Troubleshooting Guide   MIKE WaterNet Advisor

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

Table of content

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 Symptom: MIKE WaterNet Advisor application seems to be outdated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.
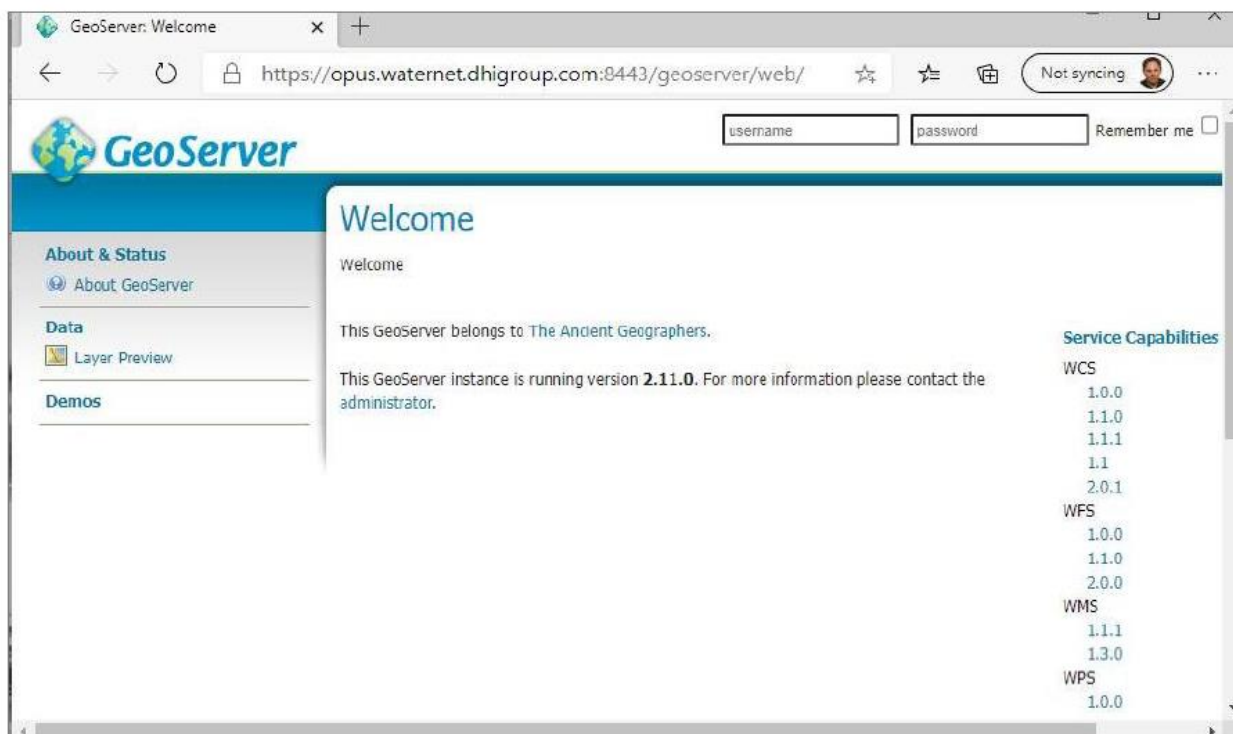

4. Connect to MIKE WaterNet Advisor and select "Web Developer" from your Web browser and select "Network". The screen shot below is from Firefox.

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

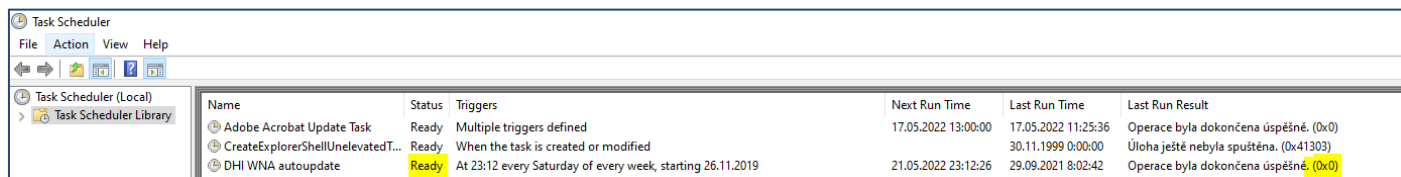- Enter "WMS" into the Filter and locate one that has "GetMap" in the request body.
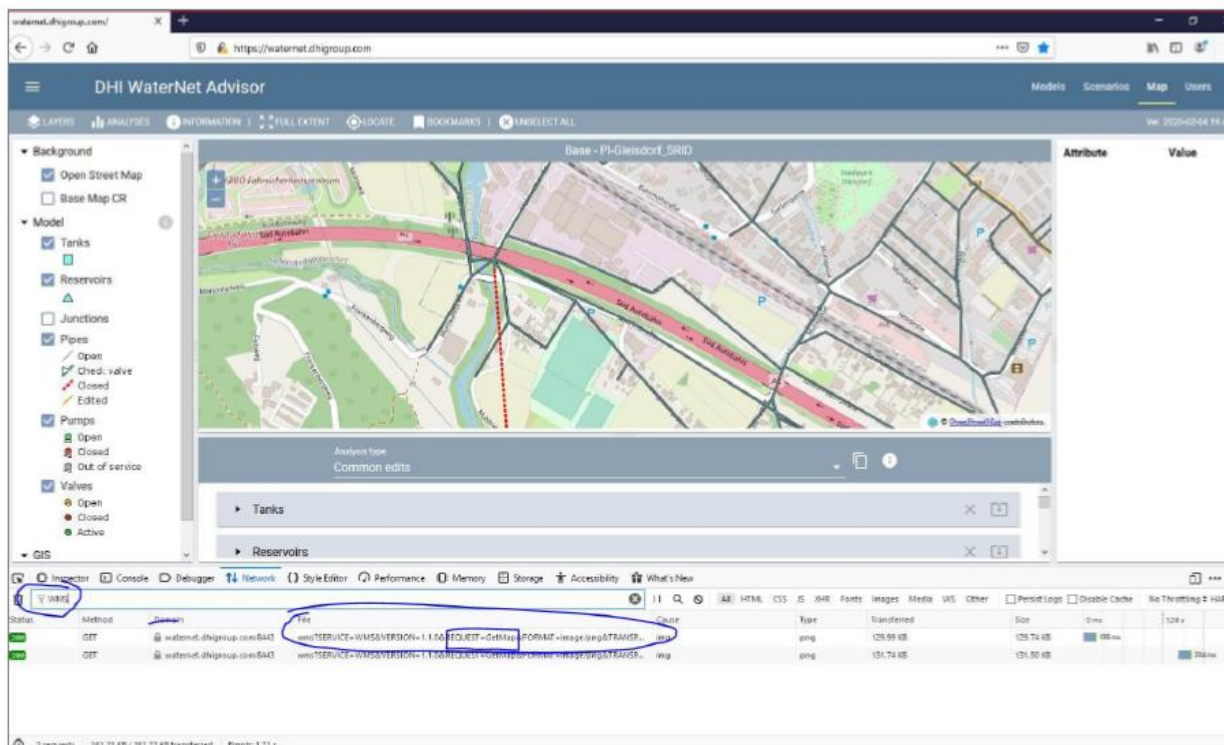
Double click the request or right-click the request and copy the URL and open it in a new browser window. If all works well it will display the request result in the browser. As it does not work well and an error message is displayed, report the error message back to us.
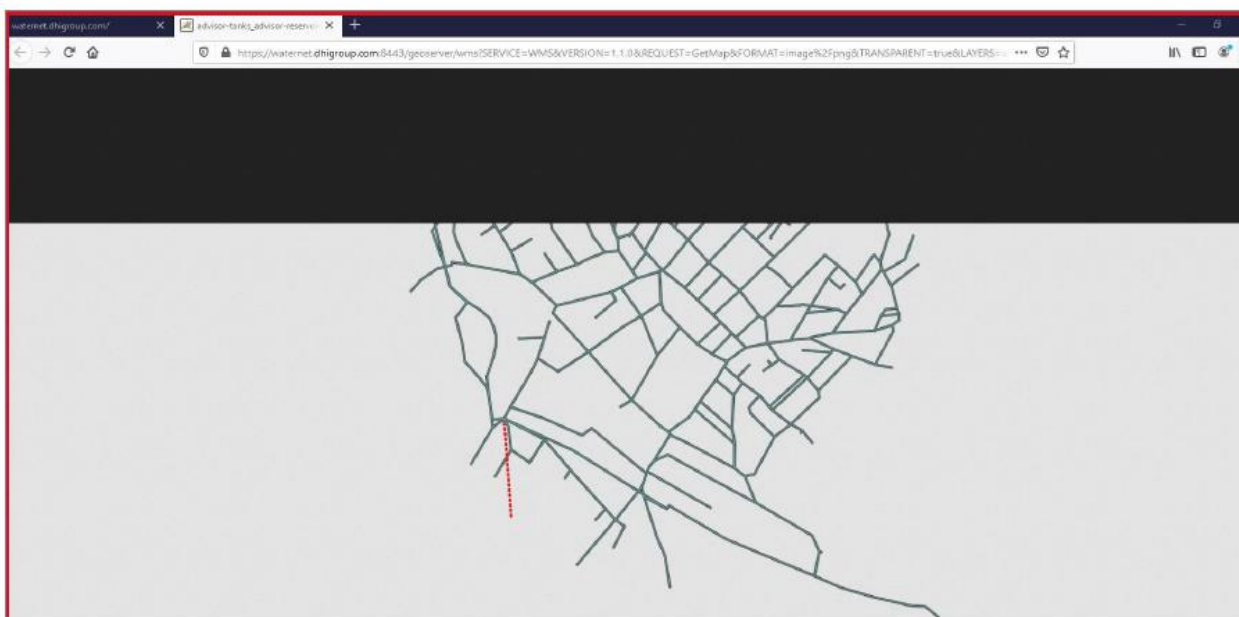
4. Symptom: MIKE WaterNet Advisor update utility does not run automatically
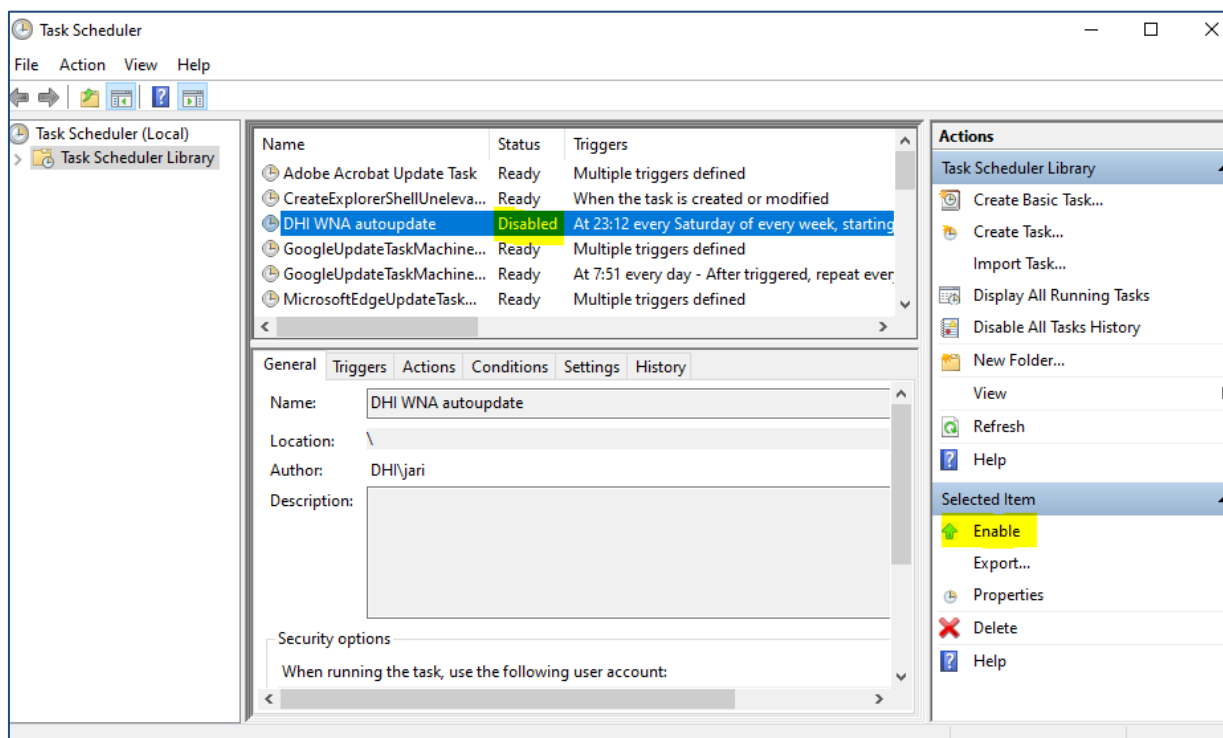
1. Check Task scheduler
   a. The *Status* must be ready (if not it needs to be enabled)
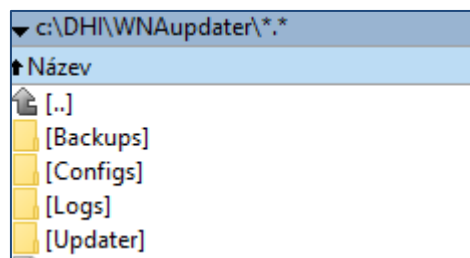   b. The Last Run Result code must be (0x0)

2. If the *Status* is not ready
   a. Select "Enable" as shown below

   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.
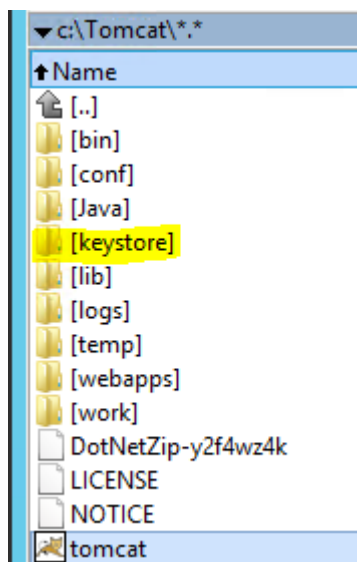
c. Go to *Update* folder, copy all files from here and paste them into the *WNAupdater* folder.

d. Run *Autoupdater* from *Task Scheduler*.

e. Wait 30 minutes.

f. Check the last log (*C:\DHI\WNAupdater\Logs*) is everything is ok.
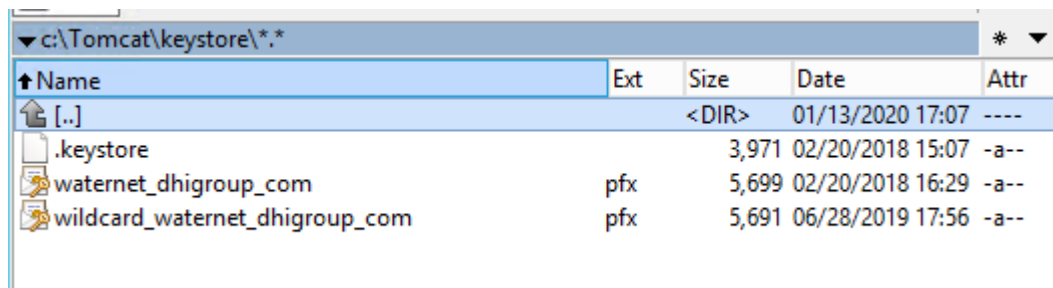
5. Symptom: New SSL protocol was received, and it needs to be updated in the application

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:

And paste new certificate there:

2. Navigate to tomcat/conf/server.xml

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 <mark>add use-ws-auth-headers=""</mark>
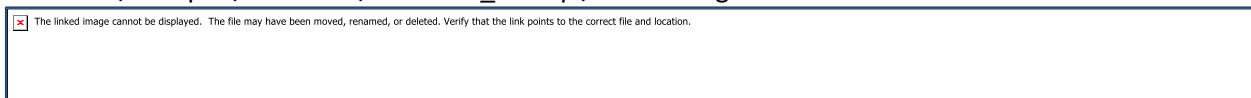
```
<div id="main">
    <dhi-muwa-app analyses-file="analyses.json" use-wd="" update-01-applied="" api-url="/waternet_webapi" geoserver-url="/waternet_webapi/api/geoserver/" layers-file="layers.json" use-ws-auth-headers=""
    use-two-phase-auth="" default-language="en-US" available-languages="[&quot;en-US&quot;, &quot;zh-CN&quot;, &quot;cs-CZ&quot;, &quot;ja-JP&quot;, &quot;de-DE&quot;, &quot;pl-PL&quot;, &quot;pt-PT&quot;,
    &quot;es-ES&quot;, &quot;hu-HU&quot;, &quot;fr-FR&quot;]" licence-check-interval="120" online-check-interval="5" local-osm-url="" local-osm-extent="[13147232, 2359473, 13684638, 3073965]" local-osm-resolution="[4,
    2500]">
</dhi-muwa-app>
</div>
```

```
<div id="main">
    <dhi-muwa-app analyses-file="analyses.json" use-wd="" update-01-applied="" api-url="/waternet_webapi" geos
    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-interv
    2500]">
</dhi-muwa-app>
</div>
```

```
erver-url="/waternet_webapi/api/geoserver/" layers-file="layers.json" use-ws-auth-headers=""
 &quot;cs-CZ&quot;, &quot;ja-JP&quot;, &quot;de-DE&quot;, &quot;pl-PL&quot;, &quot;pt-PT&quot;,
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/" <mark>use-ws-auth-headers=""</mark>

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

> 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
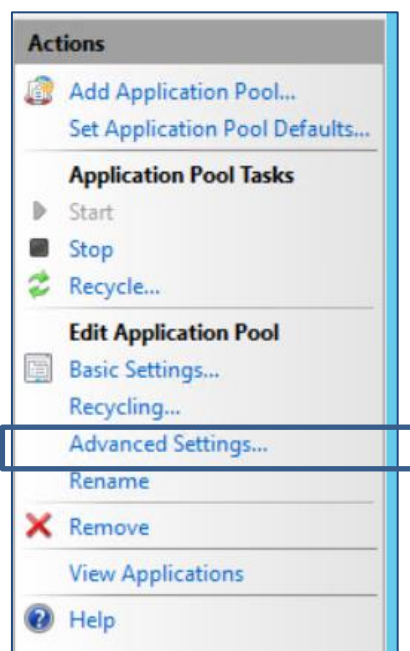
In case that there was a change to the password on the machine and user profile where the application is running, it is necessary to perform the following steps.
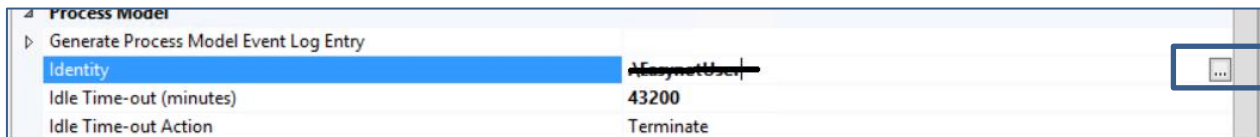
1. IIS (Internet Information Services)
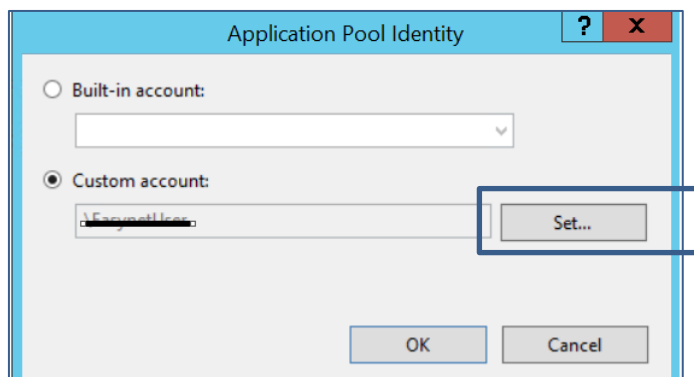
Open ISS and select Application Pool
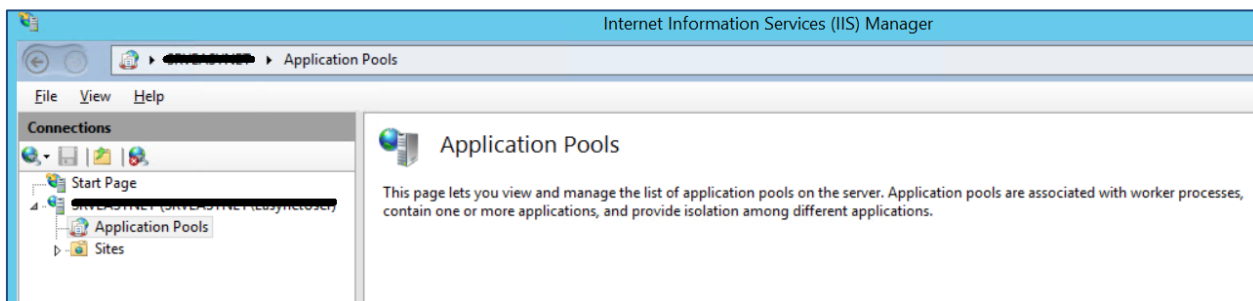
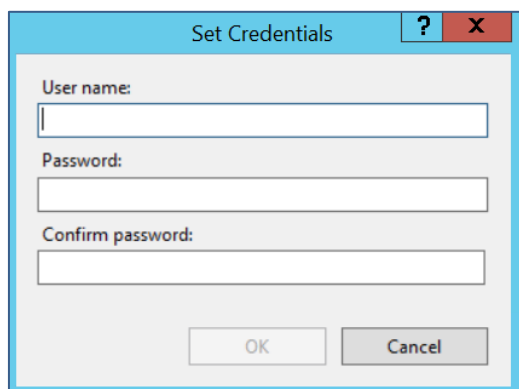From Application Pool, select the "WaterNet" and "Advanced settings"

Select "Identity" and click the "…" on the right hand side to change the identity setttings
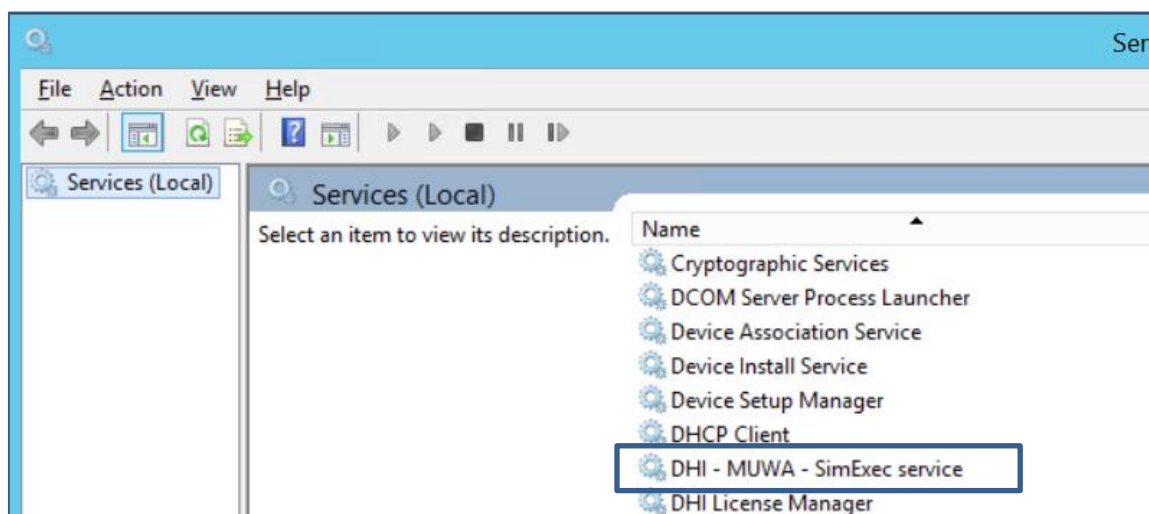
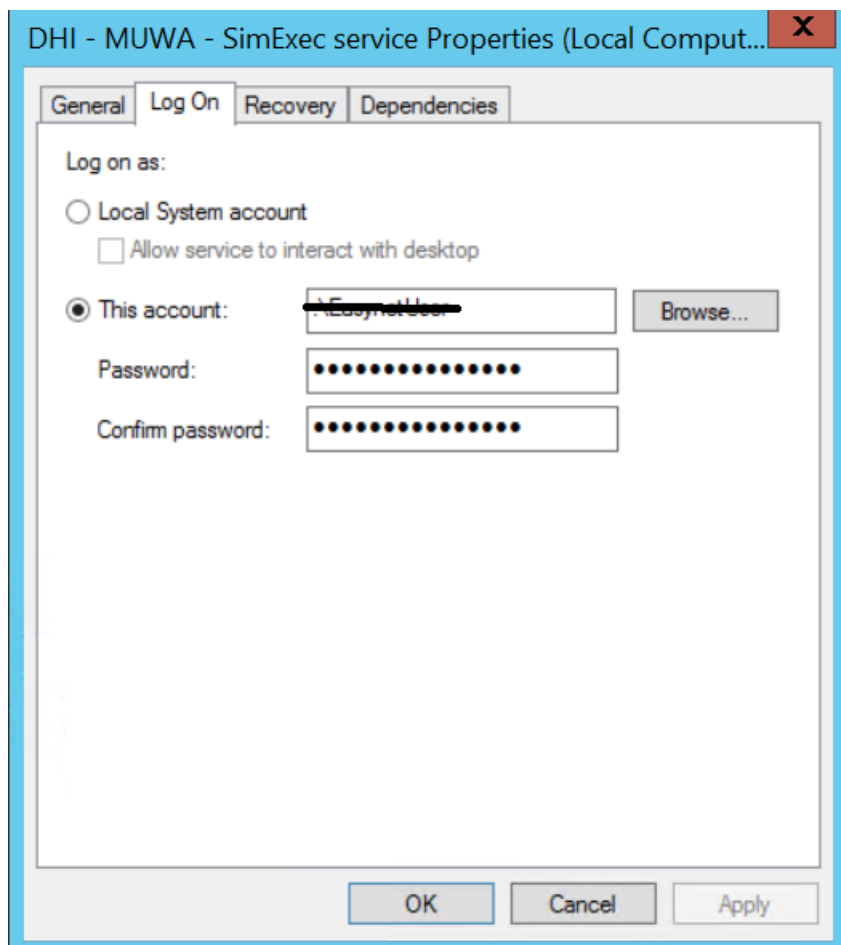Click "Set" and specify the *username* and the *password*.

2. Services

Open Services and select "DHI MUWA – SimExec service"

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

Next, *restart* the service.