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Troubleshooting

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

Problem	Possible solution
Aware IM does not start and displays a message that it cannot create or locate the databases it requires.	<ol style="list-style-type: none"> <li data-bbox="456 512 1477 613">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 <li data-bbox="456 651 1477 719">2. Make sure that the database settings in the <code>BASServer.props</code> file are correct – see section 1.4 <li data-bbox="456 757 1477 891">3. If running MySQL – check the output of the Aware IM 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. <li data-bbox="456 929 1477 996">4. Send the logs files located in the <code>AwareIM/STARTUP_LOGS</code> directory to support@awareim.com
Aware IM does not start and displays a message that access to the database is denied.	<ol style="list-style-type: none"> <li data-bbox="456 1059 1477 1126">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.
Aware IM does not start and displays a message that port 9000 is not available or that another instance of Aware IM is running.	<ol style="list-style-type: none"> <li data-bbox="456 1193 1477 1294">1. You may have made an unsuccessful attempt to start Aware IM and the previous instance did not shut down properly. Kill all <code>java</code> and <code>javaw</code> processes in memory and re-start Aware IM. This is the most likely reason. <li data-bbox="456 1332 1477 1507">2. Port 9000 required by Aware IM 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 <code>BASServer.props</code> file located in the <code>BIN</code> directory of your Aware IM installation (search for 9000 and replace it with an available port number).
Tomcat server does not start.	<ol style="list-style-type: none"> <li data-bbox="456 1518 1477 1653">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 Aware IM and the previous instance did not shut down properly. Kill all <code>java</code> and <code>javaw</code> processes and re-start Aware IM <li data-bbox="456 1691 1477 1825">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 <li data-bbox="456 1863 1477 1930">3. Send the logs files located in the <code>AwareIM/STARTUP_LOGS</code> directory to support@awareim.com
Configuration Tool does not start	<p data-bbox="456 1944 1477 2045">The settings for the Configuration Tool are specified in the file <code>AwareIM/ConfigTool/eclipse/ConfigTool.ini</code> Make sure the <code>-vm</code> section in this file points to the correct java version</p>

Problem	Possible solution
Aware IM Control Panel starts successfully but an attempt to run a login screen in the browser fails	1. This is most likely because port 8080 is blocked by firewalls or used by some other application. Turn off firewalls or re-configure Aware IM to use a different port

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