

TIS-Web HAS Service Troubleshooting Guide

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Prepared by:

ATOS
System Integration
Gurgaon, India
Tel: +91-124-2886000
Fax: +91-124-2886411

A. Distribution List

This document is distributed to the following people for review:

- I. Continental Automotive GmbH
- II. ATOS TIS Project Team
- III. Continental TIS-Web DMM Users

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B. Revision History

Date	Version	Author	Change
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Preface

This troubleshooting guide has been prepared for TIS-Web DMM users who will be using the TIS-Web HAS Service on their system using Internet Explorer, Edge ,Google Chrome or Firefox as the browser of choice

Cross References

References to certain images/ pages/ sections have been clearly mentioned as and when required.

Conventions

Buttons have been indicated by angular brackets, for example: "Click on <Next> button to start the installation process."

Overview

This document covers the details of troubleshooting covering the connectivity issues from TIS-Web DMM browser with TIS-Web HAS Service.

Pre-Requisites

This document assumes that the TIS-Web HAS Service is installed successfully in the user's system. User can verify same through Control Panel-> Programs and Features

Troubleshooting

TIS-Web HAS Service is required for TIS-Web DMM to interact with local hardware's like Company/Driver Card, Download Key, Chart Analyser and local file system for all supported browsers –Internet Explorer, Edge, Google chrome and Mozilla Firefox.

TIS-Web HAS Service installer install and configures following in the user's system:

1. Microsoft .NET Framework 4.5
2. Installs required SSL Certificates
3. Configure an interaction point [PORT] for TIS-Web HAS Service to communicate with TIS-Web DMM
4. Desktop shortcut for manually starting the TIS-Web HAS Service
5. Desktop shortcut for copying the configured port number
6. Registry changes for automatically starting the TIS-Web HAS Service
7. Tray Icon for TIS-Web HAS Service.

1.1.TIS-Web DMM displays Troubleshooting Screen

This section describes the troubleshooting options once TIS-Web HAS Service installer is installed successfully but still TIS-Web DMM cannot detect the service and display a troubleshooting screen. Following is the TIS-Web DMM troubleshooting screen:

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Fig: TIS-Web DMM – Troubleshooting screen

Please perform following actions to use TIS-Web DMM download functionality and to configure TIS-Web HAS Service in your system.

1.1.1. Locate TIS-Web HAS Service in your system

1. Locate System Tray in your system, system tray is in the bottom right corner of your screen highlighted in the following figure

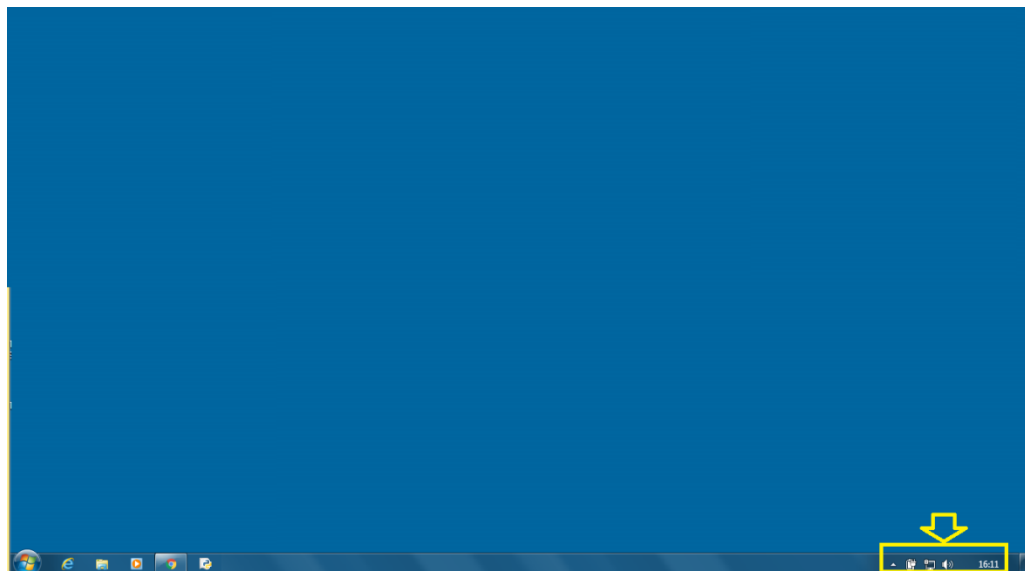





Fig: System Tray location in your screen

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2. Please check whether the system tray is collapsed or expanded, if collapsed it will show an arrow  icon in the System Tray. In case System Tray is expanded it will not display the mentioned icon.
 - a. To open the System Tray, in case the System Tray is collapsed, please proceed to Step 3
 - b. If the  icon is not appearing in System Tray then please proceed to Step 4
3. Please click on the collapsed icon  in the System Tray, a window will appear to display all the system tray icons in the system. In the following figure a window displaying inside the green box will appear.

NOTE: The number and type of Icons may differ in your system

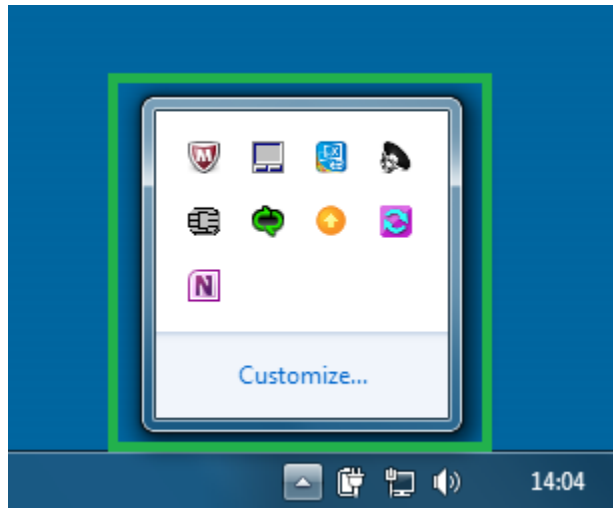








Fig: System Tray - Expanded

4. Check if “TIS-Web HAS Service” icon (either  or ) is appearing in your System Tray
 - a. If TIS-Web HAS Service icon (either  or ) is not found then proceed to [Section 1.1.2 – “Launch TIS-Web HAS Service”](#)
 - b. If TIS-Web HAS Service icon  is found, then proceed to [Section 1.1.3 – “Start TIS-Web HAS Service”](#)
 - c. If TIS-Web HAS Service icon  is found, then proceed to [Section 1.1.4 – “Configure TIS-Web HAS Service”](#)
5. If after performing all the actions in Step 4 TIS-Web DMM still shows the troubleshooting screen the please contact your local support

1.1.2. Launch TIS-Web HAS Service

Please perform following steps to run TIS-Web HAS Service.

NOTE: If you have not performed steps from Section 1.1.1 – “Locate TIS-Web HAS Service in your system”, please do so before proceeding further

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1. Open the system desktop. To open the desktop press <Windows> and <D> keys together (as per the following figure) on the keyboard to display the system desktop.

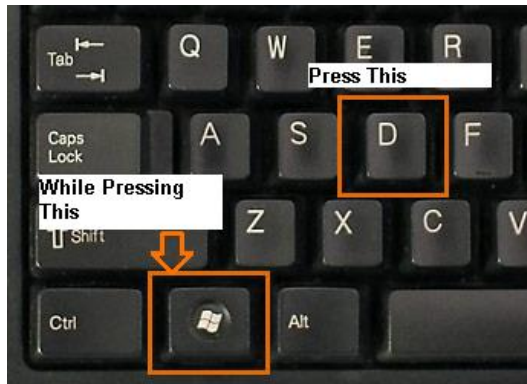



Fig: Keyboard key combination to display system desktop

2. Find “TIS-Web HAS Service” shortcut  in your desktop and double click it.
3. TIS-Web HAS Service will start executing in your system. After a short while, it will display the following message in right bottom corner of your screen

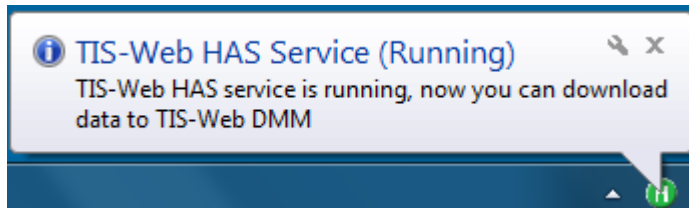



Fig: TIS-Web HAS Service – Message on Successful run

NOTE: In case of any error in executing the above mentioned steps, please contact your local support team

4. TIS-Web HAS Service icon  will appear in your system tray as mentioned below in the following figure:

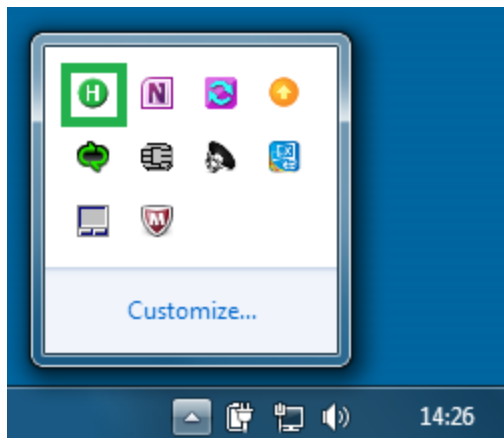


Fig: System Tray

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5. Please try to use TIS-Web DMM, in case TIS-Web DMM troubleshooting screen appears again, please perform the steps mentioned in [Section 1.1.4 – “Configure TIS-Web HAS Service”](#) to configure TIS-Web DMM for using TIS-Web HAS Service in your system

1.1.3. Start TIS-Web HAS Service

Please perform following steps in sequence:

NOTE: If you have not performed steps from Section 1.1.1 – “Locate TIS-Web HAS Service in your system”, please do so before proceeding further

1. In case the TIS-Web HAS Service is stopped (H) will appear in System tray, then TIS-Web HAS Service need to be started. Perform following steps in sequence to start TIS-Web HAS Service:
2. Right click on the TIS-Web HAS Service tray icon, following menu will be loaded

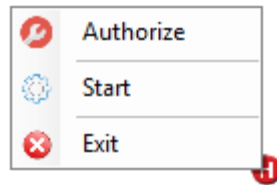


Fig: TIS-Web HAS Service – Menu items

3. Click on <Start> menu item marked in green box in the following figure

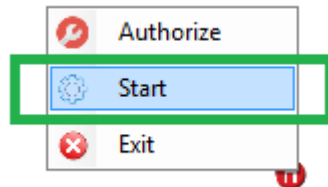


Fig: TIS-Web HAS Service – Start menu

4. After clicking on “Start” menu, following confirmation message will appear

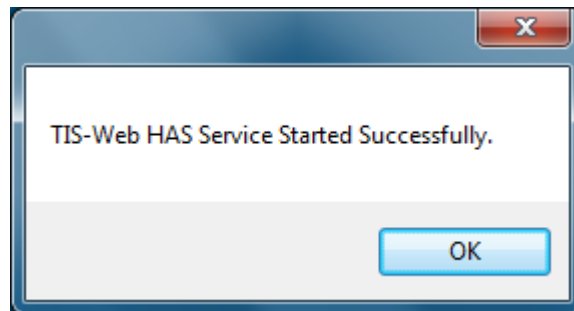



Fig: TIS-Web HAS Service – Start confirmation message

5. Click <OK> button in the Confirmation message. TIS-Web HAS Service tray icon will turn green (H)

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6. Once all the above steps are completed successfully, try to use TIS-Web DMM download features. In case you are able to use TIS-Web DMM then no need to proceed further.
7. In case you are not able to use TIS-Web DMM successfully after performing all the above mentioned steps then proceed to [Section 1.1.1 – “Locate TIS-Web HAS Service in your system”](#)

1.1.4. Configure TIS-Web HAS Service

In case TIS-Web HAS Service is running  but not able to use download feature of TIS-Web DMM, following steps need to be performed in sequence

NOTE: If you have not performed steps from Section 1.1.1 – “Locate TIS-Web HAS Service in your system”, please do so before proceeding further

1. Press <Windows> and <D> keys together in the keyboard to display the system desktop as per following figure

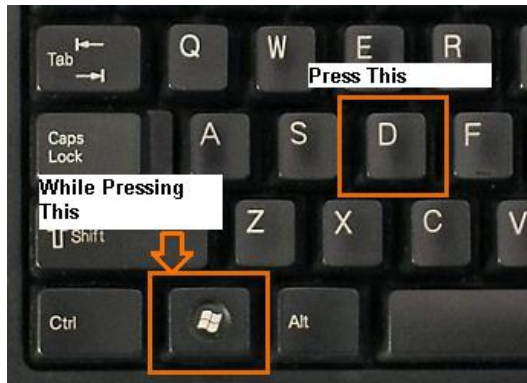



Fig: Process to display system desktop

2. Locate “TIS-Web HAS Service Configuration” shortcut  in the desktop
3. Double click on the TIS-Web HAS Service Configuration shortcut, a message will appear with text “Port Information copied to clipboard”

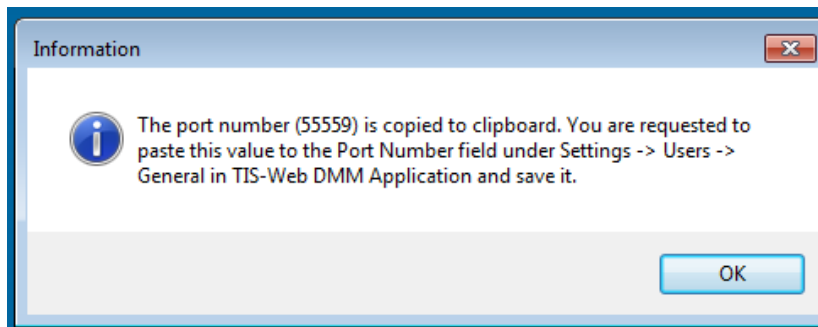


Fig: TIS-Web HAS Service Configuration – Copy to clipboard

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4. Press <OK> button in the Information box.
5. Login to TIS-Web DMM
6. Navigate to General settings page from top menu “Settings →User→General”, following General Settings screen will appear

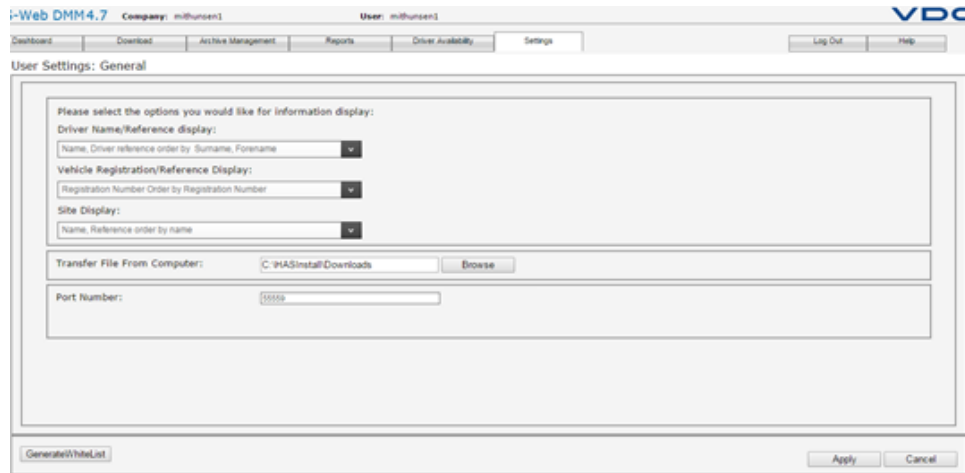


Fig: TIS-Web DMM General Settings page

7. Locate the editable field beside “Port Number” in the General settings screen and remove the text inside it
8. After the text removed from the editable field, do right click, a list of options will be displayed as mentioned in the following figure and select <Paste> option [marked in green box]

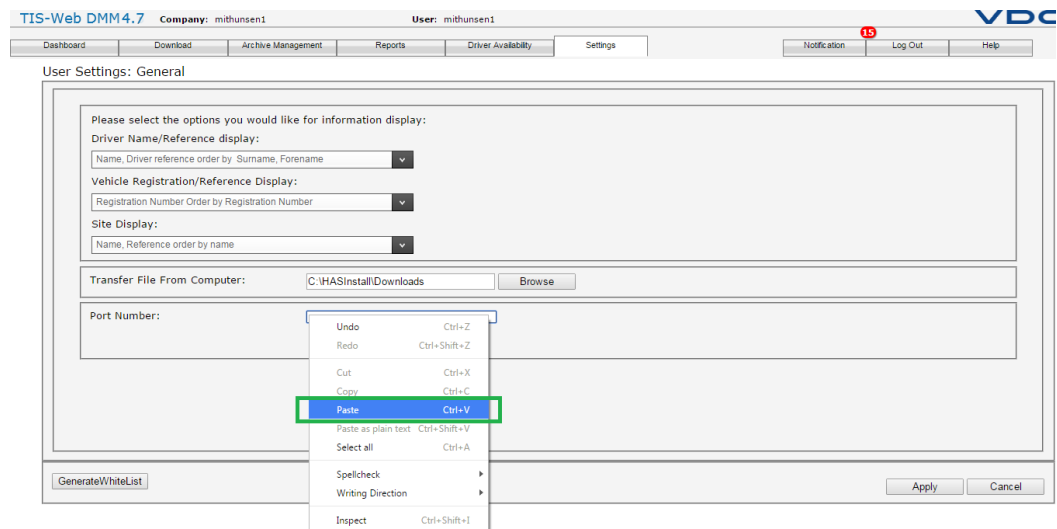


Fig: TIS-Web DMM General Settings Page – Paste Port Number

9. After clicking on <Paste> option, a 5 digit number will be copied to Port Number editable field (marked in green) as mentioned in the below figure

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TIS-Web DMM4.7 Company: mithusen1 User: mithusen1 VDC

Dashboard Download Archive Management Reports Driver Availability Settings Notification 15 Log Out Help

User Settings: General

Please select the options you would like for information display:

Driver Name/Reference display:
Name, Driver reference order by Surname, Forename

Vehicle Registration/Reference Display:
Registration Number Order by Registration Number

Site Display:
Name, Reference order by name

Transfer File From Computer: C:\HAS\Install\Downloads Browse

Port Number: 55560

GenerateWhiteList Apply Cancel

Fig: TIS-Web DMM General Settings Page – Paste Port Number

10. Press on <Apply> button to save these general settings changes to TIS-Web DMM, once saved successfully a message will be displayed with “General Settings saved Successfully” as mentioned inside green box in the following figure

TIS-Web DMM4.7 Company: mithusen1 User: mithusen1 VDC

Dashboard Download Archive Management Reports Driver Availability Settings Notification 15 Log Out Help

User Settings: General

Please select the options you would like for information display:

Driver Name/Reference display:
Name, Driver reference order by Surname, Forename

Vehicle Registration/Reference Display:
Registration Number Order by Registration Number

Site Display:
Name, Reference order by name

Transfer File From Computer: C:\HAS\Install\Downloads Browse

Port Number: 55560

GenerateWhiteList Apply Cancel

www.at.my-fis.com says:
General Settings saved successfully.
OK

Fig: TIS-Web DMM General Settings Page – Save settings

11. Click on <OK> button in the message box. Now try to use TIS-Web DMM Download feature
12. In case you are not able to use download feature of TIS-Web DMM successfully after performing all the above mentioned steps then proceed to [Section 1.1.1 – “Locate TIS-Web HAS Service in your system”](#)