ESET Tech Center

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

Anish | ESET Nederland - 2018-09-12 - Reacties (0) - ESET Security Management Center

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\EraServerApp
     licationData\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](#).

KB Solution ID: KB6813 |Document ID: 25689|Last Revised: August 20, 2018