Apache Tomcat is not running (service could not start)—how do I fix this problem?

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

https://support.eset.com/kb5550

Issue

Apache Tomcat is not running
Error message from a Java update is received (error code 1)

Solution

I. Check the Apache Tomcat service

In cases where the ESET Remote Administrator Web Console (ERA Web Console) is not running, check whether the **Apache Tomcat service** is running:

1. Click **Start** → **Run**, type **services.msc** and then click **OK**. **Windows Server 2012 users**: Click the Windows key + **R**, type **services.msc** and press **Enter**.
2. Locate the **Apache Tomcat** service, and then verify that **Running** is listed in the **Status** column. If it is not running, try to start the service manually by selecting it and clicking **Start**.

II. Error message from a Java update is received (error code 1)

While trying to start the service, you might receive the following error message, which may result from a Java update:

"*Windows could not start the Apache Tomcat 7 on Local Computer. For more information, review the System Event Log. If this is a non-*

Microsoft service, contact the service vendor, and refer to the service-specific error code 1."

If you receive this error while attempting to start the **Apache Tomcat** service, follow the step-by-step instructions below to resolve your issue:

1. Navigate to your `%TOMCAT_HOME%\bin` directory (for example, `C:\Program Files\Apache Tomcat\Tomcat7\bin`) and double-click **tomcat7w.exe**.



Figure 1-1
Click the image to view larger in new window

2. Click the **Java** tab, select the check box next to **Use default** and then click **OK**.



Figure 1-2

3. Start the **Apache Tomcat** service. The service should start without issue.

See the Troubleshooting section of the ERA Administration Guide for more information.

- Tags
- ERA 6.x