GENESYS™

Composer Help

Tomcat Service Failed to Start

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Start Tomcat and **Stop Tomcat** toolbar buttons can be used to control the bundled Tomcat service from within the Integrated Development Environment. In some cases, using these buttons may display error messages.

```
Failure in Starting Tomcat Service. Composer Tomcat could not be started

Failure in Stopping Tomcat Service. Composer Tomcat could not be stopped
```

If you receive these error messages, close Eclipse (or Composer) and run `Eclipse.exe` (`Composer.exe`) as administrator by right clicking the file and selecting **Run as Administrator**. This provides administrator permission to the integrated development environment and enables it to start/stop the Tomcat service.

If the **Start Tomcat** button is clicked when the service is already started, this message is displayed:

```
Failure in starting Tomcat Service
Reason:
Tomcat Service could not be started.
Please check if Tomcat is already running.
```

Tomcat Windows Service

Composer bundles Tomcat and deploys it as a Windows Service called ComposerTomcat. If you receive a message indicating that the Tomcat Service failed to start, please check the following:

1. From **Control Panel** > **Administrative Tools** > **Services**, check to see if the `ComposerTomcat` service is started.

2. If the service is not started, open up the log files in `${ComposerInstalledPath}/tomcat/logs` and look for an error that looks like: `java.net.BindException: Address already in use: JVM_Bind`.

3. If you see this error, it means that the port specified in the Tomcat configuration screen in the installer wizard is already in use. Uninstall Composer and reinstall using a different value for the Tomcat port.

Another place to check is the `composer_global.properties` in the installed location `<program files/GCTI/Composer 8.1/>`. It should show the correct Tomcat port number e.g. `TOMCAT_PORT=8082`

Note: The port number for Tomcat entered during Composer installation and the port number in Composer preferences should match.