

WebConsole: Unable to open / login in eScan Web Console

Unable to open / login in eScan Web Console:

Refer to the solutions listed below for the error messages you may come across while opening or while logging into the Web Console.

Error:

500 Internal Server Error

Probable cause:

Go to <Program Files\Common Files\MicroWorld\Apache2\logs>

Check the size of the .log files. Most probably, the size of the log files has exceeded 1 GB. Or the drive in which this directory resides is full.

Solution:

Open Services by executing the command “services.msc” and stop **eScan-Apache** service.

Move the log files to a new location and then start the **eScan-Apache** service.

Error:

Page cannot be displayed 404 error

Go to <Program Files\Common Files\Microworld\Apache2>

Verify whether all the Files/Directories have been installed correctly.

Verify whether default.htm resides in root directory of Apache2

Verify whether the user is using http or https while browsing

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Error:

Internet Explorer cannot display the webpage

Probable Cause:

eScan-Apache service missing from Services.msc

Solution:

Open registry Editor for modification.

Pause eScan protection otherwise you will not be able to modify the registry entry.

Then browse to the below path in the registry:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services

Select the key **eScan-Apache** and right-click on it and click on "Rename".

Rename it to eScan-Apache-OLD

Now, resume eScan protection and re-install eScan and restart the pc once the installation is completed.

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Page doesn't get redirected to ewconsole.dll while visiting <https://localhost:10443/>

Probable Cause:

Go to <Program Files\Common Files\Microworld\Apache2>

Verify whether **default.htm** resides in root directory of Apache2.

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Solution:

If possible, copy the file from other system having eScan Server installed on it.

Error:

Service doesn't start

<Program Files\Common Files\Microworld\Apache2\bin\>

Start httpd.exe from command line for better resolution of the error messages.

If the message is stating anything about SSL then,

Verify whether SSL certificates have been generated in the directory :-

"Program Files\Common Files\Microworld\Apache2\bin\ssl\"

Additionally, verify for the existence of serials.txt and database.txt in "Program Files\Common Files\Microworld\Apache2\bin" directory.

If none of these exist then execute ssl_cert.exe from the folder "Program Files\Common Files\Microworld\Apache2\bin"

Error:

Service Starts but while browsing give Certificate Invalid Error

Solution:

Add the certificate to the root store of the browser.

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Error:

Unable to connect to database

Checklist to resolve "Unable to connect to database" error:

1. Presence of SQL Service:

Open services.msc and check whether the service "MSSQL\$ESCANSQLSERVER" is running
or not.

If found not running, then check the Event Viewer for any error.

Check ERRORLOG in the path C:\PROGRAM FILES\MSSQL1.0\MSSQL\LOG\ (Assuming that SQL is installed in C drive)

2. SQL SA Password

:

Check the password of SQL Server in the registry under HKLM\Software\Microworld\Scan for

Windows\Webconsole

Use **DBconnectivity** tool to connect to the database.

(Note: DBconnectivity.exe will be present in eScan folder and it should be executed from the eScan folder only.)

If DBconnectivity gives error as "**Invalid Connection String Attribute**" then check for SA

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password. Confirm with the customer for the existence of SQL installation whether it was

installed by the default "Recommended" option of eScan Server installation or using the existing

instance of SQL already available on that pc.

If the SQL is installed by eScan Server installation then the password of SA should be the default

one. Rename the key named **webconsole** to **webconsole-OLD** found under

HKLM\Software\Microworld\Scan for windows, and then run WMCinst.exe setup form

eScan folder. Choose existing instance for SQL and proceed further to complete the installation.

3. Compressed database:

SQL database may be compressed. Use DBconnectivity to connect to the database.

If it gives error as **"Database 'eWconsole_Db' cannot be opened due to inaccessible files or insufficient memory or disk space"**, then follow the below procedure to fix it.

Also, open Event Viewer. Expand "Application" and check the latest event related to SQLServer:

You may find the below event id.

Event ID: 5118
MSSQL\$ESCANSQLSERV

Description:

The file **C:\Program Files\MSSQL.1\MSSQL\DATA\ewconsole_Db_log.LDF** is compressed but does not reside in a read-only database or filegroup. The file must be decompressed.

Solution:

You need to set the decompression option of the files by unchecking the "compress" option from the properties of the below mentioned files.

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To do this, first stop **ESCANSQLSERVER** service from services.msc so that you will be able to do the modifications.

Then open Windows Explorer, browse to **C:\Program Files\MSSQL.1\MSSQL\DATA** and then you need to uncheck the option of "compress" for the below 2 files:

eWconsole_Db.mdf
eWconsole_Db_log.LDF

Right click on the files one by one or select them together and click on Properties, then on "Advanced". Uncheck the option "Compress contents to save disk space".

Restart **ESCANSQLSERVER** service and then you should be able to login in the webconsole successfully.

4. Corrupted SQL database:

The database of SQL may be corrupted. Use DBconnectivity to connect to the database and check for the error shown.

Check for the error found in **ERRORLOG** in the path C:\PROGRAM FILES\MSSQL1.0\MSSQL\LOG\ (Assuming that SQL is installed in C drive)

If Errorlog file shows error as:

"Error: 9003, The log scan number (---) passed to log scan in database 'master' is not valid. This error may indicate data corruption or that the log file (.ldf) does not match the data file (.mdf). If this error occurred during replication, re-create the publication. Otherwise, restore from backup if the problem results in a failure during startup. Cannot recover the master database. SQL Server is unable to run. Restore master from a full backup, repair it, or rebuild it."

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Go to `c:\program files\mssql.1\mssql\data\` (Assuming that SQL is installed in C drive) and rename the files **master.mdf** and **mastlog.ldf** to **master.mdf_** and **mastlog.ldf_**.

Then go to `c:\program files\mssql.1\mssql\template data>` and copy **master.mdf** and **mastlog.ldf** to `c:\program files\mssql.1\mssql\data>` . Then start the SQL service from services.msc.

Error:

Service is not running :

Check in task manager whether the process **eserv.exe** is running or not. If not then restart that computer once and make sure **eserv.exe** is running in task manager and you can view eScan Management Console icon on the task bar/notification area. Also, check whether the eScan Management-Console service "**escan-eserv**" is showing as Started or not in services.msc.

Scenario 1:
Other

While opening eScan web console (<http://localhost:10443>), it displays "**Service is not running**" and unable to login in web console.

-eScan Corporate v11.0.1139.953 was installed, but the escan console when tried to open (**eserv.exe**) showed of version 10.

Solution:

Uninstall existing eScan Server, restart the system and then install latest version of eScan available on our website.

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http://wiki.escanav.com/wiki/index.php/Technical_Info

Other Scenario 2:

You have logged off the eScan Server System and trying to open the web console from other computer.

When you log off eScan Server system the application file (eserv.exe) goes to System mode in 3 minutes and before this time if you try to open the console on other pc then you will get this error "service not running" in the web browser. So wait for few minutes and then login in the console from other computer and you will be able to login in the console.

Error:

Service not Started:

eScan Server installed on a system with a already existing SQL instance. The installation proceeds without any errors, but when tried to login to the WMC, you get the message "Service not started". This refers to the "eScan SQL Server" service. The "eScan Apache" service is started and running.

Solution:

1. Run services.msc from start > run
2. Then search for "SQL Server Browser" service
3. Change the mode to automatic and start the service.
4. Then right click on eScan icon from taskbar and click on pause protection.
5. Then open registry editor
6. Go to following path

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For 32 bit OS:

HKLM\Software\Microworld\eScan for windows\webconsole.

Rename the string key "Sqlserverip" to some other name

For 64 Bit OS:

HKLM\Software\WOW6432node\Microworld\eScan for windows\webconsole.

Rename the string "Sqlserverip" to some other name

7. Close registry editor

8. Open command prompt with elevated privileges.

9. Then go to eScan installed directory.

10. Run wmcinst.exe

11. And select "choose existing" option and browse for local instance where you will see local instance of

sql server, select the local instance

12. Then on next window click on "Microsoft Windows Authentication Mode" and click on next.

Error:

Unable to login. Please check the user name and password and try again. Password is case-sensitive"

But after providing the correct username and password, it gives another error "Unable to connect to database"

Solution:

After running the dbconnectivity from C:\program files\eScan\ folder found the user table was not created.

So checked eScan.log file and found the below error.

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"Connection error while connected true actual message provider cannot be found. It may not be properly installed."

Now follow the below given procedure to resolve this issue:

- 1) Explore C:\programfiles\eScan\ folder and search for mdac_typ.exe file.
- 2) Right click on mdac_typ.exe >> Properties >> Compatibility.
- 3) Under compatibility mode, check the box "Run this program in compatible mode for" and select windows 2000 from drop down menu and click Ok
- 4) Accept the End user license agreement, click Next
- 5) Now click Finish to begin Installation.

This will install Microsoft Data Access Components, Microsoft SQL server Network Library and Microsoft SQL server ODBC driver. After completion select "I will restart computer myself" (Restart Recommended) and click Finish.

Now follow the below given procedure to create the user table:

- 1) Click on Start >> Run
- 2) Type CMD and click Ok
- 3) Type eScan and press enter.
- 4) Now type Wmclnst.exe /debug and press Enter
- 5) Select "Use local Instance" >> "SQL server Authentication mode" and finish the installation.

This will Resolve the said problem, Now you can access eScan Web Console.

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