

Manitou - No Workstation ID Found or Local Certificate Errors

12/17/2025 4:27 pm EST

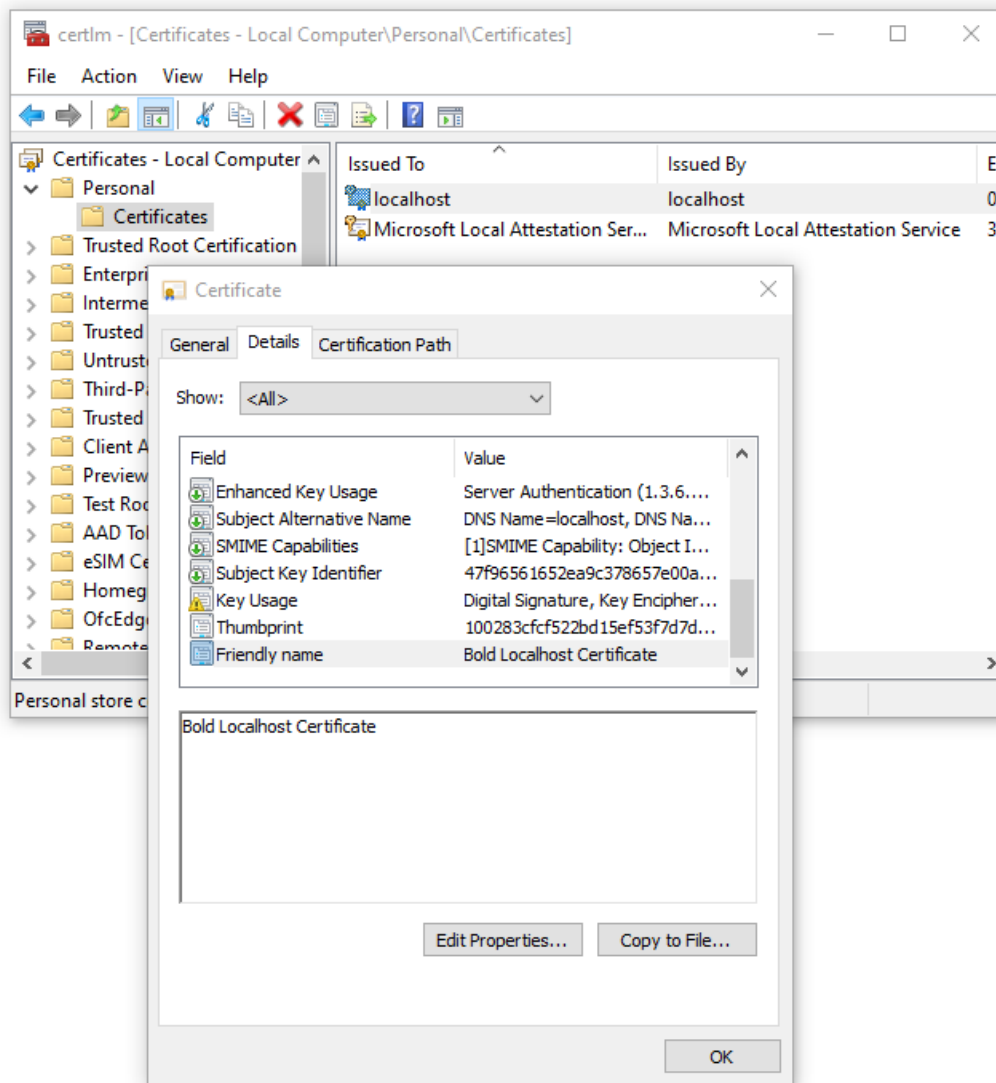
General Info

When attempting to log in to the Manitou Web Client, you may see this error when hovering your mouse over the LOGIN button. There are a couple of items that can cause this.

This can happen when the Local Utility Service is unable to correctly verify the WorkstationID value from the registry.

- This value can be found at `\\HKEY_LOCAL_MACHINE\\SOFTWARE\\WOW6432Node\\Bold Technologies\\Manitou\\Client`

The Local Utility Service is used to communicate between the browser and the local system. To do this securely, it needs an SSL certificate. During the installation of the Local Utility Service, a self-signed LOCALHOST certificate is created for this purpose. The certificate created can be viewed by running "certlm.msc" from the Windows Run prompt.



Another cause is the site being blocked due to the Local Network Access in the browser. To fix this in the browser, follow the steps below:

- Edge - go to Settings -> Privacy, search, and services-> Site Permissions -> All permissions -> Local Network access -> change the permission for the MWC via the ellipses to allow
-

Settings

Search settings

- Profiles
- Passwords and autofill
- Privacy, search, and services**
- Appearance
- Default browser
- Start, home, and new tab page
- Languages
- Downloads
- Accessibility
- System and performance
- Reset settings
- Extensions
- About Microsoft Edge

Privacy, search, and services / Site permissions / All permissions / Local network access

Default behavior

Ask before accessing (recommended)
Will block if turned off



Customized behaviors

Sites listed below follow a custom setting instead of the default

Not allowed to connect to any device on your local network
No sites added

Add site

Allowed to connect to any device on your local network

Add site

<https://customss1-my.sharepoint.com>
<https://css.co.manitoucloud.com:443>



- Chrome - go to Settings -> Privacy and security -> Site settings -> Permissions -> Additional Permissions -> Go into the permissions for the site using the triangle, scroll down to the bottom, and update the permissions for Local Network Access to Allow.

Settings

- You and Google
- Autofill and passwords
- Privacy and security**
- Performance
- AI innovations
- Appearance
- Search engine
- Default browser
- On startup
- Languages
- Downloads
- Accessibility
- System
- Reset settings
- Extensions
- About Chrome

Search settings

- Sound Automatic (default)
- Automatic downloads Ask (default)
- MIDI device control & reprogram Ask (default)
- USB devices Ask (default)
- Serial ports Ask (default)
- File editing Ask (default)
- HID devices Ask (default)
- Protected content IDs
Chrome Live Caption might not work Allow (default)
- Clipboard Ask (default)
- Payment handlers Allow (default)
- Insecure content Block (default)
- JavaScript optimization & security Allow (default)
- Third-party sign-in Allow (default)
- Augmented reality Ask (default)
- Virtual reality Ask (default)
- Hand tracking Ask (default)
- Your device use Ask (default)
- Window management Ask (default)
- Fonts Ask (default)
- Automatic picture-in-picture Ask (default)
- Scrolling and zooming shared tabs Ask (default)
- Web app installations Ask (default)
- Local network access
Allowed by your administrator **Allow**

The "No Workstation ID Found" error occurs when one of these communication layers fails

1. Local Utility Service is not installed or running.
2. The Local Certificate did not get created correctly.
3. The Local Certificate is not bound properly to 0.0.0.0:7020
4. The WorkstationID key in the registry is not present.

Troubleshooting

1. Verify that the Local Utility Service is running (Task Manager > Services).
2. Verify that the certificate exists (CERTLM > Personal > Certificates)
3. Verify that the registry entry exists (\\HKEY_LOCAL_MACHINE\\SOFTWARE\\WOW6432Node\\Bold Technologies\\Manitou\\Client)

If items 1 through 3 above have been verified, proceed to Next Steps.

Next Steps

1. Rename the WorkstationID key in the registry to "OLDWorkstationID" and then refresh the ManitouNEO login page. This will force the Local Utility Service to create a new WorkstationID key.
 1. If it successfully creates the new WorkstationID try to login to ManitouNEO and see if that has resolved the issue.
 2. If it fails to create the key please proceed to step 2.
2. Re-run the LocalCertificateUtility by hand.
 1. Open a command prompt as administrator
 2. Run the following commands

```
C:\Program Files (x86)\Bold Technologies\Manitou\LocalCertificateUtility>LocalCertificateUtility.exe --p=7020 --cn
C:\Program Files (x86)\Bold Technologies\Manitou\LocalCertificateUtility>LocalCertificateUtility.exe --p=7021 --cn
C:\Program Files (x86)\Bold Technologies\Manitou\LocalCertificateUtility>LocalCertificateUtility.exe --p=7022 --cn
```

3. If issues persist, enter `https://localhost:7020` in the address bar in the browser – when prompted, select 'Proceed Anyway' and retest.

4. If still unsuccessful, attempt to create cert manually.

1. Open an Administrator Command Prompt

2. Type `"netsh http delete sslcert ipport=0.0.0.0:7020"` and press ENTER. This will delete our existing certificate.

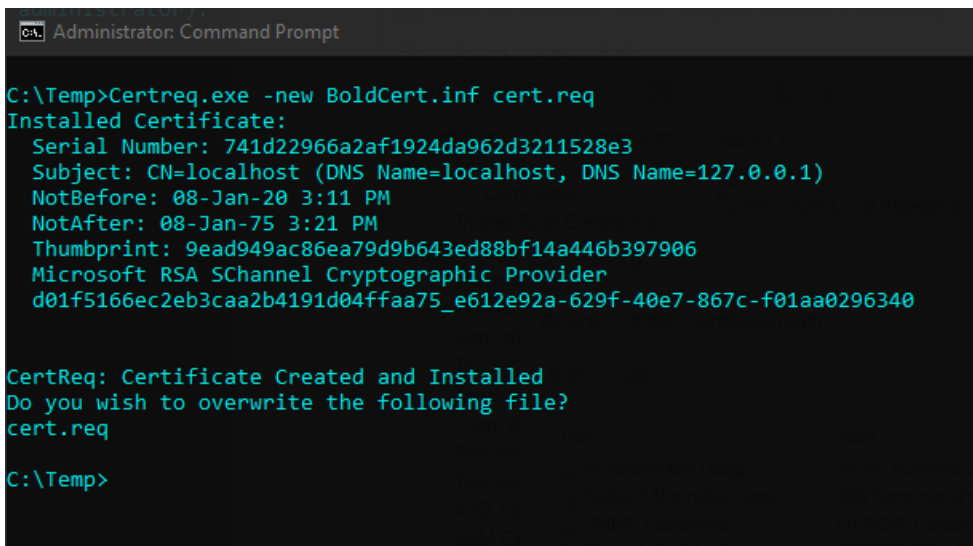
3. Copy the attached [BoldCert.inf](#) file to the customer's C:\temp directory.

4. In the command prompt switch to the C:\Temp directory.

5. Type `"Certreq.exe -new BoldCert.inf cert.req"` and press ENTER.

6. If prompted to overwrite a cert.req file - click OK on that dialog.

- When the command succeeds it will output the details of the newly installed certificate like this:



```
Administrator: Command Prompt

C:\Temp>Certreq.exe -new BoldCert.inf cert.req
Installed Certificate:
  Serial Number: 741d22966a2af1924da962d3211528e3
  Subject: CN=localhost (DNS Name=localhost, DNS Name=127.0.0.1)
  NotBefore: 08-Jan-20 3:11 PM
  NotAfter: 08-Jan-75 3:21 PM
  Thumbprint: 9ead949ac86ea79d9b643ed88bf14a446b397906
  Microsoft RSA SChannel Cryptographic Provider
  d01f5166ec2eb3caa2b4191d04ffaa75_e612e92a-629f-40e7-867c-f01aa0296340

CertReq: Certificate Created and Installed
Do you wish to overwrite the following file?
cert.req

C:\Temp>
```

7. Copy the Thumbprint value from the output

8. Type `"netsh http add sslcert ipport=0.0.0.0:7020 certhash=[THUMBPRINT]appid={72605d10-BA07-4136-ACBB-AC43CB54f8EA}"`, replacing the [THUMBPRINT] variable with the value from step 6 and press ENTER. You should see a message stating "SSL Certificate successfully added"

5. Restart the Local Utility Service service and attempt to log in to ManitouNEO again.
