TEAAS Troubleshooting Checklist

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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. 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.

2. 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 accesses the outside world.

3. 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.

4. <u>Error Message</u>: 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://teaasprod.dot.state.nc.us:7777/gatekeeper.ior

  The result should look something like this:

```
IOR:000000000000002c49444c3a696e70726973652e636f6d2f676174656b65657065722f416c6c6961734d
616e616765723a312e3000000000001000000000000016c000102000000001a544541415350726f642e646f
742e73746174652e6e632e7573300000000000005100504d43000000000000002c49444c3a696e7072697365
2e636f6d2f676174656b65657065722f416c6c6961734d616e616765723a312e30000000000a47494f505072
6f7879000202000000005762f474b000000000000000656495302000000140000007e001e1e610000000100
0000000000000056495303000000500070801ff0000000000000000000080000000056495300000000001
00000018000000000001000100000001050100010001010900000000000000210000007800010000000000
010002000000000024000000002c0000006600020000000000010000001a544541415350726f642e646f742e
73746174652e6e632e75730002ac0000000000000000000000000004000000000000015642210100000000742
6f726c616e64000000000100000008060667810201010100000000f00000014000000080000066000202ac
```

  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 (IIOP and HTTP) communication with the port 7777 on TEAASProd.DOT.STATE.NC.US TEAAS Server at DOT.

  If you are using proxy servers you might also have problems after opening port 7777. 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.

5. Downloads Step 2 Indicates "You do not have a valid JRE installed" but you do.

The *Default Java for browsers* and *Java Plug-in* settings may not be enabled.

- Open the system control panel.

- Open the Java Control Panel.

 Java

The Java Control panel opens.
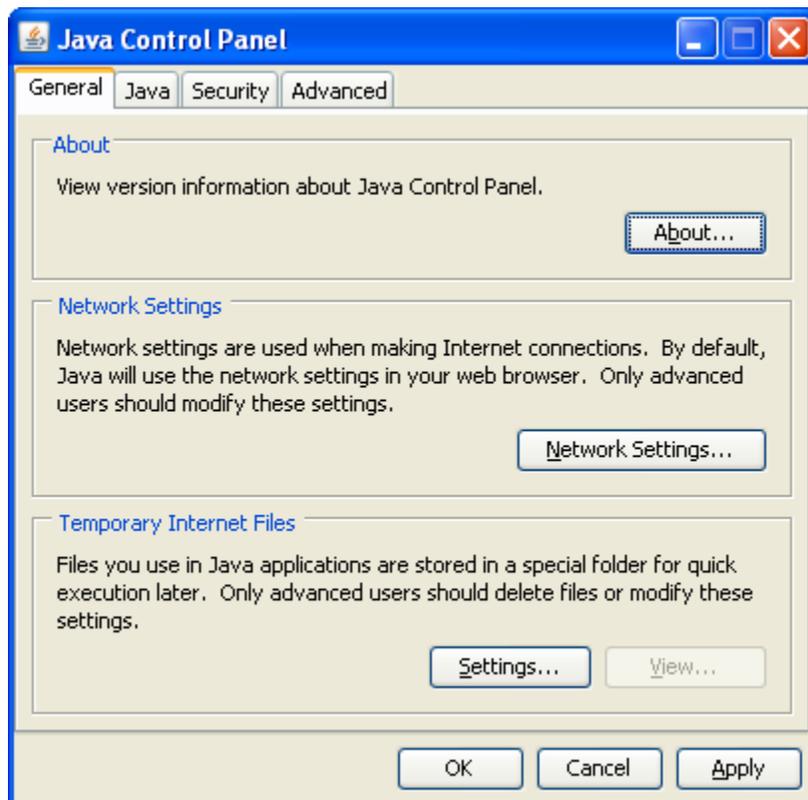
- Select the Advanced tab.
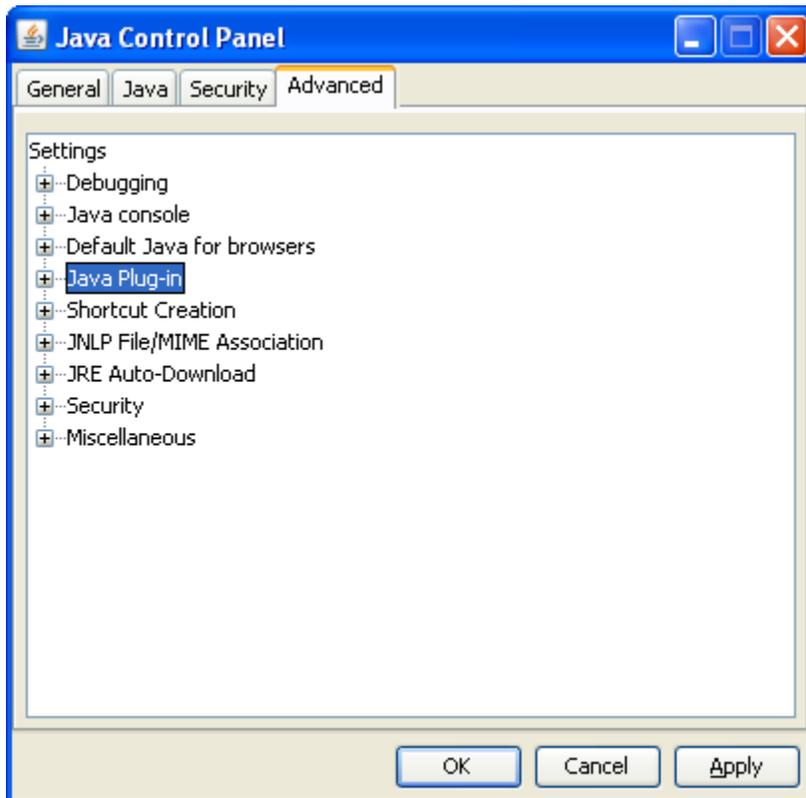
- Check the *Default Java for browers* and *Java Plug-in* to look like the picture below.
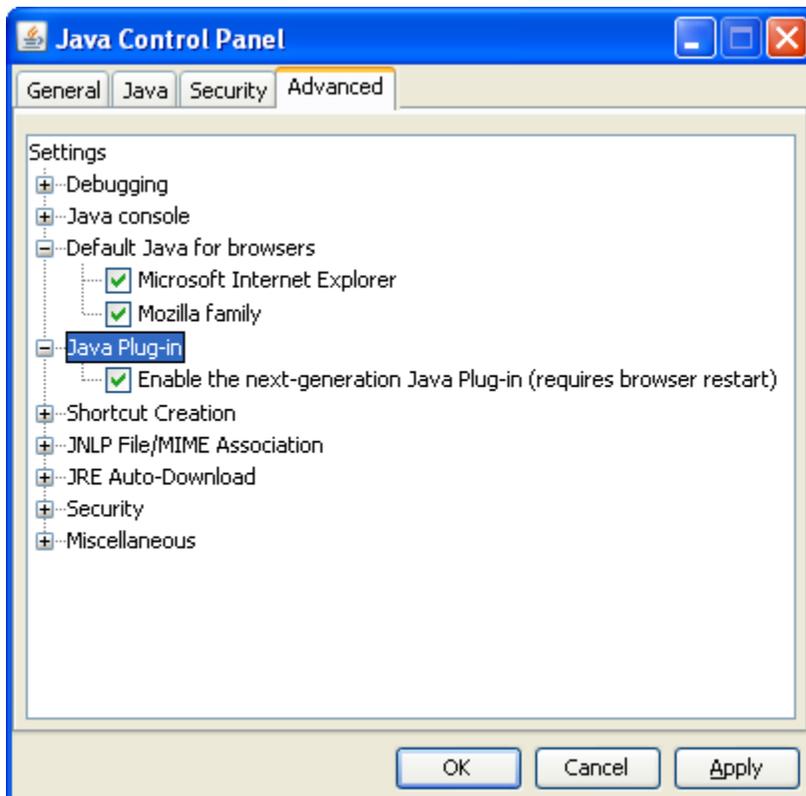
6. Security Alert

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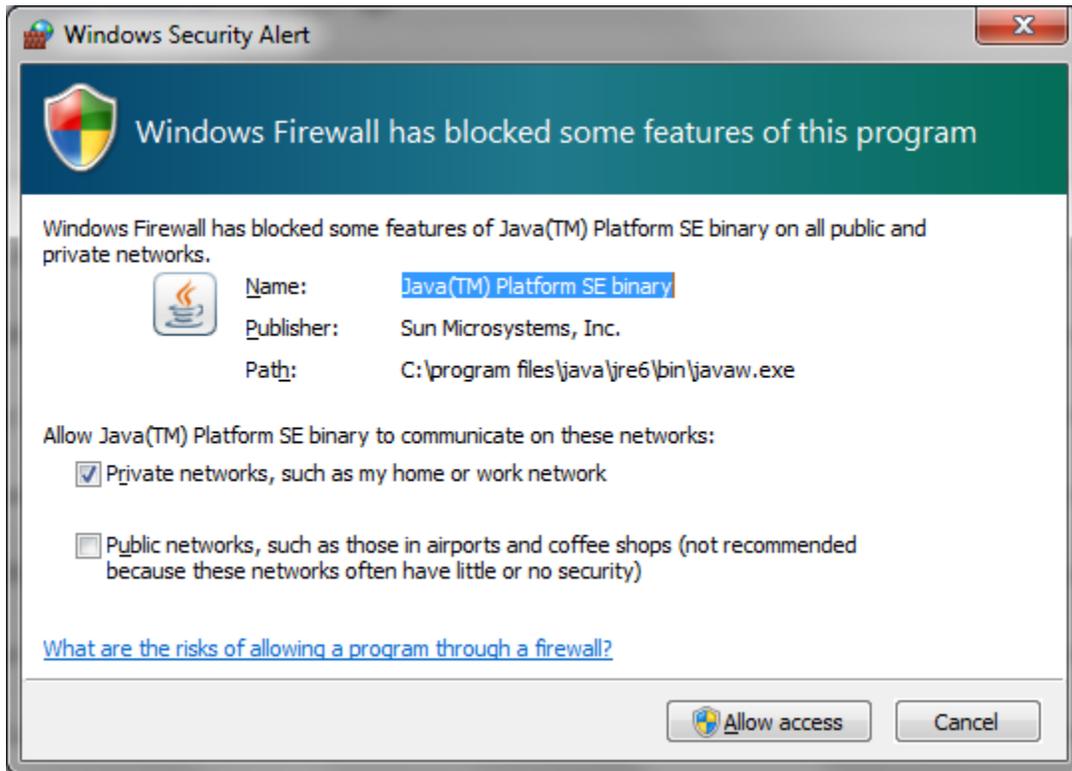
This will add an exception to the Windows Firewall Programs and Services list allowing you to run future sessions without seeing a repeat of the security message. You will need to have Admin Privileges to make this change permanent.

7. 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\<logged in user name>\TEAAS\logs. In Windows 7, they are located in C:\Users\<logged in user name>\TEAAS\logs.

8. 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)

To re-install TEAAS Client:

- Go to: https://dmvcrashweb.dot.state.nc.us/teaas/Downloads.htm

- Select the Start/Install TEAAS Client button.

- Or Ctrl+Click the following link:

  https://dmvcrashweb.dot.state.nc.us/teaas/jws/settings/teaas.jnlp

9. Restore TEAAS Client Desktop and Menu shortcuts

You may have inadvertently removed the TEAAS shortcut located on the Desktop or in the Star->All Programs->NCDOT Menu and want they back.

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

https://dmvcrashweb.dot.state.nc.us/teaas/jws/settings/teaas.jnlp

10. 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.
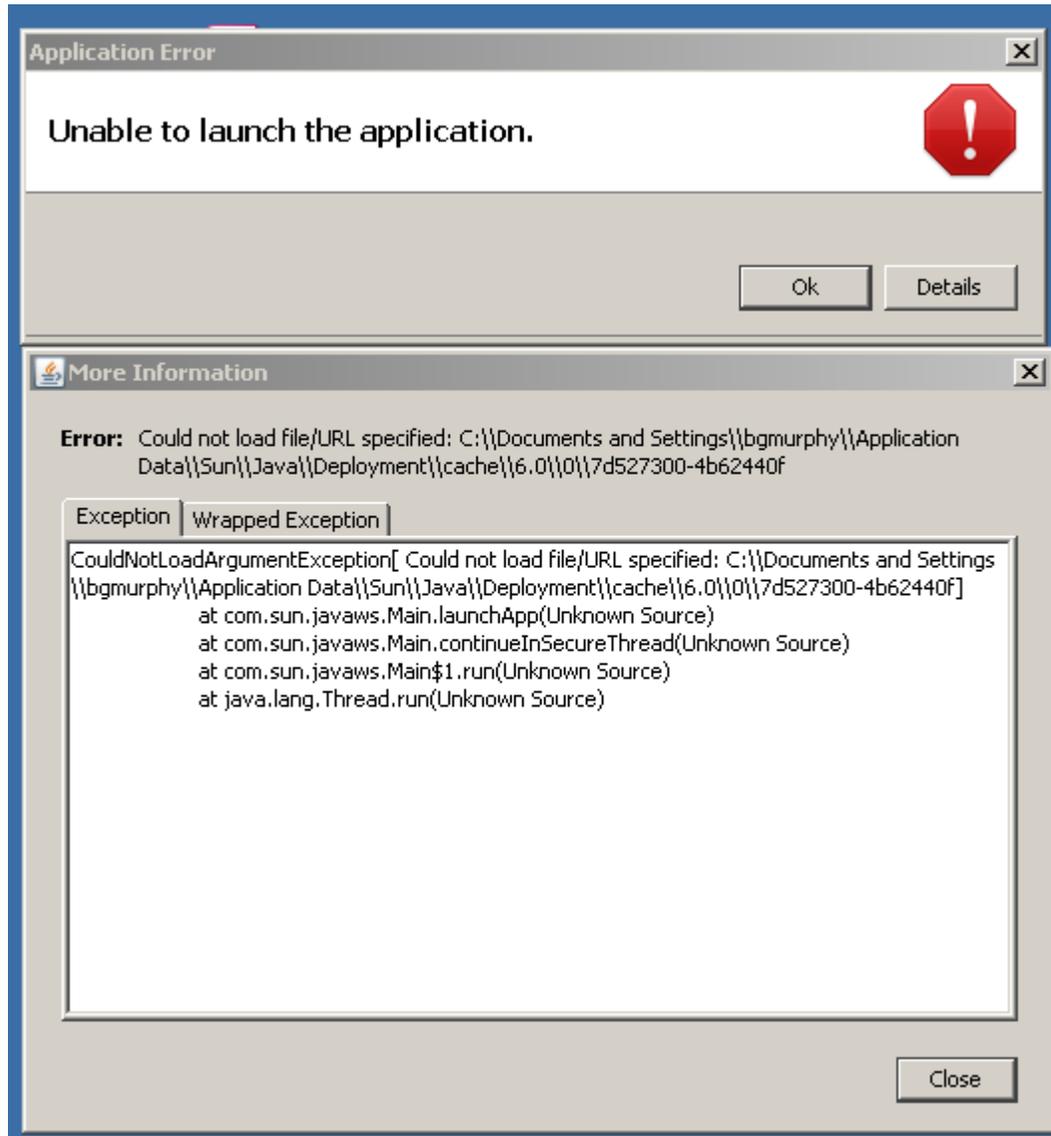
This issue can be fixed by re-installing TEAAS Client:

- Go to: https://dmvcrashweb.dot.state.nc.us/teaas/Downloads.htm. Select the Start/Install TEAAS Client button. Install TEAAS Client

- Or Ctrl+Click the following link:
  https://dmvcrashweb.dot.state.nc.us/teaas/jws/settings/teaas.jnlp

11. 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.
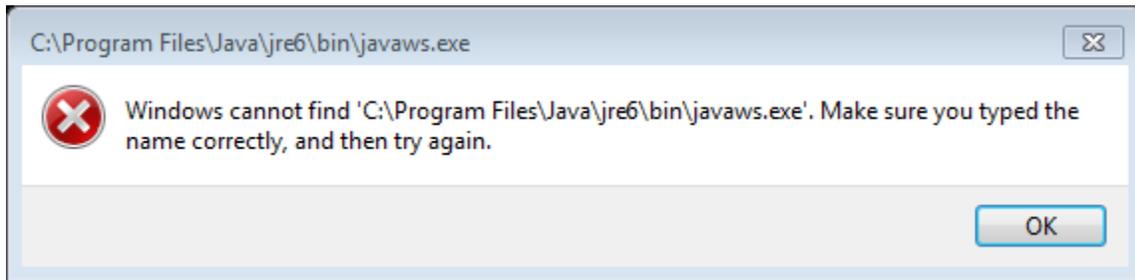
To fix this issue, perform the following steps.

1) Make sure Java is installed correctly. If Java is not installed, redirect issue to your System Administrator to have Java installed.
2) Once Java is installed, navigate to TEAAS download page: https://dmvcrashweb.dot.state.nc.us/TEAAS/Downloads.htm, and click the "Install TEAAS Client" button.

(OR)

You fix the shortcut.

1) Make sure Java is installed correctly. If Java is not installed, redirect issue to your System Administrator to have Java installed.
2) To fix the shortcut, right click the shortcut and select properties.

You should see the following:
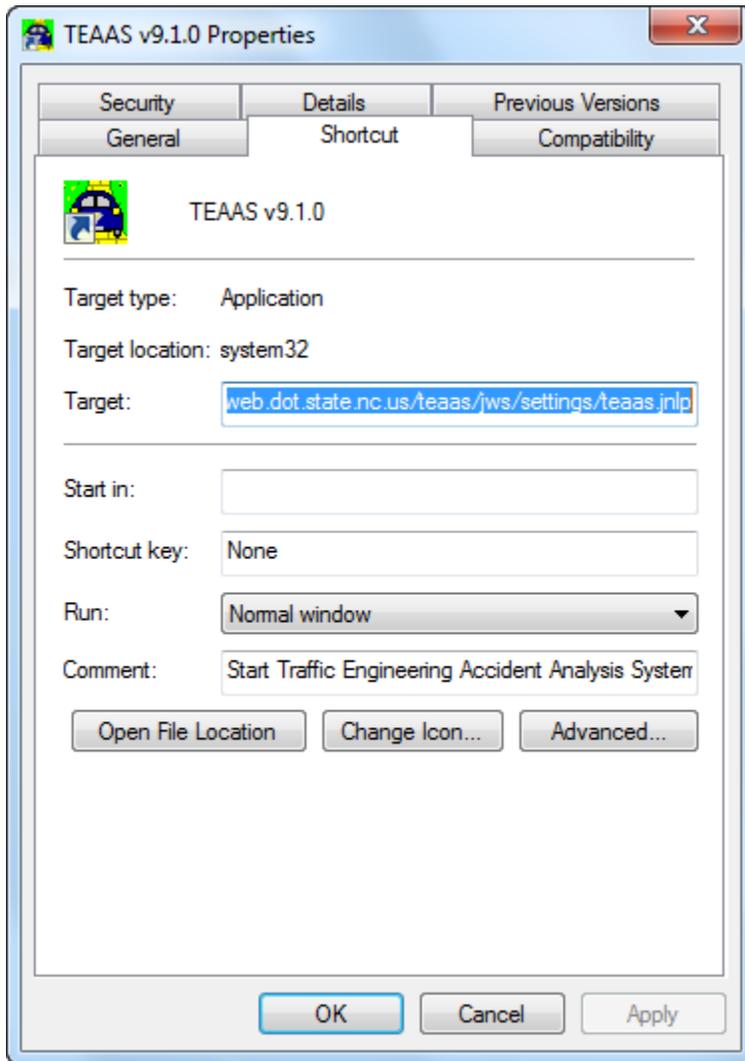
3) The Target field needs to be changed from something that looks like this:

C:\Program Files\Java\jre6\bin\javaws.exe https://dmvcrashweb.dot.state.nc.us/teaas/jws/settings/teaas.jnlp

To this:

C:\WINDOWS\system32\javaws.exe https://dmvcrashweb.dot.state.nc.us/teaas/jws/settings/teaas.jnlp

12. Unable to run teaas.jnlp file

When you try to run teaas.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 Start 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.

13. Java Update Needed prompt

Due to security requirements the following Java Upgrade message can popup
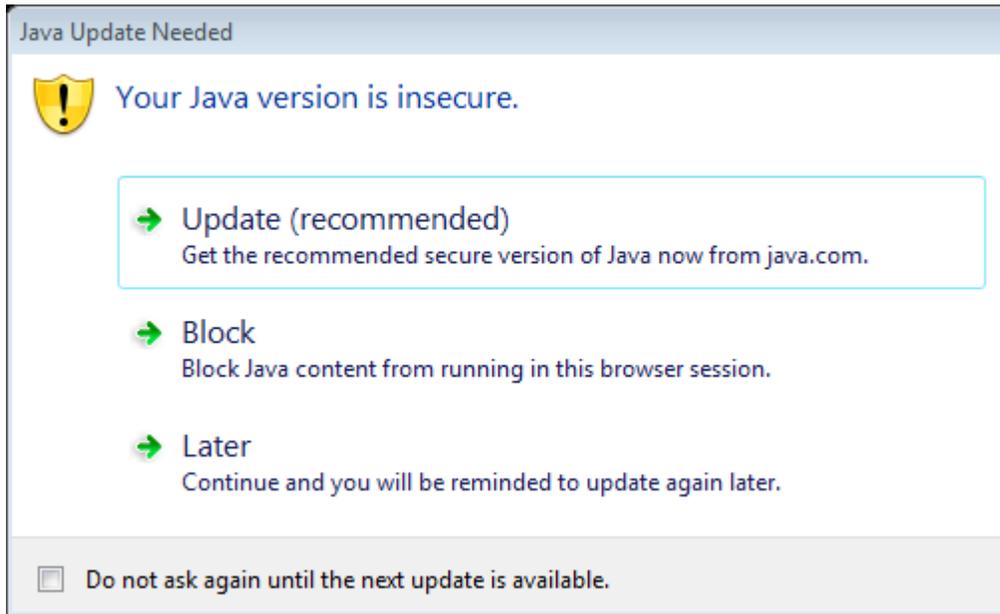
If you do not have administrator access you will not be able perform the Java upgrade. NCDOT users do not have administrator access and Java updates are controlled by the NCDOT infrastructure.

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 v9.1.0" shortcut icon from the desktop.

2) Open the system control panel.

3) Open the Java Control Panel.

4)   The Java Control panel opens.
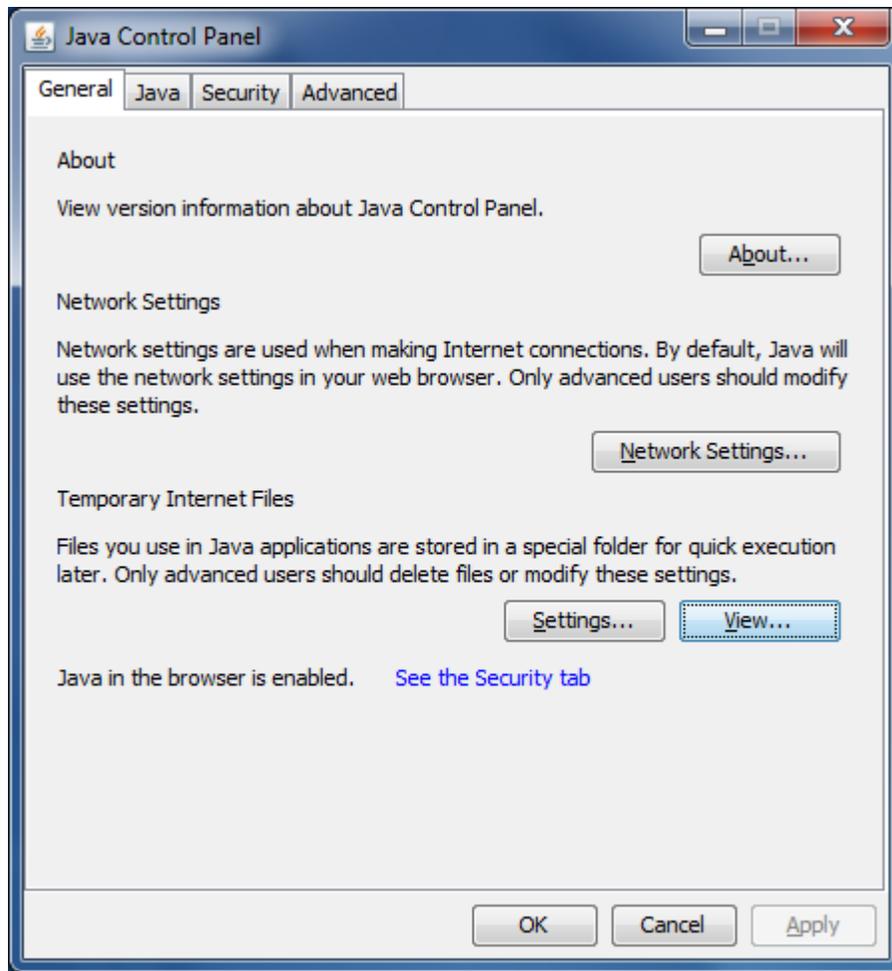
5) Select the General tab.

6) Select View button, the Java Cache Viewer is shown.
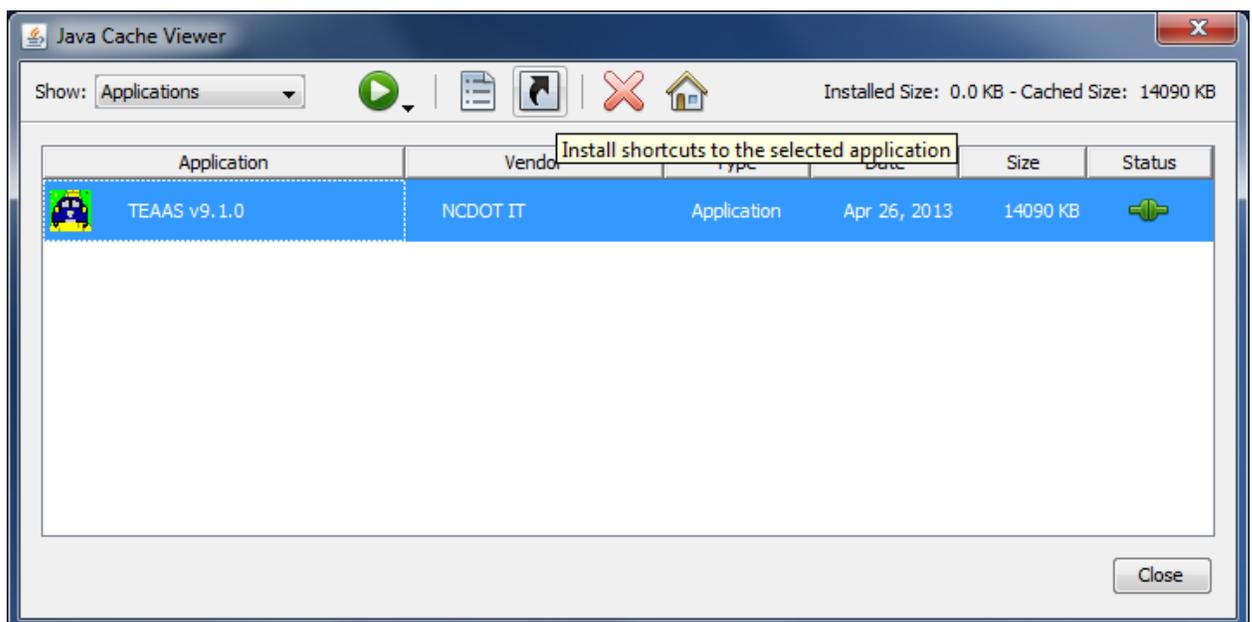
7) Select the TEAAS v9.1.0 or the appropriate version and click on the black arrow to create a
   desktop shortcut

8) Go to the desktop and select the "TEAAS v9.1.0" icon and copy and paste it on the desktop.

9) You should see "TEAAS v9.1.0 – Copy" icon on the desktop.

10) Use this new "TEAAS v9.1.0 – Copy" icon to launch the TEAAS application every time.

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