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CenTran® 4.1.5 Troubleshooting Guide

# CenTran 4.1.5 Troubleshooting Guide

## Check Run Time Error

The following places can be checked to determine the nature of a run time error from a transaction with Centran:

- Centran Configuration Manager:

Open the Centran Configuration Manager.

Check if the Centran service is installed and running under the Service tab. If the service is not installed and running, go to the Getting Started Guide to set up Centran.

Check if the Centran service is processing transactions under the Centran Status tab. If Centran is properly set up but processing has stopped, attempt stopping and restarting the service.

Check the Centran Event Log for indications of the nature of the error.

- System Event Log:

Open Control Panel >> Administrative Tools.

Select Event Viewer, right click and select Run as administrator.

Look for the section labeled Summary of Administrative Events. Expand the category that called Error. Look for for an entry with a Source labeled Centran Service, and double click it.

Examine the errors list there. If Centran has had internal exceptions, the details should be listed as entries here.

- Windows Communications Foundation (WCF) Trace Log:

Open the Centran install directory. Look for a file named WcfServiceTrace.svclog. Double click on this file to open it using the Microsoft Service Trace Viewer.

See [Service Trace Viewer Tool \(SvcTraceViewer.exe\)](#) on the Microsoft web site for details. This tool is available with the Microsoft SDK install.

Examine the trace for errors. This will let you know if Centran received a web service request and what processing occurred. If the web service request was not received, then a browser or network configuration issue is blocking the requests.

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## Check Certificates

The following items can be checked for Centran Certificates:

- Centran Configuration File:

The Centran configuration file section for behaviors >> serviceBehaviors >> serviceCertificate. has the entries for what certificate is going to be used by Centran. See [serviceCertificate of serviceCredentials](#) for a detailed description of these values.

The certificate can be identified by name or by thumbprint. By default it is set up by the Centran Configuration Manager by thumbprint.

- Centran Configuration Manager:

Open the Centran Configuration Manager.

Check the Self Signed Certificates tab.

The Centran Web Service Server Certificate will show a certificate name. This name must exactly match how the web browser is being used to access Centran, or the certificate will not match.

- Certificate Source:

The certificate can be self signed, or from a certificate authority. If the certificate for the Centran web service is from a network certificate authority, any clients will automatically trust the Centran certificate.

If the certificate is self signed, then to establish a chain of trust, that certificate or certificate authority must be installed manually with client systems.

If the certificate is self signed and created on Windows Server 2003, the level and size of the encryption of the certificates do not match the requirement for SSL. To do SSL off of Windows Server 2003, you will need to generate proper certificates from a system running Windows 7 or higher, or get certificates from a network certificate authority.

- Exporting Centran Certificate:

From the start menu, select Accessories and right click on Command Prompt. Select Run as administrator.

The command prompt should have the title Administrator: Command Prompt.

Type mmc at the administrator command prompt.

You should see a window that says Console1 - [Console Root]

Click File >> Add / Remove Snap In.... A dialog labeled Add or Remove Snap-ins should be displayed.

Select Certificates and click Add. Select Computer account and then Local Computer from the dialogs that are displayed. Click Finished.

Click OK in the Add or Remove Snap-ins dialog.

Under Certificates (Local Computer), expand Trusted Root Certification Authorities, and expand Certificates.

Select the certificate matching the Certificate Authority used to generate the self signed certificate used for Centran. Right click on the certificate and select All Tasks >> Export....

The Certificate Export Wizard is displayed. Export the certificate without the private key. Use the default settings to export the certificate to a .CER file.

- Client System Self Signed Certificate Install:

Open up a console with the Certificates snap in as administrator as described above, on the client computer system that is going to be accessing the Centran web service.

Under Certificates (Local Computer), expand Trusted Root Certification Authorities, and expand Certificates.

Right click on Certificates and select All Tasks >> Import....

Import the certificate .CER file you exported from the Centran server.

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