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# Troubleshooting

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

| Problem                                                                                                                                | Possible solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Aware IM does not start and displays a message that it cannot create or locate the databases it requires.</b>                       | <ol style="list-style-type: none"> <li>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> <li>2. Make sure that the database settings in the <code>BASServer.props</code> file are correct – see section 1.4</li> <li>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> <li>4. Send the logs files located in the <code>AwareIM/STARTUP_LOGS</code> directory to <a href="mailto:support@awareim.com">support@awareim.com</a></li> </ol> |
| <b>Aware IM does not start and displays a message that access to the database is denied.</b>                                           | <ol style="list-style-type: none"> <li>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.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Aware IM does not start and displays a message that port 9000 is not available or that another instance of Aware IM is running.</b> | <ol style="list-style-type: none"> <li>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> <li>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).</li> </ol>                                                                                              |
| <b>Tomcat server does not start.</b>                                                                                                   | <ol style="list-style-type: none"> <li>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> <li>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> <li>3. Send the logs files located in the <code>AwareIM/STARTUP_LOGS</code> directory to <a href="mailto:support@awareim.com">support@awareim.com</a></li> </ol>       |
| <b>Configuration Tool does not start</b>                                                                                               | <p>The settings for the Configuration Tool are specified in the file <code>AwareIM/ConfigTool/eclipse/ConfigTool.ini</code></p> <p>Make sure the <code>-vm</code> section in this file points to the correct java version</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| Problem                                                                                                     | Possible solution                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Aware IM Control Panel starts successfully but an attempt to run a login screen in the browser fails</b> | 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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