

# WebVoyage System Error when trying to add customization to WebVoyage

- **Product:** Voyager
- **Product Version:** 7.0.1 and higher
- **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, Local, TotalCare

## Problem Symptoms

WebVoyage gives "WebVoyage System Error" after making changes to file to add customization

## Cause

File has a syntax or other error that needs to be corrected.

## Resolution

When there is a WebVoyage System Error, there is often an entry in catalina.out that logs the name and path of the file, the error in the file, and the location of the error within the file.

1. Connect to server via telnet or SSH
2. Navigate to /m1/voyager/xxxdb/tomcat/logs/catalina.out (where xxxdb is the Voyager Database Instance)
3. Tail the log and then take the action to trigger the error.
4. Resolve the issue that is logged when the error is triggered.

## Additional Information

The catalina.out file can be very useful for troubleshooting problems with the Tomcat OPAC skin.

### Examples

```
[Fatal Error] cl_displayRecord.xsl:71:8: The element type "xsl:call-template" must be terminated by the matching end-tag "</xsl:call-template>".  
file:///m1/voyager/xxxdb/tomcat/vwebv...contentLayout/cl_displayRecord.xsl; Line #71; Column #8; org.xml.sax.SAXParseException: The element type "xsl:call-template" must be terminated by the matching end-tag "</xsl:call-template>".
```

Interpretation	Resolution
The element xsl:call-template is missing a closing tag in cl_displayRecord.xsl at line 71.	Edit cl_displayRecord.xsl to add missing end tag.

```
[Fatal Error] local_PersistentLink.xsl:56:25: Open quote is expected for attribute "select" associated with an element type "xsl:value-of".  
file:/m1/voyager/xxxdb/tomcat/vwebv/context/vwebv/ui/en_US/xsl/pageFacets/local_PersistentLink.xsl; Line #56; Column #25; org.xml
```

.sax.SAXParseException; systemId: file:/m1/voyager/xxxdb/tomcat/vwebv/context/vwebv/ui/en\_US/xsl/pageFacets/local\_PersistentLink.xsl; lineNumber: 56; columnNumber: 25; Open quote is expected for attribute "select" associated with an element type "xsl:value-of".

Interpretation	Resolution
The element xsl:value-of is missing the opening quotation mark for its attribute at line 56 in local_PersistentLink.xsl.	Add the opening quotation mark for the attribute in local_PersistentLink.xsl

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