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Problems whilst logging into KNMI Aviation Weather

This document is intended to help you by solving problems you might encounter whilst logging into the secured KNMI website:

<http://www.luchtvaartmeteo.nl>

or

<http://www.aviationweather.nl>

If you have succeeded logging in, but are encountering problems afterwards, you might find useful information in on-line help, which can be found by selecting Help in the blue navigator bar on the left.

For analysing any problems whilst logging in following information is needed:

1. Is there an **error report** in your browser?
2. After entering username and password **correctly**, does the browser display **the login page again**?
3. Which **browser** do you use?
4. Do you make use of a **proxy server**?
5. Do you make use of a **firewall**?

1. error reports.

An Error report whilst logging in can inform you about the problem:

- **Authentication failed; Already logged in:**
The account is already in use (someone else is using your account) or you are returning to the login page every time (see point 2).
- **Authentication failed; permission denied:**
 - a. The password is not correct
or
 - b. Cookies are not allowed by your browser; see point 3
Possibly small letters have been used instead of CAPITALS (check: *Caps Lock*?)
Note: When you enter a wrong password three times the account will be blocked for approx. 5 minutes.
- **User temporarily disabled:**
When more than 3 times a wrong password was entered, the account will be released after approx. 5 minutes.
- **FORBIDDEN, access denied by access control list:**
Your proxy server blocks the site www.luchtvaartmeteo.nl; see point 4
- **The requested page is not available:**
Probably sending of secured information is blocked; check SSL in browser configuration. (for Internet Explorer see end of document)

2. Returning to login page continuously.

When “cookies” are disabled or security is configured “high” you will see the report

“*Authentication succeeded*” for just a moment and then the login page returns. When you try logging in again you will get “*Already logged in*” and the login page again. Check your browser configuration. (for Internet Explorer at the end of this document)

Also a program that removes “**cookies**” automatically may cause this problem.

When using another browser than Internet Explorer (e.g. Firefox), you might try following: Press **F5** after returning of the login page.

3. **Browser.**

The site has originally been developed for Internet Explorer. When this is configured correctly the use of the site shouldn't cause any problems. Of course you can use other browsers, but optimal use is not guaranteed.

It is no longer possible to log on with Internet Explorer on Windows XP!

Each browser has to have “cookies” and “JavaScript” enabled. Also no “pop-up” blocking should be used for this site. Check your browser configuration.

4. **Proxy server.**

Through a proxy server the access to the site may be blocked. You can check this by temporarily switching off the proxy server.

For Internet Explorer: use menu: “Extra” , then “Internet-options” select the tab “Connections”, select “LAN” and disable the proxy server.

When it shows that the proxy server is blocking the site there are two options:

- Keep the proxy server disabled
- Enable the proxy server again but after selecting the “LAN” tab as above, select choose “Advanced” and then “Exceptions” to make an exception for:
<https://bhlpex01.knmi.nl> and <https://bhlpex02.knmi.nl>

5. **Firewall.**

The firewall may also be the cause of your problems, check this by disabling your firewall temporarily.

When making use of a company network you may need to involve your system manager for the right configuration of the company firewall.

Browser configuration for Internet Explorer

Security should not be configured “high” and “JavaScript” and “cookies” should be enabled. When you choose the standard configuration that will normally the case.

Check Internet Explorer configuration through:

- Select the “Extra” menu, then “Internet options” :
- Select tab : “Security”, for Internet the configuration should be “Normal” (or “Low”).
- Select tab: “Privacy”, “cookies” should not be disabled.
- Select tab: “Advanced”, SSL 2.0 and SSL 3.0 should be active.

N.B. OPMET Flight makes use of pop-ups. In Internet Explorer pop-ups will be blocked by default. To allow pop-ups select the “Tools” menu, “Pop-up Blocker”, select “Pop-up Blocker settings”.

Type in the box next to “Address of Web site to allow”: www.luchtvaartmeteo.nl and select “Add”.