Resolving MyCentre Issues

June 17, 2020
Revision 2
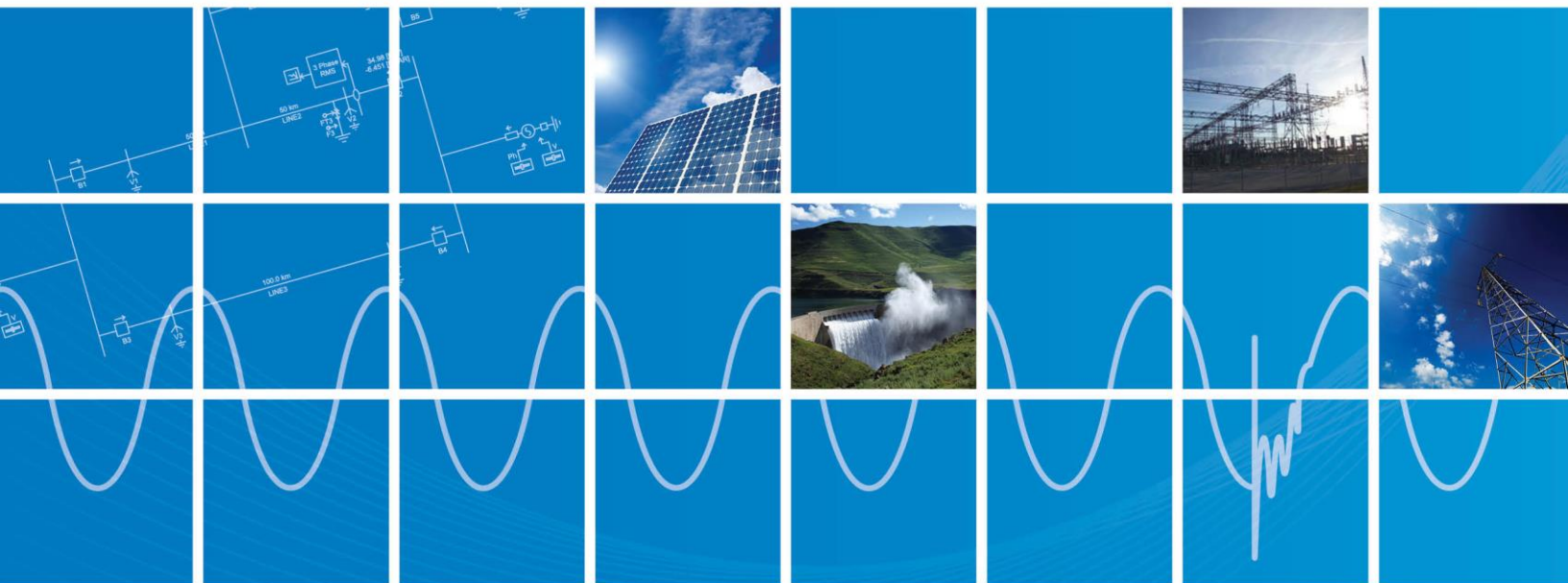
Contents

1.   Introduction

1.1   Overview

This manual presents known issues and solutions related to using MyCentre. It is intended to be a continuously developing diagnostic tool as this user portal evolves. If you encounter any issues that are not covered herein, please forward the details to our Support Desk (support@mhi.ca).

1.2   Related Support Documents

Refer to this [article](#) for other, related, support documents.

2.   Registration Issues

2.1   The MyCentre Registration Halts

Problem

After filling in the Registration page for registering in MyCentre, clicking the "Next" button results in the registration being halted.

Cause 1

There is a compatibility issue with Internet Explorer.

Solution 1

Retry the registration using Google Chrome or FireFox.

Cause 2

The Google ReCaptcha feature is blocked.

Solution 2

Install a Virtual Private Network (VPN), and retry the registration using the VPN.
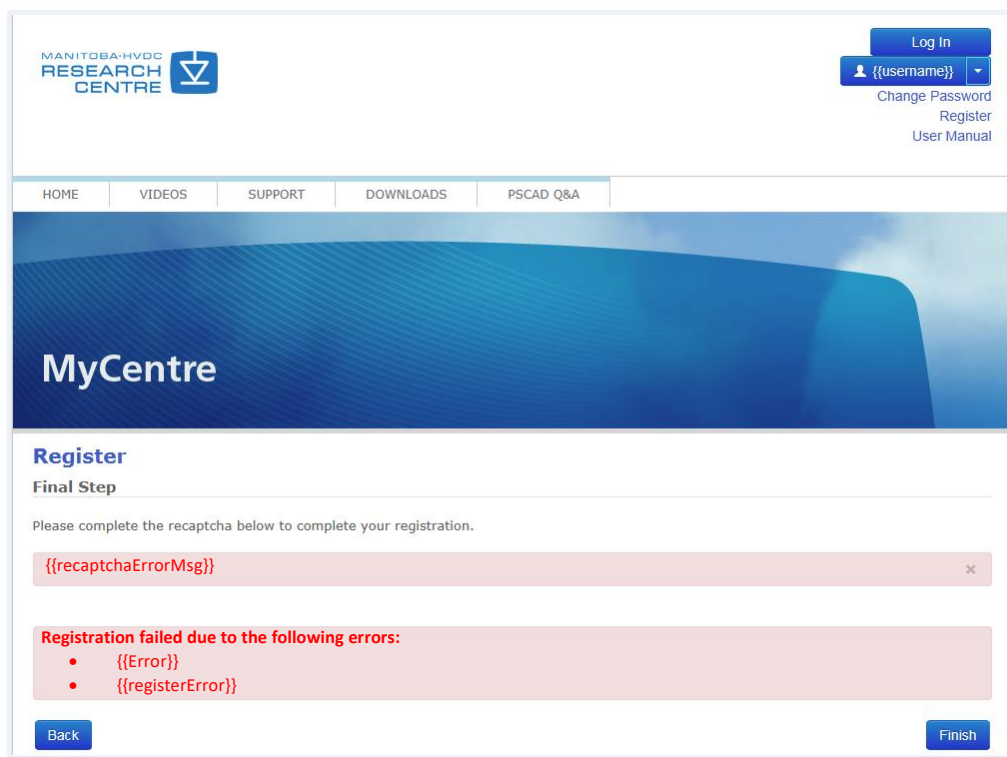
2.2 Registration in MyCentre freezes During the ReCaptcha Process

Note

This is no longer an issue. The Google Recaptcha was removed from MyCentre registration, thereby removing the occurrence of this issue.

Problem

When registering for a MyCentre user account, the registration freezes during the ReCaptcha process, and the following errors display:

Cause

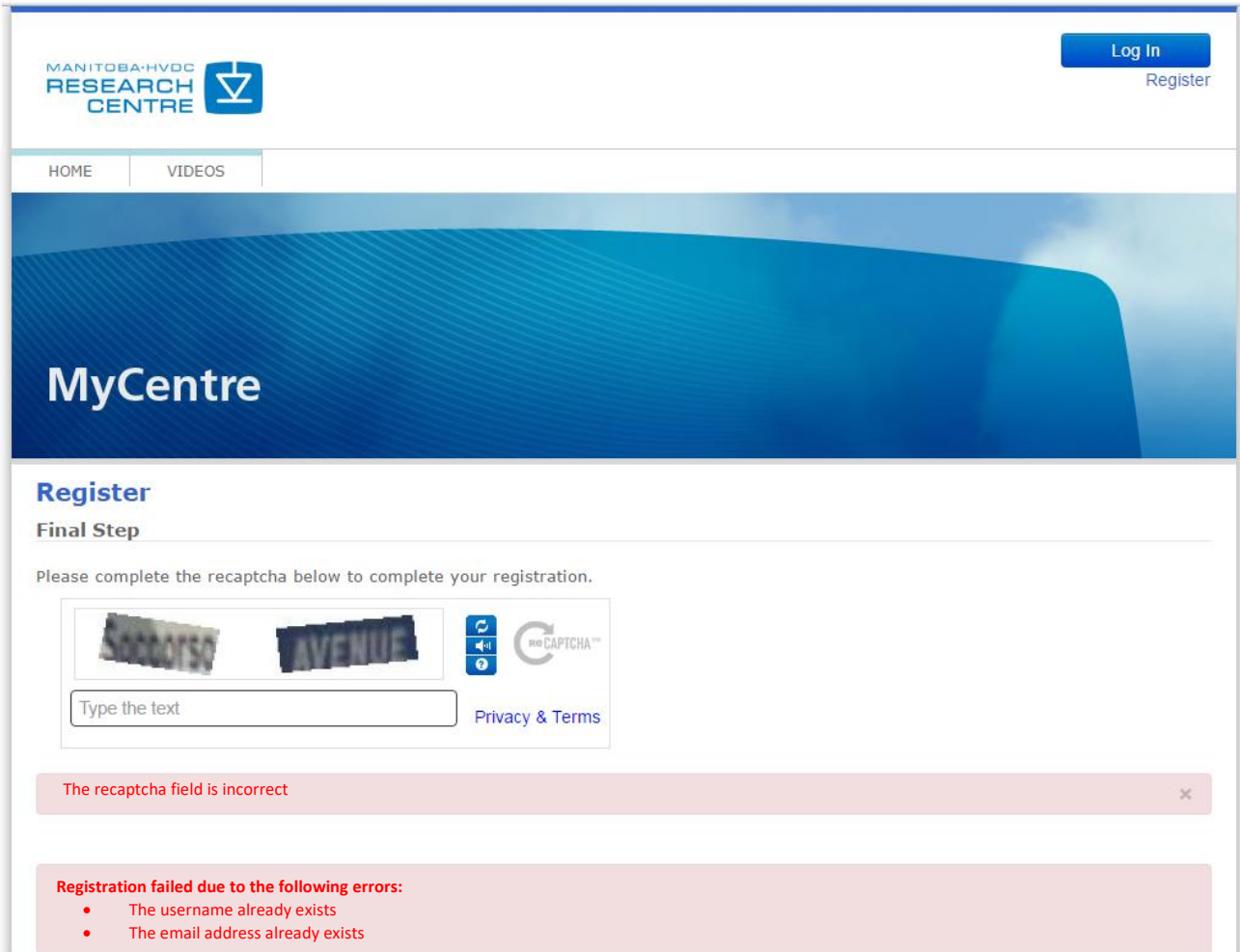Google products (for example, ReCaptcha) are being blocked by the network.

Solution

Some users have employed a work-around, by registering for a MyCentre user account through a virtual private network (VPN).

2.3 Receiving Errors related to the Recaptcha Field, Username and E-mail Address when registering a MyCentre User Account

Problem

When registering for a MyCentre user account, the following errors display:

Cause

This is a bug in MyCentre, in which a user is already considered to be registered in some instances.

Solution

The user account has actually successfully been created. The user may gain access to their account by following the password reset procedure provided on this [webpage](#).

3. Login Issues

3.1 General Issues with Logging in to MyCentre

Problem

User is unable to log in to MyCentre account

Solution 1

The following are login tips:

- Ensure to enter your login credentials the same as were registered in MyCentre.
- If you have other login accounts, ensure that you are not entering the login credentials from those accounts.
- Login text is case sensitive (upper/lower case).
- For continued login issues, please contact support@mhi.ca for assistance.
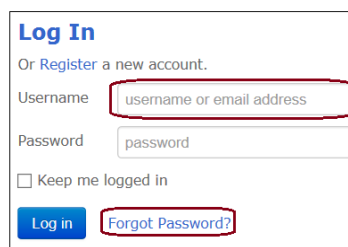
Solution 2

If you have forgotten your MyCentre Username, simply enter your e-mail address in the "Username" field, then enter your password.

Once you are logged in, you may display your user profile to determine your username:

Solution 3

If you have forgotten your password, enter your username or e-mail address in the "Username" field, and select "Forgot Password?":

An e-mail will be sent to you containing a link to reset your password.
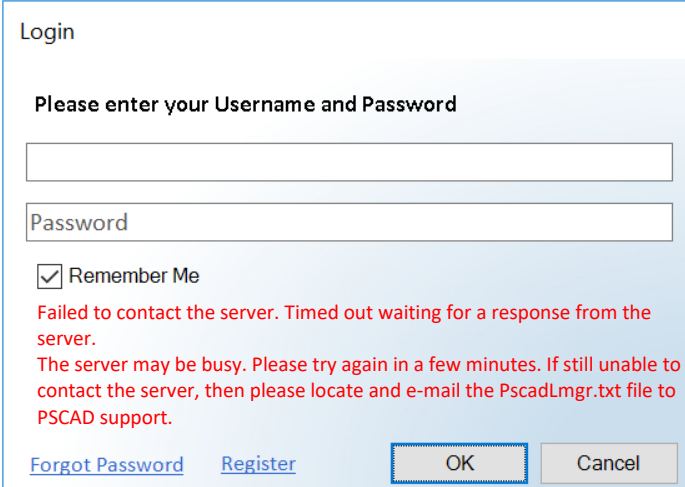
If you do not receive this email:

- Check whether this email is in your junk or spam email box, or
- Ensure that emails from mycentre@hvdc.ca are not blocked, then retry the reset.

3.2   Unable to Log in to MyCentre from an Application when Connected to VPN

Problem

When trying to log in to MyCentre from one of the applications (PSCAD, Enerplot, etc…), the following errors display:

Cause

VPN may be blocking communication to the license server.

Solution 1 – Configure VPN

Configure VPN to allow communication to the following URLs:

- http://licensing.pscad.com:80/Licensing

- net.tcp://licensing.pscad.com:443/Licensing

Solution 2 – Disconnect VPN

Disable VPN, then log in to MyCentre from one of the applications.

3.3   Unable to Log in to MyCentre from the MyUpdater utility when Connected to VPN

Problem

When trying to log in to MyCentre from the MyUpdater utility when connected to VPN, the following error displays:

Cause

VPN may be blocking communication to the products server.

Solution 1 – Configure VPN

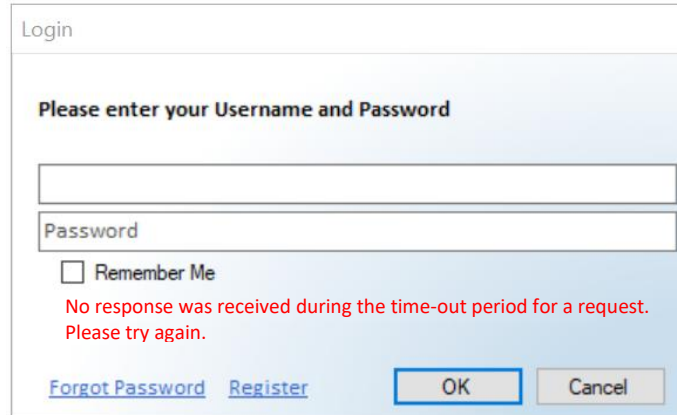Configure VPN to allow communication to the following URLs:

- http://publisher.pscad.com:80/

- net.tcp://publisher.pscad.com:443/
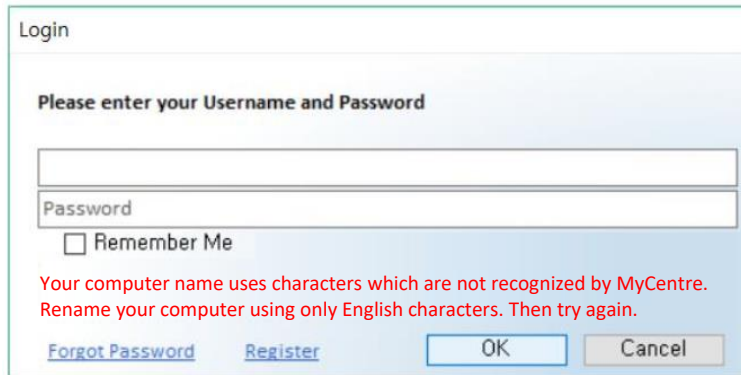
Solution 2 – Disconnect VPN

Disable VPN, then log in to MyCentre through MyUpdater.

3.4   Receiving a "Your computer name uses characters which are not recognized…" Error Message

Problem

When trying to log in to MyCentre, the following error displays:

Cause

The computer name contains non-English characters, which are not recognized by MyCentre.

Solution
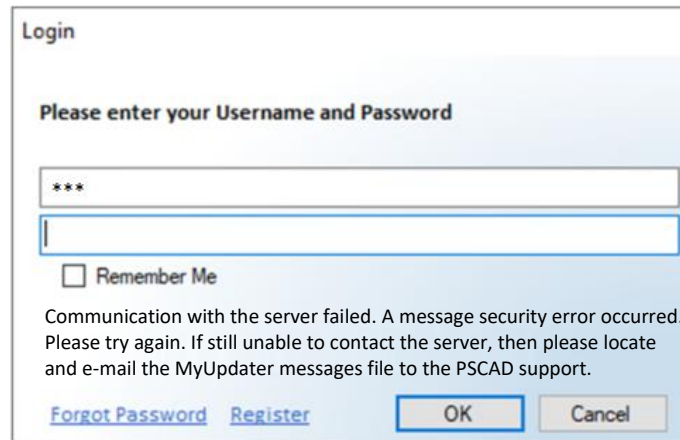
Currently, to be able to log in to MyCentre, the following must use English-only characters:

- Your machine hostname,

- Your MyCentre username,

- Your MyCentre password.

3.5 Receiving an Error Message "A message security error occurred" when attempting to log in to MyCentre

Problem

When a user is attempting to lot in to MyCentre, this action fails, and a message similar to the following displays:

Also, if this login fails in MyUpdater, the MyUpdater messages indicate a message similar to the following:

MessageSecurityException:

Cause: The security timestamp is invalid because its creation time (<some time>) is in the future. The current time is' <some time> 'and the allowed time offset is '00: 05: 00'.

Also, if the Fortran Medic utility is run (see Appendix A.2), an error will display, indicating that the computer time is not set correctly.

Cause

It has been detected that the computer time is not set correctly. Correct computer time is required to log in to MyCentre.
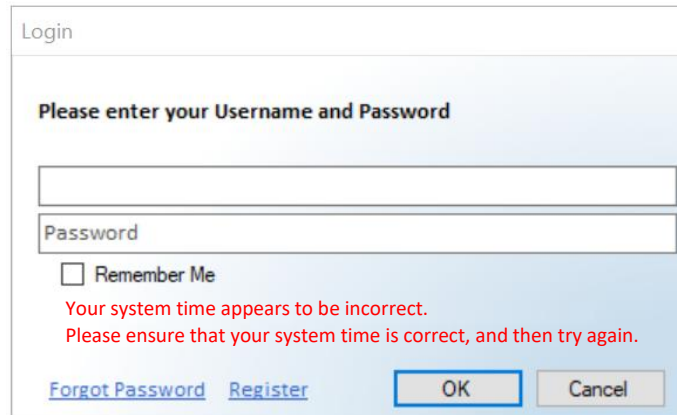
Solution

Set your computer time correctly (see Appendix B).

3.6   Receiving "Your system time appears to be incorrect" Error Message

Problem

When trying to log in to MyCentre, the following error displays:

Cause

Login to MyCentre requires that your system time zone and time be correct. Login will fail if not set correctly.

Solution

Set your computer to the correct time as per Appendix B, then retry logging in.

4. General Usage Issues

4.1 Problem with the Free Download

Problem 1

Selecting the "Free Download" button in MyCentre (see below) results in an error message.

Solution 1

This issue is related to installing the MyUpdater utility. To resolve this issue, refer to the manual "Update Client (MyUpdater) – Common Issues", which may be found at the following link:

http://updater.pscad.com/docs/CommonIssues.pdf

Problem 2

A message similar to the following is displayed:

Solution 2

This is to notify you that newer software is already installed on your computer. As such, the stated software will not be installed. Select the "Close" button, and the next installation step will proceed.

4.2   An Error is Displayed when Downloading from the "Downloads" Tab

Problem

An error message is displayed when downloading from the "Downloads" tab.

Solution

If using Internet Explorer 8.x, switch to a different web browser:

- For Windows XP: Switch to Mozilla Firefox or Google Chrome

- For Windows Vista and Windows 7: Switch to Internet Explorer 9.x and later, or Mozilla Firefox, or Google Chrome

Appendix A How to run the Fortran Medic Utility

In some issues listed in this document, there is reference to running the latest version of the Fortran Medic utility. The Medic may be run and used as follows:

A.1   Running the Fortran Medic Utility

The utility may be run as follows:

a.   Download the latest "FortranMedic" from our website:

   http://updater.pscad.com/utilities/FortranMedic.zip

b.   In the downloaded .zip file, run the "FortranMedic.exe" file.

c.   Click on the "Actions" menu and select "Start". The utility will retrieve information about your computer.

A.2   Generating the Log File

The utility log file may be generated as follows:

a.   Run the utility as per Appendix A.1.

b.   Click on the "Actions" menu and select "Save Messages". The FortranMedic message window will display the location of the saved messages text file on your computer.

c.   Send this log file to support@mhi.ca, along with any other relevant details.

A.3   Fixing Issues using the Utility

The utility may be used to fix issues as follows:

a.   Run the utility as per Appendix A.1.

b.   Right-click on any red arrow to display a menu to fix it.

c.   Right-click on any green arrow to optionally perform additional actions only if instructed by support@mhi.ca.

Appendix B Setting the Correct Time and Date

Purpose

This appendix provides instructions for setting your computer to the correct time zone, time and date. This will permit you to log in to MyUpdater and use certificate-based licensing.

Reference

Follow these instructions if either of the following issues occurred:

- You are unable to log in to MyCentre.
- You are unable to activate a certificate.

Procedure

1. Determine the correct time zone, date and time in either of the following two manners:

    a. Use the "worldtimeserver" website as follows:

    - Go to the following website:

        http://www.worldtimeserver.com/current_time_in_UTC.aspx

    - Browse to your region using the "Countries" browser:

    - The time zone, date and time in your region will be displayed. For example:

Continued…

b. Use the Fortran Medic utility as follows:

- Download and run the latest Medic as per Appendix A.1.
- After the utility is done retrieving information, scroll down to "Machine Info", and note the time zone, date and time that the computer should be set to:
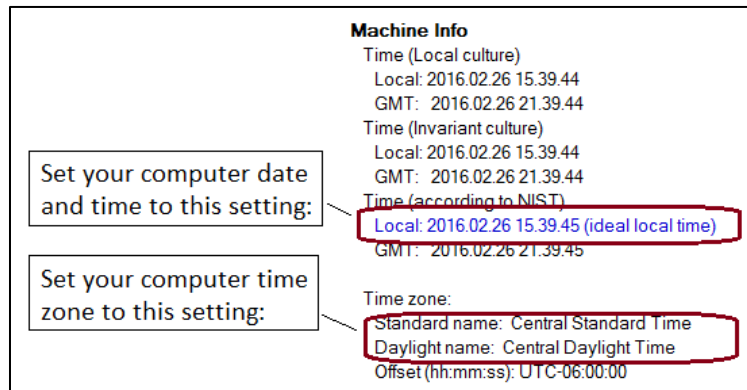

- If your computer time is different from the global time by more than three minutes, you will see the following error in the conflicts section:

    Your system clock is not synchronized to global network time.

- Right-clicking on the error will display instructions on setting the correct time, date and time zone. An example is shown in the following screenshot; more detailed instructions are below, in Steps (2) and (3):
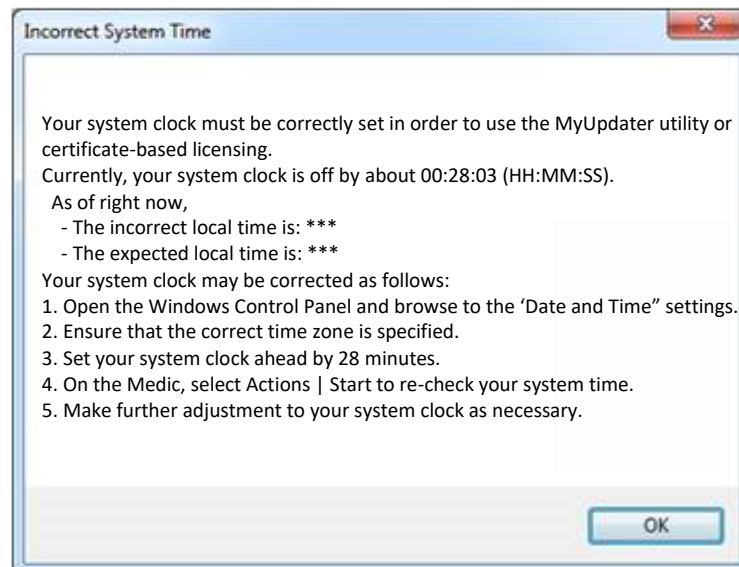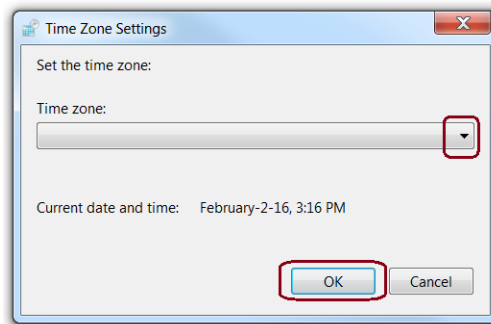
2. Configure the correct time zone, date and time on your computer as follows:
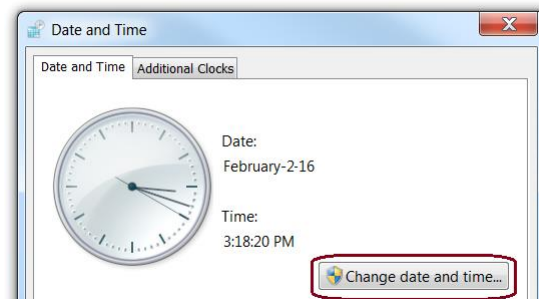
    a.   From your Windows Start menu, browse to: Control Panel | Clock, Language and Region | Date and Time, then select "Change time zone".
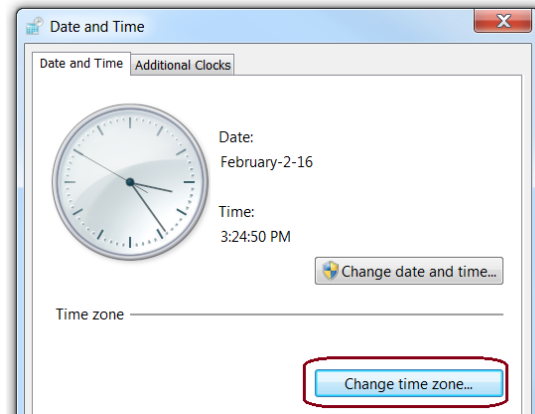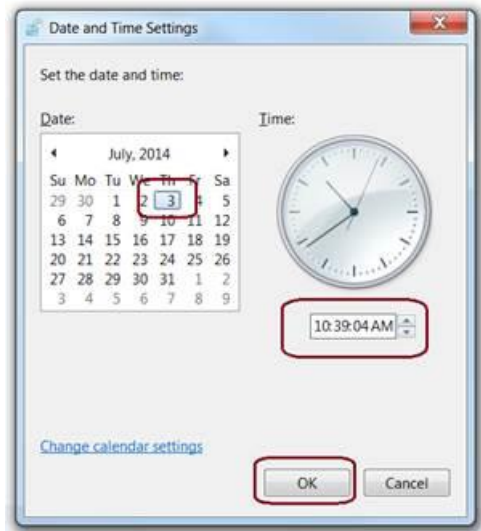

    b.   Select the correct time zone from the drop-down menu (as determined in Step (1)), then select "OK".

    c.   Select "Change date and time":

d. Select the correct date and time (as determined in Step 1), then select "OK":

3. If you are unable to log in to MyUpdater or activate a certificate license, repeat Steps (1) and (2) to further refine and correct the time.

DOCUMENT TRACKING

Rev.	Description	Date
0	Initial. All content was moved over from the *Resolving PSCAD Issues* document	25/Apr/2019
1	Sorted materials into new sections; Added Sections 3.2, 3.3 and 3.4	20/Aug /2019
2	Added Sections 3.5 and 3.6, and Appendices A and B	17/Jun/2020