

Troubleshoot the JasperReports Server Installation

Here is a list of common problems that may arise while installing the JasperReports Server. Find the problem that most closely matches the situation that is occurring. Then, follow the steps to fix the problem.

Jasper Report server does not support the IE 8 and IE Compatibility mode.

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

If the **Analytics and Reporting** sub-menu item is not visible on the **Analytics** menu to launch the JasperReports Server, perform the following steps:

1. Go to the `%AGILIANCE_HOME%\apache2\conf\extra\` directory location, open the `workers.properties` file using a text editor, and 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
```

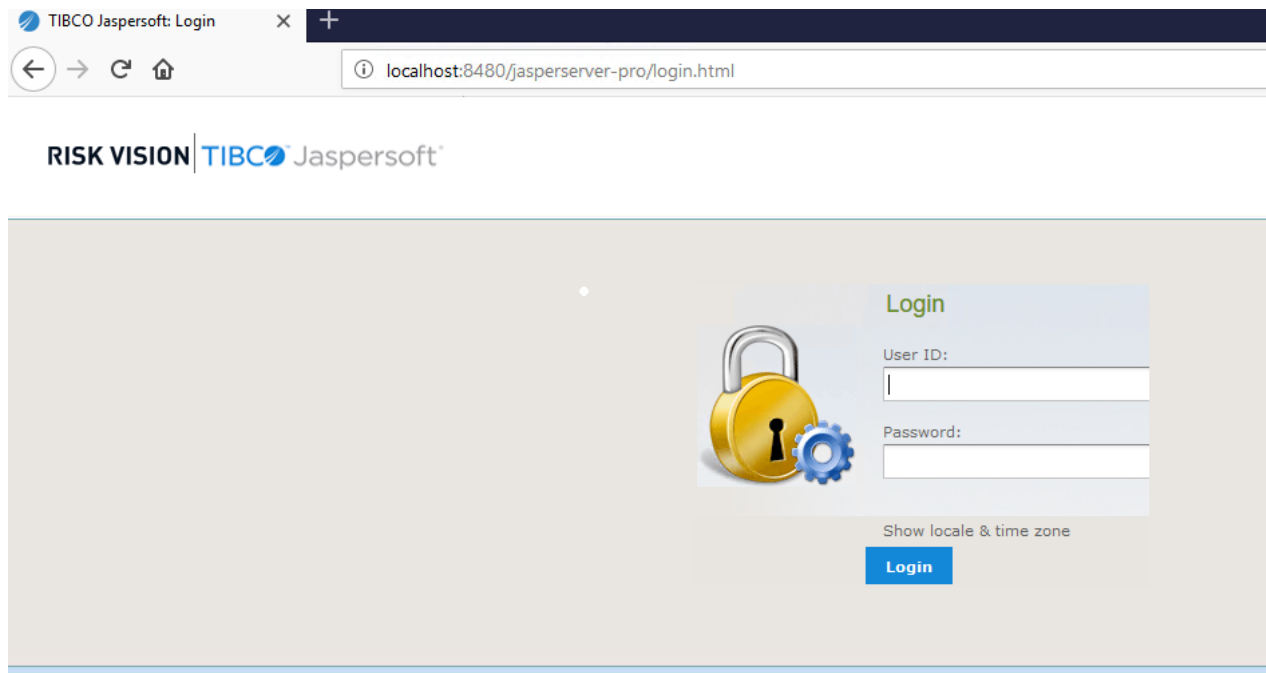
```
jasper.database.port=5432
```

3. If you make any changes to the `agiliance.properties` file, restart the RiskVision Apache and RiskVision Tomcat services.

Once the services have been restarted to show the latest changes, view the **Analytics and Reporting** submenu in the **Analytics** menu.

Problem II: The Jasper RiskVision Analytics server is currently unavailable

When JasperReports Server is accessed from the Analytics menu, the message "the Jasper RiskVision Analytics server is currently unavailable" is displayed. To fix this problem, evaluate the JasperReports Server installed directory in the following order:



1. Perform the following steps to verify whether you are able to 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 system on which the JasperReports Server is installed.

- The JasperReports Server Login page appears. Enter the sysadmin as User ID and agliance as Password. If the JasperReports Server homepage appears, see [Verifying the JasperReports Server Installation on the RiskVision Server Setup](#) . Otherwise, continue with the steps below:
2. If you see the error message "Unable to launch the JasperReports Server," the JasperReports Server is not installed properly. To ensure Jaspersoft services is working, go to the directory `<%JASPER_HOME%\Agiliance\scripts` . Open the file `initdb.log` by 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. If there are no errors in the file `initdb.log` , continue the investigation:
 3. Stop the Jaspersoft services, go to the following directories, back up the log files, and then delete all the log files. The default location of the log files is here:

```
%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 the 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\agarje>netstat -aon | find "8480"
TCP    0.0.0.0:8480      0.0.0.0:0      LISTENING      10352

C:\Documents and Settings\agarje>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>_

```

6. If both ports are listening, go to **step 1** and verify if you are able to launch the JasperReports Server.
7. If the problem still persists, check the log files for any errors.
8. 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%\Agiliance\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%\Agiliance\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-postgres8.sql
%JASPER_HOME%\Agiliance\cfg\builddomatic\build_conf\default\jdbc.properties	%JASPER_HOME%\builddomatic\build_conf\default\jdbc.properties

9. If there are missing files or inappropriate file contents, copy the file from the source directory to the target directory.
10. Restart the Jaspersoft services if changes were made. The changes are applied to the JasperReports Server

installation directory and JasperReports Server should launch.

11. 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 `agilience.properties` file by using a text editor, and then verify if the following properties are correct:

For MySQL

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

For 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 `jasper.admin.port` 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.