



IBM Software Group

# IBM® WebSphere® Everyplace® Deployment V6 Troubleshooting the Server Install



@business on demand.

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## Troubleshooting the Install

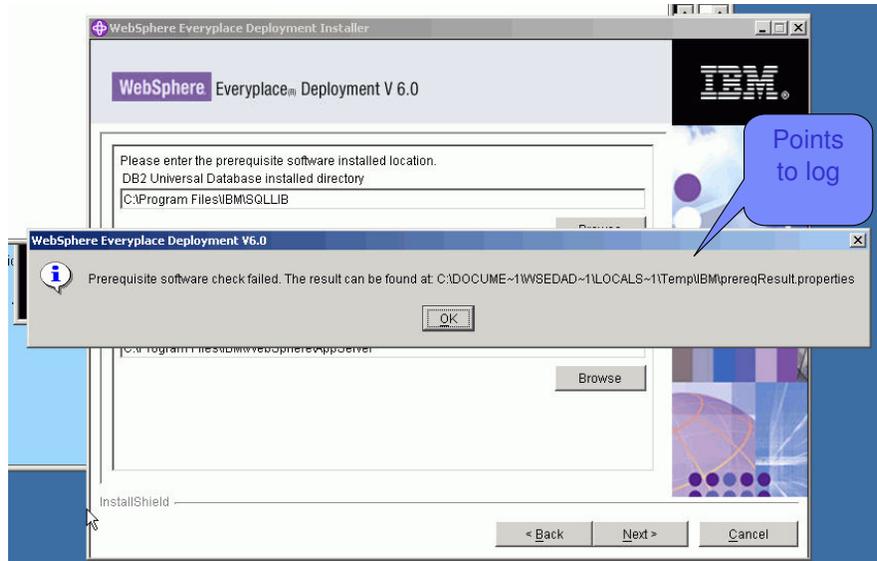
- What if something goes wrong?
  
- Places to look:
  - ▶ <WSED Install Location>\logs\eds\_install\_trace.log
  - ▶ <WSED Install Location>\logs\eds\_config\_trace.log



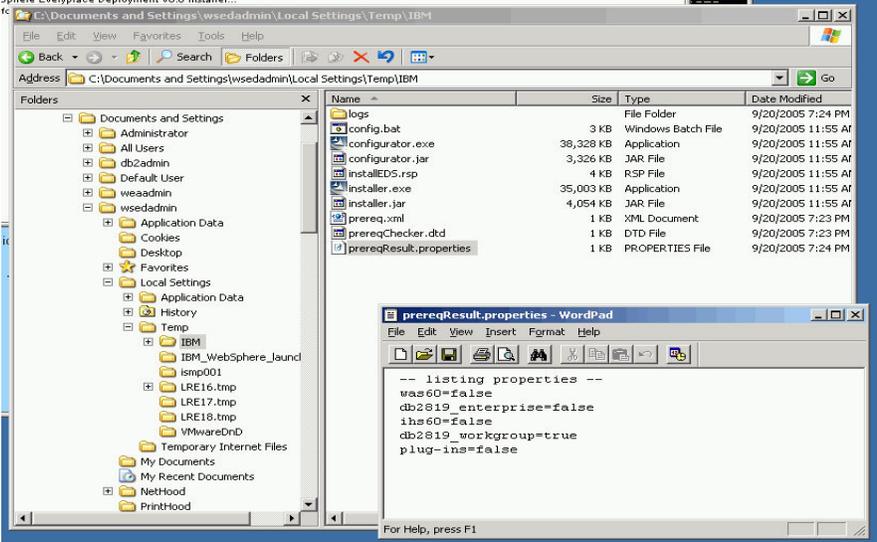
## Troubleshooting the Install (cont.)

- List common failures
  - ▶ Prerequisite check fails
  - ▶ DB2 Everyplace reports configuration failure

# Prerequisite Check Fails



# Determining which Prerequisite Failed



The screenshot shows a Windows Explorer window displaying the contents of a temporary directory for an IBM WebSphere installation. The directory is located at `C:\Documents and Settings\wsedadmin\Local Settings\Temp\IBM`. The files listed are:

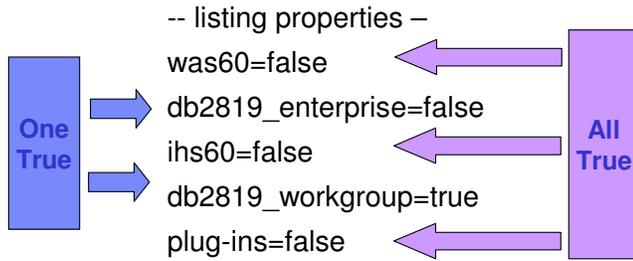
Name	Size	Type	Date Modified
logs		File Folder	9/20/2005 7:24 PM
config.bat	3 KB	Windows Batch File	9/20/2005 11:55 AM
configurator.exe	38,328 KB	Application	9/20/2005 11:55 AM
configurator.jar	3,326 KB	JAR File	9/20/2005 11:55 AM
installED5.rsp	4 KB	RSP File	9/20/2005 11:55 AM
installer.exe	35,003 KB	Application	9/20/2005 11:55 AM
installer.jar	4,054 KB	JAR File	9/20/2005 11:55 AM
prereq.xml	1 KB	XML Document	9/20/2005 7:23 PM
prereqChecker.dtd	1 KB	DTD File	9/20/2005 7:23 PM
prereqResult.properties	1 KB	PROPERTIES File	9/20/2005 7:24 PM

A WordPad window titled `prereqResult.properties - WordPad` is open, displaying the contents of the `prereqResult.properties` file:

```
-- listing properties --  
was60=false  
db2819_enterprise=false  
ibm60=false  
db2819_workgroup=true  
plug-ins=false
```

## Determining which Prerequisite Failed

- %TEMP%\IBM\prereqResults.properties Contents



- Failing prerequisites will be marked as false

## Determine DB2® UDB level

- Open DB2 command window

Start > All Programs > IBM DB2 > Command Line Tools > Command Window

- Run db2level command

```
C:\Program Files\IBM\SQLLIB\BIN>db2level
```

```
DB21085I Instance "DB2" uses "32" bits and DB2 code release "SQL08022" with  
level identifier "03030106".
```

```
Informational tokens are "DB2 8.1.9.684" s050406", "WR21350", and FixPak "9".
```

```
Product is installed at "C:\PROGRA~1\IBM\SQLLIB".
```

Checking  
for 8.1.9

## Determine Application Server level

### Location:

- ▶ <App Server Install Location...>\properties\version\WAS.product
- ▶ <Plugins Install Location.....>\properties\version\PLG.product
- ▶ <IBM HTTP Server Location...>\properties\version\IHS.product

### Sample Contents

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE product PUBLIC "productId" "product.dtd">
<product name="Web server plug-ins for IBM WebSphere Application Server">
  <id>PLG</id>
  <version>6.0.0.1</version>
  <build-info date="6/29/05" level="o0526.07">
</product>
```

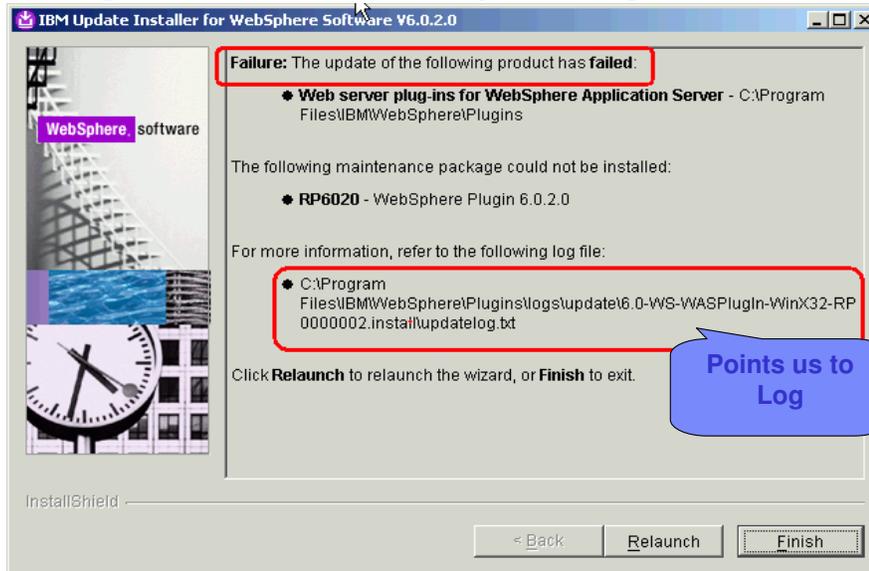
Want this to be  
6.0.2.0

### Updater Log Location

- ▶ <App Server Install Location>\logs\update\6.0-WS-WAS-WinX32-RP0000002.install\update\log.txt
- ▶ <Plugins Install Location.....>\logs\update\6.0-WS-WASPlugIn-WinX32-RP0000002.install\update\log.txt
- ▶ <IBM HTTP Server Location>\logs\update\6.0-WS-WASIHS-WinX32-RP0000002.install\update\log.txt



# Example: Failed Plugins Update



## Troubleshooting Missing Prerequisites

- Installer will check software prerequisites to validate they match supported levels.
- If a problem is detected, you will see a message:  
“Prerequisite software check failed. ...”
- Open the prereqResult.properties file
  - ▶ Properties was60, ihs60, and plug-ins must be true
  - ▶ Either db2819\_enterprise OR db2819\_workgroup must be true
- Failing prerequisites will be marked as false



## DB2 Everyplace Configuration Failure

- This is Step 4 of 5
- Open <WSED Install Location>\logs\eds\_config\_trace.log
- Error message regarding invalid SOAP URL
- Test URL in browser:  
<http://<your machine name>/UserGroupInfoWebService/servlet/rpcrouter>
- Valid response would be:
  1. Prompt for user/password
  2. Then the following output in browser:  
SOAP RPC Router  
Sorry, I don't speak via HTTP GET- you have to use HTTP POST to talk to me.



## DB2 Everyplace Configuration Failure (cont.)

- If response HTTP 404 – Page cannot be found
- Likely Cause: Plugins set to Remote web server
  
- Open <IBM HTTP Server>\conf\httpd.conf
  - ▶ WebSpherePluginConfig property should point to plugin-cfg.xml under WAS AppServer
  - ▶ Correct Example:  
WebSpherePluginConfig "C:\Program Files\IBM\WebSphere\AppServer\profiles\default\config\cells\serverNode01Cell\nodes\webserver1\_node\servers\webserver1\plugin-cfg.xml"
  - ▶ Incorrect Example:  
WebSpherePluginConfig "C:\Program Files\IBM\WebSphere\Plugins\config\webserver1\plugin-cfg.xml"
  
- To fix:
  1. Update to WAS AppServer path
  2. Restart IBM HTTP Server
  3. Retest SOAP URL in browser again
  4. Restart WSED Configurator.



## Most Common Pre-req Failure: Plugins

- See Plugins Updater log

C:\Program Files\IBM\WebSphere\Plugins\logs\update\6.0-WASPlugin-WinX32-RP0000002.install

- Log snippet at end

```
... msg1, Updating component: plugins.http, percent complete: 16%
... Failed to delete: file:C:/Program%20Files/IBM/WebSphere/Plugins/bin/mod_was_ap20_http.dll
... Failed to delete: file:C:/Program%20Files/IBM/WebSphere/Plugins/bin/mod_was_ap20_http.dll
... java.io.IOException: Failed to delete: file:C:/Program%20Files/IBM/WebSphere/Plugins/bin/mod_was_ap20_http.dll
...
... msg1, CWUPI0000I: EXITCODE=1
... msg1, INSTCONFFAILED
```

- Cause: IBM HTTP Server Running

- Fix

- ▶ Stop IBM HTTP Server
- ▶ Rerun Plugins updater
- ▶ Restart WSED Installer



## How to Avoid Install Problems

- Follow Everyplace Deployment InfoCenter Checklist to prepare system
- Verify Application Server is at 6.0.2.x level
- Verify DB2 UDB is at 8.1.9 level
- Run Application Server Verify Install
  - ▶ A Link from WAS First Steps
- Run the Application Server Snoop servlet
  - ▶ [http://<your\\_machine\\_name/snoop](http://<your_machine_name/snoop)



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