

AIP Console - Troubleshooting

- [AIP Console or AIP Node package will not start](#)
 - [liquibase.lockservice.StandardLockService - Waiting for changelog lock....](#)

 **Summary:** A list of issues and problems that may occur and how to solve them.

AIP Console or AIP Node package will not start

If the AIP Console package or AIP Node package(s) will not start (whether using a Windows Service or batch files to start the packages) the following log files should first be checked to see whether any relevant information has been recorded:

- %PROGRAMDATA%\CAST\AipConsole\AipConsole\logs\webi_error.log
- %PROGRAMDATA%\CAST\AipConsole\AipConsole\logs\webi.log
- %PROGRAMDATA%\CAST\AipConsole\AipNode\logs\cmsapi_error.log
- %PROGRAMDATA%\CAST\AipConsole\AipNode\logs\cmsapi.log

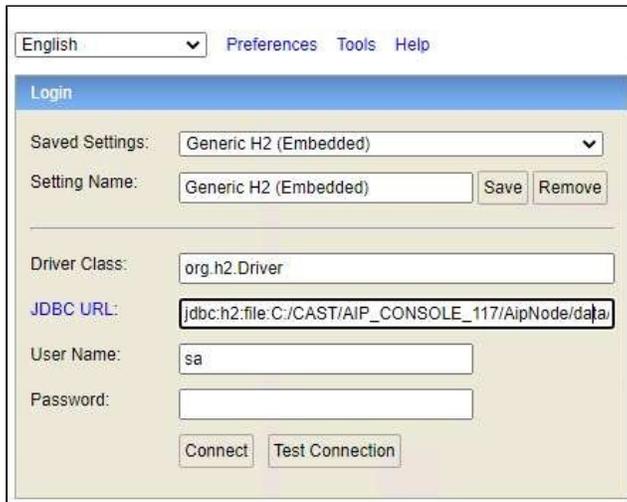
If anything relevant has been recorded and is listed in this page, please follow the remediation instructions below, otherwise, please [open a ticket with CAST Support](#) quoting the message from the log.

liquibase.lockservice.StandardLockService - Waiting for changelog lock....

Symptoms	<p>The issue:</p> <ul style="list-style-type: none">• will cause the associated package to not start:<ul style="list-style-type: none">• AIP Console will not respond - a 404 "page not found" will be displayed when attempting to access the AIP Console front-end• the AIP Node will appear to be "down" in AIP Console.• will cause the following entries to be posted to the following log files:<ul style="list-style-type: none">• %PROGRAMDATA%\CAST\AipConsole\AipConsole\logs\webi.log• %PROGRAMDATA%\CAST\AipConsole\AipNode\logs\cmsapi.log <pre>15:47:45.771 [main] INFO liquibase.executor.jvm.JdbcExecutor - SELECT LOCKED FROM PUBLIC. DATABASECHANGELOGLOCK WHERE ID=1 15:47:45.771 [main] INFO liquibase.lockservice.StandardLockService - Waiting for changelog lock....</pre> <ul style="list-style-type: none">• cannot be cleared by attempting to restarting the AIP Console or AIP Node package
Description	<p>Both the AIP Console and AIP Node packages use a H2 Java database to store persistent data. These database are located here:</p> <ul style="list-style-type: none">• %PROGRAMDATA%\CAST\AipConsole\AipConsole\db• %PROGRAMDATA%\CAST\AipConsole\AipNode\db <p>During certain operations such as (but not limited to) upgrading to a new release of AIP Console/AIP Node, an issue may occur which causes the H2 Java database to remain locked. This will prevent the relevant package from starting.</p>
Resolution	<p>The first step is to ensure that the relevant package is shut down (either AIP Console or AIP Node) - stop the Windows Service or close the running CMD Windows.</p> <p>Next, to resolve this issue, you need to run a query against the H2 Java database to remove the lock manually. To do this, CAST provides the H2 Java database client with both the AIP Console and AIP Node packages. This can be run using a batch file also provided in the package. Ensure you choose the appropriate batch file according to the package in which the error is occurring:</p> <ul style="list-style-type: none">• %PROGRAMFILES%\CAST\AipConsole\AipConsole\admin\run-h2-console.bat• %PROGRAMFILES%\CAST\AipConsole\AipNode\admin\run-h2-console.bat <p> You should run these batch files with elevated administrative permissions - in other words:</p> <ul style="list-style-type: none">• Open a command prompt (CMD) using the right click "Run as Administrator" option.• Using the CMD window, move to the relevant location on disk where the batch file is stored e.g.: cd %PROGRAMFILES%\CAST\AipConsole\AipConsole\admin or cd %PROGRAMFILES%\CAST\AipConsole\AipNode\admin• Then run the batch file itself: run-h2-console.bat

This batch file will launch the following interface in the default browser:

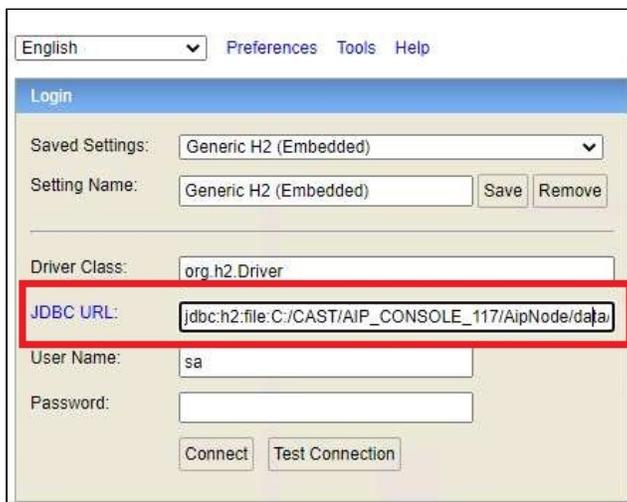
[Click to enlarge](#)



The screenshot shows a web-based login interface for H2 database. At the top, there is a language dropdown set to 'English' and navigation links for 'Preferences', 'Tools', and 'Help'. Below this is a 'Login' section with a blue header. It contains a 'Saved Settings' dropdown menu currently set to 'Generic H2 (Embedded)'. Underneath is a 'Setting Name' field with the same text and 'Save' and 'Remove' buttons. The 'Driver Class' field is filled with 'org.h2.Driver'. The 'JDBC URL' field is highlighted with a red border and contains the text 'jdbc:h2:file:C:/CAST/AIP_CONSOLE_117/AipNode/data'. The 'User Name' field is filled with 'sa' and the 'Password' field is empty. At the bottom of the form are 'Connect' and 'Test Connection' buttons.

The **JDBC URL** field should already be populated with the correct URL to access the H2 Java database, however, you can check this is correct by opening the following files and searching for the line `spring.datasource.url:`

- %PROGRAMDATA%\CAST\AipConsole\AipConsole\aipConsole.properties
- %PROGRAMDATA%\CAST\AipConsole\AipNode\aip-node-app.properties



This screenshot is identical to the one above, showing the H2 database login interface. The 'JDBC URL' field, which contains 'jdbc:h2:file:C:/CAST/AIP_CONSOLE_117/AipNode/data', is highlighted with a red rectangular border to draw attention to it.

Click **Connect** to connect to the H2 Java database:

[Click to enlarge](#)

English Preferences Tools Help

Login

Saved Settings: Generic H2 (Embedded)

Setting Name: Generic H2 (Embedded) Save Remove

Driver Class: org.h2.Driver

JDBC URL: jdbc:h2:file:C:/CAST/AIP_CONSOLE_117/AipNode/data

User Name: sa

Password:

Connect Test Connection

If the connection is refused, please remove **AUTO_SERVER=TRUE** from the end of the JDBC URL.

When connected, select the **DATABASECHANGELOGLOCK** table:

Click to enlarge

The screenshot shows the H2 console interface. On the left, a tree view of database tables is shown, with **DATABASECHANGELOGLOCK** highlighted with a red box. On the right, the SQL statement tab is active, showing the query `SELECT * FROM DATABASECHANGELOGLOCK;` and the resulting table:

ID	LOCKED	LOCKGRANTED	LOCKEDBY
1	FALSE	null	null

Below the table, it indicates "(1 row, 7 ms)" and an "Edit" button.

In the **SQL statement** tab, paste in the following query, removing any query that is already present in the tab:

```
UPDATE DATABASECHANGELOGLOCK set LOCKED=false, LOCKGRANTED=null, LOCKEDBY=null where ID=1;
```

Click to enlarge

The screenshot shows the SQL Developer interface. On the left is a tree view of a database schema with nodes like ANALYSIS_NODE, APPLICATION, and DATABASECHANGELOG. The main window contains a query editor with the following SQL statement: `UPDATE DATABASECHANGELOGLOCK set LOCKED=false, LOCKGRANTED=null, LOCKEDBY=null where ID=1;`. A red box highlights the **Run** button and the SQL statement. Below the editor, the execution results are displayed: `UPDATE DATABASECHANGELOGLOCK set LOCKED=false, LOCKGRANTED=null, LOCKEDBY=null where ID=1;`, `Update count: 1`, and `(5 ms)`.

Now run the query by clicking the **Run** tab:

Click to enlarge

This screenshot is identical to the one above, showing the same SQL Developer interface with the SQL statement and execution results. A red box highlights the **Run** button, which is the focus of the instruction.

Finally restart the AIP Console or AIP Node package.