

# Fixing Siemens Documentation Server

Previous releases of NX had a documentation install that could be affected by updating Java.

Searches wouldn't work or even the documentation would not appear.

NX10 & TC11 now come with a documentation server install that is supposed to stop those issues. The installation creates a web server that uses Solr for search indexing.

There are two issues we've seen customers experience.

## Java

Java updates have not been a problem since NX10 was released but a recent Java update (Java 8 Update 91 and higher) has stopped the documentation services from working.

The symptom is when users try to access the docs, they will get a HTTP ERROR 500 (example image below).

```

HTTP ERROR 500

Problem accessing /tdoc/nx/10/nx_help/. Reason:

    Server Error

Caused by:

org.apache.jasper.JasperException: PWC6033: Error in Javac compilation for JSP
PWC6199: Generated servlet error:
The type java.io.ObjectInputStream cannot be resolved. It is indirectly referenced fro

    at org.apache.jasper.compiler.DefaultErrorHandler.javacError(DefaultErrorHandl
    at org.apache.jasper.compiler.ErrorDispatcher.javacError(ErrorDispatcher.java:
    at org.apache.jasper.compiler.Compiler.generateClass(Compiler.java:392)
    at org.apache.jasper.compiler.Compiler.compile(Compiler.java:453)
    at org.apache.jasper.JspCompilationContext.compile(JspCompilationContext.java:
    at org.apache.jasper.servlet.JspServletWrapper.service(JspServletWrapper.java:
    at org.apache.jasper.servlet.JspServlet.serviceJspFile(JspServlet.java:492)
    at org.apache.jasper.servlet.JspServlet.service(JspServlet.java:378)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:848)
    at org.eclipse.jetty.servlet.ServletHolder.handle(ServletHolder.java:669)
    at org.eclipse.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandle
    at org.apache.logging.log4j.core.web.Log4jServletFilter.doFilter(Log4jServletF

```

There are two ways to fix it.

### 1. Downgrade Java to an earlier release.

This can be done, but it means getting access to the Oracle Java archive to download if you don't have an earlier version of Java. (you will need to create an account but it's free).

### 2. Update to the newer version doc server (2.0)

Using your Siemens Webkey account, visit <https://download.industrysoftware.automation.siemens.com/>

You can then browse to 'Siemens PLM Documentation Server' and download the splmdocserver020.zip

Installing this will update your doc server to the latest version and fix the HTTP 500 issue

## No search results:

We have seen an issue where users have the documentation working and can browse the help, but are unable to search.

The search will return no results.

This is most likely caused by the Solr search index not having been created.

If you installed to the standard location, the following folder is where you need to look (otherwise look for the solr\_updates folder in your appropriate install path):

[C:\Program Files\Siemens\PLM Documentation Server\solr\\_updates](C:\Program Files\Siemens\PLM Documentation Server\solr_updates)

This folder will contain the index zips that solr uses when installing to index all the help material. Example image below shows the folder contents for a NX10 & TC11.2 install.

Name	Date modified	Type	Size
deploySolrIndex.bat	24/05/2016 10:48 ...	Windows Batch File	1 KB
nx10-nx_rn-en_US.zip	10/12/2014 3:47 PM	WinRAR ZIP archive	312 KB
nx10-nx_tdoc_api_collection-en_US.zip	9/12/2014 10:33 PM	WinRAR ZIP archive	38,580 KB
nx10-nx_tdoc_collection-en_US.zip	21/11/2014 2:00 AM	WinRAR ZIP archive	27,303 KB
nx10-nx_wng-en_US.zip	21/11/2014 2:57 AM	WinRAR ZIP archive	606 KB
nx1003-nx_rn-en_US.zip	23/11/2015 8:21 AM	WinRAR ZIP archive	205 KB
nx1003-nx_tdoc_collection-en_US.zip	23/11/2015 8:21 AM	WinRAR ZIP archive	27,552 KB
nx1003-nx_wng-en_US.zip	23/11/2015 8:21 AM	WinRAR ZIP archive	727 KB
tc11.2_html_collection-en_US.zip	24/07/2015 2:13 AM	WinRAR ZIP archive	18,751 KB
xme_solr.log	26/05/2016 4:15 PM	Text Document	153 KB
xpsSolr.jar	8/02/2016 9:02 PM	Executable Jar File	27,757 KB

To fix the issue, start a command prompt, then type in

`Cd C:\Program Files\Siemens\PLM Documentation Server\solr_updates`

Press enter, then type in

`deploySolrIndex nx10-nx_rn-en_US.zip http://localhost:8283/solr`

Press enter.

If it has worked correctly, you will see something like the screen below.

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.10586]
(c) 2015 Microsoft Corporation. All rights reserved.
C:\WINDOWS\system32>Cd C:\Program Files\Siemens\PLM Documentation Server\solr_updates
C:\Program Files\Siemens\PLM Documentation Server\Solr_updates>deploySolrIndex nx10-nx_rn-en_US.zip http://localhost:8283/solr
*****
XPS Solr Upload Service
*****
Deliverable: null
Uploading to Solr server: http://localhost:8283/solr/prod
Source Zip: nx10-nx_rn-en_US.zip
*****
Deleting records...
Adding records...
*****Finished*****
C:\Program Files\Siemens\PLM Documentation Server\Solr_updates>
```

This then needs to be repeated for all the zips in that folder, substituting the highlighted line above for each zip.

The last part of the command is the path to the solr server.

If you have used the new doc server install from above, Solr is on port 8283. If you are using the original the port needs to be changed to 8181.

If you get an error when trying to run the command, it could possibly be the xpsSolr.jar file in that folder.

You can download a version to replace that one that should work from:

<https://phoenixplm.sharefile.com/d-s990393352124860a>