

# ESET Tech Center

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## Error "Login Failed: Connection has failed with the state of 'Not connected'" in ESET Security Management Center Web Console (7.x)

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### Issue

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



**Figure 1-1**

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

### 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 **ESMC Server** or the **ESMC Server** and **ESMC 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 ESMC 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 [ESMC 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.

1. 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.
2. It is possible that the ESET Security Management Center Sever is not running.
  - [How do I stop or restart the ESET Security Management Center Server service?](#)
3. The listening ports may already be in use (443, 2222, 2223 or 8443) and prevent ESMC services from running properly. See part II here: [Check for any possible port conflicts](#).
4. Look for possible errors in ESMC Server and Apache Tomcat log files.
  - **ESMC 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 ESMCWeb Console, continue to part II below.

## II. Reinstall ESMC Web Console

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:
  - <https://download.eset.com/com/eset/apps/business/era/webconsole/latest/era.war>
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 ESMC Web Console (F5) and then try to log in again. [How do I open the ESET Security Management Center Web Console? \(7.x\).](#)

If you are still unable to resolve this issue, include the above ESMC Server and Apache Tomcat log files and [email ESET technical support](#).