



IBM Software Group

# IBM WebSphere® Process Server V6.0.2

## *Profile creation wizard troubleshooting*



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This presentation will cover troubleshooting the profile creation process associated with WebSphere Process Server V6.0.2

## Goals

- Discuss WebSphere Process Server profile creation or augmentation troubleshooting topics like known limitations, best practices, and debugging and logging information

The goal of this presentation is to discuss troubleshooting topics, known limitations, best practices, and debugging and logging information for WebSphere Process Server V6.0.2 Profile creation and augmentation.

## Common problems, mistakes, and pitfalls

- Profile creation and augmentation problems on Windows®
  - ▶ Problems caused by path length limit of 256 characters on Windows
  - ▶ Limit the size of the following to help
    - Process Server installation path
      - Do not use the default installation location
    - Host name
      - Keep machine names short
    - Node name
      - Keep node name short and meaningful
    - Profile name
      - Again, keep it short and meaningful

The most common pitfall with profile creation and augmentation on Windows is related to the Windows limitation of 256 characters in a path length. Therefore, create the profile as close to the root drive as possible; for example, C:/ProcServer/profile1/. You should limit the length of the WebSphere Process Server installation path; do not use the default installation location, host name, node name, and profile name. All names and paths should be kept short and meaningful.

## Known limitations

- Cannot augment an already federated custom profile
  - ▶ There is a Technote on how to unfederate a node
- There are accessibility problems with the installation and profile wizards
  - ▶ There are Technotes written on these problems
- WebSphere Process Server support page:  
<http://www.ibm.com/software/integration/wps/support/>



There are a few limitations to discuss for WebSphere Process Server itself. For example, augmentation of an already federated custom profile is not supported. Instructions for how to unfederate a node can be found in the information center and on the product support site. There are some accessibility problems with the Installation and Profile Wizard user interfaces, and again there are Technotes covering these problems. These Technotes can be found at the WebSphere Process Server support page shown here.

## What to gather to troubleshoot installation

- Use collector.bat (send to IBM Support)
- The full set of files to immediately gather are:
  - ▶ <profilePath>/logs/\* (zip recursively)
  - ▶ <profilePath>/properties/\*
  - ▶ <WPS\_HOME>/logs/wasprofile/\*<profileName>\*
  - ▶ <WPS\_HOME>/logs/wbi/\*
  - ▶ <WPS\_HOME>/properties/profileRegistry.xml
  - ▶ <WPS\_HOME>/properties/wasprofile.properties

In order to help debug a problem or find out what to send to IBM support, use collector.bat. The collector will combine the files that help debug a problem if they are gathered immediately after a problem or failure. The files collected are listed here.

## Profile logging

- pcatLog<timestamp>.txt
  - ▶ On Linux® and UNIX® platforms: *profile\_root/logs* /pcatLog<timestamp>.txt
  - ▶ On Windows platforms: *profile\_root\logs* \pcatLog<timestamp>.txt
  - ▶ If this file does not exist in this directory on the system, profile creation failed early in the process
    - In this case, review the pcatLog.txt file in the *user\_home* directory
  - ▶ Logs all events that occur when a default profile is created during a Complete installation or when the Profile Wizard is run
  - ▶ Three different results
    - **INSTCONFFAILED**
      - Total profile creation failure
    - **INSTCONFPARTIALSUCCESS**
      - Profile creation errors occurred but the profile is still functional
      - Check additional information in process server log files to identify the errors
    - **INSTCONFSUCCESS**
      - Successful profile creation

The profile log file is the pcatLog, which appears as “pcatLog” followed by a timestamp and the extension “.txt”. It is located in the *profile\_root/logs* directory. If this file does not exist in this directory on the system, then profile creation failed early in the process. In this case, review the pcatLog.txt file in the *user\_home* directory. The pcatLog contains all events that occur when a default profile is created during a complete installation or when the Profile Wizard is run. There are three possible results when looking at the pcatLog. INSTCONFFAILED means that profile creation failed. INSTCONFPARTIALSUCCESS means profile creation errors occurred but the profile is still functional. Check additional information in process server log files to identify specific errors. INSTCONFSUCCESS means that profile creation was successful.

## Profile creation logging

- `wasprofile_create_profile_name.log`
  - ▶ On Linux and UNIX platforms:  
`install_root/logs/wasprofile_create_profile_name.log`
  - ▶ On Windows platforms:  
`install_root\logs\wasprofile_create_profile_name.log`
  - ▶ Traces all events that occur during the creation of the named profile
  - ▶ Created during a Complete Installation or when using the Profile Wizard
  - ▶ Three different results
    - **INSTCONFFAILED**
      - Total profile creation failure
    - **INSTCONFPARTIALSUCCESS**
      - Profile creation errors occurred but the profile is still functional
      - Check additional information in process server log files to identify the errors
    - **INSTCONFSUCCESS**
      - Successful profile creation

Another log file to check when creating a profile is listed here. This log traces all events that occur during the creation of the named profile and is created during a complete installation or when using the profile wizard. Like the `pcatLog`, the same three results messages can be returned after a profile has been created.

## Profile augmentation logging

- `wasprofile_augment_profile_name.log`
  - ▶ On Linux and UNIX platforms:  
`install_root/logs/wasprofile_augment_profile_name.log`
  - ▶ On Windows platforms:  
`install_root\logs\wasprofile_augment_profile_name.log`
  - ▶ Traces all events that occur during the augmentation of the named profile
  - ▶ Three different results
    - **INSTCONFFAILED**
      - Total profile creation failure
    - **INSTCONFPARTIALSUCCESS**
      - Profile creation errors occurred but the profile is still functional
      - Check additional information in process server log files to identify the errors
    - **INSTCONFSUCCESS**
      - Successful profile creation

There is a separate log for augmenting a profile. The `wasprofile_augment_profile_name.log` is located in the `install_root/logs/` directory. This log traces all events that occur during the augmentation of the named profile and again there are three possible results as shown here.



## Profile template logging

- Individual profile template action log files
  - ▶ In the directory *profile\_root*/logs on Linux and UNIX systems and *profile\_root*\logs on Windows systems
  - ▶ Typically it is the name of the .ant script that failed followed by ".log"
  - ▶ For example, if the following entry is in the wasprofile\_augment\_*profile\_name*.log file:
    - `<message>Result of executing  
E:\o0536.15\profileTemplates\default.wbicore\actions\saveParamsWbiCore.ant was:  
false</message>`
  - ▶ Look for the corresponding log file for any failing .ant script entries. In this case, the log file created by the saveParamsWbiCore.ant script is saveParamsWbiCore.ant.log
  - ▶ Look at that file to investigate why the failure occurred



Each individual profile template has its own action log files, which can be found in the *profile\_root*/logs directory. Typically it is the name of the .ant script that failed followed by ".log". For example, if the entry shown here is in the profile augment log, look for the corresponding log file for any failing .ant script entries. In this case, the log file created by the saveParamsWbiCore.ant script is saveParamsWbiCore.ant.log. Look at that file to investigate why the failure occurred.

## Recovering from profile creation or augment failure

- Each log file must contain the "INSTCONFSUCCESS"
- If a file does not include this entry, a failure was detected
- Following is a list of log files to look at in the order given
  1. Log file created by the Profile Wizard
    - ▶ The name of the file is partially based on a timestamp and is in the form pcatLog<timestamp>.txt
  2. Log file wasprofile\_create\_*profile\_name*.log
    - ▶ Search for the text "Result of executing" and verify that each occurrence ends with "true."
  3. Log file wasprofile\_augment\_*profile\_name*.log
    - ▶ Search for the text "Result of executing" and verify that each occurrence ends with "true."
  4. Individual profile template action log files
    - ▶ If discovered "false" values in the log files described in steps 2 and 3 above, review these log files
    - ▶ These log files do not follow a consistent naming convention, but typically, it is the name of the .ant script that failed followed by ".log"

This slide shows a list of log files to look at in the order given. Each log file must contain the entry "INSTCONFSUCCESS." If a file does not include this entry, that means a failure was detected. First, check the log file created by the Profile Wizard. The name of the file is partially based on a timestamp and is in the form pcatLog<timestamp>.txt. This file can be found in the *profile\_root/logs* directory.

Next, check the wasprofile\_create\_*profile\_name*.log, located in the *install\_root/logs/wasprofile* directory. Search for the text "Result of executing" and verify that each occurrence ends with "true."

Next, check the wasprofile\_augment\_*profile\_name*.log, located in the *install\_root/logs/wasprofile* directory. Search for the text "Result of executing" and verify that each occurrence ends with "true."

Finally, check the Individual profile template action log files. If you discovered "false" values in the log files described in steps 2 and 3 above, review these log files in the *profile\_root/logs* directory. These log files do not follow a consistent naming convention, but typically, it is the name of the .ant script that failed followed by ".log".

## Recovering from profile creation failure

- After determining why profile creation failed and addressing the cause of the failure, try to create the profile again.
- When creating a profile using the WebSphere Process Server profile wizard:
  - ▶ wizard first creates a WebSphere Application Server profile
  - ▶ then augments it with WebSphere Process Server profile templates
    - This creates a WebSphere Process Server profile
- When profile creation fails:
  - ▶ a profile can exist that does not have all the needed augmentations
- To determine if the profile exists, run the command:  
`install_root/bin/wasprofile.sh -listProfiles` (Linux or UNIX)  
`install_root\bin\wasprofile.bat -listProfiles` (Windows)
  - ▶ If profile name does not exist, re-create the profile
  - ▶ If the profile name exists, then the profile was created but augmentation failed

After determining why profile creation failed and addressing the cause of the failure, try to create the profile again.

When creating a profile using the WebSphere Process Server Profile Wizard, the wizard first creates a WebSphere Application Server profile and then augments it with WebSphere Process Server profile templates to create a WebSphere Process Server profile. When profile creation fails, a profile can exist that does not have all the necessary augmentations, presumably because of the failure. To determine if the profile exists, run the `wasprofile` command with a parameter of “-listProfiles”. If the profile name used for creation does not exist, re-create the profile. If the profile name does exist, then the profile was created and has encountered an augmentation failure.

## Recovering from profile augmentation failure

- After determining why profile augmentation failed and addressing the cause of the failure, try to augment the existing profile again to successfully create a complete WebSphere Process Server profile
- Start the profile wizard
  - ▶ Instead of creating new profile, augment an existing profile
  - ▶ Choose the profile and enter the correct information for it
- Some of the augmentations may have completed successfully the first time profile wizard was run
  - ▶ Not all panels will be displayed
  - ▶ The profile wizard detects which remaining augmentations must be completed and displays only the necessary panels

After determining why profile augmentation failed and addressing the cause of the failure, try to augment the existing profile again to successfully create a complete WebSphere Process Server profile. Start the Profile Wizard, and instead of creating a new profile, choose to augment an existing profile. Choose the profile and enter the correct information for it.

Some of the augmentations may have completed successfully the first time profile wizard was run. As a result, not all the panels that were presented the first time will be displayed. This is because the Profile Wizard detects which remaining augmentations must be completed and displays only the necessary panels.

## Profile wizard release notes and Technotes

- Limited support for profile augmentation using manageprofiles command-line tool
  - ▶ Do all profile augmentation using the Profile Wizard, which can be run silently
- WebSphere Process Server does not support augmenting a federated profile
  - ▶ Separate Technote available on how to unfederate a profile
- Profile directory path length limit of 256 characters on Windows
- Remove augmentations before manually deleting a profile using command line utility
  - ▶ Before manually deleting a WebSphere Process Server profile, remove all augmentations that have been made to it.
- Warning messages in profile wizard log file - missing profileRegistry.xml file
  - ▶ Ignore the warning messages because this is expected behavior.
- Profile wizard can lead you to incorrectly delete the default directory when federating a custom profile and deployment manager is not available
  - ▶ Do not follow the deletion directions on this panel
  - ▶ It appears when creating a custom profile, the deployment manager indicated to federate it to was not running or available

Here are a few tips from the release notes and Technotes found on the Process Server support page.

IBM supports creation or augmentation of a WebSphere Process Server profile with the manageprofiles command only if you first create or augment a like profile using the Profile wizard and then use the manageprofiles command to "copy" such a profile creation or augmentation to create one that is very similar

WebSphere Process Server does not support augmenting a federated profile. There is a profile directory path length limit of 256 characters on Windows systems.

You should remove augmentations before manually deleting a profile using command line utility

Ignore the missing profileRegistry.xml file messages in profile wizard logs.

The Profile Wizard can incorrectly lead you to delete the default directory when federating a custom profile and when the deployment manager is not available. Do not follow the deletion directions on this panel. These appear when creating a custom profile when the deployment manager indicated to federate to was not running or available.

## Section

# *Summary*

This section will provide a summary of this presentation.

## Summary

- Discussed troubleshooting topics like known limitations, best practices, and debugging/logging information



In this presentation, troubleshooting topics such as known limitations, best practices, and debugging/logging information for the Profile Wizard in WebSphere Process Server V6.0.2 were discussed.

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