



APUSIC  
固若长城  
睿比世界

## FAQ

Apusic Application Server V10

版权所有 © 深圳市金蝶天燕云计算股份有限公司2026。保留所有权利。

## 版权声明

本档所涉及的软件著作权、版权等知识产权已依法进行了注册，由金蝶天燕云计算股份有限公司合法拥有。受《中华人民共和国著作权法》《计算机软件保护条例》《知识产权保护条例》和相关国际版权条约、法律、法规以及其它知识产权法律和条约的保护。未经授权许可，不得非法使用。

## 免责声明

本档包含的版权信息由金蝶天燕云计算股份有限公司合法拥有，受法律的保护，金蝶天燕云计算股份有限公司对本档可能涉及到的非金蝶天燕云计算股份有限公司的信息不承担任何责任。在法律允许的范围内，您可以查阅并仅能够在《中华人民共和国著作权法》规定的合法范围内复制和打印本档。任何单位和个人未经金蝶天燕云计算股份有限公司书面授权许可，不得使用、修改、再发布本档的任何部分和内容，否则将被视为侵权，金蝶天燕云计算股份有限公司有依法追究其责任的权利。

本档如有更新，不另行通知。对本档中的问题您可向金蝶天燕云计算股份有限公司告知或查询。未经本公司明确授予的任何权利均予保留。

## 商标声明

 是深圳市金蝶天燕云计算股份有限公司向中华人民共和国国家商标局申请注册的注册商标，注册商标专用权由金蝶天燕合法拥有，受法律保护。未经金蝶天燕的书面许可，任何单位及个人不得以任何方式或理由对该商标的任何部分进行使用、复制、修改、传播、抄录或与其它产品捆绑使用销售。凡侵犯金蝶天燕商标权的，金蝶天燕将依法追究其法律责任。本档提及的其他所有商标或注册商标，由各自的所有人拥有。

# 目录

- 1 Question about Operation
  - 1.1 How to install and start AASv10?
  - 1.2 How to stop and uninstall AASv10?
  - 1.3 How to access the Console of AASv10?
  - 1.4 How to view the version?
  - 1.5 How to set and change user password?
  - 1.6 How to specify the Java environment?
  - 1.7 How to change the running memory size?
  - 1.8 How to change the default port?
  - 1.9 How to configure GM/T certificates?
  - 1.10 How to configure HTTP2?
  - 1.11 How to change the size of thread Pool?
  - 1.12 How to depoly application?
  - 1.13 How to configure IPV6?
  - 1.14 How to do if the application cannot find the referenced resources during deployment?
  - 1.15 What if there is a garbled code problem?
  - 1.16 How to configure log?
    - 1.16.1 Changing log level
    - 1.16.2 Changing log file name or output directory
    - 1.16.3 Changing the log file size
  - 1.17 How to clear an application's cache?
  - 1.18 How to set the class loading order?
  - 1.19 What should we do if our authorization code expires or is invalid?
  - 1.20 How to modify the default error page?

# 1 Question about Operation

## 1.1 How to install and start AASv10?

Based on the type of the installation package obtained, use the corresponding method to install it; typically, it is `AAS-V10.zip` or `AAS-V10.tar.gz`. Copy the installation package to the appropriate directory and unzip it to complete the installation. For other types of installation packages, refer to the "Installation Manual".

There are several ways to start AASv10, usually by entering the installation directory `${APUSIC_HOME}/bin` and executing `asadmin start-domain` to complete the startup of the default domain. For other startup methods, refer to the "Installation Manual".

## 1.2 How to stop and uninstall AASv10?

There are several ways to stop AASv10, usually by entering the installation directory `${APUSIC_HOME}/bin` and executing `asadmin stop-domain` to complete the stop of the default domain. For other stop methods, refer to the "Installation Manual".

## 1.3 How to access the Console of AASv10?

Typically, you can directly access the console login page by visiting `https://[IP]:6848` in your browser.

## 1.4 How to view the version?

Executing command `./asadmin version`, you can view the version information of AAS.

## 1.5 How to set and change user password?

By default, AAS v10 has three role-based administrator users: system administrator (admin), security administrator (secure), and auditor administrator (audit). The default password for each of these users is the one set during initialization.

Here are the methods to change user passwords:

Method 1: If you forget the password for a non-security management user, such as admin, log in to the management platform using a security administrator account and reset the password for that user.

Method 2: If you forget the password for an administrator, including a security administrator or system administrator, but remember the password for another user, you can copy the password from another user's entry

in the `mydomain/config/admin-keyfile` file located under Installation path and replace the password for the user whose password needs to be changed. This requires a system restart to take effect.

Method 3: If you forget the password for an administrator, including a security administrator, but remember the system administrator's password (such as `admin`), log in as the system administrator. Navigate to the [Configurations] - [server-config] - [Security] - [Realms] - [admin-realm] - [Manage Users] page, click on the username to edit the user, and change the user password.

Method 4: Modify the password for the corresponding user in the `mydomain/config/admin-keyfile` file located under Installation path. Replace the existing password with the following: `"`  
`{SSHA256}iU4Ef2uGWYh3V+BQjpW5f8BTbgGWzKp7pfrNU020Nu219YLEwCWOpA=="` to reset it to an empty password. Restart the system, and then you will need to set a new password.

## 1.6 How to specify the Java environment?

Editing ``${APUSIC_HOME}/config/asenv.conf` and add the `AS_JAVA` variable:

```
AS_JAVA=/opt/java/jdk1.8.0_281
```

Start AAS after save the file.

By the way ,if you want to create a SSH instance,should configure the java environment to `~/.bashrc` for system environment variable.

## 1.7 How to change the running memory size?

Method 1: The system administrator logs in the Manager, enters [Configurations] - [server-config] - [JVM Settings] - [JVM Options], changes the value of `"-xmx"` , saves and restarts AAS.

Method 2: Modify the value of the `jvm-options` item `-Xmx` in the configuration file `domain.xml` , save and start AAS.

## 1.8 How to change the default port?

Method 1: Modify the value of the `port` in the configuration file `domain.xml` , `network-listeners` - `network-listener` , save and start AAS.

Method 2: The system administrator logs in the Manager, enters [Configurations] - [server-config] - [Network Config] - [Network Listeners], modify the port number of the listener, saves and restarts AAS.

## 1.9 How to configure GM/T certificates?

AAS supports configure GM/T ssl certificates. For detailed information, refer to the "Apusic Application Server v10 User Manual."

1.Enable GM/T ssl Certificates.In the `domain.xml` file, under the `java-config` section, change the value of `<jvm-options>-Dcom.apusic.security.ssl.EnableGMTLS=false</jvm-options>` from false to true.

2.Configure Certificate Information. In the `domain.xml` file, within the `network-config/protocols/protocol` sub-element, for the required port's `protocol` , set the `security-enabled` attribute to "true", add an `ssl` sub-element, and set the `sm11-enabled` attribute to "true". Also, add the corresponding keystore and truststore related attributes. Here is an example:

```
<protocol name="http-listener-2" security-enabled="true">
  <http max-connections="250" default-virtual-server="server">
    <file-cache></file-cache>
  </http>
  <ssl classname="com.sun.enterprise.security.ssl.ApusicSSLImpl"
    sm11-enabled="true"
    key-store-type="PKCS12"
    key-store="{com.apusic.aas.instanceRoot}/config/keystore.p12"
    key-store-password="fdjaio%^&2123f"
    client-auth="want"></ssl>
</protocol>
```

3.Start AAS.

## 1.10 How to configure HTTP2?

The Apusic Application Server supports HTTP2,configure as following:

Modify the Protocols HTTP2 page of console ,enabled `http2Enabled` option.

## 1.11 How to change the size of thread Pool?

Method 1: Modify the parameters of `thread-pools` - `thread-pool` in file `domain.xml` , save and start AAS.

Method 2: The system administrator logs in the Manager, enters [Configurations] - [server-config] - [Thread Pools] - [Network Listeners], modify the information of the thread pool, saves and restarts AAS.

## 1.12 How to depoly application?

AAS offers multiple methods for deploying applications. For detailed information, refer to the "Apusic Application Server v10 User Manual." Common methods include:

Method 1: The system administrator logs in the Manager, enters [Applications], deploys application.

Method 2: Copy the application package to the installation directory `${DOMAIN_HOME}/autodeploy`.

## 1.13 How to configure IPV6?

The Apusic Application Server supports IPV6, configure as following:

Modify the JVM Options page of console or `domain.xml`, delete the option as follow:

```
-Djava.net.preferIPv4Stack=true
```

Start the AAS.

View the IPv6 address of the system, remove the % and the following part, such as

```
fe80::29aa:7867:5c4e:589b%11, and obtain the value fe80::29aa:7867:5c4e:589b.
```

Access the URL, `http://fe80::29aa:7867:5c4e:589b:6888`.

Note:

- AAS installed operating system's network adapter has enabled IPv6 support, as in Windows' network configuration.
- If it is Linux, remote access requires switch support for IPv6 to access, otherwise it can only be accessed locally.

## 1.14 How to do if the application cannot find the referenced resources during deployment?

Before deploying the application, the resource environment needs to be configured, or the resource will not be found. Note that JNDI names need to correspond.

## 1.15 What if there is a garbled code problem?

Problem 1: Chinese garbled problem when accessing the html files of the application.

Solution:

Add a fileEncoding param in `domains/mydomain/config/default-web.xml`

```
<init-param>
  <param-name>fileEncoding</param-name>
  <param-value>utf-8</param-value>
</init-param>
```

Problem 2: Chinese garbled problem when application using JSP include html file.

Solution:

Set the encoding of html file in `web.xml`

```
<jsp-config>
  <jsp-property-group>
    <display-name>JSPConfiguration</display-name>
    <url-pattern>*.html</url-pattern>
    <page-encoding>UTF-8</page-encoding>
  </jsp-property-group>
</jsp-config>
```

General solution:

Add `apusic-wenb.xml` to the `WEB_INF` directory of the application.

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE aas-web-app PUBLIC "-//ApuSic.com//DTD ApuSic Application
Server 10.1 Servlet3.0//EN" "http://apusic.com/dtds/apusic-web-
app_3_0-1.dtd">
<aas-web-app>
  <class-loader delegate="false"/>
  <locale-charset-info>
    <parameter-encoding default-charset="UTF-8"/>
  </locale-charset-info>
</aas-web-app>
```

## 1.16 How to configure log?

Method 1: Enter the configuration file `config/logging.properties`, modify the corresponding parameter values, save, and start AAS.

Method 2: The system administrator logs in the Manager, enters [Configurations] - [server-config] - [Logger Settings], modify the corresponding parameter values, save, and start AAS.

### 1.16.1 Changing log level

AAS supports changing log level. For detailed information, refer to the "Apusic Application Server v10 User Manual."

Method 1: Enter the configuration file `logging.properties`, modify the value of "level", save and start AAS. The possible values that can be set are

`ALL/OFF/FINEST/FINER/FINE/CONFIG/INFO/WARNING/SEVERE/ALERT/EMERGENCY`.

Method 2: The system administrator logs in the Manager, enters [Configurations] - [server-config] - [Logger Settings] - [Log Levels], modify the corresponding parameter values, generally effective in real time.

### 1.16.2 Changing log file name or output directory

AAS supports changing log file name and output directory. For detailed information, refer to the "Apusic Application Server v10 User Manual."

Method 1: Enter the configuration file `logging.properties`, modify the value of "`com.apusic.enterprise.server.logging.ApusicFileHandler.file`", directory files require permissions, save and start AAS.

Method 2: The system administrator logs in the Manager, enters [Configurations] - [server-config] - [Logger Settings] - [General], modify the values of "Log File", save and restart ASS.

### 1.16.3 Changing the log file size

AAS supports changing log file size. For detailed information, refer to the "Apusic Application Server v10 User Manual."

Method 1: Enter the configuration file `logging.properties`, modify the value of "`com.apusic.enterprise.server.logging.ApusicFileHandler.rotationLimitInBytes`" or "`com.apusic.enterprise.server.logging.ApusicFileHandler.rotationTimeLimitInMinutes`", save and start AAS.

Method 2: The system administrator logs in the Manager, enters [Configurations] - [server-config] - [Logger Settings] - [General], modify the values of "File Rotation Limit" or "File Rotation Time Limit", save and restart ASS.

## 1.17 How to clear an application's cache?

Delete the related files in directory `${DOMAIN_HOME}/osgi-cache/felix`.

## 1.18 How to set the class loading order?

AAS supports setting class loading order. For detailed information, refer to the "Apusic Application Server v10 User Manual."

The general setting method is to set the attribute " `class loading strategy` " when deploying the application, select the parent class loader first, and do not select the child class loader to load.

## 1.19 What should we do if our authorization code expires or is invalid?

In most cases, Apusic provides the corresponding authorization code based on the product version purchased by the user. If you encounter issues such as an expired or invalid license during use, it is recommended to first contact the Apusic service representative assigned to you to reapply for the appropriate license. When reapplying for the appropriate license, you need to provide the product's feature code to the Apusic representative, as shown in the figure:

```
Waiting for mydomain to start ..Error starting domain mydomain.
The server exited prematurely with exit code 1.
Before it died, it produced the following output:
Launching Apusic on Felix platform
auth code=sfc:cDhwMXxXWS9ueS9LUXltYis4eEdtNVU5ZjFyb3J1cTV3VUNUQU1hK1RL0DRnTVMwPQ==
license is invalid,out of date
Error stopping framework: java.lang.NullPointerException
Command start-domain failed.
```

If the node has authorization problems, you can check the log, and the log will print out the corresponding characteristic code, copy the code and provide it to Apusic personnel to reapply for the corresponding license.

## 1.20 How to modify the default error page?

If you want to hide the error page,add the attribute `-Dapusic.http.errorpage.server.disabled=true` of JVM option.

If you want to custom the error page ,add the attribute `-Dapusic.http.errorpage.custom.enabled=true` of JVM option.After adding,you need to add the attribute `-Dapusic.http.errorpage.custom.file` as well,otherwise, return to the default page.

Add `[error code]` after `-Dapusic.http.errorpage.custom.file` to specify the return page for a certain type of error. For example, `-Dapusic.http.errorpage.custom.file.404` indicates the page returned for a 404 error.

Example:

```
-Dapusic.http.errorpage.custom.enabled=true
##Enable custom error page
-Dapusic.http.errorpage.custom.file=/opt/ApusicAS/error.html
##Configure the error page file
-Dapusic.http.errorpage.custom.file.404=/opt/ApusicAS/404.html
##Configure the error page for 404 error
```

全国统一服务热线  
4008-555-800



金蝶天燕云计算股份有限公司(简称“金蝶天燕云”)成立于2000年,前身为“金蝶中间件公司”,是金蝶集团旗下新一代软件基础云平台服务商,云计算国家标准制定企业,国家信创产业核心软件企业。金蝶天燕是国家863重点研发计划与核高基重大专项承接企业,也是“两网一站四库十二金”国家重点工程的基础平台提供商,产品广泛应用于政府、军工、金融、能源等关键行业,累计服务客户总数超过10万家。

**Apusic**  
金蝶天燕

云计算国家标准制定企业  
金蝶集团旗下基础软件企业  
信息技术应用创新核心企业  
官网: [www.apusic.com](http://www.apusic.com)

