

# 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

Ondersteuning | ESET Nederland - 2025-03-07 - Reacties (0) - 6.x

<https://support.eset.com/kb6079>

### Issue

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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.

### Details

### Solution

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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:

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**

**Click the image to view larger in new window**

3. 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** → **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