Installation troubleshooting

1. JDK installation package cannot be downloaded directly to the server

Symptoms

JDK installation package cannot be downloaded directly to the server due to provider limits, cookies requirements and so on

Solution

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 the wget command line

2. WCS server does not start

Symptoms

WCS server does not start

Solution

1. Check if the server process is created
2. Check startup.log file for JVM startup errors
3. Check server_logs/flashphoner.log file for errors

3. WCS server does not accept web clients connections

Symptoms

WCS server does not accept web clients connections (including to its own web interface)

Solution

1. Stop Firewall using the command

```
systemctl stop firewalld
```

2. Check server logs for 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

4. Browser dispalys errors while accessing WCS web interface

Symptoms

Accessing WCS web interface, browser dispalys 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.

Server logs contains errors like

```
Lookup of RMI stub failed; nested exception is java.rmi.ConnectException:
Connection refused to host: localhost;
nested exception is: java.net.ConnectException: Connection refused
```

Solution

1. Check if host name is set in `/etc/hosts`
2. Check if host name is resolved correctly with command

```
ping $HOSTNAME
```

3. Restart WCS