

Web interface not running (Linux)

Problem

Web interface is not responding.

Solution

Web interface is started via browser using Tomcat and PostgreSQL service. The interface is access by typing `http://netvizura_server_ip:8080/netvizura`.

Follow these steps:

1. Check if your IP is correct
2. Check if port 8080 is open on the NetVizura server
3. Check if tomcat service is up (using `top` command)
 - a. if not, try to start it (`service tomcat6 start`)
 - b. if it can not be started check which services are installed:
 - i. The listing of `/etc/init.d`
 - ii. The listing of command `service --status-all`
4. Check if PostgreSQL is up (`service postgresql-9.3 status`)
 - a. if not, try to start it: `service postgresql-9.3 start`



Note

`tomcat6` and `postgresql-9.3` are examples of Tomcat and PostgreSQL installation. Name of services and their versions on your server may differ.

If the problem persists please contact us at support@netvizura.com and send us the following:

1. On which virtual (or physical) platform have you installed NetVizura (VMWare Workstation, Proxmox, Xen, physical machine...)
2. The outputs of commands ran in step 3.b. above
3. Entire zipped directory `/var/log/tomcat6/`
4. Entire zipped directory `/var/lib/pgsql/9.3/data/pg_log/`
5. Entire zipped directory `/var/log/netvizura/`