ESET Tech Center

Apache Tomcat installed from ESMC 7.x All-in-one installer is unable to extract the 'era.war' file contents

Anish | ESET Nederland - 2018-09-12 - Reacties (0) - Installation

Issue

- The ESET Security Management Center Web Console (ESMC Web Console) is inaccessible after ESMC 7.x Server was installed using the All-in-one installer.
- The era.war file located at `%ProgramFiles%\Apache Software Foundation\Tomcat 7.0\webapps` was not extracted into the `era` directory.

Details

Solution

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

   Windows Vista users: Click **Start**, type **services.msc** and press **ENTER**.

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

2. Right-click the **Apache Tomcat 7.0** service, and select **Stop** from the drop-down menu.

Figure 1-1

1. When the process is stopped, right-click **Apache Tomcat 7.0** again and select **Properties** from the context menu.

2. Click the **Log On** tab, select **Local System account**, click **Apply** and then click **OK**.

Figure 1-2

1. Navigate to your Tomcat directory. The default directory is shown below:

   `C:\ProgramFiles (x86)\Apache Software Foundation\Tomcat 7.0`

2. Open the **webapps** folder.

3. Delete the existing `era.war` file and copy the `era.war` file from the All-in-one installer files into **webapps** (`C:\ProgramFiles (x86)\Apache Software Foundation\Tomcat 7.0\webapps`).

Figure 1-3

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

   Windows Vista users: Click **Start**, type **services.msc** and press **ENTER**.

   Windows Server users 2012: Click the Windows key ⊞ + **R**, type **services.msc** and press **ENTER**. Right-click the **Apache Tomcat 7.0** service and select **Start** from the context menu.

2. Allow the file to complete extraction; this can take several minutes. After extraction is complete, verify that you can log in to ESMC Web Console (the default address is `https://localhost/era`). Close ESMC Web Console when you are finished.

3. Stop the **Apache Tomcat 7.0** service again, right-click the service and click **Properties**.

4. In the **Log On** tab, select **This account**. Type "Network Service", and then erase both password fields and confirm by clicking **Apply → OK**.

Figure 1-4

1. Start the **Apache Tomcat 7.0** service again and verify that you can access ESMC Web Console.

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