

# ISSUE: AhsayCBS web console cannot be accessed (browser keeps loading with no response)

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**Product Version:**

Ahsay Software: 8.1 or above

OS: Windows

## Problem Description

AhsayCBS web console cannot be accessed, the web browser continues to load with no response.

Further checking on the cbs\_context\_YYYY-MM-DD.log, rdr\_context\_YYYY-MM-DD.log or rps\_context\_YYYY-MM-DD.log, the following initializing error messages were found:

```
DD-MMM-YYYY hh:mm:ss INFO [hostname-startStop-1]
org.apache.catalina.core.ApplicationContext.log [ContextListener.contextInitialized - RDR]
Start
DD-MMM-YYYY hh:mm:ss SEVERE [hostname-startStop-1]
org.apache.catalina.core.ApplicationContext.log [ContextListener.contextInitialized - RDR]
Initializing Error
    java.lang.NullPointerException
        at com.ahsay.rdr.core.Config.parseLicense(Unknown Source)
        at com.ahsay.rdr.core.Config.init(Unknown Source)
        at com.ahsay.rdr.www.ContextListener.contextInitialized(Unknown Source)
        at
org.apache.catalina.core.StandardContext.listenerStart(StandardContext.java:4699)
    at
org.apache.catalina.core.StandardContext.startInternal(StandardContext.java:5165)
    at org.apache.catalina.util.LifecycleBase.start(LifecycleBase.java:183)
    at org.apache.catalina.core.ContainerBase$StartChild.call(ContainerBase.java:1412)
    at org.apache.catalina.core.ContainerBase$StartChild.call(ContainerBase.java:1402)
    at java.util.concurrent.FutureTask.run(FutureTask.java:266)
    at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1149)
    at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:624)
    at java.lang.Thread.run(Thread.java:748)
```

Note: The above error suggests that the RDR module of the AhsayCBS service cannot be initialized.

## Cause

This issue can occur if the configuration file(s) of the CBS, RDR, or RPS module of AhsayCBS is corrupted.

## Resolution

According to the log files which you found the error (e.g. cbs\_context\_YYYY-MM-DD.log, rdr\_context\_YYYY-MM-DD.log or rps\_context\_YYYY-MM-DD.log), recover the corresponding configuration file(s) from the .1, .2, .3, or the subsequence files.

The config \*.xml / \*.json files can be found in the installation conf folder at %CBS-Install-Home%\conf

In the above example, the error messages were found in the rdr\_context\_YYYY-MM-DD.log file, which suggests that the RDR module cannot be initialized. Therefore, we should take a look at the RDR module configuration files:

- rdr.json
- rdr.xml
- rdr-lic.json
- rdr-license.xml

1. Check by opening the .json and .xml file(s) with a text editor to see if there is any strange character in the file.
2. Check if the .json and .xml file(s) is empty (0 kb in size), which may suggests that the file is corrupted.
3. For any corrupted config file(s), recover a previous version of the file by renaming .xml.1, .xml.2, .xml.3, or other subsequence xml file to .xml. For example, if the rdr.xml file is corrupted, then move the corrupted rdr.xml file out of the AhsayCBS installation conf folder, and rename rdr.xml.1 to rdr.xml.
4. Restart the AhsayCBS service.

## Keywords

web, console, inaccessible, loading, load

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