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Manuals, Installation Guide

Troubleshooting

The table below lists possible problems you may encounter during installation and the suggested solutions.

Problem	Possible solution
	1. If running with a separate database such as MySQL or SQL Server, make sure that the database software is running and there is a valid connection with the database server
AwarelM does not start and displays a message that it cannot create or locate the databases it requires.	2. Make sure that the database settings in the BASServer.props file are correct - see section 1.4
	3. If running MySQL – check the output of the AwarelM server. If it contains a message that connections from localhost (or 127.0.0.1) are not allowed, make sure that your MySQL account allows connections from localhost – see MySQL manual for details.
	4. Send the logs files located in the AwareIM/STARTUP_LOGS directory to support@awareim.com
AwarelM does not start and displays a message that access to the database is denied.	1. If running with a separate database such as MySQL or SQL Server, make sure that you specify the correct credentials of your database account.
AwarelM does not start and displays a message that port	1. You may have made an unsuccessful attempt to start AwarelM and the previous instance did not shut down properly. Kill all java and javaw processesin memory and re-start AwarelM. This is the most likely reason.
9000 is not available or that another instance of AwarelM is running.	2. Port 9000 required by AwarelM is used by some other application. Check availability of your ports and shut down the application using port 9000. Alternatively specify a different port in the BASServer.props file located in the BIN directory of your AwarelM installation (search for 9000 and replace it with an available port number).
Tomcat server does not start.	1. Check that you are not already running an instance of Tomcat server. It is possible that you have made an unsuccessful attempt to run AwarelM and the previous instance did not shut down properly. Kill all java and javaw processes and re-start AwarelM
	2. Check output of Tomcat server. If it contains a message "Port already in use" then one or more of the ports required by Tomcat are used by other applications or blocked by firewalls. Make sure that the following ports are available and not blocked: 8080
	3. Send the logs files located in the AwareIM/STARTUP_LOGS directory to support@awareim.com
Configuration Tool does not start	The settings for the Configuration Tool are specified in the file AwareIM/ConfigTool/eclipse/ConfigTool.ini Make sure the —vm section in this file points to the correct java version

Problem	Possible solution
	1. This is most likely because port 8080 is blocked by firewalls or used by some other application. Turn off firewalls or re-configure AwarelM to use a different port

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