ESET Tech Center

Error "Login Failed, Connection has failed with the state of 'Not connected'" in ESET Remote Administrator Web Console (6.x)

https://support.eset.com/kb5852

Issue

You receive the error message "Login Failed, Connection has failed with the state of 'Not connected'"

Figure 1-1

Solution

To troubleshoot the problematic component, you can trace the communication process as follows:

- For the error "Login failed: Communication error": There is an issue with communication between your **Browser** and the **Webserver**.

- For the error "Login failed: Connection has failed with state 'Not connected'": There is an issue with the connection between **Webserver** and **ERA Server** or the **ERA Server** and **ERA Database** (but the connection between the **Browser** and **Webserver** is probably working).

I. Troubleshoot connection problems

Start with step 1 and continue to the next step until your issue is

resolved. **After completing each step, refresh the ERA Web Console and then try to log in again**.

> ## Windows users only
>
> The steps below contain instructions to resolve this issue on a Windows operating system. Linux users may follow the steps, but instructions on how to restart a service and how to read log files are different. Please refer to the [ERA User Guide](#) for more details.

1. Check for any possible problem or conflict in your network. For example, if the database server is running on a different computer, the connection may be broken.

2. [Restart the Apache Tomcat service](#).

   Apache Tomcat may take a few minutes to begin listening even though the service is running. Wait a few minutes and try to log in again.

> ## Be careful when restarting services
>
> We recommend that you restart services only when necessary and set a maintenance window to minimize the risk of data loss.

3. It is possible that the database service (SQL Server or MySQL) is not running. Try to connect to the database; if the connection to the database is **not working**, restart the database service.

4. It is possible that the ESET Remote Administrator Sever (ERAS) is not running.

   - [How do I stop or restart the ESET Remote Administrator Server service?](#)

5. The listening ports may already be in use (443, 2222, 2223 or 8443) and prevent ERA services from running properly. See

part II here: <u>Check for any possible port conflicts</u>.

6. Look for possible errors in ERA Server and Apache Tomcat log files.

    - **ERA Server:**
      `C:\ProgramData\ESET\RemoteAdministrator\Server\EraServerApplicationData\Logs\`

    - **Apache Tomcat:**
      `C:\Program Files\Apache Software Foundation\Tomcat 7.0\Logs\`

If you are still unable to log in to the ERA Web Console, continue to part II below.

II. <u>Reinstall ERA Web Console</u>

The following instructions will take between ten and twenty (10 – 20) minutes to complete depending on your network connection.

1. Stop the **Apache Tomcat 7** service from `services.msc` or navigate to your `%TOMCAT_HOME%\bin` directory (for example, `C:\Program Files\Apache Tomcat\Tomcat7\bin`) and double-click **tomcat7w.exe**.

2. Rename `%systemdrive%\Program Files\Apache Software Foundation\Tomcat7\Webapps\era` to **era.old**.

3. Download the latest `era.war` file from the following location:

    - <u>https://download.eset.com/com/eset/apps/business/era/webconsole/latest/era.war</u>

4. Rename the `.war` file to `era.zip` (you may need to confirm the filename extension change), right-click the file and extract the contents to the following location:

    - `%systemdrive%\Program Files\Apache Software Foundation\Tomcat7\Webapps\`

5. Restore this file `%systemdrive%\Program Files\Apache Software Foundation\Tomcat7\Webapps\`**era.old**`\WEB-INF\classes\sk\eset\era\g2webconsole\server\modules\config\EraWebServerConfig.properties`to its original location.

6. Start the Apache Tomcat 7 service (see step 1 above).

7. Refresh the ERA Web Console (F5) and then try to log in again. [How do I open the ESET Remote Administrator Web Console? (6.x)](.).

If you are still unable to resolve this issue, include the above ERA Server and Apache Tomcat log files and [email ESET Customer Care](.).

Tags
ERA 6.x