

Question & Answer

List of the most common questions and answers to them. Questions can relate technical, license, and methodology matters. You can find also tips & tricks here and anything else related to Enterprise Architect Information Portal.

- [Can I have more than one personal licence registered?](#)
- [Problem with license key](#)
- [Search with Czech characters does not work](#)
- [Setting an Element Size in a Diagram](#)
- [The diagram image is too small](#)
- [Can I rename the EaInfoport.exe file?](#)
- [Inappropriate display of a detail](#)
- [Inappropriate display of the chart](#)
- [After editing, the change does not appear in the Enterprise Architect](#)
- [If an EA repository cannot be connected due to an incorrect EAP password \(EAP file path, Username or Password is not valid\)](#)
- [Migration error](#)
- [The “back” function is not supported by the browser](#)
- [User synchronisation against Enterprise Architect does not work](#)
- [How does an administrator log into Infoport for the first time?](#)
- [Unable to finish service due to mysql date in db](#)
- [Unable to view new models in Infoportal with basic permissions](#)
- [What happens if a user connects an EA repository to the infoportal and then migrates the database data?](#)
- [Why can't LDAP login/logout?](#)
- [What should I do if I have collations inconsistency in my database \(MySQL\)?](#)
- [What is the required EA schema to connect EA repository?](#)
- [Version 8.4.0.12 - Access to views](#)
- [Admin does not have automatic access to repositories](#)
- [InfoportLauncher can not install the version via "-Source file"](#)

- Permissions for groups/users when using the “Direct Access URL” feature
- Default settings on the package
- Default settings and permission settings on package
- SSL communication settings for connecting EAInfoport and PostgreSQL database
- After installing EA Infoport 8.7.0.8956, the icons for creating access keys (permalinks) are not displayed
- Sorting artifacts and operations
- Error installing version 8.8.x "Could not load file or assembly"
- Error [ERR] Email 'xxx.yyy@xxxx.cz' is already taken
- [ERR] User 'xxx.yyy@xxxx.cz' had once existed and was deleted from the portal
- Microsoft database (sql sever 2014 and older) - Microsoft.Data.SqlClient.SqlException (0x80131904): Incorrect syntax near '\$'.
- "Diagram is being re-generated" followed by a second error "System error"
- One user cannot log in to Infoport
- XFrame does not work

Can I have more than one personal licence registered?



Question

Can I have more than one personal licence registered?

Answer

Yes, if you follow the licensing rules, you can have any number of personal (or NP-EDU as well) licences registered.

Problem with license key



Question

What should I do if there is a problem with my license key?

Answer

1. You need to delete the appsettings.json configuration file in the infoport installation folder, restart the server and run the basic localhost and reconfigure the application
2. Or replace the license key in appsettings

Search with Czech characters does not work



Question

I don't see Czech characters in the full-text search. What is wrong?

Answer

You probably do not have the coalesce set correctly on the DB (database installation in which you have created EA repository).

Setting an Element Size in a Diagram



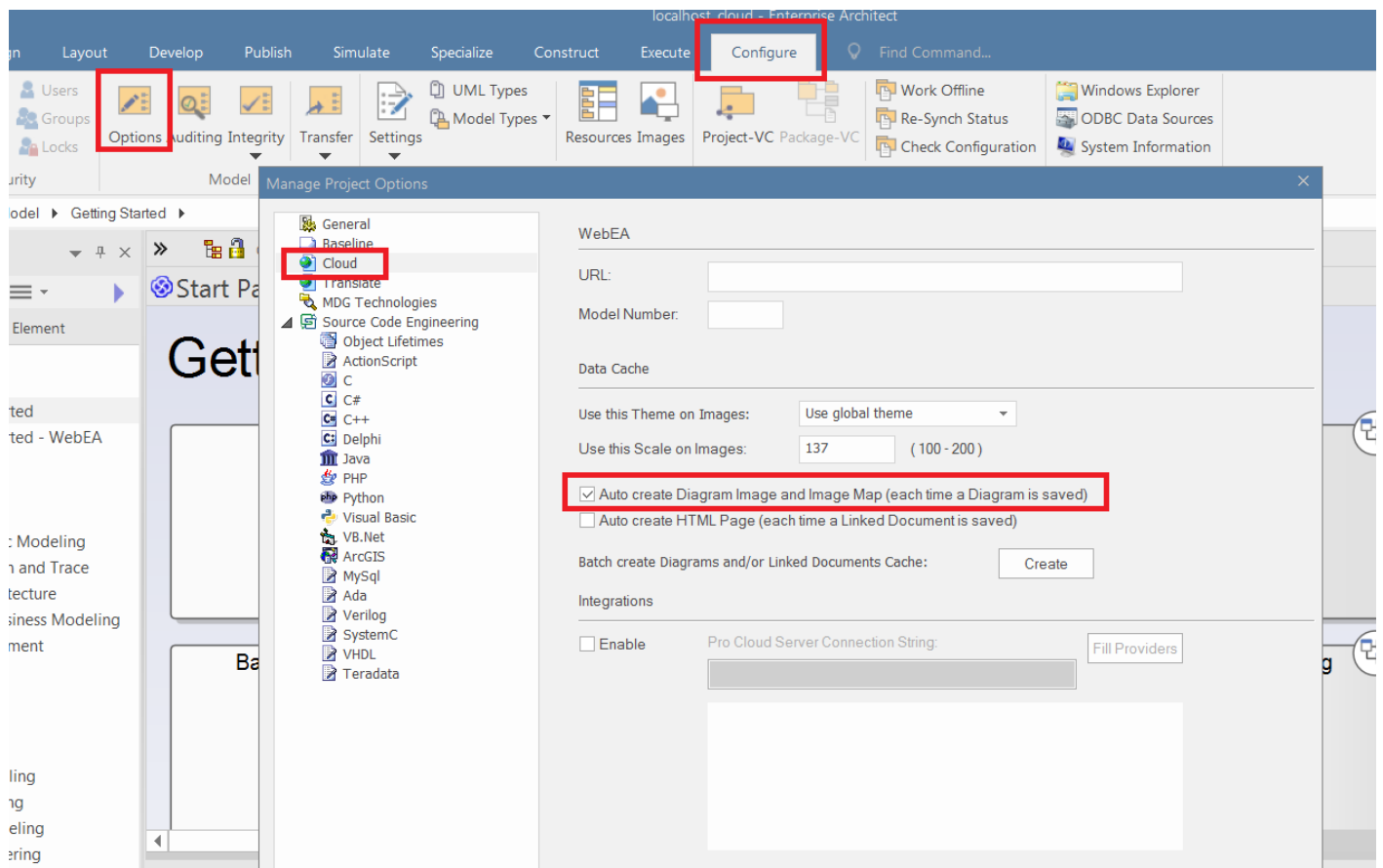
Question

After adding an element to a diagram, the element has the wrong size. What to do?

Answer

In Enterprise Architect, click on **Configure**, then on **Options**. In the window that will open, click on **Cloud** and check the option **Auto create Diagram Image and Image Map (each time a Diagram is saved)**.

Settings required for each project!



The diagram image is too small



Question

The diagram image that I see is too small. Why?

Answer

The diagram value must be set to 400% and the Image Memory Limit to 256 ([Optimal Zoom Setting](#)).

Can I rename the EaInfoport.exe file?



Question

Can I rename the EaInfoport.exe file?

Answer

No, InfoportLauncher would not be able to recognise the currently running version.

Inappropriate display of a detail



Question

What to do when I have troubles with displaying a detail?

Answer

In a dynamic detail, the width of the field must be set.

Inappropriate display of the chart



Question

What to do when I see the client's chart displayed incorrectly, but it is correct in the portal?

Answer

If you see the client's chart displayed incorrectly (distorted graphic), but it is correct in the server, it may be due to incorrectly installed MDG technology.

After editing, the change does not appear in the Enterprise Architect



Question

What to do when the change does not appear in Enterprise Architect after editing in the portal?

Answer

You need to right-click on “package” in Enterprise Architect. We click on “contents” and then choose “reload current package”. Thus the package will be restored and the change will appear in Enterprise Architect.

If an EA repository cannot be connected due to an incorrect EAP password (EAP file path, Username or Password is not valid)



Question

If, while connecting the EA repository, the system reports "*Path to EAP file, Username or Password is not valid*" in the configuration manager and you are sure that the name and path are correct, how to solve the problem?

Answer

1. Check the username and password again – ideally copy the path to the clipboard and run it from the command line.
2. Check if there is a space at the beginning or end of the password/username.

3. Copy the EAP shortcut (or the entire EA Infoport directory) from the system folders to the root directory (e.g. to C:\EAInfoport). Note that the system folders to which Windows restricts access include, for example, Program Files and Program Files (x86)

Migration error



Question

What to do if the following error occurs during migration?

(Column 'AspNetUsers.Id' is not of same collation as referencing column 'VisitedDetails.UserId' in foreign key 'FK_VisitedDetails_AspNetUsers_UserId'.

Could not create constraint or index. See previous errors.)

Answer

Make sure that the database table and the database itself have the same collation.

The “back” function is not supported by the browser



Question

What should I do if I want to use the “**back**” function in the browser from the portal?

Answer

When switching between repositories or a portal, the “**back**” function is not supported by the browser.

User synchronisation against Enterprise Architect does not work



Question

What should I do if my user does not synchronise against Enterprise Architect?

Answer

Make sure that the user has access to the repository.

The portal administrator is not automatically taken as a repository user and has to be exactly assigned to the repository; otherwise, it will not be connected to Enterprise Architect.

How does an administrator log into Infoport for the first time?



Question

How does an administrator log into Infoport for the first time?

Answer

The administrator logs in for the first time using the login credentials:

Username: ***admin***

Password: ***P@ssw0rd***

We recommend changing your password after the first login!

Unable to finish service due to mysql date in db



Question

What to do in case of error **Unable to convert MySQL date/time to System.DateTime, set AllowZeroDateTime=True or ConvertZeroDateTime=True in the connection string. See <https://mysqlconnector.net/connection-options/> ?**

Answer

If this error occurs, it should be enough to put at the end connection stringu **ConvertZeroDateTime=True;**

Unable to view new models in Infoportal with basic permissions



Question

I have connected the repository to the Infoportal. In Enterprise Architect I created a new root node (new model), but unfortunately in Infoportal the user with basic permissions cannot see it. How to solve this problem?

Answer

In version 7.x, the user is unfortunately forced to delete the repository and recreate it. As of version 8.x, a button has been added to the repository edit for everyone, which will reset the permissions and thus create a default permission on the newly created model.

Users who own Medium Business Edition and above also have the option to manually set this default permission manually on behalf of the repository admin or model owner via the Permissions tab in the tree.

What happens if a user connects an EA repository to the infoportal and then migrates the database data?



Question

What happens if a user connects an EA repository to the infoportal and then migrates the database data?

Answer

The InfoPortal will not be able to properly evaluate its own permissions on packages. A new button has been added to repository editing that will reset all permission settings on packages and resolve the repository migration issue.

Why can't LDAP login/logout?



Question

Why can't LDAP login/logout?

Answer

Since version 8.0.1.x, we have normalized Windows Authentication to .Net 6 libraries.

Windows user who is not in LDAP will not be able to log in. Only users authenticated against LDAP and without the ability to log out will automatically log in.

For non-LDAP login, the administrator will need to set the AutomaticLogin entry in the LDAP section of appsettings.json to false and restart Infoport. This will remove the automatic login option, but the Login Page will be able to authenticate a user who is not in LDAP, but only in the database.

What should I do if I have collations inconsistency in my database (MySQL)?



Question

What should I do if I have collations inconsistency in my database (MySQL)?

Answer

The following applies only to MySQL :

As of version 8.2, schema collation must be consistent with the collation of individual tables and columns or Infoport will not allow migration. The database admin must unify the collation on the schema.

To display collation on columns, use query:

```
SELECT DISTINCT COLLATION_NAME  
  
FROM information_schema.columns
```

WHERE TABLE_SCHEMA = 'schemaName' AND TABLE_NAME <> '__EfMigrationsHistory' AND
COLLATION_NAME IS NOT null

To display collation on tables, use query:

SELECT DISTINCT TABLE_COLLATION

FROM information_schema.`TABLES`

WHERE TABLE_SCHEMA = 'schemaName' AND TABLE_NAME <> '__EfMigrationsHistory'

To display the collation on the diagram, use query:

SELECT TABLE_NAME, COLUMN_NAME, COLLATION_NAME

FROM information_schema.columns

WHERE TABLE_SCHEMA = 'schemaName'

AND COLLATION_NAME IS NOT NULL

AND TABLE_NAME <> '__EfMigrationsHistory'

GROUP BY TABLE_NAME, COLUMN_NAME, COLLATION_NAME

Please reunite the collation and restart Infoport.

You can use the following scripts for unification:

For each table:

```
SELECT CONCAT('ALTER TABLE `', TABLE_NAME,  
'` CONVERT TO CHARACTER SET utf8mb4 COLLATE utf8mb4_unicode_ci;')  
AS 'USE `DATABASE_NAME`';'  
FROM INFORMATION_SCHEMA.TABLES  
WHERE TABLE_SCHEMA = 'DATABASE_NAME'  
AND TABLE_TYPE LIKE 'BASE TABLE'
```

For each column:

```

SELECT CONCAT('ALTER TABLE `', TABLE_NAME, '` MODIFY COLUMN `', COLUMN_NAME, '` ',
DATA_TYPE, IF(CHARACTER_MAXIMUM_LENGTH IS NULL
OR DATA_TYPE LIKE 'longtext', '', CONCAT('(', CHARACTER_MAXIMUM_LENGTH,
'))' )
), ' COLLATE utf8mb4_unicode_ci;') AS 'USE `DATABASE_NAME`;'
FROM INFORMATION_SCHEMA.COLUMNS
WHERE TABLE_SCHEMA = 'DATABASE_NAME'
AND (SELECT INFORMATION_SCHEMA.TABLES.TABLE_TYPE
FROM INFORMATION_SCHEMA.TABLES
WHERE INFORMATION_SCHEMA.TABLES.TABLE_SCHEMA =
INFORMATION_SCHEMA.COLUMNS.TABLE_SCHEMA
AND INFORMATION_SCHEMA.TABLES.TABLE_NAME =
INFORMATION_SCHEMA.COLUMNS.TABLE_NAME
LIMIT 1) LIKE 'BASE TABLE'
AND DATA_TYPE IN ( 'char', 'varchar' ) /* include other types if necessary */

```

Please contact the helpdesk for more information <https://www.dphelpdesk.cz/> .

What is the required EA schema to connect EA repository?



Question:

What is the required EA schema to connect EA repository?

Answer:

MySQL database server with a schema of at least EASchema_1220_MySQL.sql, our recommendation EASchema_1558_MySQL.sql. (Note: EASchema_851_MySQL.sql does not work).

Version 8.4.0.12 - Access to views

In version 8.4.0.12, a new permission for views (Views) is added. For users/groups with permissions on the tree, you must also add permissions on views, otherwise the view will not be displayed.

Version 8.4.1.1 there is no need to add settings. A user authorized to the repositories tree also has access to views.

List of permissions		
Permission		
NO FILTER		
Repository administrator	GROUPS	USERS
Access to publication	GROUPS	USERS
Access to repository tree	GROUPS	USERS
Editor Glossary	GROUPS	USERS
Access to views	GROUPS	USERS
Showing 1 to 5 of 5 entries		

Admin does not have automatic access to repositories

Question

Since version 8.5.0.8563 admin can't get into the repositories?



Answer

Now, because of audit reasons, the admin (portal administrator) is not automatically assigned access to the repository. After clicking the arrow in the top left corner, he only sees the list of created repositories.

If necessary, it is necessary to set permissions to the required repositories via "Portal Management">"User Management">"User List".

InfoportLauncher can not install the version via "-Source file"

Question:

InfoportLauncher can not install version via "-Source file", in cmd it pops up "Update site is not available"



Answer:

There must be no zip in the InfoportLauncher folder other than the Infoport zip, the launcher scans all .zip files looking for the .zip to install.

Permissions for groups/users when using the “Direct Access URL” feature

Question

How are permissions applied to groups/users when using the "Direct Access URL" feature?



Answer

The "direct access URL" functionality is designed for the very purpose of allowing anyone who has the link to get to the published link. That is why the link includes a generated security key. If you want to authenticate the reader, do not use this functionality, but use the "Copy url" functionality (careful, this is not the same as copying the link in the browser!)

This is used, for example, where authentication + authorization is handled in a different way (Confluence, Sharepoint, some documents, etc.) or if you simply need to make sure that (for example) everyone who clicks on the diagram actually gets to see it.

However, a diagram published in this way will only take the reader to the detail of the elements placed on the diagram, if they want to click further, for example via a hyperlink, it will already require a login.

A user can only create a url for direct access if he/she has rights to it.

Default settings on the package

Question

What happens if the default settings on a package are not checked?



Answer

If there is no default setting, i.e. the setting is taken from the parent root package, then the repository is not visible by default, or reading is not allowed.

Default settings and permission settings on package



Question

How do the default and permission settings work on package?

Answer

The permission settings on package are shown in the table below:

Parent	Default	Group	Personal	Result
no	-	-	-	no
no	no	-	-	no
no	yes	-	-	yes
no	x	-	no	no
no	x	-	yes	yes
no	x	no	-	no
no	x	yes	-	yes

no	x	no	no	no
no	x	no	yes	yes
no	x	yes	no (not possible)**	yes
no	x	yes	yes	yes
yes	-	-	-	yes
yes	no	-	-	no
yes	yes	-	-	yes
yes	x	-	no	no
yes	x	-	yes	yes
yes	x	no	-	no
yes	x	yes	-	yes
yes	x	no	no	no
yes	x	no	no (not possible)**	no
yes	x	yes	no	no
yes	x	yes	yes	yes

* If you set permissions on a group, the settings are automatically checked on the user who is a member of the group.

- not specified

x value does not matter

If there is no default setting i.e. the setting is taken from the parent root package, the repository is not visible by default, or reading is not allowed.

SSL communication settings for connecting EAInfoport and PostgreSQL database

Question



How to set up SSL communication for connecting EAInfoport and PostgreSQL database?

Answer

The following procedure is verified on a PostgreSQL 13 and Infoport 8.7.x installation.

A detailed description of the database setup is provided directly in the current documentation <https://www.postgresql.org/docs/current/ssl-tcp.html> which we recommend to study carefully. In addition, <https://methoddev.com/blog/postgresql-windows-encrypted-connection-ssl> provides a step-by-step procedure on how to configure the database in practice.

To verify that the communication is secure, it is advisable to use the following sql query that can be run on the database:

```
SELECT application_name, datname, username, ssl, client_addr  
  
FROM pg_stat_ssl
```

```
INNER JOIN pg_stat_activity ON pg_stat_ssl.pid = pg_stat_activity.pid;
```

The result will show if the session (a specific application connection - e.g. EAInfoport) is secured by ssl. It is recommended to check this both before starting any changes to the settings and after they are completed.

EAInfoport settings are (for now - later will be part of Configuration Manager) done using the appsettings.json configuration file. Here you need to add the value "InfoportConnection_Npgsql" with ";ApplicationName=Infoport;SSL Mode=VerifyCA". This setting means that EAInfoport will require an ssl connection to the database, and will check that a trusted certificate exists.

Note: if the db server is set to require ssl (=reject connection without ssl) but the connection string of EAInfoport is set to ";SSL Mode=Disable", the EAInfoport log will show a message like "28000: pg_hba.conf rejects connection for host "x.x.x", user "xx", database "xx", SSL off".

EAInfoport version 7.x has not been developed or tested for ssl connections, but the following can be tested:

Since version 6 (.NET - not the database) the parameter variations for ssl have been changed (see also Security and Encryption | Npgsql Documentation)

Npgsql v6.0+:

Disable
Allow
Prefer (default)
Require
VerifyCA
VerifyFull

Npgsql pre-v6.0:

Disable (default)
Prefer
Require

For .NET version 2 (= for EAInfoport 7.x) it is possible to try ';SSL Mode=Prefer' as a parameter or add that I trust the certificate, i.e. ";SSL Mode=Prefer;Trust Server Certificate=true"

The last option is to replace Prefer with Require

After installing EA Infoport 8.7.0.8956, the icons for creating access keys (permalinks) are not displayed

In Ealfoport there is a new option to set users to "Public Key Publication Permissions".

After installing version 8.7.0, users who create permalinks must set the permissions otherwise they will lose this option.

Setting option:

Portal Management > User Management > Repositories > Select required permissions

Sorting artifacts and operations

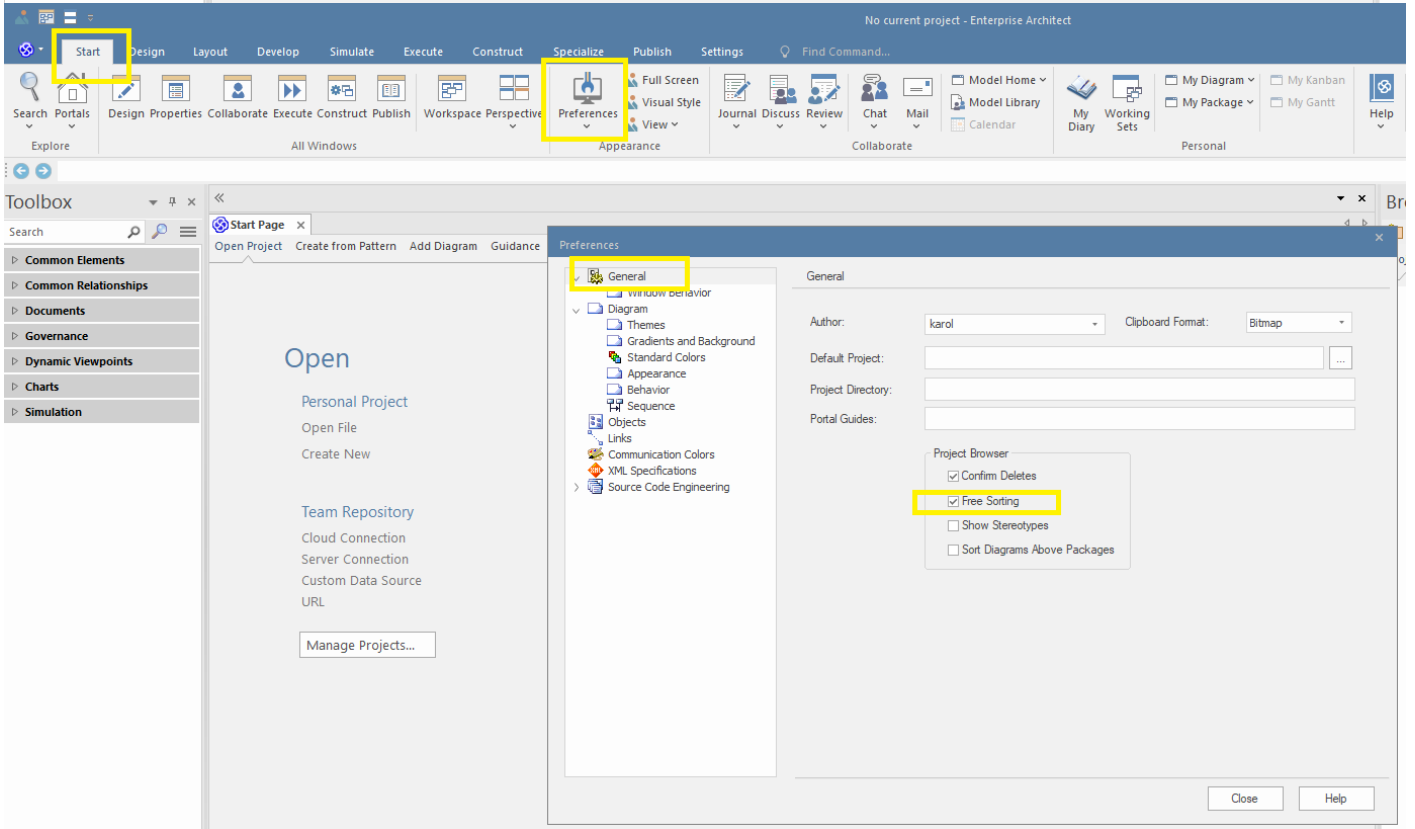
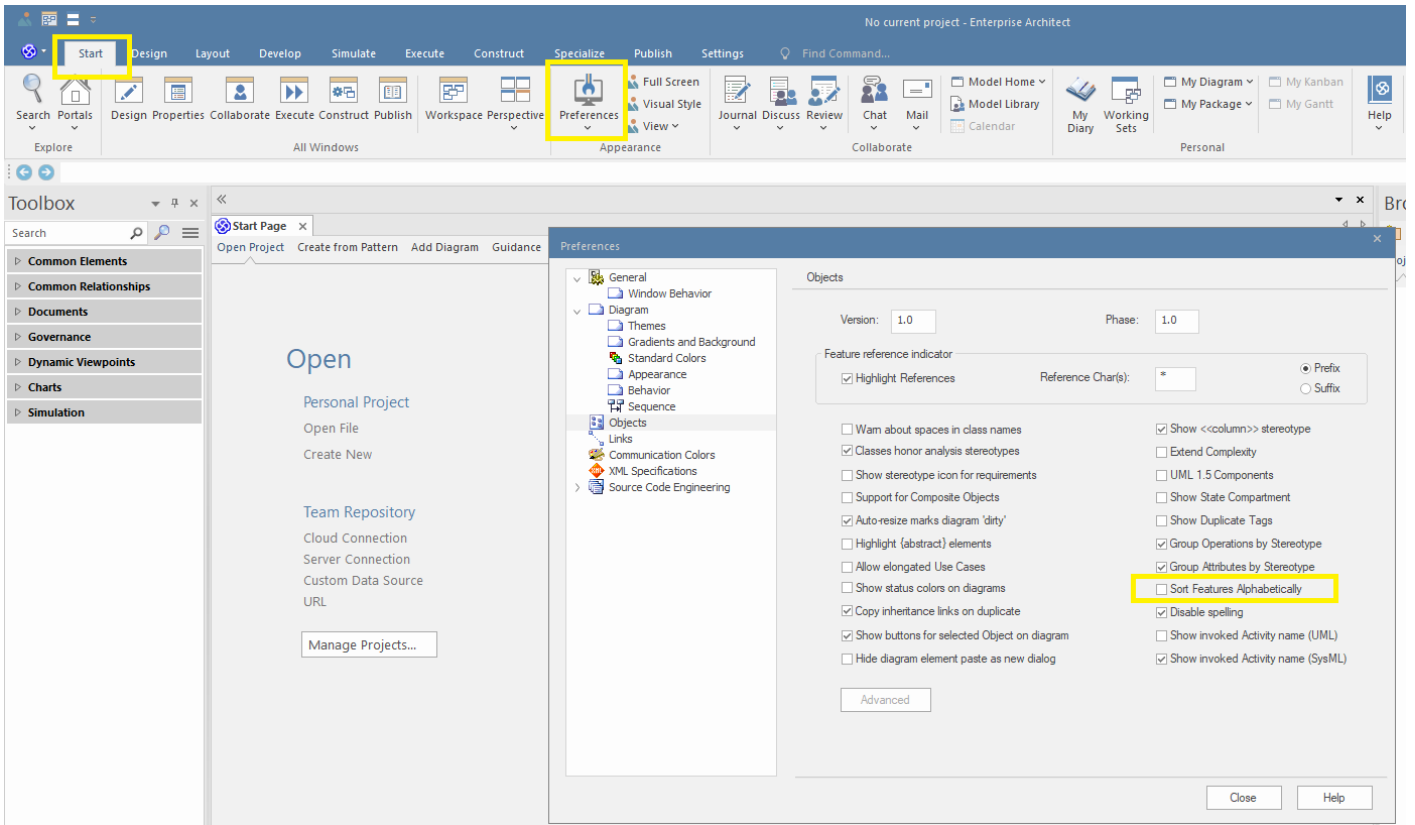
Question

How to change the order of artifacts and operations so that they are not sorted alphabetically?



Answer

If you want EaInfoport to follow the order of attributes and operations as you define them (manually), it is necessary to disable ordering in EA, see below.



Error installing version 8.8.x

"Could not load file or assembly"

Question

What if you get the following error when installing version 8.8.x?

Could not load file or assembly 'Serilog.Filters.Expressions, Version=2.1.0.0, ...



Answer

The error may occur when running version 8.8.x if version 7.x.x was once installed on the server.

You need to find the file "Serilog.Filters.Expressions.dll" in Infoport version 8.8.x and delete it.

Error [ERR] Email

'xxx.yyy@xxxx.cz' is already taken

What should be the correct administrator action if there is an entry in the log
[ERR] Email 'xxx.yyy@xxxx.cz' is already taken out of sync with AD?



The administrator should make sure that the email is entered correctly and is not duplicated (in Active Directory)

Error occurs if the user is manually modified e.g. changing the username in Infoport.

It is recommended to track the change and edit it in Active Directory or Infoport.

Alternatively, the user can be deleted in the Infoport database, after synchronization with AD, the user is re-established in Infoport in the correct way.

[ERR] User

'xxx.yyy@xxxx.cz' had once existed and was deleted from the portal

What does it mean when the following error pops up?

[ERR] User 'xxx.yyy@xxxx.cz' had once existed and was deleted from the portal. If you need to restore him, contact the portal administrator please.



The error occurs if the user is deleted only in the Infoport and Active Directory is trying to synchronize the user.

We recommend deleting the user directly in the Infoport database.

Microsoft database (sql sever 2014 and older) - Microsoft.Data.SqlClient.SqlException (0x80131904): Incorrect syntax near '\$'.

You have a Microsoft database (sql sever 2014 and older) and Entity Framework does not work correctly since version 8.8.0.9195 or you get the error message Microsoft.Data.SqlClient.SqlException (0x80131904): Incorrect syntax near '\$'. ?



You need to install a newer version of Sql Server see

<https://learn.microsoft.com/en-us/ef/core/what-is-new/ef-core-8.0/breaking-changes#contains-in-linq-queries-may-stop-working-on-older-sql-server-versions>

"Diagram is being re-generated" followed by a second error "System error"

When you try to display the diagram (image), two messages are displayed in turn. The first informative "Diagram is being regenerated" followed by the second error "System error"



If we look in the DevTool browser (F12) we can see the Console message that there are no rights to read the .png file (where the requested image is).

Furthermore, the Infoport log shows an entry about the inability to generate the image (typically reported by EA.Interop.dll / DCOM)

One of the causes may be a problem with access to the cache files, when something (failure, downtime, migration, etc.) causes the rights to the file caching the diagrams to be lost or locked by some process.

The files are available for reading (that's why most of them are displayed in Infoport), but as soon as they need to be regenerated (new diagram, change on diagram, etc.) it is not possible and the user gets an error in the browser. This is because when the Sparx DCOM is called, it failed to update the file on disk (in the cache).

The solution is to delete the directories that make up the \wwwroot\cache* cache.

One user cannot log in to Infoport

What to do if one of the users cannot log in to Infoport?



We recommend logging in as an anonymous user and delete cookies.

XFrame does not work

What to do if your XFrame doesn't work?



Check the settings in Configuration Manager, the Active checkbox must be checked.

[Configuration Manager](#) [Configuration Manual](#)

☐ Show Password

[Urls](#) [Licence](#) [Database](#) [Active Directory/OpenId](#) [App Logs](#) [Background Jobs](#) [XFrame Settings](#) [Encryption Key](#)

XFrame Settings

[XFrame Section](#)

XFrame needs https protocol to work properly!

☐ Active

[CHECK](#)