Troubleshooting the Installation of the Platform Services

Error	Possible Reason	Solution

Some Platform services cannot start and throw errors like e.g.
 	
`[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)`
	You are trying to to run the Platform Services with an outdated Node.js version.	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.

You cannot login to Process Mining and the user-service log shows: `[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)`	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).	Restart the user-service. The user-service rebuilds the data cache on start up.
Some services crash immediately after they are started.	You did not start the services in the correct order.	Please note that prior to version 19.2 the services must be started in the following order: 1. service-repository 2. persistent-service 3. file-storage 4. reporting-service 5. user-service 6. mailer-service 7. then all other services