



IBM Software Group

SW5706 Launchpad or installation wizard start failure



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This unit looks at Launchpad or installation wizard start failure.

Case 1: Launchpad or installation wizard start failure

After completing this topic, you should be able to:

- Recognize symptoms of launchpad and install wizard failures
- Locate the relevant log files
- Collect problem determination data



This section focuses on what to do when the WebSphere Application Server launchpad or installation wizard will not start. At the end of this section you will be able to recognize the symptoms that are associated with a failure to start the launchpad or wizard, locate the pertinent log files, and collect the relevant data.

Launchpad or Installation Wizard Start Failures

- Command line does not start the launchpad
 - ▶ **launchpad.bat** in Windows
 - ▶ **launchpad.sh** in UNIX
- Selecting **Launch the installation wizard for WebSphere Application Server** from the launchpad
 - ▶ Fails to start the installation wizard
 - ▶ The wizard exits with an error message
 - ▶ The wizard exits *without* an error message



There are two general points in the installation process where you might experience a start failure. The first place is when the pertinent command line script does not start the launchpad. The second place when selecting Launch the installation wizard for WebSphere Application Server from the launchpad's options fails to properly start the wizard. This includes when the wizard does not start, when it starts but exits with an error message, and when it exits without an error message.

Where to Find the Log Files

■ The launchpad log

▶ UNIX

- /tmp/IBM_WebSphere_launchpad/IBM_WebSphere_LaunchPad_log.txt

▶ Windows

- %TEMP%\IBM_WebSphere_launchpad\IBM_WebSphere_LaunchPad_log.txt

▶ If the launchpad fails at an early stage, log files may not be generated

- Note any error messages that are displayed before the wizard exits

■ The installation log

▶ <WAS_install_root>/logs/log.txt

▶ This log contains installation wizard events

- Created when the installation begins



The launchpad and the installation wizard each use their own log files. The launchpad logs events to the IBM WebSphere Launchpad log in the operating system's temporary directory in the IBM WebSphere Launchpad folder. This file is created by the launchpad itself so the file may not be created if the launchpad fails at a very early stage. This is why it is important to take note of any error messages that are displayed by the system.

The installation wizard uses the log dot text file in the logs folder under the base installation directory. Any exceptions that occur during the installation process will be logged to the file before the wizard exits. Once again, it is important to take note of any other messages that the system might display because some failures may occur before the wizard begins the logging process. If a log dot text file is not created then running the installer directly from the command line with the dash log option will force every event to be logged and may provide more information about the failure.

Problems starting the Launchpad

- Launchpad events are logged in
IBM_WebSphere_LaunchPad_log.txt
- Normally contains minimal logging
- Error messages are usually self-explanatory
 - ▶ If not self-explanatory or if the log does not exist, ensure that you have a supported Web browser and that it is configured correctly



The IBM WebSphere LaunchPad log dot text file normally contains minimal messages to reduce the impact of day to day usage. However, exceptions and errors are recorded to the log file if at all possible. This gives you a convenient place to start data collection and will help you track down the root cause of the problem. The majority of the errors that are logged in this file should be fairly self-explanatory. If you run across an error message that is not self-explanatory, or if the log file was not created, then you should ensure that your Web Browser one of the supported browsers and that it is configured properly. You can find this information by visiting the support site at ibm.com

Case 1: Problems with the installation wizard

- Installation events are logged in
`<WAS_install_root>/logs/log.txt`
- These messages indicate the current status of the installation
 - ▶ INSTCONFSUCCESS
 - ▶ INSTCONFPARTIALSUCCESS
 - ▶ INSTCONFFAILED
- Look for error or warning messages preceding them that indicate problems with resources such as
 - ▶ Not enough disk space,
 - ▶ Exceptions in the JVM
 - ▶ Segmentation faults



Once the installation wizard is initialized it will start logging events. Events that begin with INSTCONF indicate the current installation status at that point in the logs. If you see an INSTCONF message that indicates there was a partial success or a failed attempt then you should check the events that occurred before that point. The preceding events may include warnings or error messages that describe the root cause for the failed installation attempt. The most common problems are not having enough disk space in either the destination directory or the operating system's temporary directory, exceptions in the base JVM, and segmentation faults.

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