ARCTURUS
CONSTANT INNOVATION

APPLICARE 9.2.X

Troubleshooting

Known errors, causes and fixes.

Version 9.2

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Generated from the Applicare master documentation. 210 of 210 articles were migrated from earlier documentation and are pending technical review.
The latest version is always available at https://helpdesk.arcturustech.com/hc/en-us

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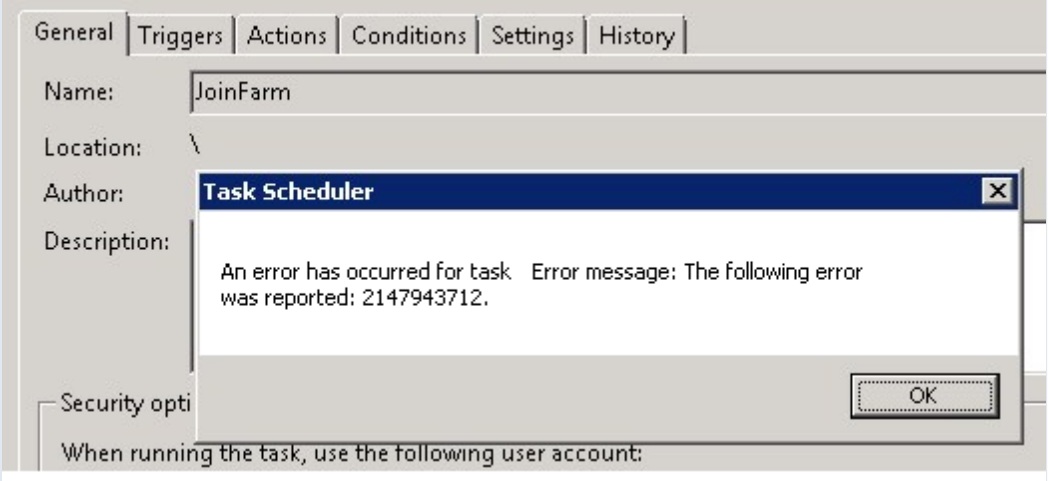
TROUBLESHOOTING

Error: Unable to Create Task in Task Scheduler

Applicare 9.2 · Updated September 13, 2024 · windows, tasks · **Pending technical review**

In Windows, when you confirm the creation of a new task, you might the following error:

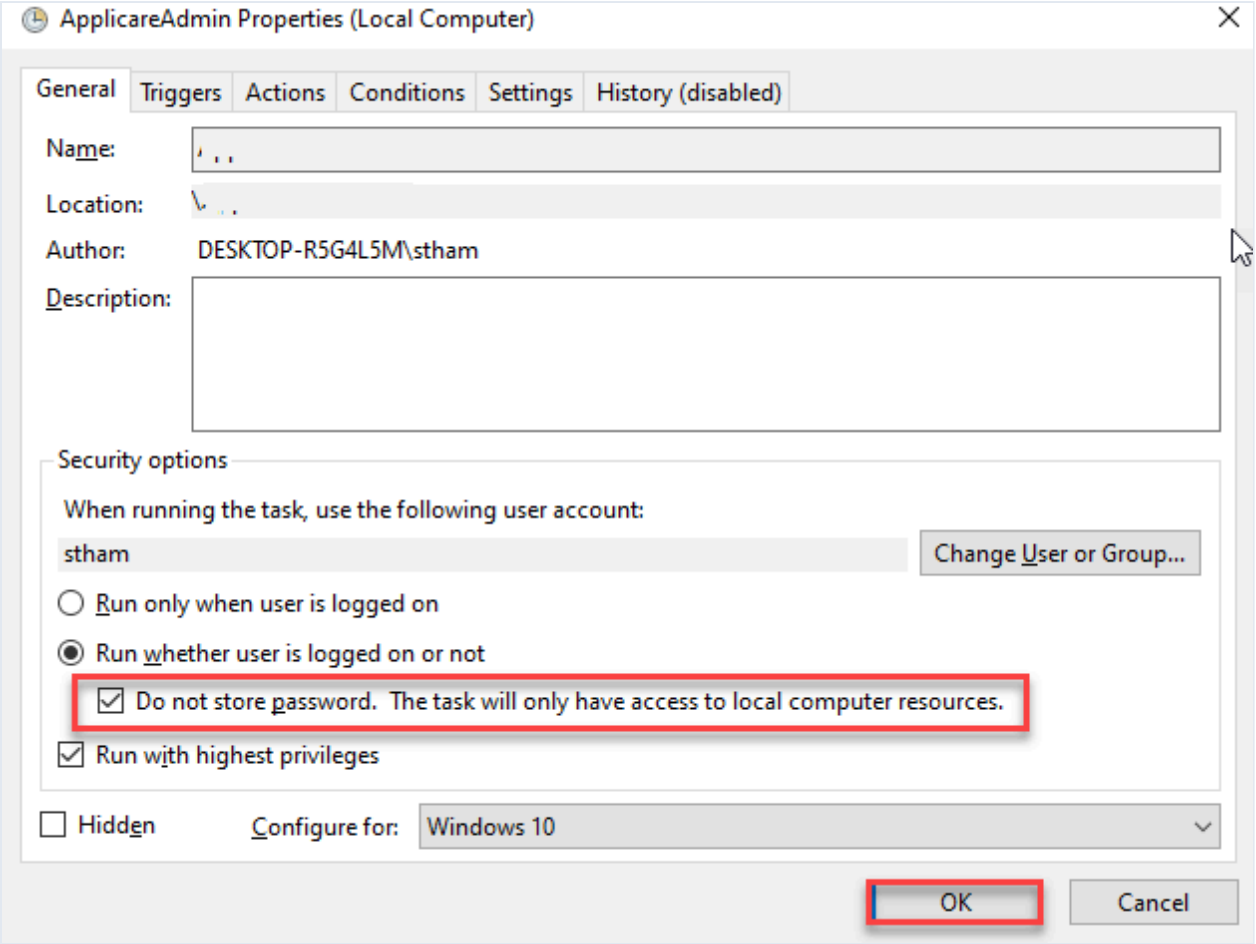
An error with task **<TaskName>**. Error message: **2147943712**.



This error message occurs when Windows was unable to store **credentials** (especially the password) of the user who run the task.

Solution:

1. Enable **Do not store password** option and click **OK**.



If the task is created with the "Do not store password" option, the Java processes may continue to run in the background even after the task ends. You will need to manually terminate the Java processes using Task Manager.

Monitoring with Applicare

TROUBLESHOOTING

Issue with Java during installing wrapper on Linux

Applicare 9.2 · Updated August 23, 2024 · java, linux, singleagent · **Pending technical review**

Step 1: Navigate to "<**Applicare SingleAgent_home_path**>\Wrapper\Linux" directory and edit the **config.sh** file.

Step 2: Copy the line that says **JAVA_BINARY_PATH_DEFAULT=""**, comment it out and paste it on the next line. Then, insert the path to the java directory in double quotes as shown below and save the file.

e.g. /home/apache-tomcat/jre/Linux/bin/java

Before changes config.sh file

```
#!/bin/bash

JAVA_WRAPPER_ARGS="wrapper_args.txt"
JAVA_WRAPPER="wrapper.sh"
JAVA_BACKUP_NAME="java_default"
#JAVA_BINARY_PATH_DEFAULT="/usr/lib/jvm/java-1.8.0-openjdk-1.8.0.252.b09-2.el7_8.x86_64/bin/java"
JAVA_BINARY_PATH_DEFAULT=""
```

After changes config.sh file

```
#!/bin/bash

JAVA_WRAPPER_ARGS="wrapper_args.txt"
JAVA_WRAPPER="wrapper.sh"
JAVA_BACKUP_NAME="java_default"
#JAVA_BINARY_PATH_DEFAULT="/usr/lib/jvm/java-1.8.0-openjdk-1.8.0.252.b09-2.el7_8.x86_64/bin/java"
# JAVA_BINARY_PATH_DEFAULT=""
JAVA_BINARY_PATH_DEFAULT="/home/apache-tomcat/jre/Linux/bin/java"
```

Step 3: To install Applicare Singleagent execute **install.sh** file.



TROUBLESHOOTING

Java issues encountered during wrapper installation

Applicare 9.2 · Updated August 22, 2024 · java, singleagent · **Pending technical review**

If you encounter the following **Java** error during while wrapper installation, follow these steps.

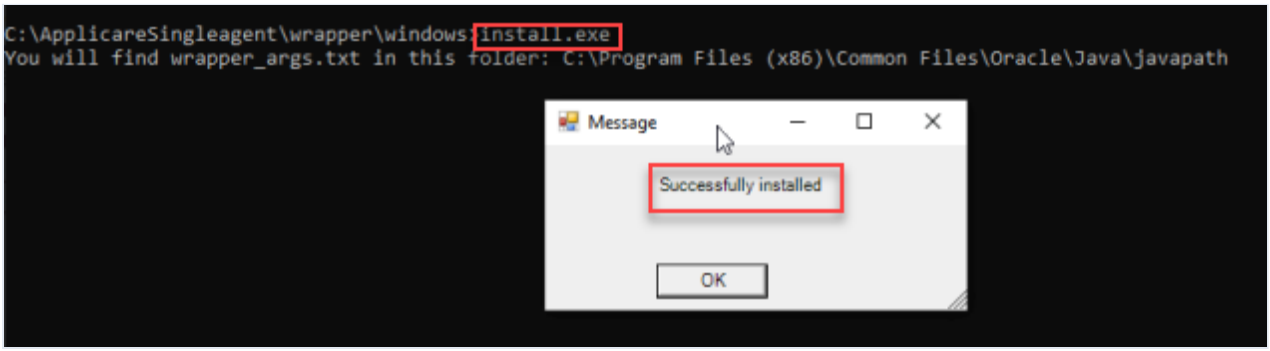
```
E:\ApplicareSingleAgentWindows\wrapper\windows>install.exe
ERROR: The term 'java' is not recognized as the name of a cmdlet, function, script file, or operable program. Check the
spelling of the name, or if a path was included, verify that the path is correct and try again.
ERROR: Cannot bind argument to parameter 'Path' because it is null.
ERROR: Cannot bind argument to parameter 'Path' because it is null.
ERROR: Cannot bind argument to parameter 'Path' because it is null.
ERROR: Cannot bind argument to parameter 'Path' because it is null.
```

Step 1: Navigate to the "<**Applicare SingleAgent_home_path**>\Wrapper\windows" directory and edit the **java_dir.config.**

Step 2: Save the **path** to the Java installation directory including **bin** subdirectory, where the application is running.

Example: C:\javajdk1_8_0_265\bin

Step 3: Run the **install.exe** file as an administration to install Applicare SingleAgent.

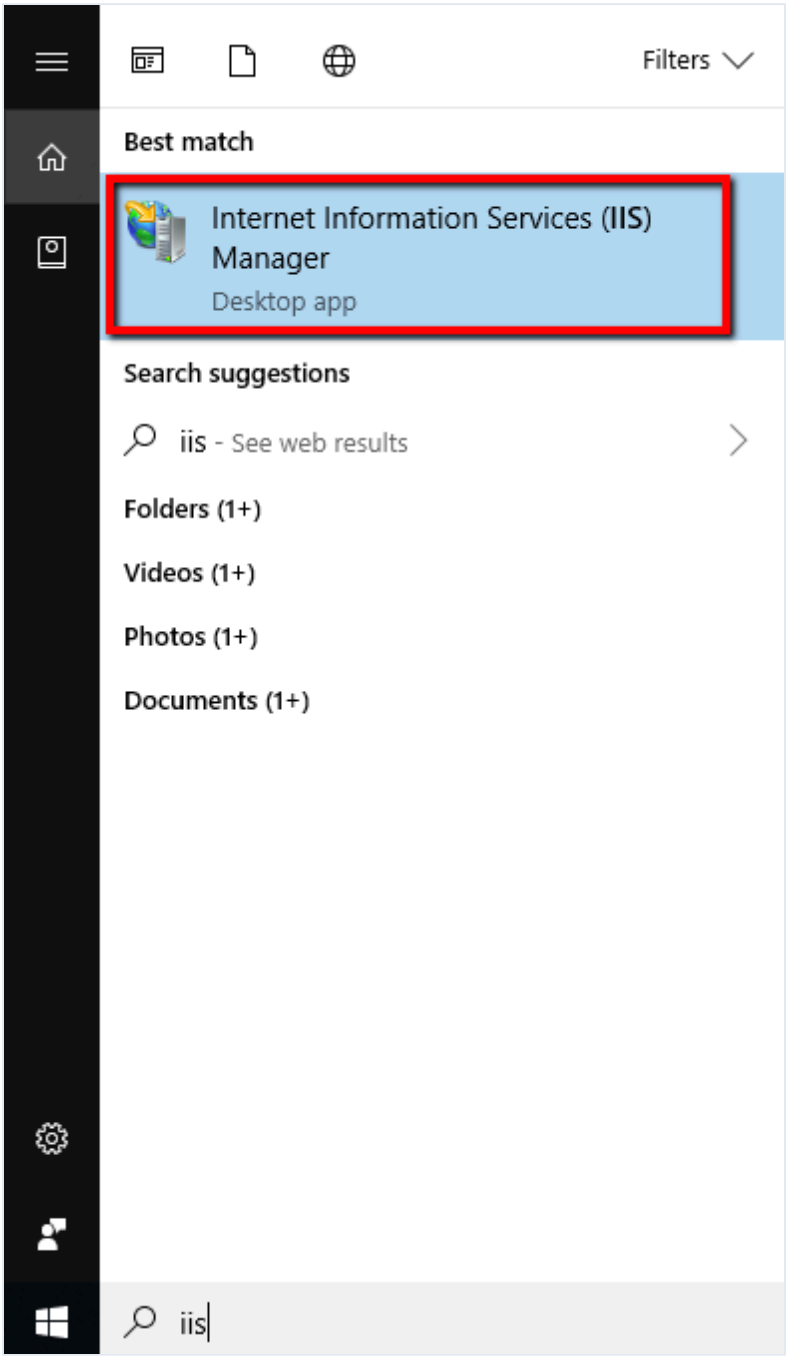


TROUBLESHOOTING

Enable read access to IIS logs

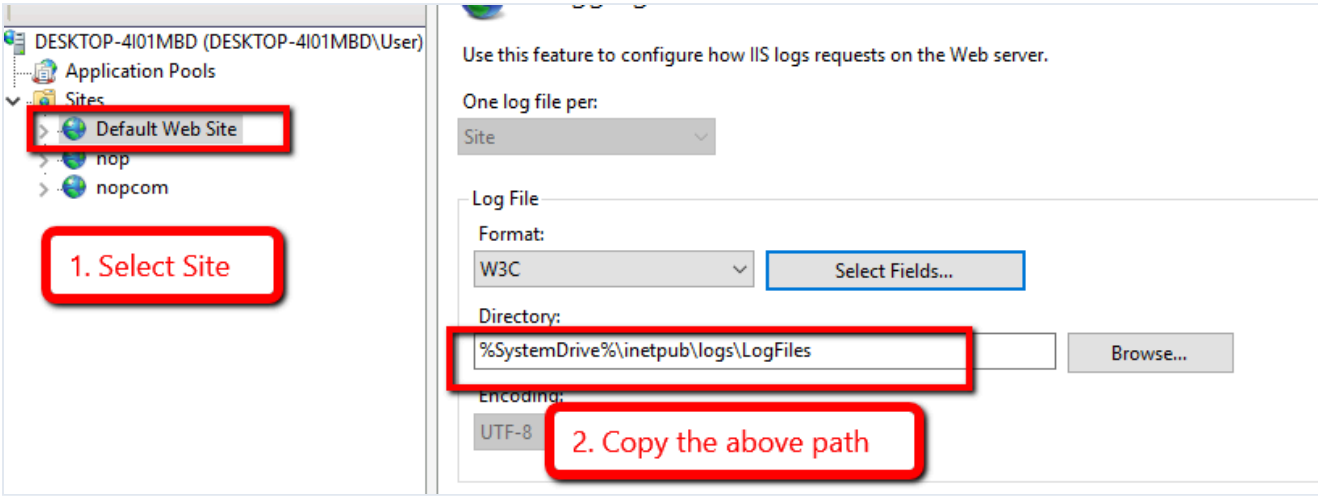
Applicare 9.2 · Updated August 26, 2024 · iis, windows · **Pending technical review**

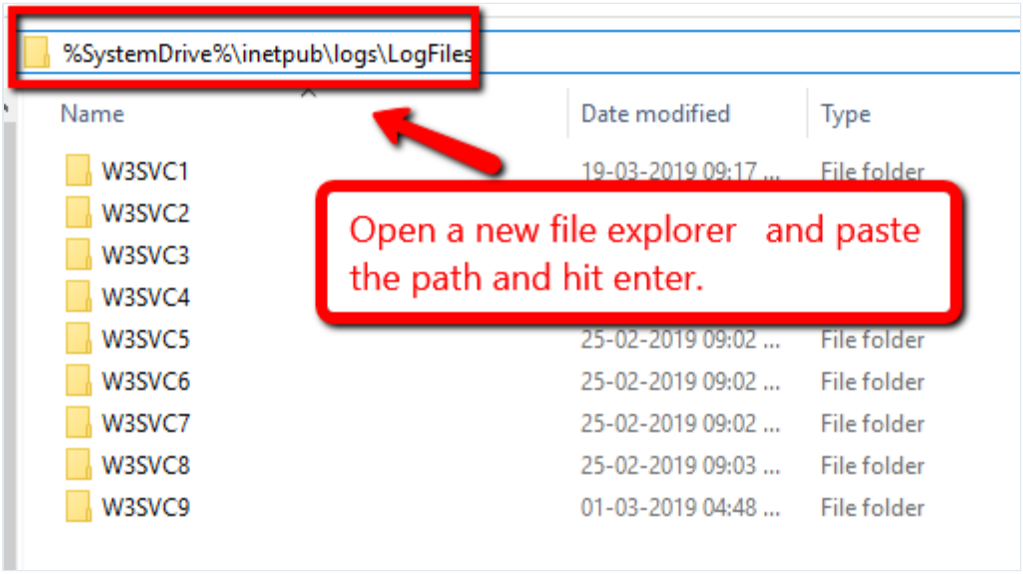
Step 1: On the Agent machine (**i.e** IIS machine), type "**IIS**" in the start menu search and select "**Internet Information Services (IIS) Manager**".



Step 2: Ensure you have access to all the IIS Log folders and log files for all the sites.

To view the IIS log folder and files select the site and double-click the Logging option, copy the path in the **Directory** field.





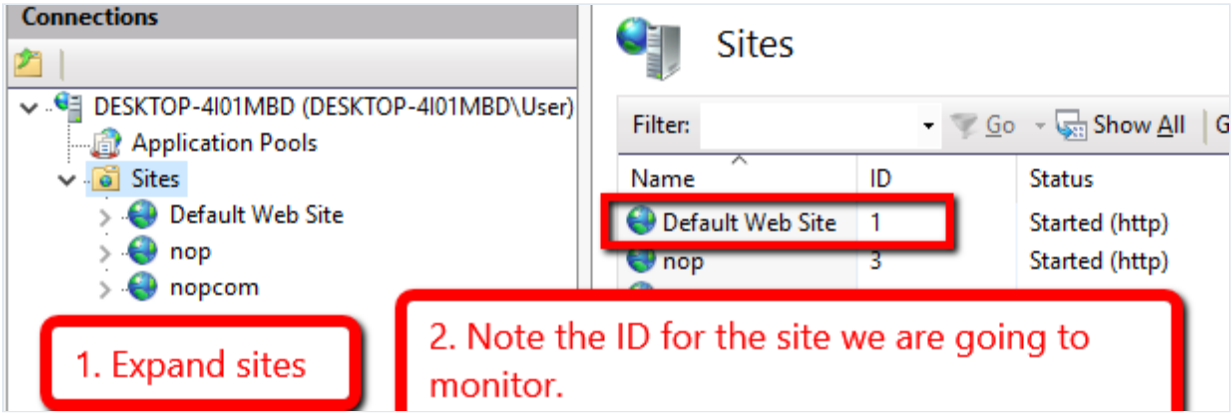
Ensure that the Applicare Agent has access to all the folders and files in the specified path.

e.g.

Let's check the "**Default Web Site**".

Follow the steps below and verify if you can view the log folder and log files of the "**Default Web Site**".

1. Open IIS, expand Sites, and make a note of the ID for the site you are checking.



2. Navigate to the IIS Log folder path and open the "**W3SVC1**" folder (**i.e**"**W3SVC**" + "**ID of the site**". Here the Default Web Site, ID is "**1**". So you should check the "**W3SVC1**" folder). Ensure you have access to all the files within this folder.

First, attempt to open the folder and files manually. If prompted for permission while accessing them, grant the necessary permission.

