

Site Booted With Internal Default Settings

If the following error message appears on the login page:

```
CHECK APPSERVER LOGS. THE SITE BOOTED WITH INTERNAL DEFAULT SETTINGS, BECAUSE OF:  
bea.jolt.ApplicationException: TPESVCFAIL - application level service failure
```

The first thing to do is to check your application server logs as stated!

There may be an issue with the `PTWEBSERVER` user or which ever user is used to start the web server.

You can check this by looking at the `configuration.properties` file which lives on the web server under `portal\web-inf\psftdocs\ps\` in the home folder of your PeopleSoft application.

Note that both the `WebUserID` and `WebPassword` in this file are encrypted. You can check these are correct using the `PSCipher` utility:

```
$ PSCipher PTWEBSERVER  
Encrypted text: {V1.1}JP9ukEkTssmYrzsk1yvXFg==
```

If the `PTWEBSERVER` account has been locked, or if the password has been changed, you will need to update the `WebPassword` accordingly using `PSCipher`.

The user specified to start the web server is specified when you install the PIA.

The other thing to check is that the user `PTWEBSERVER` has access to the `PTPT1500` permission list:

```
select *  
from PSOPRCLS  
where OPRID = 'PTWEBSERVER'  
and OPRCLASS = 'PTPT1500';
```

Check your application server log file, you'll see messages like this if for example the `PTWEBSERVER` password has been changed but not update everywhere:

```
PeopleSoft ID and Password authentication failed. Invalid password for user PTWEBSERVER@SERVER.
PTWEBSERVER@SERVER is an Invalid User ID, or you typed the wrong password. User ID and Password
are required and case-sensitive.
Make sure you're typing in the correct upper and lower case.
```

If you see a line like this in your application server logs after a PeopleTools upgrade:

```
PeopleTools release (8.49) for web server '' is not the same as Application Server PeopleTools
release (8.49.23). Access denied.
```

It means that you need to reinstall the PIA. To do this in Oracle Application server:

- Stop the PeopleSoft component: `<OAS_HOME>\opmn\bin\opmnctl stopproc process-type=PeopleSoft`
- Remove the PeopleSoft component: `<OAS_HOME>\bin\removeinstance -instanceName PeopleSoft`
- If possible restart the machine.
- Install the PIA from `PS_HOME\setup\PsmPPIAInstall` . Make sure you use the same installation settings as the original installation!
- Reload OAS configuration using: `<OAS_HOME>\opmn\opmnctl reload`
- Start OAS: `<OAS_HOME>\opmn\bin\opmnctl startall`

If the following message appears on the login page:

```
CHECK APPSERVER LOGS. THE SITE BOOTED WITH INTERNAL DEFAULT SETTINGS, BECAUSE OF:
bea.jolt.ServiceException: Invalid Session
```

Check your `configuration.properties` file which lives in the `WEB-INF\psoftdocs\<site>` folder.

For example on PeopleTools 8.50 with Weblogic the path might be:

```
PS_HOME\webserve\<site>\applications\peoplesoft\PORTAL.WAR\WEB-INF\psoftdocs\<site>\
```

The problem might be the hostname/port specified for psserver or psservername E.g.:

```
pserver=servername:port
```

Check that you have the correct server name and port here. Also make sure you use a host name and not an IP address. If this is incorrect. Stop the web server, fix the values and then start it back up again. This might have changed after you applied a PeopleTools patch - so make sure you backup `configuration.properties` before you apply a patch. Also check that the `PTWEBSERVER` user account is not locked.

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