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

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

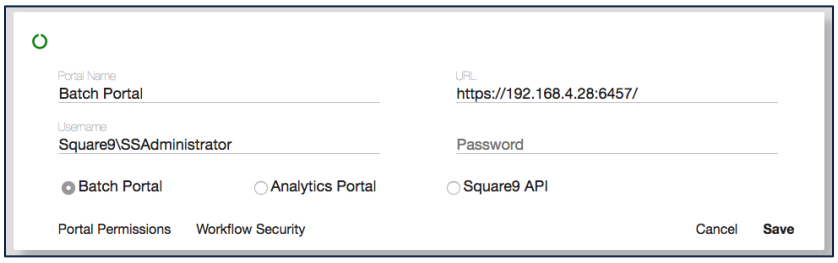
By default, one of each should already be created, though more batch and analytic portals can be created per client needs. Additional API Portals can also be created if needed (e.g. a multi-domain setup).

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**.



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.

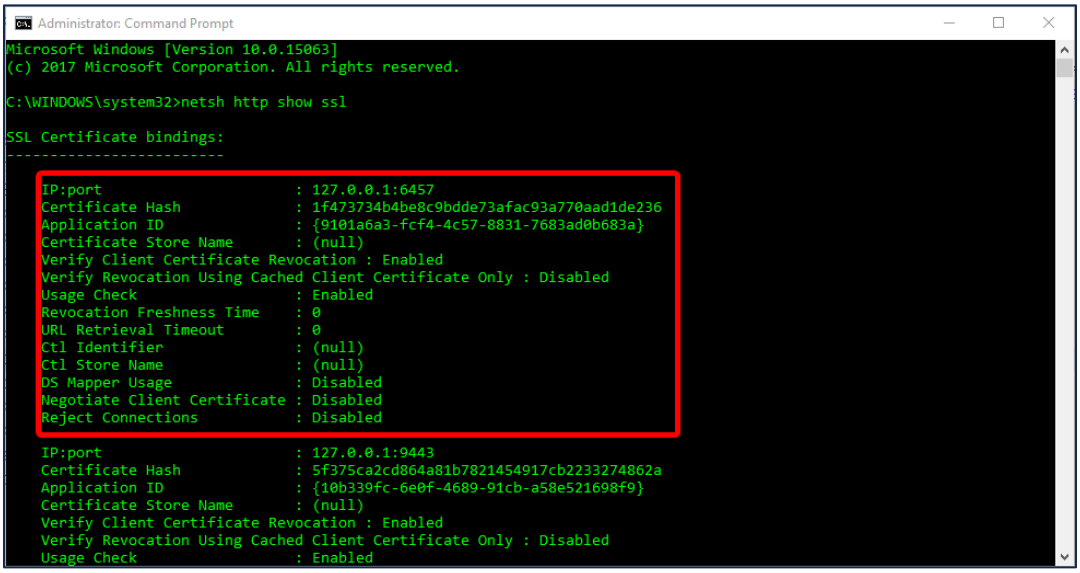
If steps 1 - 4 outlined above do not resolve your issue, there may be a problem with the SSL certificate used to secure communications to the portal. Follow the steps below to fix any SSL certificate problems:

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).

```
<appSettings>
    <add key="localip" value="127.0.0.1"></add>
    <add key="Port" value="6457"></add>
    <add key="LocalCopy" value="true"></add>
    <add key="basePath" value="C:\GetSmart\CaptureProcessing"></add>
    <add key="Cache" value="C:\GlobalSearch\WebPortalCache\"></add>
    <add key="CaptureApi" value="http://127.0.0.1:80/Square9CaptureAPI"></add>
</appSettings>
```

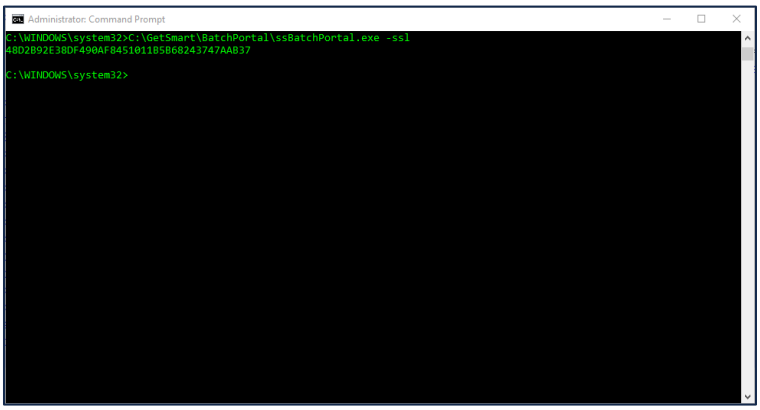
6. Open an administrative command prompt and enter: **netsh http show ssl**

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

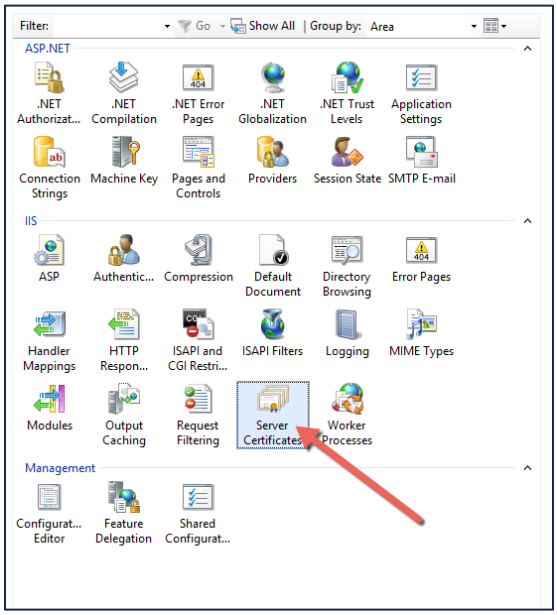


7. If you do not have a matching certificate binding in your list a new one will need to be created. A missing binding would imply some level of permissions issue during the original setup.

   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**



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



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

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: https://www.square-9.com/resources/support/