



# **TEAAS Troubleshooting Checklist**

**October 21, 2019**

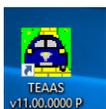
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The following troubleshooting checklist is intended to provide TEAAS users with self-help assistance with connecting to the system when error messages are received. The following error messages, and their corrective measures, are the most common issues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

## 1. TEAAS Fails to Install and Run

- 1) Make sure you have access to your user folder (C:\Users\**your\_user\_name**) and its **sub folders**. Also, make sure you have access to your downloads folder (C:\Users\**your\_user\_name**\Downloads, where your user name is your login ID.). If you do not have access to these directories, redirect the issue to your System Administrator to have access to these folders.
- 2) Delete the shortcut from your desktop. If you don't have permission, ask your System Administrator to delete it.

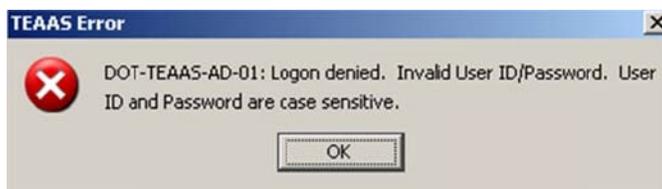


- 3) Navigate to TEAAS download page: <https://dmvcrashweb.dot.state.nc.us/teaas/Downloads.htm>, and click the “Install TEAAS Client” button.



- 4) If TEAAS Client doesn't launch automatically, double click on the TEAAS v##.##.####.exe file that you downloaded in the step above. It is located in your Downloads folder; Make sure you have access to your downloads folder (c:\Users\**your\_user\_name**\Downloads, where your user name is your login ID).

## 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:0000000000000002c49444c3a696e70726973652e636f6d2f676174656b65657065722f416c6961734d616e616765723a312e30000000000100000000000016c000102000000001a544541415350726f642e646f742e73746174652e6e632e7573000000000005100504d4300000000000002c49444c3a696e70726973652e636f6d2f676174656b65657065722f416c6961734d616e616765723a312e30000000000a47494f5050726f787900202000000005762f474b0000000000000656495302000000140000007e001e1e61000000010000000000000564953030000000500070801ff0000000000000000080000000564953000000001000000180000000000100010000000105010001000101090000000000000002100000078000100000000000100002000000000240000002c0000006600020000000000010000001a544541415350726f642e646f742e73746174652e6e632e75730002ac00000000000000000000040000000000015642210100000007426f726c616e64000000001000000080606678102010101000000f00000014000000800000066000202ac
```

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. I have Java 11 or 12 can I download TEAAS?

**TEAAS comes embedded with Java. You do not have to worry about the java version you have.**

## 7. 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"

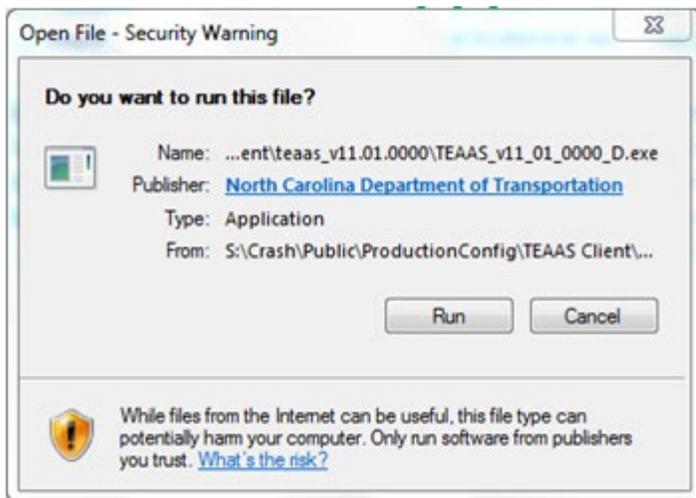
This warning is generated by the Windows Firewall,

Do you want to run this program?

Name: ....TEAAS\_v###\_###\_#####\_P.exe

Publisher: North Carolina Department of Transportation

You should click on the "Run option on this dialog.



## 8. 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\

## 9. Restore TEAAS Client Desktop and Menu shortcuts

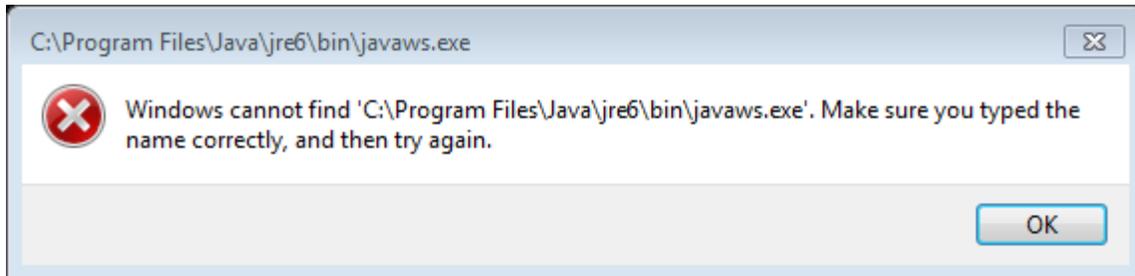
You may have inadvertently removed the TEAAS shortcut located on the Desktop and want it back.

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

<https://dmvcrashweb.dot.state.nc.us/teaas/Downloads.htm>

## 10. Unable to launch the application

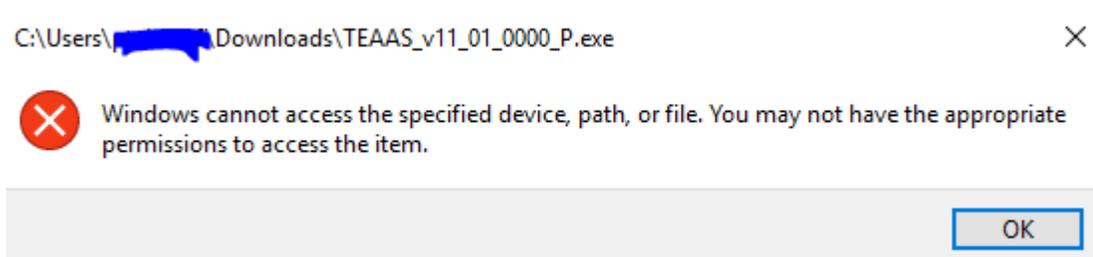
When you try using the TEAAS shortcut, you may get a message “Windows cannot find javaws.exe”. The popup and details are shown below.



- This means you have TEAAS Client from earlier install. Delete the TEAAS shortcut and do a fresh install by going to <https://dmvcrashweb.dot.state.nc.us/teaas/Downloads.htm>.

## 11. Unable to run "TEAAS v##.##.####.exe"

When you try to run "TEAAS v##.##.####.exe" file from your local machine to install TEAAS you get the following error message:



This should be directed to your Administrator to grant you access to your Downloads folder. You can also try to copy "TEAAS v##.##.####.exe" to your Desktop and try to install.