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PureWeb® STK 4.0

Troubleshooting Guide

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Preface

Welcome to the *PureWeb STK Troubleshooting Guide*, part of the PureWeb Software Transformation Kit (STK) documentation suite.

Intended Audience

This document is intended for software developers and system administrators who have installed and use the PureWeb STK.

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Contacting Calgary Scientific Support

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Web Site	E-Mail
support.getpureweb.com	support@getpureweb.com

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1 Troubleshooting

This document provides tips and workaround solutions for issues that you may encounter when using PureWeb®.

General Issues

Anti-virus software and PureWeb

Anti-virus software could potentially interfere with PureWeb and cause issues such as buffering delays and i/o exceptions.

If you suspect your anti-virus software is conflicting with PureWeb, try temporarily disabling the software to test this.

If a conflict is found, please work with your IT department and/or the anti-virus software provider to determine how to configure the anti-virus software to solve the issue.

Server Issues

The server does not start properly

Check that the `JAVA_HOME` and `Path` environment variables are set properly and that the license is installed.

Instructions are provided in the *PureWeb STK Installation Guide*.

The server's Start and Stop desktop icons are missing

In the event that the server's icons are not available on the Windows desktop, use the following procedure to start and stop the server.

1. Using Windows Explorer, navigate to the server's working directory:
   `[Installed_location]\Server\tomcat\bin`

2. Double-click one of the following .bat files:
   * `startup.bat` (to run the server)
   * `shutdown.bat` (to stop the server)

Microsoft Silverlight Issues

There are many different versions of Microsoft Silverlight-based installers. Check that you have installed the currently supported version and meet all the prerequisites for Silverlight development as described in the "Platform Support for Client Development" section of the *PureWeb Installation Guide*.

Microsoft Silverlight fails to install

You may be missing the web development feature for Visual Studio 2010. To add this feature:

1. Navigate to the Control Panel of your Windows operating system.

2. Select the option to change a program. Depending on your version of the operating system, this could be labeled **Add/Remove Programs** or **Uninstall a program**.

3. Right-click the Microsoft Visual Studio program and select **Change**.

4. Navigate through the installation wizard until you are prompted to choose which optional features to install.

5. Check that the Web Developer Tools feature is selected, then complete the installation wizard.

For other Silverlight installation issues, refer to Microsoft's release notes for Silverlight 5:

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 or 9. Try disabling the protected mode:

1. Open Windows Internet Explorer 8 or 9.

2. Navigate to **Tools | Internet Options | Security**.

3. Uncheck **Enable Protected Mode**.

4. Restart Windows Internet Explorer.

Browser Issues

Microsoft Silverlight clients consuming the PureWeb STK support neither the browser zoom nor the full-screen mode. This is a current limitation of PureWeb.

Sample Application Issues

There are several steps involved in setting up a development environment, installing the PureWeb STK and building the sample applications.

If the sample applications do not work properly after building them, the checklist below may help identify the source of the problem.

Are you using a 64-bit operating system?

PureWeb applications are meant to be developed on a 64-bit operating system, although, once built, they can be deployed on either 32-bit or 64-bit systems.

Is the correct version of Visual Studio Runtime Library (C++ Runtime) installed?

In order for the native image processing library to function in all of the samples, you must have the Visual Studio Runtime Library installed. The version that you need depends on which version of Microsoft Visual Studio you are using.

If this library is not installed, or if you have the wrong version, this can lead to issues such as:

- the sample application functions in the service, but not in the client
- "Unable to create process" error when running the service application

To verify that you have the correct version

Try the procedure below. If you receive an error message regarding the MSVC*.dll, you do not have the correct version.

1. Navigate to `[Installed_location]\Server\bin\scribbleapp`
2. Double-click on the `scribbleapp.exe` file.

The *PureWeb Installation Guide* lists the currently supported versions of C++ Runtime.

Is the server license file installed?

The PureWeb STK installation wizard does not install the license nor prompt for a license number. The .lic file must be placed in the installed directory manually.

If the license is not installed, the PureWeb server will start, but it will not be operational.

Navigate to the location below and verify that it contains a .lic file:
`[Installed_directory]\Server\conf\`

This file is provided by Calgary Scientific.

Is the correct version of the JDK installed on the server machine?

The Java Development Kit (JDK) must be installed on the computer where the PureWeb server is installed.

The currently supported version of the JDK is listed in the "Server Requirements" section of the *PureWeb Installation Guide*.

Are the environment variables set correctly?

The PureWeb solution uses several environment variables; each of them must point to the correct version of the product in order for PureWeb to function correctly:

- the path in `JAVA_HOME` and `Path` must match the installed version of the JDK which is used by the PureWeb server,

- the path in `PUREWEB_HOME` and `PUREWEB_LIBS` (these variables are added by the PureWeb installer) must point to specific locations within the directory of the currently installed PureWeb STK:
  - PUREWEB_HOME:
    `[Installed_location]\Server`
  - PUREWEB_LIBS:
    `[Installed_location]\SDK\Redistributable\Libs`

- the path to any platform-specific environment variable (for example ANT_HOME if Apache Ant is used to build a service) must point to the correct version of the applicable software. Platform-specific environment variable requirements are listed in each of the Quick Start guides.

Instructions for checking and changing the value of environment variables are provided in each of the Quick Start guide.

Have the platform-specific prerequisites been met?

The prerequisites required to build and run the sample service and client applications on a given platform sometimes differ from those required to develop new PureWeb applications.

For example, although you can use the latest version of the Android SDK to develop your own PureWeb-enabled Android client applications, to work with the sample Android clients, you should use SDK level 14.

If you are having problems building or running a sample application, check the prerequisites section of the relevant *Quick Start Guide* to ensure that you are using a version of the development platform which is compatible with the sample application.

Did you build the service application?

Client applications will not work without a service application. For Scribble, you can use any of the sample Scribble services (Java, C++ or C#). The Asteroids service is only available in Java.

Instructions for building these services are provided in the *Quick Start Guide* for the development platform you choose to work with.

Has the solution been built in an environment different from the current user?

If the `scribbleapp.sln` solution was built in an environment different from the current user, you may experience issues with the sample applications. To solve this, rebuild the application in the proper environment.

Did you reload the plugins?

The first time you build an application, you need to reload the plugins in the PureWeb server in order for the server to recognize that application.

Instructions for reloading plugins are provided in the *PureWeb Server Administration Guide* and in the Quick Start guides.