

## Verify the JasperReports Server Installation on the RiskVision Server

If you are able to launch the JasperReports Server in a standalone mode, perform these steps to verify the JasperReports Server installation on the RiskVision Server setup.

If there are any errors in the log files, restart the services: RiskVision Tomcat and RiskVision Apache.

1. Go to the `%Agiliance_HOME%\apache2\logs` directory to check the log files for errors.

If there are errors in the log files, re-start the services: RiskVision Tomcat and RiskVision Apache.

2. Go to the `%AGILIANCE_HOME%\apache2\conf\extra`, open the `worker.properties` file using a text editor, and verify whether the following properties are set correctly:

```
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.

3. Log in to RiskVision application and launch the JasperReports Server. The JasperReports Server home page must appear.
4. If the problem still exists, go to the directory `%AGILIANCE_HOME%\config`, open the file `agiliance.properties` using a text editor, and ensure that the properties related to the JasperReports Server are set correctly.

If verification fails to resolve the problem, contact [Resolver Support](#) with the appropriate log files.