

ESET Tech Center

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HTTP Server Service for ESET Remote Administrator fails to start on HTTP port on Windows Server 2003

Ondersteuning | ESET Nederland - 2024-08-28 - Reacties (0) - 5.x

<https://support.eset.com/kb3044>

Issue

The HTTP Server Service for ESET Remote Administrator fails to start on HTTP port on Windows Server 2003 R2 SP2. The reason for this is that an SSL configuration section with empty file paths remains in the configuration.

Solution

1. Confirm that you can see hidden files and folders.
Click **Start** → **Control Panel** → **Folder Options**.
2. Click the **View** tab, select the **Show hidden files and folders** option, click **Apply** and then click **OK**.



Figure 1-1

3. Copy *C:\Documents and Settings\All Users\Application Data\ESET\ESET Remote Administrator\Server\Configuration\era_http_server.xml* to your **Desktop**.

NOTE:

The directory where *era_http_server.xml* is stored may vary on some systems.



Figure 1-2

Click the image to view larger in new window

4. Open *era_http_server.xml* with a text editor such as Notepad or PSPad.
5. In the section called `<SERVER NAME="01000800_00">`, remove lines from `<SSLPLUGIN>` to `</SSLPLUGIN>`. Click **File** → **Save** to save your changes.



Figure 1-3

Click the image to view larger in new window

6. Right-click the file you just saved and select **Copy** from the context menu. Next, open *C:\Documents and Settings\All Users\Application Data\ESET\ESET Remote Administrator\Server\configuration*, and click **Edit** → **Paste** to replace the original copy of *era_http_server.xml* with the modified version that you saved. You may need to provide administrator permissions for this action.



Figure 1-4

7. Click **Start** → **Server Management** → **Server Manager** → **Configuration** → **Services**. Right-click the **ESET RA HTTPServer** Service and select **Restart** from the context menu. Once the RA HTTP Server Service is restarted, the issue should be resolved.



Figure 1-5

Click the image to view larger in new window

Tags

HTTP

HTTP Port

HTTP Server service

Port