



IBM Software Group

## **IBM WebSphere Application Server Feature Pack for Communications Enabled Applications**

### ***Installation troubleshooting***



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This presentation describes resources available for troubleshooting installation problems.

## Agenda

- Logs and traces
- Common questions



The first section of this presentation describes logs and traces that are available with the Installation Manager. The second section addresses common questions that might come up when using the Installation Manager.

## Section

# *Logs and traces*



The Installation Manager provides logs and traces that can be useful when analyzing a failure or debugging problems. This section describes some of these logs and traces.

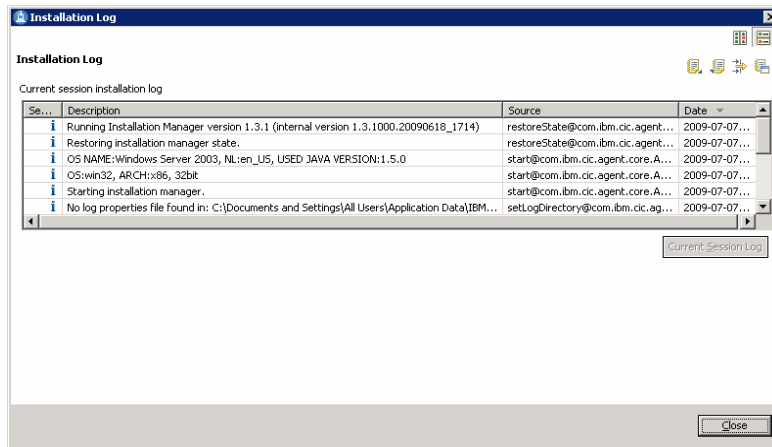
## Installation log files

- Log files are located under the /logs directory of the Installation Manager's application data location
- Main log files are time-stamped XML files

Platform	Installation type	Typical data location, referred to as <IM_DATA>
Windows® 2003	Administrator	C:\Documents and Settings\All Users\Application Data\IBM\Installation Manager
Windows 2003	Non-administrator	C:\Documents and Settings\<user_name>\Application Data\IBM\Installation Manager
Windows 2008 and Vista	Administrator	C:\ProgramData\IBM\Installation Manager
Windows 2008 and Vista	Non-administrator	C:\Users\<user name>\AppData\Roaming\IBM\Installation Manager
Linux®, AIX®, HP-UX, Solaris	Root	/var/ibm/InstallationManager
Linux, AIX, HP-UX, Solaris	Non-root	<user_home>/var/ibm/InstallationManager

Installation log files are located in the /logs directory of the Installation Manager's application data location. The data location varies by platform and the user authority of the ID under which Installation Manager was installed on the system. Default data locations for administrative and non-administrative users are provided on this slide for your reference. The main log files produced by Installation manager are time-stamped XML files.

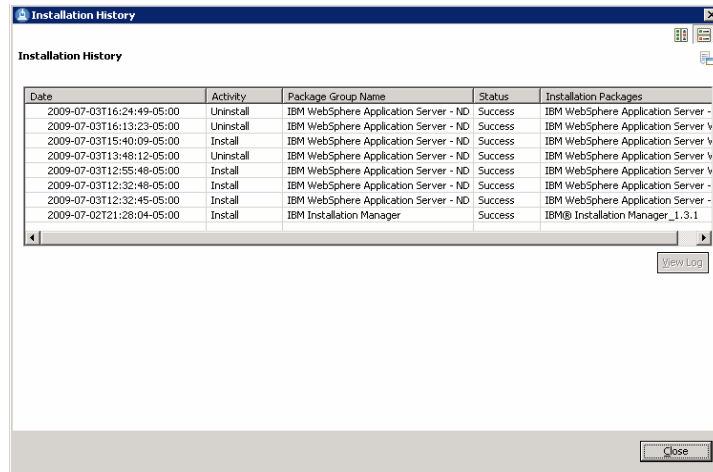
## Installation log file



See a graphical view of the main installation log file using the Installation Manager's **File > View Log** menu

The main installation log file is visible from the Installation Manager GUI. To see a graphical view of the log file, open the File > View Log menu. This brings up a panel similar to the one shown here, allowing you to browse through and examine the actions that the Installation Manager has performed. The buttons near the top of the panel allow you to adjust from a horizontal to a vertical view. You can also import or export a log file, configure the filters for viewing the log file entries, and open the log directly in a browser from this panel.

## Installation history



The screenshot shows a window titled "Installation History" with a table of activities. The table has five columns: Date, Activity, Package Group Name, Status, and Installation Packages. The data is as follows:

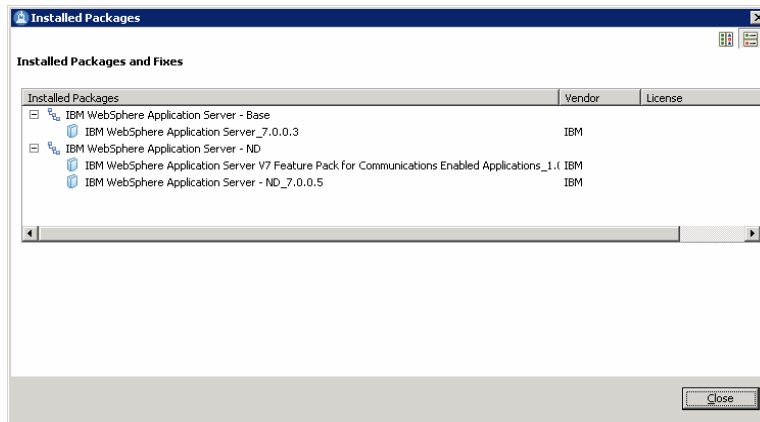
Date	Activity	Package Group Name	Status	Installation Packages
2009-07-03T16:24:49-05:00	Uninstall	IBM WebSphere Application Server - ND	Success	IBM WebSphere Application Server -
2009-07-03T16:13:23-05:00	Uninstall	IBM WebSphere Application Server - ND	Success	IBM WebSphere Application Server v
2009-07-03T15:40:09-05:00	Install	IBM WebSphere Application Server - ND	Success	IBM WebSphere Application Server v
2009-07-03T13:48:12-05:00	Uninstall	IBM WebSphere Application Server - ND	Success	IBM WebSphere Application Server v
2009-07-03T12:55:48-05:00	Install	IBM WebSphere Application Server - ND	Success	IBM WebSphere Application Server v
2009-07-03T12:32:48-05:00	Install	IBM WebSphere Application Server - ND	Success	IBM WebSphere Application Server -
2009-07-03T12:32:45-05:00	Install	IBM WebSphere Application Server - ND	Success	IBM WebSphere Application Server -
2009-07-02T21:28:04-05:00	Install	IBM Installation Manager	Success	IBM® Installation Manager_1.3.1

Below the table, there is a "View Log" button and a "Close" button at the bottom right of the window.

A history of the actions performed by the Installation Manager is available in the **File > Installation History** menu

The Installation Manager maintains a history of the actions it has performed installing, modifying, and uninstalling packages. Get a quick view of this history by opening the File > Installation History menu. You can modify the view orientation from this panel and directly open up the installation history file in a browser.

## Installed packages



See a list of all of the packages and fixes installed by your Installation Manager using the **File > View Installed Packages** menu

If you are having a problem with the Installation Manager, it can be very helpful to go take a look and see what packages have been installed by or imported into the Installation Manager. To see the package list, go to File > View Installed Packages in the Installation Manager interface. If you have a WebSphere® Application Server installation imported into the application server, that package group is displayed here, along with the Fix Pack level that is recognized by the Installation Manager. If you have installed the Feature Pack for Communications Enabled Applications, that will also show up here.

## Enabling traces

- To troubleshoot problems with installing a feature pack, gather traces for WebSphere Application Server plug-ins
- The log.properties file under <IM\_DATA>/logs specifies the level of logging and tracing that Installation Manager uses
- To turn on tracing for WebSphere Application Server plug-ins, create a log.properties file with the content below:

```
com.ibm.ws=DEBUG  
PakInstallOperation=DEBUG
```

- Restart Installation Manager, and it outputs traces for the plug-ins
- Tracing for the plug-ins normally goes into the main log files
  - ▶ Except for PAK engine traces, which go under <IM\_DATA>/logs/PAKEngine

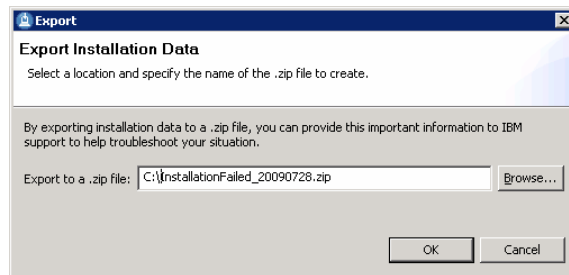


To troubleshoot problems with installing a feature pack, you need to gather traces for WebSphere Application Server plug-ins for the Installation Manager. The log.properties file in the Installation Manager's logs directory specifies the level of logging and tracing that the Installation Manager uses. To turn on tracing for WebSphere Application Server plug-ins, create a log.properties file with the two lines of content shown here on this slide. When you restart Installation Manager, it outputs traces for the plug-ins. Tracing for the plug-ins normally goes into the main log files, except for PAK engine traces, which go under the PAKEngine directory.



## Sending debugging information to IBM

- Use the Installation Manager to export installation data to send to IBM
- Open the **Help > Export Data for Problem Analysis** menu
- Provide the name of the .zip file to hold the data
- Send the .zip file to IBM support for analysis



If you need to send debugging information to IBM for analysis, you can export installation data using the Installation Manager interface. Open the Help > Export Data for Problem Analysis menu, then provide the name of the .zip file that you want to hold the data in the dialog box. When you have the .zip file, send it to IBM support for analysis.

## Section

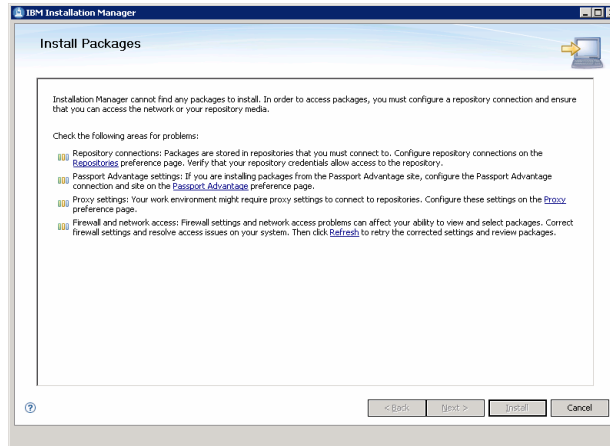
# ***Common questions***



This section addresses common questions you might have when using the Installation Manager to install the Feature Pack for Communications Enabled Applications.

## No installation packages are visible

- **Question:** Why aren't there any packages available for me to install from the Installation Manager?



If you open the Install wizard in the Installation manager and you do not see any packages available to install, what should you do?

## Check repository configuration

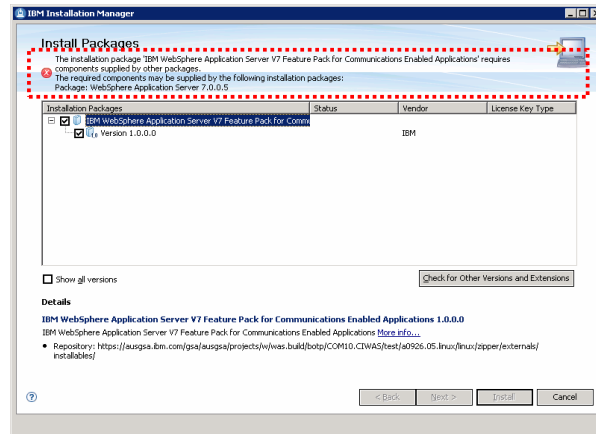
- Open the **File > Preferences > Repositories** menu in Installation Manager to see your repository configuration
  - ▶ You must have a repository configured that contains the product you are trying to install
- If you are using the Web repository provided by IBM:
  - ▶ Make sure you have these two repositories configured in your settings
    - <http://download.boulder.ibm.com/ibmdl/pub/software/websphere/repositories/repository.config>
    - <https://www.ibm.com/software/rational/repositorymanager/repositories/websphere/repository.config>
  - ▶ Verify that your proxy and firewall settings allow you to connect to the Web repository
  - ▶ Verify that you have authentication credentials to access the repository (an IBM ID)
- If you are using a local or internal repository, configure Installation Manager to point to the appropriate file system location



Read through the messages that are displayed on the installation packages panel – they recommend that you check your repository configuration, proxy and firewall settings, and authentication credentials. To check your repository configuration, open the File > Preferences > Repositories menu in the Installation Manager. You need to have a repository configured that contains the product you are trying to install. If you are using the Web repository provided by IBM, you need to make sure that you have the two repository URLs shown on this page in your repository list. You need to know your IBM ID to be able to access the Web repository. If you are using a local or internal repository, configure Installation Manager to point to the appropriate file system or internal network location for your repository.

## Required application package not available

- **Question:** What does it mean that the Feature Pack for Communications Enabled Applications requires components that might be supplied by WebSphere Application Server 7.0.0.5?



While trying to install the Feature Pack for Communications Enabled Applications, what should you do if you see an error message saying that the feature pack requires components that might be supplied by WebSphere Application Server 7.0.0.5?

## Verify that application server is imported

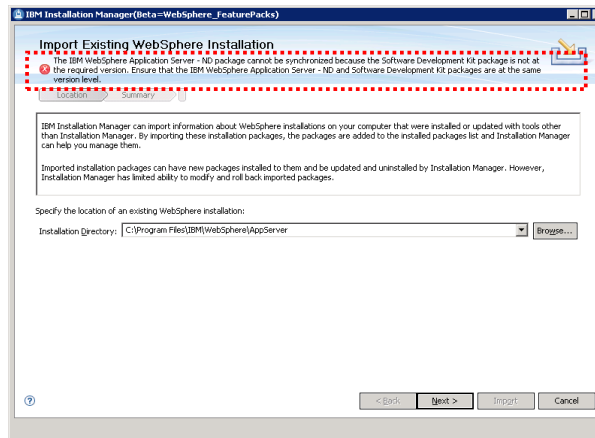
- In Installation Manager, open **File > View Installed Packages**
  - ▶ Check that you have at least one WebSphere Application Server 7.0.0.5 package in your installed packages list
- If you do not have WebSphere Application Server 7.0.0.5 (or later) in your package list, either:
  - ▶ Use Installation Manager to import an installation of WebSphere Application Server 7.0.0.5 (or later)
  - ▶ Update a package you already have imported to Fix Pack 5, then re-import it
- If you are applying newer service than Fix Pack 5 with the Update Installer and using a local repositories with the Installation Manager:
  - ▶ You need to download new local repositories that support importing WebSphere Application Server at the newer fix pack level



You typically see a message like this because you do not have any instances of WebSphere Application Server imported into the Installation Manager. To check which packages you have configured in your Installation Manager, open the File > View Installed Packages menu. If you do not see at least one WebSphere Application Server 7.0.0.5 package in the list, then you need to import one. Do this by either using the Installation Manager to import an installation of WebSphere Application Server 7.0.0.5 or updating an instance of the application server that you already have imported to fix pack 5, then re-importing it into Installation Manager. If you are applying newer service than fix pack 5 with the Update Installer and using a local repositories with the Installation Manager, you need to download new local repositories that support importing WebSphere Application Server at the newer fix pack level.

## SDK fixes are missing

- **Question:** During application server import, what do you do if you get a message telling you that the application server's Software Development Kit package is not at the required level?



When you are trying to import the application server into the Installation Manager, what does it mean if you get a message telling you that the application server's Software Development Kit package is not at the required level?

## Install SDK fixes

- To be able to import WebSphere Application Server installation into the Installation Manager:
  - ▶ Both the application server maintenance package and the Java™ SDK maintenance package must be at the same level
- Follow the instructions for applying the WebSphere Application Server fix pack
  - ▶ Use the Update Installer to apply application server maintenance
  - ▶ Install both the application server and SDK fix packages
- Re-import the application server after applying maintenance



To be able to import WebSphere Application Server into the Installation Manager, both the application server maintenance package and the Java SDK maintenance package for the server must be at the same level. For example, if you have installed the application server package for fix pack 5, you must also install the SDK package for fix pack 5. Use the update installer to apply the appropriate level of the SDK fix package, and then re-import the application server after applying maintenance.



## Sample fix pack download

- Download the fix pack packages you need from the WebSphere Application Server support site
- For example, for 32-bit Linux on AMD or Intel®, you must apply at least these two packages:

Download package

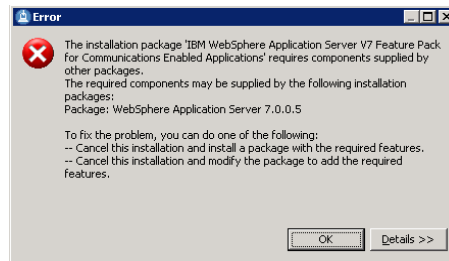
[What is Fix Central \(FC\)?](#)  
[What is DD?](#)

Download	RELEASE DATE	LANGUAGE	SIZE (Bytes)	Download Options
32-bit x86 AMD/Intel AppServer	03/27/2009	US English	584125905	FC FTP DD
32-bit x86 AMD/Intel AppClient	03/27/2009	US English	233257699	FC FTP DD
32-bit x86 AMD/Intel Plugins	03/27/2009	US English	3450577	FC FTP DD
32-bit x86 AMD/Intel IBM HTTP.Svc	03/27/2009	US English	2772178	FC FTP DD
32-bit x86 AMD/Intel Java SDK	03/27/2009	US English	72333819	FC FTP DD
32-bit x86 DMZ Secure Proxy Server	03/27/2009	US English	142968990	FC FTP DD

You can download application server and SDK fix packages from the WebSphere Application Server support site. This page shows a sample screen capture for the 32-bit Linux downloads for fix pack 3 for WebSphere Application Server. In this example, you need to download and install both of the fix packages that are highlighted in red – AppServer and Java SDK.

## Server maintenance levels are out of date

- **Question:** When I see a message telling me that the Feature Pack for Communications Enabled Applications requires WebSphere Application Server 7.0.0.5, what should I do?



When you are trying to install the Feature Pack for Communications Enabled Applications, what should you do if you see a message telling you that the feature pack requires WebSphere Application Server 7.0.0.5?

## Install the appropriate fix pack

- If the Installation Manager indicates that your WebSphere Application Server needs to be at a particular fix pack, that means that your application server maintenance is out of date
- Apply WebSphere Application Server V7 maintenance using the WebSphere Update Installer
  - ▶ The Feature Pack for Communications Enabled Applications requires Fix Pack 5 or later
  - ▶ Install both the application server and the SDK fix packages
- After applying application server maintenance, re-import the application server into Installation Manager



If the Installation Manager indicates that your WebSphere Application Server needs to be at a particular fix pack, that means that your application server maintenance is out of date. The Feature Pack for Communications Enabled Applications requires fix pack 5 or later, including both the application server and the SDK fix packages. Install the required WebSphere Application Server fix pack packages using the WebSphere Updating Installer, then re-import the application server into the Installation Manager.

## Section

# *Summary*



This section provides a summary of the content covered in this presentation.

## Summary

- Installation manager logs and traces are available to help debug problems
- Use the resources provided here to quickly work through your installation questions



The Installation Manager provides logs and traces to help debug problems. You can display some of the log file content directly in the Installation Manager interface. The other resources provided in this presentation are available to help you quickly work through your installation questions.

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