ESET Tech Center

System is unresponsive or crashes with ESET products installed

Ondersteuning | ESET Nederland - 2017-11-21 - Reacties (0) - Legacy ESET Remote Administrator (6.x / 5.x / 4.x)

https://support.eset.com/kb2567

Issue

System is unresponsive, freezes or hangs following the upgrade of the ERA Agent or other ESET business products
ESET Remote Administrator crashes after upgrading to the latest version
You need to install Microsoft Hotfix 2664888 to run ESET Remote Administrator 6.2.171.0
You need to apply the Network.dll fix to ESET Remote Administrator 6.2.171.0

Details

Solution

Upgrade to the latest version

Many of the issues you might be experiencing with your ESET product have been resolved in the latest version. We highly recommend that you upgrade to the latest version:

Upgrade ERA to latest version

Important!

Be sure to complete Parts I-IV in order. In most cases, applying the Network.dll fix on the ESET Remote Administrator Server machine or installing the Microsoft patch on client workstations in Part II will resolve this issue. Only continue to Parts II-IV if Part I fails to resolve the issue.

I. **Apply the Network.dll fix on the ESET Remote Administrator Server machine**

> ### ERA Server 6.2.171.0 (Windows) or version 6.2.200.0 (Linux) only
>
> This first step of the solution only applies if your client workstations are connecting to **ERA Server version 6.2.171.0 (Windows) or version 6.2.200.0 (Linux)** and experiencing system freezing issues. If you have other versions of ERA Server, please proceed with step 2. The commands listed below will not work for ERA version 6.3 and later. Using this procedure with different versions of ERA Server can harm your installation.

Follow the steps below according to your ERA Server system architecture:

64-bit Windows

1. Download `Network.dll` file (64-bit Windows).
2. Stop the ERA Server service.
3. Replace the existing file located in `C:\Program Files\ESET\RemoteAdministrator\Server\`
4. Start the ERA Server service.

32-bit Windows

1. Download `Network.dll` file (32-bit Windows).
2. Stop the ERA Server service.

3. Replace the existing file located in `C:\Program Files\ESET\RemoteAdministrator\Server\`
4. Start the ERA Server service.

64-bit Linux

1. Download `Network.so` file (64-bit Linux). You can also use `wget` command to download the file directly (useful if you are running ERA VA), execute: `wget https://help.eset.com/era_admin/62/Fix/Linux/x86_64/Network.so`
2. Stop the ERA Server service - execute: `sudo service eraserver stop`
3. Replace the existing file located in `/opt/eset/RemoteAdministrator/Server/`
4. Start the ERA Server service - execute: `sudo service eraserver start`

32-bit Linux

1. Download `Network.so` file (32-bit Linux). You can also use `wget` command to download the file directly (useful if you are running ERA VA), execute: `wget https://help.eset.com/era_admin/62/Fix/Linux/i386/Network.so`
2. Stop the ERA Server service - execute: `sudo service eraserver stop`
3. Replace the existing file located in `/opt/eset/RemoteAdministrator/Server/`
4. Start the ERA Server service - execute: `sudo service eraserver start`

If this fix does not resolve your issue, continue to Part II.

II. **Download and run the Hotfix from Microsoft**
Microsoft has released a patch that should resolve this issue on your client workstation. You must install the Hotfix on every system with an ERA Agent running, both endpoints and servers.

To run this patch, follow the link below and complete the step-by-step instructions listed there:

> **Important! Windows Server 2008 (not R2) users**
>
> You must choose the "Windows Vista" hotfix version for your system type (Fix393635).

- http://support.microsoft.com/kb/2664888

If this patch does not resolve your issue, continue to Part III.

III. **Rename the driver**

If the Hotfix provided by Microsoft did not resolve this issue, follow the steps below to deactivate the epfwwfpr.sys driver responsible for HTTP and POP3 checking:

1. Restart the server in Safe Mode.
2. Click **Start** → **Run**, type **drivers** and click **OK**.
3. Rename the epfwwfpr.sys driver file located in the %WinDir%\system32\drivers folder (example: C:\WINDOWS\SYSTEM32\DRIVERS\epfwwfpr.sys.bak).
4. Restart the server in normal mode.

After making the change, the ESET icon next to the system clock will turn red, alerting you that maximum protection is not ensured. You will also see ”Analysis of application protocols will not function" in the **Protection status** area located on the left of the main program window. If the issue persists after completing the steps above, please continue to Part IV below.

IV. **Contact ESET Technical Support**

If you are still unable to resolve your issue, please email ESET Technical Support.

Related articles:

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