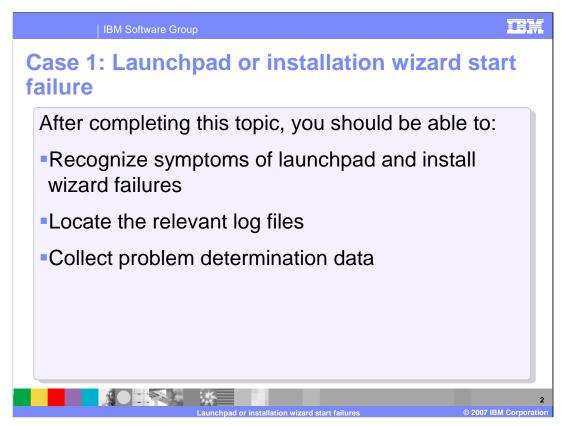
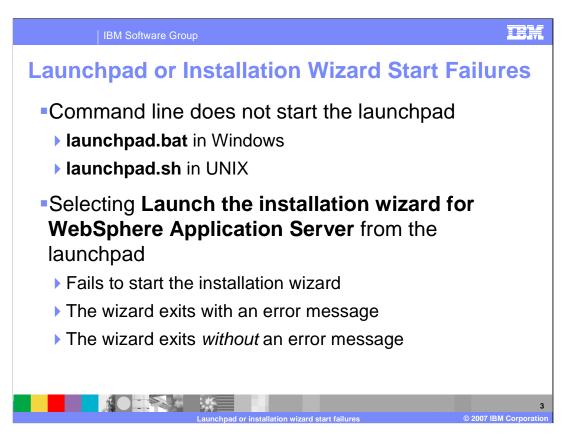


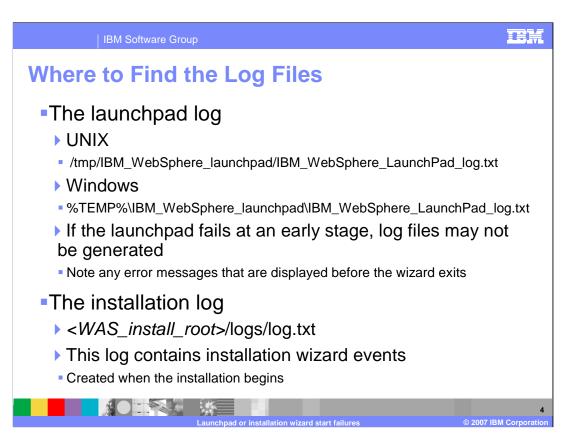
This unit looks at Launchpad or installation wizard start failure.



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 perinent log files, and collect the relevant data.

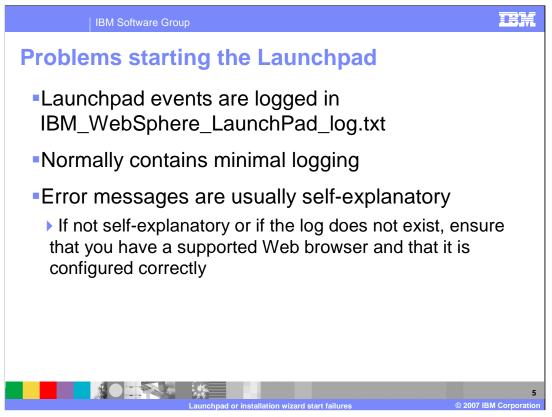


There are two general points in the installation process where you might experience a start failure. The first place is when the pertinent command line script does not start the launchpad. The second place when selecting Launch the installation wizard for WebSphere Application Server from the launchpad's 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.

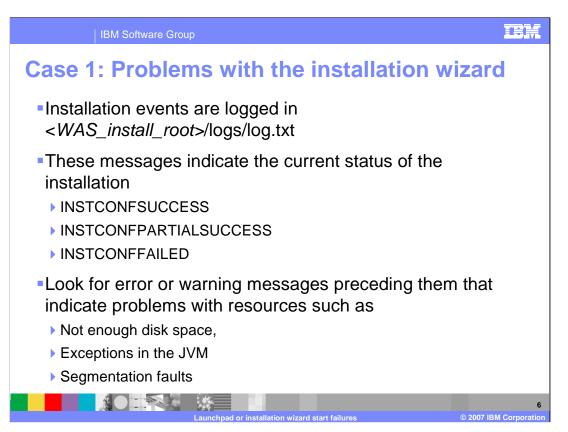


The launchpad and the installation wizard each use their own log files. The launchpad logs events to the IBM WebSphere Launchpad log in the operating system's temporary directory in the IBM WebSphere Launchpad folder. This file is created by the launchpad itself so the file may not be created if the 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.

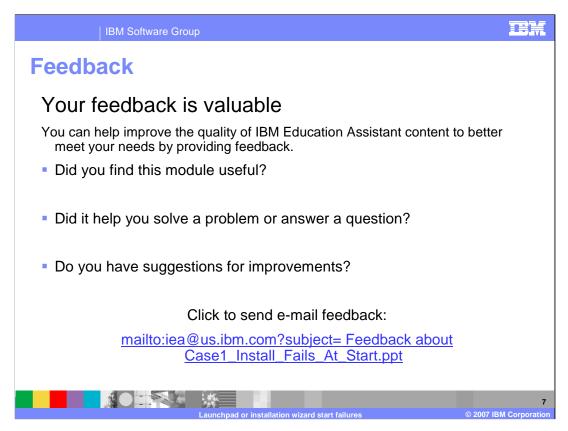
The installation wizard uses the log dot text file in the logs folder under the base installation directory. Any exceptions that occur during the installation process will be logged to the file before the wizard exits. Once again, it is important to take note of any other messages that the system might 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.



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 are logged in this file should be fairly self-explanitory. If you run across an error message that is not self-explanitory, or if the log file was not created, then you should ensure that your Web Browser one of the supported browesers and that it is configured properly. You can find this information by visiting the support site at ibm.com



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 sould check the events that occured before that point. The preceding events may include warnings or error mesages that descripe 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 temoporary directory, exceptions in the base JVM, and segmentation faults.



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Launchpad or installation wizard start failures

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