

### Validating Application Server Configuration

- ◇ Check WebLogic Server JVM heap size, and ensure that it is  $\geq 512$  MB and  $\leq 1$  GB, depending on the memory availability on web/app server
- ◇ Monitor memory and JSP / Servlet usage through WebLogic Admin Console.
  - Navigate to WebLogic Admin Console using the following URL:  
`http:<servername>:9001/console`
  - Login to the console using the WebLogic username/password that was provided at the time of creating the WebLogic Server domain.
  - Monitors parameters shown in the screenshot on next slide, for contention.

### Troubleshooting Application Server issues

- ◇ Debugging issues related to startup classes
  - Verify that license files, namely `eg_license.xml` and `eg_license_<partitionId>.xml` have been copied into the `<Unified EIM / Unified WIM install dir>/config/license` folder.
  - Verify that License Manager startup class was successfully able to create the file `<Unified EIM / Unified WIM install dir>/web/view/platform/common/license.js`.
- ◇ User login takes a long time
  - Verify that the applet host entry in database (`egpl_pref_globalsettings` table of Active DB) has the correct server IP address, by running the following query: `select * from egpl_pref_globalsettings where setting_name = ?Common.messaging.applethost?`
  - Verify java console output on client side for errors logged in a format similar to JAVA exceptions (see screenshot). Click View -> Java Console on IE.

### Troubleshooting Application Server issues

- ◇ Application not responding due to high CPU utilization or memory consumption
  - Generate and analyze thread dumps for WLS java process using information from the following URL: [Java Process Generate & analysis of thread dumps](#)
  - WebLogic Log Format (`<Unified EIM / Unified WIM Install Dir>/logs/egain_weblogic_server..txt`)
  - Locale-formatted Timestamp, Severity, Subsystem, Machine Name, Server Name, Thread ID, User ID, Transaction ID, Diagnostic Context ID, Raw Time Value, Message ID, and Message Text. (A subsequent section, Message Attributes, describes each attribute.)
  - `<Sept 22, 2006 10:46:51 AM EST> <Notice> <WebLogicServer> <MyComputer> <examplesServer> <main> <<WLS Kernel>> <> <null> <1080575211904> <BEA-000360> <Server started in RUNNING mode`
- ◇ Application server not able to communicate with LM, RSM, DB
  - Verify network connectivity between all servers in the cluster using the ping command: `ping <servername>`
  - Run `netstat ?an ?p tcp` to find local and remote ports that are potentially being used by an another application/process (see port diagram on next slide that shows ports that are required and used by the application).
- ◇ After stopping application server

## Application\_Server\_issues

- Verify through Windows Task Manager that all java, javaw and cmd processes have been terminated.
- ◇ Primary application server dependency issues
  - Verify hostname attribute value in <Unified EIM / Unified WIM Install Dir>/config/egpl\_evs\_handler.xml file to ensure that Messaging functionality works correctly.
  - When users access attachments from the UI, they are referenced from the primary web/application server by the application.

### Distributed Cache Manager functionality

- ◇ Verify that correct primary and secondary application server names exist in <Unified EIM / Unified WIM Install Dir>/config/egpl\_cachedefaultconfig.properties file.

### WebLogic Server Domain configuration for secondary application servers

- ◇ Verify that a unique WLS domain has been created for each application server. (A maximum of 5 secondary application servers are supported in a deployment)

### Typical WebLogic Server Exceptions

- ◇ java.rmi.ConnectException: The connection manager to ConnectionManager for: 'weblogic.rjvm.RJVMImpl@74ccf82 - id: '8218534549432914157S:10.4.0.173:[9001,9001,9002,9002,9001,9002,-1]:mydomain:myserver' connect time: 'Thu Jul 06 00:05:48 GMT 2006 *has already been shut down*
- ◇ #####<22-Jul-06 21:29:23 BST> <Warning> <RJVM> <EMS00812> <myserver> <ExecuteThread: '38' for queue: 'default'> <kernel identity> <> <000519> <Unable to connect to a remote server on address 10.4.0.172 and port 9001 with protocol t3. The Exception is java.net.ConnectException: Connection refused: connect>
- ◇ #####<23-Jun-06 22:30:09 BST> <Warning> <WebLogicServer> <EMS00813> <myserver> <CoreHealthMonitor> <kernel identity> <> <000337> <ExecuteThread: '16' for queue: 'default' has been busy for "763" seconds working on the request "Http Request: /partition1/web/controller/platform/common/login/login.jsp", which is more than the configured time (StuckThreadMaxTime) of "600" seconds.>