

Installation troubleshooting

Problem	Solution
JDK installation package cannot be downloaded directly to the server	1. Open the JDK download page using this link:Java SE Development Kit 8 Downloads 2. Select a package to download and set "Accept license agreement". 3. Insert the direct download link to the installation package you have received to thewget command line
WCS server does not start	1. Check if the server process is created. 2. Check <code>startup.log</code> file for JVM startup errors. 3. Check <code>server_logs/flashphoner.log</code> file for errors.
WCS server does not accept web clients connections (including to its own web interface)	1. Stop Firewall using the command: <pre>sudo systemctl stop firewalld</pre> 2. Check server logs against errors. 3. Make sure you have activated the license. 4. Check the Websocket port of the server (by default 8443) with the telnet command. Make sure the server uses this exact port for Websocket. You can use the netstat Linux command and check the wss_port server setting. 5. Make a traffic dump and check if Websocket traffic goes through.
Accessing WCS web interface, browser displays error like Whitelabel Error Page This application has no explicit mapping for /error, so you are seeing this as a fallback. Fri Dec 07 13:00:04 GMT 2018 There was an unexpected error (type=Internal Server Error, status=500). viewId:/index.xhtml - View /index.xhtml could not be restored. Logs contains error like <pre>Lookup of RMI stub failed; nested exception is java.rmi.ConnectException: Connection refused to host: localhost; nested exception is: java.net.ConnectException: Connection refused</pre>	1. Check if host name is set in <code>/etc/hosts</code> 2. Check if host name is resolved correctly with command <pre>ping \$HOSTNAME</pre> 3. Restart WCS