TMASYSTEMS

Knowledge Template

Note: The following information is being provided to assist us in offering you the highest level of service possible. It is not our intention to provide this information as a substitute for direct customer support, but merely to offer additional information to further enhance our ability to provide you a timely and accurate resolution to your issue or question.

Section:

WebTMA GO and MobileTMA GO

Problem Description:

Advance troubleshooting steps for when can't connect to WebTMA GO or MobileTMA GO

Solution:

(See Notes)

If on Server 2008 or Server 2012 and have .net 4.5 installed, you will need to install .net 4.5.1 and make sure the app and login web.config files have this in the app settings section:

Login web.config

```xml
<?xml version="1.0" encoding="UTF-8"?>
<configuration>
      <appSettings>
            <add key="ClientInfoLocation" value="C:\TMA Systems LLC\WebTMAConfig\webtmaadmin.cfg"></add>
            <add key="CookieExpirationDays" value="30"></add>
            <add key="ForgotPassword" value="true"></add>
            <add key="wcf:serviceHostingEnvironment:useClassicReadEntityBodyMode" value="true"></add>
      </appSettings>
      <connectionStrings></connectionStrings>
```

App web.config

```xml
  <appSettings>
    <add key="LoginPage" value="http://localhost/WebTMALogin/login.aspx" />
    <add key="ClientInfoLocation" value="C:\WebTMAConfig\webtmaAdmin.cfg" />
    <add key="NOAAWebReference.NOAAService" value="http://weather.webtma.net/noaaservice.asmx" />
    <add key="wcf:serviceHostingEnvironment:useClassicReadEntityBodyMode" value="true" />
  </appSettings>
```

SSL(HTTPS)

First, you need to determine if the Login or App is SSL or BOTH. If both, review the configuration for both of these. If only one, find the pairing that works for you.

Login web.config

SSL(HTTPS)

The binding name for MobilewebService security mode must be set to Transport

```
<binding name="MobilewebService" closeTimeout="00:01:00" openTimeout="00:01:00" receiveTimeout="00:10:00" sendTimeout="00:01:00"
        allowCookies="false" bypassProxyOnLocal="false" hostNameComparisonMode="StrongWildcard"
        maxBufferSize="524288" maxBufferPoolSize="524288" maxReceivedMessageSize="524288"
        transferMode="Buffered" useDefaultWebProxy="true">
    <readerQuotas maxDepth="32" maxStringContentLength="8192" maxArrayLength="16384" maxBytesPerRead="4096" maxNameTableCharCount="16384" />
    <security mode="Transport">
        <transport clientCredentialType="None" proxyCredentialType="None" realm="" />
    </security>
</binding>
```

Non-SSL(HTTP)

The binding name for MobilewebService security mode must be set to None

```
<binding name="MobilewebService" closeTimeout="00:01:00" openTimeout="00:01:00" receiveTimeout="00:10:00" sendTimeout="00:01:00"
        allowCookies="false" bypassProxyOnLocal="false" hostNameComparisonMode="StrongWildcard"
        maxBufferSize="524288" maxBufferPoolSize="524288" maxReceivedMessageSize="524288"
        transferMode="Buffered" useDefaultWebProxy="true">
    <readerQuotas maxDepth="32" maxStringContentLength="8192" maxArrayLength="16384" maxBytesPerRead="4096" maxNameTableCharCount="16384" />
    <security mode="None">
        <transport clientCredentialType="None" proxyCredentialType="None" realm="" />
    </security>
</binding>
```

App web.config

SSL(HTTPS)

The binding name for "MobileWebService" security mode must be set to Transport:

```
<binding name="MobileWebService"
            closeTimeout="00:01:00"
            openTimeout="00:01:00"
            receiveTimeout="00:10:00"
            sendTimeout="00:01:00"
            allowCookies="false"
            bypassProxyOnLocal="false"
            hostNameComparisonMode="StrongWildcard"
            maxBufferSize="4194304"
            maxBufferPoolSize="4194304"
            maxReceivedMessageSize="4194304"
            transferMode="Buffered"
            useDefaultWebProxy="true">
    <readerQuotas maxDepth="32"
            maxStringContentLength="8192"
            maxArrayLength="16384"
            maxBytesPerRead="4096"
            maxNameTableCharCount="16384" />
    <security mode="Transport">
        <transport clientCredentialType="None"
            proxyCredentialType="None"
            realm="" />
    </security>
</binding>
```

Non-SSL(HTTP)

The binding name for "MobileWebService" security mode must be set to None:

```
<binding name="MobileWebService"
            closeTimeout="00:01:00"
            openTimeout="00:01:00"
            receiveTimeout="00:10:00"
            sendTimeout="00:01:00"
            allowCookies="false"
            bypassProxyOnLocal="false"
            hostNameComparisonMode="StrongWildcard"
            maxBufferSize="4194304"
            maxBufferPoolSize="4194304"
            maxReceivedMessageSize="4194304"
            transferMode="Buffered"
            useDefaultWebProxy="true">
    <readerQuotas maxDepth="32"
            maxStringContentLength="8192"
            maxArrayLength="16384"
            maxBytesPerRead="4096"
            maxNameTableCharCount="16384" />
    <security mode="None">
        <transport clientCredentialType="None"
            proxyCredentialType="None"
            realm="" />
    </security>
</binding>
```

# WebTMA GO and MobileTMA GO Multiple Port 80 Bindings in IIS

Another issue we have seen is multiple bindings of port 80 in IIS. If you have tried the other fixes listed above and still cannot login with WebTMA GO or MobileTMA GO, there may be multiple bindings for port 80 in IIS.

To determine if this is the issue, open a browser on a PC and navigate to *<servername>/tmalogin/webservice/mobilelogin.svc*

If you get an application error, go to the event log and see what the error is. If it mentions enabling multiple bindings, port 80 probably has multiple bindings.

Go to IIS, highlight the default website and click "Bindings" on the right. If there are more than one for port 80, have the client's IT personnel give the OK to delete all but 1 binding for port 80.

The remaining port 80 binding should look like this…
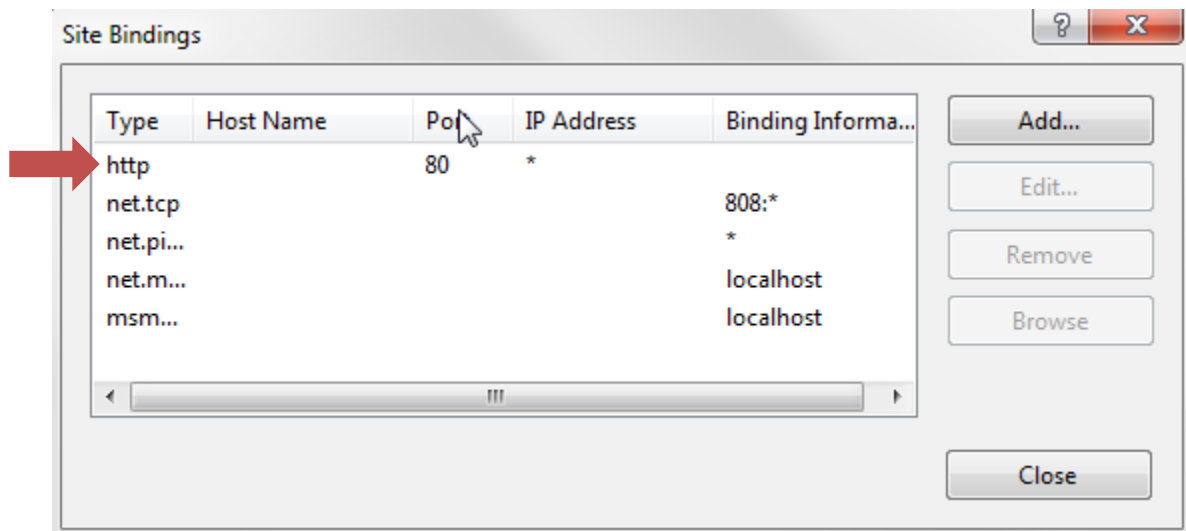
Restart IIS and try logging in with GO again. Also, make sure WebTMA is still functioning properly.

Notes:

- **If on Server 2003, this will not apply, but having the wcf app setting will not cause problems.**