



# **Troubleshooting Guide**

## **C4H340 and C4H341 Developer Exercises**

# TABLE OF CONTENTS

|   |          |
|---|----------|
| <b>PURPOSE .....</b>  | <b>3</b> |
| <b>INSTRUCTIONS .....</b>   | <b>3</b> |
| <b>CLASS SETUP .....</b>  | <b>4</b> |
| <b>Note 1. INSTRUCTIONS. Troubleshooting. ....</b>                  | <b>4</b> |
| <b>Note 2. Prologue • Required Software. Troubleshooting. ....</b>  | <b>4</b> |
| <b>Note 3. Development Environment Setup. Troubleshooting. ....</b> | <b>5</b> |
| <b>Note 4. Troubleshooting for hosts file .....</b>                 | <b>6</b> |
| <b>Note 5. No Admin rights? .....</b>                               | <b>6</b> |

[www.sap.com/contactsap](http://www.sap.com/contactsap)

© 2023 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies. See [www.sap.com/copyright](http://www.sap.com/copyright) for additional trademark information and notices.

## PURPOSE

This guide aims to provide tips, fixes and solutions for corner cases during the completion of C4H340/C4H341 training exercises on a local machine.

**If you are using SAP VM, this guide is not useful for you.**

## INSTRUCTIONS

Just use your exercise number and step number to check if there is an issue documented and resolved in this guide. Also, alternative paths for the exercise flow are covered in this document.

## CLASS SETUP

### Note 1. INSTRUCTIONS. Troubleshooting.

#### You have environment variables starting with y\_

If you have already been using SAP Commerce on your computer, you may have set system variables for an ongoing project prefixed with `y_` (e.g. `y_db_url`). If you do, it's important that you temporarily rename them (e.g. to `xy_db_url`).

If you leave these intact, they WILL override your classroom `local.properties` and `project.properties` settings, and when, during the exercises, you issue an `ant initialize`, you will wipe out your existing project database instead of setting-up your classroom database.

*That would be bad.*

### Note 2. Prologue • Required Software. Troubleshooting.

#### Java 17 SDK Issues – What Else Could Go Wrong?

So you've opened a *Terminal* or *cmd* window and entered the following commands:


- `java -version`
- `javac -version`

One or both failed to return something like:

```
jdk version "17.X.X" or openjdk version "17.X.X"
```

You've made sure you set the `JAVA_HOME` system variable correctly to the **parent of the** `bin` folder in your Java installation and added `$JAVA_HOME/bin` (MacOS or Linux) or `%JAVA_HOME%\bin` (Windows) to your `PATH` environment variable.

And it still doesn't work?

Make sure your path environment variable hasn't been modified by another software installation (typically, from Oracle) that pre-empts your correct settings by putting its directories ahead of yours. 

#### Issues with your IDE

If you have other (or additional) versions of the Java JDK or JRE installed, it is possible that your IDE might automatically configure itself to compile and run using a version other than 17. Make sure it's using Java 17.

### Note 3. Development Environment Setup. Troubleshooting.

#### MacOS complains that Eclipse is damaged and can't be opened

If you're using macOS and you see an error when you try to open the Eclipse IDE, saying that the Eclipse IDE is damaged and can't be opened, you should first check whether Eclipse has been placed under quarantine.

Here's how to check whether that's the case and solve the problem if it is:

1. To verify if Eclipse has been placed into quarantine, open a terminal window and run the following command in the `$MYPATH/eclipse-bundle` directory:

```
xattr Eclipse.app
```

2. If the attribute `com.apple.quarantine` is shown in the output, then Eclipse is quarantined. To remove it from quarantine, run the following command, also in `$MYPATH/eclipse-bundle` directory:

```
xattr -d com.apple.quarantine Eclipse.app
```

#### If Eclipse wasn't quarantined and you're still getting errors

Try either of the following workarounds:

1. Open System Preferences and then go to Security & Privacy. Under the General tab, select the Anywhere radio button below Allow apps downloaded from:

or

2. Open a terminal window and
  - a. run the following command:

```
sudo spctl --master-disable
```

- b. Open the Eclipse IDE. It should open successfully.
- c. Once Eclipse successfully opens for the first time, run the following command to return your system to its normal state:

```
sudo spctl --master-enable
```

## Note 4. Troubleshooting for hosts file

### Access to the hosts file

A permission issue may prevent you from directly modifying your hosts file. If you have administrator access on your computer, you may:

1. On Windows, open Notepad (or even better, Notepad++) in administrator mode by right-clicking on the application's icon and selecting **Run as administrator**. Then open the hosts file from within the editor and perform the change.

Or if the option "Run as administrator" is not available, you can also first copy the hosts file to your desktop, edit and save, then copy the modified hosts file back to the original location and replace the hosts file there.

2. On a Mac or Linux computer, you can edit the file directly in the terminal window with `sudo nano /etc/hosts`. After responding to the prompt with your administrator password, save your change with ctrl-O and quit with ctrl-X. (Of course, you could also just use `vi`...)

## Note 5. No Admin rights?

### No Administrator rights on your machine?

Please use the following workaround: modify the properties below in the **local.properties** file.

```
website.yoursitename.http=http://localhost:9001/?site=yoursitename  
website.yoursitename.https=https://localhost:9002/?site=yoursitename
```

e.g. for electronics shop:

```
website.electronics.http=http://localhost:9001/?site=electronics  
website.electronics.https=https://localhost:9002/?site=electronics
```