I receive the error message "Cannot init openssl library" when installing ESET File/Mail/Gateway Security for Linux

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https://support.eset.com/kb3584

Issue

You see one of the following error messages in the log files or in the Terminal when installing ESET File/Mail/Gateway Security for Linux:

```
Cannot init openssl library
Child process wwwi[PID] terminated with return code 73, won't be restarted
Child process wwwi[PID] did not handle signal 6, restart in 0 seconds
```

Details

Solution

For ESET File/Mail/Gateway Security for Linux to work properly, you need to have OpenSSL installed.

If you are using a 64-bit edition of Linux distribution, it is necessary to have both the 32-bit and 64-bit versions of OpenSSL installed on your server. In some cases, development OpenSSL package variants are required.

To search and install a suitable OpenSSL package for your system, use one of the following commands in the Terminal:

Debian-based (apt)	`Search: apt-cache search openssl` `Install*: apt-get install openssl libssl-dev`
Red Hat-based (yum)	`Search: yum search openssl` `Install*: yum install openssl openssl-devel`
Other	Install openssl using distribution-like package software or compile OpenSSL from the source using one of the tarballs.

* OpenSSL packages may have different names in various Linux distributions.

If you are still unable to resolve your issue, please email ESET Technical Support.

- Tags
- Linux