Pivot4J Installation Problems and Solutions

This document contains selected comments about installation problems with Pivot4J and associated software (JRE and Pentaho BI Server). I have assembled these comments to provide a more convenient reference. Usage of pronouns refers to posters, not to my personal experience.

**Problem**

**Title:** Bi server 6.0 + pivot4j 0.9 or bi server 5.3 + pivot4j 1.0.

**Description**

* I downloaded the Pentaho Business Analytics Platform and did all the above (including creating a new system variable), and I still don't have the option for pivot4j view (when clicking the create new button). In addition I'm using Windows and have both jre7 and jre8.What do I need to do?

**Solutions**

* This usually happens when you install bi server 6.0 + pivot4j 0.9 or bi server 5.3 + pivot4j 1.0.You should install bi 6.0 + pivot4j 1.0 or bi server 5.3 + pivot4j 0.9. I experienced some other issues with bi 6.0 + pivot4j 1.0, so I would really recommend server 5.3 + pivot4j 0.9. Also check that you downloaded pivot4j plugin and not the core version from here <http://www.pivot4j.org/download.html>

**Problem**

**Title:** Mac installation

**Description**

* I'm having difficulty trying to access localhost:8080. I have a macbook and tried following the instructions suggested by a few folks in this thread, but to no avail.

**Solutions**

* On Mac, I used a combination of the following successfully:
  + JDK-8U66-macosx-x64.dmg
  + pivot4J-pentaho-1.0-SNAPSHOT-plugin.zip
  + biserver-ce-6.01.0-386.zip
* I was initially getting error when trying to launch the http://localhost:8080/ but I later found out that that was because I had to 'enter' after OK in the terminal.
* Also, I was not able to see the Pivot4J plugin under file->new on the home page of the user console (after logging in as admin). This is where the instructions document did not specify any instructions for mac users (for connecting biserver and the Pivot4J plugin. I followed the same procedure recommended for windows and copied the Pivot4J unzipped folder under biserver-ce\pentaho-solutions\system. Then closed the user console, used the stop command in terminal and again used start command, launched console again, logged in as admin and it worked! I could see Pivot 4J after that.

**Problem**

**Title:** Pentaho Apache Tomcat server and ports

**Description:**

* As recommended I installed bi-server CE 5.3.00-213. Unzipped the file and copied the unzipped directory to the program files/pentaho. I download the pivot4-pentaho-0.9 plugin. I unzipped it and put it in the right directory. I also installed java 7 and updated the system variable. I ran the start pentaho.bat file (run as administrator) the console (although there were a lot of errors at first) has the message that the server started. So I'm assuming that it is running. But yet, when I start the localhost/8080 it does not give me the user console login where I can select to login as the evaluator. What am I missing?
* I have installed biserver-ce-5.3.0.0-213 + jre7 + pivot4j 0.9 but it returns an error. "Exception opening port "H2 TCP Server (tcp://169.254.31.197:9092)" (port may be in use), cause: "timeout" [90061-131]"
* I installed 5.3.0.0-213; and am able to start it but when I try to go to localhost:8080/ I get prompted to login with a message The server localhost is asking for your user name and password. The server reports that it is from XDB. This happens on two different machines, both with version 6.0 and 5.3. Oracle is set up ok, the Java run time 7 is installed, and the environment variable is added. Anyone have any insights? The user console screen never appears; I can't get past the authentication.

**Solutions:**

* Perhaps this should be documented in the instructions. My problem was that I do have Oracle installed on my computer which has oracle HTTP Server. Pentaho uses Apache Tomcat server, both of them use port 8080. So when I was starting the Pentaho server, it was failing on that port. One can change the Oracle HTTP server default port, stop the Oracle HTTP server so it does not impact Pentaho or change the default port server for the Pentaho Tomcat. I opted to change the default Pentaho Tomcat port from 8080 to 8081. I now execute locahost: 8081 successfully and also have the Oracle HTTP server running as well.

1. Stop the pentaho server
2. Find and edit server.xml file to change port 8080 to 8081 (or any other port that is available). This file is in: Program Files/Pentaho/bi-server-ce/tomcat/conf.
3. Find the following within the server.xml file (where port is 8080 and change it to 8081: <Connector URIEncoding="UTF-8" port="8081" protocol="HTTP/1.1" connectionTimeout="20000" redirectPort="8443" />
4. Note that you might need to provide administrator rights so you can update a file within Program Files. The way I did it was to copy the file outside the program files, changed it and then replace the existing file. (I always make copies before I make changes though).
5. Start the server again. This time you should see (if your problem is similar to mine) that the server started and that you can invoke pentaho using 8081 instead of 8080

**Problem**

**Title:** HTTP Status 500 - java.lang.ClassNotFoundException: org.apache.jsp.index\_jsp

**Description:**

* I have tried installing pentaho and pivot4j as i followed the instructions but is not working. At the localhost I got HTTP Status 500 - java.lang.ClassNotFoundException: org.apache.jsp.index\_jsp type Exception report message java.lang.ClassNotFoundException: org.apache.jsp.index\_jsp

**Solutions:**

* If you are using a Windows System, here is the likely reason why you may not be able to see the "pivot4j" drop-down. Under the System Properties | Advanced and verify that the Environmental Variables | System Variables Path is set as follows: PENTAHO\_JAVA\_HOME C:\Programs Files\Java\jre7
* A small item that might help in Windows: in the MS Word document PentahoPivot4JInstallation-1.docx instructions to set the new environmental variable, do not enter the quotes included in the text. For the variable name, just enter PENTAHO\_JAVA\_HOME and not "PENTAHO\_JAVA\_HOME". For the variable value, just enter C:\Program Files\Java\jre7 and not "C:\Program Files\Java\jre7". When I used quotes it didn't work; when I removed the quotes everything ran smoothly.
* It is an XML file (Not .bat) and it is under the **Tomcat -> Conf** folder. The command window goes away because of the port 8080 settings. It will stay after you make this change. Remember to start the 'start pentaho' file using 'Run as Administrator'. <!-- A "Connector" represents an endpoint by which requests are received and responses are returned. Documentation at : Java HTTP Connector: /docs/config/http.html (blocking & non-blocking) Java AJP Connector: /docs/config/ajp.html APR (HTTP/AJP) Connector: /docs/apr.html Define a non-SSL HTTP/1.1 Connector on **port 8081** --> <Connector port**="8081**" redirectPort="8443" connectionTimeout="20000" protocol="HTTP/1.1" URIEncoding="UTF-8"/>

**Problem**

**Title**: Installing Pentaho on Linux

**Description**:

* Has anybody successfully installed Pentaho on Linux OS? I am getting the error "Requested resource not found". I even changed the port to 8181 in server.xml but I don't seem to be able to get this running. I am using biserver-ce-5.3.0.0+JRE7+pivot4j-pentaho-0.9-plugin as mentioned in the course. If anybody was successful installing this on Linux, please do help me out. Thank you.

**Solutions**:

* I use Ubuntu and did not have this problem. The main problem was to make pivot4j visible in biserver, which was solved by updating the plugin in the Marketplace. Basically what I did was downloading; extracting files and start the service like described in the user guides.
* I used pivot4j 1.0, regarding installing it, if you are heve some troubles take a look at: <http://stackoverflow.com/questions/33827230/pivot4j-not-showing-int-pentaho-business-analytics-community-edition/34560951#34560951>

Problem

**Title**: Pentaho 5.3/pivot4j 0.9 Install Problem on Mac

**Description**:

* Had issues getting Pentaho 5.3/Pivot4J 0.9 running on a Mac.

**Solution**:

* Turns out I had JRE 1.7 and the older version was not on the system. So I downloaded the 1.7 JRE from Oracle directly ( I downloaded the tarball). <http://www.oracle.com/technetwork/java/javase/downloads/jre7-downloads-1880261.html> Then I unpacked it directly to the following directory: /Applications/Pentaho/biserver-ce/jre1.7.0\_79.jre/ . Then modified the setup-environment.sh file by replacing all of its contents with the following:

#!/bin/sh

# -----------------------------------------------------------------------------

#Pentaho needs JDK 1.7, WRITE ONCE RUN ANYWHERE!!!

#Hacked this file to just set the directory manually after unpacking tarball from oracle in the biserver-ce directory

#

export DIR\_REL=$PWD

export PENTAHO\_JAVA\_HOME=$PWD/jre1.7.0\_79.jre/Contents/Home

export \_PENTAHO\_JAVA=$PENTAHO\_JAVA\_HOME/bin/java

export JRE\_HOME=$PENTAHO\_JAVA\_HOME

echo DEBUG: DIR\_REL=$DIR\_REL

echo DEBUG: PENTAHO\_JAVA\_HOME=$PENTAHO\_JAVA\_HOME

echo DEBUG: \_PENTAHO\_JAVA=$\_PENTAHO\_JAVA

echo DEBUG: JRE\_HOME=$JRE\_HOME

Problem

**Title**: Windows maximum path length limitation

**Description**

On windows, you need to be aware of the path-length limitation. If you exceed the maximum path length, you will break jar loading giving errors as the Tomcat server cannot find the classes contained in these jars.

**Solution**

When you install Pentaho, you should not install deep into a folder. Use a folder at the root of your disk. It is safest if you install Pentaho into DRIVE:\Pentaho.

Problem

**Title**: Quartz-Error or Hibernate error

**Description**

The BI Server will not run without the system database. If your logs show you a Quartz-Error or a Hibernate error, then your HSQL database is not running.

**Solution**

You need to stop the services by a shutdown of Tomcat, stop\_hypersonic (data folder), and stop Penatho. Then start the “start-hypersonic.bat” (in the data folder) before you start the main Pentaho BI server.

**Problem**

**Title:** Port change error

**Description:**

* I made the suggested port change but still throws error. Can someone provide guidance on how to resolve this? HTTP Status 500 - Unable to compile class for JSP type Exception report message Unable to compile class for JSP description The server encountered an internal error that prevented it from fulfilling this request. exception

org.apache.jasper.JasperException: Unable to compile class for JSP

org.apache.jasper.JspCompilationContext.compile(JspCompilationContext.java:604)

org.apache.jasper.servlet.JspServletWrapper.service(JspServletWrapper.java:328)

org.apache.jasper.servlet.JspServlet.serviceJspFile(JspServlet.java:313)

org.apache.jasper.servlet.JspServlet.service(JspServlet.java:260)

javax.servlet.http.HttpServlet.service(HttpServlet.java:723)

**root cause**

java.io.FileNotFoundException: C:\Program Files\Pentaho\biserver-ce-5.3.0.0-213\biserver-ce\tomcat\work\Catalina\localhost\\_\org\apache\jsp\index\_jsp.java (The system cannot find the path specified)

java.io.FileOutputStream.open(Native Method)

java.io.FileOutputStream.<init>(Unknown Source)

java.io.FileOutputStream.<init>(Unknown Source)

org.apache.jasper.compiler.Compiler.setupContextWriter(Compiler.java:298)

org.apache.jasper.compiler.Compiler.generateJava(Compiler.java:230)

org.apache.jasper.compiler.Compiler.compile(Compiler.java:354)

org.apache.jasper.compiler.Compiler.compile(Compiler.java:334)

org.apache.jasper.compiler.Compiler.compile(Compiler.java:321)

org.apache.jasper.JspCompilationContext.compile(JspCompilationContext.java:592)

org.apache.jasper.servlet.JspServletWrapper.service(JspServletWrapper.java:328)

org.apache.jasper.servlet.JspServlet.serviceJspFile(JspServlet.java:313)

org.apache.jasper.servlet.JspServlet.service(JspServlet.java:260)

javax.servlet.http.HttpServlet.service(HttpServlet.java:723)

**note** The full stack trace of the root cause is available in the Apache Tomcat/6.0.41 logs.

http://localhost:8081/pentaho/ give:

HTTP Status 404 -

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Type Status report

Message

Description The requested resource is not available.

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Apache Tomcat/6.0.41

**Solutions**:

None provided