



IBM Software Group

# SW5706 Profile Creation Failure



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Profile Creation Failure

## Case 3: Profile creation failure

After completing this topic, you should be able to:

- Recognize symptoms of profile creation failures
- Locate the relevant log files
- Collect problem determination data



This section within the Installation Problems module focuses on problem determination tools and techniques associated with failures during the profile creation step. After you have listened to this section you will be able to recognize symptoms of profile creation failures, locate the relevant log files, and collect pertinent data.

## Case 3: Profile creation failure

- A default server profile is created as part of the installation process in a WebSphere Application Server or WebSphere Application Server – Express installation
- The Network Deployment installation wizard gives you the option of creating a profile
  - ▶ Profiles can also be created at any time after installation.

Profiles allow you to define multiple runtime environments that share the same installation of WebSphere Application Server. The Base and Express version of WebSphere Application Server both create a default server profile during the installation process. The Network Deployment version gives you the option of either creating a profile during installation or doing so at a later point in time.

## Case 3: Verify that profile creation succeeded

- Determine if the errors occurred in the *profile creation process*
  - ▶ If the *file copy and configuration process* succeeded, any error messages after this indicate problems in profile creation or later steps, including
    - Sample application deployment
    - Administrative console application deployment
- Look for the following entry in the log

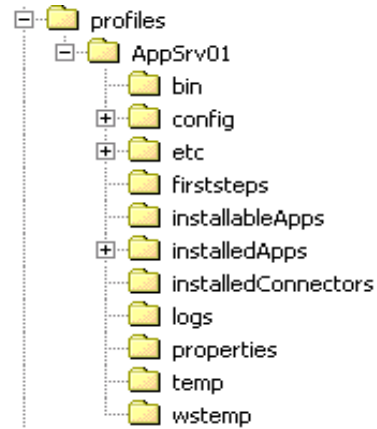
```
(<Date and time stamp>),Install,  
com.ibm.ws.install.ni.ismp.actions.  
ISMPWSProfileLaunchAction, msg1,INSTCONFSUCCESS:  
Post-installation configuration is successful
```
- If you do *not* see this message, then there are problems with profile creation



In either the base version or the network deployment version, profile creation is the next step after the file copy and configuration processes succeed. The profile creation process is logged in the installation wizard log as the ISMPWSProfileLaunchAction. If you see this action along with the INSTCONFSUCCESS flag, then it means the profile was created successfully. Otherwise, there were problems during the profile creation.

## Case 3: Profile creation steps

- Profile creation steps are as follows:
  - ▶ Create directory structure  
**<WAS\_install\_root>/profiles/<profile>/**
  - ▶ Configure profile using one of the templates from  
**<WAS\_install\_root>/profileTemplates**
    - default
    - dmgr
    - Managed
- Problems with profile creation might be due to
  - ▶ Long directory paths
  - ▶ File permissions
  - ▶ Problems with the host name (using “localhost”)



Profile creation consists of creating the necessary directory structure and building the configuration files that describe the profile and its settings. Directory set up can fail if the process responsible for creating the profile does not have the necessary file permissions. It can also fail if the directory path is too long and overflows the size constraints. Windows 2000 has a length restriction of 258 characters for any command. Because of this, the maximum length for the <WAS\_install\_root> directory is 60 characters and the maximum length for the profiles root directory is 80 characters.

The profile itself is created after the directories are set up and can also fail if not properly configured. For example, the profile will not be properly created if the host name is set to “localhost”

## Case 3: Data to collect if profile creation fails (1 of 2)

- If the profile creation fails, check  
`<WAS_install_root>/logs/wasprofile/wasprofile_create_<profile>.log`
- This log file is created when the file copy process has completed and the creation of a default profile starts
  - ▶ also created when **wasprofile** command is executed
  - ▶ traces all the events that occur during profile creation
- It is an XML log file and can be viewed with
  - ▶ Web browser
  - ▶ WordPad in Windows
- The entries in this log consist of `<record>... </record >` stanzas



Each profile in the WebSphere Application Server creates its own log to record the events associated with the profile's creation. This log can be found in the logs folder under the Application Server installation directory. A profile has its own folder in the logs directory and the files are logically named to reflect the different events in the profiles creation and use. If the profile creation fails, check the log for events that can give you insight into what may have caused the failure.

The log itself is different from other WebSphere Application Server logs in that it is an XML document. Event event in the log is tagged as a record and has a timestamp as well as an entry to indicate what component created the entry. The nature of XML means this log can be easily parsed and viewed in either a text editor or web browser.

## Case 3: Data to collect if profile creation fails (2 of 2)

- Numerous log files are created when a profile is created in the directory `<WAS_install_root>/profiles/<profile>/logs`
- Logs created depend on the type of profile (deployment manager, application server, custom)
- Some of these logs include
  - ▶ `collect_metadata.log`
  - ▶ `createDefaultServer.log`
  - ▶ `defaultapp_config.log`
  - ▶ `Service.log`
  - ▶ `pctLog.txt`
  - ▶ `filetransfer_config.log` (for the file transfer application)
  - ▶ `ivt_config.log` for the (ivtAPP application)
  - ▶ `SIBDefineChains.log`
  - ▶ `SIBDeployRA.log`
- Note: the `portdef.props` file maybe useful when resolving port conflicts

There are several other log files that the profile may or may not create depending on the type of profile and what it does. These logs are all created in another logs folder within the profile specific folder in the profiles directory. There are several logs that can be created in this folder and so we will only discuss a sampling of them. One important log is the `portdef.props` file that contains all of the port definitions for the given profile. This can be exceptionally useful in resolving port conflicts with other applications or profiles. If you use the profile creation wizard to create the profile and not the `wasprofile` command from a script or command line then the wizard will create a `pctLog.txt` file to track some of the events involved in creating the profile. The `pctLog` dot txt file is a good place to look for general information about where profile creation may have failed and where you should start your data collection. Another log that you should be aware of is the `collect_metadata` dot log file. This file contains information about errors that occur while trying to execute the commands associated with profile creation. For example, the path names may be too long and cause a command to overflow the length allotted by the operating system.

## Case 3: What to look for if profile creation fails (1 of 2)

- Check for status messages in *log.txt* or *pctLog.txt* such as
  - ▶ INSTCONFSUCCESS
  - ▶ INSTCONFPARTIALSUCCESS
  - ▶ INSTCONFFAILED
- If you see the INSTCONFPARTIALSUCCESS or INSTCONFFAIL messages, then look for *error* or *warning* messages preceding them
- If you do *not* see an entry similar to the following, then there are problems with profile creation:

```
(<Date and time stamp>),  
Install,com.ibm.ws.install.ni.ismp.actions.  
  
ISMPWSProfileLaunchAction, msg1,INSTCONFSUCCESS:  
Post-installation configuration is successful
```

Most tasks, such as system or sample application installation, are logged to individual log files. If you can determine which task the profile creation was doing, collect the file for that task.



## Case 3: What to look for if profile creation fails (2 of 2)

- Look for an entry such as the following:

```
(<Date and time stamp>), Install,  
com.ibm.ws.install.ni.ismp.actions.
```

```
ISMPWSProfileLaunchAction, err, INSTCONFFAILED: Cannot  
complete required configuration actions after  
installation. The configuration failed. The  
installation is not successful. Refer
```

```
to\install_root\logs\wasprofile\wasprofile_create_prof  
ilename.log for more details
```

- If you see this entry, look at the  
wasprofile\_create\_<profile>.log

to try to determine what task was being performed when the  
profile creation failed



The following are common problems with profile creation.

## Use ISA to search for profile creation problems

Profile Creation Problems

Show options

**Search Options**

Select All Deselect All

IBM Software Support Documents

any document type

IBM Downloads

IBM APARs

IBM Books and Articles

IBM Technotes

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Google Web Search

Product Information Center

WebSphere Application Server 6.0

WebSphere Commerce 6.0

WebSphere Portal 5.1

Select All Deselect All

Limit search by products:

DB2 Universal Database for Linux, UNIX and Windows

WebSphere Application Server

any version

specific versions

6.0

WebSphere Commerce

WebSphere Portal

Save Options Reset

**IBM Software Support Documents > IBM APARs > WebSphere Application Server**

**PK21774: EMPTY NODE-METADATA.PROPERTIES CREATED DURING PROFILE CREATION UNDER TURKISH LOCALE FOR AIX, FURTHER CAUSING ADDNODE FAILURE.**  
Empty node-metadata.properties created during **profile creation** under turkish locale.

**PK11516: PROFILE CREATION FAILED FOR ALL NON-ENGLISH SBCS LANGUAGES ON THE AMD64/EM64T PLATFORMS**  
**Profile creation** fails on **profile creation** on all non english SBCS languages. Failure is due to an incomplete check of the c

**PK01159: ADD A VERSION # TO PROFILES AT PROFILE CREATION TIME IN ORDER TO IDENTIFY THE PRODUCT VERSION USED TO CREATE THE PROFILE.**  
This is a serviceability issue related to the on-going discussion on whether UPDI should update **profiles**. Right now,

**PK17944: IF WAS\_HOME CONTAINS ( ) PARENTHESES LIKE C:\PROGRAM FILES (X86)\... THE INSTALL FAILS.**  
This APAR deals with a problem with the **profile creation** steps on windows, specifically installing filetransfer, adminconsole,

**PK02838: FIRST.ANT DOES NOT REMOVE BACKSLASHES FROM PROFILE.VERSION FOR MICROSOFT WINDOWS**  
For 6.x service packs and refresh packs, first.ant was modified to create a **profile.version** file during **Profile Creation**. It. created 2005-03-21

**PK13171: WASPROFILE FAILS WHEN ERRORLEVEL VARIABLE IS SET TO 2**  
wasprofile failed when errorlevel environment variable is set to 2 .

**PK09776: DOCUMENTATION INCORRECT FOR SETTING LOG LOCATION FOR PCTAIX.BIN**  
In the info center for using pctAIX.bin listed at is incorrect

**PK11558: FIRSTSTEPS ACTIONS DISPLAY UNRESOLVED/CORRUPTED CHARACTERS FOR ALL NON ENGLISH SBCS WINDOWS INSTALLATIONS.**  
First steps actions display unresolved/corrupted characters in all non english SBCS installations. This occurs when an action

**PK14522: IMPORTWASPROFILE/MPT DOES NOT SUPPORT ADDNODE FEDERATION**  
V6 importWasprofile/MPT does not support addNode federation

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There are numerous documents out there that can help you troubleshoot the problems that can occur while trying to create a profile and oftentimes it can be difficult to narrow down to the one that best fits your situation. The IBM Support Assistant, commonly referred to as ISA, comes with a search feature that is very good at narrowing down the results to only the ones that are pertinent to you. It is recommended you download a free copy of the latest version of ISA from the IBM support website.

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