

Troubleshooting the Installation of the Platform Services

Error	Possible Reason	Solution
<p>Some Platform services cannot start and throw errors like e.g.</p> <pre>[2018-10-22 09:20:45 +0200] C:\E2E_BRIDGE_DATA\nodejs_user-service\repository\util\Tools.js:27 [2018-10-22 09:20:45 +0200] module.exports. getDefaultQueryParams = function getDefaultQueryParams(obj = {}) { [2018-10-22 09:20:45 +0200] ^ [2018-10-22 09:20:45 +0200] [2018-10-22 09:20:45 +0200] SyntaxError: Unexpected token = [2018-10-22 09:20:45 +0200] at exports. runInThisContext (vm.js:53:16) at Module._compile (module.js:373:25) at Object.Module._extensions..js (module. js:416:10) at Module.load (module.js:343:32) at Function.Module._load (module.js:300: 12) at Module.require (module.js:353:17) at require (internal/module.js:12:17) at Object.<anonymous> (C: \E2E_BRIDGE_DATA\nodejs_user- service\repository\util\RBACInitializer.js:6: 13) at Module._compile (module.js:409:26) at Object.Module._extensions..js (module. js:416:10)</pre>	<p>You are trying to to run the Platform Services with an outdated Node.js version.</p>	<p>Update the Node.js version on the system the Platform Services are running on to match the requirements mentioned on Platform Services Installation Guide > Prerequisites.</p>
<p>You cannot login to Process Mining and the user-service log shows:</p> <pre>[15:42:23][ERROR][user-service\service-util /service-util.js/checkRoles()][#92][null] [null] - Invalid user context given (invalid or not found in cache)</pre>	<p>You have not stopped the user-service before loading the initial data, so the user-service has not yet cached the new data. (see Setting up the User Database > Load Initial Data).</p>	<p>Restart the user-service. The user-service rebuilds the data cache on start up.</p>
<p>Some services crash immediately after they are started.</p>	<p>You did not start the services in the correct order.</p>	<p>Please note that prior to version 19.2 the services must be started in the following order:</p> <ol style="list-style-type: none"> 1. service-repository 2. persistent-service 3. file-storage 4. reporting-service 5. user-service 6. mailer-service 7. then all other services