What to do when ORNG does not work.

Setting up ORNG in Profiles RNS is complex. Fortunately, you only have to do it once per server and it is a repeatable process, but it is rare to run through the installation for the first time and have everything work. The following list includes a few things to look for if ORNG is not working properly.

- Make sure Tomcat is up and running, and make sure that your host and port in ORNG.TokenService make sense for your Profiles RNS server. Sometimes your server will "see" itself as a different host name than you would expect and as a result, the IIS components cannot connect to the service. When this happens, ORNG will fail in non-obvious ways. The best way to test things is to find a telnet client and try and connect to the host and port as configured in Web.Config. One thing to note: on many Windows machine using a value of "localhost" will not work for the host setting.
- Make sure that your shindig.host and shindig.port arguments in the Tomcat/Java configuration are correct! By necessity these are in a different part of the configuration than the rest of Profiles/ORNG and they are easy to forget about.
- Check the Tomcat logs and IIS logs. It is not unusual for an exception to remain hidden in the UI but be visible in the logs.
- Make sure that your web server can connect to the URL's listed in the [ORNG.][Apps] table. Keep in mind that when someone accesses an ORNG application on a Profiles RNS web page, it isn't the browser that needs to connect to these URL's, it's the Profiles RNS web server. If required, you can move the applications to a different web server if required. The applications are just static files and the example ones provided with Profiles RNS are free for you to copy and/or alter as needed.
- Use the sandbox at http://[Your Profiles RNS URL]/ORNG and run ORNG applications in the Javascript debugger. All the major browsers now support strong Javascript debugging. If you want to alter or build ORNG applications, you will need to learn how to use these debuggers.
- If all else fails, contact the ProfileRNS user group or Eric Meeks (eric.meeks@ucsf.edu).