



Server Installation Guide

Witango 5.5 Server for Windows

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Table of Contents

I	Introduction	I
	About Witango	2
	Understanding Witango Installation	2
	Getting Ready to Install Witango	3
	Checking Your Witango Package	3
	Viewing the Installation Notes	3
	Java Runtime Environment (JRE)	3
	Viewing the Release Notes	3
	Database Connectivity	3
2	Witango 5.5 Application Server for Win	5
	Minimum System Specifications	6
	Operating System	6
	Hardware	6
	Web Server	6
	Other Requirements	7
	Extracting the Witango Server 5.5 Installer Software	8
	Starting WinZip	8
	WinZip License Agreement/Splash screen	8
	The WinZip Archive screen	8
	Cancelling Witango Application Server 5.5 Installer Processes	10
	Installing the Witango Application Server 5.5 Software	11
	Starting the Witango Installer	11
	The Welcome screen	12
	The License Agreement screen	12
	The Customer Information screen	13
	The Choose Destination Location screen	14
	The Directory Navigation window	14
	The Web Server Type screen	15
	The Select Plug-Ins Folder screen	16
	The License Information	17
	The Ready To Install screen	18
	The Software Install Process	18
	Maintenance Functions of the Witango Application Server Installer	21
	Modifying Witango Application Server	21
	Repairing Witango Application Server	24
	Removing Witango Application Server	26
	Manually Configuring Apache Web Server	28

Configuring Apache 2.0.x	28
Manually Configuring IIS	29
Configuring IIS	29
Troubleshooting	30
The Unlicensed Server Message	30
The Web Server plug-in does not connect to the Server	31
The server is not started	33
The server is starting up message	35
The XML of the taf file is returned	35

Introduction

Basic know-how for the Installation of Witango 5.5 Server

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:

```
c:\Program Files\WitangoServer\5.5
```

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 and Macintosh platforms.
- **Witango Application Server** is used in conjunction with a web server to execute the web applications developed with Witango Studio. It is available for Windows, Macintosh, Solaris, and Linux platforms. A development version of Witango Server is available to customers who purchase the Witango Studio.

A typical installation of Witango consists of a Witango Development Studio for each developer and one or more Witango Application Servers for deployment. The number of Witango Servers you need depends on the traffic volume on your Web site and the complexity of your applications.

Understanding Witango Installation

A typical Witango installation would include the following tasks:

- extract the executables and configuration
- enter the License Key
- creation of directories on your hard disk
- copying of Witango files to directory
- installation of startup and shutdown scripts in system directories
- configuration of your Web server to work with Witango
- installation of ODBC / JDBC drivers
- creation of ODBC data sources, if required
- installation of the Java2 Runtime Environment 1.4.2 or higher
- configuration of environment variables
- access to the superuser account.

Getting Ready to Install Witango

Checking Your Witango Package

You should ensure that you have downloaded the latest archive which contains all the files necessary to run Witango Server. This information will be available at <http://www.witango.com/downloads>

Viewing the Installation Notes

Before installing Witango, make sure you view the Installation Notes (`Install.txt`). The Installation Notes contain information concerning Witango installation.

The `Install.txt` file is located in the `Install` directory of the archive file.

Java Runtime Environment (JRE)

You must have Java2 Runtime Environment (J2RE) 1.4.2 or greater installed on your machine if you want the Witango Server to execute JavaBeans or initialise the JDBC interface. You can get the latest release of J2RE from the following Web sites:

<http://java.sun.com>

Viewing the Release Notes

After installing Witango, make sure you view the Release Notes (`Readme`). The Release Notes contain additional information concerning Witango. Also visit the Witango Web site (www.witango.com) to get any late-breaking news on Witango.

The `Readme` file is installed in the Witango installation directory.

Database Connectivity

Witango Server can access the following databases via database driver managers:

Connection	ODBC driver managers	Download
Oracle version 8*	OCI 8.1.7.6 or higher	otn.oracle.com
ODBC 3.0 or higher	MDAC 2.8 or above UNIXodbc iodbc	www.microsoft.com/mdac www.unixodbc.org www.iodbc.org
JDBC	JVM 1.4.2 or higher	java.sun.com www.apple.com/java

* If you use Oracle, the required libraries are included with Oracle. You need to add the `$ORACLE_HOME/lib` to the `LD_LIBRARY_PATH` environment variable for the Witango account so that Witango can use them.



Note The machine that runs Witango Studio also requires its own DBMS client software and database driver.

Using ODBC Data Sources With Witango

The `witango.ini` file is located in the configuration directory under the `c:\Program Files\WitangoServer\5.5` directory.

Witango 5.5 Application Server for Win

2

Installation instructions for Witango 5.5 Server for Windows

Minimum System Specifications

Witango Technologies strongly recommends the following as minimum setup standards for Witango Application Server 5.5:

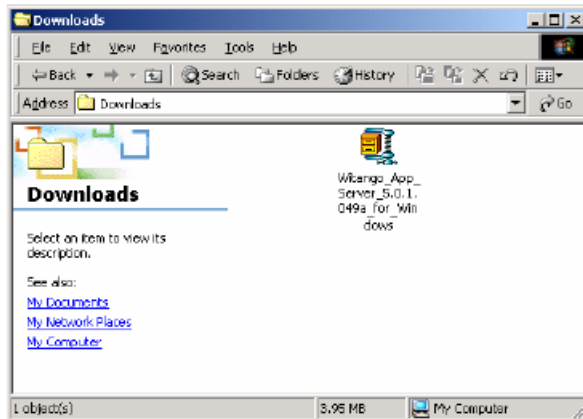
- Operating System**
- Windows 2003
 - Windows 2000 Service Pack 4
 - Windows XP Service Pack I
- Hardware**
- Pentium III / 400 MHz or equivalent
 - 256 Mb RAM
 - 30 Mb hard disk space
- Web Server**
- Any Web Server. One of the following is recommended however:
- Apache – version 2.0.44 or above
 - Microsoft IIS (Internet Information Server) – version 4 or above
- Any frames-capable Web Browser.



Note Witango Application Server 5.5 may install and run on systems of lesser specifications than set out above however support from Witango Technologies staff will **not** be available for these systems.

Other Requirements

The Witango software is supplied to you via download from Witango's web site found at <http://www.witango.com>. The software installer is in a compressed WinZip archive format and will appear in the location that you chose during the download process. An example is shown below.



Note The number which appears in the archive file name will vary in line with the current software version being supplied.

Version 7 or above of the WinZip archive utility must be installed on your machine in order to be able to extract and use the Witango installer. An evaluation copy of the WinZip utility can be downloaded free of charge from their website at <http://www.winzip.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 install application. 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.

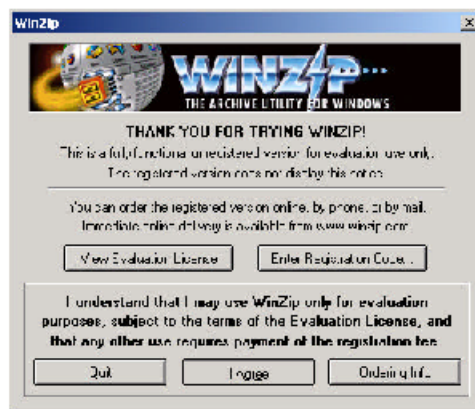
Extracting the Witango Server 5.5 Installer Software

The Witango Application Server software installer is supplied to you in WinZip archive format. In order to use the installer it must first be decompressed from the WinZip archive.

Starting WinZip

Double click the WinZip archive that you downloaded from the Witango web site. This will automatically start the WinZip application.

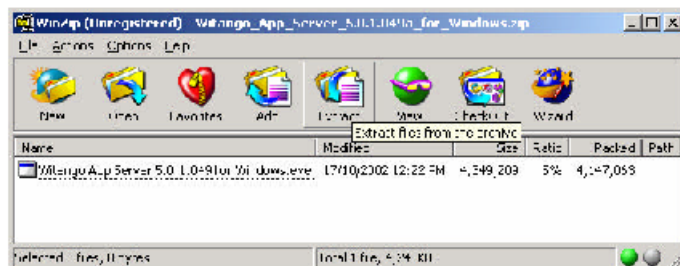
WinZip License Agreement/Splash screen



- 1 Click **View Evaluation License** and read the license agreement carefully.
- 2 Click **I Agree** to continue the extraction process.

The WinZip Archive screen

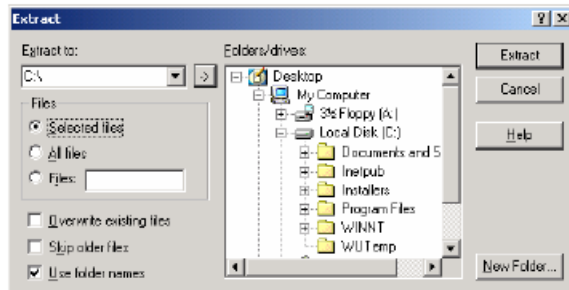
This screen will show the contents of the WinZip archive. The Witango installer file should be displayed within this window.



You can either:

- Open the installer from within the WinZip Archive by double clicking the Witango App server for Windows.exe.
- Extract the file from the archive by clicking on the Witango App Server for Windows.exe file and then clicking Extract.

The Extract window will appear:



In the **Extract To** field, type the full path of the destination folder that the Witango Installer is to be located in. Alternatively, use the expanding folders to graphically navigate to a preferred location.

Click **Extract** to begin the extraction process once a suitable location has been chosen.

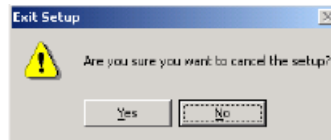
Exit the WinZip utility on completion of the extraction process.

Cancelling Witango Application Server 5.5 Installer Processes

It is possible to cancel any process that the installer is engaged in and escape the Installer application at any time without any changes being made to your system. To do this either:

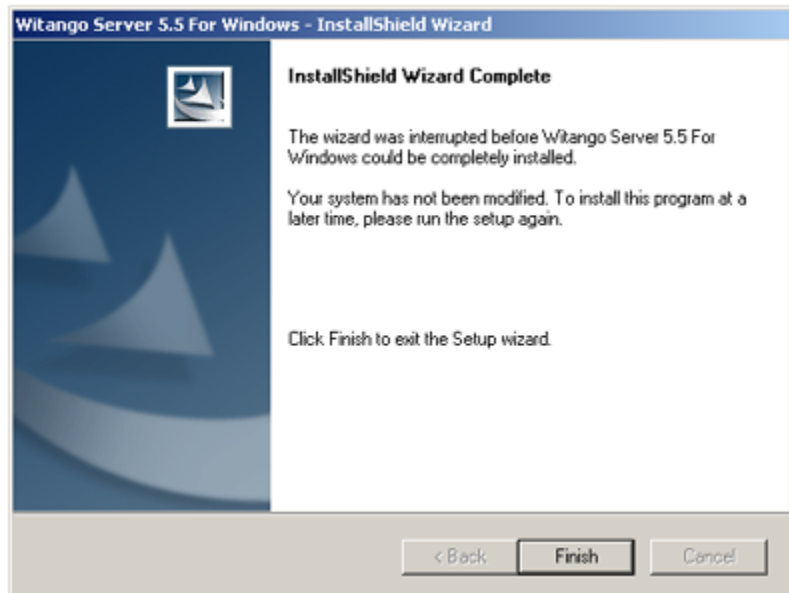
- Press the **Esc** button on your keyboard;
- Click **Cancel** on any of the installer screens.

The following confirmation dialog box will appear:



Click **No** to continue the install process uninterrupted.

Click **Yes** to cancel the install process immediately. After clicking **Yes** the following screen will appear:



Click **Finish** and the Witango installer application will close.

Installing the Witango Application Server 5.5 Software

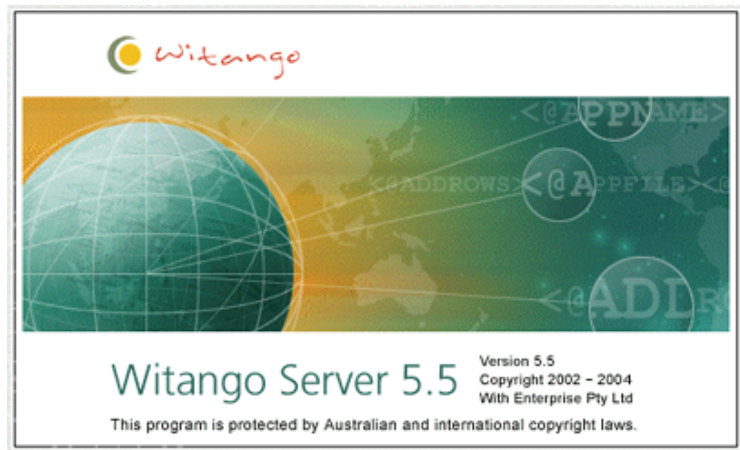
Installation of the Witango Application Server software is an automated process. As such it requires you to make several decisions regarding the actions the installer should take prior to the software install beginning. This section will guide you through this installation setup process.



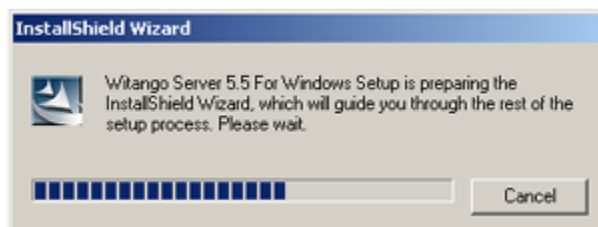
Caution Your web server will be automatically shutdown while the software is installed and configured onto your system. It will automatically be restarted after the install process has finished. The install process only takes a few minutes and does not require you to reboot your machine.

Starting the Witango Installer

Double click the **Witango App Server for Windows.exe** file. The Witango Server 5.5 For Windows - InstallShield Wizard will start extracting the files required for Witango Application Server installation:

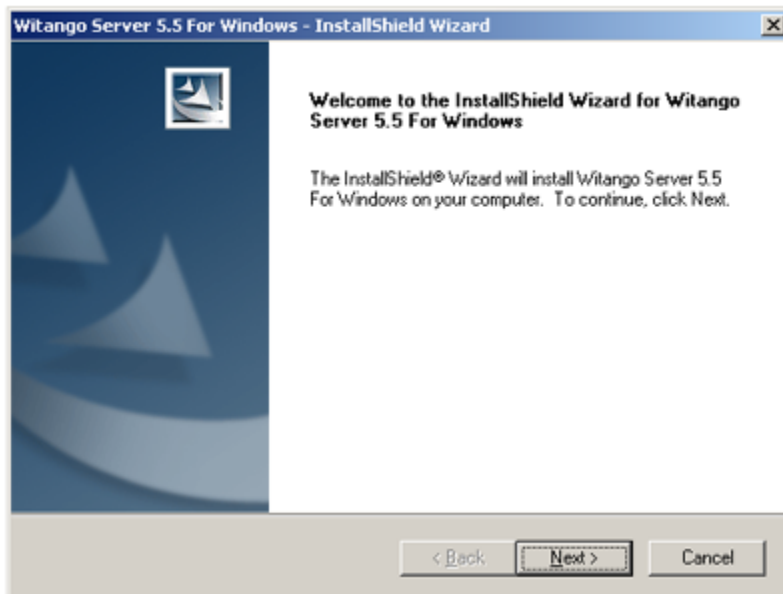


A message indicating that the InstallShield Wizard for Witango Server 5.5 for Windows is preparing to install Witango software is displayed.



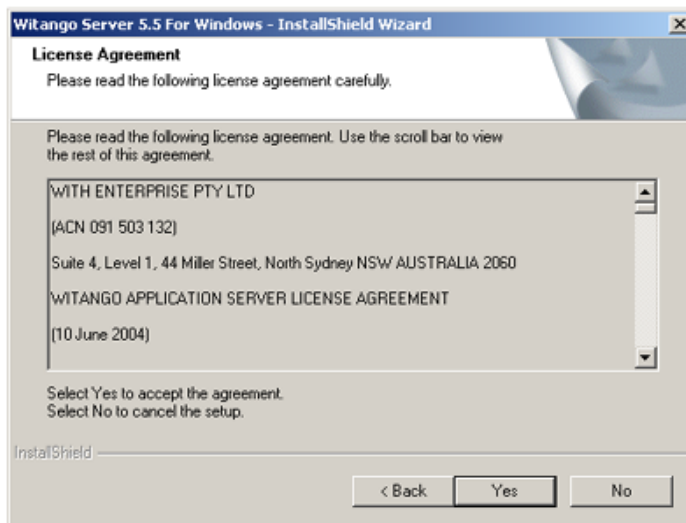
It will disappear after a several seconds and the Witango Application Server Software Installer will start operation.

The Welcome screen



Click **Next** to continue.

The License Agreement screen

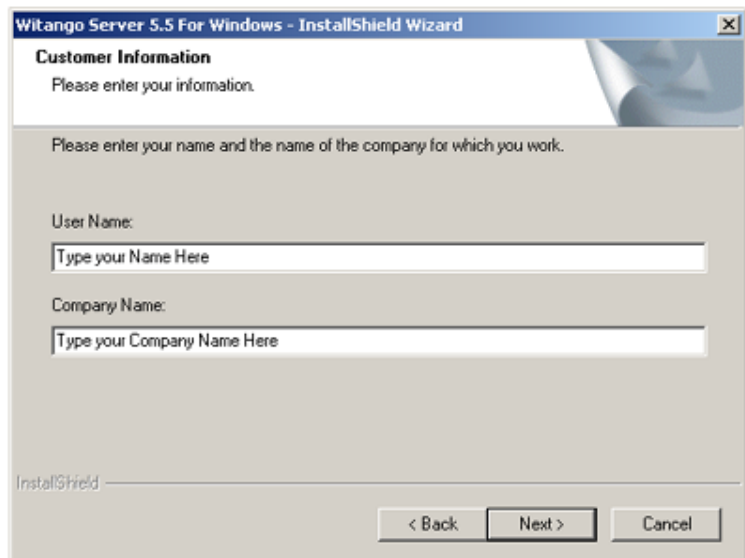


Read the Witango Application Server licensing information carefully and then either:

- Click **I accept the terms of the license agreement** to accept the terms of the agreement and go ahead with the installation.
- Click **I do not accept the terms of the agreement** to reject the terms of the agreement and cancel installation.

Click **Next** to continue.

The Customer Information screen

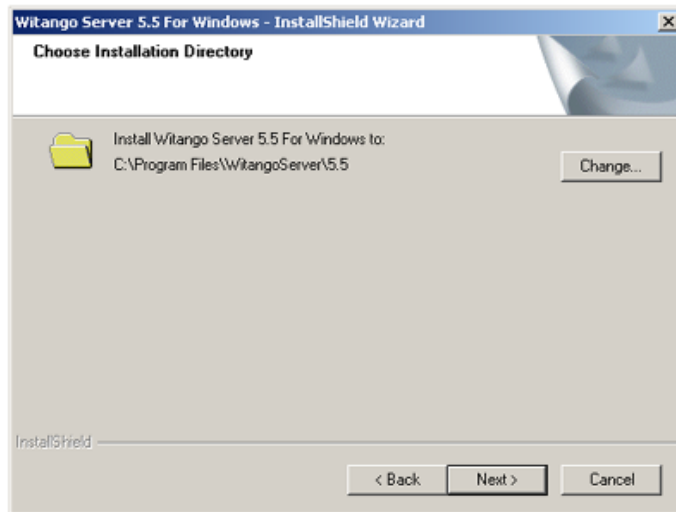


The screenshot shows a Windows-style dialog box titled "Witango Server 5.5 For Windows - InstallShield Wizard". The main heading is "Customer Information" with the instruction "Please enter your information." Below this, a sub-instruction reads: "Please enter your name and the name of the company for which you work." There are two text input fields: the first is labeled "User Name:" and contains the placeholder text "Type your Name Here"; the second is labeled "Company Name:" and contains the placeholder text "Type your Company Name Here". At the bottom left, the "InstallShield" logo is visible. At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

Type your name and the name of your company into the appropriate fields.

Click **Next** to continue.

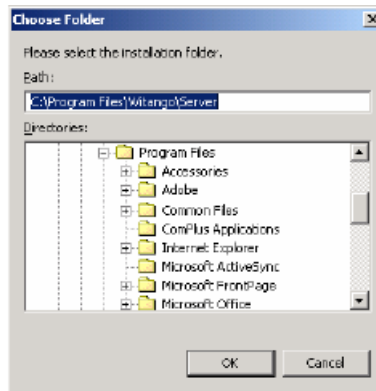
The Choose Destination Location screen



The default install location of `C:\Program Files\WitangoServer\5.5` will be shown initially.

- To change this location click **Change**.
- To accept this location, click **Next**..

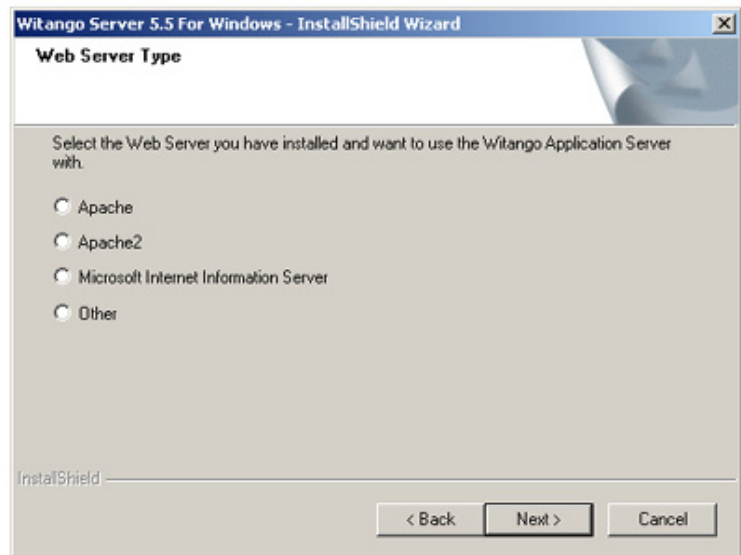
The Directory Navigation window



- 1 In the **Path** field, type the full path of the folder in which to install the Witango Application Server software. Alternatively, use the expanding folders to graphically navigate to a preferred location.
- 2 Click **OK** when a satisfactory location has been selected.
- 3 The Choose Destination Location screen re-appears. Check that the correct location is now specified.

4 Click **Next** to continue.

The Web Server Type screen

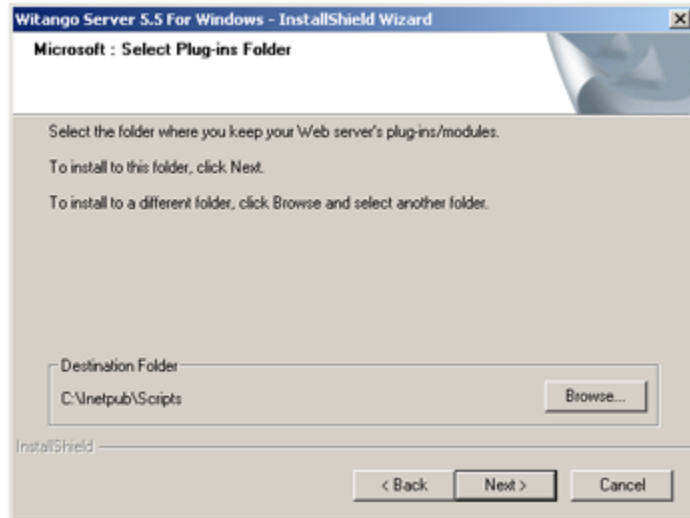


Select the web server software that you intend to use with Witango Application Server from the list by clicking it:

- Apache
- Apache2
- Microsoft Internet Information Server
- *Other* – all web servers other than the above.

Click **Next** when a selection has been made.

The Select Plug-Ins Folder screen



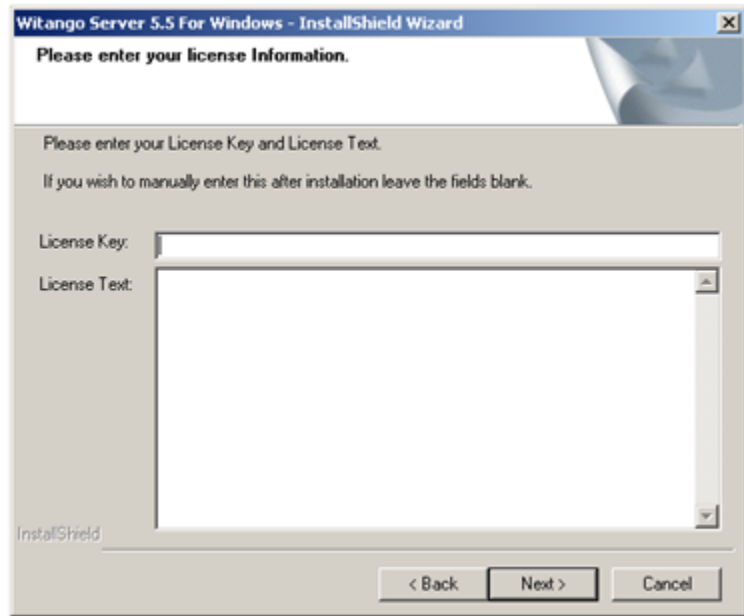
Depending on the type of web server that was selected on the previous screen, the following default locations will be used to house plug-ins/modules for your web server:

- **Apache:** C:\Program Files\Apache Group\Apache\Modules
- **Microsoft Internet Information Server:** C:\inetpub\Scripts
- **Other:** This option will install the Witango cgi at C:\Program Files\WitangoServer\5.5\PlugIns by default or at the user defined destination specified in the Location Destination screen. The web server will then have to be configured manually.

Should you wish to place server plug-ins/modules elsewhere, click **Browse** and specify your new location.

Click **Next** when you are satisfied with the choice of location.

The License Information



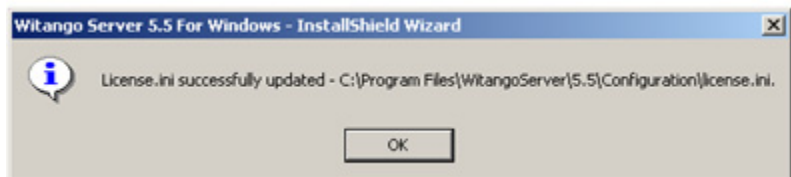
Enter a valid license key and license text. Witango Technologies will supply this to you by email when you activate your PIN that you purchased. This license information allows the software to operate on a permanent ongoing basis.



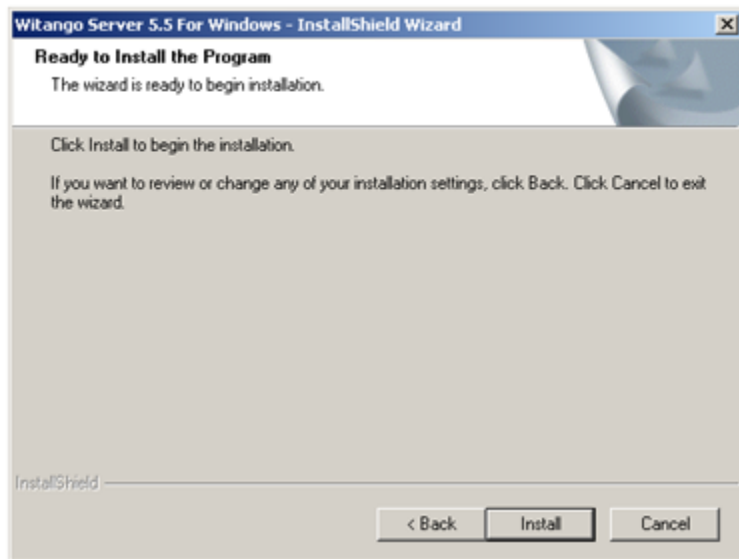
Caution Ensure that you type your license key and license text in carefully or “copy and paste” it in from the email that was sent to you when you activated your PIN. You will not be alerted to an error in your code until you attempt to access your web site after setup. If you have entered an invalid serial number you will receive a message stating that your server is unlicensed.

You will receive a confirmation message.

Click **Next** to continue.



The Ready To Install screen



Click **Install** to start the installation of Witango Application Server.

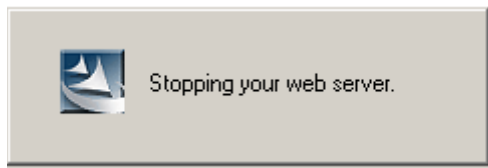


Caution If you want to review or change any installations settings this is your last chance to do so before the installation of the software takes place. Click **Back** to check install options on previous screens.

The Software Install Process

During the software installation process the installer performs a number of tasks. Several dialog boxes informing you of the installer's current action will appear as these tasks take place:

Stopping the Web Server



The Witango installer must stop your web server before it can begin to install and configure the Witango Application Server software on your system. The above message window will alert you to this activity taking place.

Checking for the Presence of Prior Installations



The Witango Installer checks for prior installations of Witango Application Server. Should it find one it will attempt to backup the `witango.ini` file before it begins to install and configure the Witango Application Server software again.

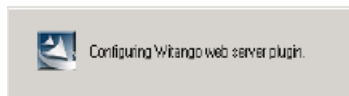
You will not see this message if Witango Application Server has not been previously installed on your system.

File Transfer

A window will appear when the actual transfer of Witango software files to your hard disk begins. It gives a broad indication of the progress of the software install and indicates which files are currently being transferred and where they are being located on your hard disk. It will disappear after the files have been installed.

Configuring the Witango Web Server Plug-In

On completion of the transfer of software to your hard disk, the Witango installer will configure the Witango web server plug-in:



Should the installer discover that the Witango Application Server has already been configured it will alert you with a dialog window:



Click **OK** to clear the dialog box

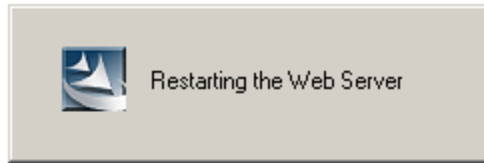
Starting The Web Server

Once the Witango Application Server software has been configured successfully, the Witango installer will restart your web server:



Starting the Witango Application Server

The Witango Installer will then 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.

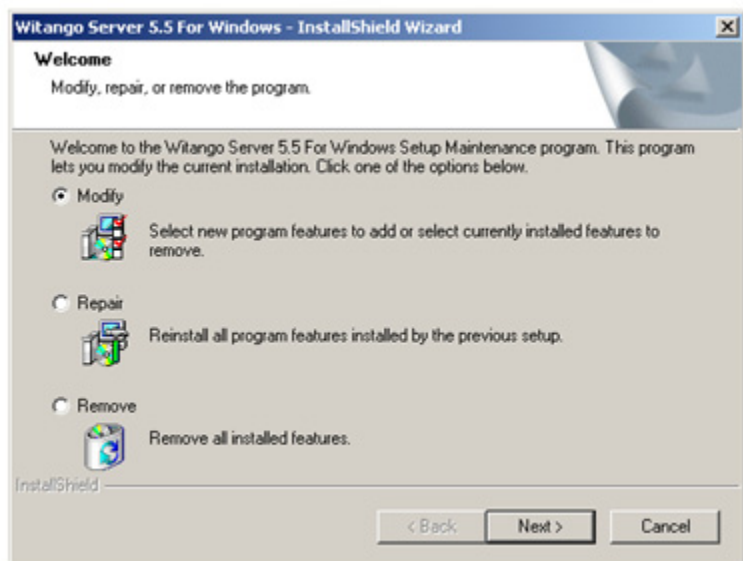
Maintenance Functions of the Witango Application Server Installer

When the Witango installer software starts it attempts to detect whether the Witango Application Server 5.5 software is already installed on the machine. If it finds a full installation or configuration files from a previous installation it will present several maintenance options rather than proceeding with a fresh install:

- *Modifying the Witango Software:* Allows new program components to be added or currently installed components to be removed.
- *Repairing the Witango Software:* Reinstalls all the program components as per the previous installation
- *Removing the Witango Software:* Removes all installed components

Modifying Witango Application Server

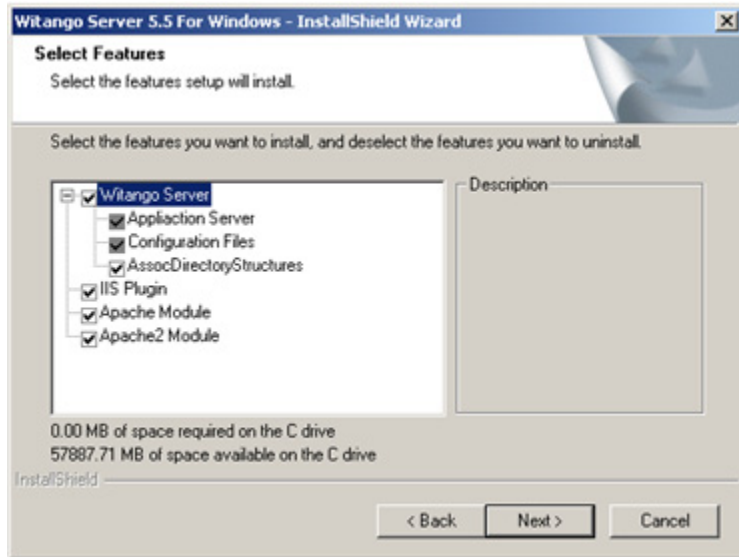
The Welcome / Maintenance Option screen



Click **Modify** to add new program components to and/or remove existing program components from the current Witango Application Server installation.

Click on **Next** to continue.

The Select Components screen



All software components are selected (ticked) by default on this screen.

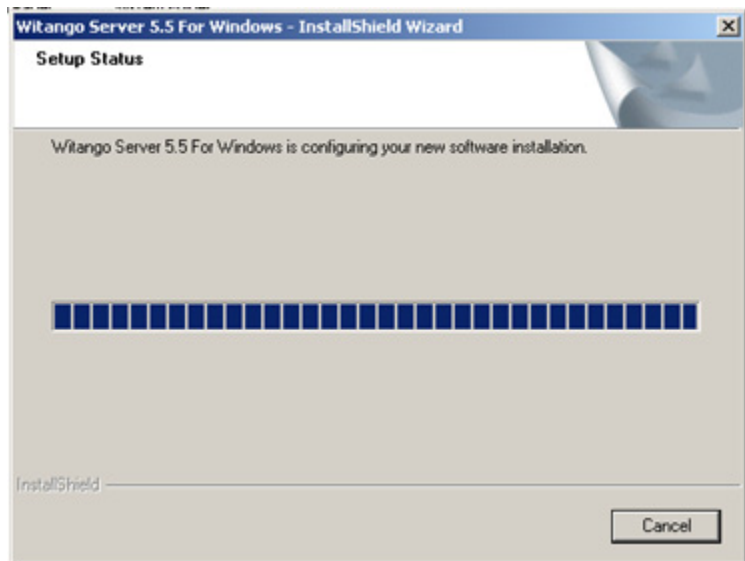
The selected components will be installed onto your system. If they are already present they will be re-installed. Unselected components will be uninstalled if present on your system already.

Deselect components for removal by clicking on the ticked box next to them. The tick should disappear from the box.

Select components for install by clicking on the empty box next to them. A tick should appear in the box.

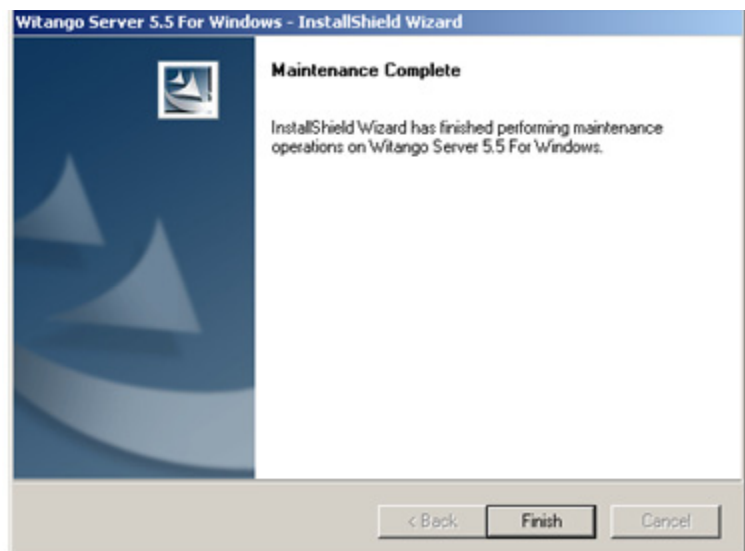
Click **Next** when you have made the appropriate selections.

The Setup Status screen



This screen will show the progress of the install / uninstall process while the activity is taking place. It will disappear after the software modifications have been made.

The Maintenance Complete screen

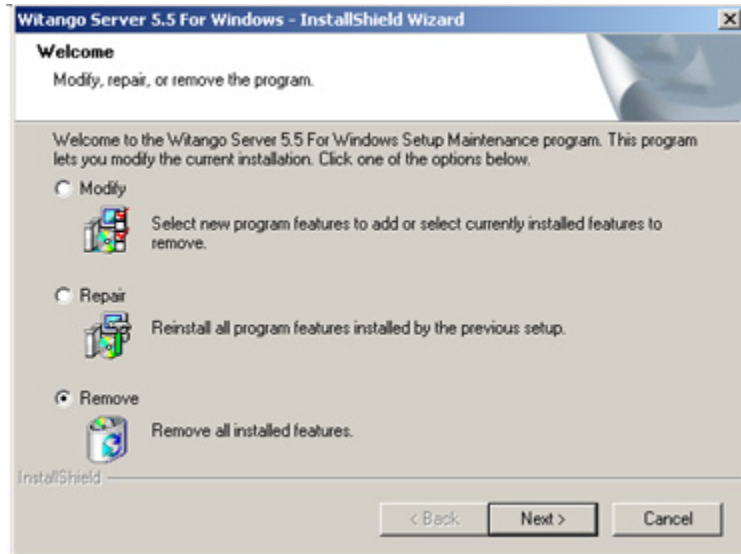


Click **Finish** to exit the installer. The installer will clear any temporary files from your hard disk that it has created and then close down.

Witango Application Server has been successfully modified.

Repairing Witango Application Server

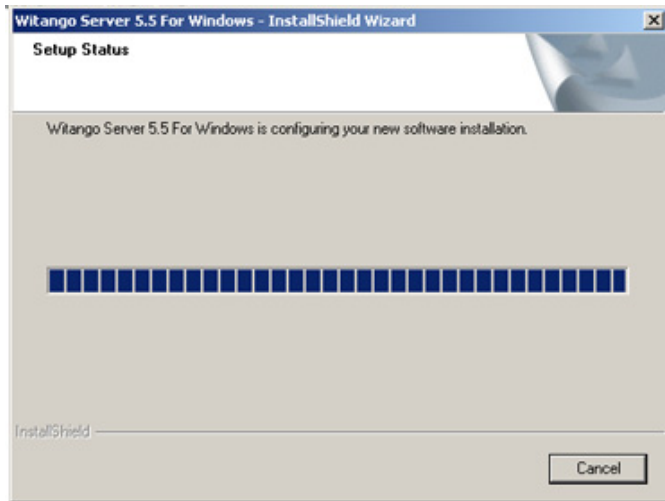
The Welcome / Maintenance Option screen



Click **Repair** to reinstall all the program components of the current Witango Application Server installation.

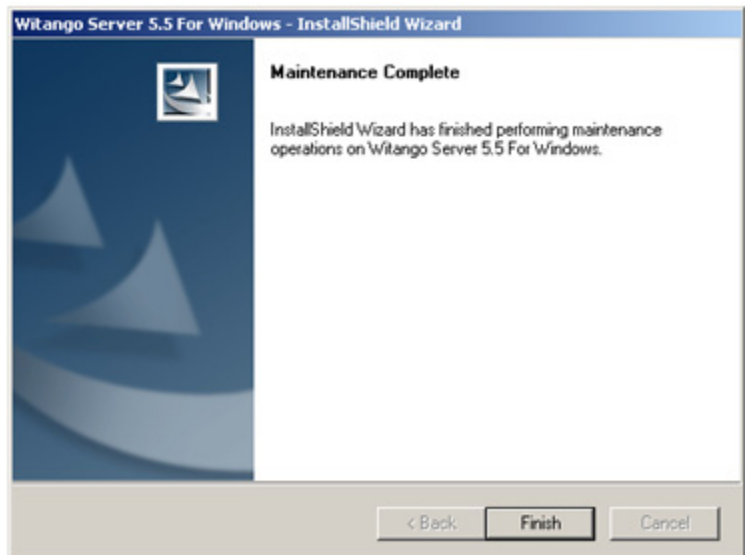
Click on **Next** to continue.

The Setup Status screen



This screen will show the progress of the install / uninstall process while the activity is taking place. It will disappear after the software modifications have been made.

The Maintenance Complete screen

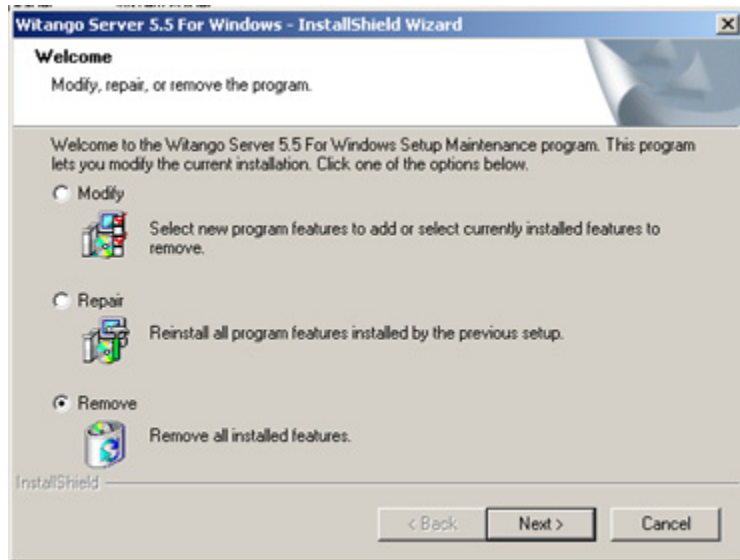


Click **Finish** to exit the installer. The installer will clear any temporary files from your hard disk that it has created and then close down.

Witango Application Server has been successfully repaired.

Removing Witango Application Server

The Welcome Screen:



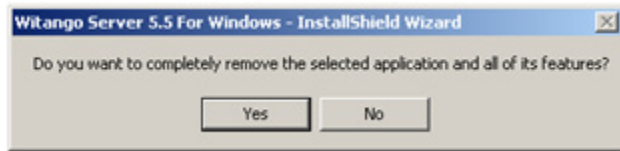
Click **Remove** to uninstall all the components of the current Witango Application Server installation.



Note This will remove the application software but will leave configuration and log files behind in the folders that they are located in behind. These will need to be removed manually if required. They are located at the destination specified during the install process. By default this will be C:\Program Files\WitangoServer\5.5 or at the user defined destination specified in the Location Destination screen.

The Action Confirmation screen

A dialog box will prompt you to ensure that you wish to go ahead with the software removal process:



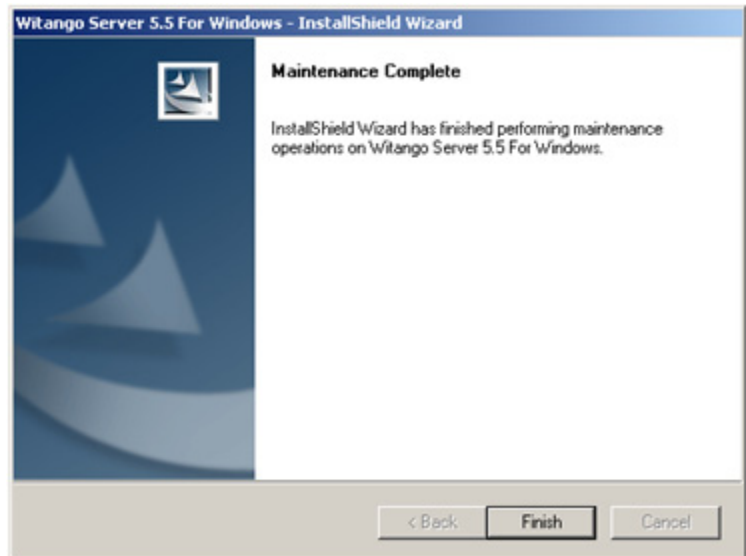
Either:

- Click **Yes** to remove all Witango application and component files
- Click **No** to cancel the remove process and leave the software untouched.

The Setup Status screen

A screen showing the progress of the software uninstall will show while the Witango Application Server software is being removed. Click **Cancel** to stop the software removal process and leave the software untouched.

The Maintenance Complete screen



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 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 plug-in (`witango55_apache2.so`). By default, these plug-ins are located in `$WITANGO_PATH/Install/Plugins/`.

Configuring Apache 2.0.x

To set up the new Apache2.0.44 Web server to use the Witango Server plug-in



Note The Apache 2 plugin will only work with the Apache 2.0.44 or later due to changes for Apache2 API.

- 1 Copy `$WITANGO_PATH/Plugins/witango55_apache2.so` to your Apache modules directory.
- 2 Add the following lines to the `httpd.conf` file.

```
Add Module WitangoModule ./modules/  
witango55_apache2.so
```

```
Load Module WitangoModule
```

Ensure that the permissions on the `witango55_apache2.so` file are appropriate for your system apache configuration.



Note The `mod_mime_magic` module may interfere with the mime type that the `wapche` module registers with the server. The `mod_mime_magic` looks at the contents of the `taf` and overrides the `wapache` settings which will send the XML of the `taf` back to the browser. To overcome this issue you can modify the `mod_mime_magic` module from loading.

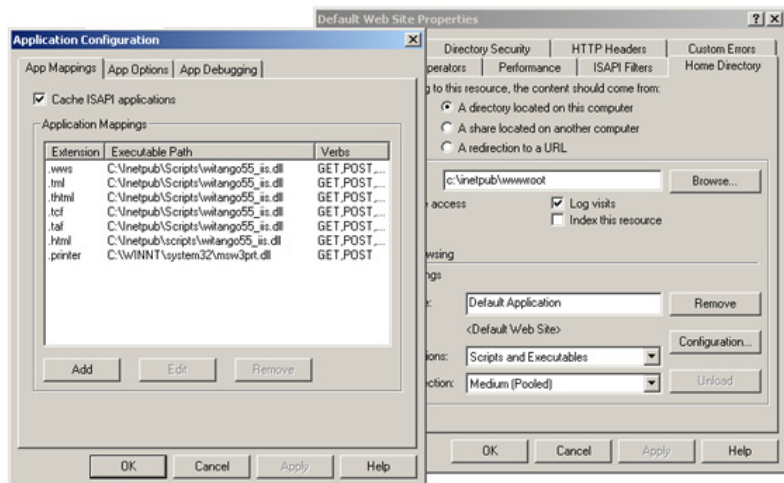
Manually Configuring IIS

Before your IIS web server can serve Witango application files, IIS must have the file mappings added to the web instance that has the witango file. The Witango installer automatically adds default mappings to the global IIS configuration. Should this fail for any reason or you wish to use other file mappings you will need to add them manually.

Configuring IIS

To build the Witango Server plug-in mappings

- I Open the Internet Services Manager.

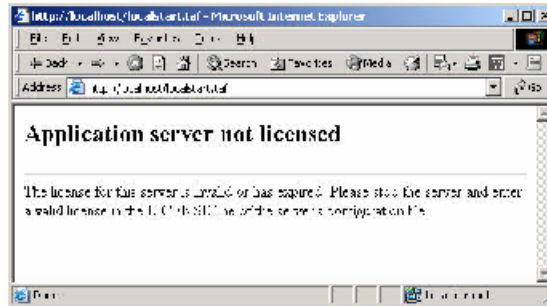


- 2 Right mouse click on the web instance you wish to modify and choose **PROPERTIES**.
- 3 Click on the HOME DIRECTORY tab.
- 4 Click on the CONFIGURATION Button.
- 5 Add the application mappings you require, and, add the path to the location of the witango55_iis.dll file.

eg: ..taf c:\InetPub\Scripts\wiis.dll

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 serial number to continue operation of the software. Witango software licenses can be purchased on-line at <http://www.witango.com>
- An invalid serial number has been entered.

This can be rectified by editing the `witango.ini` file

1 Use the **Notepad** utility to edit the `Witango.ini` file:

- Click the **START** menu select **Run**
- In the **Open** field type:

```
C:\Program  
Files\WitangoServer\5.5\Configuration\witango.ini
```

2 Locate the line in the file that starts:

```
LICENCE= <a blank space or invalid key will be here>
```

3 Replace the text after **LICENCE=** with the valid license key.

4 Use the **Notepad** utility to edit the `license.ini` file:

- Click the **START** menu select **Run**
- In the **Open** field type:

```
C:\Program  
Files\WitangoServer\5.5\Configuration\license.ini
```

5 Paste the license text provided to you when you activated your PIN for this license, or when you applied for a trial key.

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

6 Restart the application Server.



This error is caused by the witango client not being able to read the clients.ini file. There are 2 causes for this error:

- 1 The clients.ini file is missing, incorrectly formatted or has not been saved as a Mac OS X unix text file.
- 2 A typical clients.ini file looks like this and must be saved a text file with unix style line breaks. If it is saved with Macintosh line breaks the client will not be able to parse the file.

```
[Witango Client Definitions]
witango55_wapache2.so=
witango55_cgi.exe=
witango55_iis.dll=
witango55_sun.dll=

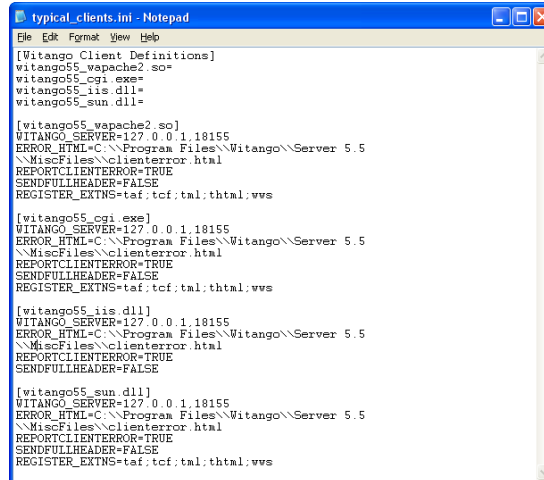
[witango55_wapache2.so]
WITANGO_SERVER=127.0.0.1,18155
ERROR_HTML=C:\\Program Files\\Witango\\Server
5.5\\MiscFiles\\clienterror.html
REPORTCLIENTERROR=TRUE
SENDFULLHEADER=FALSE
REGISTER_EXTNS=taf;taf;tml;thtml;wws
```

```
[witango55_cgi.exe]
WITANGO_SERVER=127.0.0.1,18155
ERROR_HTML=C:\\Program Files\\Witango\\Server
5.5\\MiscFiles\\clienterror.html
REPORTCLIENTERROR=TRUE
SENDERFULLHEADER=FALSE
REGISTER_EXTNS=taf; tcf; tml; thtml; wws
```

```
[witango55_iis.dll]
WITANGO_SERVER=127.0.0.1,18155
ERROR_HTML=C:\\Program Files\\Witango\\Server
5.5\\MiscFiles\\clienterror.html
REPORTCLIENTERROR=TRUE
SENDERFULLHEADER=FALSE
```

```
[witango55_sun.dll]
WITANGO_SERVER=127.0.0.1,18155
ERROR_HTML=C:\\Program Files\\Witango\\Server
5.5\\MiscFiles\\clienterror.html
REPORTCLIENTERROR=TRUE
SENDERFULLHEADER=FALSE
REGISTER_EXTNS=taf; tcf; tml; thtml; wws
```

If you are unsure how the file was saved open it in a text editor like TextPad and check the options of the file as shown below.



```
File Edit Format View Help
[Witango Client Definitions]
witango55_wapache2.so=
witango55.cgi.exe=
witango55_iis.dll=
witango55_sun.dll=

[witango55_wapache2.so]
WITANGO_SERVER=127.0.0.1:8155
ERROR_HTML=C:\Program Files\Witango\Server 5.5
\MiscFiles\clienterror.html
REPORTCLIENTERROR=TRUE
SENDFULLHEADER=FALSE
REGISTER_EXTNS=taf; tcf; tml; thtml; vws

[witango55.cgi.exe]
WITANGO_SERVER=127.0.0.1:8155
ERROR_HTML=C:\Program Files\Witango\Server 5.5
\MiscFiles\clienterror.html
REPORTCLIENTERROR=TRUE
SENDFULLHEADER=FALSE
REGISTER_EXTNS=taf; tcf; tml; thtml; vws

[witango55_iis.dll]
WITANGO_SERVER=127.0.0.1:8155
ERROR_HTML=C:\Program Files\Witango\Server 5.5
\MiscFiles\clienterror.html
REPORTCLIENTERROR=TRUE
SENDFULLHEADER=FALSE

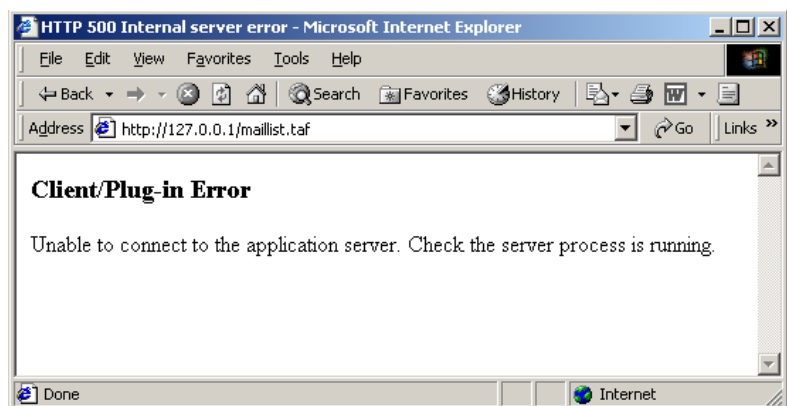
[witango55_sun.dll]
WITANGO_SERVER=127.0.0.1:8155
ERROR_HTML=C:\Program Files\Witango\Server 5.5
\MiscFiles\clienterror.html
REPORTCLIENTERROR=TRUE
SENDFULLHEADER=FALSE
REGISTER_EXTNS=taf; tcf; tml; thtml; vws
```

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

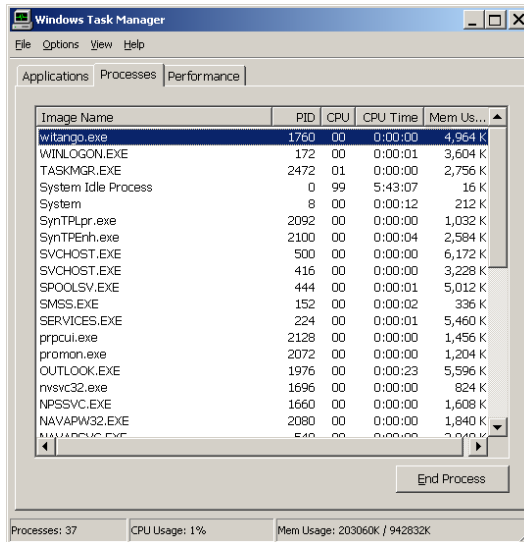
Now stop the web server. Check the process has terminated. Start the web server again. The witango client should now be able to initialise itself and the error should be gone.

The server is not started

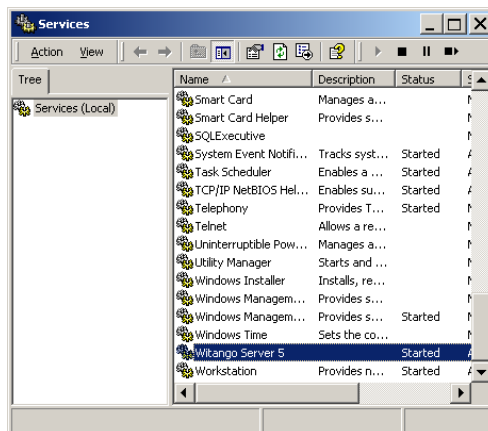
If the server has been configured to listen on a different port to a client, OR, the server process is not running, the above error message will be generated.



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



If the Witango Server process is not visible in the list the administrator should start the server process in the Services Control Panel.



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.

```
[witango55_iis.dll]
```

```
ERROR_HTML=C:\\Program
Files\\Witango\\Server\\MiscFiles\\clienterror.html
REPORTCLIENTERROR=TRUE
WITANGO_SERVER=127.0.0.1,18100

LISTENERADDRESS=
LISTENERPORT=18100
```

The server is starting up message

While the witango server is starting up it moves through several phases of operation. While the server is loading its support libraries and initialising it's 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 initialisation phase will start accepting user requests.

Error

An error occurred while processing your request:

File:

Position:

Class: Internal

Main Error Number: -I070

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

The XML of the taf file is returned

If you receive the XML content of your taf file when requesting a URL this is an indication that the web server plugin is not functioning. This will most likely be due to a misconfiguration. You should check you web server documentation on how to configure plugins. A screenshot of the XML content of your taf file is shown below:

