



**PureWeb® STK 3.1**

Troubleshooting Guide

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The PureWeb license is an ASCII text file with a .lic extension. The license is not part of the PureWeb Server installation, and must be acquired from Calgary Scientific Inc. When you receive your license, copy the .lic file in to the C:\CSI\PureWeb\Server\conf\ directory and (re)start the server.

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## Preface

Welcome to the *PureWeb 3.1 Troubleshooting Guide*. Although every effort has been made to make this document clear and easy to understand, it is still very technical in nature.

This preface contains the following sections:

- [Intended Audience, page 2](#)
- [Reading Recommendations, page 2](#)
- [Making Comments on This Document, page 2](#)
- [Contacting Calgary Scientific Support, page 3](#)

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## Intended Audience

This document is primarily intended for administrators/developers that plan to install and use PureWeb®. It has been written with the assumption that you have:

- A general understanding of server configuration and installation.
- A general knowledge of application development.

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## Reading Recommendations

This preface includes task-based tables that contain all of the task and procedures needed to successfully install PureWeb®. Follow the steps in the tables if your installation is not functioning correctly.

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## Making Comments on This Document

If you especially like or dislike anything about this document, feel free to e-mail your comments to [techpubs@calgaryscientific.com](mailto:techpubs@calgaryscientific.com).

You can comment on what you regard as specific errors or omissions, and on the accuracy, organization, subject matter, or completeness of this document.

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## Contacting Calgary Scientific Support

Contact Calgary Scientific Support during the hours of 9:00AM - 5:00PM, Monday - Friday (Mountain Standard Time).

Web Site	E-Mail
<a href="http://support.getpureweb.com">http://support.getpureweb.com</a>	<a href="mailto:support@getpureweb.com">support@getpureweb.com</a>

# 1

## Troubleshooting

This section provides issues and solutions that may be encountered when installing or using PureWeb®.

This chapter contains the following sections:

- [Server Issues, page 4](#)
- [Client Issues, page 6](#)
- [Sample Application Issues, page 7](#)
- [Troubleshooting Sample Applications, page 9](#)

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## Server Issues

### **The PureWeb® server does not start properly**

Check that your environment variables are set properly.

Ensure that you have installed proper licensing by following the steps in the Verify the License File is Installed procedure found in the *PureWeb® Installation Guide for Microsoft Windows*.

### **The PureWeb® Server desktop icon is missing**

In the event that the desktop icon is not available, you can start the Apache Tomcat server directly:

1. Open a console window.
2. Change the working directory with the following command:  
`cd %PUREWEB_HOME%\tomcat\bin.`
3. Execute the command `catalina.bat run`.

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Note: To stop the server, press Ctrl-C.

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## License error in the Tomcat output

If after starting the server, the following error message (No license for product) is displayed in the Tomcat output, you must obtain and install a PureWeb® license. See the Installing the License procedure in the *PureWeb® Installation Guide for Microsoft Windows*.

```
2011-10-24 11:19:10,462 ERROR [/] Exception sending context initialized event to listener instance of class pureweb.servlet.ContextListener
java.lang.RuntimeException: com.reprisesoftware.rln.RlnException: No license for product (-1)
    at pureweb.servlet.ContextListener.contextInitialized(ContextListener.java:88) ~[ContextListener.class:na]
    at org.apache.catalina.core.StandardContext.listenerStart(StandardContext.java:3795) [catalina.jar:na]
    at org.apache.catalina.core.StandardContext.start(StandardContext.java:4252) [catalina.jar:na]
    at org.apache.catalina.core.ContainerBase.addChildInternal(ContainerBase.java:768) [catalina.jar:na]
```

Figure 1: Tomcat License Error

## License error in the web browser

If after starting the server, the following error message is displayed in the web browser, it may be the result of a missing license. You must obtain and install a PureWeb® license. See the Installing the License procedure in the *PureWeb® Installation Guide for Microsoft Windows*.

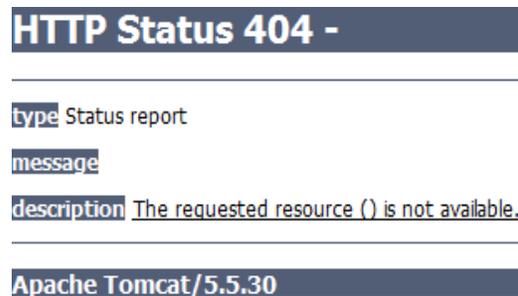


Figure 2: Browser License Error

## Installing multiple versions of PureWeb

It is not advised to install a newer version of PureWeb® on top of an existing version. Please uninstall the existing version before installing a new version. For more information about installing and uninstalling PureWeb, refer to the *PureWeb Installation Guide for Windows*.

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# Client Issues

## Microsoft Silverlight Issues

There are many different versions of Microsoft Silverlight-based installers. You must install these Microsoft Silverlight packages:

- Microsoft Silverlight for Developers
- Microsoft Silverlight Tools for Microsoft Visual Studio

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Note: Microsoft's comprehensive Tools packages includes both Microsoft Silverlight for Developers and Microsoft Silverlight Tools for Microsoft Visual Studio.

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### Microsoft Silverlight 5.0 fails to install

Install the web-development feature for Visual Studio 2010. Add features using the Windows Control Panel | Add/Remove Programs tool.

For other Microsoft Silverlight issues, refer to Microsoft's Release Notes for Microsoft Silverlight 5 at <http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>.

### Cannot trigger breakpoints in debug mode

This is most likely caused by a security setting when debugging Microsoft Silverlight in Windows Internet Explorer 8/9. A possible fix to this is to:

1. Open Windows Internet Explorer 8/9.
2. Navigate to Tools | Internet Options | Security.
3. Uncheck Enable Protected Mode.
4. Restart Windows Internet Explorer 8/9.

### Browser Issues

Microsoft Silverlight clients consuming the PureWeb® STK support neither the browser zoom nor the full-screen mode.

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# Sample Application Issues

## Error message “unable to create process for <sample service name>”

Ensure that you have the correct Visual Studio Runtime Library installed.

1. Navigate to the C:\CSI\PureWeb\Server\bin\scribbleapp directory.
2. Double-click on the scribbleapp.exe file.

If you receive an error message regarding the MSVC\*.dll, you are missing the correct version of the Visual Studio Runtime Library.

## The sample application functions in the service, but not in the client

Confirm that you have installed the Visual Studio 2010 Runtime Library.

You can download it at

<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=a7b7a05e-6de6-4d3a-a423-37bf0912db84>.

## scribbleapp.sln build fails

If development of the scribbleapp.sln was built in an environment different from the current user, rebuild the application.

## Sample will not run after building the service/client applications

You must reload the plugin created when you build the sample applications by following the steps in the “[Reloading a Plugin](#)” procedure.

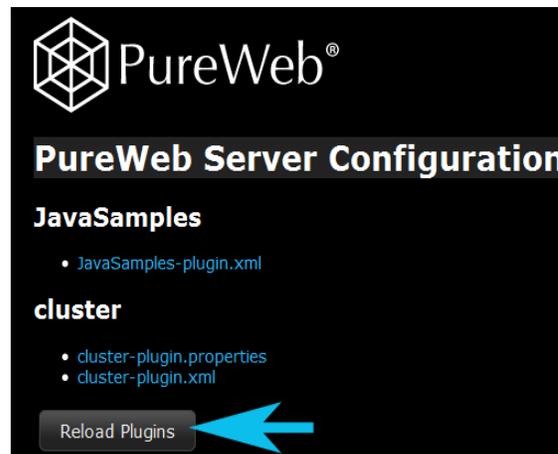
## Reloading a Plugin

**Purpose:** When you are running or debugging the PureWeb® STK sample applications that we have provided, you may find it necessary to reload a plugin. To reload a plugin follow the steps provided below.

### Start of procedure

1. Open a browser.
2. Navigate to <http://localhost:8080/pureweb/config/plugins>.

3. Enter admin/admin into the Name and Password fields.
4. Click the Sign In button to open the Configuration page.
5. Click the Reload Plugins button.



**Figure 3: Reload Plugins**

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Note: The configuration files displayed in the image above may not be identical to the list displayed on your system. The list is comprised of configuration files unique to your system.

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**End of procedure**

# Troubleshooting Sample Applications

If after completing the tasks/procedures in the sections listed below, you are still unable to run the sample applications then follow the steps in the troubleshooting tables that follow, to ensure that you have met all of the prerequisites before building, running, or debugging the sample applications.

- *Basic Tasks* section of the *PureWeb® Installation Guide for Microsoft Windows*
- *Common Development Task* section of the *PureWeb® Quick Start Guides*

Complete the tasks/procedures in the following table before building and running the samples.

## Task Summary: Required for all of the Sample Applications

Tasks	Procedures
Ensure that you are using a supported operating system.	<p>PureWeb® applications are meant to be developed on a 64-bit Windows Operating System. Applications built using the PureWeb® STKs (including the samples), can be deployed on 32-bit or 64-bit operating systems.</p> <p>Operating system information can be found by clicking Control Panel   System.</p>
All of the sample applications require a operational PureWeb® Server. The server requires that you have Java installed and that your environment variable and path variable are correctly set. You must also have proper licensing.	<ol style="list-style-type: none"> <li>1. Install the JDK/JRE v1.6 64-bit by following the procedure for installing Java found in the <i>PureWeb® Installation Guide for Windows</i>.</li> <li>2. Set the JAVA_HOME environment variable correctly by following the procedure for setting the JAVA_HOME variable found in the <i>PureWeb® Installation Guide for Windows</i>. Example: C:\Program Files\Java\jdk1.6.0_29</li> <li>3. Update the path variable to include JAVA_HOME by following the procedure for updating the path variable to include JAVA_HOME found in the <i>PureWeb® Installation Guide for Windows</i>. Example: %JAVA_HOME%\bin;</li> <li>4. Ensure that you have proper licensing by follow the steps in the Verify the License File is Installed procedure found in the <i>PureWeb® Installation Guide for Microsoft Windows</i>.</li> <li>5. Confirm that the PureWeb® Server is operational. Refer to the <i>Common Task</i> section of the <i>PureWeb® Server Administration Guide</i> to learn how to operate and configure the PureWeb® Server.</li> </ol>

**Task Summary: Required for all of the Sample Applications (Continued)**

Tasks	Procedures
<p>All of the sample client applications require a service to function.</p> <p>The Java and Android sample service applications are built using Apache Ant.</p> <p>The C++ and C# sample service applications are built using Microsoft Visual Studio 2010.</p>	<ol style="list-style-type: none"> <li>1. Ensure that you have Apache Ant v1.8.1 installed by following the procedure for installing Ant found in the <i>PureWeb® Installation Guide for Windows</i>.</li> <li>2. Set the ANT_HOME environment variable correctly by following the procedure for setting the ANT_HOME variable found in the <i>PureWeb® Installation Guide for Windows</i>. Example: C:\Program Files\apache-ant-1.8.1\</li> <li>3. Update the path variable to include ANT_HOME by following the procedure for updating the path variable to include ANT_HOME found in the <i>PureWeb® Installation Guide for Windows</i>. Example: %ANT_HOME%\bin;</li> </ol>
<p>In order for the native Image Processing Library to function in all of the samples, you must have the Visual Studio 2010 Runtime Library installed.</p>	<p>Download Visual Studio 2010 Runtime Library at <a href="http://www.microsoft.com/download/en/details.aspx?id=14632">http://www.microsoft.com/download/en/details.aspx?id=14632</a>.</p>

**Java Samples**

Complete the tasks/procedures in the following table to troubleshoot the Java samples.

**Task Summary: Troubleshooting Java Samples**

Tasks	Procedures
<p>Install/setup for all samples.</p>	<p>Complete the tasks/procedures in the <a href="#">Task Summary: Required for all of the Sample Applications</a>, on page 9.</p>
<p>Ensure that you are using a supported development tool for examining the code, building, and debugging the client sample application.</p>	<p>Install a Java IDE, such as Eclipse. You can download Eclipse at <a href="http://www.eclipse.org/downloads/">http://www.eclipse.org/downloads/</a>.</p>
<p>Ensure that you have the correct JDK/JRE installed for Client and Service development.</p>	<p>Install the JDK/JRE v1.5 (or higher) 64-bit by following the procedure for installing Java found in the <i>PureWeb® Installation Guide for Windows</i>.</p>
<p>Build and run the Java samples.</p>	<p>Follow the tasks/procedure found in the <i>Common Development Tasks</i> section of the <i>PureWeb® Quick Start Guide: Java</i>.</p>

## Android Samples

Complete the tasks/procedures in the following table to troubleshoot the Android client samples.

### Task Summary: Troubleshooting Android Client Samples

Tasks	Procedures
Install/setup for all samples.	Complete the tasks/procedures in the <a href="#">Task Summary: Required for all of the Sample Applications</a> , on page 9.
Ensure that you have the Java sample service application built.	The Android client sample applications requires the Java service to function. See the <i>PureWeb® Quick Start Guide: Java</i> for more information about the Java service application sample.
Ensure that you are using a supported development tool for examining the code, building, and debugging the client sample application.	Install a Java IDE, such as Eclipse. You can download Eclipse at <a href="http://www.eclipse.org/downloads/">http://www.eclipse.org/downloads/</a> . Eclipse for Android is limited to version 3.5 (or greater). For detailed information, see <a href="http://developer.android.com/sdk/requirements.html">http://developer.android.com/sdk/requirements.html</a> .
Prepare for Android development.	<ul style="list-style-type: none"> <li>• Read and follow the instructions provided by Google for getting started with Android development at <a href="http://developer.android.com/sdk/index.html">http://developer.android.com/sdk/index.html</a>.</li> <li>• Install a minimum of Android SDK Level 7(2.1) into your Eclipse environment.</li> <li>• Ensure the Android tools directory is in your Path variable.</li> <li>• Ensure the Android platform-tools directory is in your Path variable. The Android Debug Bridge (adb) tool is used in the Building with Apache Ant procedure.</li> </ul>
Build and run the Android samples.	Follow the tasks/procedure found in the <i>Common Development Tasks</i> section of the <i>PureWeb® Quick Start Guide: Android</i> .

## C++ Samples

Complete the tasks/procedures in the following table to troubleshoot the C++ samples.

### Task Summary: Troubleshooting C++ Samples

Tasks	Procedures
Install/setup for all samples.	Complete the tasks/procedures in the <a href="#">Task Summary: Required for all of the Sample Applications</a> , on page 9.
Ensure that you are using a supported development tool for examining the code, building, and debugging the sample applications.	Microsoft Visual Studio 2008 or Microsoft Visual Studio 2010.
Ensure that you have the correct service packs and runtime libraries installed.	<p>For Microsoft Visual Studio 2008:</p> <ul style="list-style-type: none"> <li>In order for the native Image Processing Library to function, you must have the Microsoft Visual Studio 2010 Runtime Library installed. You can download it at <a href="http://www.microsoft.com/download/en/details.aspx?id=14632">http://www.microsoft.com/download/en/details.aspx?id=14632</a></li> <li>Service Pack 1. You can download it at <a href="http://www.microsoft.com/download/en/details.aspx?id=10986">http://www.microsoft.com/download/en/details.aspx?id=10986</a></li> </ul> <p>For Microsoft Visual Studio 2010:</p> <ul style="list-style-type: none"> <li>Microsoft Silverlight v5.0 Tools for Visual Studio 2010.</li> </ul>
Build and run the C++ samples.	<p>Follow the tasks/procedure found in the <i>Common Development Tasks</i> section of the <i>PureWeb® Quick Start Guide: C++</i>.</p> <p><b>Note:</b> The <i>PureWeb® Quick Start Guide: C++</i> is written for Microsoft Visual Studio 2010.</p>

## C# Samples

Complete the tasks/procedures in the following table to troubleshoot the C# samples.

### Task Summary: Troubleshooting C# Samples

Tasks	Procedures
Install/setup for all samples.	Complete the tasks/procedures in the <a href="#">Task Summary: Required for all of the Sample Applications</a> , on page 9.
Ensure that you are using a supported development tool for examining the code, building, and debugging the sample applications.	Microsoft Visual Studio 2008 or Microsoft Visual Studio 2010.
Ensure that you have the correct service packs and runtime libraries installed.	<p>For Microsoft Visual Studio 2008:</p> <ul style="list-style-type: none"> <li>In order for the native Image Processing Library to function, you must have the Microsoft Visual Studio 2010 Runtime Library installed. You can download it at <a href="http://www.microsoft.com/download/en/details.aspx?id=14632">http://www.microsoft.com/download/en/details.aspx?id=14632</a></li> <li>Service Pack 1. You can download it at <a href="http://www.microsoft.com/download/en/details.aspx?id=10986">http://www.microsoft.com/download/en/details.aspx?id=10986</a></li> </ul> <p>For Microsoft Visual Studio 2010:</p> <ul style="list-style-type: none"> <li>Microsoft Silverlight v5.0 Tools for Visual Studio 2010.</li> </ul>
Build and run the C# samples.	<p>Follow the tasks/procedure found in the <i>Common Development Tasks</i> section of the <i>PureWeb® Quick Start Guide: C#</i>.</p> <p><b>Note:</b> The <i>PureWeb® Quick Start Guide: C#</i> is written for Microsoft Visual Studio 2010.</p>

## Flex Samples

Complete the tasks/procedures in the following table to troubleshoot the Flex client samples.

### Task Summary: Troubleshooting Flex Client Samples

Tasks	Procedures
Install/setup for all samples.	Complete the tasks/procedures in the <a href="#">Task Summary: Required for all of the Sample Applications</a> , on page 9.
Ensure that you have the C# sample service application built.	The Flex client sample applications requires the C# service to function. See the <i>PureWeb® Quick Start Guide: C#</i> for more information about the C# service application sample.

**Task Summary: Troubleshooting Flex Client Samples (Continued)**

Tasks	Procedures
Ensure that you are using a supported development tool for examining the code, building, and debugging the client sample application.	Adobe Flash Builder 4.5 Standard or Premium Edition.
Build and run the Flex samples.	Follow the tasks/procedure found in the <i>Common Development Tasks</i> section of the <i>PureWeb® Quick Start Guide: Flex</i> .

**Objective-C Samples**

Complete the tasks/procedures in the following table to troubleshoot the Objective-C client samples.

**Task Summary: Troubleshooting Objective-C Client Samples**

Tasks	Procedures
Install/setup for all samples.	Complete the tasks/procedures in the <a href="#">Task Summary: Required for all of the Sample Applications</a> , on page 9.
Ensure that you have the Java sample service application built.	The iOS client sample applications requires the Java service to function. See the <i>PureWeb® Quick Start Guide: Java</i> for more information about the Java service application sample.
Ensure that you have correctly installed the PureWeb® iOS STK.	For detailed instructions, refer to the <i>PureWeb® iOS STK Installation Guide</i> .
Ensure that you have the correct development environment installed for building, running, debugging, and examining the sample code.	iOS SDK 5.0—including the Xcode 4.2 IDE, iOS Simulator and the suite of tools for Apple iPhone/iPad development. For more details see the <i>Prerequisites</i> section of the <i>PureWeb® iOS STK Installation Guide</i> .
Build and run the Objective-C samples.	Follow the tasks/procedure found in the <i>Common Development Tasks</i> section of the <i>PureWeb® Quick Start Guide: Objective-C</i> .