

There are 3 Portal types in the GlobalCapture Portal Connections section of the Management Module:

- 1. Batch Portal
- 2. Analytics Portal
- 3. API Portal

By default, one of each should already be created, though more batch and analytic portals can be created per client needs. Additional API Portals can also be created if needed (e.g. a multi-domain setup).

Setting up the Batch and Analytics portals is straightforward. Refer to the GlobalCapture configuration guide if additional details are required. If the installation failed or some other factor has caused one or more of the portals to cease functioning, follow the steps outlined below.

## Troubleshooting/Repairing Batch Portal

- 1. Check to make sure the services are running on the server:
  - a. Mongo DB
    - If Mongo won't start, there is an unrelated issue. The most common cause for a Mongo start failure is low disk space.
  - b. ssBatchPortal
- 2. Ensure the URL provided for the Portal is using **https**.

0				
Portal Name Batch Portal		URL https://192.168.4.28:6457/		_
Username Square9\SSAdministrator		Password		_
Batch Portal	Analytics Portal	⊖ Square9 API		
Portal Permissions	Workflow Security		Cancel	Save

- 3. The user account specified for authentication should be in the fully qualified domain format (domain\username).
- 4. If there has been a password change recently, re-enter the password.

If steps 1 - 4 outlined above do not resolve your issue, there may be a problem with the SSL certificate used to secure communications to the portal. Follow the steps below to fix any SSL certificate problems:

5. Check to see if a SSL certificate exists for the IP Address and Port specified in the Batch Portal configuration file (C:\GetSmart\BatchPortal\ssBatchPortal.exe.config).

<ap< th=""><th>Settings&gt;</th></ap<>	Settings>					
	<add key="localip" value="127.0.0.1"></add>					
	<pre><add key="Port" value="6457"></add></pre>					
	<add key="LocalCopy" value="true"></add>					
	<pre><add key="basePath" value="C:\GetSmart\CaptureProcessing"></add></pre>					
	<pre><add key="Cache" value="C:\GlobalSearch\WebPortalCache\"></add></pre>					
	<pre><add key="CaptureApi" value="http://127.0.0.1:80/Square9CaptureAPI"></add></pre>					
<td>pSettings&gt;</td>	pSettings>					



6. Open an administrative command prompt and enter: netsh http show ssl

You should see an entry with the matching IP Address and Port:

C=V	Administrator: Command Prompt		-	$\times$
Mic (c)	Microsoft Windows [Version 10.0.15063] (c) 2017 Microsoft Corporation. All rights reserved.			^
C:\	C:\WINDOW5\system32>netsh http show ssl			
รรเ 	SSL Certificate bindings:			
	IP:port: 127.0.0.1:6457Certificate Hash: 1f473734b4be8c9bdde73afac93a770aaApplication ID: {9101a6a3-fcf4-4c57-8831-7683ad0bCertificate Store Name: (null)Verify Client Certificate Revocation : EnabledVerify Revocation Using Cached Client Certificate Only : DisableUsage Check: EnabledRevocation Freshness Time:0URL Retrieval Timeout:0Ctl Identifier: (null)Ctl Store Name: (null)DS Mapper Usage: DisabledNegotiate Client Certificate : DisabledReject Connections: Disabled	d1de236 :683a} :d		
	IP:port : 127.0.0.1:9443 Certificate Hash : 5f375ca2cd864a81b7821454917cb2233 Application ID : {10b339fc-6e0f-4689-91cb-a58e5216 Certificate Store Name : (null) Verify Client Certificate Revocation : Enabled Verify Revocation Using Cached Client Certificate Only : Disable Usage Check : Enabled	274862a 98f9} ed		~

- 7. If you do not have a matching certificate binding in your list a new one will need to be created. A missing binding would imply some level of permissions issue during the original setup.
  - a. Make sure the ssBatchPortal service is stopped and run the following command and Batch Portal should return the thumbprint of the SSL Certificate it just generated: C:\GetSmart\BatchPortal\ssBatchPortal.exe -ssl

Administrator: Command Prompt	-	
C:\WINDOWS\system32>C:\GetSmart\BatchPortal\ssBatchPortal.exe -ssl		^
40/2072C300F490AF043101103006243747AAD37		
C:\WINDOWS\system32>		
		~

8. Open the IIS Management Console. Select your server, and double click Server Certificates in the Features View.



Filter: • 🐨 Go - 🔛 Show All   Group by: Area - 📰 -							
ASP.NET							^
<u>-</u>		404	9		¥=		
.NET Authorizat	.NET Compilation	.NET Error Pages	.NET Globalization	.NET Trust Levels	Application Settings		
ab	7			S			
Connection Strings	Machine Key	Pages and Controls	Providers	Session State	SMTP E-mail		
IIS							^
	2	Ð			404		
ASP	Authentic	Compression	Default Document	Directory Browsing	Error Pages		
2		<u> </u>	2				
Handler Mappings	HTTP Respon	ISAPI and CGI Restri	ISAPI Filters	Logging	MIME Types		
4		8	ø	2			
Modules	Output Caching	Request Filtering	Server Certificates	Worker Processes			
Manageme	nt						^
		<u>ا</u>					
Configurat Editor	Feature Delegation	Shared Configurat					

9. The thumbprint reported back by the batch portal should now match an entry in the Server Certificates section of the IIS Manager:

Server Certificates							
Use this feature to request and manage certificates that the Web server can use with websites configured for BL.							
Filteri v 19	the v Call Show dill   through by:	No Grouping +					
Planta	Instant Tes	Instant By	Expiration Data	Carlificate Heat	Cartificate Store		
and a contraction of the second	and the forest forest	steacon ortaoexe	101010101010100000000000000000000000000	***************************************			

10. Return to the start of this document and verify again steps 1 - 4.

If these steps do not resolve your issue, please submit a support request to Square 9's Software Support team by completing the support request form here: <u>https://www.square-9.com/resources/support/</u>