

# Witango Application Server 6

# Installation Guide for Windows

December 2010

Tronics Software LLC 503 Mountain Ave. Gillette, NJ 07933 USA

Telephone: (570) 647 4370

Email: support@witango.com Web: www.witango.com Installation Guide for Windows

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# Introduction

Basic Installation of Witango Application Server 6

This manual provides a detailed explanation of the Witango installation process. It is intended for users who are not familiar with the Witango Installation process.

Conventions used in this manual

WITANGO\_PATH is used throughout this document to indicate the filepath to where the Witango Application Server executable is located on the machine. eg:

For Windows (32-bit):

C:\Program Files\Tronics Software\Witango Application Server 6

For Windows (64-bit):

C:\Program Files (x86)\Tronics Software\Witango Application Server 6

## About Witango

Witango consists of a number of components, which are designed to allow you to easily develop, deploy, and maintain your dynamic Web site. The two main components of Witango are: Witango Development Studio is used to create Web applications. It is available for Windows, Mac OS X and Linux platforms. • Witango Application Server is used in conjunction with a web server to execute the web applications developed with Witango Development Studio. It is available for Windows, Mac OS X and Linux platforms. A typical installation of Witango consists of a Witango Development Studio for each developer and one or more Witango Application Server instances for deployment. The number of Witango Application Server instances you need depends on the capacity of your server hardware, traffic to your website and the complexity of your applications. Understanding In order to install Witango Application Server 6 on your system, you will need to be able to: Witango Installation Download and launch the installer Grant the installer Administrative rights • Obtain and install a Witango Application Server 6 license • Install and configure a web server • Install ODBC and/or JDBC drivers (optional) • Configure ODBC and JDBC data sources (optional) •

• Install JAVA SE 6 (optional)

# Getting Ready to Install Witango

Checking Your Witango Package	You should ensure that you have downloaded the latest installer which contains all the files necessary to run Witango Application Server. This information will be available at http:// www.witango.com/downloads
Java Runtime Environment (JRE)	You must have Java SE 6 installed on your machine if you want the Witango Server to execute JavaBeans or initialize the JDBC interface. You can get the latest release of Java from the following Web site:
	http://www.java.com
What's New	To find information on the latest updates and changes to Witango, please review the What's New page at www.witango.com/whatsnew.

Getting Ready to Install Witango

# *Witango Application Server 6*

Installation instructions for Witango Application Server 6 for Windows

Minimum System Specifications	Tronics Software strongly recommends the following as minimum setup standards for Witango Application Server 6:
Operating System	<ul> <li>Windows Server 2008 (recommended)</li> <li>Windows Server 2003</li> <li>Windows 7</li> <li>Windows Vista</li> <li>Windows XP Service Pack 3</li> </ul>
Web Server	<ul> <li>Apache – version 2.2, 32-bit</li> <li>Microsoft IIS (Internet Information Services) – version 6 or above</li> <li>Any web server supporting CGI.</li> </ul>
Other Requirements	The Witango software is supplied to you via download from Witango's web site found at http://www.witango.com. It is strongly recommended that you close all programs or applications on the machine on which you are installing Witango prior to starting the Witango installer. This reduces the risk of software conflicts and frees system memory for the installation process. You must be logged into Windows with an account that has Administrator level privileges to successfully install Witango software.

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# Installing the Witango Application Server 6 Software

This section will guide you through the Witango Application Server 6 installation setup process.

**Caution** You can cancel the installation process at any point by clicking 'Cancel' in the installer window.

Starting the Witango Installer

Double click the WitangoApplicationServerWIN6xx.exe file. A security warning dialog box may appear -click '**Run**' to launch the installer. The InstallAnywhere launcher will start extracting the files required for Witango Application Server installation:

1	InstallAnywhere is pre	paring to install	
	-		
	1.9.5	11%	
			Cance

Once it completes, the Witango Application Server Software Installer will start operation.

### The Introduction screen



Click Next to continue.

### The License Agreement screen



Read the Witango Application Server License Agreement carefully and then either:

- Click **I accept the terms of the License Agreement** to accept the terms of the agreement and continue installation.
- Click **I do NOT accept the terms of the License Agreement** to reject the terms of the agreement and cancel installation.

Click Next to continue.



The default install location will be shown initially. It is recommended that you use the default installation location. If you do change the installation location several paths in the Witango configuration files will need to be updated before the server will operate.

- To change this location click **Choose...** and browse to your desired location in the dialog box that appears.
- To accept this location, click **Next**.

The Choose Shortcut Folder screen

Witango		Choose Shortcut Folder
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Choose Install Folder</li> <li>Choose Shortcut Folder</li> <li>Pre-Installation Summary</li> <li>Install Complete</li> </ul>	Where would you like to create In a new Program Group: In an existing Program Group: In the Start Menu On the Desktop In the Quick Launch Bar Other: Don't create icons Create Icons for All Users	product icons? Witango Application Server 6 Witango Application Server 6 Choose

The installer will place a shortcut to uninstall Witango Application Server 6 in the location you select on this screen.

Choose the location of the uninstall icon, then click **Next** to continue.



Review the summary of the installation options you have selected. Click **Install** to start the installation of Witango Application Server.

**Caution** If you want to change any installation settings this is your last chance to do so before the installation of the software takes place. Click **Previous** to change install options on previous screens.

# The SoftwareDuring the software installation process the installer performs a<br/>number of tasks, shown at the bottom of the installation screen.

#### Starting the Witango Application Server

The Witango Installer will start the newly installed Witango Application Server.

#### The Install Completion screen

The installer will display a message indicating that installation is complete.

Click **Finish** to exit the installer. The installer will clear any temporary files from your hard disk that it has created and then close down.

Witango Application Server has been successfully installed onto your system.

## Providing your License Information

Witango Application Server 6 will not run without a valid two-part server license. You can retrieve licenses you already own, purchase new licenses, and request trial or Free Edition licenses at www.witango.com.

To retrieve your license:

- 1 Log in to your account at www.witango.com/account
- 2 Click on View and Upgrade Licenses
- **3** Click the link below your license key to email the full two-part license to yourself.

To install your license key:

- 1 Locate the witango.ini file in the configuration folder at WITANGO\_PATH/Configuration/witango.ini
- 2 Open the file using a plain text editor. Some versions of Windows may require that you run your text editor using the Run As Administrator option in the contextual menu in order to make changes to this file.
- **3** Copy your license key from the license email.
- 4 Locate the Witango\_Server\_6 stanza in the witango.ini file and paste your license key on the line LICENSE=
- **5** Save the witango.ini file.

To install your license text:

- 1 Locate the license.ini file in the configuration folder at WITANGO\_PATH/Configuration/license.ini
- 2 Open the file using a plain text editor. Some versions of Windows may require that you run your text editor using the **Run As Administrator** option in the contextual menu in order to make changes to this file.
- **3** Copy your license text block from the license email.
- 4 Paste your license text into the file.

**5** Save the license.ini file.

**S**-

**Caution** Do not include any extra spaces, returns or punctuation when copying and pasting either the license key or license text from the license email. You will not be alerted to an error in your code until you attempt to access your web site after setup. If you have entered an invalid license you will receive a message stating that your server is unlicensed.

Restart Witango Application Server 6 to load your license. See **Starting and Stopping Witango Application Server 6** for more information.

## Starting and Stopping Witango Application Server 6

Witango Application Server 6 runs as a Windows Service. By default, the Witango Application Server 6 service will start when the computer boots. You will need to stop and start the service in order for any license or configuration changes to take effect. If you are running multiple instances of Witango Application Server 6 (a feature of the Advanced Server license) you can stop and start services independently in order to prevent application downtime.

To control the Witango Application Server 6 service(s), go to Control Panel > System and Security > Administrative Tools > Services

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) 🕞 🖷 Syst	err and Security . Administrative Tools	• 4	Search Administr	utive Tavla	102
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Tavortes	El Name	Date modified	Туре	See	
Desktep	- Component Services	7/14/2009 12:57 AM	Shortcut		28
A Downloads	Computer Management	7/14/2009 12:54 AM	Shortcut		28
32 Recent Place	Data Sources (ODBC)	7/14/2009 12:53 AM	Shortout		21
	Event Viewer	7/14/2009 12:54 AM	Shortcut		23
Libraries	Enternet Information Services (05) Man	12/20/2000 3-36 PM	Shortput		21
Documents II	😭, iSCSI Initiator	7/14/2009 12:54 AM	Shortcut		21
J Music	A Local Security Policy	2/4/2010 12:37 AM	Shortcut		(2)
Fictures	Performance Monitor	7/14/2009 12:53 AM	Shortcut		21
Videos	Bit Print Management	2/4/2010 12:37 AM	Shortcut		.28
	🛞 Services	7/14/2009 12:54 AM	Sherfoxt		21
Nomegroup	System Configuration	7/14/2009 12:53 AM	Shortcut		2)
Sector Sector	Task Scheduler	7/14/2009 12:54 AM	Shortout		23
1 Computer	Windows Firewall with Advanced Secu	7/14/2009 12:54 AM	Shortout		2.8
🖺 Local Disk (C	Hindows Memory Diagnostic	7/14/2009 12:53 AM	Shortcut		21
Trenics Soft	Windows PowerShell Modules	7/54/2009 1-32 AM	Shortcut		31

To stop or start the Witango Application Server 6 service(s) select the service and click **Start** or **Stop** in the contextual menu, the Services toolbar, or the left hand side of the Services Pane.

File Action View	Help					
		IÞ.				
Services (Local)	Services (Local)	2				
	Witango Server 6	Name	Description	Status	Startup Type	Log On As
	Stop the service Pause the service Restant the service	Windows Font Ca.  Windows Image A.  Windows Installer  Windows Installer	Optimizes p Provides im Adds, modi Provides a.r.	Started	Manual Automatic Manual Automatic	Local Servic Local Servic Local Syste. Local Syste.
		Windows Media C Windows Media C	Windows M Starts and st		Manual Manual	Network S
		C Windows Medule Windows Presenta	Enables inst Optimizes p	Statied	Manual Manual	Local Syste. Local Servic
		Windows Process Windows Remote	The Windo Windows R	Started	Manual Manual	Local Syste. Network S.,
		G Windows Search	Provides co Maintains d	Started	Automatic (D., Manual	Local Syste Local Service
		Q. Windows Update Q. WinHTTP Web Pr	Enables the	Started	Automatic (D Manual	Local Syste. Local Service
		Wired AutoConfig	The Wired		Manual	Local Syste.
		Witango Server 6		Started	Automatic	Local Syste
		WLAN AutoConfig	The WLANS_	Started	Automatic	Local Syste.
		Werkstation	Creates and	Started	Automatic	Network S.

# **Uninstalling Witango Application Server**

To uninstall Witango Application Server 6, locate the **Change Witango Application Server 6 Installation** shortcut or icon in one of the following locations:

- In the location you specified on **The Choose Shortcut Folder** screen of the installer
- In the Add/Remove Programs or Uninstall or Change a Program Windows Control Panel
- WITANGO\_PATH/\_Witango Application Server 6\_installation/Change Witango Application Server 6 Installation.exe

Double click the shortcut or icon to launch the uninstaller.

#### The Introduction Screen:

Click **Uninstall** to uninstall all the components of the current Witango Application Server installation.

Removing Witango Application Server Ę

**Note** This will remove the application software but will leave configuration and log files behind. These will need to be removed manually if required. They are located at WITANGO\_PATH.

#### The Uninstalling... screen

A screen showing the progress of the software uninstall will be displayed while the Witango Application Server software is being removed.





This screen will show the location of any configuration and log files that the uninstaller did not remove. These will need to be removed manually if required.

Click **Done** to exit the installer. The installer will clear any temporary files from your hard disk that it has created and then close down.

Witango Application Server has been successfully removed.

## Manually Configuring Apache Web Server

Before your Apache web server will serve Witango files, you must configure your Apache Web server to use it with the Witango Server module (witango60\_apache22.dll). By default, this module is located in WITANGO\_PATH\Plugins.

#### Configuring To set up the Apache2.2.x Web server to use the Witango Server Apache 2.2.x module

To configure Apache 2.2.x to use the Witango module, and therefore be able to serve Witango applications, you must make a few changes to the Apache configuration file.

By default, the Apache configuration file is located in the conf folder in the Apache 2.2 install directory. The name of the file is httpd.conf.

Open httpd.conf in a text editor.

Scroll to the very bottom and after all other text in the file add these 2 lines:

#### On 32-bit Windows

```
LoadModule WitangoModule "C:\Program Files\Tronics
Software\Witango Application Server
6\Plugins\witango60_apache22.dll"
```

WitangoModule witango60\_apache22.dll

#### On 64-bit Windows

LoadModule WitangoModule "C:\Program Files (x86)\Tronics Software\Witango Application Server 6\Plugins\witango60\_apache22.dll"

```
WitangoModule witango60_apache22.dll
```

#### Ę,

**Note** It may be necessary to update the path to the DLL if you have installed Witango in a non-default location. Optionally, you can first move the DLL to the modules folder in the Apache install directory.

EZ

Close and save the httpd.conf file and start or restart the Apache Web Server. Your server should now be serving Witango Applications.

**Note** The mod\_mime\_magic module may interfere with the mime type that the Witango Client module registers with the server. The mod\_mime\_magic looks at the contents of the taf and overrides the Witango Client module settings which will send the XML of the taf back to the browser. To overcome this issue you can disable the mod\_mime\_magic module.

# Manually Configuring IIS 6

Before your IIS 6 web server can serve Witango application files, IIS must have the file mappings added to the web instance that has the witango file.

#### Configuring IIS To build the Witango Server plug-in mappings

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eoings   Options   De 9 Gathe ISAPI exten	buggha   Ionis	Connect As
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Power P	Grant engine     Grant the exacts	Cancel Help

- 1 Open the Internet Services Manager
- 2 Right click on the web instance you wish to modify and choose **Properties**.
- 3 Click on the Home Directory tab.
- 4 Click on the **Configuration** Button.
- **5** Add the application mappings you require, and, add the path to the location of the witango60\_iis.dll file.

eg:.taf c:\InetPub\Scripts\witango60\_iis.dll

# Manually Configuring IIS 7 and 7.5

**Enabling ISAPI** 

1 Using Control Panel > Programs > Turn Windows features on or off



2 Open the items labeled:

Internet Information Services World Wide Web Services Application Development Features

And check the ISAPI Extensions checkbox

**Caution** Before enabling ISAPI, please ensure that you have IIS installed by checking the checkbox next to Internet Information Services.

Turn Windows features on or off	
To turn a feature on, select its check box. To turn a check box. A filled box means that only part of the	feature off, clear its feature is turned on.
😑 🔳 📕 Internet Information Services	
E FTP Server	
Web Management Tools	-
🖃 🔳 🔐 World Wide Web Services	-
😑 🔳 📕 Application Development Featur	es
.NET Extensibility	
ASP ASP	
ASP.NET	
CGI	
ISAPI Extensions	
ISAPI Filters	
Server-Side Includer	-

3 Click **OK** to install the ISAPI functionality.



Registering the Witango Client plug-in

1 Using Control Panel > System and Security > Administrative Tools > Internet Information Services (IIS) Manager

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🔾 🖓 🖷 Spate	im and Security . Administrative Tools	- 4	4	earch Admini	abative Tools		
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* Favorbes	E Name	Date modified		Туре	Ser		
E Desktep	- Component Services	7/54/2009 12:57	AM S	Shortcut		2.13	
Downloads	Computer Management	7/54/2009 12:54	AM 1	Inerticut		2.83	
32 Recent Place	Data Sources (ODBC)	7/14/2009 12:53	AM .	Particit		2.43	
and the second second	😹 Event Viewer	7/14/2009 12:54	AM :	Shortcut		2,03	
Libraries	Enternet Information Services (05) Man	12/20/2010 3:36	PM :	shortput		2.00	
Documents II	😭, iSCSI Initiator	7/14/2009 12:54	AM 1	Protout		2.18	
Music	A Local Security Policy	2/4/2010 12:57 A	M S	ihertcut.		2.03	
Fictures	Performance Monitor	7/54/2009 12:53	AM :	Shortcut		2.63	
Videos	Bi Print Management	2/4/2010 12:37 A	M I	Portout :		2.10	
	🛞 Services	7/14/2009 12:54	AM :	Partial.		2.48	
Nomegroup	🔛 System Configuration	7/14/2009 12:53	AM :	inortcut		2.03	
1. Sec. 1. Sec. 1.	Task Scheduler	7/14/2009 12:54	AM . 1	shortout.		2.03	
15 Computer	Windows Firewall with Advanced Secu	7/14/2009.12.54	AM 1	Noticet		2,10	
🚢 Local Disk (C	Windows Memory Diagnostic	7/14/2009 12:53	AM :	Bertout		2.10	
C Trenirs Soft	Windows PowerShell Modules	7/14/2009 1-32 A	1.4	(horicut		3.63	

The first screen represents the settings of the entire system (all web sites), typically this is the same name as the computer.



Double-click the **Modules** item and verify that the "ISAPIModule" is listed. Go back.

- 2 Double-click the ISAPI and CGI Registrations item.
- 3 Under the Actions heading, click Add...
- 4 In the dialog that appears, use the browse button "..." to locate the ISAPI plug-in at WITANGO\_PATH\Plugins. It will be named "witango60\_iis.dll"

Give the Registration a Description, eg. "Witango 6", check the "Allow extension path to execute" option and "OK".

Use this feature can run on the l Group by: No	I and CGI Res to specify the ISAPI i Web server.	strictions and CGI extensions that	The CGI module is not installed. You can specify CGI applications that are allowed to run, but they will not be able to run until the CGI module is installed.
Description	Description Restriction Path		Actions
			Add_
ISAPI or Cl Software\V	GI path: Vitango Application	Server 6\Plugins\witango6	0_iis.dll
Witango 6	n.		
Allow e	otension path to exe	ok	Cancel

Application Pools (64-bit systems only)

- 1 Under the **Connections** heading, click on **Application Pools**
- 2 Click on the **DefaultAppPool** then select **Advanced Settings** from **Actions > Edit Application Pool**
- **3** Locate the item labeled **"Enable 32-Bit Applications"** and change its value to "**True**"



#### 4 Click "OK"

**Note** You will have to do this step for each Application Pool that you wish to run Witango under

#### Configuring IIS

Before your IIS 7 or 7.5 web server can serve Witango application files, IIS must have the file mappings added to the web instance that has the witango file.

#### To build the Witango Client plug-in mappings

1 Under the **Connections** heading, click on **Sites** and select the website that you wish to run Witango on.

#### 2 Double-click the Handler Mapping Item

On this screen you will want to add at least one mapping (for .taf). Other mappings may be needed for your application such as: .tml, .wws, .thtml.

- 3 Under the Actions heading, select Add Module Mapping...
- 4 Enter the extension you wish to map, e.g. "\*.taf"

- **5** Select the Module "IsapiModule"
- 6 In the **Executable** field, use the browse "..." button to locate the "witango60\_iis.dll" ISAPI plugin at WITANGO\_PATH\Plugins
- 7 Name the Mapping, e.g. "Witango TAF" and click "OK".

Use this feature managed code types.	dler Mappings to specify the resources, such as DLLs and that handle responses for specific request	Actions Add Managed Hamilien Add Script Map Add Wildcard Script Map Add Module Mapping
Group by:	Add Module Mapping	8
Name Disabled — Disabled — Enabled — OPTIONSVer TRACEVeabl StaticFile	Request path: "tal Example: "bas, work.and Module:	
	IsapiModule Executable (optional): mics Software/Witango Application Server 6 Name:	Plugins/witango60_is.d8
	Witango TAF	OK Cancel

8 A dialog box may appear asking if you want to allow the Isapi extension. Click **yes**.

Your website should now be able to process Witango Files with Witango Application Server 6.

# Configuring Witango Server with Java Integration

The Witango Server is able to use a Java Virtual Machine (JVM) to extend the Server capabilities with JDBC and Java Beans.

The Java implementation must be version 1.6.0 (Java 6) for the Server to be able to load the JVM.

JAVA VIRTUAL<br/>MACHINE<br/>parameter in<br/>witango.iniThe witango.ini file located in the configuration directory of the<br/>Server will also need to be modified so the server can locate the<br/>correct JVM to load. Locate the JAVA VIRTUAL MACHINE parameter<br/>and set it to the path where the JVM has been installed. This is<br/>typically as follows:

On 32-bit systems:

C:\\Program Files\\Java\\jre6\\bin\\client\\jvm.dll

On 64-bit systems:

C:\\Program Files (x86)\\Java\\jre6\\bin\\client\\jvm.dll

Restart the Witango Server. For more information, see **Starting and Stopping Witango Application Server 6**.

Configuring	The JVM interface is loaded when the server starts up. If the JVM
Witango Server	functionality fails to load an error message will be written to the
for JDBC	witangoevents.log file in the configuration directory.

If the JVM loads successfully, you will see the following message: Java Virtual Machine: Enabled.

If the JVM fails to load you will see the following message: Java Virtual Machine: Disabled.

### Setting up a JDBC driver

JDBC drivers may only be used once the JVM has been loaded by the Witango Server. If the JVM fails to load so too will the JDBC interfaces fail to load.

**Configure the Classpath** The Witango Server can only use a JDBC driver once the system variable CLASSPATH containing the path to the driver file has been added to the Windows Environment Variables.

- 1 Open the **System Properties dialog** by right-clicking on **Computer** or **My Computer** in the Start Menu.
- 2 On the Advanced tab, click the Environment Variables button.
- **3** In the **System Variables** section of the **Environment Variables dialog**, click **New...**
- **4** Type CLASSPATH in the **Variable name: field** and the path to the .jar file for your JDBC driver in the **Variable value: field**.
- 5 Click **OK** to add the variable.

Computer Na	me Hard	dware	Advanced	System Protection	Remote	- 22		
You must b Performan Visual effe	e logged ce ects, proc	on as a essor s	n Administra cheduling, m	tor to make most of emory usage, and	these change vitual memory	••		
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Desktop	User	User New System Variable						
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System at	Curt	L	whites		ОК	Cancel		
System #	Syst	en vari	ables		ОК	Cancel		
System at	Syst Va Co PP NU OS	en vari nisble mSpec _NO_H MBER_	ables 057_C 1 0F_P 1	(alue 5: Windows'system 60 1 Windows_NT	OK 32\cmd.exe	Cancel		
System a	Syst Ve Co PP NU OS	en vari nable mSpec _NO_H MBER_	ables ( OST_C 1 OF_P 1	ralue :: (Windows'spyster KO I Windows _NT Yeew	OK J2'(ond.exe Edst)	Cancel		

### JDBC Driver Information

Before you attempt to setup a JDBC connection you should consult the documentation that came from the supplier of the JDBC driver. It should provide you with the driver class and connection string information. The connection string information should be used to form the URL to access the JDBC connection to the database.

e.g. A connection to a database using MySQL's Connector/J may have the following parameters:

DriverClass	com.mysql.jdbc.Driver
Connection Type	jdbc:mysql
Host	127.0.0.1
Port	3306
Database Name	Testdb

This information would translate to the following jdbc.ini settings:

<DriverClass>com.mysql.jdbc.Driver</DriverClass>

<URL>jdbc:mysql://127.0.0.1:3306/Testdb</URL>

These settings are then added to the Server's jdbc.ini file which is located in WITANGO\_PATH/configuration.

**The jdbc.ini file** The jdbc.ini file is a simple XML structure. It is saved as a ANSI text file with Latin-1 encoding.

The structure for the jdbc.ini file looks like this:

<?xml version="1.0" encoding="ISO-8859-1" ?>

<JDBCINI Version="0x00010000">

<DataSources>

<DataSource ID="">

Note: The Datasource ID is the same as the DSN name.

```
<DSN></DSN>
<DriverClass></DriverClass>
```

<URL></URL>

```
<Properties>
```

<Property ID="">

Note: The Property ID is the same as the Name value.

<Name></Name>

<Value></Value>

</Property>

</Properties>

</DataSource>

</DataSources>

</JDBCINI>

# Troubleshooting

The Unlicensed Server Message



Your web browser may return this message when you attempt to access your web site. This means that either:

 The 30 day evaluation period for the installation has expired.

> You must purchase a valid license to continue operation of the software. Witango software licenses can be purchased on-line at http://www.witango.com

• An invalid license has been entered, or no license has been entered.

Please see **Providing your License Information** for information on how to input your Witango Application Server 6 license.

The Web Server plug-in does not connect to the Server



This error is caused by the witango client not being able to read the clients.ini file. There are two causes for this error:

**1** The clients.ini file is missing or incorrectly formatted.

A typical clients.ini file looks like this and must be saved as a text file with ANSI formatting.

```
[Witango Client Definitions]
witango60_cgi.exe=
witango60_iis.dll=
witango60_apache.dll=
witango60_apache22.dll=
```

```
[witango60_cgi.exe]
WITANG0_SERVER=127.0.0.1,18160
ERROR_HTML=C:\\Program Files\\Tronics Software\\Witango
Application Server 6\\MiscFiles\\clienterror.html
REPORTCLIENTERROR=TRUE
SENDFULLHEADER=FALSE
REGISTER_EXTNS=taf;tcf;tml;thtml;wws
```

```
[witango60_iis.dll]
WITANGO_SERVER=127.0.0.1,18160
ERROR_HTML=C:\\Program Files\\Tronics Software\\Witango
Application Server 6\\MiscFiles\\clienterror.html
REPORTCLIENTERROR=TRUE
SENDFULLHEADER=FALSE
```

[witango60\_apache.dll]

WITANGO\_SERVER=127.0.0.1,18160
ERROR\_HTML=C:\\Program Files\\Tronics Software\\Witango
Application Server 6\\MiscFiles\\clienterror.html
REPORTCLIENTERROR=TRUE
SENDFULLHEADER=FALSE
REGISTER\_EXTNS=taf;tcf;tml;thtml;wws

[witango60\_apache22.dll]
WITANG0\_SERVER=127.0.0.1,18160
ERROR\_HTML=C:\\Program Files\\Tronics Software\\Witango
Application Server 6\\MiscFiles\\clienterror.html
REPORTCLIENTERROR=TRUE
SENDFULLHEADER=FALSE
REGISTER\_EXTNS=taf;tcf;tml;thtml;wws

2 The permissions of the clients.ini file or of a directory leading to the clients.ini file is preventing the web server process from reading the file.

# The server is not started

If the server has been configured to listen on a different port to a client, or the server process is not running, the above error message will be generated.



The administrator should first check that the Witango Server process is running in the Task Manager as shown below.

Image Name	PID	CPU	CPU Time	Mem Us 4
witango.exe	1760	00	0:00:00	4,964 K
WINLOGON.EXE	172	00	0:00:01	3,604 K
TASKMGR.EXE	2472	01	0:00:00	2,756 K
System Idle Process	0	99	5:43:07	16 K
System	8	00	0:00:12	212 K
SynTPLpr.exe	2092	00	0:00:00	1,032 K
SynTPEnh.exe	2100	00	0:00:04	2,584 K
SVCHOST.EXE	500	00	0:00:00	6,172 K
SVCHOST.EXE	416	00	0:00:00	3,228 K
SPOOLSV.EXE	444	00	0:00:01	5,012 K
SMSS.EXE	152	00	0:00:02	336 K
SERVICES.EXE	224	00	0:00:01	5,460 K
prpcui.exe	2128	00	0:00:00	1,456 K
promon.exe	2072	00	0:00:00	1,204 K
OUTLOOK.EXE	1976	00	0:00:23	5,596 K
nvsvc32.exe	1696	00	0:00:00	824 K
NPSSVC.EXE	1660	00	0:00:00	1,608 K
NAVAPW32.EXE	2080	00	0:00:00	1,840 K 🖕
		00	0.00.00	2 040 K

If the Witango Server process is not visible in the list the administrator should start the server process in the Services Control Panel. For more information, see **Starting and Stopping Witango Application Server 6**.

If the process is running the administrator should check that the WITANGO\_SERVER in the clients.ini file matches the values in LISTENERPORT and LISTENERADDRESS in the witango.ini file.

```
[witango60_iis.dll]
WITANGO_SERVER=127.0.0.1,18160
ERROR_HTML=C:\\Program Files (x86)\\Tronics
Software\\Witango Application Server
6\\MiscFiles\\clienterror.html
REPORTCLIENTERROR=TRUE
SENDFULLHEADER=FALSE
```

LISTENERADDRESS= LISTENERPORT=18160

The server is<br/>starting up<br/>messageWhile the witango server is starting up it moves through several<br/>phases of operation. While the server is loading its support libraries<br/>and initializing its subsystems it will not accept requests from the

Witango Clients. To allow the client to display a message to the end user the server sends back the following message. This is normal and as soon as the server has finished its initialization phase it will start accepting user requests.

Error

An error occurred while processing your request:

File:

Position:

Class: Internal

Main Error Number: -1070

The server is starting up and can not process regular requests.

The XML of the<br/>taf file is<br/>returnedIf you receive the XML content of your taf file when requesting a<br/>URL this is an indication that the web server plugin is not<br/>functioning. This will most likely be due to a misconfiguration. You<br/>should check your web server documentation on how to configure<br/>plugins.

**Caution** The display of the XML content of a taf file can present a serious security concern. If you are experiencing this issue, please stop your web server until the problem has been corrected.

Troubleshooting