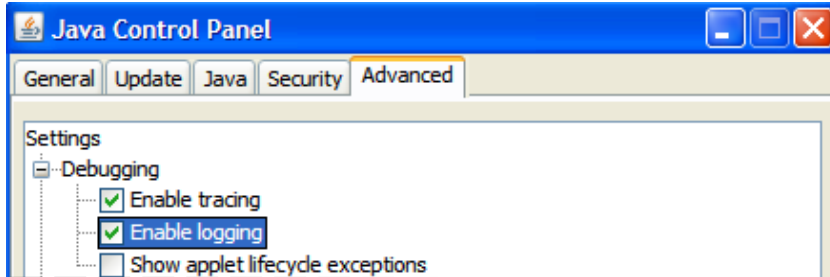


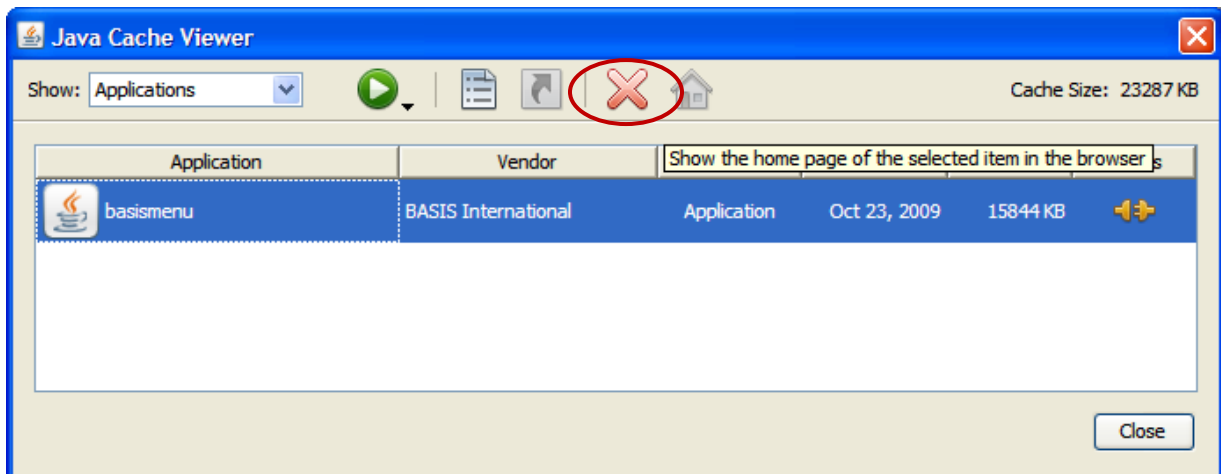
Troubleshooting Web Start Connections

1. **Enable both tracing and logging** for Java from the Java Control Panel.

On Windows, select the **Advanced** tab under **Control Panel | Java**.



2. **Clear the Web start cache** from the Java console.
 - a. Click the [View] button under the **General** tab.
 - b. Select the appropriate application(s) and delete by highlighting and clicking the red X.



Most problems relate to the jar download and missing required jar files.

- If using **BBjIndex.jar** – the required jar was not placed in the Web server directory
- If NOT using **BBjIndex.jar** – the required jar was not listed and/or placed in the Web Server directory

3. **Create the configuration file** to find the problem.

We can determine the type of problem by adding a file named **.javawsrvc** in the user's home directory. The file should contain these lines:

```
TraceBasic=true
TraceNetwork=true
TraceSecurity=false
TraceCache=true
TraceExtensions=false
TraceTemp=false
TraceDownload=true
```

This enables the Web start console (and log files) to write references to the downloaded jars as they come across from the server. The last jar downloaded is likely the one that caused the problem.

4. Locate the log files.

On Windows

```
<user home>\Application Data\Sun\Java\Deployment\log
*ix:
~/.java/deployment/log
```

Look at both the most recent **javaws*.trace** and **javaws*.log** file, such as

```
javaws9115594407429531356.log
javaws5602330993143707291.trace
```

5. Triage the log file.

- a. Look at the trace file for messages that may appear similar to the following (the important parts are in bold):

```
network: Connecting http://sting3.basis.com/jnlp/asm-all-3.1.jar with proxy=DIRECT
Error: see error log [1]
ErrorMgr.resolveError() [1] *****:
java.lang.NoClassDefFoundError
java.lang.NoClassDefFoundError: org/objectweb/asm/ClassVisitor
  at com.basis.bbj.client.comm.ProcessClient.run(ProcessClient.java:193)
  at com.basis.util.common.error.ErrorMgrThread.run(ErrorMgrThread.java:45)
Caused by: java.lang.ClassNotFoundException: org.objectweb.asm.ClassVisitor
  at java.net.URLClassLoader$1.run(URLClassLoader.java:200)
  at java.security.AccessController.doPrivileged(Native Method)
  at java.net.URLClassLoader.findClass(URLClassLoader.java:188)
  at java.lang.ClassLoader.loadClass(ClassLoader.java:307)
  at com.basis.util.common.security.BBjClassLoader.loadClass(BBjClassLoader.java:209)
  at java.lang.ClassLoader.loadClass(ClassLoader.java:252)
  at java.lang.ClassLoader.loadClassInternal(ClassLoader.java:320)
  ... 2 more
ErrorMgr.resolveError() [1]: *****:
java.lang.NoClassDefFoundError
```

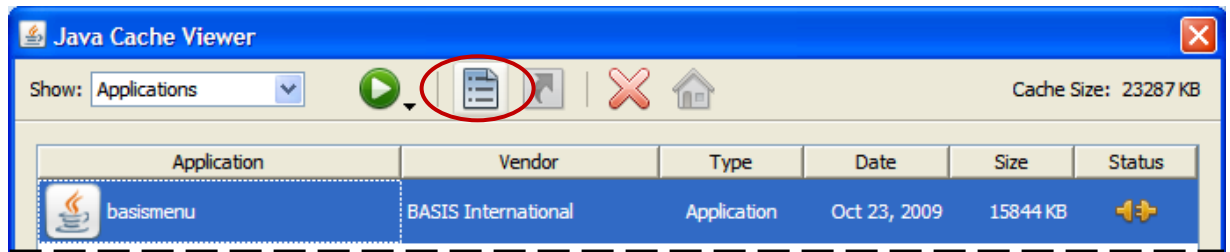
This sample trace file indicates that the **asm-all-3.1.jar** is missing.

- b. If you do not see similar messages, confirm that the Java cache cleared before you attempt the Web start connections and the jar files download.

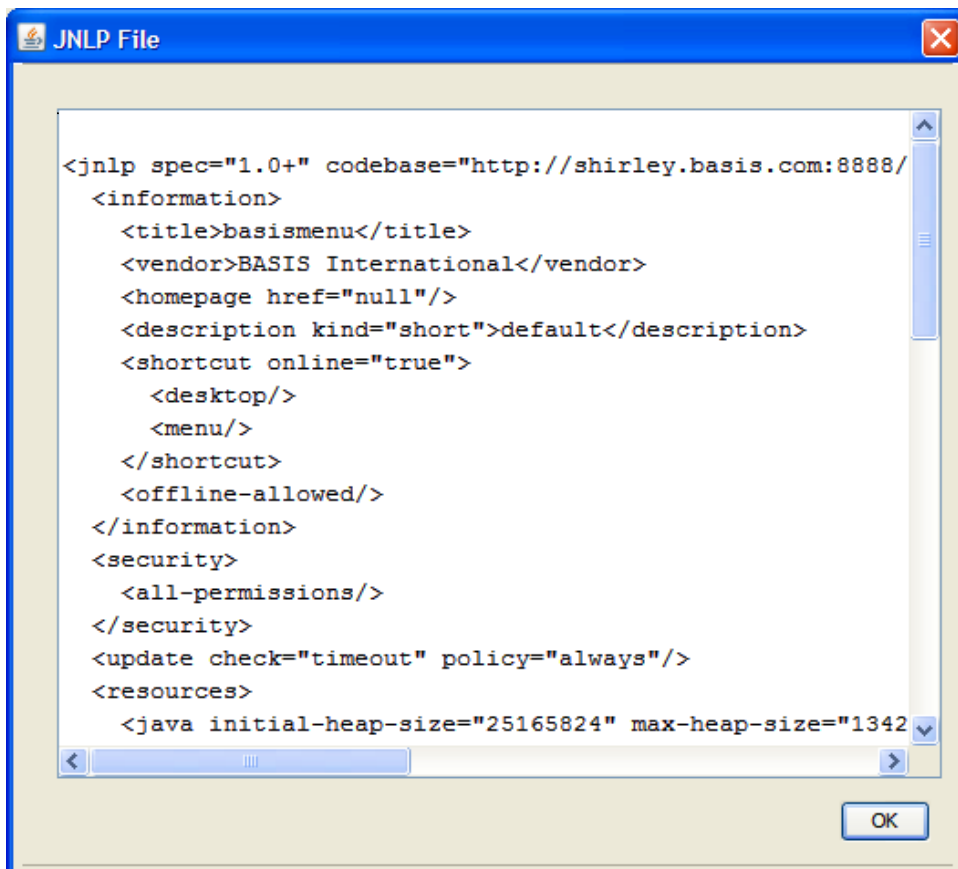
6. Get the JNLP file.

- a. Open up the Java Control Panel.
 - 1) Click the [View] button on the **General** tab.
 - 2) Select the appropriate application.

3) Click the Properties icon at the top, next to the green play button:



b. When the 'JNLP File' dialog box appears, select the text and paste into a file.



Summary

If you are unable to determine the issue, send both the most recent **javaws*.trace** file and the most recent **javaws*.log** file to support@basis.com. In addition, send the JNLP file and the listing of the Web server directory showing the jar files. If you are serving the files with the JNLP config in Enterprise Manager, do not send the directory listing, just the JNLP file.