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 <u>Editing the GeoSystems Monitor UI Config for</u> <u>MSSQL</u>

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

Programs (3)							
Services							
Component Services							
services.exe							
Control Panel (6)							
Ciew local services							
📑 Manage Information Cards that are used to log on to online services							
📑 Windows CardSpace							
🛃 Allow remote access to your computer							
Documents (11)							
Market services to.xls							
03 design_professional_services_agreement_draft_1.pdf							
01 scope_of_services_4.pdf							
Music (7)							
03 design_professional_services_agreement_draft_1.pdf							
01 scope_of_services_4.pdf							
MARKETING MEETING AGENDA 2-16-16.docx							
Microsoft Office Outlook (1526)							
GIS Consultant Services Specifications-Specifications-SPECIFICATIONS							
🖻 State of Hawaii RFP							
🚘 FW: Daily BidSync Report (8/26/2016)							
Files (76)							
Need to mail about services.xls							
ULDAPDR_U.VST							
LDAPDR_M.VST							
O See more results							
/ Jee more resoluts							
services Shut down							
Astart 🤌 💽 🕑 🛜 🚞 🚺							

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

Services							
Services (Local)	🔕 Services (Local)			,			
	GeoMonEngine	Name 🔺	Description	Status	Startup Type	Log On As 🔺	
		Client	Registers a	Started	Automatic	Local Service	
	Start the service	Diagnostic Policy Se	The Diagno	Started	Automatic	Local Service	
		🔍 Diagnostic Service	The Diagno	Started	Manual	Local Service	
		🔍 Diagnostic System	The Diagno		Manual	Local System	
		🎑 Disk Defragmenter	Provides Di		Manual	Local System	
		🔍 Distributed Link Tra	Maintains li	Started	Automatic	Local System	
		🔍 Distributed Transac	Coordinate		Manual	Network S	
		🔍 DNS Client	The DNS Cl	Started	Automatic	Network S	
		🎑 DW WLAN Tray Ser	Provides a	Started	Automatic	Local System	
		🔍 Encrypting File Syst	Provides th	Started	Automatic	Local System	
		🔍 Extensible Authenti	The Extens	Started	Manual	Local System	
		🔍 Fax	Enables yo		Manual	Network S	
		Runction Discovery	The FDPH	Started	Manual	Local Service	
		Runction Discovery	Publishes t		Manual	Local Service	
		GeoMonEpsino			Automatic	Local System	
		GeoMonU Start	rvic	Started	Automatic	Local System	
		Google Uj Stop	your		Automatic (D	Local System	
		Google Uj Pause	your		Manual	Local System	
		Group Po Resume	vic	Started	Automatic	Local System	
		Health Ke Restart	es X		Manual	Local System	
		HomeGro	Jocal		Manual	Local System	
		HomeGro	ns n		Manual	Local Service	
		Human In Refresh	s ge	Started	Manual	Local System	
		KE and A Propert	ies EX	Started	Automatic	Local System	
		Interactiv	s us		Manual	Local System	
		Internet Help	es n		Disabled	Local System	
	Extended Standard						
Start service GeoMonEngi	ine on Local Computer						

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