



Document - CS123560

Document Information

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Type	Article
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Document Details

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Title	Troubleshooting Integrity Client startup problems on UNIX/Linux/Solaris
Description	<p>Integrity Client startup fails</p> <ul style="list-style-type: none"> .JVM Bind error Client already running Cannot install service pack over current version Hotfix <> for release <> cannot be installed over release <> Service pack <> for release <> cannot be installed over release <> Attempt to launch MKS Integrity Client Timed out Unhandled Exception c0000005 immediately after attempting client launch SI or IM commands failing when being called from an AJAX request Attempt to launch Integrity Client timed out. To solve this please try the following: <ul style="list-style-type: none"> Verify that the user you are logged in as has read and write permissions to the Integrity Client install directory. Make sure the Integrity Client install directory is the very first entry in the path
Applies To	<ul style="list-style-type: none"> Integrity All Releases UNIX Linux Solaris
Cause	<ul style="list-style-type: none"> Some known causes on UNIX-based operating systems include: <ul style="list-style-type: none"> Incorrect filesystem permissions on the Integrity Client directories and files /etc/passwd file is not world-readable User starting Integrity Client does not exist in /etc/passwd <ul style="list-style-type: none"> Integrity runs a C-level getpwUID command to fetch the user information Port 31000 is already in use Ajax requests can fail due to incorrect Apache configuration Other causes are more general so please see the Resolution field below for corrective actions
Resolution	<ul style="list-style-type: none"> Check the \$PATH environment variable to ensure the <IntegrityClient>/bin dir is the first entry (This is a must!) Ensure no other Integrity process is running (ps -ef) Ensure you have Read and Write permissions to the ../IntegrityClient/bin/ directory Ensure that the system's /etc/passwd file is World-readable (chmod o+r /etc/passwd) Integrity Client fails to start when running under an user account not defined locally on the machine <ul style="list-style-type: none"> When blimp logging is active, failing to fetch the username is displayed via: 1382377647 4 ../blimputil.c:61 - pwd is NULL Configure NSS correctly so the C-level getpwUID call succeeds Verification: /usr/bin/getent -s sss passwd <user> or /usr/bin/getent -s ldap passwd <user> Make sure no MKS_SERVICE_PACK environment variable is set Temporarily disable Firewalls/Antivirus if possible Delete (Will lose any client view/layout customizations) or rename the following files/folders from \$HOME: <ul style="list-style-type: none"> .mks IntegrityClient.rc ICServicePack Remove following old cookie files after each configuration change from \$HOME: <ul style="list-style-type: none"> .IntegrityClient.rcusername_IcRun .IntegrityClient.rcusername_IcStart .IntegrityClient.rcusernameCookie

- Verify the client port is not used by another application
 - Run the command `ps -ef | grep 31000`
- Try setting a different port in the `<IntegrityClient>/IntegrityClientSite.rc` file if 31000 is in use (`IntegrityClient.port=31001`)
- If still unable to start client, turn on Blimp logging
 - Create an empty `IntegrityClient.rc` file in the `$HOME` directory
 - Add the following lines:
 - `blimp.debugLogFile=<path to output>/blimp.log`
 - `blimp.debugLogLevel=10`

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• If the above steps did not resolve the problem please [contact PTC Support](#)

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Type	Number	Status	Description	Customer Name [PTC Internal]	Customer Number [PTC Internal]	Severity [PTC Internal]	Escalation Level [PTC Internal]
Case	11211727	Closed	Integrity Client does not start on Linux Ubuntu	BOSCH REXROTH	264588	Severity 1 - Business Critically Impacted	
Case	11276220	Closed	Integrity Client Timed out error even path variable present	CONTINENTAL	25130	Severity 3 - General Question Low Impact	
Case	11306135	Closed	Linux client issue: Could not create the requested user interface	ABBOTT LABORATORIES	25220	Severity 1 - Business Critically Impacted	
Case	11346619	Closed	error when running Integrity 10.2 client on Windows XP SP3 (32bit)	EXELIS INC	449273	Severity 2 - Business Moderately Impacted	
Case	11362243	Closed	Unix client has problems connecting to Integrity server.	JOHNSON CONTROLS INCORPORATED	665	Severity 2 - Business Moderately Impacted	
Case	11383349	Closed	Error connecting to server	JOHNSON CONTROLS INCORPORATED	665	Severity 2 - Business Moderately Impacted	
Case	11468133	Closed	Get client errors on many users when starting the clients on Win XP.	EXELIS INC	449273	Severity 2 - Business Moderately Impacted	
Case	11499904	Closed	Customer is trying to run a CLI command via an Ajax request.	TRAVELPORT LP	444665	Severity 2 - Business Moderately Impacted	
Case	11633246	Closed	System requirements for Integrity client - Linux Suse 11.3 Desktop	PROTOM INTERNATIONAL, INC.	443914	Severity 2 - Business Moderately Impacted	
Case	11640374	Closed	Cannot start MKS Integrity Client. IntegrityClient.log states "java.lang.OutOfMemoryError: PermGen space" repeatedly and keeps retrying, but IC never opens. Happened first time when I accidentally clicked "Expand All" in IC	CANADIAN LIGHT SOURCE INCORPORATED	417699	Severity 1 - Business Critically Impacted	
Case	11659294	Closed	Unable to run client as specific user on Red Hat	NOKIA	17406	Severity 1 - Business Critically Impacted	M0
Case	11689755	Closed	Runtime dependencies for Integrity Client on 64-bit Linux systems	HEWLETT PACKARD	435	Severity 2 - Business Moderately Impacted	
Case	11693070	Closed	Fail to run si command from unix. Please contact my co-worker Nick or Yuri as I has their ext number in callback phone in this ticket.	CGI ISMC INC	282849	Severity 2 - Business Moderately Impacted	
Case	11718344	Closed	Cannot run CLI commands on command-line.	NOKIA	17406	Severity 2 - Business Moderately Impacted	
Case	11766661	Closed	Cloud not start Integrity client on linux: No instance properties file was specified.	BIOTRONIK SE & CO. KG	277123	Severity 2 - Business Moderately Impacted	

Case	11767469	Closed	Integrity Client does not work with Active Directory Accounts under Linux	SMA SOLAR TECHNOLOGY AG	311833	Severity 3 - General Question Low Impact	
Case	11840441	Closed	Attempt to launch MKS Integrity Client Timed out with Linux	AMADEUS GERMANY GMBH	446848	Severity 2 - Business Moderately Impacted	
Case	11857853	Closed	After uninstall client MKS 2009 and install Integrity 10.4, a user gets error message: "Service Pack 005-01 for release 4.10.0 cannot be installed over release 10.0.0"	TJX COMPANIES INC	439513	Severity 3 - General Question Low Impact	
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Case	11860990	Closed	Error when starting Integrity Client on Linux	PTC	341	Severity 2 - Business Moderately Impacted	
Case	11877798	Closed	Integrity Client 10.4 doesn't start on a Red Hat Enterprise Server 6. If I do this in a command prompt : \$ cd IntegrityClientDirectory \$./bin/IntegrityClient login.conf IntegrityClient does not launch.	PTC	341	Severity 3 - General Question Low Impact	
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Case	11951591	Closed	Attempt to launch MKS Integrity Client timed out. Verify user has r/w to install directory, make sure Integrity Client is first entry in path. (Cannot uninstall application either.)	FEDERATED MUTUAL INSURANCE	444567	Severity 2 - Business Moderately Impacted	
Case	12000479	Closed	Performance Analysis for Integrity Server / Client Performance when exporting large documents.	EDWARDS LIFESCIENCES CORPORATION	143497	Severity 3 - General Question Low Impact	
Case	12049447	Closed	Cannot run 'si connect' from UNIX machine	MOODY'S INVESTORS SERVICE	444662	Severity 2 - Business Moderately Impacted	
Case	12079826	Closed	Client connection time out error message appears while trying to launch Integrity Client .Attempt to launch Integrity Client timed out.	PTC	341	Severity 1 - Business Critically Impacted	
Case	12102055	Closed	Integrity Client - Timeout when launching client	LTI DRIVES GMBH	290652	Severity 3 - General Question Low Impact	
Case	12120063	Closed	Cannot run Linux integrity client in a Redhat environment	CUMMINS INC	748	Severity 2 - Business Moderately Impacted	
Case	12130413	Closed	every first time integrity is started there is an error. How can we remove this?	BANG & OLUFSEN A/S	11280	Severity 2 - Business Moderately Impacted	
Case	12216303	Closed	*** MKS124813: Could not create the requested user interface: Could not initialize class sun.awt.X11.XToolkit si: Received an unknown command from Integrity Client. On Unix environment.	TORONTO DOMINION BANK	445424	Severity 2 - Business Moderately Impacted	
Case	12236876	Closed	Assistance installing Integrity Client on Linux	MOODY'S INVESTORS SERVICE	444662	Severity 2 - Business Moderately Impacted	
Case	12247420	Closed	Integrity Client not starting on RHEL 7	ROBERT BOSCH	9842	Severity 2 - Business Moderately Impacted	
Case	12293885	Closed	Linux Client will not install	EXELIS INC	449273	Severity 2 - Business Moderately Impacted	
Case	12354702	Closed	Integrity client Installation logs on Linux with XServer	DCNS	103834	Severity 3 - General Question Low Impact	
Case	12401865	Closed	Verify that the user you are logged in as has read and write permissions to the Integrity Client install directory Make sure the Integrity Client install directory is the very first entry in the path getting above error	CUMMINS INC	748	Severity 1 - Business Critically Impacted	
Case	12431767	Closed	Client on SUSE Linux - error	FIELDGLASS, INC	445029	Severity 2 - Business Moderately Impacted	

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