Resolving MyCentre Issues

March 11, 2022
Revision 4
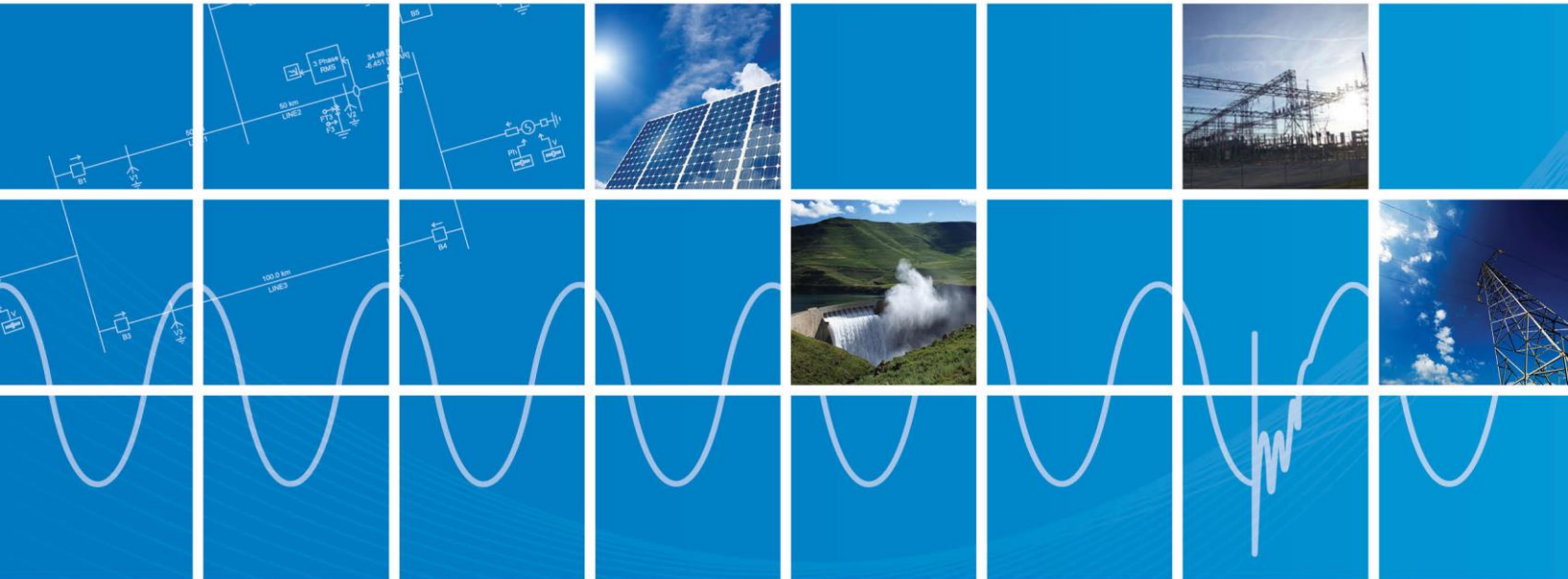
Contents

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

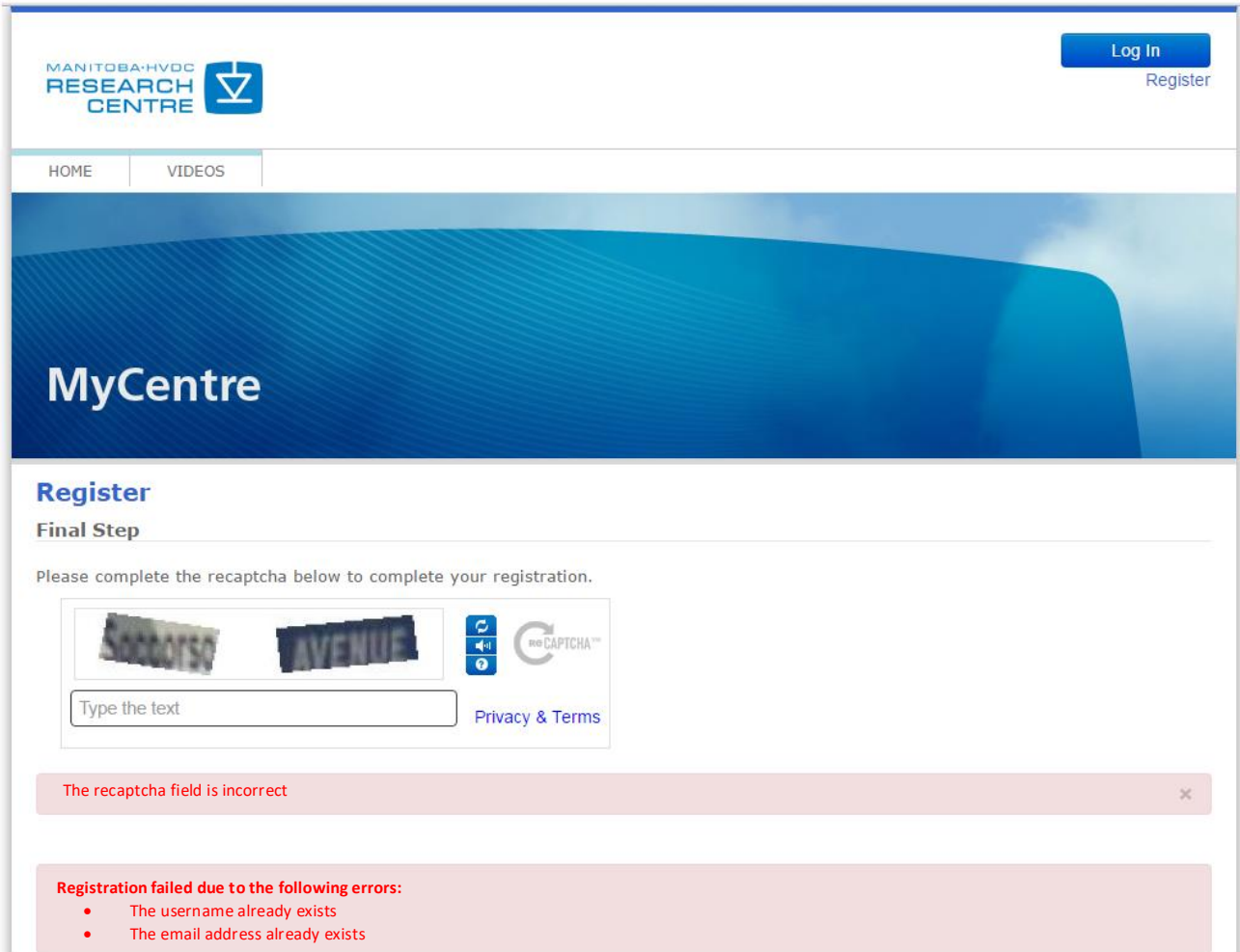Retry the registration using Google Chrome or FireFox.

2.2   Registration in MyCentre freezes During the ReCaptcha Process

This solution has been deleted, as this is no longer an issue. The Google Recaptcha was removed from MyCentre registration.

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.

2.4   Receiving a "Verifying registration. One moment please." Error Message

Problem

When trying to register a user account in MyCentre, the final page displays the message as shown below, and the registration never seems to have been completed:
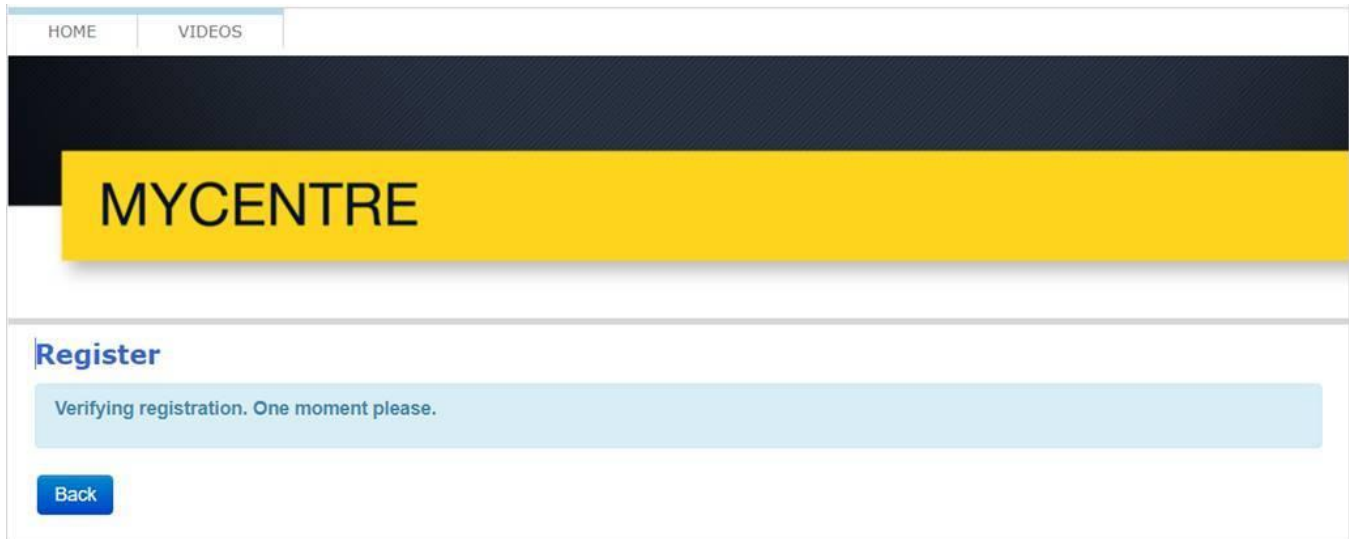
Cause

The cause seems to be related to the web browser used during the registration.

Solution

Try registering the user account in a different web browser.

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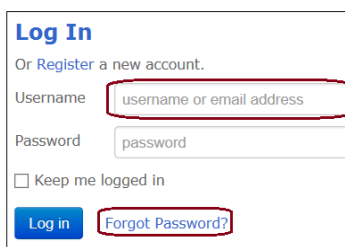
If you have forgotten your MyCentre Username, simply enter your e-mail address in the "Username" field, then enter your password.

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   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:
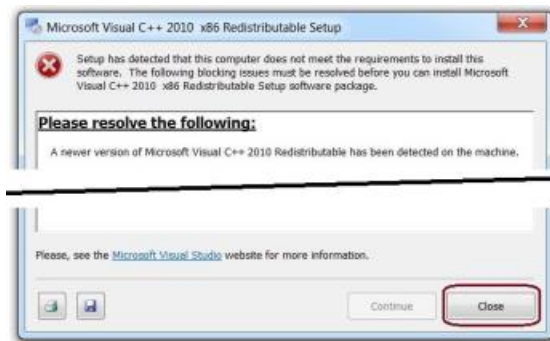
Solution 2

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.

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

Problem

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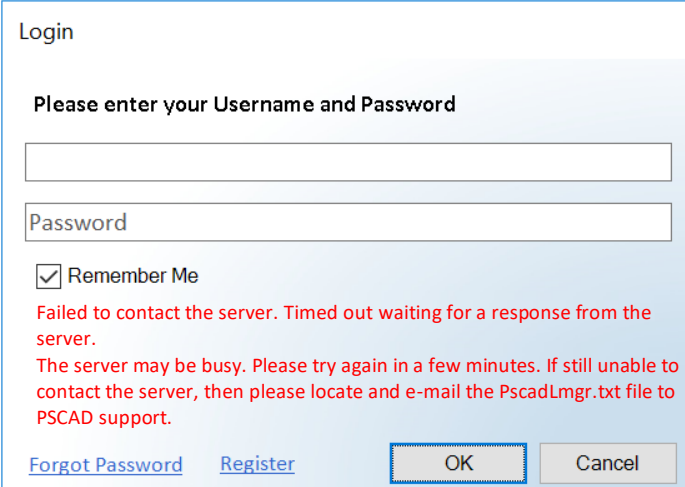
Solution

Update your web browser

4. Application-Related Issues

4.1 Unable to Log in to MyCentre 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.

4.2 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

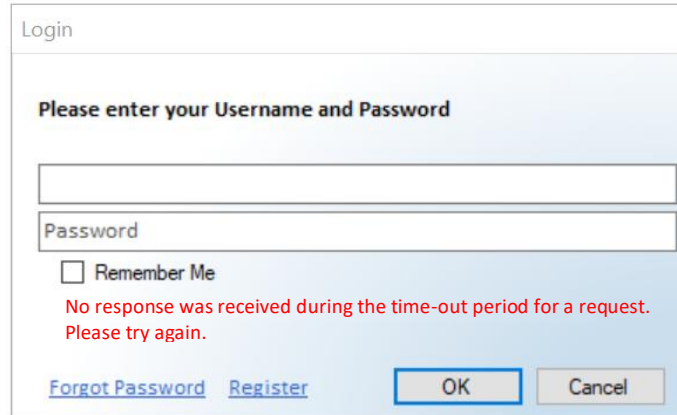Configure VPN to allow communication to the following URLs:

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

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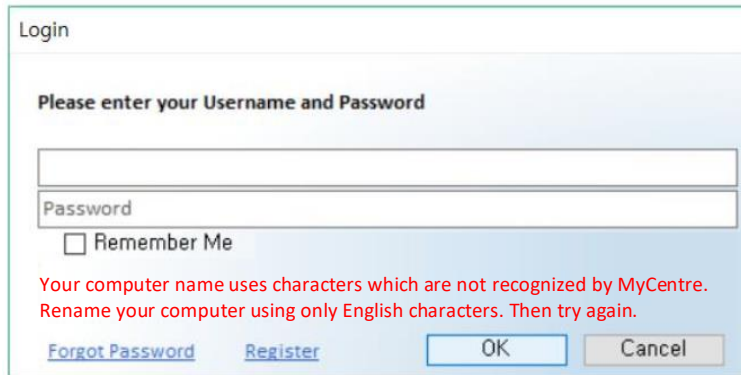
Solution 2 – Disconnect VPN

Disable VPN, then log in to MyCentre through MyUpdater.

4.3 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.

4.4   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:
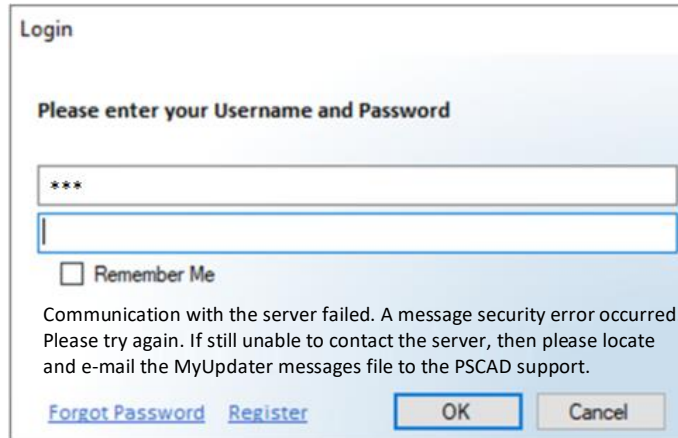

Also, if this login fails in MyUpdater, the MyUpdater messages indicate a message similar to the following:

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.
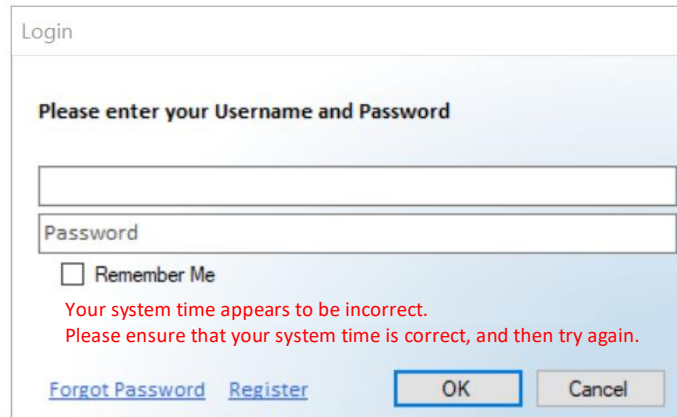
Solution

Set your computer time correctly (see Appendix B).

4.5   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.

4.6 Receiving "The type initializer for 'gt' threw an exception" Error Message When Trying to Log in Via MyUpdater

Problem

When trying to log in to MyCentre, login fails, and the following error displays in the MyUpdater messages:

Log in error.
The type initializer for 'gt' threw an exception

Cause

Anti-virus software may be removing a dll.

Solution 1 – Re-Install MyUpdater With Anti-Virus Turned Off

Turn off your anti-virus and retry installing MyUpdater.

Solution 2 – Re-Install MyUpdater Using a Different Installer

Re-install MyUpdater using the zipped file method as per the instructions in this [article](#).

Solution 3 – Install Your MHI Products Without MyUpdater

- For Released Editions: The InstallShield Wizard or Installer Utility can be used.
  If you do not have access to either installer in your MyCentre user account, please request this from our [Sales Desk](#), ensuring to provide your license number and the product.

- [Installer for the PSCAD Free Edition and GFortran](#)

- For Unreleased Editions (e.g. Beta): The Installer Utility can be used.
  If you do not have access to the Installer Utility, please request this from our [Support Desk](#), ensuring to provide your license number and the product.

4.7   Receiving "The connection was prematurely closed" Error Message

Problem

When MyUpdater is launched, the following error message displays when login information is entered:
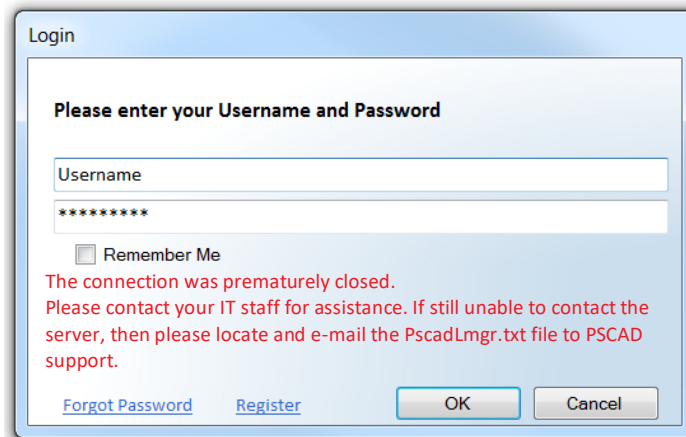
Possible Causes

- Installation is incomplete or corrupted due to security software, or
- Launch is blocked by security software.

Solution 1

If this occurred when using MyUpdater:

- Save the messages file:
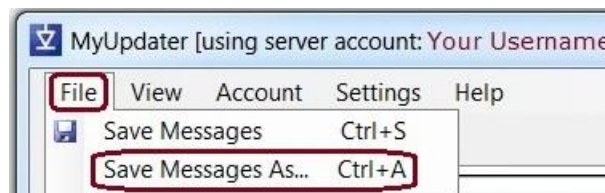
- Send the file to our Support Desk. This will help us to determine the cause of this issue and provide a solution.

Solution 2

If this occurred when using PSCAD:

- Locate your PscadLmgr.txt file/s as per this document.
- Send the file/s to the MHI Support Desk. This will help us to determine the cause of this issue and provide a solution.

Appendix A How to Run the Fortran Medic Utility

Content Deleted
Not applicable to this manual

(Refer to this [article](#) for information on the Fortran Medic utility)

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

Refer to this article for instructions.

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
3	Reorganized: - Sections 3 and 4 renamed - Sections 3.2-3.6 renumbered to 4.1-4.5 -Sections 4.1-4.2 renumbered to 3.2-3.3 Removed Cause 2/Solution 2 from Section 2.1 (issue is no longer relevant) Removed Content from Section 2.2 (issue is no longer relevant) Added Section 4.6 Section 4.7 moved into this document, out from Section 8.1 of Resolving MyUpdater Issues (see Section 1.2) Update to Section 3.3 Moved instructions for setting the correct time and date from Appendix B to new article Deleted content from Appendix A (not used in this manual)	09/Oct/2021
4	New Section 2.4	11/Mar/2022