

# Troubleshooting

## Installation Troubleshooting

Problems during installation can occur. When they do, the first thing to do is to check and confirm that your systems conform to the requirements for the GeoSystems Monitor application outlined in Section 1.

Assuming your systems do conform to the GeoSystems Monitor application requirements, the next thing to do is to try to isolate the potential cause(s) of the problem.

The first step in configuring the GeoSystems Monitor is to navigate to the dashboard in a web browser. If you are unable to bring it up, go to the section below entitled GeoMonUI Application to begin the troubleshooting process.

If the dashboard comes up and the initially provided monitor servers are shown but the Engine status is “Stopped” then begin the troubleshooting process in the section entitled Engine Service below.

## GeoMonUI Application

If you are unable to bring up the GeoMonUI dashboard by connecting to the URL of the web interface - `http://ServerName/GeoMonUI` with your web browser check the following:

1. The GeoMonAppPool is started
2. Node.exe is installed on the server
3. URL Rewrite is installed inside IIS

## MS SQL Usage Database

If you are trying to use a MS SQL Usage database, and it is not working, make sure you have edited your config.json file correctly. See [Editing the GeoSystems Monitor UI Config for MSSQL](#)

## Engine Service

Installation automatically starts the GeoMonEngine service. Once the GeoMonEngine service is started and running, you are instructed to open your browser again to the GeoMonUI application to check the configuration. If the GeoMonEngine Windows service is not RUNNING (Engine Status = STOPPED), try the following:

1. Check application event viewer log and look for GeoMonEngine Entries
2. If SQLite errors are in the application event viewer:
  - a. Make sure the MonitoringDB.db3 file is not 0k in size or less than 10k. This would indicate an empty Database issue. If this is the case, re-install the engine or restore DB from a Backup.
  - b. Check the folder permissions where the MonitoringDB.db3 is located. Make sure the ‘system’ and ‘IIS\_IUSERS’ groups have write permissions applied on the installation folder and MonitoringDB.db3 file. (The default location is <Installation Path>\GeoMonEngine)
  - c. If the MonitoringDB.db3 is not in the default location of <Installation Path>\GeoMonEngine, the configuration file GeoMonEngine.exe.config needs to have parameter “DBPath” changed to reflect the correct database location.

# Engine Stops after Starting Service

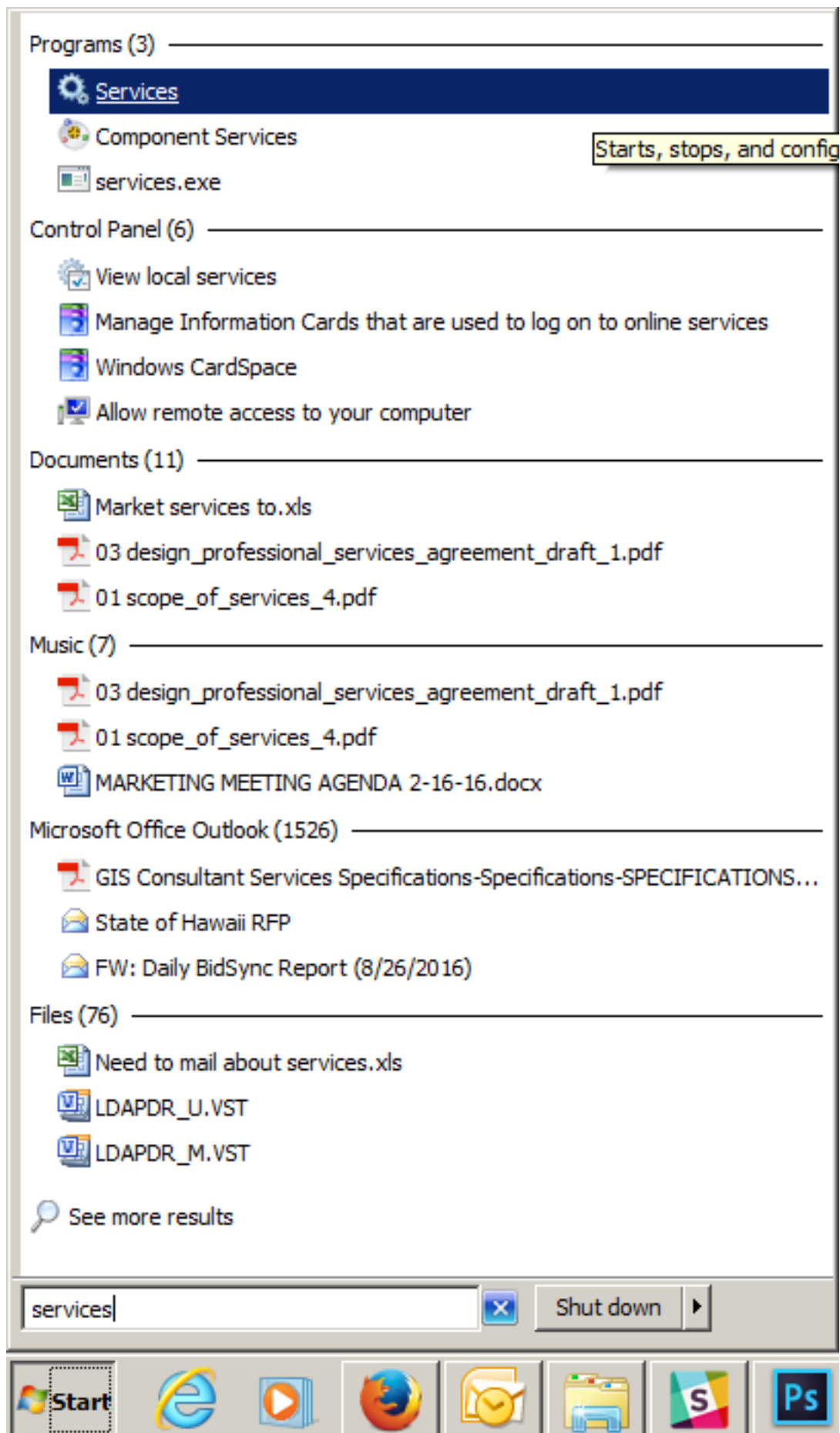
**Condition:** Engine status stops after a few seconds of logging in

**Likely cause:**

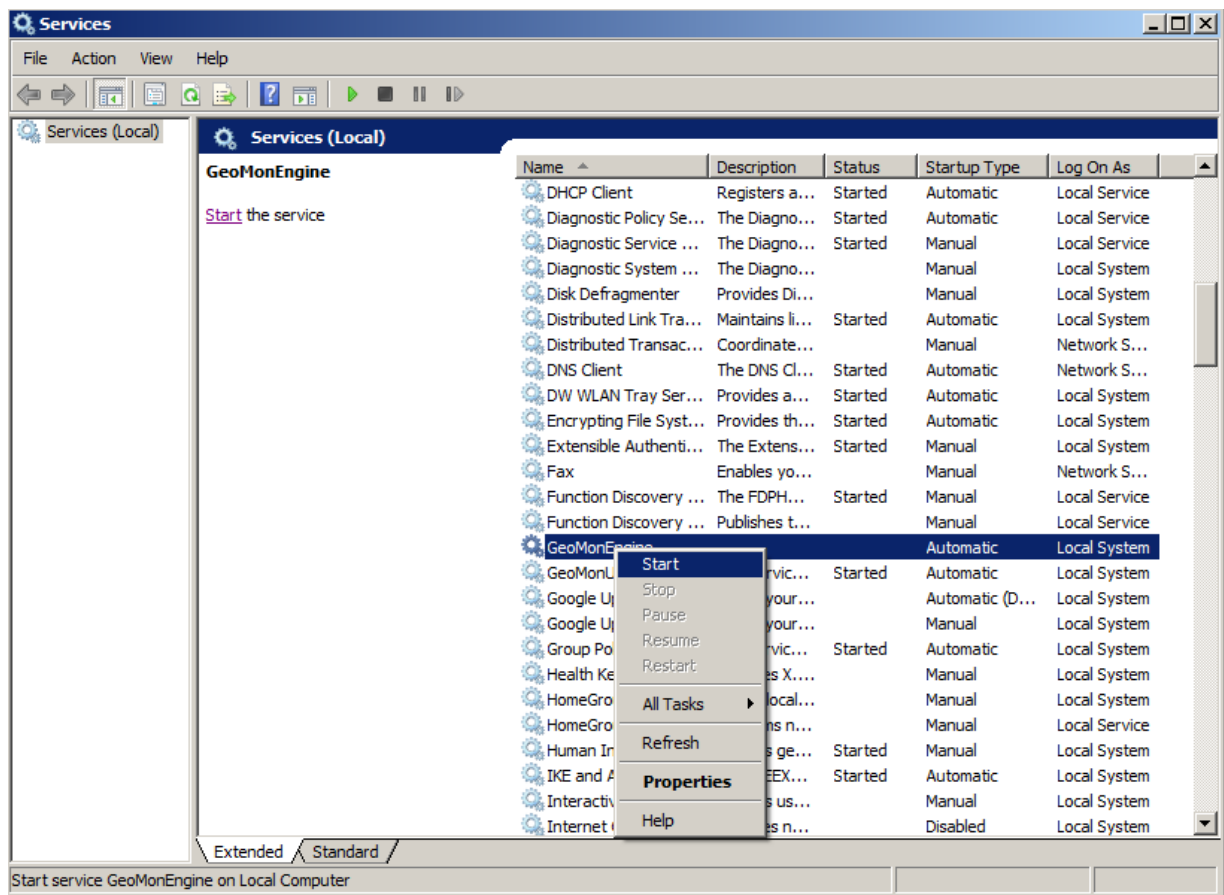
1. If the GeoSystem Monitor is installed with an invalid or expired license file the GeoMonEngine service will not automatically start up after the installation, or;
2. If the Engine is unable to acquire an IP address when the machine is restarted. If this happens, the engine will need to be manually restarted.

**Fix:** Manually start the GeoMonEngine service.

1. Search for Services



2. Manually start the 'GeoMonEngine' service by right clicking on the service name and selecting "Start"



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<http://www.vestra-docs.com/index.php?View=entry&EntryID=337>