



IBM Software Group

IBM WebSphere® Business Monitor Advanced V6.0.2

Installation troubleshooting



@business on demand.

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This presentation describes problem determination for the installation of the WebSphere Business Monitor version 6.0.2 Advanced.

Troubleshooting

- Useful files for debugging installation problems :
 - ▶ All files in <MONOTOR_HOME>\install\logs
 - ▶ Following files in the %TEMP%\ directory
 - ▶ launchpad-monitor.log
 - ▶ launchpad-Traces.log
 - ▶ Mon_Install.rsp
 - ▶ WbimInstall.log

If you have installation problems, there are logs stored in the monitor home folder and some in the temp folder.

Log file locations

- Monitor Server specific logs:
 - ▶ <WPS_PROFILE_HOME>\logs\server1\SystemOut.log, SystemErr.log
- Dashboard Server specific logs:
 - ▶ <PORTAL_HOME>\log\SystemOut.log, SystemErr.log
 - ▶ <alphablox_home>\repository\servers\AlphabloxAnalytics\logs\Server.log
 - ▶ <WAS_HOME>\profiles\dashboard\logs\server1\SystemOut.log, SystemErr.log



If you have deployment or runtime issues, check the Monitor Server logs and the Dashboard Server logs. These are listed on this slide.

Manually uninstalling

- To manually uninstall Monitor features when install fails:
 - ▶ On Windows®, remove folder C:\Program Files\Common Files\InstallShield\Universal\common\Gen2
 - ▶ Remove the Monitor registry entry in **HKEY_LOCAL_MACHINE → SOFTWARE → IBM**
 - ▶ Remove the directory that Monitor is currently installed in
 - ▶ Remove **install.vlf**. On Windows, the path is %WINDIR%

If you do have installation problems, here is the procedure to manually uninstall Monitor components. Remove the Gen2 folder at the listed path, then remove the Monitor registry key, then remove the Monitor home folder, and finally remove the install.vlf file in the Windows path.

Summary

- Log locations
- Manual uninstallation

In summary, this presentation listed some log file locations and steps for manually removing a failed Monitor installation.

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