Troubleshoot the JasperReports Server Installation

The following is a list of common problems that may arise while installing the JasperReports Server. JasperReports server does not support IE 8 or IE Compatibility mode.

Problem I: Analytics and Reporting submenu item is not visible on the Analytics menu

The Analytics and Reporting submenu allows you to launch JasperReports Server. If its missing from the **Analytics** menu:

1. Go to the `%AGILIANCE_HOME%\apache2\conf\extra\` directory location, open the `workers.properties` file using a text editor, then verify whether the following properties are correct:

   `worker.jasper_tomcat.port=8409`

   `worker.jasper_tomcat.host=` , where is the fully qualified hostname of the system on which the JasperReports Server is installed.

   `worker.jasper_tomcat.type=ajp13`

2. Go to the `%AGILIANCE_HOME%\config` directory, open the `agiliance.properties` file using a text editor, and then verify whether the following properties are available:

   `jasper.hostname= or`

   `jasper.database.host= or`

   `jasper.database.port=5432`

3. Restart the RiskVision Apache and RiskVision Tomcat services if you made any changes to the agiliance.properties file.

Problem II: The Jasper RiskVision Analytics server is currently unavailable

Launch JasperReports Server from the Analytics menu. If you see the message "the Jasper RiskVision Analytics server is currently unavailable," verify the JasperReports Server installed directory in the following order:
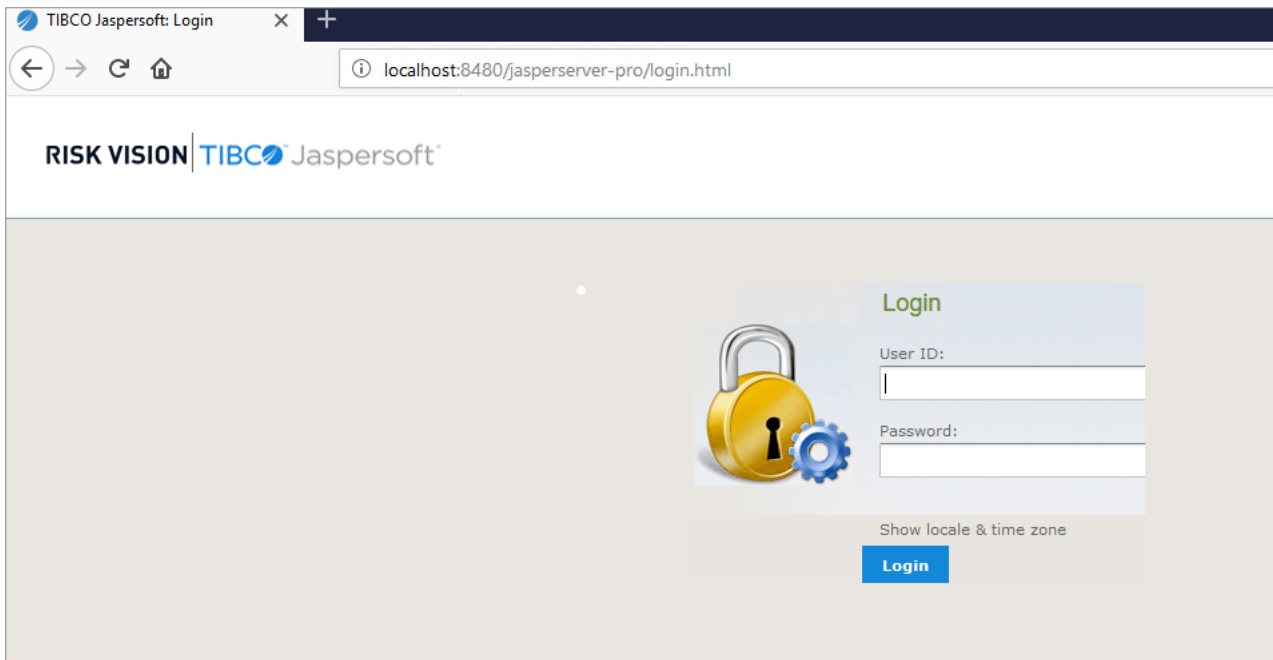
1. Launch the JasperReports Server in a standalone mode:
   - Ensure Jaspersoft services jasperreportsPostgreSQL and jasperreportsTomcat are running.
   - Go to:

     ```
     http://:8480/jasperserver-pro/login.html
     ```

     Where the is the IP address of the JasperReports Server.

   - Enter the **User ID** sysadmin and **Password** agiliance in the JasperReports Server Login page.
   - If the JasperReports Server homepage appears: See Verifying the JasperReports Server Installation on the RiskVision Server Setup .

2. If you see the error message "Unable to launch the JasperReports Server": JasperReports Server is not installed properly.

3. Go to the `<%JASPER_HOME%>\Agiliance\scripts` directory to ensure Jaspersoft services is working.

4. Open the `initdb.log` file using a text editor. If there are errors in the `initdb.log,` PostgreSQL database is not properly installed. Follow the installation instructions and re-install the JasperReports Server.

5. If there are no errors in the file `initdb.log` , stop Jaspersoft services, go to the following directories, back up the log files, and then delete all the log files:
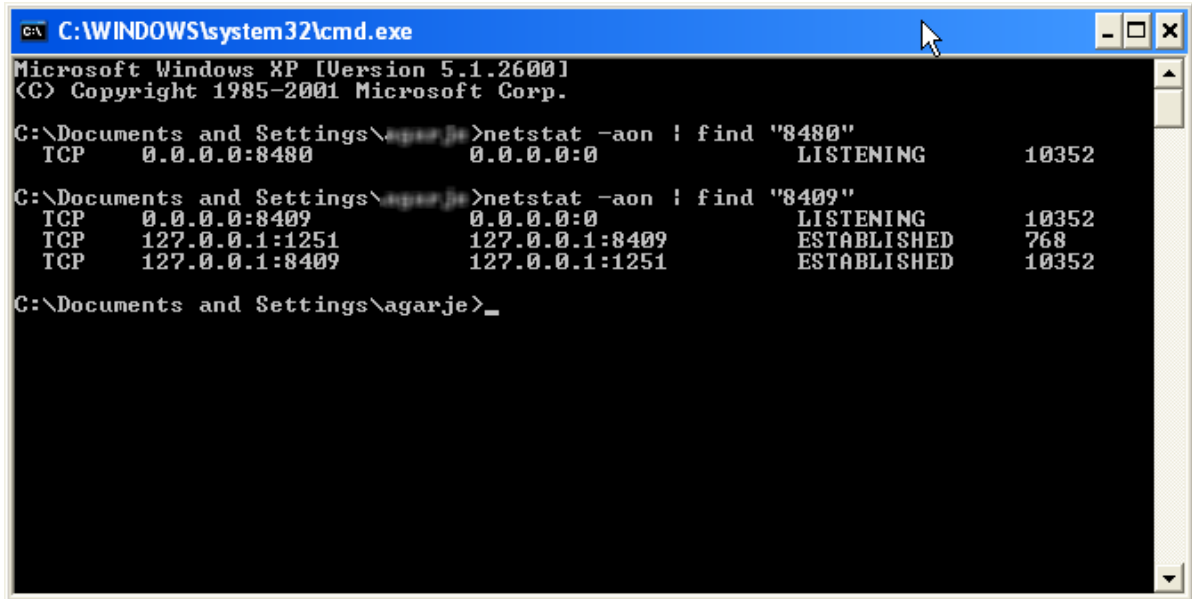
   ```
   %JASPER_HOME%\apache-tomcat\webapps\jasperserver-pro\WEB-INF\logs
   ```

   ```
   %JASPER_HOME%\apache-tomcat\logs
   ```

4. After all the log files are deleted, start Jaspersoft services.

5. Run the following commands using Windows Command prompt to verify whether the ports '8480' and '8409' are listening.

```
> netstat -aon | find "8480"
> netstat -aon | find "8409"
```

```
C:\WINDOWS\system32\cmd.exe                                             _ □ ×

Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\        >netstat -aon | find "8480"
  TCP    0.0.0.0:8480          0.0.0.0:0              LISTENING       10352

C:\Documents and Settings\        >netstat -aon | find "8409"
  TCP    0.0.0.0:8409          0.0.0.0:0              LISTENING       10352
  TCP    127.0.0.1:1251        127.0.0.1:8409         ESTABLISHED     768
  TCP    127.0.0.1:8409        127.0.0.1:1251         ESTABLISHED     10352

C:\Documents and Settings\agarje>_
```

If both ports are listening, go to **step 1** and verify if you are able to launch the JasperReports Server.

6. If the problem persists, check the log files for any errors.

7. If JasperReports Server does not launch, the RiskVision Report Server installer failed to copy the file contents or skipped copying files from the source directory to the target directory. Compare the directory, files, and contents to see if they match the listed source directory and the target directory columns.

Source Directory	Target Directory
%JASPER_HOME%\Agiliance\cfg\tomcat\server.xml	%JASPER_HOME%\apache-tomcat\conf\server.xml
%JASPER_HOME%\Agiliance\cfg\jasper-web-inf*.-jar	%JASPER_HOME%\apache-tomcat\webapps\jasperserver-pro\WEB-INF\lib
%JASPER_HOME%\A-giliance\cfg\license\jasperserver.license	%JASPER_HOME%\jasperserver.license
%JASPER_HOME%\Agiliance\lib*.jar	%JASPER_HOME%\apache-tomcat\lib*.jar
%JASPER_HOME%\Agiliance\lib*.jar	%JASPER_HOME%\apache-tomcat\webapps\jasperserver-pro\WEB-INF\lib*.jar
%JASPER_HOME%\A-giliance\cfg\postgres\postgres-changes.sql	%JASPER_HOME%\postgresql\bin\postgres-changes.sql

Source Directory	Target Directory
%JASPER_HOME%\scripts\installer\grant-priv-js-postgres8.sql	%JASPER_HOME%\postgresql\bin\grant-priv-js-post-gres8.sql
%JASPER_HOME%\Agiliance\cfg\buildomatic\build_conf\default\js.jdbc.properties	%JASPER_HOME%\buildomatic\build_con-f\default\js.jdbc.properties

8. If there are missing files or inappropriate file contents, copy the file from the source directory to the target

directory.

9. Restart the Jaspersoft services if changes were made. The changes are applied to the JasperReports Server installation directory and JasperReports Server should launch.

10. If the problem still exists after copying all the artifacts to the target directory, go to the directory `%JASPER_HOME%\apache-tomcat\webapps\jasperserver-pro\WEB-INF`. Open the `agiliance.properties` file by using a text editor, and then verify if the following properties are correct:

    - **MySQL**:

      ```
      database.type=mysql
      database.mysql.driver=com.mysql.jdbc.Driver
      database.mysql.url=jdbc:mysql://:3306/
      riskvision.app.url=
      jasper.admin.port=8480
      ```

    - **Oracle**:
      ```
      database.type=Oracle
      database.oracle.driver=oracle.jdbc.OracleDriver
      database.oracle.url=jdbc:oracle:thin:@:1521/agl
      riskvision.app.url=
      jasper.admin.port=8480
      ```

      By default, the property ⬜ is set to 8480. If you have changed the port number, specify the correct port number.

      If your investigation still does not resolve the problem, contact Resolver Support and provide the appropriate log files.