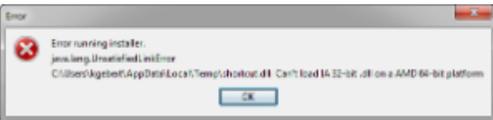


Troubleshooting Bridge Installation

Troubleshooting the Installer

Error	Possible Reason	Solution
The Bridge installer stops and throws a "java heap space" error.	The Java heap space that has been allocated automatically by the system is not sufficient.	The Bridge installer needs about 1GB of Java heap space. Start the Bridge installer with option Xmx to provide more java heap space, e.g. <code>java -Xmx1g -jar <Bridge Installer></code> .
The Bridge installer cannot be started: Error running installer. <code>java.lang.UnsatisfiedLinkError</code> 	You are trying to run the installer with a 64-bit java version.	Start the Bridge installer with a 32 bit java version.
The Bridge cannot be installed: Error running installer. <code>com.ice.jni.registry.RegistryException</code> 	The user that is executing the installation does not have administration rights on the system.	Login with a user that has administration rights, e.g. user Administrator or root . Start the Windows command processor (<code>cmd.exe</code>) with option Run as administrator .
	The operating system installed is neither an English nor a German Windows distribution.	Install the Bridge on an English or a German operating system.
	The operating system is not supported.	Make sure, that the operating system is supported (see the list of supported operating systems).
	An older version of Bridge is already installed.	Uninstall the old Bridge first.

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<p>When selecting the installation directory, the error message The directory is not empty! is displayed.</p>	<p>A former Bridge installation has been found and cannot be updated, because it had been installed by another user.</p>	<p>Either uninstall the previous installation first, or login with the same user that has installed the previous installation. In the latter case, the Bridge Installer will update the Bridge installation.</p>
<p>The Windows service of the Bridge (E2E Console) is not listed in the Windows Services tool.</p>	<p>Bridge service E2E Console is deleted and recreated upon each Bridge update. It can happen, if you did not stop the Bridge server before applying the update and if the Bridge service took too long to stop, that deleting and recreating the service get crossed and the service is not created.</p>	<p>Re-apply the Bridge update.</p>
	<p>The installation has failed.</p>	<p>Remove and re-install the Bridge.</p>
<p>The installer seems to be stalled while "Preparing filesystem".</p>	<p>The Bridge installer touches all files in the installation directories (Bridge_DATA and Bridge_PROG) to set the file access rights. If your Bridge installation contains many unnecessary legacy files, such as old Runtimes, trace or log files, etc., this may take a serious period of time on Windows operating systems.</p>	<p>Clean-up your Bridge installation. Delete the following:</p> <ul style="list-style-type: none"> • old log and trace files from the Bridge_DATA directory • old installation files from Bridge_PROG, such as Runtime, Node.js, JRE, Apache
<p>The Bridge does not start after installation or on system startup.</p>	<p>On Linux systems, the Bridge system user needs a shell to start the Bridge daemon.</p>	<p>Change the Bridge system user as to have a shell.</p>
	<p>Linux systems must use systemd to be able to start the Bridge after installation or on system startup.</p>	<p>Change the Linux installations as to use systemd.</p>

No Connection to the Web Interface

Problem	Possible Reason	Solution
<p>The Bridge cannot be started in the browser.</p>	<p>The Windows service (E2E Console) respectively the E2E Console background daemon has not been started yet (see section Bridge Web Page cannot be displayed).</p>	<ul style="list-style-type: none"> • Open the Windows Services tool and start the Bridge service E2E Console manually, respectively start the Bridge background daemon E2E Console. • Change the status of the Bridge service to automatic.
	<p>The E2E Console background daemon does not start.</p>	<p>On UNIX systems, the Bridge system user needs a shell to start the E2E Console background daemon. Change the Bridge system user as to have a shell.</p>
	<p>You are using current versions of Chrome, Firefox, or Internet Explorer with a Bridge version 6.0.52.5 or lower and get one of the following error messages:</p> <p><u>Chrome:</u> "Your connection is not private."</p> <p><u>Firefox:</u> "Secure connection failed."</p> <p><u>Internet Explorer:</u> "This page can't be displayed."</p>	<ul style="list-style-type: none"> • The JRE 1.6 of the Bridges version 6.0.52.5 or lower cannot generate keys that are good enough for a secure SSL communication. Upgrade to a Bridge version 6.0.53.1 or higher. • In Firefox, you have the possibility to enable the weak options: <ul style="list-style-type: none"> ◦ Enter about:config in the Firefox location bar. ◦ Accept the next security warning. ◦ Enter security.ssl3.dhe_rsa_aes in the search field. You get two entries. ◦ Change both entries with a double click to false. You do not have to restart Firefox. <div data-bbox="695 1104 1065 1213" style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>Please note: This is a global option in Firefox and applies to all connections.</p> </div>

	<p>You updated your Bridge installation to version 6.0.53 or higher without deleting file e2e_bridge_prog/servlets/server.xml (see E2E Bridge Release Notes).</p> <p><u>Firefox error:</u></p> <pre>Secure Connection Failed An error occurred during a connection to abc.your.domain:8080. SSL received a record that exceeded the maximum permissible length. (Error code: ssl_error_rx_record_too _long) The page you are trying to view cannot be shown because the authenticity of the received data could not be verified. Please contact the website owners to inform them of this problem.</pre> <p><u>Chrome error:</u></p> <pre>SSL connection error ERR_SSL_PROTOCOL_ERROR Hide details Unable to make a secure connection to the server. This may be a problem with the server, or it may be requiring a client authentication certificate that you don't have.</pre>	<p>Stop the Bridge, delete file e2e_bridge_prog/servlets/server.xml, and re-run the same update.</p>
	<p>The browser is not supported.</p>	<p>The Bridge supports the latest versions of the following browsers:</p> <ul style="list-style-type: none"> • Google Chrome • Mozilla Firefox • Microsoft Edge <p>Additionally, Microsoft Internet Explorer 11 is still supported.</p>
<p>The URL https://localhost:8080 does not open the Bridge.</p>	<p>The proxy is not bypassed for localhost.</p>	<ul style="list-style-type: none"> • Mozilla, or Firefox browsers: Make sure that you have chosen Direct connect to the Internet or no proxy for: localhost in the browser settings. • Internet Explorer browsers: Make sure that no proxy is used for local addresses. Choose Bypass proxy server for local addresses in the browser settings. • Instead of localhost you can also write the IP address or the full computer name (see in the Windows system properties: right mouse click on My Computer, Properties). For instance https://e2ebridge.e2e.ch:8080 .

The Bridge cannot be started in the browser resp. no security alert relating the installed default certificate has been displayed.	The browser's security policy does not allow displaying the web site without a certificate whose certifying authority is trusted.	Check the browser's security or privacy settings.
	If you are connecting the web site via a proxy or a firewall, the content may be filtered due to the default certificate whose certifying authority is not trusted.	Ask your network administrator to not filter content for the used Bridge URL.

Login Fails

Problem	Possible Reason	Solution
Login fails on Bridge.	User id and/or password are wrong.	<ul style="list-style-type: none"> User id and password are case sensitive (make sure, that caps lock is not on). User id for the administrator: admin The administrator password was set during the Bridge installation.
Login fails but user id and password are correct.	The Bridge has not been properly installed.	Remove and re-install the Bridge.
	You tried to update an old Bridge installation.	Remove and re-install the Bridge.
After login with correct user id and password, the empty login page is displayed again.	Most probably, cookies are blocked in the browser. The cookie is needed to store the session id.	Check the privacy level respectively the cookie settings in your browser and accept cookies.
Password of user admin is not known anymore.	You cannot remember the password of the user admin .	Uninstall the Bridge without removing the Bridge data and re-install it again. The deployed services will not be removed and are available again after re-installation.
The login fails, and the browser shows an Apache Tomcat error message.	Most likely, the reason is that you used a wrong bookmark respectively favorite.	<p>Make sure that the bookmark respectively favorite target to the Bridge user interface starting page is correct, e.g.</p> <ul style="list-style-type: none"> https://localhost:8080/admin https://<your host name>:8080/admin https://<your host name>/pasdoc/bridge/admin/Console/ <p>No additional paths may be added to the URL like login.jsp in https://localhost:8080/admin/login.jsp.</p>
After a certain time of inactivity, you have to login into the Bridge again.	The Bridge session expires after approximately 24 hours of inactivity (see Login). In this case, the next action will require a new login with user id and password.	Login once again.

<p>You get the following error upon trying to login:</p> <pre> javax.net.ssl. SSLHandshakeExcepti on: Certificates do not conform to algorithm constraints </pre>	<p>Your Bridge installation uses a Bridge certificate with the deprecated MD5 algorithm.</p>	<p>Update the proxy certificate of your Bridge installation e.g. with one using the SHA256 algorithm. As you cannot login, you need to update the certificate in the installation folder:</p> <ol style="list-style-type: none"> 1. Stop the Bridge service. 2. Copy <your Bridge data directory>\servlets\conf\tomcat.keystore from another running installation. 3. Start the Bridge service. 4. Renew the Bridge certificate as described on Managing the Bridge Certificate. 5. Restart the Bridge service.
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Internet Explorer Throws UI Layout Warning

Problem

When wanting to access the Bridge with Internet Explorer, a warning similar to the following is displayed:

UI Layout Initialization Warning
The layout-container "DIV/#layout" has no height.

Solution

You are trying to access the Bridge with Internet Explorer in **Compatibility View**. This is not possible.

Change the **Compatibility View Settings** of Internet Explorer in such a way that the Bridge administration interface is displayed in normal mode:

- Uncheck **Display intranet sites in Compatibility View**, if checked.
- Remove localhost from the list of websites, that are added to compatibility mode.

For more information on the compatibility view refer to [Introducing Compatibility View](#) in the Microsoft blogs.

Tomcat Configuration Lost

The BRIDGE Installer overwrites file **server.xml** upon updating the BRIDGE. The old server.xml is copied to **server.xml.old**. If you changed the server.xml of your BRIDGE installation (to e.g. apply an individual Tomcat configuration), you can re-apply your changes from the copy.