

Clicker Software - Trouble Shoot Error

HTTP Status 500

Applications Places System 25 °C Sun Nov 4, 4:33:25 PM narender

Apache Tomcat/6.0.24 - Error report - Mozilla Firefox

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Cyberoam OWFAC: Discussions Foru... MySQL Commands Apache Tomcat/6.0.24 - Err...

localhost:8080/RemoteAakashClicker/OneTimeCoordinatorRegistration.jsp

HTTP Status 500

type Exception report

message

description The server encountered an internal error () that prevented it from fulfilling this request.

exception

```
org.apache.jasper.JasperException: java.lang.NullPointerException
  org.apache.jasper.servlet.JspServletWrapper.handleJspException(JspServletWrapper.java:491)
  org.apache.jasper.servlet.JspServletWrapper.service(JspServletWrapper.java:419)
  org.apache.jasper.servlet.JspServlet.serviceJspFile(JspServlet.java:313)
  org.apache.jasper.servlet.JspServlet.service(JspServlet.java:260)
  javax.servlet.http.HttpServlet.service(HttpServlet.java:717)
```

root cause

```
java.lang.NullPointerException
  org.apache.jsp.OneTimeCoordinatorRegistration_jsp._jspService(OneTimeCoordinatorRegistration_jsp.java:158)
  org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:70)
  javax.servlet.http.HttpServlet.service(HttpServlet.java:717)
  org.apache.jasper.servlet.JspServletWrapper.service(JspServletWrapper.java:377)
  org.apache.jasper.servlet.JspServlet.serviceJspFile(JspServlet.java:313)
  org.apache.jasper.servlet.JspServlet.service(JspServlet.java:260)
  javax.servlet.http.HttpServlet.service(HttpServlet.java:717)
```

note The full stack trace of the root cause is available in the Apache Tomcat/6.0.24 logs.

Apache Tomcat/6.0.24

Apache Tomc... [Configuring S... [narender@na... Save Screens... Save Screens... Save Screens...

Troubleshooting

•Step 1 : Open the Terminal

Application->Accessories->Terminal (Ctrl+Alt+t)

Step 2 : Check user clicker_ui is available :

```
$ mysql -u clicker_ui -p
```

```
$ Enter password : clicker_ui
```

Step 2 (A): If it shows error while login as

clicker_ui then login as root **\$ mysql -u root -p**

Step 2 (A1): Drop user if exist :

```
> DROP USER clicker_ui@localhost;
```

Troubleshooting

Step 2 (A2) : Create user :

```
> CREATE USER 'clicker_ui'@'localhost'  
IDENTIFIED BY 'clicker_ui';
```

Step 2 (A3) :Restore Dump :

```
$ mysql -u root -p < remoteaakashclicker.sql
```

Step 2 (A4) : Privileges for clicker_ui

```
> GRANT ALL PRIVILEGES ON  
remoteaakashclicker.* TO 'clicker_ui'@'localhost';
```

Troubleshooting

Step 2 (B) : If login success

- Check database dump is added correctly by
- **Use remoteaakasklikcer;**
- Fail to use database -> Follow steps : **2 (A3)** and **2 (A4)**

Step 3: Restart mysql

```
$ sudo /etc/init.d/mysql restart
```

Auto selection of Remote center is not available ? Error at submit?

Clicker Remote  **IIT Bombay**

ONE TIME REGISTRATION PROCESS OF REMOTE CO-ORDINATOR

Please Fill following form :

Username :

Password :

Retype-Password :

Email :

Remote Center Name :

[Back to login](#) [Update Co-ordinator Details](#)

Troubleshooting

- Grant privileges for clicker_ui

```
> GRANT ALL PRIVILEGES ON remoteaakashclicker.*  
TO 'clicker_ui'@'localhost';
```

Restart mysql

```
$ sudo /etc/init.d/mysql restart
```

Error at registration submit

Internal error () that prevented it from fulfilling this request.

Exception: An exception occurred processing JSP page /SuccessfullyRegister.jsp at line 34

```
new DatabaseQueries();
getConnection();
remoteCenterName);
RemoteCenterName.split("-")[1]);
remoteCenterName.split("-")[0];
remoteCenterName);
.getConnectionIDForInsert(conn, RemoteCenterName, rcid);
```

```
t.JspServletWrapper.handleJspException(JspServletWrapper.java:510)
t.JspServletWrapper.service(JspServletWrapper.java:419)
t.JspServlet.serviceJspFile(JspServlet.java:313)
t.JspServlet.service(JspServlet.java:260)
HttpServlet.service(HttpServlet.java:717)
```

```
Exception: 1
SuccessfullyRegister_jsp._jspService(SuccessfullyRegister_jsp.java:90)
HttpJspBase.service(HttpJspBase.java:70)
HttpServlet.service(HttpServlet.java:717)
t.JspServletWrapper.service(JspServletWrapper.java:377)
t.JspServlet.serviceJspFile(JspServlet.java:313)
t.JspServlet.service(JspServlet.java:260)
HttpServlet.service(HttpServlet.java:717)
```

is available in the Apache Tomcat/6.0.24 logs.

Troubleshooting

- Kindly replace new .war it is available in moodle
- Step 1 : Open the Terminal

Application->Accessories->Terminal (Ctrl+Alt+t)

Step 2 : Remove both .war and folder in tomcat

- Go to tomcat webapps path

```
$ sudo cd /var/lib/tomcat6/webapps
```

```
$ sudo rm -rf RemoteAakashClicker
```

```
RemoteAakashClicker.war
```

Troubleshooting

Step 3: Go the path new war is available

```
$ cd /home/username/Desktop/clicker
```

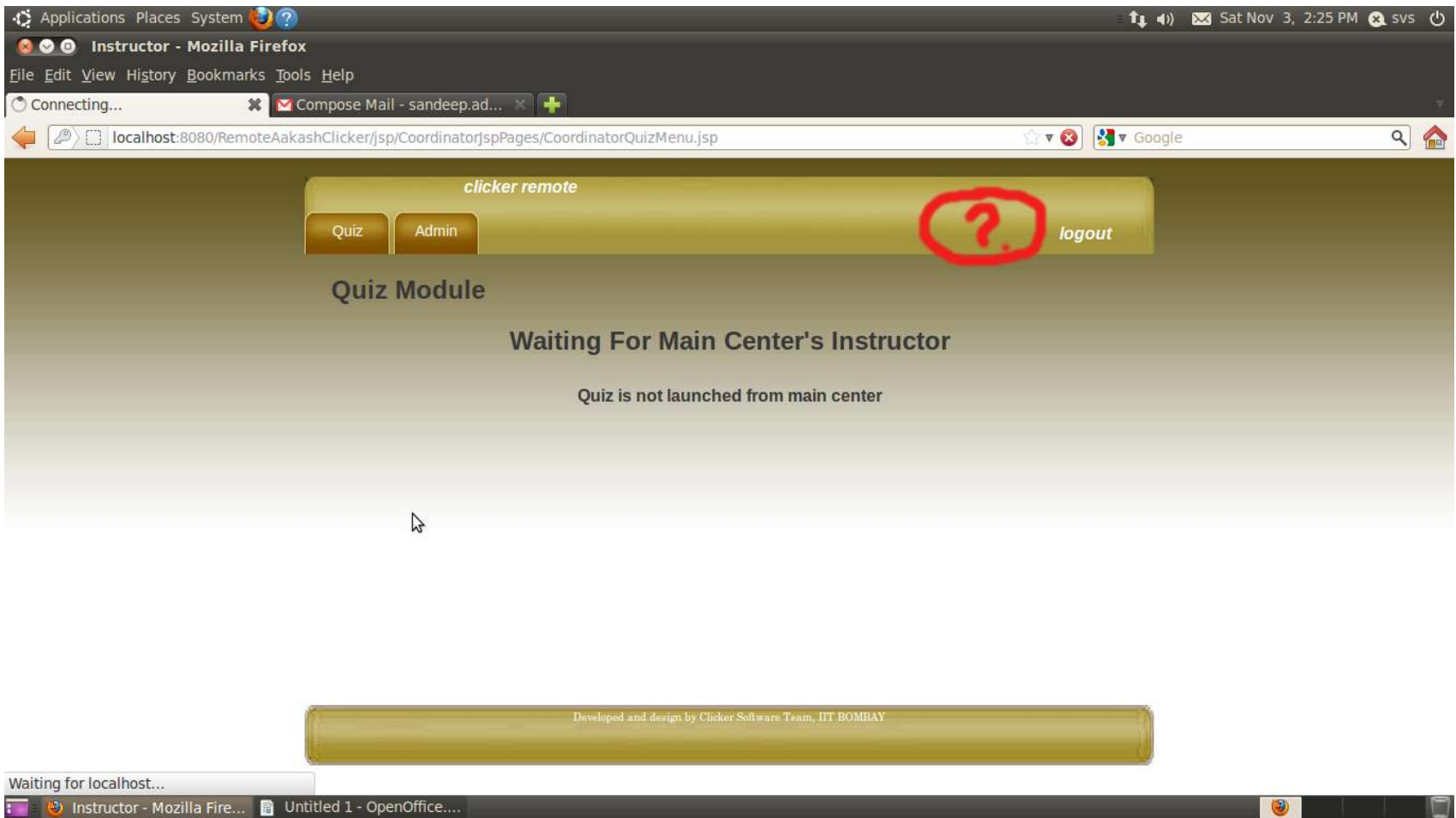
Copy new war :

```
$ sudo cp RemoteAakashClicker.war  
/var/lib/tomcat6/webapps/
```

Step 4 : Restart tomcat

```
$ sudo service tomcat6 restart
```

Remote center name is not available after login



Troubleshooting

- Kindly replace new .war its available in moodle

Step 1 : Open the Terminal

Application->Accessories->Terminal (Ctrl+Alt+t)

Step 2 : Remove both .war and folder in tomcat

- Go to tomcat webapps path

```
$ sudo cd /var/lib/tomcat6/webapps
```

```
$ sudo rm -rf RemoteAakashClicker  
RemoteAakashClicker.war
```

Troubleshooting

Step 3: Go the path new war is available

```
$ cd /home/username/Desktop/clicker
```

Copy new war :

```
$sudo cp RemoteAakashClicker.war  
/var/lib/tomcat6/webapps/
```

Step 4 : Restart tomcat

```
$ sudo service tomcat6 restart
```

Troubleshooting

Step 5 : Go to mysql

- > **mysql -u clicker_ui -p**
- > **Enter password : clicker_ui**
- > **use remoteaakashclicker;**
- > **delete from coordinator;**

Step 6 : Restart mysql

\$ sudo /etc/init.d/mysql restart

Step 7 : Register coordinator again.

Update mysql connection

Use this command to open the file it will ask for system root password

sudo gedit /etc/mysql/my.cnf

This my.cnf file will open in gedit separate window
Find this line

```
#max_connections      = 100
```

Remove this # symbol and change 100 to 1000

```
max_connections      = 1000
```

Once you made change save it by press save button
or file -> save

Update mysql connection

```
mysql> SET GLOBAL max_connections = 1000;
```

Restart mysql

```
$ sudo /etc/init.d/mysql restart
```


Thanks and Regards
Clicker Team