



eChange TECHNICAL SUPPORT

Topic:

eChange Web Viewer service fails

Product/Version: eChange 3.1.1

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Symptoms:

The Motiva Web viewer service will not start on the server, or one of the "P", "S", or "1" indicators in the jVue Server window will turn red or yellow causing the jVue server to fail.

Cause:

This can happen due to a variety of reasons; the most common of which is that a port is being blocked, which will render jVue inoperative. Invoking the NETSTAT-a command will give a list of the ports being used on the server, of which jVue uses ports 1099 and 5099 to communicate.

Resolution:

Editing the "jvueserver.properties" and the "jetty.xml" files on the server will allow you to change port numbers listed above. Pick a non-standard port number to use, and specify the same port as a replacement for port 5099 in both files mentioned.

The jVue RMI port (1099) is listed only in the jvueserver.properties file. The jvueserver.socket.port (5099) is listed in both files.

Comments:

Keywords:

Web viewer, Jvue, viewer