

Reinstalling Claromentis Services after updating Java on Windows

Overview

Claromentis utilises 3 services that rely on Java and will break when the version of Java installed on the web server is changed. The reason for this is that the services store the contents of the JAVA_HOME system environment variable when they are installed and this variable is used to store the path for the Java install directory.

Affected Services

- Claromentis Controller
- Claromentis Java Services
- Elasticsearch

Fix

To remedy this issue follow the below instructions:

An important note here is we've now moved away from Java JRE due to a Java changing how it's licensing works. We have now moved to Adopt Open JDK. Below will outline to to install JDK.

Download OpenJDK

1.) Browse to the adoptopenJDK website and download and install OpenJDK 15 for the correct version of Windows.



2.) Run the installer and choose the installation path [/Claromentis/software/adoptopenjdk].

Update JAVA_HOME Variable

1.) Go to the start menu and search for 'system environment' variable and click the Edit system environment variables] result.



2.) Select [Environment Variables]

System Properties	x
Computer Name Hardware Advanced Remote	
You must be logged on as an Administrator to make most of these changes Performance	S.
Visual effects, processor scheduling, memory usage, and virtual memory Settings	
User Profiles Desktop settings related to your sign-in	ב ר
Settings	
Startup and Recovery	
System startup, system failure, and debugging information	
Settings	
Environment Variables	
OK Cancel Apply	

3.) Navigate to the [JAVA_HOME] variable and select [Edit].

	System Properties	x
Computer Name Hard	dware Advanced Remote	
	Environment Variables	x
User variables for	alex_wootton	_
Variable	Value	1
TEMP	%USERPROFILE%\AppData\Local\Temp	
TMP	%USERPROFILE%\AppData\Local\Temp	
	New Edit Delete	
	Henni Lottin Decit	
System variables		
Variable	Value ^	
ComSpec	C:\windows\system32\cmd.exe	
ER NO HOST (NO NO	
JAVA_HOME	C:\Program Files\Java\jre1.8.0_91	
NUMBER_OF_P.	2	
	New Edit Delete	
		_
	OK Cancel	

4.) Update the [Variable Value] with the new Java installation directory [C:\Claromentis\Software\adoptopenjdk].



5.) Click [OK] to save changes.

Edit [Path] System Variable

1.) Navigate to the [Path] system variable and click on [Edit].

2.) In the [Variable Value] field, navigate to the old Java path [ie. C:\Program Files (x86)\Java\jre1.8.0_45\bin]. This path can vary depending on the version of JDK installed. Delete this path entry.

puter Name Hardwa	are Advanced Remote
E	Environment Variables
	Edit System Variable
Variable pamer	Dath
variable riame;	Paul
Variable value:	2:\Program Files (x86)\Java\jre[1.8.0_45\bir
	OK Cancel
	OK Cancel
System variables	OK Cancel
System variables	OK Cancel
System variables Variable OS	OK Cancel Value Value Windows_NT
System variables Variable OS Path	OK Cancel Value Value Windows_NT C:\Claromentis\Software\adoptopenjdk
System variables Variable OS Path PATHEXT	OK Cancel Value ^ Windows_NT
System variables Variable OS Path PATHEXT PROCESSOR_A	OK Cancel Value Value C:\Claromentis\Software\adoptopenjdk COM;.EXE;.BAT;.CMD;.VBS;.VBE;.JS; AMD64
System variables Variable OS Path PATHEXT PROCESSOR_A	OK Cancel Value Value C:\Claromentis\Software\adoptopenjdk COM;.EXE;.BAT;.CMD;.VBS;.VBE;.JS; AMD64
System variables Variable OS Path PATHEXT PROCESSOR_A	OK Cancel Value Value C:\Claromentis\Software\adoptopenjdk COM;.EXE;.BAT;.CMD;.VBS;.VBE;.JS; AMD64 New Edit Delete
System variables Variable OS Path PATHEXT PROCESSOR_A	OK Cancel Value ^ Windows_NT ^ C:\Claromentis\Software\adoptopenjdk ^ .COM;.EXE;.BAT;.CMD;.VBS;.VBE;.JS; ^ AMD64 _ New Edit

3.) Replace with [%JAVA_HOME%\bin]

System Properties	x
Computer Name Hardware Advanced Remote	
Environment Variables	X
Edit System Variable	x
Variable name: Path Variable value: 2\PHP;%JAVA_HOME%\bin;E:\Program Fi OK Cancel	
Variable Value	~
OS Windows_NT	
Path C:\Claromentis\Software\adoptopenjdk	-
PATHEXT .COM;.EXE;.BAT;.CMD;.VBS;.VBE;.JS;	
PROCESSOR_A AMD64	~
New Edit Delete	
OK Cance	1

4.) Click [OK] and [OK] to save all changes.

Remove and reinstall the services

1.) Open the Windows [Services] panel and stop the Claromentis and Elasticsearch services.



2.) Open [Command Prompt] and right click to [Run as administrator].



3.) In the Command Prompt window run the following commands [sc delete claromentissvcctrl] and [sc delete claromentisservices]. You should see a '[SC] DeleteService SUCCESS' each time if the deletion worked correctly. If you get an error make sure that the services are stopped and that the name is typed correctly.



4.) Change directory within Command Prompt to the document converter windows services using [cd \Claromentis\document_converter\windows].

You may need to change drive first if the Claromentis directory is on a drive other than C:. You can do this by typing the drive letter (ie. **D**:) followed by a colon and hitting return.

5.) Now type [svc.bat install] and hit return to install the Claromentis services and then [svc.bat start] to start them.



6.) If an error occurs indicating that svc.bat is not a recognized command, a dot [.] and backslash [\] will need to be added before the cmdlet. At the command line, enter [.lsvc.bat install] and hit return to install the Claromentis services and then [.lsvc.bat start] to start them.



7.) In the services right click **Elasticsearch...** > **Properties** > and copy [**Service name**:]. This 'service name' can vary depending on the version of Elasticsearch installed. The below is an example [**elasticsearch-service-x64**].

Services (Local)	Services (Local)						
	Elasticsearch 7.9.3 (elasticsearch-	Name	Desc	ription S	tatus	Startup Type	Log On As
	service-x64)	Elasticsearch 7.9	.3 (elasticse Elast	icsearc R	Running	Automatic	Local Syste
	Stop the service	Elasticsearch 7.9.3	(elasticsearch-servio	ce-x64) Prope	erties (Loc	al Co ×	Local Syste Local Syste
	<u>Restart</u> the service	General Log On	Recovery Depende	ancies			Local Syste
		Log On	necovery Depende	CITCICS			Local Syste
	Elasticsearch 7.9.3 Windows Service -	Service name:	elasticsearch-service	: -x64			Local Service
	https://elastic.co	Display name:	Elasticsearch 7.9.3 (elasticsearch-s	service-x64) .	Local Servic
		Destruction	Flasticsearch 793	Nindows Servi	ice -	•	Local Syste.
		Description:	https://elastic.co			Ş	Local Syste.
		Dath to support abl					Local Syste.
		D:\claromentis\so	e. ftware∖elasticsearch∖t	bin\elasticsear	rch-service	x64.exe //	Local Syste
							Local Syste.
		Startup type:	Automatic			~ .	Local Syste.
							Local Syste.
							Local Syste.
		Service status:	Running				Local Syste
		Start	Stop	Pause	Re	esume	Local Syste
		Value and a statistical			and the stand the		Local Syste.
		from here.	ie start parameters tha	at apply when	you start in	e service .	Local Syste.
		Charlesson					Local Service
		Start parameters:					Local Servic

8.) Back in the command prompt, change directory again to the Elasticsearch bin directory using [cd \Claromentis\Software\Elasticsearch\bin] and then run [sc delete 'servicename'] and then in the same directory run [elasticsearch-service.bat install]. This will remove and then reinstall the Elasticsearch service. If you get an error stating that it cannot find the Java exe you should check that the JAVA_HOME variable you set earlier is correct. If this was incorrect then you will need to remove and reinstall both the Claromentis services and the Elasticsearch service once you have corrected it.

Administrator: Elasticsearch Service 1.7.0			x
Microsoft Windows [Version 6.3.9600] (c) 2013 Microsoft Corporation. All rights reserved.			^ =
C:\windows\system32>cd \Claromentis\Software\Elasticsearch\bin			
C:\Claromentis\Software\Elasticsearch\bin>service.bat remove The service 'elasticsearch-service-x86' has been removed			
C:\Claromentis\Software\Elasticsearch\bin>service.bat install Installing service : "elasticsearch-service-x86" Using JAVA_HOME (32-bit): "C:\Program Files (x86)\Java\jre1.8.0_131" Warning: JAVA_HOME points to a JRE and not JDK installation; a client (ver) JVM will be used The service 'elasticsearch-service-x86' has been installed.	(not a	a se	217
C:\Claromentis\Software\Elasticsearch\bin>_			
			×.

9.) Now you will need to set the Claromentis Java service and the Elasticsearch service to 'Automatic' to ensure that it starts when the server does. Open the Windows Services panel and right click on the [Claromentis Java service], select [Properties].

Q	Services				_ D X
File Action View Help					
🗇 🔶 📰 🖾 🚘 📓 🖬 🕨 💷 🕨					
Services (Local) Services (Local)	-				
Claromentis Java services	Name Descriptio	f	Startup Type Manual	Log On As Local Syste	<u>^</u>
<u>Start</u> the service	Background Intelligent Tran Transfers 1 Background Tasks Infrastru Windows i Base Filtering Engine The Base f Certificate Propagation Copies usi Claromentis Controller	I Running n Running il Running r Running Running	Automatic (D Automatic Automatic Manual Automatic	Local Syste Local Syste Local Service Local Syste Local Syste	=
	Claromentis Java sensiser CNG Key Isolat Start COM+ Event S Stop	 Running	Manual Manual (Trig Automatic	Local Syste Local Syste Local Service	
	Comp system Pause Computer Brov Credential Mar Cryptographic Restart	 Running	Disabled Manual Automatic	Local Syste Local Syste Local Syste Network S	
	DCOM Server F All Tasks Device Associa Device Install S	Running	Automatic Manual (Trig Manual (Trig	Local Syste Local Syste Local Syste	
	Device Setup N Device Setup N DHCP Client Diagnostic Policy Service The Diagn Diagnostic Service Host The Diagn	Running Running	Manual (Trig Automatic Automatic (D Manual	Local Syste Local Service Local Service Local Service	
	Gignostic system Host The Diagn Gignostics Tracking Service The Diagn Gignostics Tracking Cl Maintains Gistributed Link Tracking Cl Coordinat	o Running i Running es Running	Automatic Automatic Automatic (D	Local Syste Local Syste Network S	
	DNS Client The DNS C Elasticsearch 1.7.0 (elasticse Elasticsear Encrypting File System (EFS) Provides t Extensible Authentication D The Extensi	li Running Running	Automatic (T Manual Manual (Trig	Network S Local Syste Local Syste	~
Extended (Standard) Opens the properties dialog box for the current selection.					

10.) Choose [Automatic] from the [Startup type] dropdown menu.

Q.	Services $ - \square X$					
File Action View	Help					
	🗟 🛃 🖬 🕨 🖩 🛯 🕪					
Services (Local)	Services (Local)					
	Claromentis Java services	Log On As	^			
		Claromentis Java services Properties (Local Computer)				
	Start the service	General Log On Recovery Dependencies Local Syste				
		Local Syste				
		Service name: ClaromentisServices Local Service	=			
		Display name: Claromentis Java services Local Syste				
		Local Syste				
		Local System				
		Deth to support the				
		C:\Claromentis\document_converter\windows\nssm.exe.run Local Svste				
		Local Syste				
		Startup type: Manual V Local Syste				
		Automatic (Delayed Start) Network S				
		Manual ho Local Syste				
		Service status: Stopped Local Syste				
		Start Stop Pause Resume Local Syste				
		Local Syste				
		You can specify the start parameters that apply when you start the service from here.				
		Start parameters:				
		Local System				
		Local Syste				
		OK Candei Appiy Network S				
		S DNS Client The DNS Cli Running Automatic (T Network S				
		G Elasticsearch 1.7.0 (elasticse Elasticsearc Running Manual Local Syste				
		Encrypting File System (EFS) Provides th Manual (Trig Local Syste	× .			
	Extended Standard	CS Extensible Authentication D The Extensi Manual Local Suste				

11.) Now make sure all 3 services are started. If you cannot start any of the services repeat the process again or contact Claromentis Support for assistance.

Last modified on 14 October 2024 by Scott Saunders

Created on 18 November 2021 by Matt Truong

Tags: claromentis, elasticsearch, java, adoptopenjdk, openjdk, claromentis service, reinstall