WebSphere Service Registry & Repository
Common Installation Topics & Resolution

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Agenda

- Logs
- Common problems
## Logs

- **Installation Manager Logs**

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Logs Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows® XP</td>
<td>C:\Documents and Settings\All Users\Application Data\IBM\InstallationManager\logs</td>
</tr>
<tr>
<td>Windows 7 / 2008</td>
<td>C:\ProgramData\IBM\InstallationManager\Logs</td>
</tr>
<tr>
<td>Unix® / Linux® (root)</td>
<td>/var/ibm/InstallationManager/logs</td>
</tr>
<tr>
<td>Unix/Linux (non-root)</td>
<td>$HOME/var/ibm/InstallationManager/logs</td>
</tr>
</tbody>
</table>

- **WSRR Installation Logs**
  - Unix / Linux - /tmp/logs/wsrr/install.log
  - Windows - %TEMP%\logs\wsrr\install.log
Logs

- Profile Management Logs
  - Unix / Linux - <WAS_INSTALLDIR>/logs/manageprofiles
  - Windows - <WAS_INSTALLDIR>/logs\manageprofiles

- Profile logs
  - <PROFILE_DIR>/logs
  - SystemOut.log, SystemErr.log, FFDC's
Common Installation Problems

- **Launchpad**
  - Error: Supported Web Browser Not Found
  - Error - The launchpad cannot start. This error typically occurs when a supported browser cannot be found.
    - Reason: Launchpad is a web application. Ensure that Mozilla FireFox 3.5 (or later) or Internet Explorer 7 (or later is installed)
  - Error: BASH interpreter not found
    - On Unix / Linux Operating systems, BASH shell is required for launchpad
Common Installation Problems

- **Launchpad Failures (Prerequisite checks)**
  - Error: ‘Current system has detected a lower level of ulimit …’
    - Reason: On Unix / Linux platforms, ulimit value must be at least 20000 (refer to the Infocenter topic for details for each O/S)
  - Error: ‘Required GTK Library for running IBM® Installation Manager is not available in underlying OS….’
    - Reason: Missing or incompatible GTK libraries
  - Error: `java.lang.UnsatisfiedLinkError`
    - Reason: Likely due to missing 32-bit GTK libraries (even though WSRR is being installed on 64-bit systems)
Common Installation Problems

- Typical Installation hangs on Windows 7 / Vista / 2008
  - Ensure that Windows updates are up-to date
  - Ensure that Internet Explorer is at the latest version with all updates
  - Run ‘launchpad[64].exe’ with administrator privileges

- Profile creation failure with embedded DB2 Express (Unix /Linux )
  - Typical installation with DB2 express requires port number 50000. Profile creation fails if the port number is not available

- Profile Management Tool does not work on 64-bit environment. Create profiles on 64-bit architectures, use the manageprofiles command.
Common Installation Problems

- Tar expansion errors
  - Error: createCacheClass.sh not found error
  - Error: tar:0511-188 Cannot create ././@LongLink....

  - Reason: WSRR DVD contents “must be” expanded using GNU Tar which can be downloaded from [http://www.gnu.org/software/tar/](http://www.gnu.org/software/tar/)
Common Installation Problems

- Installing WSRR on existing WAS FP > 17
  - Error: A repository that contains the required IBM WebSphere Application Server 7.0.0.19 packages for performing the synchronization cannot be found. You must configure a repository connection and ensure that you can access the network or your repository media.
  - Reason: WSRR DVD image contains WAS_SYNC repositories up to FP17.
    - If you have internet access add the repository located at: http://public.dhe.ibm.com/software/websphere/repositories/repository.config
    - If the system does not have internet access, download repository from: http://public.dhe.ibm.com/software/websphere/downloads/was/import/was.7.0.import.zip and unzip to a temporary directory and point WAS_SYNC in template_response.xml or add the directory to IM
Common Installation Problems

- Profile augmentation and configuration
  - Augmenting WSRR to an existing WAS profile records
    - INSTCONFSUCCESS / INSTCONFPARTIALSUCESS / INSTCONFFAIlURE to the augment logs
    - Log files to check are located in `<WAS_INSTALLDIR>/logs/manageprofiles/<ProfileName>`
      - augment.log
      - configWSRR.ant.log
      - configWSRRDB.ant.log
Common Installation Problems

- `manageprofiles` command:
  - Error: `<DbHostName>`: GSR9015E: Creating a new database on a remote host is not supported during profile creation when delay execution of database scripts is not selected.
    - Reason: Invalid hostname resolution. If your hostname does not resolve to localhost or loopback is not set correctly, the installer thinks that the DB is in a remote location (though it is local).

- Database Creation Failure (DB2)
  - Error: DB creation fails with SQL1005N The database alias “DBNAME” already exists in either the local database directory or system database directory
    - Reason: Check the table space directory and cleanup any files left behind
Common Installation Problems

- AtheneAccess (DB2) Error:

    AtheneAccessImpl GSR5000I: Captured exception [181]:
    com.ibm.athene.exception.TripleStoreException:

  - Reason: Caused by DB2_SKIPINSERTED and DB2_SKIPDELETED
    parameters not set. For DB2 v9.1 or DB2 v9.5 set them to ON and a blank
    value for DB2 v9.7
Common Installation Problems

- Exception on WSRR start up in systemout.log
  - java.lang.RuntimeException: com.ibm.athene.exception.TripleStoreException: ATN0007E: Datasource Validation Failed

  - WSRR Database must be created for UTF-8 encoding
  - WSRR does not support UTF-16 encoding
Common Installation Problems

- Script `createWsrrTables2.sql` to create database tables fails on Oracle
  - Fails to create `SR_ANALYTICS` table with error `ORA-00910: specified length too long for its datatype`
  - Problem due to `NLS_NCHAR_CHARACTERSET` set to `AL16UTF16`
    - `NLS_CHARACTERSET = "UTF8"`
    - `NLS_NCHAR_CHARACTERSET = "AL16UTF16"`

- WSRR requires database to have the following parameters
  - `CHARACTERSET = "AL32UTF8"`
  - `NATIONALCHARACTERSET = "UTF8"`

- Schema and database names must be less than eight characters
Common Installation Problems

- SIB errors in the log after database tables has been dropped and recreated
  - CWSIS1535E: The messaging engine's unique id does not match that found in the data store.
  - Drop the newly created SIB tables and create the tables from admin console path

Service integration -> Buses -> ServiceRegistryBus -> Messaging engines -> <ME Name> -> Data store
Common Installation Problems

- Restart server to create tables
Common Installation Problems

- **Exception on WSRR start up in systemout.log**
  - GSR0526E: The active configuration profile could not be located.
    - Message occurs on a new install before configuration profile is loaded
    - Loading a WSRR configuration profile resolves this error.

- **Basic Profile Activation Failure**
  - Error: java.sql.SQLSyntaxErrorException: ORA-00922: missing or invalid option (Oracle only)
    - Fixed in FP1 (APAR IV02698) or load GEP first and then try to load basic profile
Common Installation Problems

- Error during deploy of WSRR using SQLServer database

  - Recently fixed by APAR IV07917
Common Installation Problems

- In WSRR cluster or federated topology, Business Space login screen is blank
  - Systemout log shows message "bSpaceTheme not found"

- Ensure all nodes are augmented with managed.wsrr template
- Resynch nodes after correct augmentation
- `<WAS_INSTALLDIR>/properties profileregistry.xml` shows the profile augmentations
Common Installation Problems

- **WSRR Studio**
  - Secure connection problems with WSRR Studio
    - Ensure that there is only one trust store and keystore for all certificates used to connect to remote WSRR
    - WSRR Studio must be restarted if any changes are made to the trust store and keystore credentials
  - WSRR Studio fails to start with a ZipException / Too many open files on Linux
    - This can happen because of the number of concurrent files open are controlled by a default setting of 1024. Change it using ulimit and set to a higher value
Common Installation Problems

- **WSRR Studio**
  - Out of Memory Error –

  An out of memory error has occurred. Consult the "Running Eclipse" section of the read me file for information on preventing this kind of error in the future. You are recommended to exit the workbench. Subsequent errors may happen and may terminate the workbench without warning. See the .log file for more details. Do you want to exit the workbench?

  - Run WSRRStudio with the command to increase the min and max heapsizes
    
    WSRRStudio.exe –vmargs –Xms256m –Xmx512m

  - Studio Error logs
    - <workspace>/.metadata/.log
Additional WSRR Resources

- Installation / Profile Creation Messages

- WSRR 7.5 System Requirements

- WSRR Portal

- WSRR Forums
Additional WebSphere Product Resources

- Learn about upcoming WebSphere Support Technical Exchange webcasts, and access previously recorded presentations at: http://www.ibm.com/software/websphere/support/supp_tech.html

- Discover the latest trends in WebSphere Technology and implementation, participate in technically-focused briefings, webcasts and podcasts at: http://www.ibm.com/developerworks/websphere/community/

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