

TEAAS Troubleshooting Checklist

September 6, 2019

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The following troubleshooting checklist is intended to provide TEAAS users with self-help assistance With connecting to the system when error messages are received. The following error messages, and their corrective measures, are the most common issues faced by TEAAS users.

1. TEAAS Fails to Install and Run

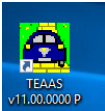
- 1) Make sure Java is installed correctly. If Java is not installed, redirect the issue to your System Administrator to have Java installed. Your System Administrator can download the supported Java SE version on Oracle’s download page below:

<https://www.oracle.com/technetwork/java/javase/downloads/index.html>

your System Administrator should search on the page for the latest supported version of Java that is mentioned in the Traffic Engineer’s website for TEAAS:

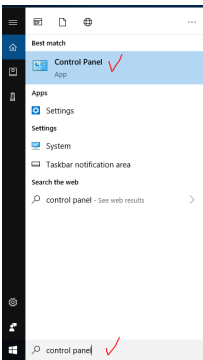
<https://connect.ncdot.gov/resources/safety/Pages/TEAAS-Crash-Data-System.aspx>

- 2) Delete the shortcut from your desktop. If you don’t have permission, ask your System Administrator to delete it.

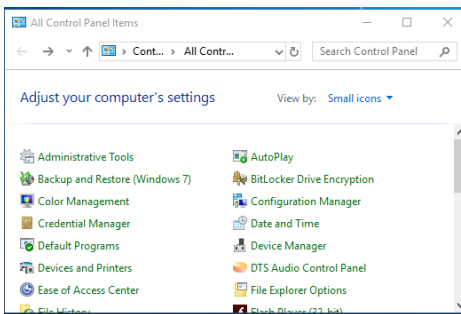


- 3) The steps below are to be performed by you, the TEAAS user but not your System Administrator.

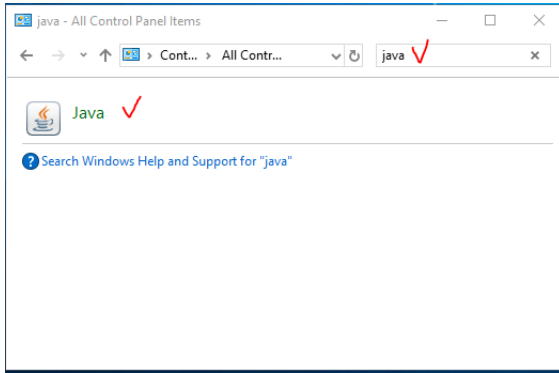
- 4) Go to lower left corner of your desktop and type the words Control Panel



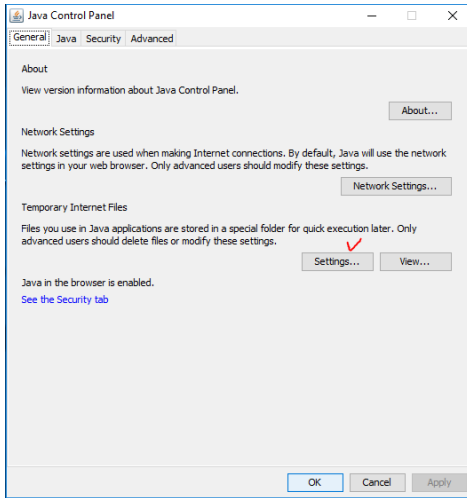
- 5) Click on Control Panel



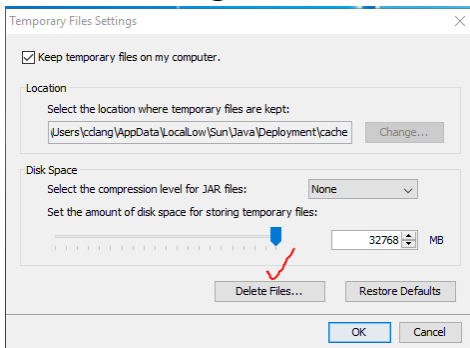
- 6) Search for Java Console by typing the word Java



7) Click on Java Console icon to open it

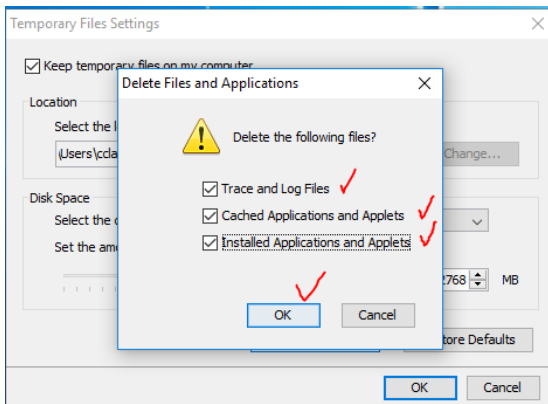


8) Click the **Settings...** button and the Temporary Files Settings dialog will popup.

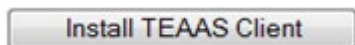


9) Click on the **Delete Files...** button. A smaller dialog will popup

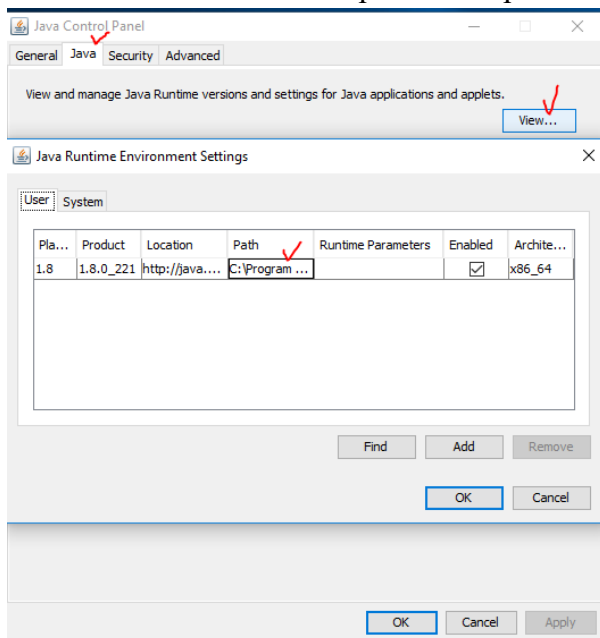
10) Check all three checkboxes in the Delete Files and Application dialog.



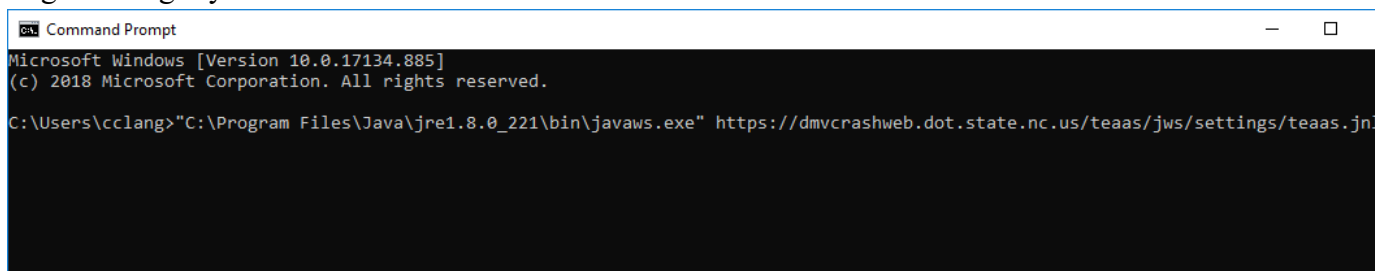
- 11) Press the OK button to clear the Java Webstart cache. Press the OK button on the parent popup to close it.
- 12) Navigate to TEAAS download page: <https://dmvcrashweb.dot.state.nc.us/teaas/Downloads.htm>, and click the “Install TEAAS Client” button.



- 13) If TEAAS Client doesn't launch automatically, double click on the TEAAS.jnlp file that you downloaded in the step above. It is located in your Downloads folder.
- 14) If TEAAS Client still doesn't launch at this point, proceed with the steps below. Otherwise, skip the remaining steps.
- 15) Open the Java Console by clicking on its icon in the Control Panel. (See steps 4-7 above.)
- 16) In the Java Console screen, select the **Java** tab and click on the **View...** button
- 17) There might be several versions of Java installed, choose the latest version supported by TEAAS and double click on the entry under Path
- 18) Press Ctrl + A to select the path. Then press Ctrl + C to copy it.



- 19) Open the DOS command prompt and paste the Java path there. Remember to surround the path with double quotes.
- 20) Enter a space and copy and paste the following text
<https://dmvcrashweb.dot.state.nc.us/teaas/jws/settings/teaas.jnlp>
- 21) The text you entered should look like the line below.
"C:\Program Files\Java\jre1.8.0_221\bin\javaws.exe"
<https://dmvcrashweb.dot.state.nc.us/teaas/jws/settings/teaas.jnlp>
- 22) In other words, the DOS command prompt should look the screenshot below. The path you enter might be slightly different.



23) Press the Enter key to launch TEAAS Client.

2. Error Message: Invalid User ID/Password



- If you do not have a TEAAS account, then contact a TEAAS administrator for a TEAAS account.
- If you have an existing TEAAS account, then contact a TEAAS administrator to have your password reset or to remind you of your user ID.

3. Error Message: Cannot Locate Application Server



- If you do not have the latest version of TEAAS, then download the latest version.
- If you do not have internet connectivity, then make sure you establish internet connectivity prior to attempting a TEAAS connection.
- If you are an external (non-NCDOT) user, ensure that port 7777 and 684 accesses the outside world.

4. Error Message: Access is Denied

.logs\TEAASOut.log (Access is denied)

- This error message is most commonly received when attempting to download the TEAAS software. Contact your local IT support to allow the TEAAS application permission to write logs to this folder. See the Changing Folder Permissions.doc for how to instructions.

5. Error Message: Error occurred looking for application server

- This error message is most commonly received when first time users attempt to connect for the first time. It is usually because of a Client Side Firewall or Network issue.
- To test connectivity to the TEAAS Server, insert the following URL in your browser::

<https://teasprod.services.ncdot.gov:7777/gatekeeper.ior>

The result should look something like this:

```
IOR:0000000000000002c49444c3a696e70726973652e636f6d2f676174656b65657065722f416c6961734d616e616765723a312e30000000000100000000000016c000102000000001a544541415350726f642e646f742e73746174652e6e632e7573000000000005100504d4300000000000002c49444c3a696e70726973652e636f6d2f676174656b65657065722f416c6961734d616e616765723a312e30000000000a47494f5050726f787900202000000005762f474b0000000000000656495302000000140000007e001e1e61000000010000000000000564953030000000500070801ff000000000000000008000000056495300000000100000018000000000010001000000010501000100010109000000000000000210000007800010000000000010002000000000240000002c0000006600020000000000010000001a544541415350726f642e646f742e73746174652e6e632e75730002ac00000000000000000000040000000000015642210100000007426f726c616e64000000001000000080606678102010101000000f00000014000000800000066000202ac
```

If you are using Internet Explorer then it might prompt you to download the file. Save it, open with Notepad and check that the contents are something similar to what is given above. If you do not get the expected results then the server might be down

If the result above fails and the TEAAS Server is up, and the user is still not able to login, then the user is behind a firewall which controls out-going traffic. Currently we do not have a solution that can be provided by the TEAAS Client application.

Work with your network/system administrators in configuring your machine/network to be able to access the TEAAS Server. The network/system administrators can try to relax the rules for TCP/IP (IOP and HTTP) communication with the port 7777 and 684 on teasprod.services.ncdot.gov TEAAS Server at DOT.

If you are using proxy servers you might also have problems after opening port 7777 and 684. One of our clients used Microsoft ISA as their proxy server and it requires a user/password combination for any HTTP communication and this also causes problems connecting to the server. Check with your administrator to see if you can avoid the proxy server and directly connect to the internet.

6. Downloads Step 2 Indicates “You do not have a valid JRE installed” but you do.

Refer to **Section 1 - TEAAS Fails to Install and Run.**

7. I have Java 11 or 12 and cannot download TEAAS.

Java 8 update 221 is currently the recommended version. Java 9, 10, 11 and 12 are currently not supported. The TEAAS application utilizes Java Webstart when the TEAAS application launches to check the server to see if a newer version of TEAAS is available. Java Webstart is not supported for the most recent versions of Java. If you are using Java 9 or later, please contact the TEAAS support team (TEAAS_Support@ncdot.gov) for an alternative way to install TEAAS locally with an embedded JRE that will work with the application.

8. Security Alert

The first time you run TEAAS, you may be prompted with a Windows Security Alert indicating that the firewall has blocked some features of this program.

"Windows Security Alert"

This warning is generated by the Windows Firewall,

In WinXP the text of the message would be similar to the following:

To help protect your computer, Windows has blocked some features of this program.

Do you want to keep blocking this program?

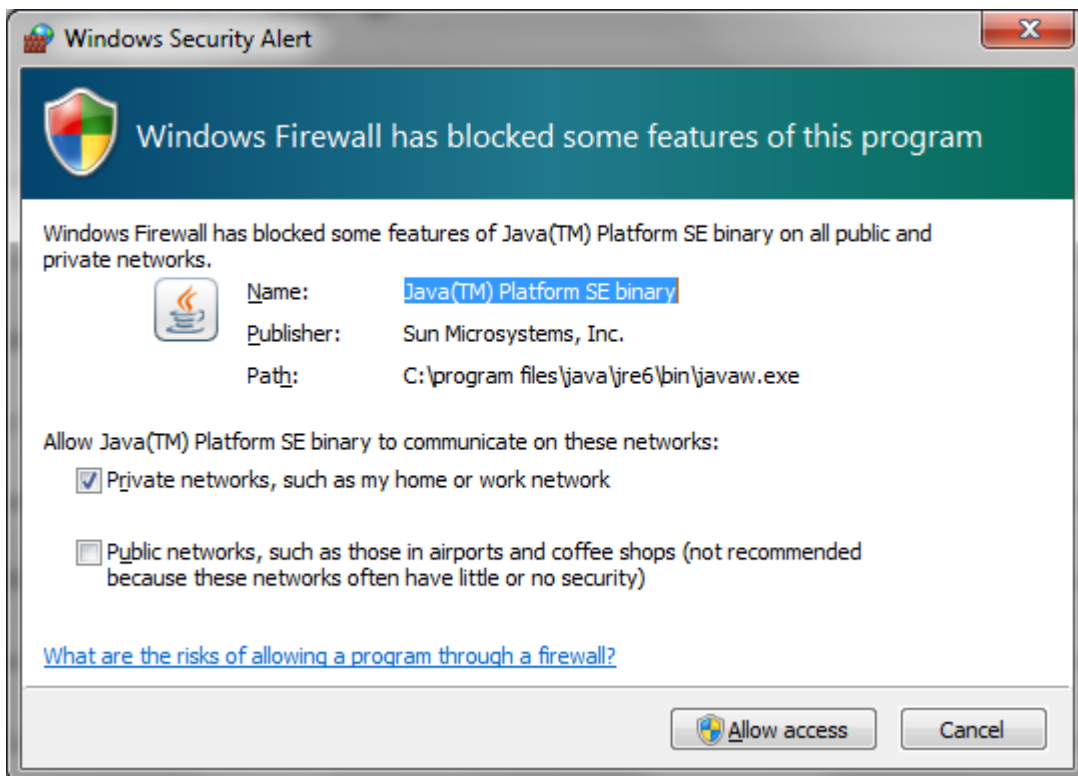
Name: javaw

Publisher: Unknown

You should select the "Unblock" option on this dialog.



In Win7, the text is about the same as in WinXP above. the program indicated is Java Platform SE Binary . Click Allow access.



This will add an exception to the Windows Firewall Programs and Services list allowing you to run future sessions without seeing a repeat of the security message. You will need to have Admin Privileges to make this change permanent.

9. TEAAS Client Log File Location

The location of the TEAAS Client log files have changed. In Windows XP, the log files are now located in C:\Documents and Settings\\TEAAS\logs. In Windows 7, they are located in C:\Users\\TEAAS\logs.

10. Removing TEAAS Client - Starting JWS App Mgr

You may need to remove the TEAAS Client and the best way to do that is through the JWS App Mgr. There are several ways to do this.

Starting JWS App Mgr from the TEAAS Web Site

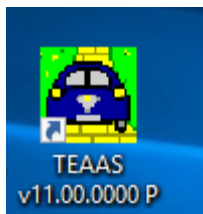
- Go to: <https://dmvcrashweb.dot.state.nc.us/teaas/documents/ReferenceMaterial.htm>
- Click the Start JWS App Mgr button.
- The Java Cache Viewer is shown.
- Select TEAAS and then select the big red X (Remove selected Items)

Starting JWS App Mgr through the Control Panel on your Desktop

- Go to Start -> Control Panel
- Locate the Java Icon and double click
- The Java Control panel is shown.
- In the General tab. Select View, the Java Cache Viewer is shown.
- Select TEAAS and then select the big red X (Remove selected Items)

Remove the TEAAS shortcut

- Delete the TEAAS shortcut from your desktop. If you don't have permission, ask System Administrator to delete it.



To re-install TEAAS Client: Refer to **Section 1 - TEAAS Fails to Install and Run.**

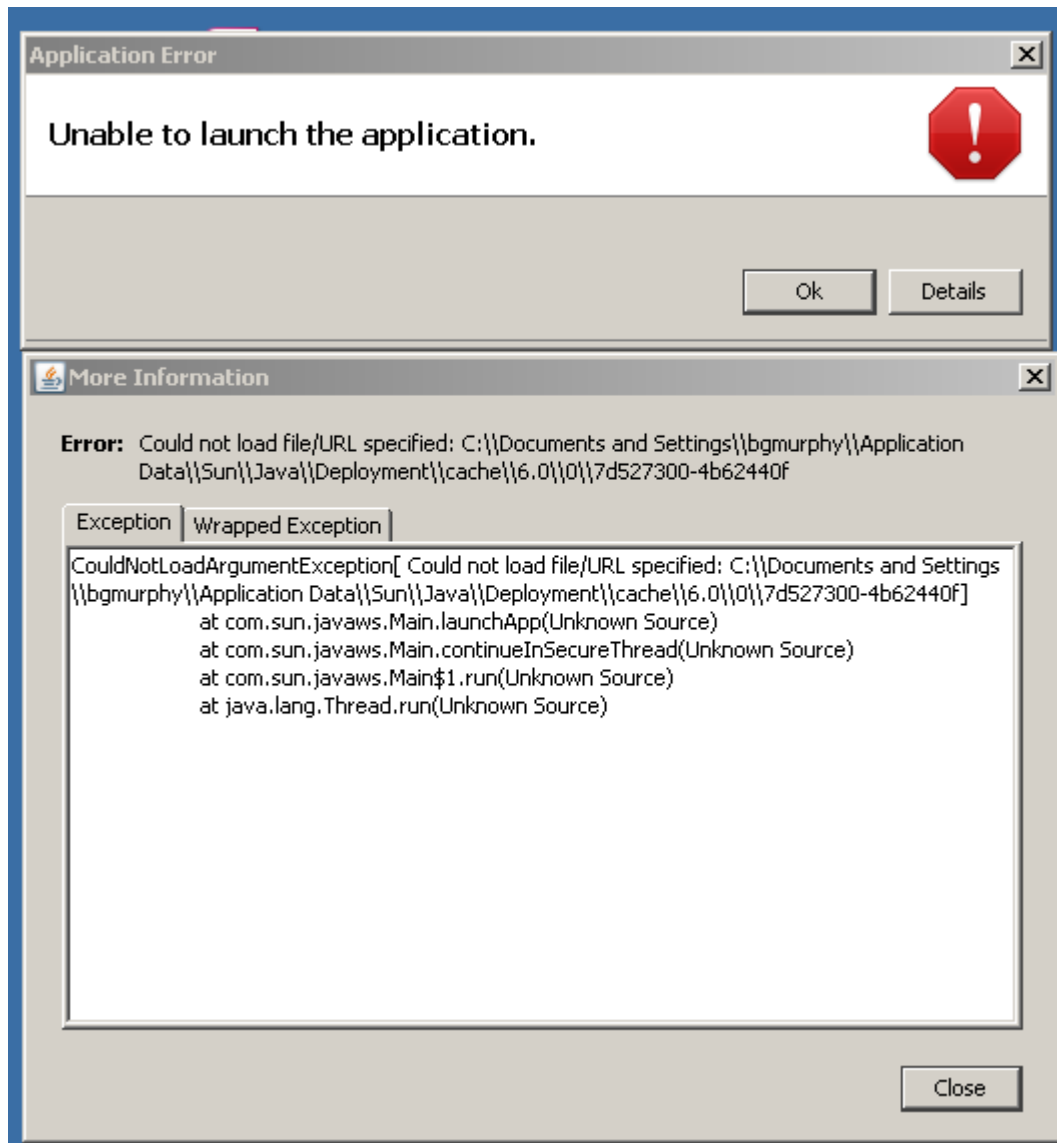
11. Restore TEAAS Client Desktop and Menu shortcuts

You may have inadvertently removed the TEAAS shortcut located on the Desktop and want it back.

Ctrl+Click the following link to re-install icon:

12. Unable to launch the application

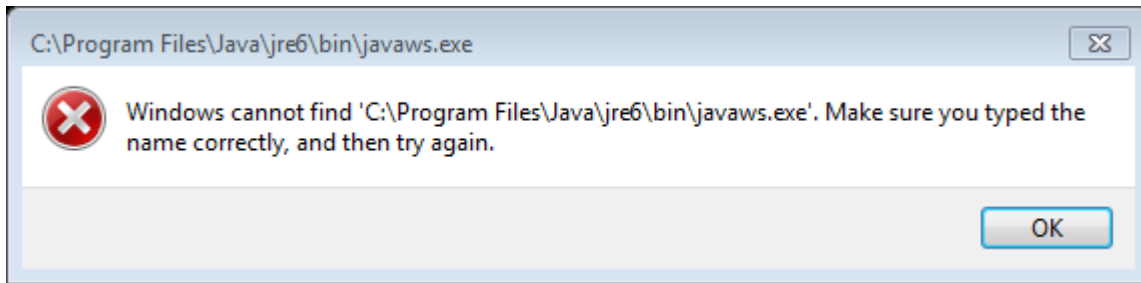
When you try using the TEAAS shortcut, you get an “Unable to launch the application” Application Error popup. The popup and details are shown below.



This issue can be fixed by re-installing TEAAS Client, so refer to **Section 1 - TEAAS Fails to Install and Run**.

13. Unable to launch the application

When you try using the TEAAS shortcut, you get a message “Windows cannot find javaws.exe”. The popup and details are shown below.



- Copy the Java path in the Java Console as documented in **Section 1 - TEAAS Fails to Install and Run**. If the Java Console doesn't exist, then follow the steps in Section 1 to install Java and launch TEAAS Client.
- Open Windows Explorer and descend on the full Java path. If the path doesn't exist, then follow the steps in Section 1 to install Java and launch TEAAS Client.
- If the Java patch exists and you get the above error message, it means Java was improperly installed. Follow the steps in Section 1 to install Java and launch TEAAS Client.

14. Unable to run teas.jnlp file

When you try to run teas.jnlp file from your local machine where Java is already installed, and not able to open TEAAS client application then there is an issue of .jnlp file association with java web start.

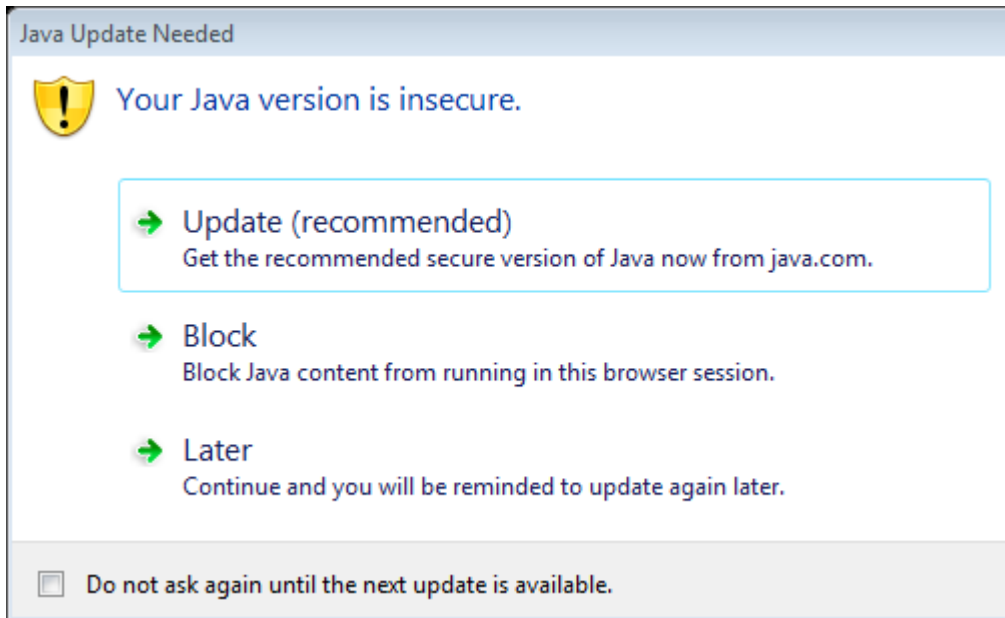
To fix this issue, you can use the Open With feature in Windows to associate JNLP files with Java Web Start.

Perform the following steps.

- 1) Right-click a JNLP file and click "Open With."
- 2) Select the "Java Web Launcher" application in the list or click "Browse," browses to the "C:\Windows\System32\" folder on your computer and double-click the "Javaws.exe" program file.

15. Java Update Needed prompt

Due to security requirements the following Java Upgrade message can popup

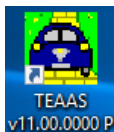


If you do not have administrator access you will not be able perform the Java upgrade. NCDOT users do not have administrator access and Java updates are controlled by the NCDOT infrastructure.

If this prompt appears check the checkbox 'Do not ask again until the next update is available' and click on 'Later'.

In case you have clicked the 'Update' follow this to temporarily resolve the issue:

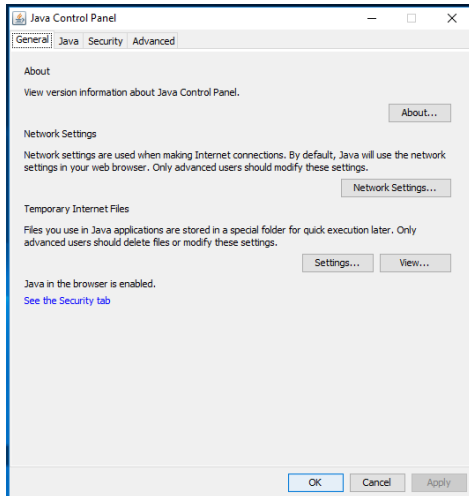
- 1) Delete the TEAAS shortcut icon from the desktop. It looks like the following icon



- 2) Open the system Control Panel.
- 3) Open the Java Console Panel.

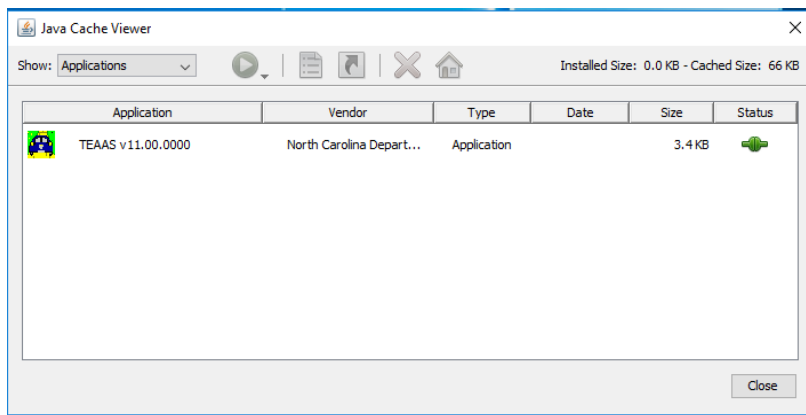


4) The Java Control Panel opens.



5) Select the General tab.

6) Select **View...** button, the Java Cache Viewer is shown.



7) Select the appropriate TEAAS version and click on the black arrow to create a desktop shortcut

8) Go to the desktop and select the TEAAS shortcut icon and copy and paste it on the desktop.

9) You should see “TEAAS vxx.yy.zzzz – Copy” icon on the desktop, where xx.yy.zzzz represents the TEAAS Client version number

10) Use this new “TEAAS vxx.yy.zzzz – Copy” icon to launch the TEAAS application every time.

11) You need to use this icon until administrator updates your Java.