

Manitou Web Client 2.X & BoldNetNEO Client - Troubleshooting Guide

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This document is intended to outline common missteps and hazards concerning installing and configuring the Manitou version Neo and BoldNet Neo web application(s). The troubleshooting steps within this document should assist you with quickly determining the cause of the failure and the proper course of action for correcting the issue.

TIP: *web.config* file changes do not require you to refresh the browser or restart IIS.

An Error Has Occurred

Stage 1 troubleshooting

1. Verify that the Sentry is running.
2. Verify that the WebGateway is running.
3. Verify that you can ping the machine that is running the Sentry and/or WebGateway by name(s) (even if it's the local machine).
4. Verify that the Sentry and WebGateway names in the `c:\inetpub\wwwroot\Manitou\API\config` match the names from step 3 above.
5. Verify that the Sentry and WebGateway names in the `c:\inetpub\wwwroot\Manitou\OAUTH\config` match the names from step 3 above.
6. Verify that the **TokenURL** value is correctly specified in the `c:\inetpub\wwwroot\MANITOU\config`.

```
<add key="TokenUrl" value="https://acmecorp.boldgroup.com/oauth/token" />
```

TIP: *This can be verified by copying the url and pasting it into your browser. You should see the following message:*
`{"error": "unsupported_grant_type"}`

7. Verify that the **ManitouApiUrl** value is correctly specified in the `c:\inetpub\wwwroot\MANITOU\config`

```
<add key="ManitouApiUrl" value="https://acmecorp.boldgroup.com/api" />
```

TIP: *This can be verified by copying the url and pasting it into your browser. You should see the following message:*

This XML file does not appear to have any style information associated with it. The document tree is shown

below.

```
<Error> <Message>Authorization has been denied for this request.</Message> </Error>
```

Stage 2 troubleshooting

1. Change the Sentry and WebGateway names in the `c:\inetpub\wwwroot\API\config` to the IP address of the machine running the Sentry and the WebGateway.
2. Change the Sentry and WebGateway names in the `c:\inetpub\wwwroot\OAUTH\config` to the IP address of the machine running the Sentry and the WebGateway.
3. Repeat the steps above with the fully qualified domain name (FQDN) of the machine(s) running the Sentry and the WebGateway.
4. Verify that the NeoAppPool Application Pool has been properly created and assigned to each of the three web applications (api, manitou, and oauth).
 - *.NET CLR Version 4.0 or greater*
 - *Managed pipeline mode: Integrated*

1. Verify that there is a valid SSL certificate on the IIS server.
2. Verify that the valid SSL certificate is properly bound to the website hosting the Neo application.
[https://technet.microsoft.com/en-us/library/cc732230\(v=ws.10\).aspx](https://technet.microsoft.com/en-us/library/cc732230(v=ws.10).aspx)

Failed to connect to a Sentry

1. Use the Supervisor Workstation to verify that the workstation is listed as a "Protected Area" workstation.
2. Follow the troubleshooting steps in the "An error has occurred" section above.

SQL Username/Password is incorrect

Verify that the "*AspNetMembership*" connection string login and password defined in the `c:\inetpub\wwwroot\OAUTH\config` are correct.

1. This is the same database that is specified in the Supervisor Workstation.
 - Select Options from the Tools menu.
 - Expand the System node.
Select "Web membership database details".

2. You should verify these credentials by logging into SQL Server Management Studio with the username and password defined above.

"Unable to find SQL Server"

1. Verify that the "Data Source" value defined in the `c:\inetpub\wwwroot\OAUTH\config` is correct.
 - If using SQLExpress, verify that the Data Source contains "\SQLExpress" after the machine name.
 - If using a Named Instance, verify that the Data Source contains "\NamedInstance" after the machine name.

TIP: If using the local IIS machine for this SQL Server, you can simply enter a period for the Data Source name. You would enter ".\SQLExpress" for a SQLExpress instance or ".\NamedInstance" for a named instance.

"Invalid SQL Connection Settings"

1. Verify that SQL Server is running.
2. Verify that you can ping the SQL Server using the same name that is specified in the "Data Source" value defined in the `c:\inetpub\wwwroot\OAUTH\config`.

404 Error

1. Use the IIS Manager to verify that the installer correctly created the three web applications:
 - API
 - Manitou
 - Oauth

TIP: If they were not created during the install, you can right-click on each folder within the IIS Manager and select "Convert to Application" and then set the Application Pool to "NeoAppPool".

2. Verify that you are using the same base URL that is specified in the `c:\inetpub\wwwroot\MANITOU\config`.

```
<add key="TokenUrl" value="https://acmecorp.boldgroup.com/oauth/token" />
```

Service Unavailable

1. Use the IIS Manager to verify that the IIS service is running.

2. Use the IIS Manager to verify that the NeoAppPool Application Pool is started.

Loading...

If you can log in but the dashboard just shows "Loading" and the pie chart never displays it is caused by a difference in the base URL between the browser and the config file.

1. Verify that the following keys in the Manitou\web.config have the same value as the browser URL.

```
<add key="TokenUrl" value="https://[CORRECTNAME]/oauth/token" />
```

```
<add key="ManitouApiUrl" value="https://[CORRECTNAME]/api" />
```

Example: If you are attempting to log in at the two config keys should be and

Trying to reconnect to AppServer

Verify the URL using the correct name. Typically the FQDN is used to access ManitouNEO.

BoldNet Branding Image Not Loading

/manitou/api/web.config

The cause of the issue appears to be that if you have these two lines in the config file we try to encrypt that information. Because of access rights, we can't write that temp file to encrypt it.

```
<add key="DefaultUser" value="Bold" />
```

```
<add key="DefaultUserPassword" value="a" />
```

Deleting the value from each of these keys SHOULD stop it from trying to encrypt it. They are only used for the DragonFly integration which we aren't doing anymore.

Wrong API installation type

You are trying to use Manitou or BoldNet when that's not what you are using; check the Manitou web.config and verify that it's the correct setting. Change Manitou to BoldNet, or BoldNet to Manitou.

The Remote Name could not be resolved.

Make sure the Host machine can navigate to itself locally, if not add a host file entry for the Boldnet Neo URL, or a domain entry.

When Upgrading from 1.64 to 2.0, remove the BoldNetNEO manitou folder in inetpub.

The installer will modify the configs but will not add the new code to make it work.

Data Error after logging in:

Usually, this occurs from an upgrade of 1.64 or less to 2.0 or greater. The webprefs database is missing some tables.

If you check the Developers Console and get something like this, then run the following script in SQL:

```
USE [WEBPREFSDB]
GO
/***** Object: Table [dbo].[Message]  Script Date: 7/24/2018 3:46:16 PM *****/
SET ANSI_NULLS ON
GO
SET QUOTED_IDENTIFIER ON
GO
CREATE TABLE [dbo].[Message](
  [MessageId] [int] IDENTITY(1,1) NOT NULL,
  [MessageType] [int] NOT NULL,
  [AddedDate] [datetime] NOT NULL,
  [StartDate] [datetime] NOT NULL,
  [EndDate] [datetime] NOT NULL,
  [MessageOwnerContType] [int] NOT NULL,
  [MessageOwnerSerialNumber] [int] NOT NULL,
  [FilterToContType] [int] NULL,
  [FilterToSerialNumber] [int] NULL,
  [MessageText] [ntext] NOT NULL,CONSTRAINT
  [PK_Message] PRIMARY KEY CLUSTERED(
  [MessageId] ASC)
  WITH (
    PAD_INDEX = OFF,
    STATISTICS_NORECOMPUTE = OFF,
    IGNORE_DUP_KEY = OFF,
    ALLOW_ROW_LOCKS = ON,
    ALLOW_PAGE_LOCKS = ON)
  ON [PRIMARY])
  ON [PRIMARY] TEXTIMAGE_ON [PRIMARY]
GO
```

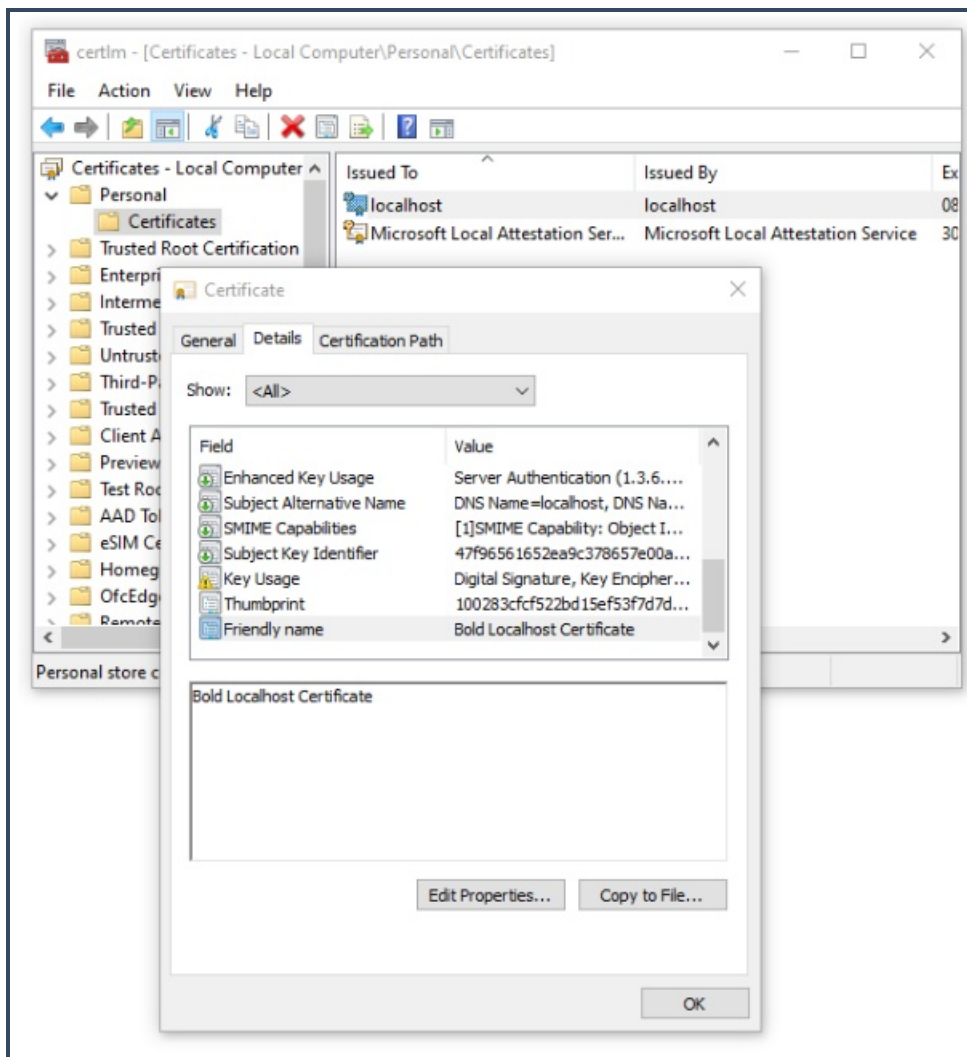
No Workstation ID Found or Local Certificate errors

When attempting to log in to ManitouNEO you may see this error when hovering your mouse over the LOGIN button.

This happens because 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, we create a self-signed LOCALHOST certificate for this purpose. You can view the certificate we create by running "certlm.msc" from the Windows Run prompt.



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.

To troubleshoot this we need to break it into smaller parts.

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 all three questions are answered then we need to try some manual 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.
 - If it successfully creates the new `WorkstationID` please try to login and see if that has resolved the issue.
 - If it fails to create the key please proceed to step 2.
2. Re-run the `LocalCertificateUtility` by hand.
 - Open a command prompt as administrator
 - run the following commands



If those fail, last attempt to create a cert by hand.

Open an Administrator Command Prompt

1. Type "`netsh http delete sslcert ipport=0.0.0.0:7020`" and press ENTER. This will delete our existing certificate.
2. Copy the attached [BoldCert.INF](#) file to the customer's `C:\temp` directory.
3. In the command prompt switch to the `C:\Temp` directory.
4. Type "`Certreq.exe -new BoldCert.inf cert.req`" and press ENTER.
5. You may be prompted to overwrite a `cert.req` file - click OK on that dialog.
6. 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"
9. Restart the Local Utility Service service and then attempt to log in to ManitouNEO again.

VCC Troubleshooting

Here are a few things to check next time you're on there.

1. Check ports 7020, 7021, 7022. Make sure they aren't being used by something else.
2. From a DOS prompt type "PATH" and hit enter. Make sure that the following paths are included.
 - C:\Program Files (x86)\Bold Technologies\Manitou\VCC
 - C:\Program Files (x86)\Bold Technologies\Manitou\Launcher
 - Verify that the Local Utility Service is running.
 - Verify that the Bold Launcher is running - sometimes the icon will erroneously display in the Systray when the program has already exited. You can mouse over the icon in the system tray to see if it disappears.
 - Run the VideoControlCenter.exe as administrator from the VCC folder and see if it can then communicate.
 - From an administrator command prompt run this and see if it produces any errors:

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