Execute the following steps to resolve the PathTrak server error "**internal error code 500**":

1. **Please verify that you have the correct server IP address in the PathTrakServer properties file**.

Open up the \**Program Files\JDSU\PathTrak 4.0\cfg\PathTrakServer properties** config file

and replace the IP address of the server in place of the

<fully qualified domain name of local host>; remove the # & save.

# PathTrak configuration backup utility properties

# PT\_BACKUP\_PATH=<install path>\backup

# PT\_BACKUP\_MAX=7

# PathTrak Web Service (pt-tomcat) Properties

# Defaults:

# **PT\_HOST=<fully qualified domain name of local host>**

# PT\_HTTP\_PORT=80

# PT\_HTTPS\_PORT=443

# PT\_AJP\_PORT=8009

# PT\_SNMP\_PORT=161

# PathTrak Database Service (pt-mysql) Properties

# Defaults:

# PT\_MYSQL\_HOST=localhost

# PT\_MYSQL\_PORT=3306

# PT\_MYSQL\_USER=root

# PT\_MYSQL\_PASSWORD=<none>

# PT\_MYSQL\_DATA\_PATH=<install path>\data

1. **Stop/restart the PathTrak services:**

In your DOS window; execute the following:

**C:\> cd \Program Files\JDSU\PathTrak 4.0\bin**

  **stop-services**

  **configure –s**

  **update-db –s –serverport**

**start-services**