

Knowledge base > Products > Classic Firewalls > Webserver cannot be started / No web access EAGLE20 / EAGLEOne

## Webserver cannot be started / No web access EAGLE20 / EAGLEOne

- 2018-02-09 - Classic Firewalls

At the first startup of a brand new EAGLE or at the first startup after "clear certificates" the web certificates are generated.

Affected products are EAGLE20 and EAGLEOne in rel. 05.3.00.

If the power is removed during the certificate generation is in progress the webserver cannot be started and therefore no web access is possible.

The cli command 'show login' displays the following output:

!(Hirschmann EAGLE One) #show login Login parameters \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ Access per SSH....enabled SSH Access port number.....22 DSA Fingerprint for SSH.....""xx:xx:xx:xx:xx:xx:xx:xx:xx:ab:ab:ab:ab:0f RSA Fingerprint for Access per Web (HTTPS).....disabled Web Access port number (HTTPS).....443 SNMP version 1.....disabled SNMP version 2.....disabled SNMP port number.....161 SNMP over HTTPS tunneling......disabled RADIUS auth. of SNMP v3 local users.....disabled Inactivity timeout Web (minutes).....5 Inactivity timeout serial (minutes)....5 Inactivity timeout SSH (minutes).....5 Login prompt.....""Hirschmann EAGLE One""

```
Login banner....""""
23: 2013-01-01 01:00:01 [tCfgMgrTask, CRITICAL, WEB-S, 0x02080014]
Web Server -
start of web server failed
24: 2013-01-01 01:00:01 [tCfgMgrTask, ERROR, WEB-S, 0x02080028] Web
Server -
directory for https server certificate could not be created
Possible solutions:
   1. Reformat the flash file system in sysMon1 and to put the operating firmware on the
     device again. The firmware can be found on the product CD.
     Or
   2. Use bobshell / serviceshell commands to delete uncomplete certificates and folder
     structure and reboot the device:
EAGLEOne:
!(Hirschmann EAGLE One) >enable
!(Hirschmann EAGLE One) #clear certificates
Are you sure (Y/N) ?y
[========]
OK.
!(Hirschmann EAGLE One) #serviceshell
-> rmdir ""/flash/https/cert""
value = 0 = 0x0
-> rmdir ""/flash/https""
value = 0 = 0x0
-> exit
!(Hirschmann EAGLE One) #reboot
```

```
Are you sure (Y/N) ?# y
```

Are you sure (Y/N) ?# y

## EAGLE20:

!(Hirschmann EAGLE 20) >enable
!(Hirschmann EAGLE 20) #clear certificates
Are you sure (Y/N) ?y

[==============]

OK.
!(Hirschmann EAGLE 20) #bobshell
-> rmdir ""/flash/https/cert""

value = 0 = 0x0
-> rmdir ""/flash/https""

value = 0 = 0x0
-> exit
!(Hirschmann EAGLE 20) #reboot