

Zeroed-out license.properties file: The Runtime service is not available

Posted At : October 1, 2004 5:57 AM | Posted By : Steven Erat

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If you find an error regarding "The Runtime service is not available" in ColdFusion MX 6.1 or 6.1 Updater 1 when ColdFusion server will not start, I recommend that you check the logs against the errors listed below. If you find a match, check the \$CF_HOME/lib/license.properties file. If the file is empty, you should copy in a new license.properties file from another server or from a back up copy, and then restart the ColdFusion service. This is CFMX bug 57260. The following logs show entries that resulted from this problem:

Server.log

```
"The Runtime service is not available.  
This exception is usually caused by service startup failure.  
  
Please check your server configuration."
```

Exception.log

```
"Error", "main",  
  
"The Runtime service is not available.  
  
This exception is usually caused by service startup failure.  
  
Please check your server configuration."  
  
coldfusion.server.ServiceFactory$ServiceNotAvailableException:  
  
The Runtime service is not available.  
  
at coldfusion.server.ServiceFactory.getRuntimeService(ServiceFactory.java:107)  
  
at coldfusion.runtime.ClientIDHelper.(ClientIDHelper.java:35)  
  
at coldfusion.runtime.ClientScopeServiceBase.(ClientScopeServiceImpl.java:40)  
  
at coldfusion.runtime.ClientScopeServiceImpl.(ClientScopeServiceImpl.java:81)
```

```
at coldfusion.server.CFService.setupClientStorage (CFService.java:167)

at coldfusion.server.CFService.start (CFService.java:305)

at coldfusion.server.jrun4.NeoService.start (NeoService.java:47)

...

"Fatal","main",

java.lang.NullPointerException

at coldfusion.license.Decoder.decodeSerialNumber (Decoder.java:78)

at coldfusion.license.CF60Decoder.decode (CF60Decoder.java:223)

at coldfusion.license.CF60Decoder.getProductInfo (CF60Decoder.java:169)

at coldfusion.license.LicenseServiceImpl.init (LicenseServiceImpl.java:536)

at coldfusion.license.LicenseServiceImpl.load (LicenseServiceImpl.java:206)

at coldfusion.server.ServiceBase.start (ServiceBase.java:38)

at coldfusion.server.CFService.setupLicense (CFService.java:228)

at coldfusion.server.CFService.start (CFService.java:245)

at coldfusion.server.jrun4.NeoService.start (NeoService.java:47)
```

Default-event.log

```
coldfusion.server.ServiceFactory$ServiceNotAvailableException:

The Runtime service is not available.

at coldfusion.server.ServiceFactory.getRuntimeService (ServiceFactory.java:107)
```

```
at coldfusion.filter.RequestMonitorFilter.(RequestMonitorFilter.java:12)
```

```
at coldfusion.CfmServlet.getFilterChain(CfmServlet.java:59)
```

```
at coldfusion.CfmServlet.service(CfmServlet.java:101)
```

```
at jrun.servlet.ServletInvoker.invoke(ServletInvoker.java:91)
```

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...
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