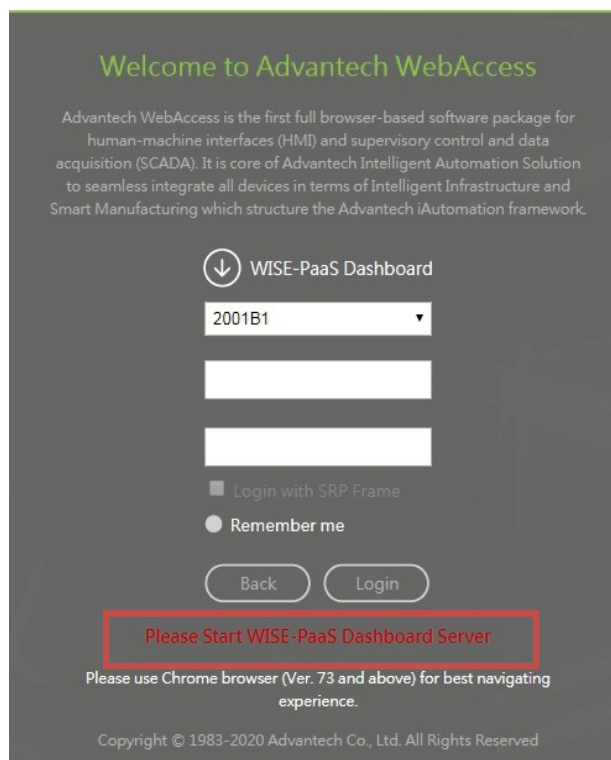
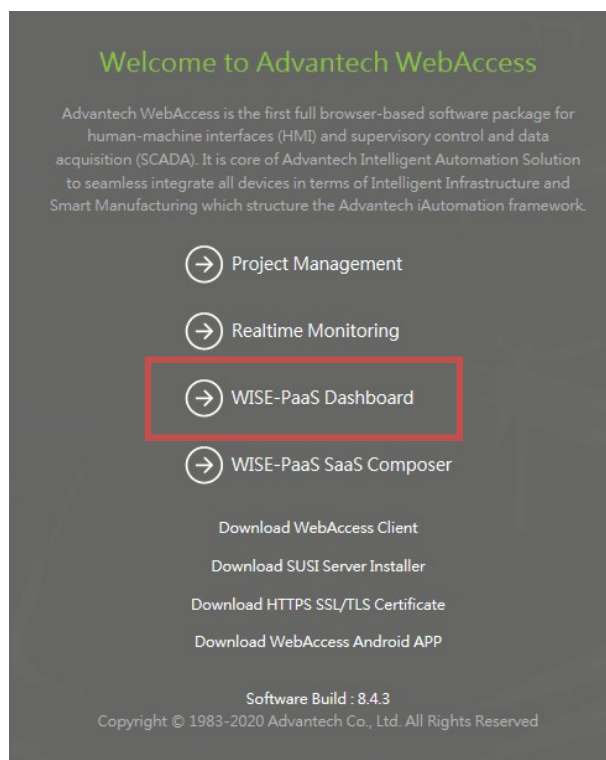


Advantech SE Technical Share Document

Date	2018 / 09 / 25	Related Product	After WebAccess 8.3.5	
Category	■ FAQ □ SOP □ Driver Tech Note			
Abstract	How to confirm whether WebAccess WISE-PaaS Dashboard Server is started?			
Keyword	WebAccess WISE-PaaS Dashboard, Postgresql			
Related OS				
Revision History				
Date	Version	Author	Reviewer	Description
2019/05/01	V1.0	Eden.Sun	Nick.Liu	First edit.
2020/01/10	V1.1	Eden.Sun	Nick.Liu	Modify step. (At WebAccess 8.4.3)
2020/02/03	V1.2	Eden.Sun	Nick.Liu	Add a new solution. (At WebAccess 8.4.3)
2020/05/22	V1.3	Eden.Sun	Nick.Liu	Add a new solution. (At WebAccess 8.4.4)

■ Problem Description & Architecture:

When you installed WebAccess/SCADA, please make sure you selected WISE-PaaS Dashboard, and then click it, you will be noticed there is an error message shows up.



Figures: Please Start WISE-PaaS Dashboard Server

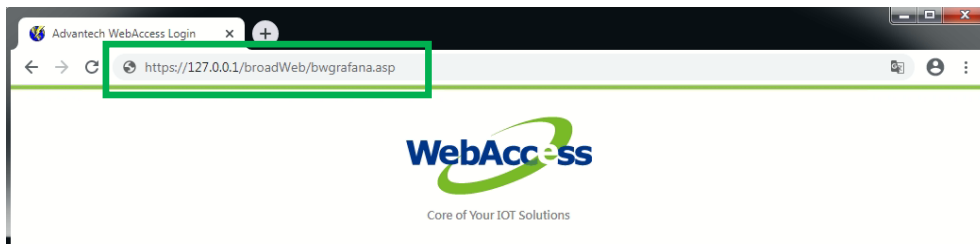
■ **Brief Solution - Step by Step:**

Please confirm the following points:

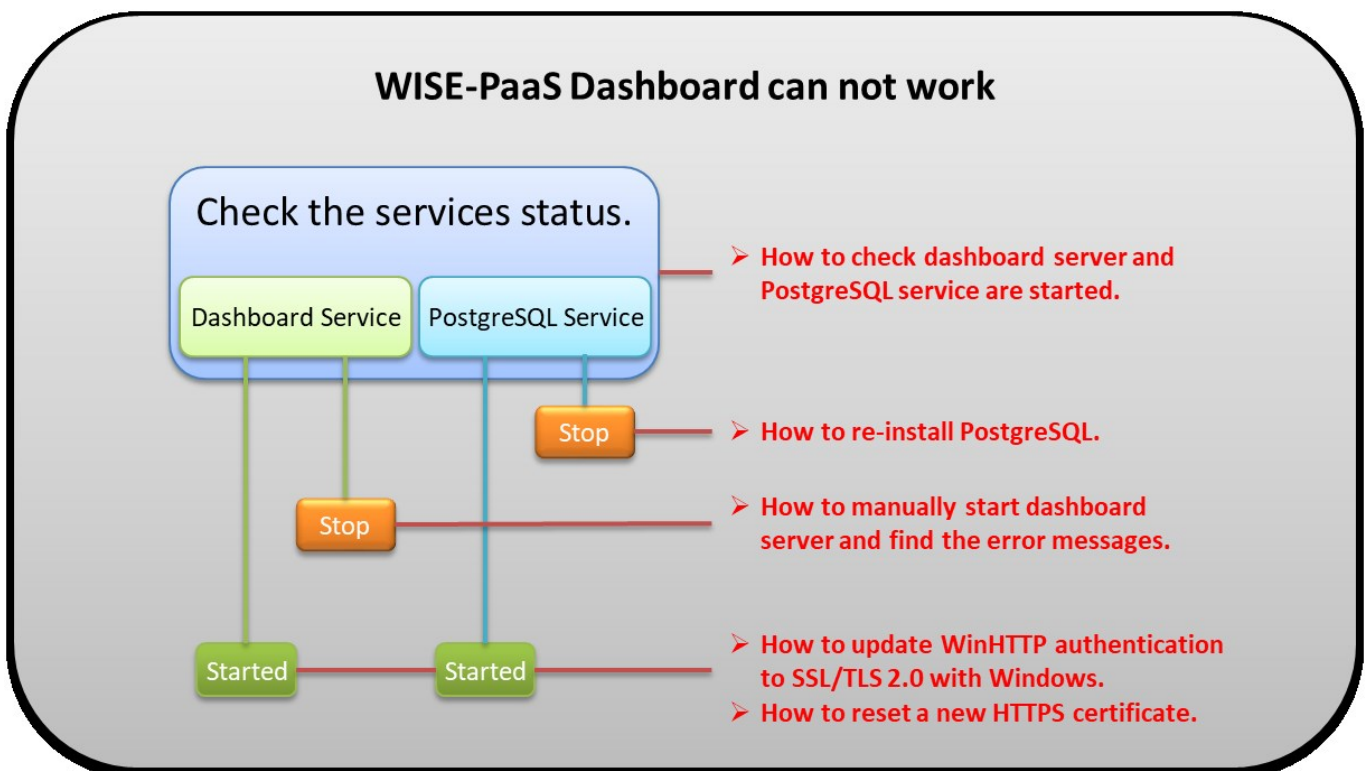
1. It should use Chrome browser.



2. It should use HTTPS for URL. (Ex: <https://127.0.0.1/.....>)

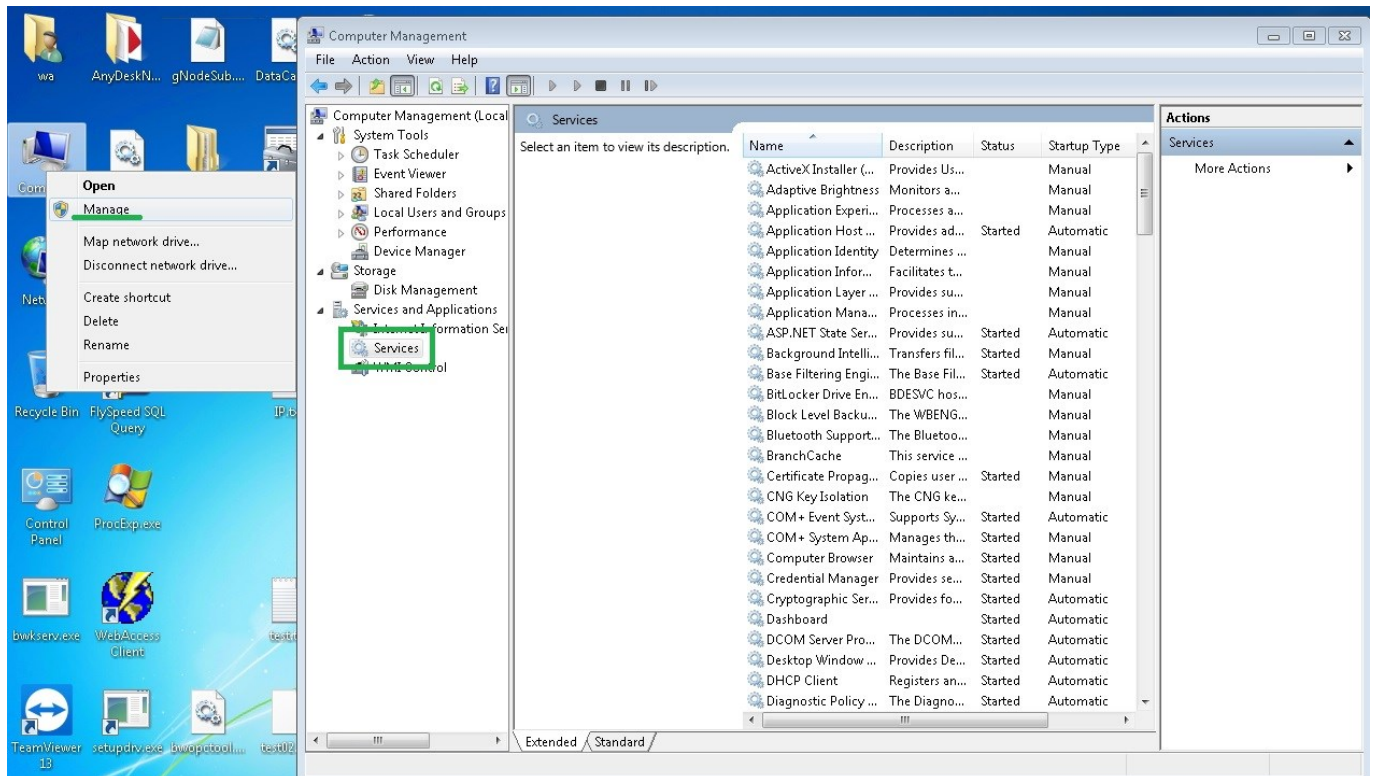


3. If you still could not open WISE-PaaS Dashboard, please following below flow to check what you need to do for different states.



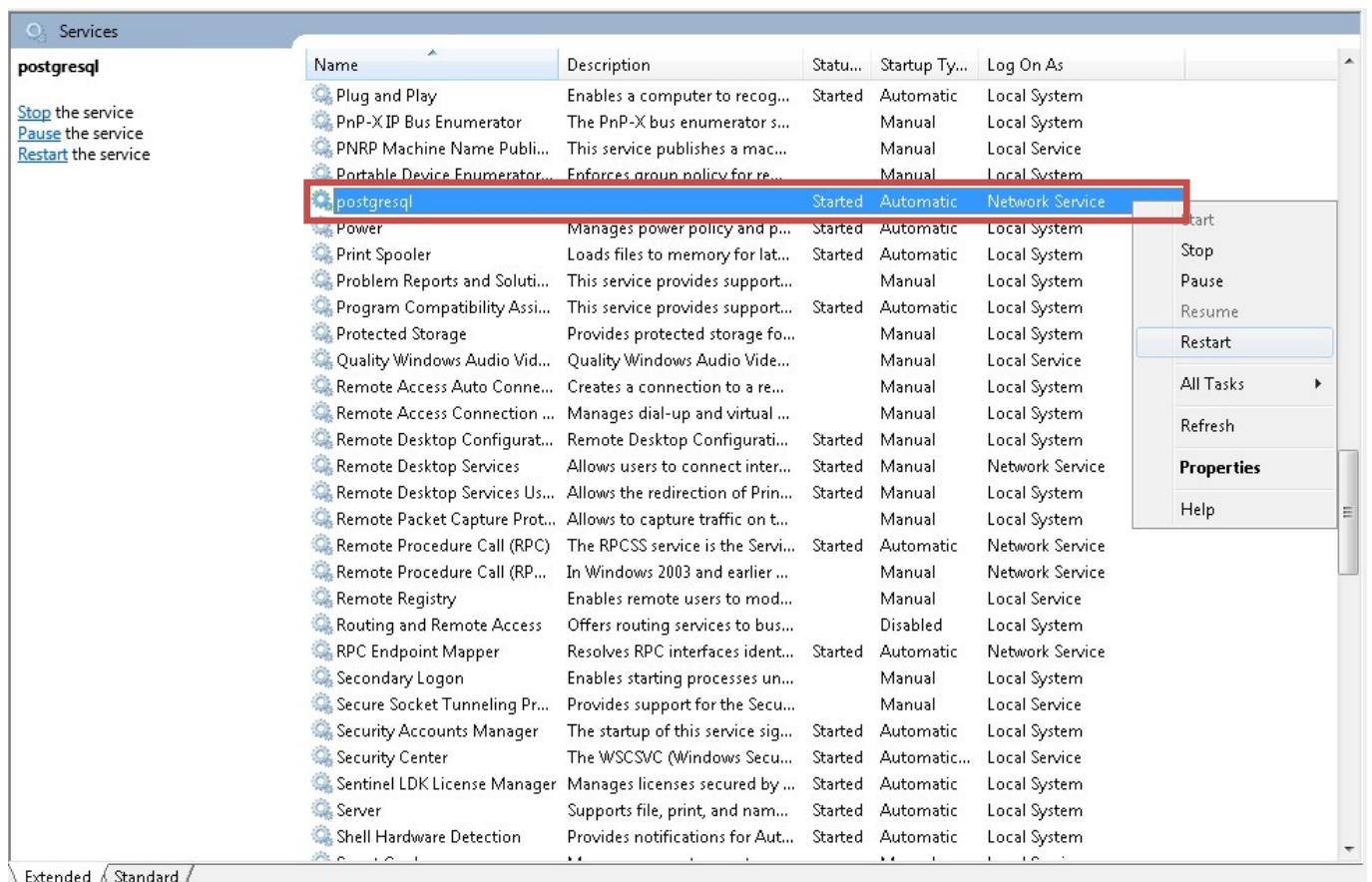
➤ How to check dashboard server and PostgreSQL service are started :

1. Open the “Computer Management”, select “Service and Application”, and choose “Services”.

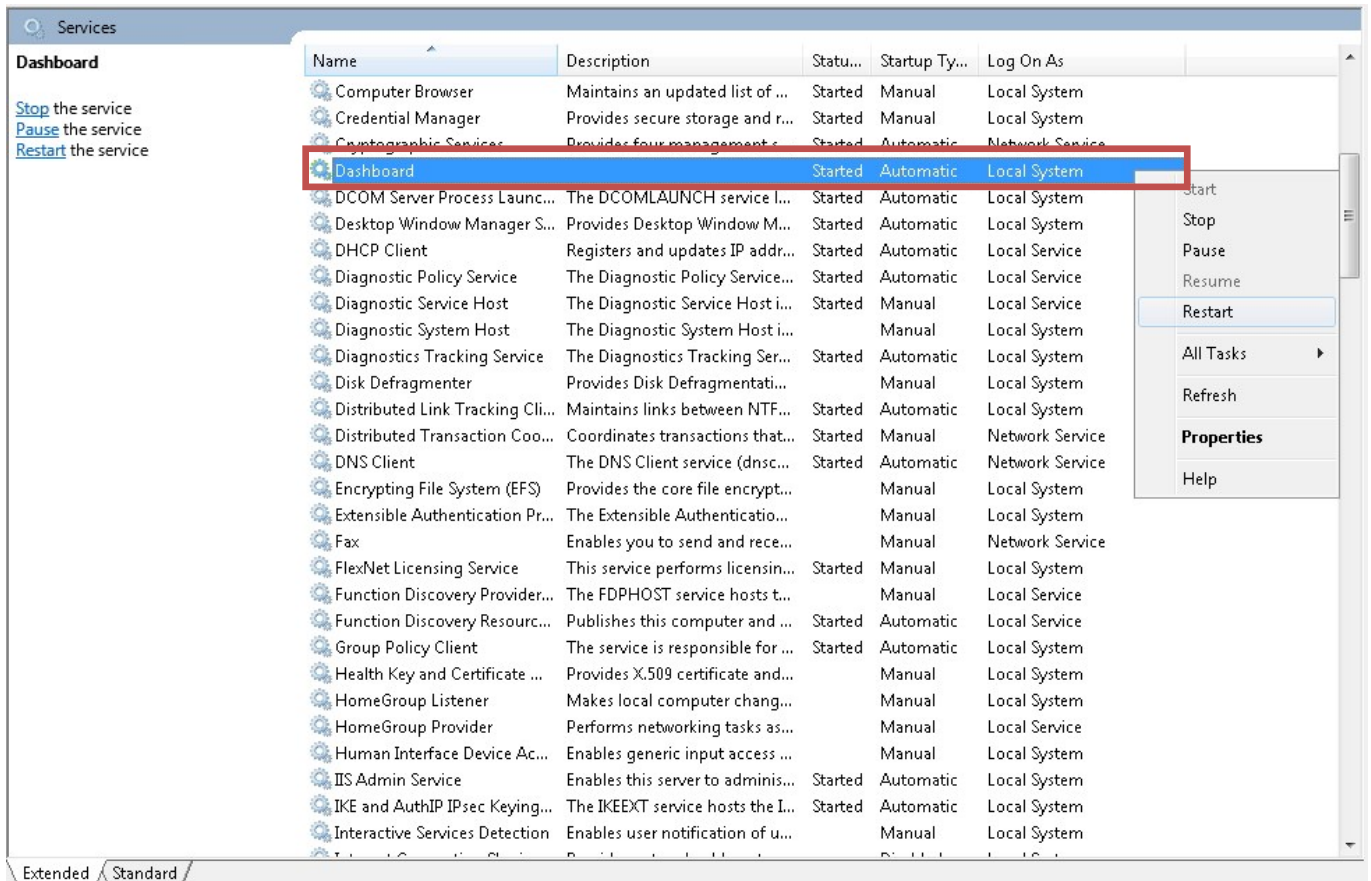


Figures: Computer Management -> Service and Application -> Services

2. In the “Services”, Please find the “Postgresql” and “Dashboard” and check they are started.



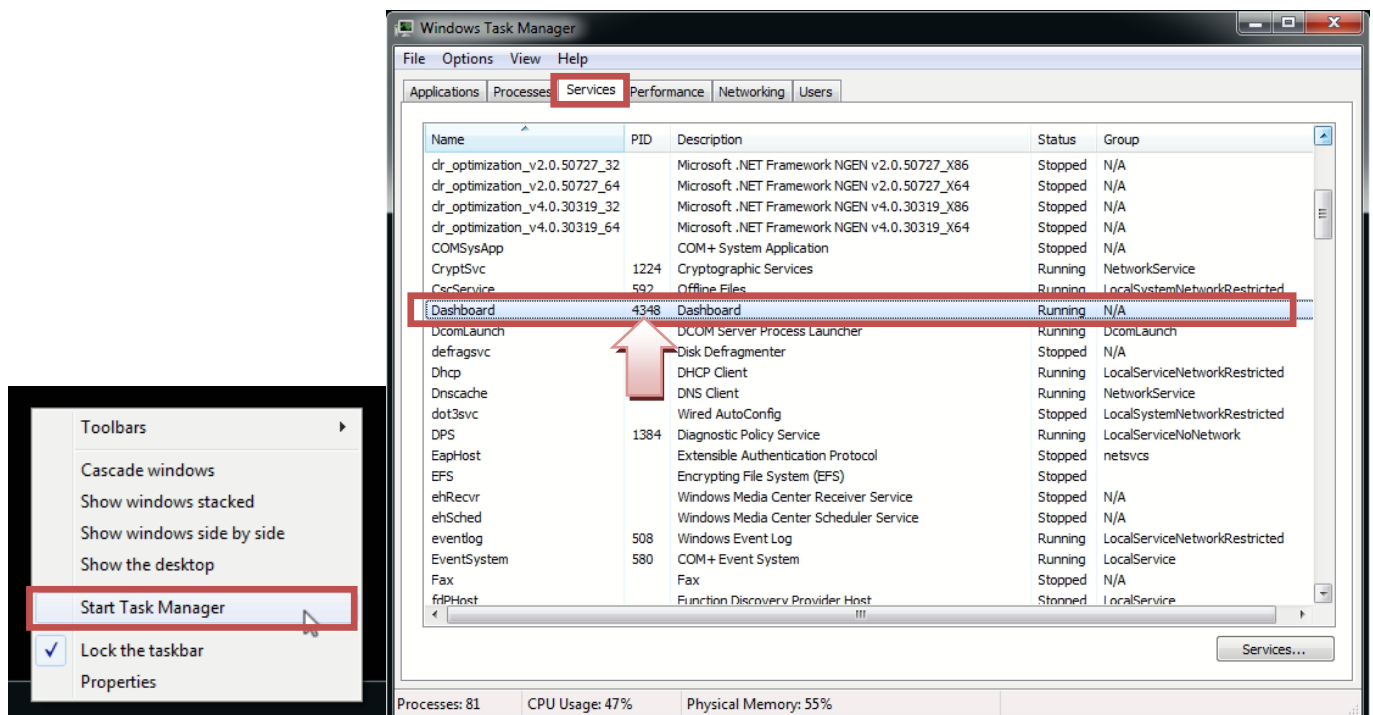
Figures: PostgreSQL Service



Figures: Dashboard Service

- Right-click on the taskbar, Select "Start Task Manager", go to "Services" then search "Dashboard". Please make sure the PID cannot change.

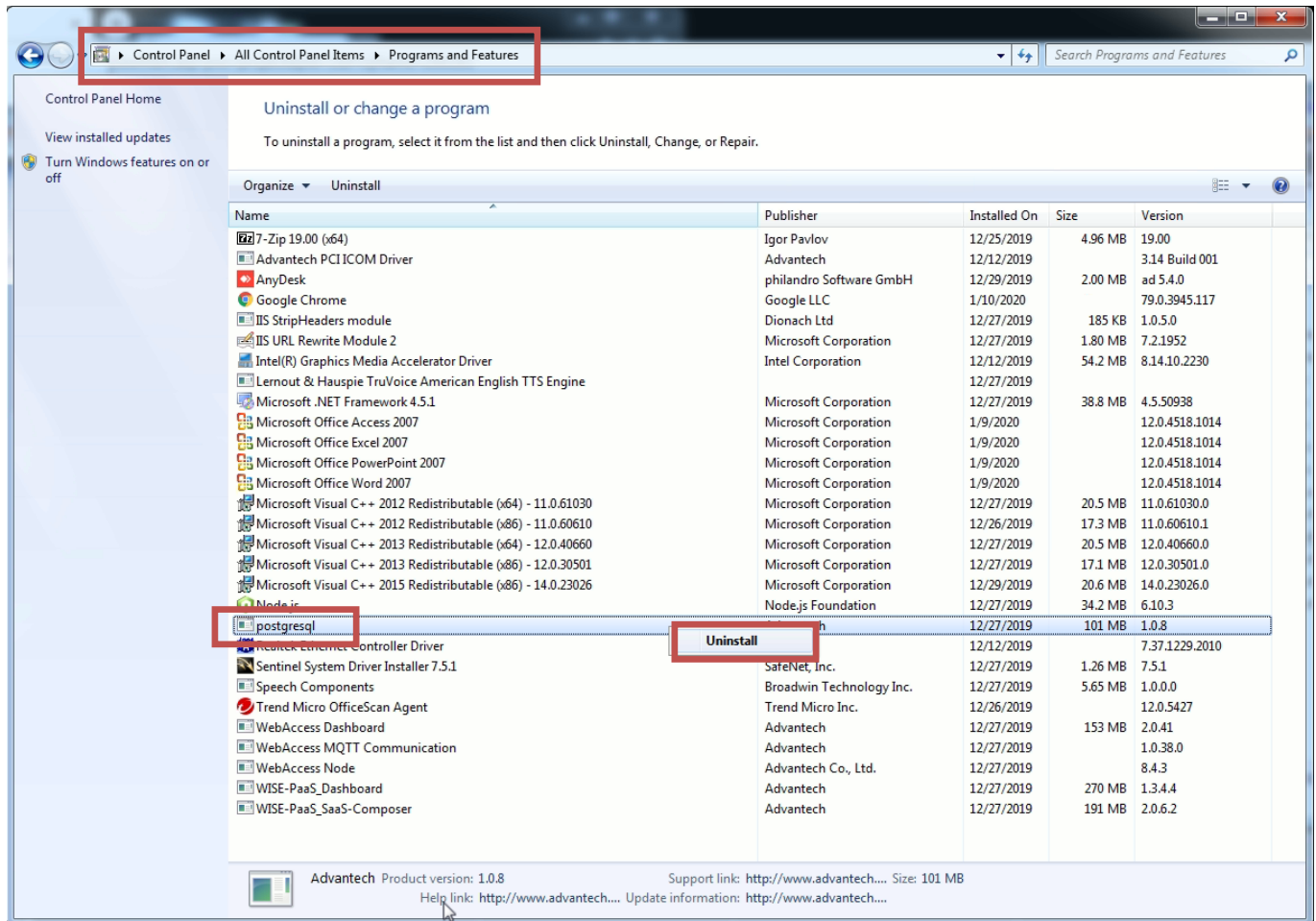
(Dashboard server will try to auto restart when it cannot started, so PID number will be change.)



Figures: Dashboard's PID should be fixed

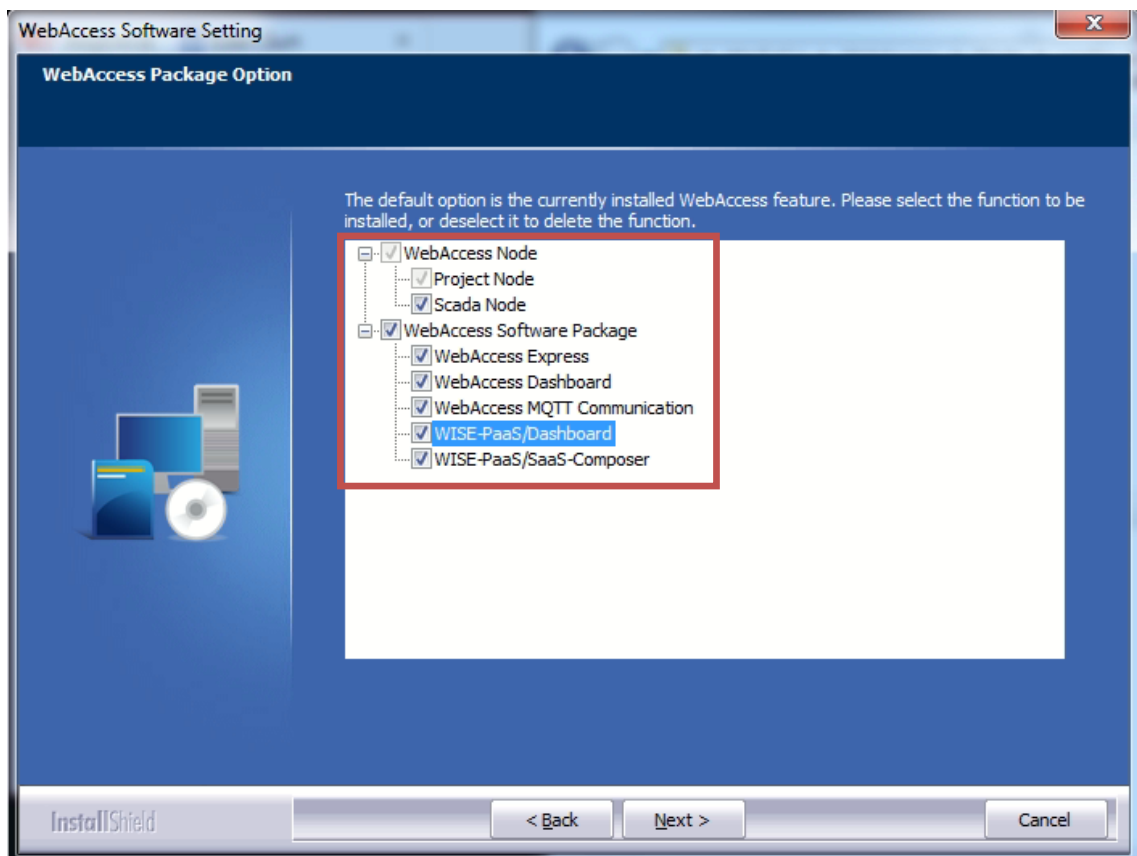
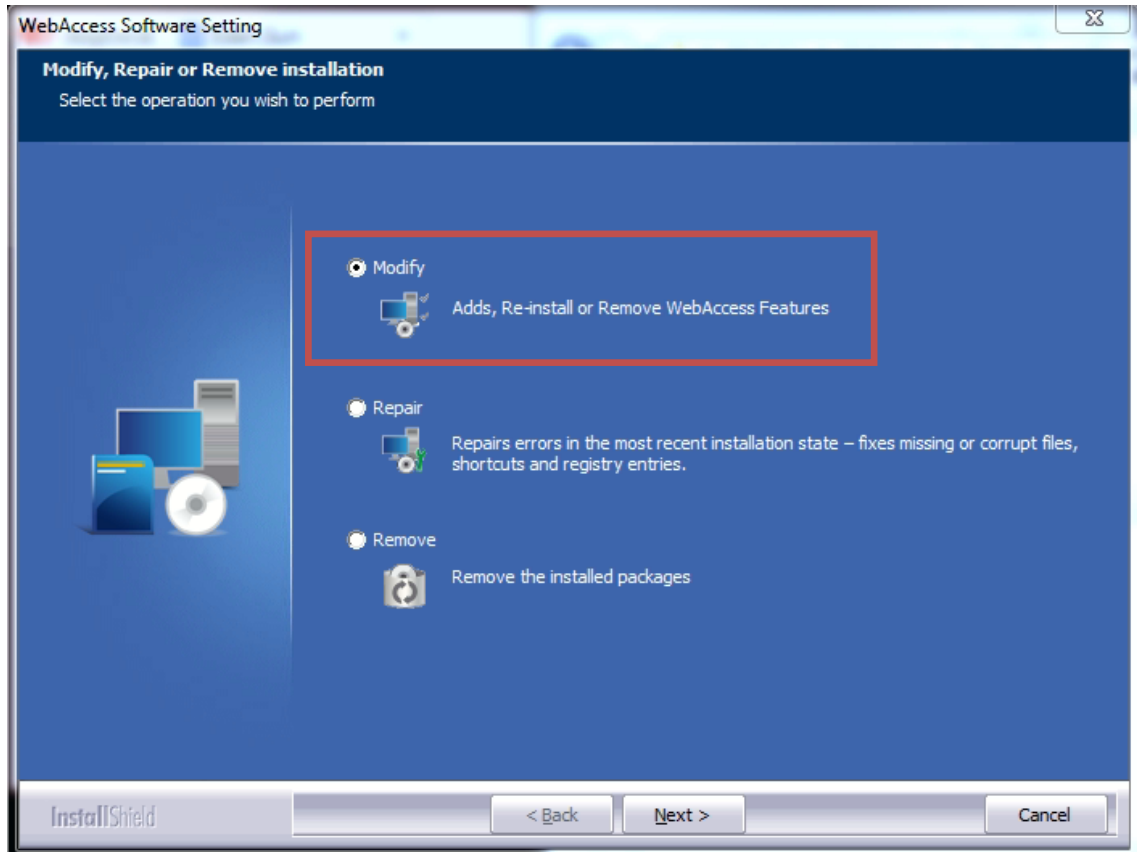
➤ How to re-install PostgreSQL :

1. Uninstall PostgreSQL by using Programs and Features of Windows control panel.



Figures: Uninstall Postgresql by Windows Control Panel

2. After uninstall PostgreSQL finished please restart computer.
3. Re-install WebAccess with WebAccess installation package and select the modify WebAccess. After then choose the checkbox what function do you want to use.
(Notice: It does not matter what to choose with the first install.)
(Notice: If you want to use all function, please make sure check every box.)

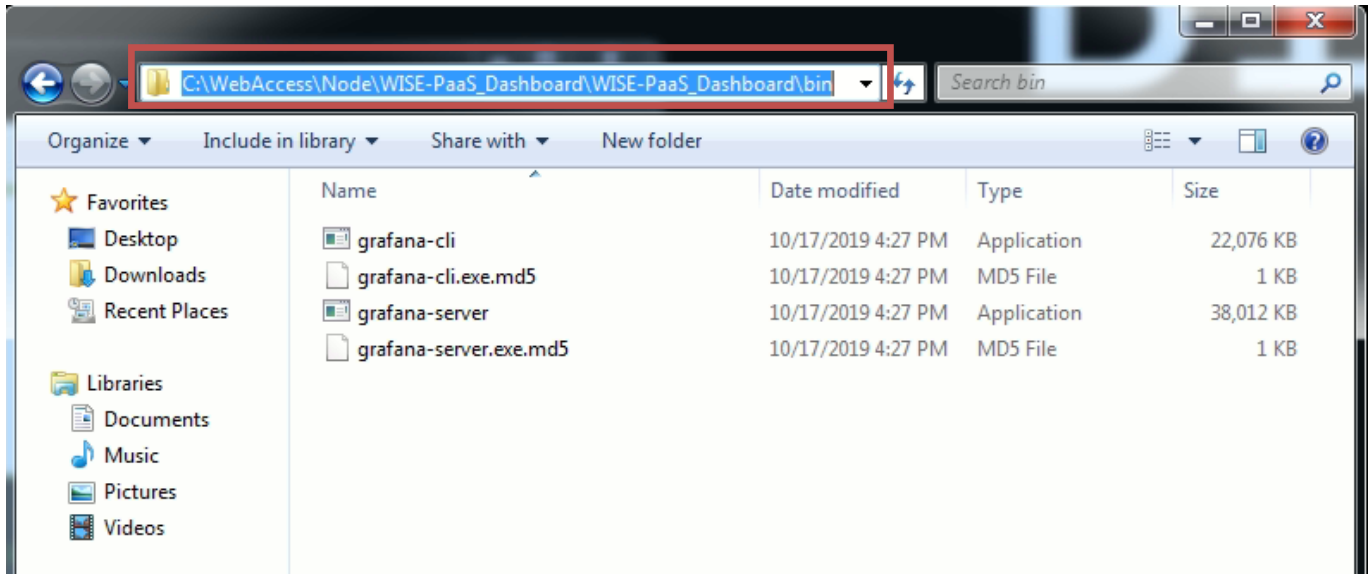


Figures: Re-install WebAccess

4. After install WebAccess process finished please restart computer.
5. Finally, Dashboard server will be start when Widows startup.

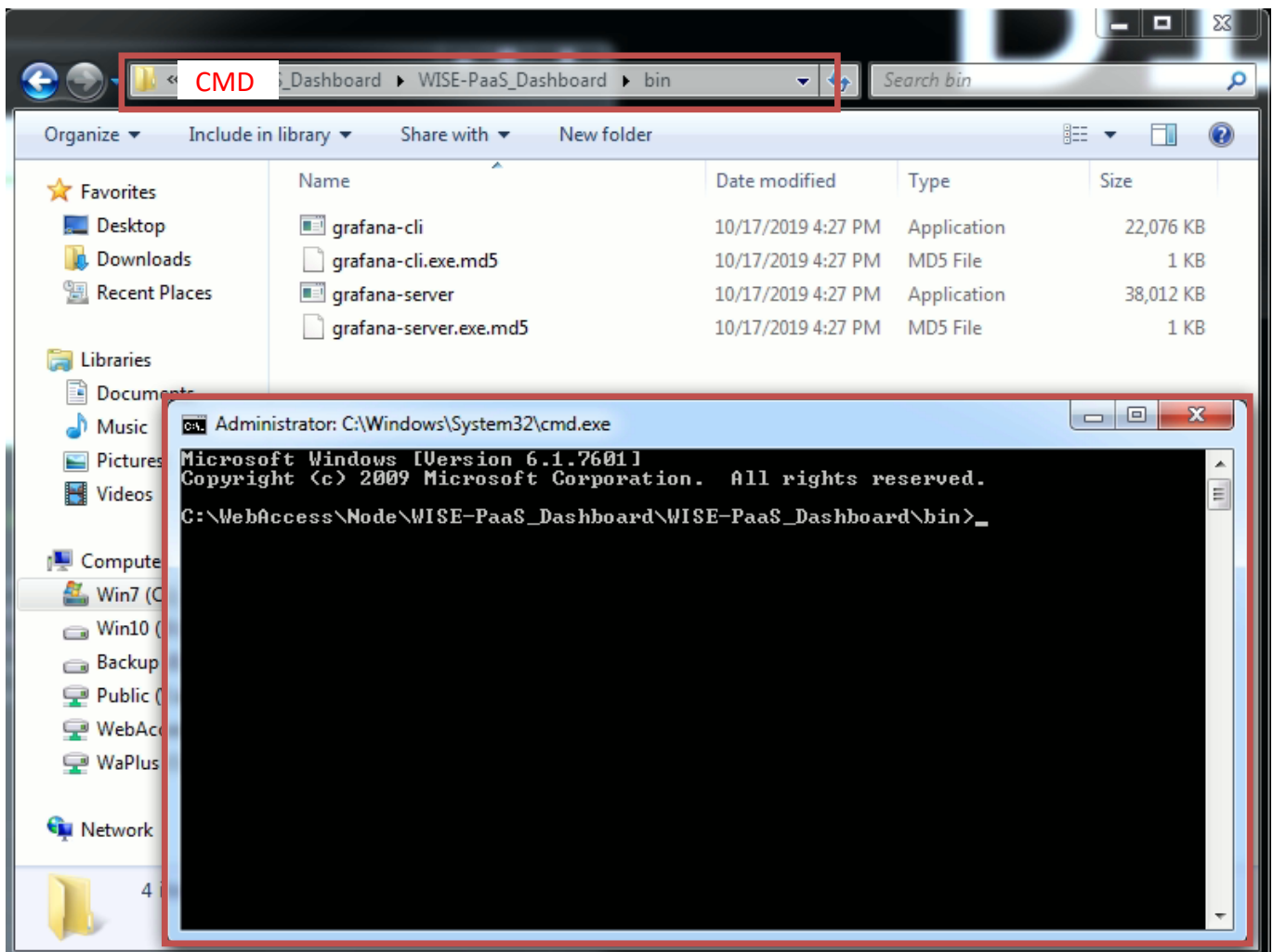
➤ How to manually start dashboard server and find the error messages :

1. Go to C:\WebAccess\Node\WISE-PaaS_Dashboard\WISE-PaaS_Dashboard\bin.



Figures: Grafana-server file address

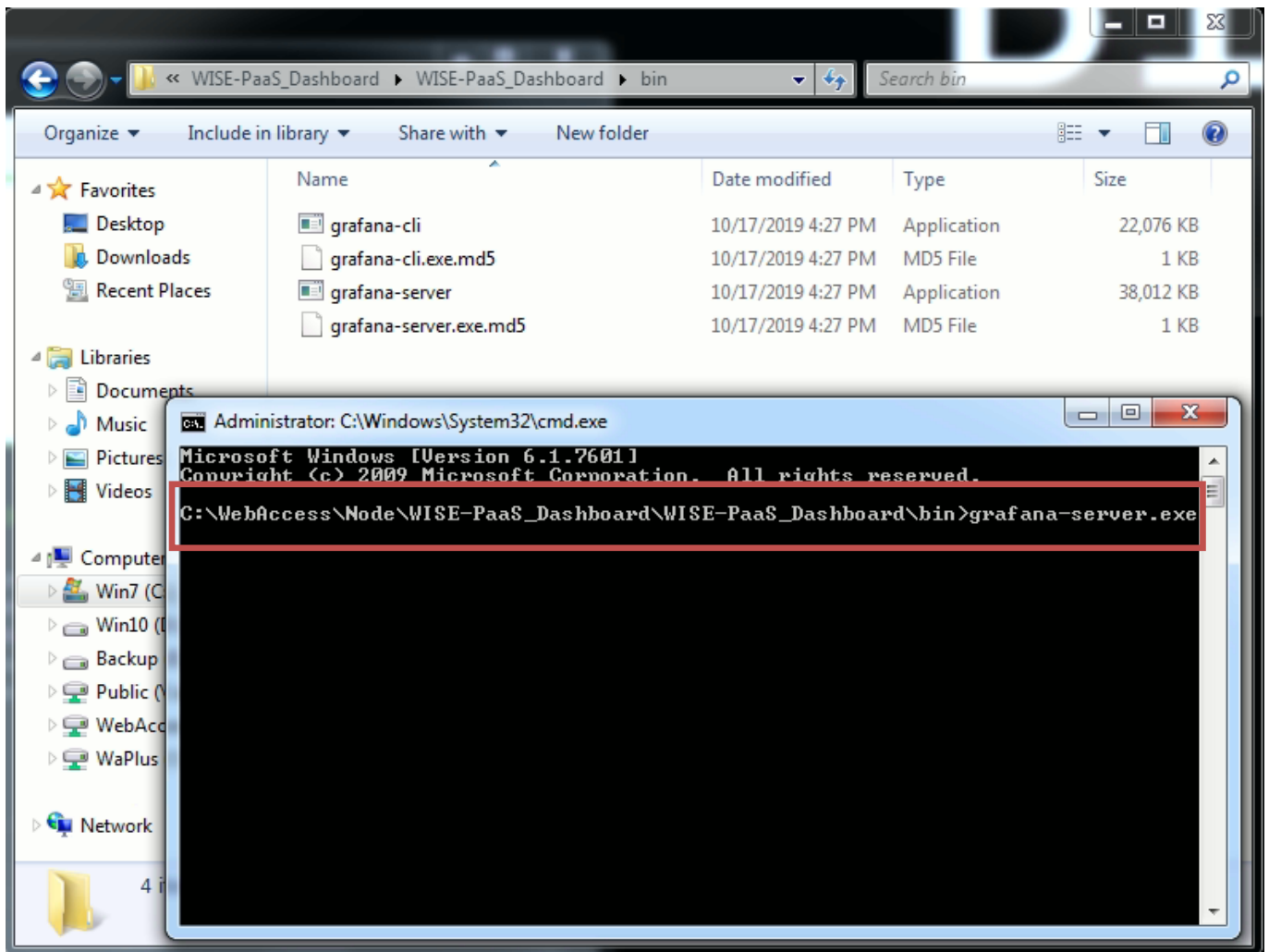
2. Enter the “cmd” in address URL to open the “Windows command”. (It should use Administrator.)



Figures: Administrator open command windows.

3. Start WebAccess WISE-PaaS Dashboard server.

(Run `C:\WebAccess\Node\WISE-PaaS_Dashboard\WISE-PaaS_Dashboard\bin\grafana-server.exe`)

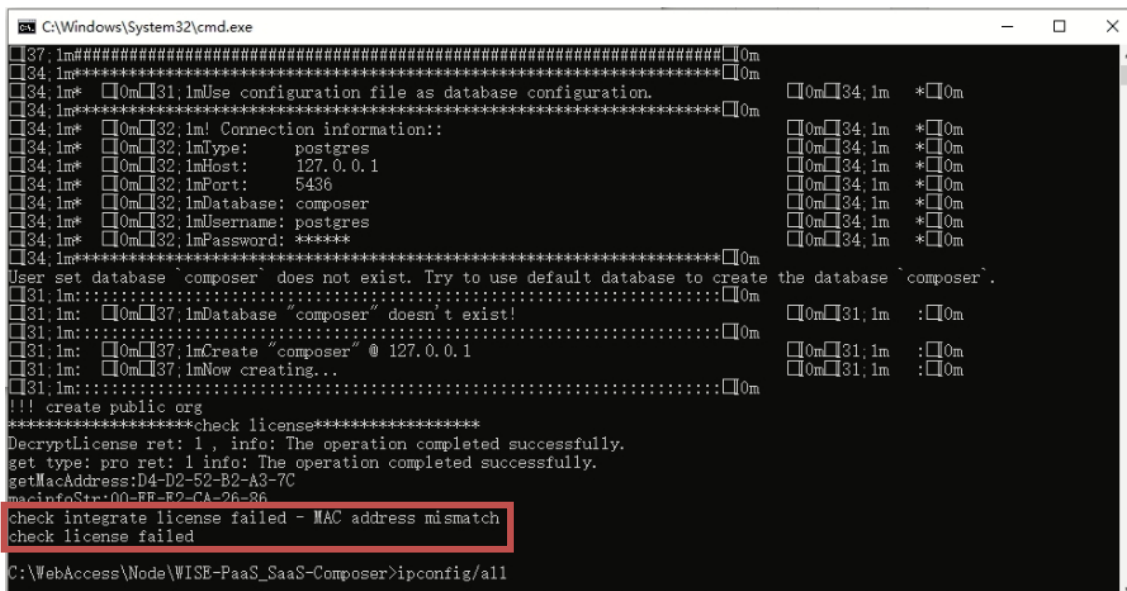


Figures: Start WISE-PaaS Dashboard Server

4. It will be displayed on the command board if there has any error in the WISE-PaaS Dashboard server.

✖ **License failed - MAC address mismatch.**

Solution : Using the network card corresponding to the network card MAC address or reinstall WebAccess.



❌ License failed - DecryptLicense failed.

Solution : Make sure your PC's time zone is correct then reinstall WebAccess.

```
C:\Windows\System32\cmd.exe
(c) 2018 Microsoft Corporation. All rights reserved.

C:\WebAccess\Node\WISE-PaaS_SaaS-Composer>SC-Management-Go.exe
[37;1m#####[0m[31;1mUse configuration file as APP information.
[37;1m# [0m[31;1mUse configuration file as APP information.
[37;1m# [0m[36;1mapplication_id: 3bf80c86-0b3d-4df6-be82-1f2d3beebb69
[37;1m# [0m[36;1mapi: https://api.127.0.0.1
[37;1m# [0m[36;1mspace_id: 94cf352c-c60d-4109-b519-f51212a0ebe7
[37;1m# [0m[36;1muri:
[37;1m# [0m[36;1m - 172.21.102.64:4000
[37;1m# [0m[36;1m - 127.0.0.1:4000
[37;1m#####[0m[34;1m
[34;1m# [0m[31;1mUse configuration file as database configuration.
[34;1m# [0m[31;1mUse configuration file as database configuration.
[34;1m# [0m[32;1mConnection information::
[34;1m# [0m[32;1mType: postgres
[34;1m# [0m[32;1mHost: 127.0.0.1
[34;1m# [0m[32;1mPort: 5436
[34;1m# [0m[32;1mDatabase: composer
[34;1m# [0m[32;1mUsername: postgres
[34;1m# [0m[32;1mPassword: *****
[34;1m#####[0m
*****check license*****
DecryptLicense.net: 0 Info: The system cannot find the file specified.
check integrate license failed - DecryptLicense failed
check license failed

C:\WebAccess\Node\WISE-PaaS_SaaS-Composer>
```

❌ Occupied communication port - Only one usage of each socket address is normally permitted."

Solution : Make sure your PC's port 3000 can be used (it should be free before used) then restart PC.

```
C:\Administrator: C:\Windows\System32\cmd.exe
[32mINFO[0m[05-22:13:19:04] Initializing TracingService
er[0m=server
[32mINFO[0m[05-22:13:19:17] Initializing Stream Manager
[32mINFO[0m[05-22:13:19:18] HTTP Server Listen
er[0m=http.server [32maddress[0m=0.0.0.0:3000 [32mprotocol[0m=https [32msu
bUrl[0m= [32msocket[0m=
[31mERROR[0m[05-22:13:19:18] Stopped HTTPServer
er[0m=server [31mreason[0m="listen tcp 0.0.0.0:3000: bind: Only one usage of
each socket address (protocol/network address/port) is normally permitted."
[32mINFO[0m[05-22:13:19:18] Stopped Stream Manager
[32mINFO[0m[05-22:13:19:18] Stopped CleanUpService
er[0m=server [32mreason[0m="context canceled"
[32mINFO[0m[05-22:13:19:18] Stopped PluginManager
er[0m=server [32mreason[0m="context canceled"
[32mINFO[0m[05-22:13:19:18] Stopped InternalMetricsService
er[0m=server [32mreason[0m="context canceled"
[32mINFO[0m[05-22:13:19:18] Stopped ProvisioningService
er[0m=server [32mreason[0m="context canceled"
[32mINFO[0m[05-22:13:19:18] Stopped RenderingService
er[0m=server [32mreason[0m=nil
[32mINFO[0m[05-22:13:19:18] Stopped NotificationService
er[0m=server [32mreason[0m="context canceled"
[32mINFO[0m[05-22:13:19:18] Stopped TracingService
er[0m=server [32mreason[0m=nil
[32mINFO[0m[05-22:13:19:18] Stopped AlertingService
er[0m=server [32mreason[0m="context canceled"
[31mERROR[0m[05-22:13:19:18] Server shutdown
er[0m=server [31mreason[0m="listen tcp 0.0.0.0:3000: bind: Only one usage of
each socket address (protocol/network address/port) is normally permitted."

C:\WebAccess\Node\WISE-PaaS_Dashboard\WISE-PaaS_Dashboard\bin>
```

➤ How to update WinHTTP authentication to SSL/TLS 2.0 with Windows :

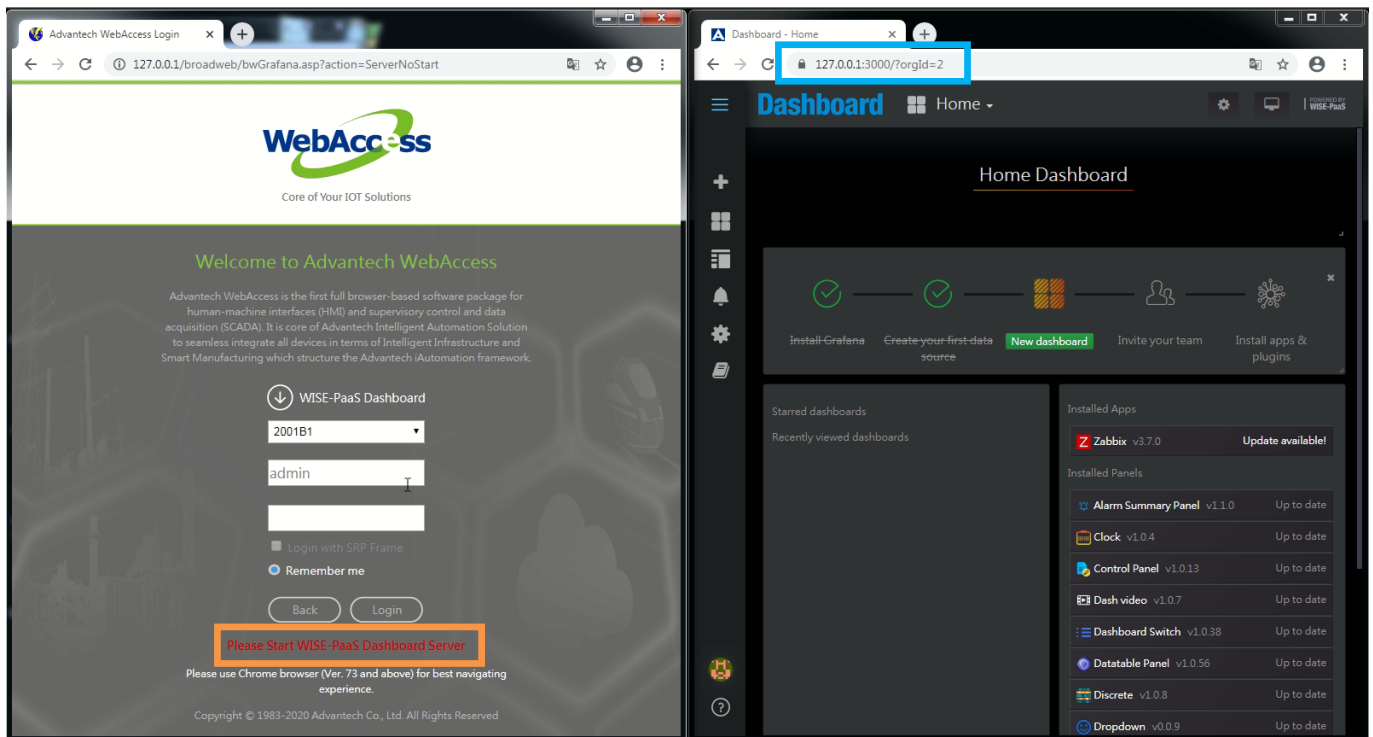
(Only for WindowsServer 2008, WindowsServer 2012, WindowsEmbedded 8, Windows 7)

(Use Windows upgrade to update WinHTTP for other Windows version.)

1. If the status is as follows.

- The function of WISE-PaaS Dashboard cannot working by WebAccess project home page.
- The Dashboard server and PostgreSQL server are started.
- Enter the URL https://127.0.0.1:3000 on browser can go to WISE-PaaS Dashboard page.

Because Windows need to update WinHTTP authentication to SSL/TLS 2.0.



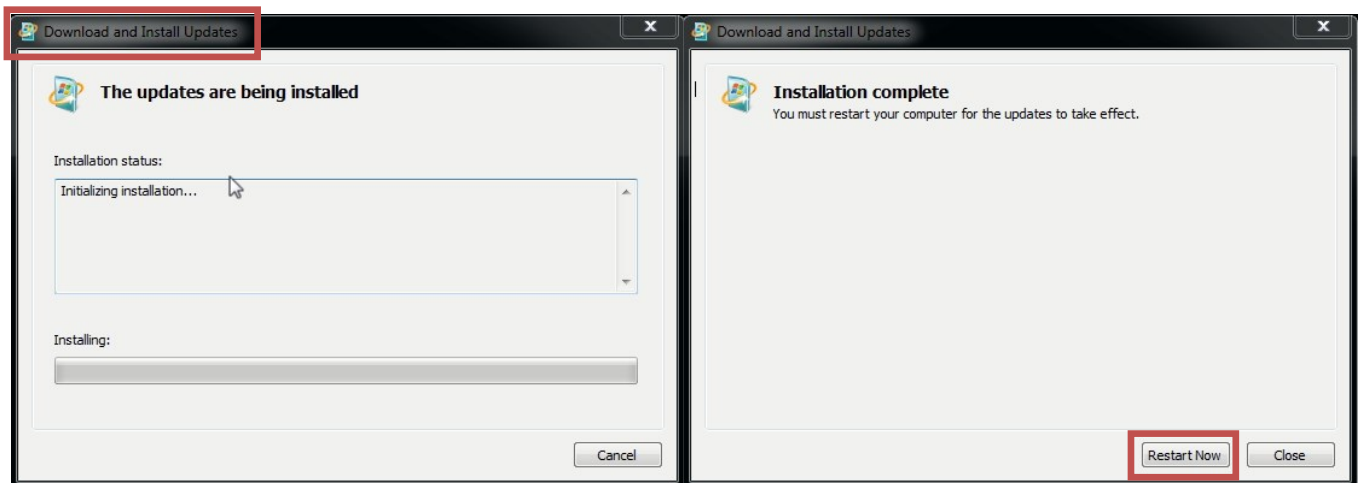
2. Download the Windows update file (**kb3140245**) on Microsoft website, then install it.

(<http://www.catalog.update.microsoft.com/Search.aspx?q=kb3140245> , Choose kb3140245 file for your OS version)

Title	Products	Classification	Last Updated	Version	Size	Download
KB3140245 : Windows Server 2012 更新	Windows Server 2012	更新	2016/6/13	n/a	1.1 MB	Download
KB3140245 : Itanium 系统的 Windows Server 2008 R2 更新	Windows Server 2008 R2	更新	2016/6/13	n/a	992 KB	Download
KB3140245 : x64 系统的 Windows Embedded 8 Standard 更新	Windows 8 Embedded	更新	2016/6/13	n/a	1.1 MB	Download
KB3140245 : Windows Server 2008 R2 x64 Edition 更新	Windows Server 2008 R2	更新	2016/6/13	n/a	796 KB	Download
KB3140245 : Windows Embedded 8 Standard 更新	Windows 8 Embedded	更新	2016/6/13	n/a	619 KB	Download
KB3140245 : x64 系统的 Windows 7 更新	Windows 7	更新	2016/6/13	n/a	796 KB	Download
KB3140245 : Windows 7 更新	Windows 7	更新	2016/6/13	n/a	485 KB	Download

windows6.1-kb3140245-x64_5b067ffb69a94a6e5f9da89ce88...

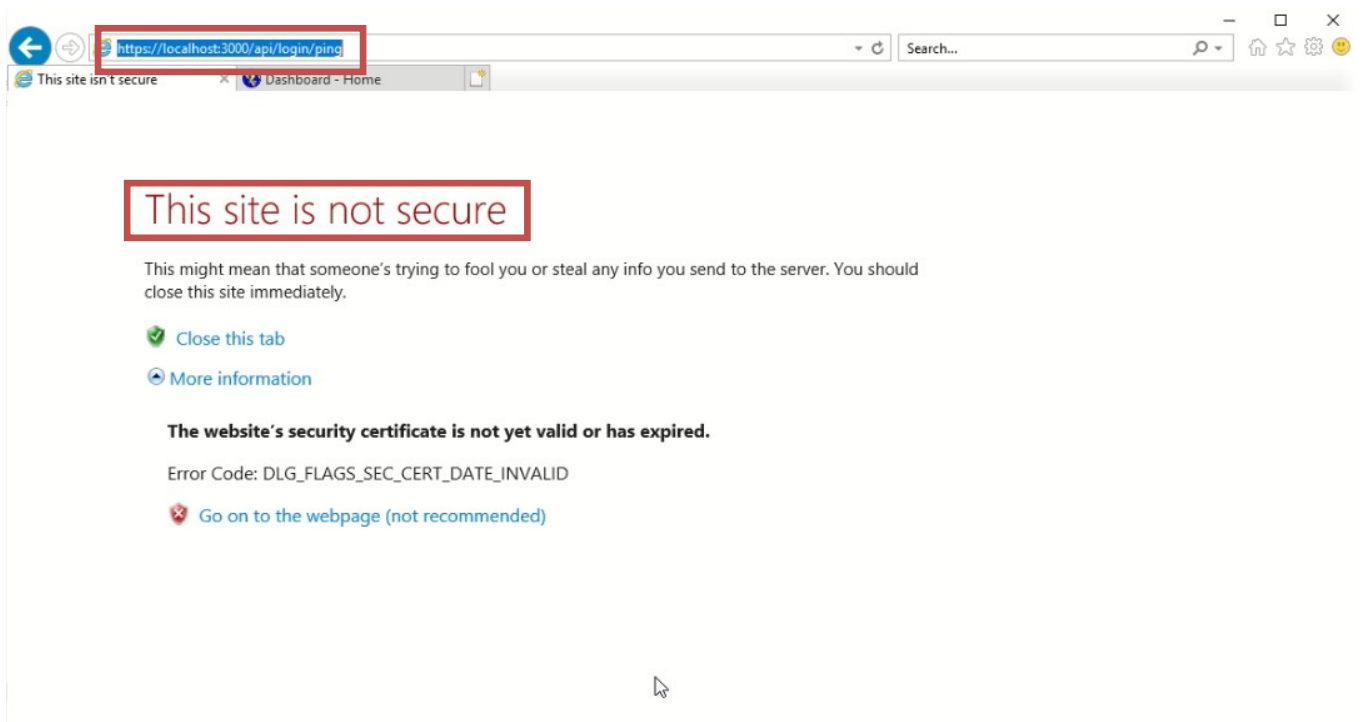
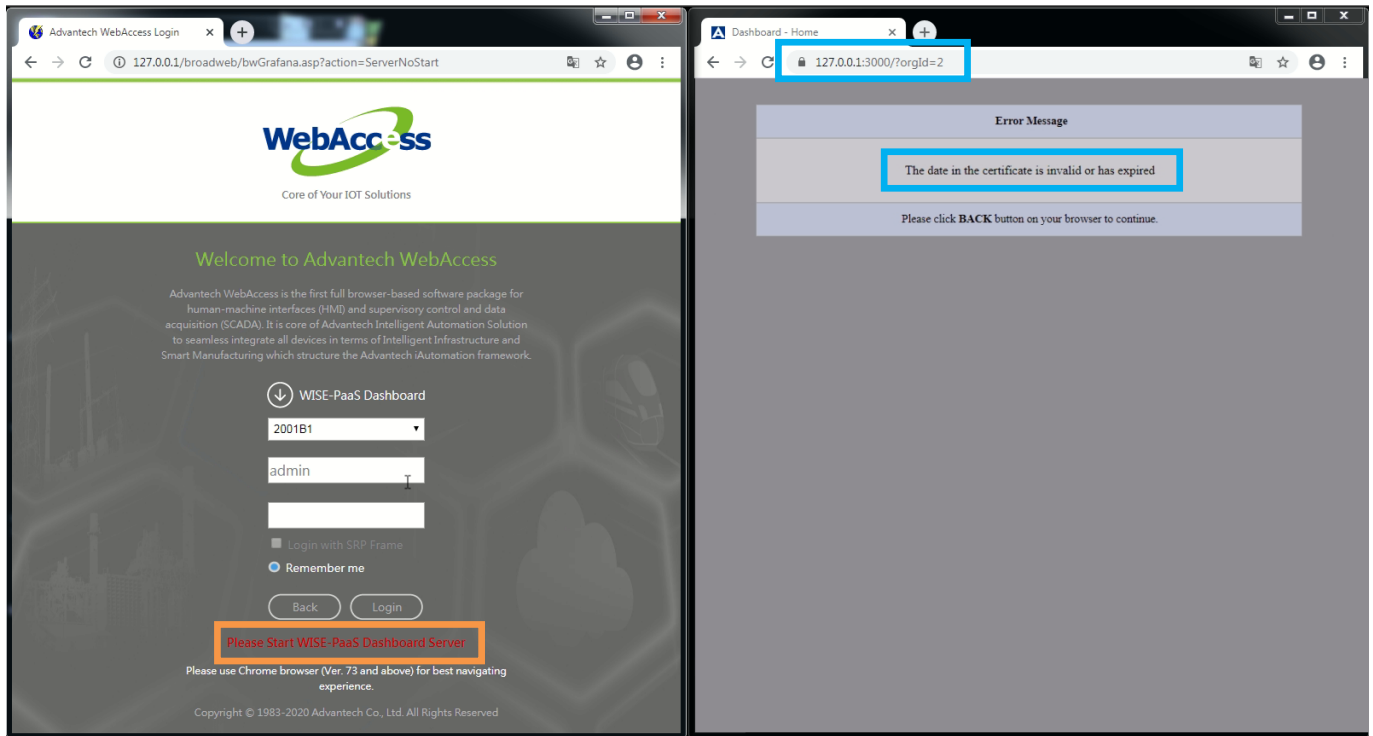
3. After window “Download and Install Updates” finished please click “Restart Now” to restart computer.



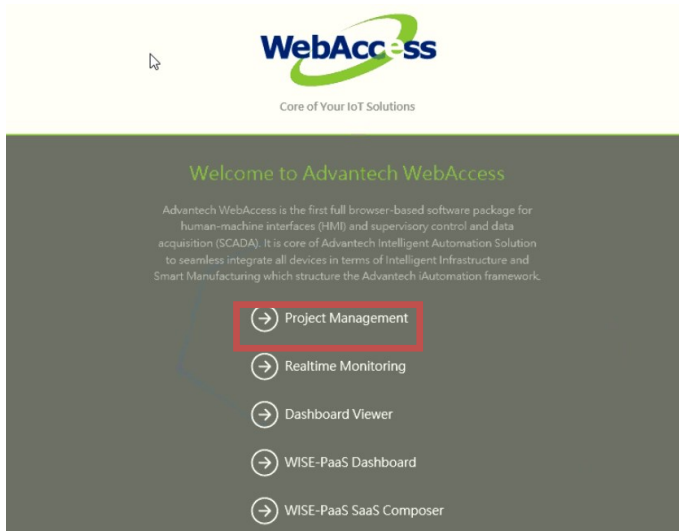
4. Finally, you can login WISE-PaaS Dashboard by project home page's button when Dashboard server started.

➤ How to reset a new HTTPS certificate :

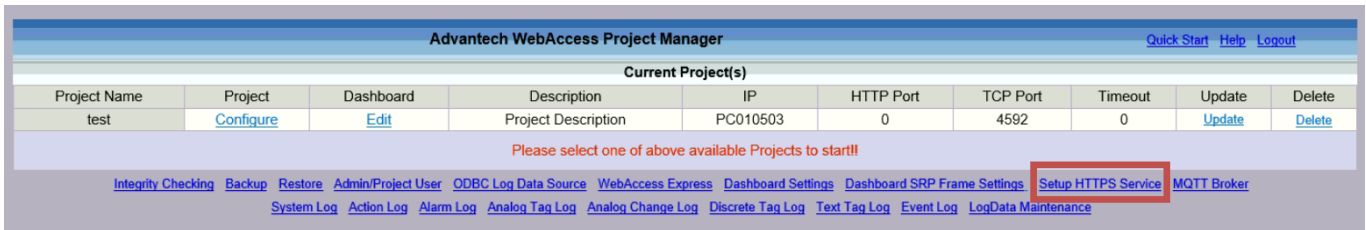
1. If the status is as follows.
 - a. The function of WISE-PaaS Dashboard cannot working by WebAccess project home page.
 - b. The Dashboard server and PostgreSQL server are started.
 - c. Enter the URL https://127.0.0.1:3000 on browser cannot go to WISE-PaaS Dashboard page.
 - d. Enter the URL https://127.0.0.1:3000/api/login/ping on browser show "This site is not secure".
- Because Browser need to reset a new HTTPS certificate.**



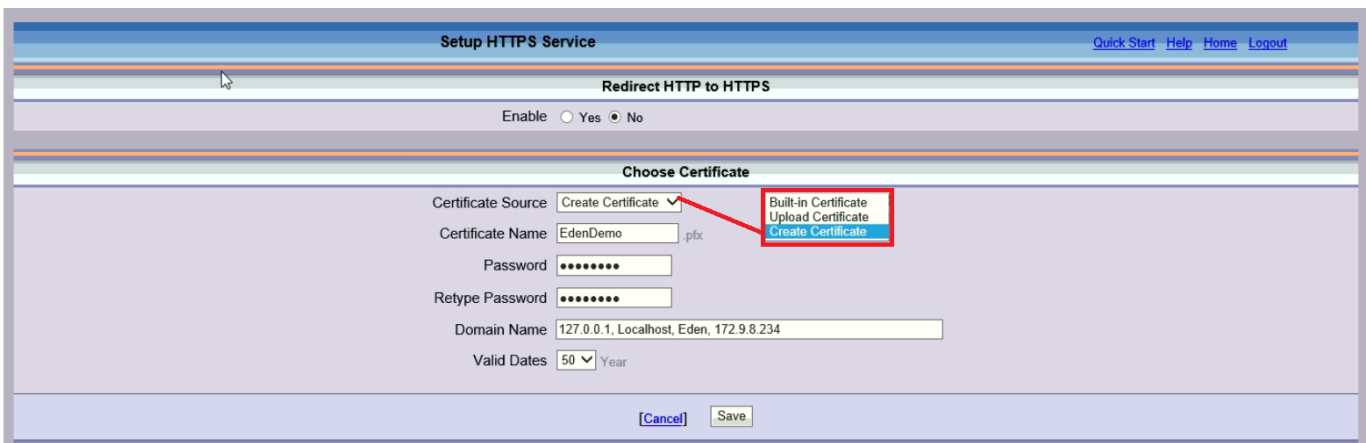
2. Login in to Project Management.



3. Select "Setup HTTPS Service".



4. On "Choose Certificate" box, please choose "Create Certificate" then fill all space to save.



- ✓ Certificate Source : **Create Certificate**
- ✓ Certificate Name : According to user settings
- ✓ Password : According to user settings
- ✓ Retype Password : According to user settings
- ✓ Domain Name : **127.0.0.1, Localhost, Eden(PC Name), 172.9.8.234(IP Address),** (Or other domain name.)
- ✓ Valid Dates : According to user settings(Range:1~50)

■ Pin Definition (in case of serial connection):

■ Reference: