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. Ensure node_x64.exe exists in the UI's bin folder
- 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 Starts, stops, and config
services.exe
Control Panel (6)
😨 View 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
UDAPDR_M.VST
/ Jee more resoluts
services Shut down
🍂 Start 🤌 💽 🕑 🔯 🔚 🚺 🖪

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

e Action View	Help					
	Q 📑 🛛 🖬 🕨 🖬 🖬	⊳				
Services (Local)	🔅 Services (Local)					
	GeoMonEngine	Name 🔺	Description	Status Start	up Type Log On As	
	-	Chient Client	Registers a	Started Autor	matic Local Service	
	Start the service	🔍 Diagnostic Policy Se	The Diagno	Started Autor	matic Local Service	
	1	🔍 Diagnostic Service	The Diagno	Started Manu	al Local Service	
	1	🔍 Diagnostic System	The Diagno	Manu	al Local System	
	1	🔍 Disk Defragmenter	Provides Di	Manu	al Local System	
	1	🔍 Distributed Link Tra	Maintains li	Started Autor	matic Local System	
	1	🔍 Distributed Transac	Coordinate	Manu	al Network S	
	1	🔍 DNS Client	The DNS Cl	Started Autor	matic Network S	
	1	🔍 DW WLAN Tray Ser	Provides a	Started Autor	matic Local System	
	1	🔍 Encrypting File Syst	Provides th	Started Autor	matic Local System	
	1	🔍 Extensible Authenti	The Extens	Started Manu	al Local System	
	1	🔍 Fax	Enables yo	Manu	al Network S	
	1	🔍 Function Discovery	The FDPH	Started Manu	al Local Service	
	1	🔍 Function Discovery	Publishes t	Manu	al Local Service	
	1	GeoMonEpsino		Autor	matic Local System	
	1	GeoMonU Start	rvic	Started Autor	matic Local System	
	1	Google U	your	Autor	matic (D Local System	
	1	Google U	your	Manu	al Local System	
	1	Group Po	rvic	Started Autor	matic Local System	
	1	🔍 Health Ke 🔤 🗌 🔍	es X	Manu	al Local System	
	1	HomeGro All Tasks	local	Manu	al Local System	
	1	HomeGro	ns n	Manu	al Local Service	
	1	Human Ir Refresh	s ge	Started Manu	al Local System	
	1	IKE and A Propert	ies EX	Started Autor	matic Local System	
	1	🔍 Interactiv ———	s us	Manu	al Local System	
	1	🔍 Internet (Help	es n	Disab	led Local System	

Article ID: 359

Last updated: 17 Aug, 2020

Revision: 3

GeoSystems Monitor Enterprise -> Product Guide v4.1 - 4.2 -> Installation -> New Installation -> Troubleshooting

http://www.vestra-docs.com/index.php?View=entry&EntryID=359