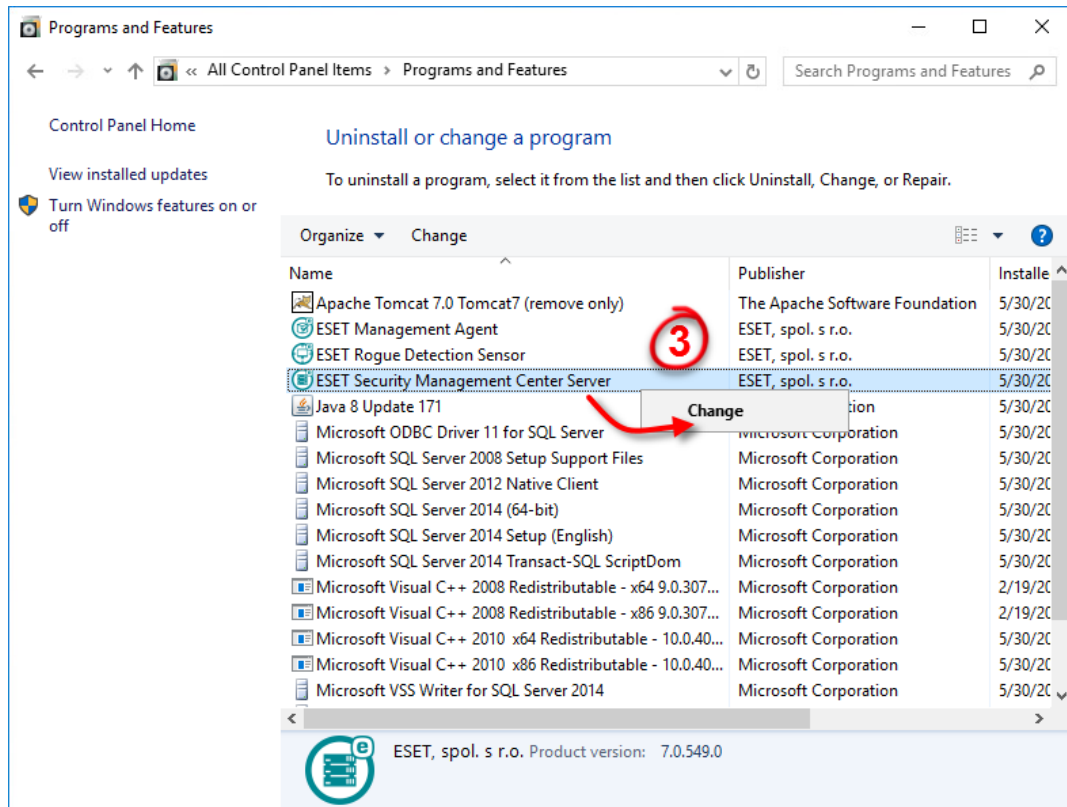
Troubleshooting

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.

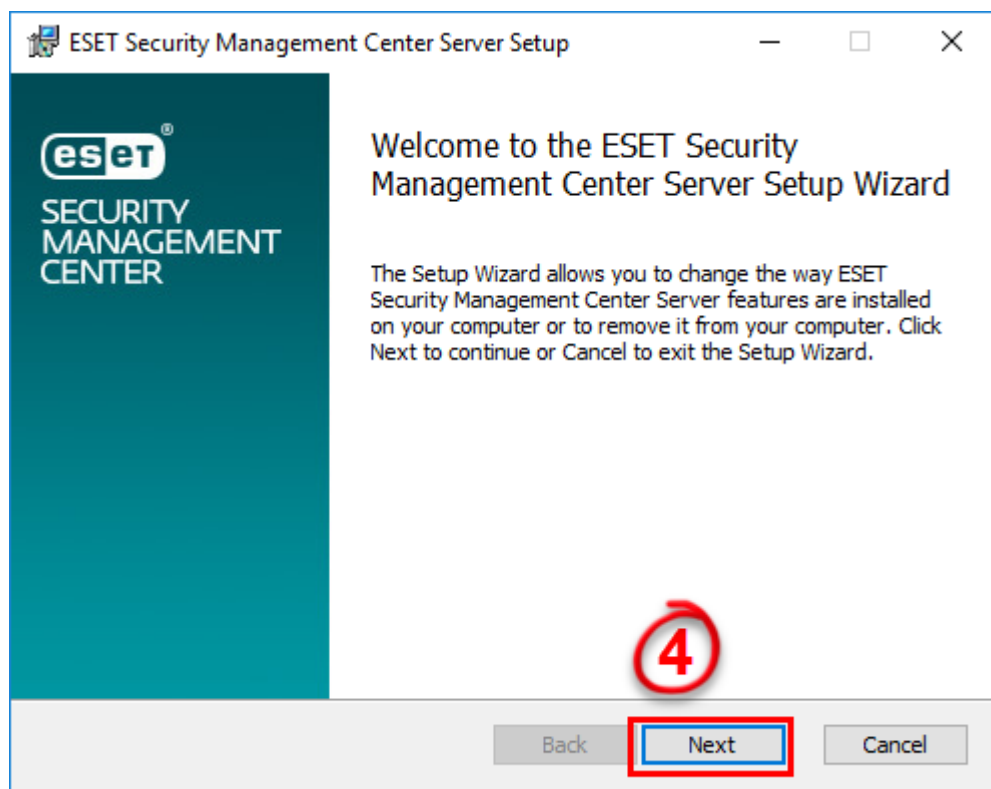
1. Click **Start** → **Control Panel**.
2. Click **Programs and Features**.



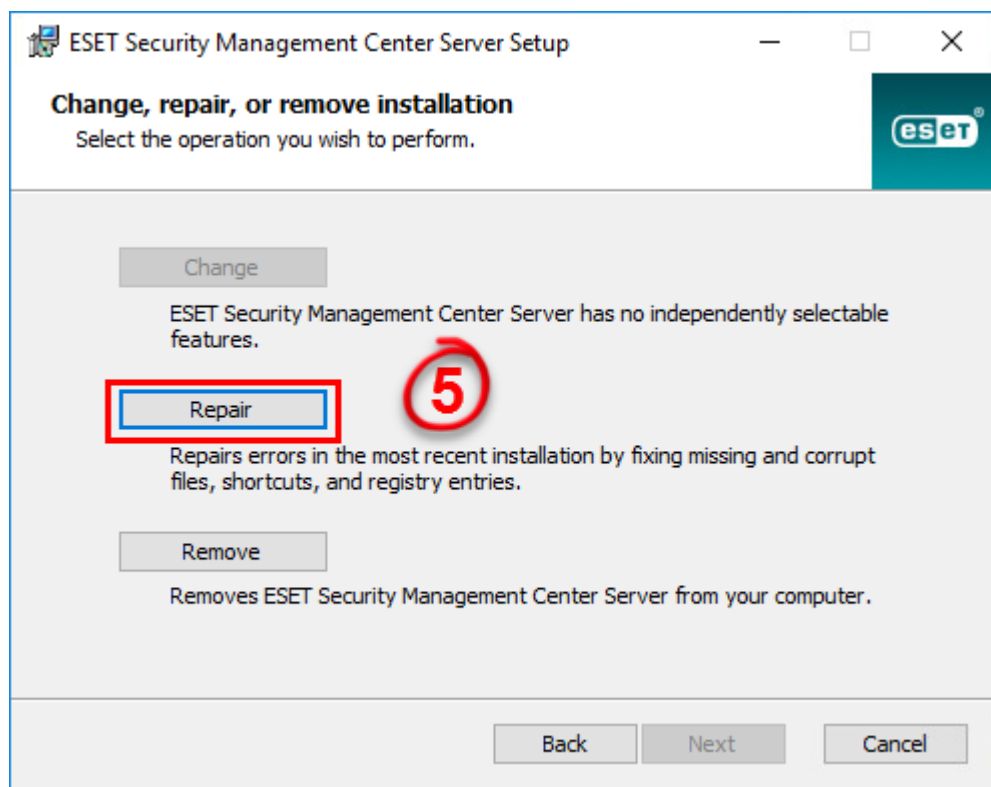
1. Right-click **ESET Security Management Center Server** and select **Change** from the context menu.



1. Click **Next**.



1. Click **Repair**.



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.

The screenshot shows the 'Database server connection' window of the ESET Security Management Center Server Setup. The window title is 'ESET Security Management Center Server Setup'. The subtitle is 'Database server connection' with the instruction 'Please enter database server connection.' The ESET logo is in the top right corner. The form contains the following fields:

- Database: MS SQL Server via Windows Authentication (dropdown)
- ODBC driver: SQL Server (dropdown)
- Database name: era_db (text box)
- Hostname: localhost (text box)
- Use Named Instance: ☐
- Port: 14222 (text box)

A red circle with the number '6' is drawn around the 'Next' button at the bottom right of the window. The 'Next' button is highlighted with a red border.

1. 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\EraServerApplicationData\Configuration\startupconfiguration.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.

☐ Create new user
☒ Use existing user

Database username:

Password:

Password confirmation:

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Back Next Cancel

1. 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 Center Server Setup

Web Console user & server connection
Please enter Web Console user password and server connection.

☐ Use Administrator password already stored in the database

Password:

Password confirmation:

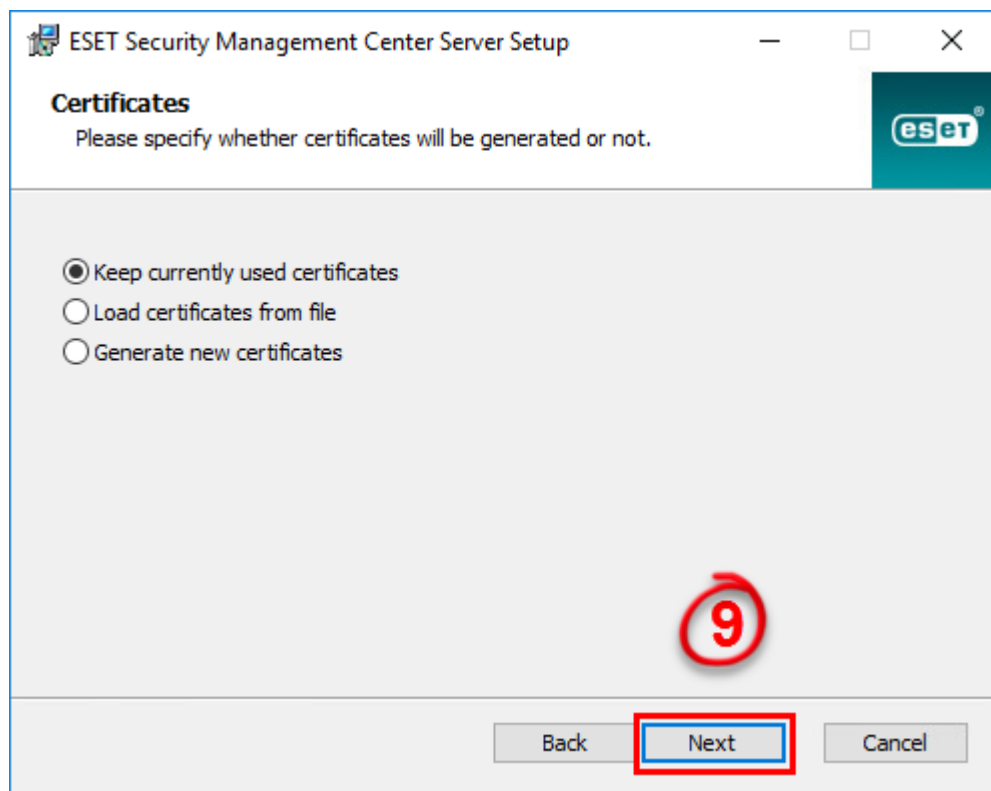
Agent port:

Console port:

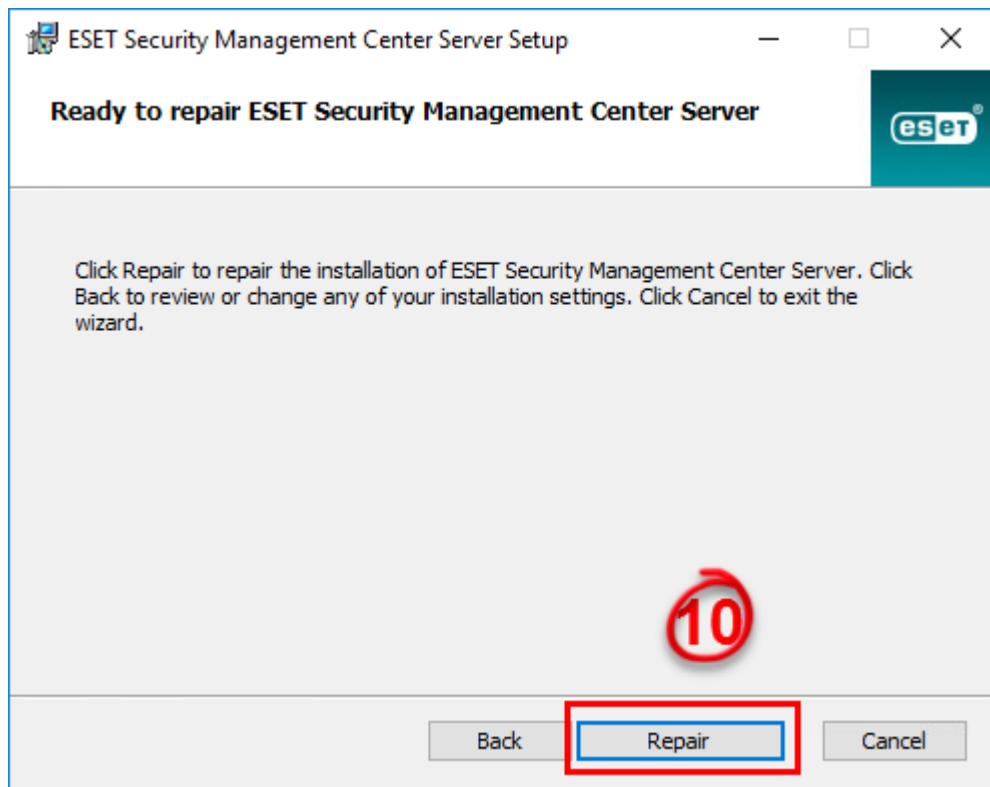
Back **Next** Cancel

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1. Select **Keep currently used certificates** and click **Next**.



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.

1. Log in to the Linux console on the machine where ESMC 7 is installed

```
as root
```

2. 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`, [download the ESMC Server installer](#) from the ESET website.

1. Run this command to remove your password from variables:

```
export NEW_PASSWORD
```

2. Restart the ESMC Server service.