ESET Tech Center

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Apache Tomcat installed via ERA 6.X All-in-one installer is not able to extract content from 'era.war' file

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https://support.eset.com/kb6079

Issue

After the All-in-one installation of ERA 6.x Server, the ESET Remote Administrator Web Console (ERA Web Console) is inaccessible.

The era.war file located at %ProgramFiles%\Apache Software Foundation\Tomcat 7.0\webappshas not been extracted into the era directory.

<u>Details</u>

Solution

This issue is caused when the Apache Tomcat service is being logged onto as a network Service. Follow the steps below to resolve this issue:

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 Stop from the drop-down menu.

× Figure 1-1

Click the image to view larger in new window

- When the process is stopped, right-click **Apache Tomcat 7.0** again and select **Properties** from the context menu.
- 4. Navigate to the **Log On** tab, select **Local System account**, click **Apply** and then click **OK**.

Figure 1-2

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

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

- 6. Open the **webapps** folder.
- 7. Delete the existing era.war file and copy the era.war file from the All-in-one installer files into **webapps**.

× Figure 1-3

8. 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.

- 9. Allow the file to complete extraction; this can take several minutes. After extraction is complete, verify that you can log in to ERA Web Console (the default address is https://localhost/era). Close ERA Web Console when you are finished.
- 10. Stop the **Apache Tomcat 7.0** service again, right-click the service and click **Properties**.
- 11. In the Log On tab, select This account. Type "Network

Service", and then erase both password fields and confirm by clicking **Apply** \rightarrow **OK**.

× Figure 1-4

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

Tags		
ERA 6.x		