

# Installation troubleshooting

Problem	Solution
JDK installation package cannot be downloaded directly to the server	<ol style="list-style-type: none"><li>1. Open the JDK download page using this link:<a href="#">Java SE Development Kit 8 Downloads</a></li><li>2. Select a package to download and set "Accept license agreement".</li><li>3. Insert the direct download link to the installation package you have received to the<a href="#">wget command line</a></li></ol>
WCS server does not start	<ol style="list-style-type: none"><li>1. Check if<a href="#">the server process is created</a>.</li><li>2. Check<a href="#">startup.log</a> file for JVM startup errors.</li><li>3. Check<a href="#">server_logs/flashphoner.log</a> file for errors.</li></ol>
WCS server does not accept web clients connections (including to its own web interface)	<ol style="list-style-type: none"><li>1. Stop Firewall using the command:<div><pre>sudo systemctl stop firewalld</pre></div></li><li>2. Check server<a href="#">logs</a> against errors.</li><li>3. Make sure you have<a href="#">activated the license</a>.</li><li>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<a href="#">netstat Linux command</a> and check the<a href="#">wss_port server setting</a>.</li><li>5. Make a traffic dump and check if<a href="#">Webs ocket traffic goes through</a>.</li></ol>
Accessing WCS web interface, browser displays error like  <b>Whitelabel Error Page</b>  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 <div><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></div>	<ol style="list-style-type: none"><li>1. Check if host name is set in /etc/hosts</li><li>2. Check if host name is resolved correctly with command<div><pre>ping \$HOSTNAME</pre></div></li><li>3. Restart WCS</li></ol>