

# **Troubleshooting Guide**

# **MIKE WaterNet Advisor**

This document contains information that helps to detect or fix connection problems.

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- 1. Symptom: MIKE WaterNet Advisor does not behave correctly, or parts of the User Interface appears to be missing
- 1. Delete data from cache in your Web browser.



# 2. Symptom: MIKE WaterNet Advisor application seems to be outdated

1. Run the update utility that is located on the MIKE WaterNet Advisor server: C:\DHI\WNAupdater\UpdateUtilityGUI.exe



# 3. Symptom: Network layers (pipes, tanks, etc.) are not displayed in the Map window and the Map window contains only Open Street Map

1. Allow for TCP inbound and outbound connections on ports 80 and 8080 on the firewall and your network security. In case of SSL connections, check the port 8443 too.

2. Check if the network display problems remain when you zoom-in into a small portion of a network.

3. Check if the network allows for the connection to the Geoserver

- In case of secure SLL connections: http://<name>:8443/geoserver/

Where <name> is the computer/Waternet Advisor server name, e.g. abc.waternet.dhigroup.com

- In case of non-SLL connections: http://<name>:8080/geoserver/

Where <name> is the computer/Waternet Advisor *server name* IP address or a name, or "localhost" if the application if the connection is made from the server where the application is installed.

If the connection was successful, it will display a page as shown below where they can login as "admin" and use the credentials provided in the delivery protocol. In case that there is an error, report the error back to us.

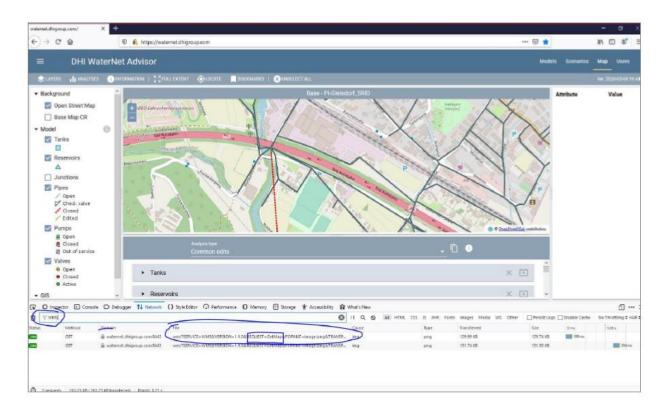
🗞 GeoServe	username password	Remember me
	Welcome	
About & Status	Welcome	
About GeoServer	(Anternet State)	
Data	This GeoServer belongs to The Andent Geographers.	Service Capabilitie
Layer Preview	This GeoServer instance is running version 2.11.0. For more information please contact the	WCS
Demos	administrator.	1.0.0
Demos		1.1.0
		1.1.1
		1.1
		2.0.1
		WFS
		1.0.0
		1.1.0
		2.0.0
		WMS
		1.1.1
		1.3.0
		WPS
		1.0.0
		)

4. Connect to MIKE WaterNet Advisor and select "Web Developer" from your Web browser and select "Network". The screen shot below is from Firefox.

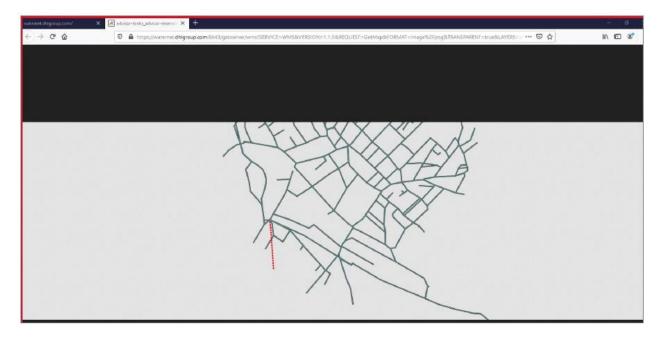
- Zoom in the Map so that the application start reporting messages



Enter "WMS" into the Filter and locate one that has "GetMap" in the request body.



Double click the request or right-click the request and copy the URL and open it in a new browser window. If all works well it will display the request result in the browser. As it does not work well and an error message is displayed, report the error message back to us.





## 4. Symptom: MIKE WaterNet Advisor update utility does not run automatically

- 1. Check Task scheduler
  - a. The Status must be ready (if not it needs to be enabled)
  - b. The Last Run Result code must be (0x0)

Task Scheduler       File     Action     View     Help       Image: Scheduler     Image: Scheduler     Image: Scheduler						
Task Scheduler (Local) Task Scheduler Library	Name	Status	Triggers	Next Run Time	Last Run Time	Last Run Result
> Lo lask Scheduler Library	🕒 Adobe Acrobat Update Task	Ready	Multiple triggers defined	17.05.2022 13:00:00	17.05.2022 11:25:36	Operace byla dokončena úspěšně. (0x0)
	CreateExplorerShellUnelevatedT	Ready	When the task is created or modified		30.11.1999 0:00:00	Úloha ještě nebyla spuštěna. (0x41303)
	🕒 DHI WNA autoupdate	Ready .	At 23:12 every Saturday of every week, starting 26.11.2019	21.05.2022 23:12:26	29.09.2021 8:02:42	Operace byla dokončena úspěšně. (0x0)

## 2. If the *Status* is not ready

a. Select "Enable" as shown below

🕑 Task Scheduler	- 🗆 X
File Action View Help	
<ul> <li>Task Scheduler (Local)</li> <li>Task Scheduler Library</li> <li>Adobe Acrobat Update Task Adobe Acrobat Update Task CreateExplorerShellUneleva Ready Multiple triggers defined</li> <li>CreateExplorerShellUneleva Ready When the task is created or modified</li> <li>DHI WNA autoupdate</li> <li>Oisabled</li> <li>At 23:12 every Saturday of every week, starting</li> <li>GoogleUpdateTaskMachine Ready Multiple triggers defined</li> <li>GoogleUpdateTaskMachine Ready Multiple triggers defined</li> <li>MicrosoftEdgeUpdateTask Ready Multiple triggers defined</li> </ul>	Actions Task Scheduler Library Create Basic Task Create Task Import Task Display All Running Tasks Display All Running Tasks Disable All Tasks History New Folder View New Folder View New Folder Filter Selected Item Export
Security options	Properties     Delete
When running the task, use the following user account:	? Help

- b. Run Autoupdater from Task Scheduler.
- c. Wait 30 minutes.
- d. Check the last log (C:\DHI\WNAupdater\Logs\) is everything is ok.
- 3. If the Last Run Result has a wrong code
  - a. Check AutoUpdater folder (C\DHI\WNAupdater).
  - b. Delete all folders and files except *Backup*, *Configs*, *Logs* and *Updater* folders.



• Název		
😩 []		
[Backups]		
[Configs]		
[Logs]		
Updater]		

- c. Go to *Update* folder, copy all files from here and paste them into the *WNAupdater* folder.
- d. Run Autoupdater from Task Scheduler.
- e. Wait 30 minutes.
- f. Check the last log (C:\DHI\WNAupdater\Logs\) is everything is ok.



# 5. Symptom: New SSL protocol was received, and it needs to be updated in the application

The following steps need to be done in order to update the WaterNet Advisor installation for a new SLL protocol.

1. Update Tomcat. Navigate to Tomcat/keystore folder:

★ Name
<b>1</b> []
\mu [bin]
🔒 [conf]
🔒 [Java]
🕌 [keystore]
lib]
📕 [logs]
🔒 [temp]
🔒 [webapps]
work]
DotNetZip-y2f4wz4k
NOTICE
📈 tomcat

And paste new certificate there:

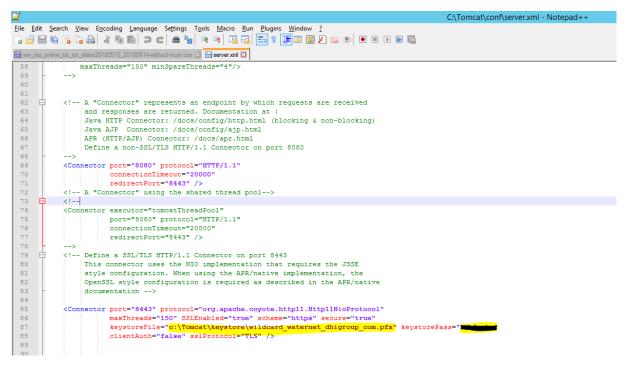
▼c:\Tomcat\keystore\*.*				* 🔻
♠Name	Ext	Size	Date	Attr
🏦 []		<dir></dir>	01/13/2020 17:07	
.keystore		3,971	02/20/2018 15:07	-a
😼 waternet_dhigroup_com	pfx	5,699	02/20/2018 16:29	-a
ildcard_waternet_dhigroup_com	pfx	5,691	06/28/2019 17:56	-a

2. Navigate to tomcat/conf/server.xml



c:\Tomcat\conf\*.*		* '
<b>↑</b> Name	Ext Size Date	Attr
雀 []	<dir> 08/21/2017 13:37</dir>	
퉬 [Catalina]	<dir> 02/20/2018 17:22</dir>	
catalina	policy 13,026 03/28/2017 16:44	-a
catalina	properties 7,449 03/28/2017 16:44	-a
🔮 context	xml 1,613 03/28/2017 16:44	-a
logging	properties 3,451 03/28/2017 16:44	-a
🔮 server	xml 7,083 02/05/2020 11:28	-a
🔮 tomcat-users	xml 2,277 02/20/2018 14:39	-a
tomcat-users	xsd 2,692 03/28/2017 16:44	-a
🔮 web	xml 173,062 03/28/2017 16:44	-a

And add the path and password for you certificate into the server.xml file:



3. Restart tomcat service



## 6. Symptom: Firewall block Geoserver

MIKE WaterNet Advisor Version 2020.07.10 contains improved Geoserver security.

- 1. Change the geoserver url in index.html that is used by the frontend of the application C:/interpub/wwwroot/waternet/index.html or C:/interpub/wwwroot/index.html
- 2. In index.html add use-ws-auth-headers=""

```
<diy id="main">
<diy id="main">
<diy id="main">
<di>imux=app anlyses-file="analyses.json" use-wd="" update-01-applied="" api-url="/waternet_webapi'/api/geoserver_ml="/waternet_webapi/api/geoserver_mlayers-file="layers.json"
use-wo-auth-beaders=""
use-two-pisse-auth=" defail-language="en-US" available-languages="[fquot:en-USGquot; fquot:gaters=Cfquot; fquot:ga
```

```
<div id="main">
        <div id="main">
        <dii="main">
        </dii="main">
        </dii="main">
        </dialogneesession" use-wd="" update-01-applied="" api-url="/waternet_webapi" geogeneesession" use-two-phase-auth="" default-language="en-US" available-languages="[&quot;en-US&quot;, &quot;zh-CN&quot;, &quot;es-ES&quot;, &quot;hu-HU&quot;, &quot;fr-FR&quot;]" licence-check-interval="120" online-check-interval="2500]">
        </dhi=muwa-app>
        </dhi=muwa-app>
        </div>
```

```
erver-url="/waternet_webapi/api/geoserver/" layers-file="layers.json" <mark>use-ws-auth-headers=""</mark>
"cs-CZ", "ja-JP", "de-DE", "pl-PL", "pt-PT",
al="5" local-osm-url="" local-osm-extent="[13147232, 2359473, 13684638, 3073965]" local-osm-resolution="[4,
```

#### See the entry below:

```
<div id="main">: geoserver-url="/waternet webapi/api/geoserver/" use-ws-auth-headers=""
```

3. Change the geoserver url in web.config that is used by the backend of the application c:/interpub/wwwroot/waternet\_webapi/Web.config

x The linked image cannot be displayed. The file may have been moved, renamed, or deleted. Verify that the link points to the correct file and location.

<add key="geoserverUrl" value="http://localhost:8080/geoserver/" />

4. Block the port 8080 on firewall, check that it is not reachable on a blocked port and check that it is working on new port



# 7. Symptom: Cannot open the login page or run simulations, Windows password changed

In case that there was a change to the password on the machine and user profile where the application is running, it is necessary to perform the following steps.

#### 1. IIS (Internet Information Services)

Open ISS and select Application Pool

0	Internet Information Services (IIS) Manager		
Contraction Application	Pools		
<u>F</u> ile <u>V</u> iew <u>H</u> elp			
Connections	Application Pools This page lets you view and manage the list of application pools on the server. Application pools are associated with worker processes, contain one or more applications, and provide isolation among different applications.		

From Application Pool, select the "WaterNet" and "Advanced settings"

Act	tions
8	Add Application Pool
	Set Application Pool Defaults
	Application Pool Tasks
₽	Start
	Stop
2	Recycle
	Edit Application Pool
	Basic Settings
	Recycling
	Advanced Settings
	Rename
×	Remove
	View Applications
?	Help

Select "Identity" and click the "..." on the right hand side to change the identity setttings

4 Process Model		
Generate Process Model Event Log Entry		
Identity	A EasynetUser	
Idle Time-out (minutes)	43200	
Idle Time-out Action	Terminate	



	Application Pool Identity	? X
O Built-in account:		~
Custom account:	[	Set
	ОК	Cancel

Click "Set" and specify the username and the password.

	Set Credentials	? X
User name:		
Password:		
Confirm passwo	rd:	
	ОК	Cancel

# 2. Services

Open Services and select "DHI MUWA – SimExec service"

Q,	Ser
<u>File Action View H</u> elp ← →	
Services (Local) Select an item to view its description.	Name Cryptographic Services DCOM Server Process Launcher Device Association Service Device Install Service Device Setup Manager DHCP Client DHI - MUWA - SimExec service DHI License Manager



DHI - MUWA - SimExec service Properties (Local Comput 🗴		
General Log On Recov	very Dependencies	
Log on as:		
Local System account     Allow service to interact with desktop		
This account:	Browse	
Password:	•••••	
Confirm password:	•••••	
OK Cancel Apply		

Select Properties - Log-on and define the new user name and the password.

Next, restart the service.

G.		
File Action View		
Services (Local)	Services (Local)	
	DHI - MUWA - SimExec service Stop the service Restart the service	Name Cryptographic Services DCOM Server Process Launcher Device Association Service
	Description: Starts the simulation runs for DHI WebAdvisor	<ul> <li>Device Install Service</li> <li>Device Setup Manager</li> <li>DHCP Client</li> <li>DHI - MUWA - SimExec service</li> </ul>