

Chapter 13 – Troubleshooting

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Index

- 13.1 Scope**
- 13.2 Default Directory**
- 13.3 Content Databases**
- 13.4 Registry**
- 13.5 Sharepoint v2 backup**
- 13.6 WSS v3 command line backup**
- 13.7 WSS v3 command line restore**
- 13.8 Exporting and importing a site**
- 13.9 Renaming a site**
- 13.10 DotNet 3**
- 13.11 Microsoft Virtual PC**
- 13.12 Template size limitation**
- 13.13 Locking a site**
- 13.14 Version**
- 13.15 Diagnostic logging**
- 13.16 Event logs**
- 13.17 Deleting configuration database**
- 13.18 Site is not assigned to an indexer**
- 13.19 Slow launch**
- 13.20 Uploading multiple documents**
- 13.21 Edit in datasheet without Microsoft Office**

- 13.22 Adjusting the !New icon display**
- 13.23 SharePoint Administration Toolkit v3**
- 13.24 Event ID error messages 10016 and 10017**
- 13.25 SharePoint Log Viewer**
- 13.26 Spreadsheet import issues**
- 13.27 Event ID 2436**
- 13.28 Uninstall SharePoint from SBS 2008**
- 13.29 Reinstall SharePoint on SBS 2008**
- 13.30 SBS SharePoint Exchange server configuration**
- 13.31 Space allocation**
- 13.98 Troubleshooting links**
- 13.99 Conclusion**

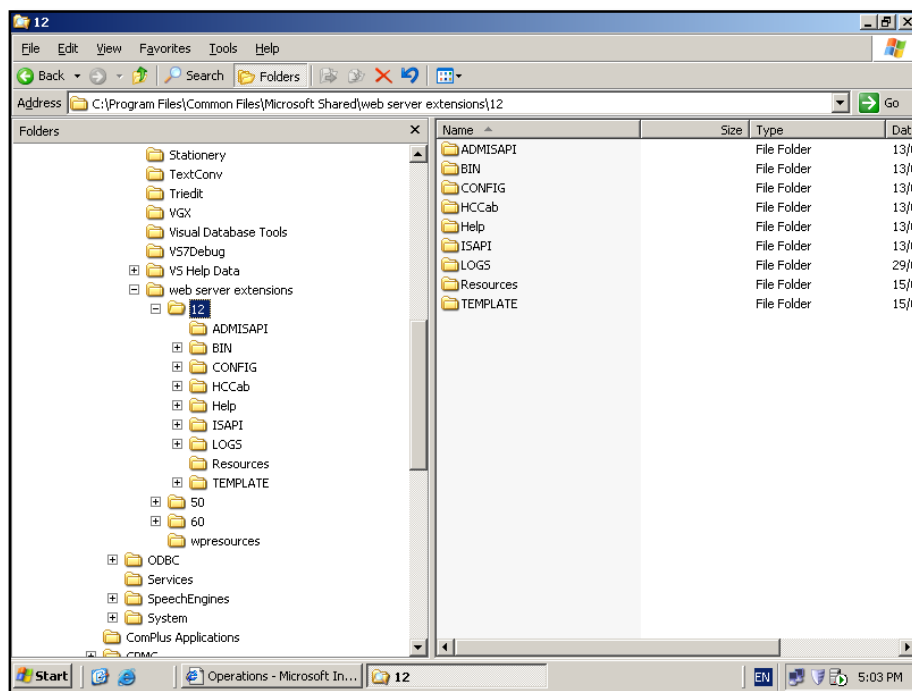
Chapter 13 – Troubleshooting

13.1 Scope

Like any product, problems can arise from time to time with Windows SharePoint Services v3 (WSS v3). This chapter will focus on the steps you can take to firstly determine what the problems are and then how to rectify them. The chapter will also look at some of the more common issues faced when implementing and maintaining a WSS v3 installation.

13.2 Default Directory

The location in which WSS v3 binary files are located is determined during installation.

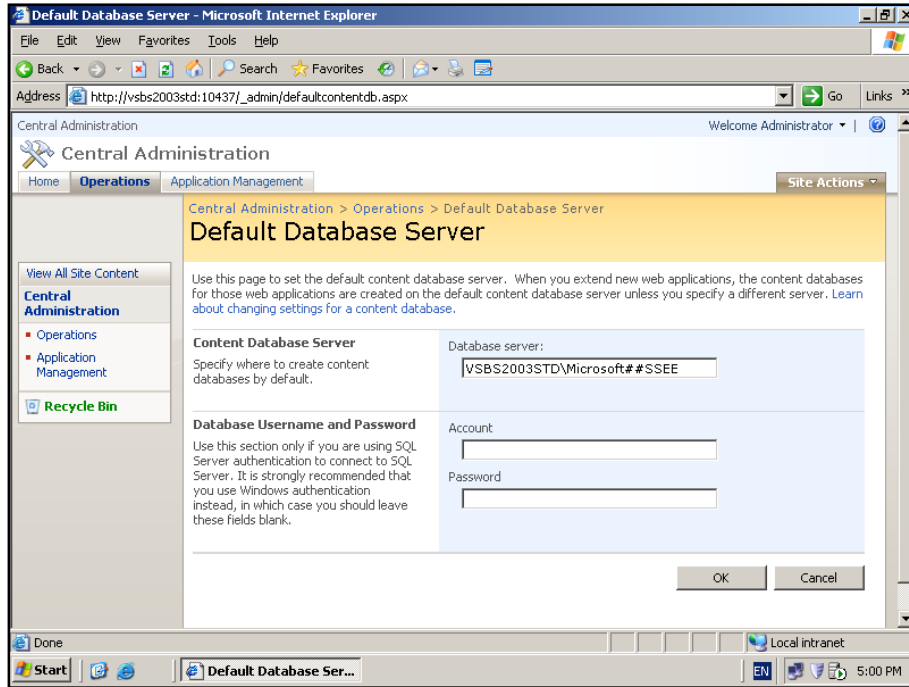


However in most cases you will find them located in *C:\program files\common files\Microsoft shared\web server extensions\12*.

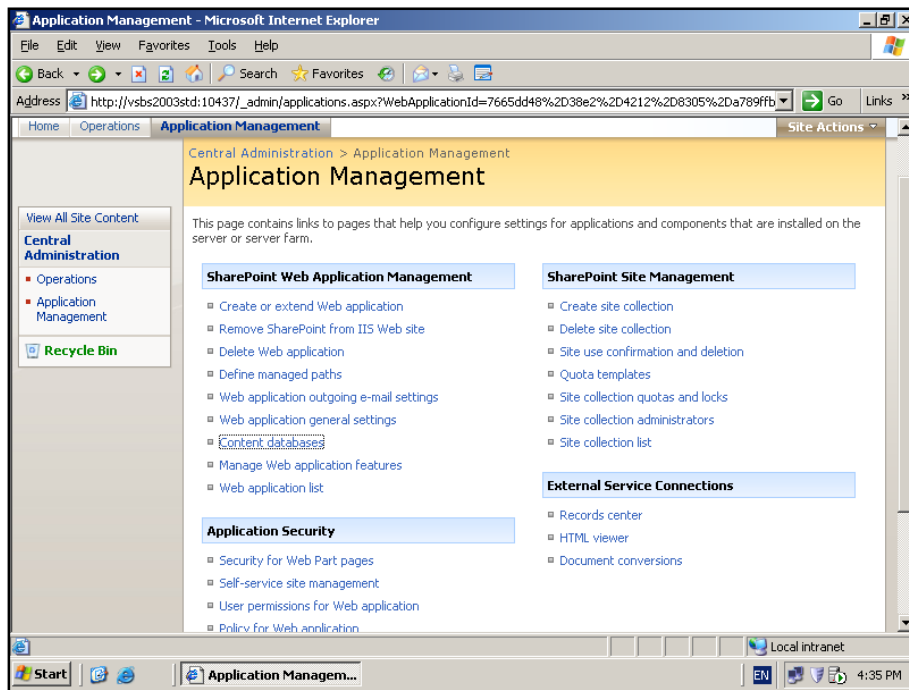
13.3 Content Databases

All the WSS v3 data is held in the content databases. To firstly locate the default database server open the SharePoint v3 Central Administration site on the WSS v3 server via **Start | Administrative Tools | SharePoint v3 central Administration**. Then select the *Operations* tab and the Default Database Server.

Chapter 13 – Troubleshooting

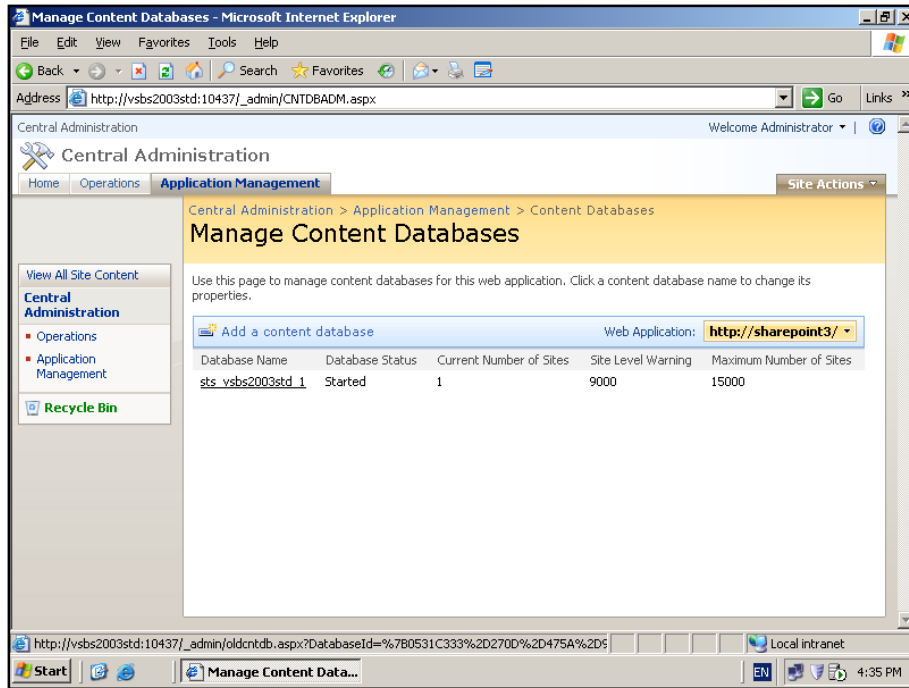


Here you will see the Content database Server (in this case we can see that it is the Microsoft SQL Server 2005 Embedded Edition). You are also able to set the Database Username and Password.



Chapter 13 – Troubleshooting

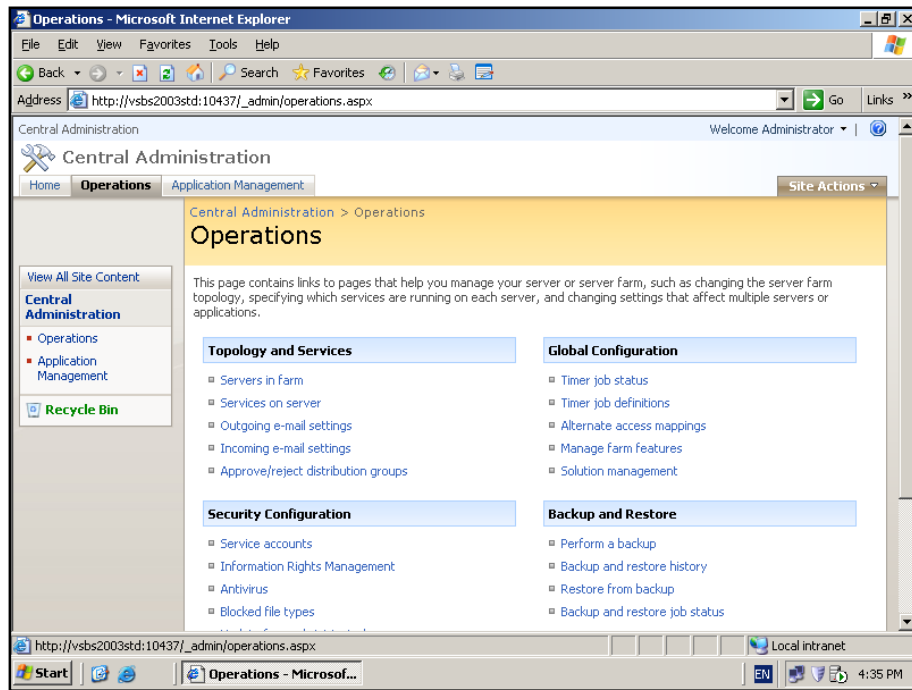
To locate the actual content databases select the *Application Management* tab in Central Administration and then **Content Databases** from under the *SharePoint Web Application Management* section.



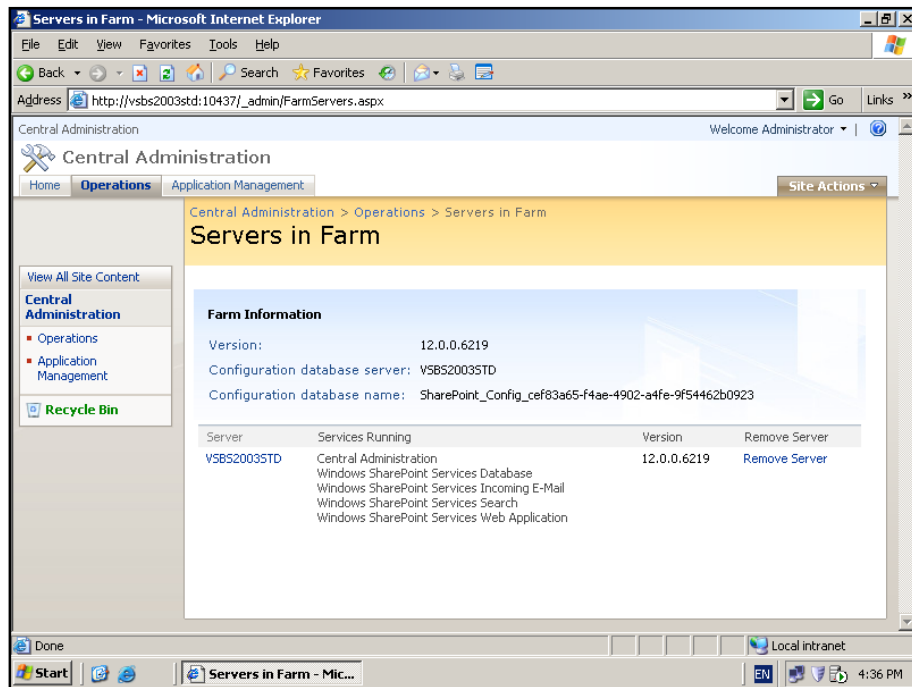
You should see all the content databases connected to WSS v3. In this case you can see there is only one content database (in this case, *sts_vsbs2003std_1*).

Chapter 13 – Troubleshooting

Version

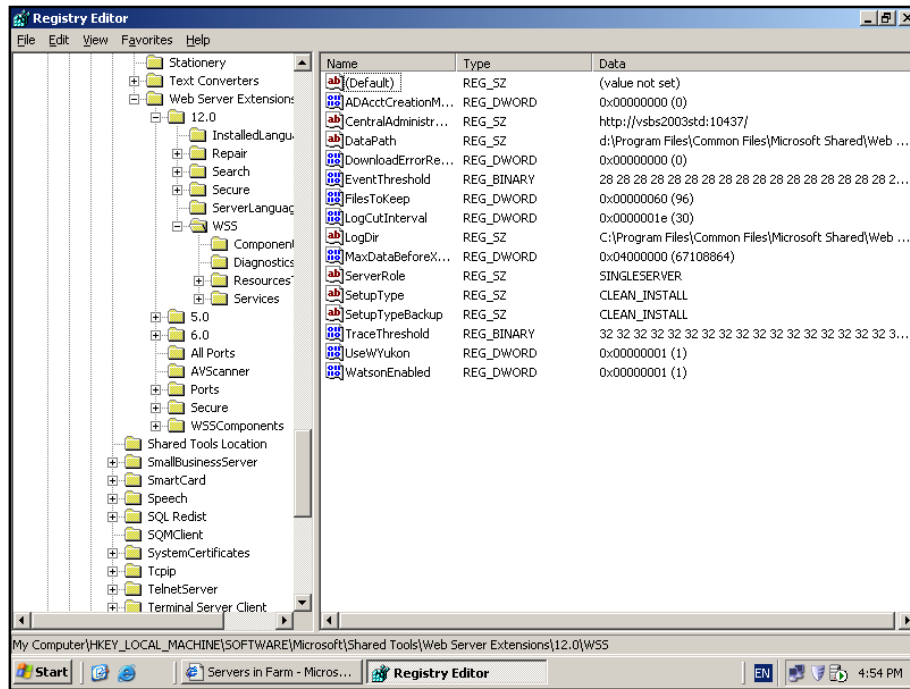


To locate the current version of the WSS v3 binary files open the *SharePoint Central Administration* site via **Start | Administrative Tools | SharePoint 3.0 Central Administration**. Once this is displayed select the **Operations** tab and then **Servers in farm** from under the *Topology and Services* section.



In the lower part of the screen you will see the version number listed for each server in the WSS v3 farm.

13.4 Registry



The following registry hive contains all the information about the WSS v3 installation.

HKLM\Software\Microsoft\shared tools\web server extensions\12.0\wss

13.5 SharePoint v2 backup

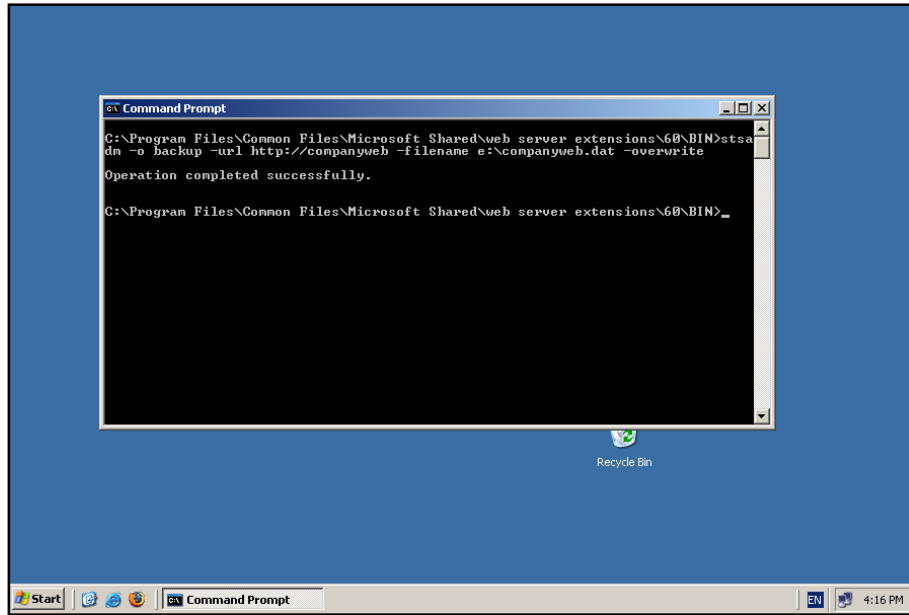
To backup a SharePoint v2 site login to the SharePoint v2 server as an administrator and select **Start | Run | CMD** to display a command prompt. Change directory to *c:\program files\common files\Microsoft shared\web server extensions\60\bin*.

At the command prompt execute the command:

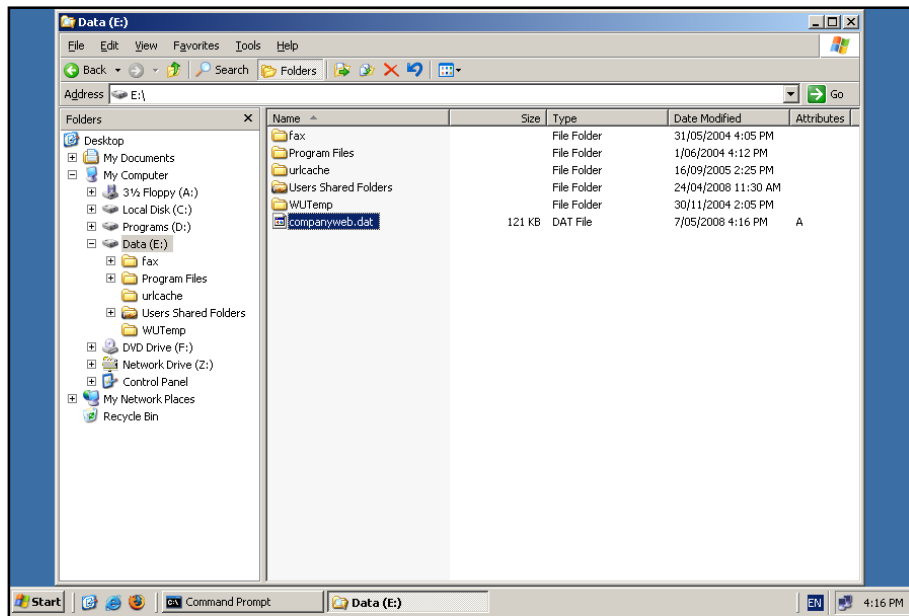
Stsadm -o backup -url *http://<site_name>* -filename *drive:\directory\file* -overwrite

Where *site_name* is the SharePoint v2 site and *drive:\directory\file* the path and file name of the backup file. The overwrite command will replace all the data in the specified data file.

Chapter 13 – Troubleshooting



When the process is complete you should see a backup file created in the location that you specified.



13.6 WSS v3 command line backup

In any case where you need to make changes to WSS v3 sites it is strongly recommended that you complete a command line backup prior to any work. This will allow you to recover if warranted and normally the backup process is very quick.

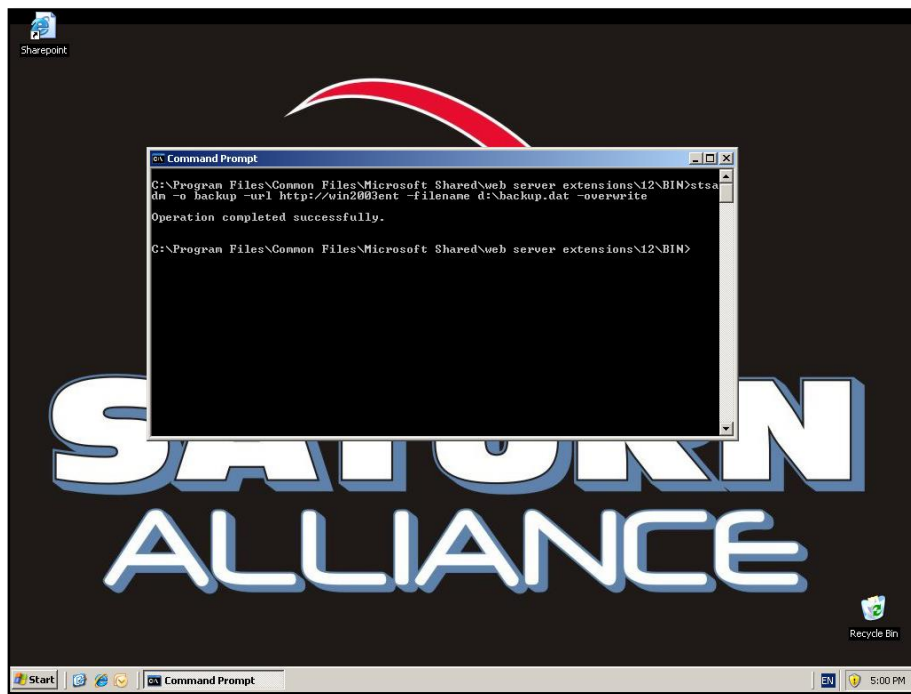
Chapter 13 – Troubleshooting

To backup a WSS v3 site login to the WSS v3 server as an administrator and select **Start** | **Run** | **CMD** to display a command prompt. Change directory to *c:\program files\common files\Microsoft shared\web server extensions\12\bin*. Note that this directory is different from the one used by SharePoint v2.

At the command prompt execute the command:

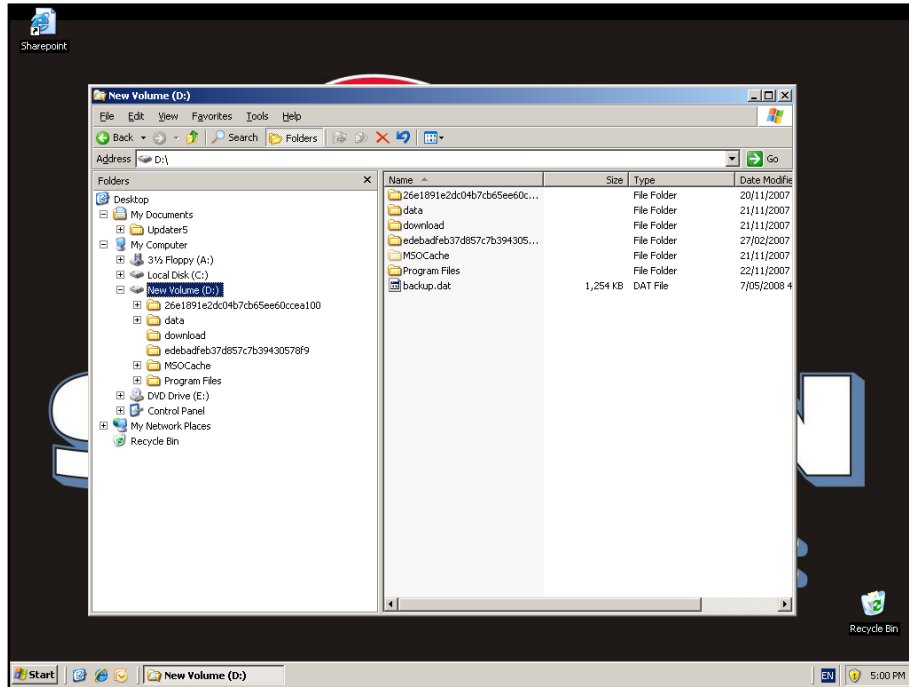
Stsadm -o backup -url http://<site_name> -filename drive:\directory\file -overwrite

Where *site_name* is the WSS v3 site and *drive:\directory\file* the path and file name of the backup file.



When the process is complete you should see a backup file created in the location that you specified.

It is important to remember that a command line backup, like this, from SharePoint v2, cannot be directly restored into WSS v3. Please see **Chapter 7 – Migration and Upgrades** for more information.



13.7 WSS v3 command line restore

To restore a WSS v3 site login to the WSS v3 server as an administrator and select **Start | Run | CMD** to display a command prompt. Change directory to `c:\program files\common files\Microsoft shared\web server extensions\12\bin`.

At the command prompt execute the command:

Stsadm -o restore -url http://<site_name> -filename drive:\directory\file -overwrite

Where *site_name* is the WSS v3 site and *drive:\directory\file* the path and file name of the backup file. The overwrite option will automatically replace any existing WSS v3 site at the specified URL.

13.8 Exporting and importing a site

WSS v3 allows you to export a sub site to a file and then import it. The difference between this and the command line backup option is that the command line backup (`stsadm -o backup`) only allows you to make a backup of the whole site from the root. You can't backup just a subsite using `stsadm -o backup`.

The syntax for the export command is:

Stsadm -o export -url http://site/subsite -includesecurity -nofilecompression -filename <drive>:\<path>\<filename>

Chapter 13 – Troubleshooting

This command will export the site *http://site/subsite* including all the user securities to a location specified by *<drive>:\<path>\<filename>*.

To import a site use the following command:

```
Stsadm -o import -url http://site/subsite1 -includesecurity -nofilecompression  
-filename <drive>:\<path>\<filename>
```

This command will import the data to *http://site/subsite1*. If the site *http://site/subsite1* does not exist then the import command will create the site *http://site/subsite1*. If however, the site does already exist the data will be merged into the site. This may also result in some deletion of information as it is overwritten by the imported site information. It is not generally recommended that you merge site data however there is an additional parameter that can be added to the import command line:

- updateversions (1-3)

- 1 = Add new versions to current site (default)

- 2 = Overwrite the file and all its versions (delete then insert)

- 3 = Ignore the file if it exists in the destination

The overwriting of the file in options 2 and 3 refers to entries in lists and document libraries. Thus, if a similar file exists in a document library already in the site then using option *-updateversions 2* this file (and all its versions) will be deleted and the new file from the imported data will take its place.

As you can see you need to extremely careful using the import command. It is generally best practice to only import data into location that do not already exist to prevent unexpected results.

13.9 Renaming a site

Using the stsadm command it is also possible to rename a site. For example:

```
Stsadm -o renameweb -url http://site/subsite -newname example
```

This will rename *http://site/subsite* to *http://site/example*. Whereas the following:

```
Stsadm -o renameweb -url http://site/subsite/subsite1 -newname  
test/example
```

will rename *http://site/subsite/subsite1* to *http://site/test/example*.

Chapter 13 – Troubleshooting

13.10 DotNet 3

After the installation of Microsoft DotNet3 (see Chapter 14 – **Prerequisites** for more information) it is always recommended that you reboot your server even if it doesn't ask for it. If you attempt to install WSS v3 directly after the installation of DotNet3 software without a reboot, WSS v3 may fail to install.

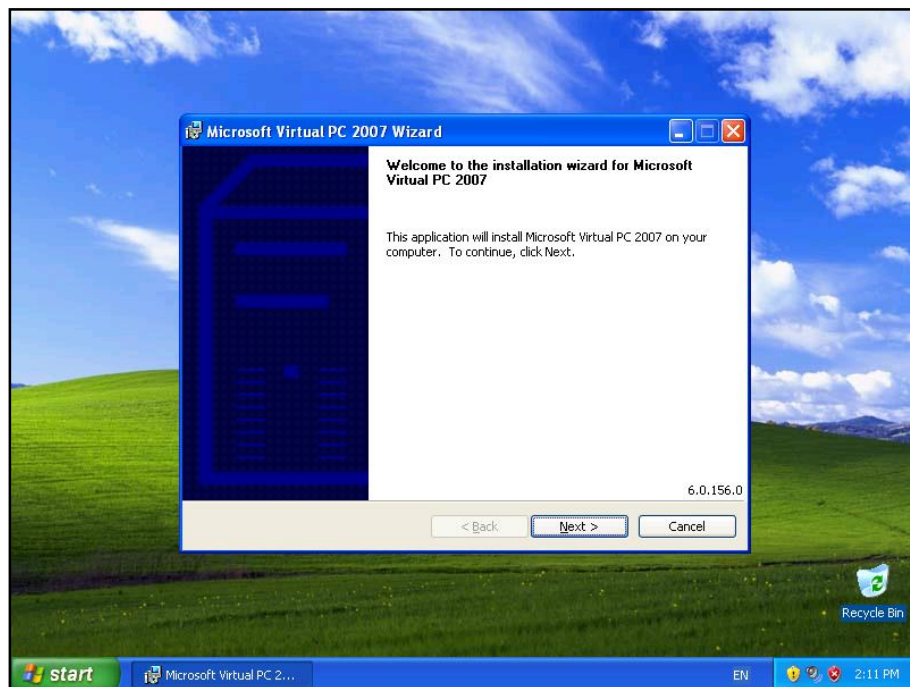
13.11 Microsoft Virtual PC

The best way to troubleshoot a WSS v3 environment is to have a test one available. It is not always possible to have a machine dedicated to this in every situation. A better solution is to use a virtual environment from VMWare, Microsoft and the like. Into a virtual environment you can install a complete copy of WSS v3 and easily save, test and recover you environment when and where you need. In most cases virtual machine images are portable so they can easily be moved from one machine to another.

Although there are a number of virtual platforms the one demonstrated here will be Microsoft Virtual PC. The first step in setting Microsoft Virtual PC is to download the files from Microsoft. These are freely available and can be downloaded from:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=04d26402-3199-48a3-afa2-2dc0b40a73b6&DisplayLang=en>

Once the software is downloaded on the workstation double click to launch the application.

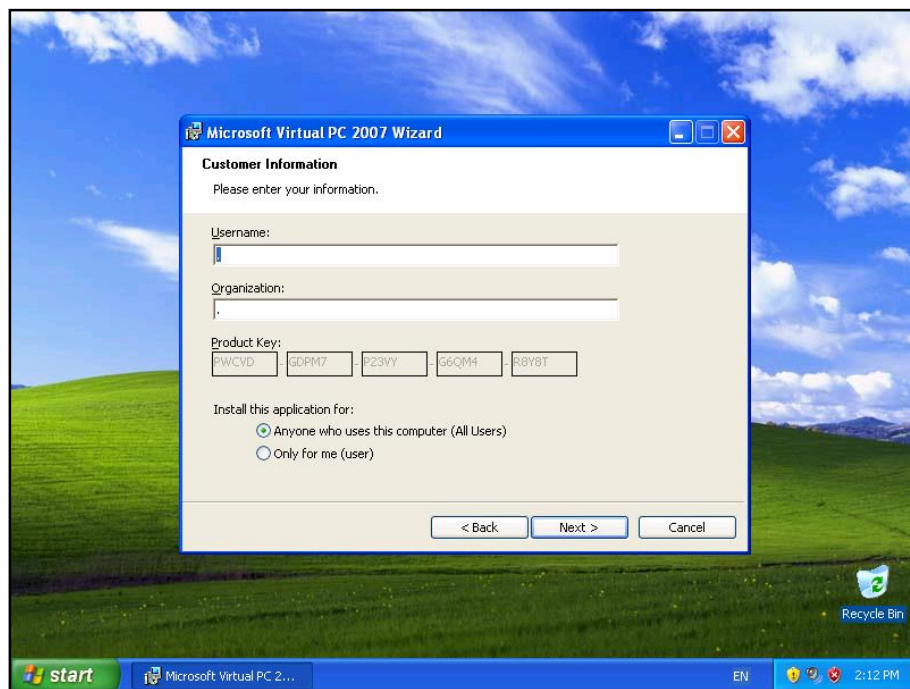


Chapter 13 – Troubleshooting

Press **Next** to continue.

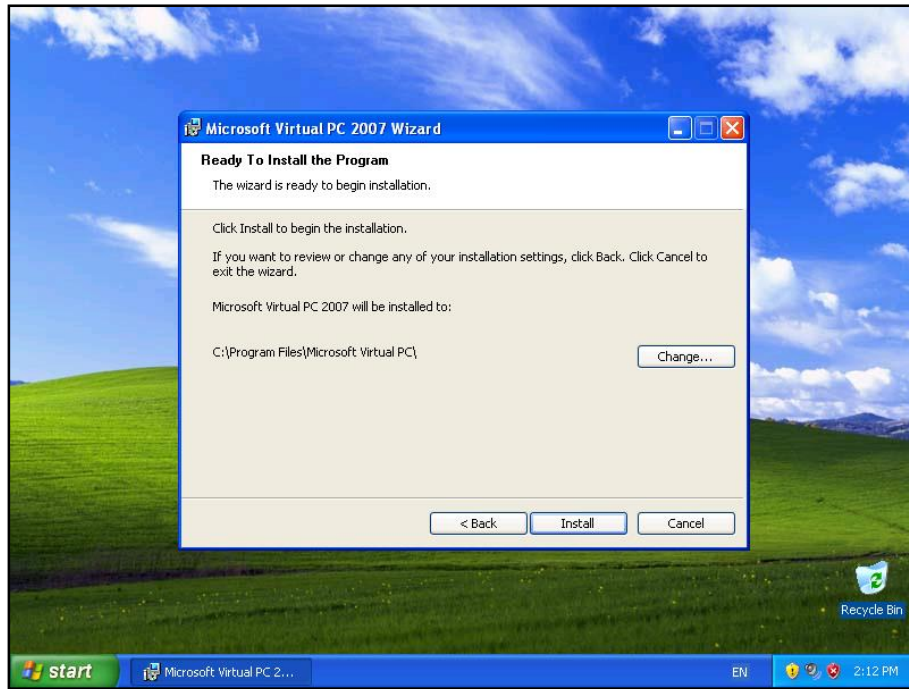


Accept the terms of the license agreement and press the **Next** button.

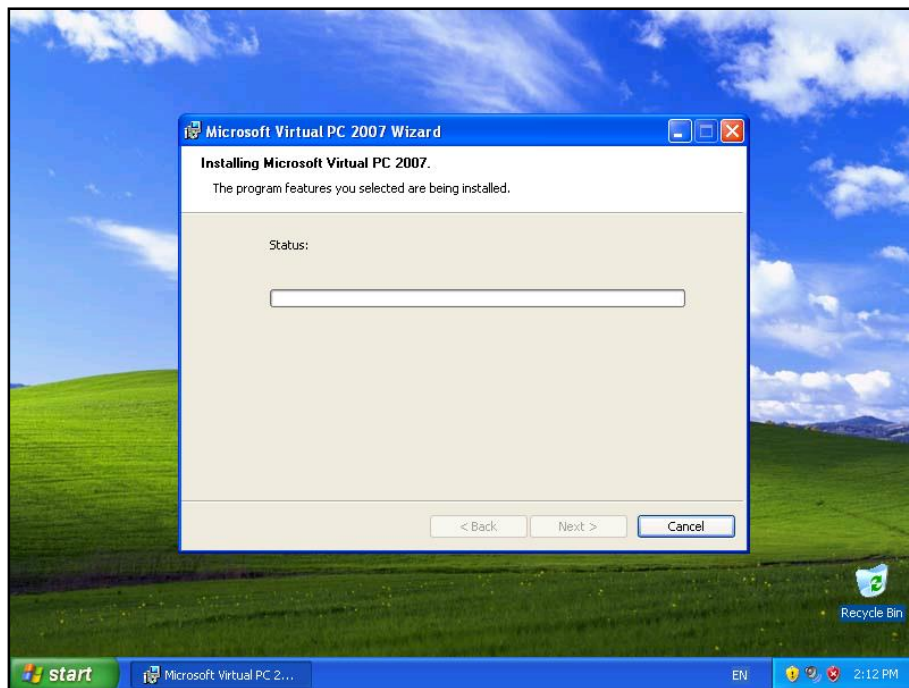


Press **Next** to continue.

Chapter 13 – Troubleshooting

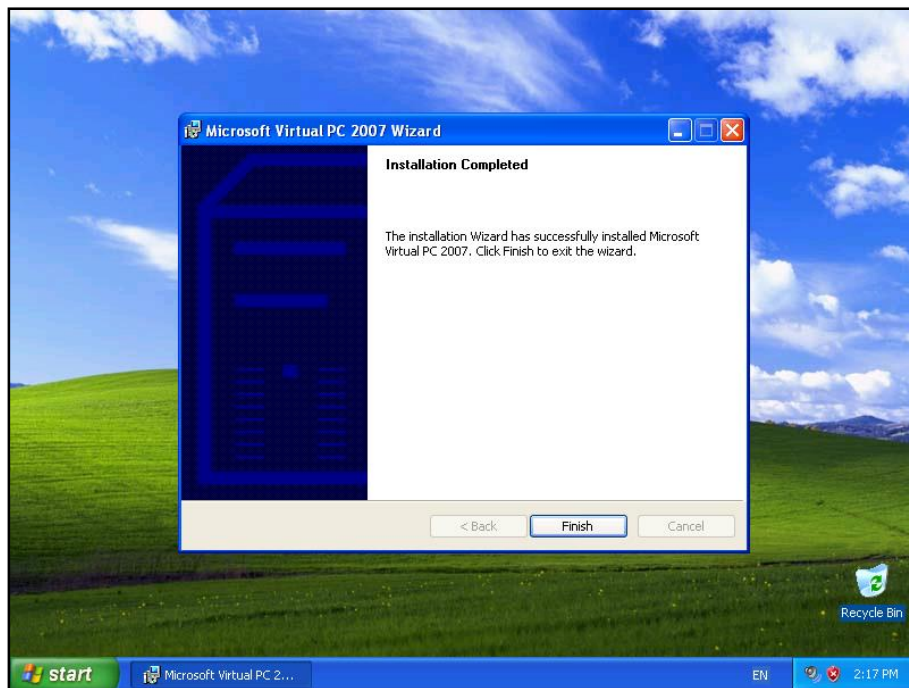


Nominate an installation location on the host machine and press the **Install** button.

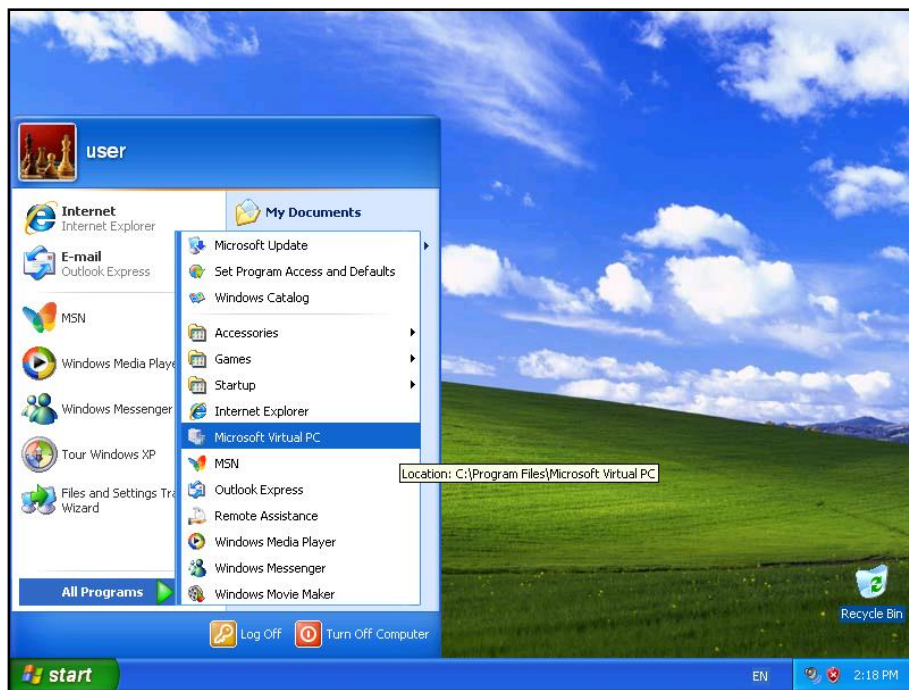


Wait until the installation process is complete.

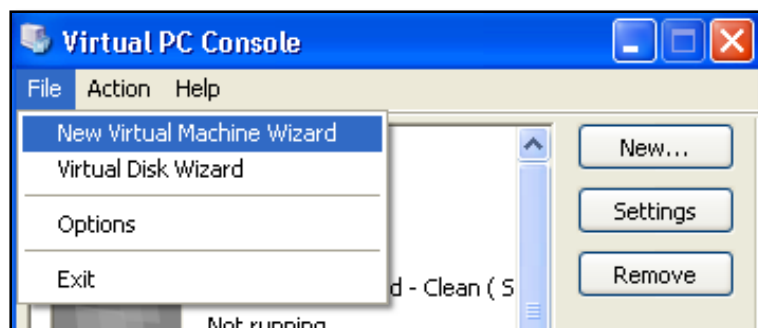
Chapter 13 – Troubleshooting



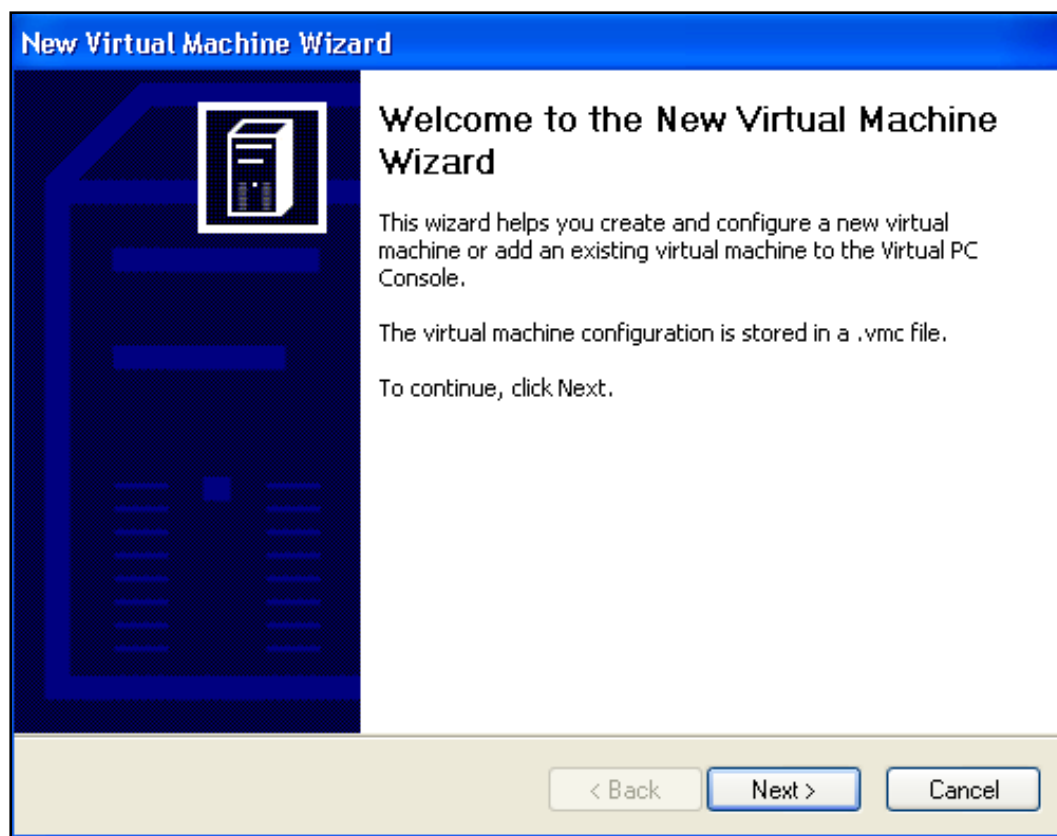
Press the **Finish** button to complete the installation.



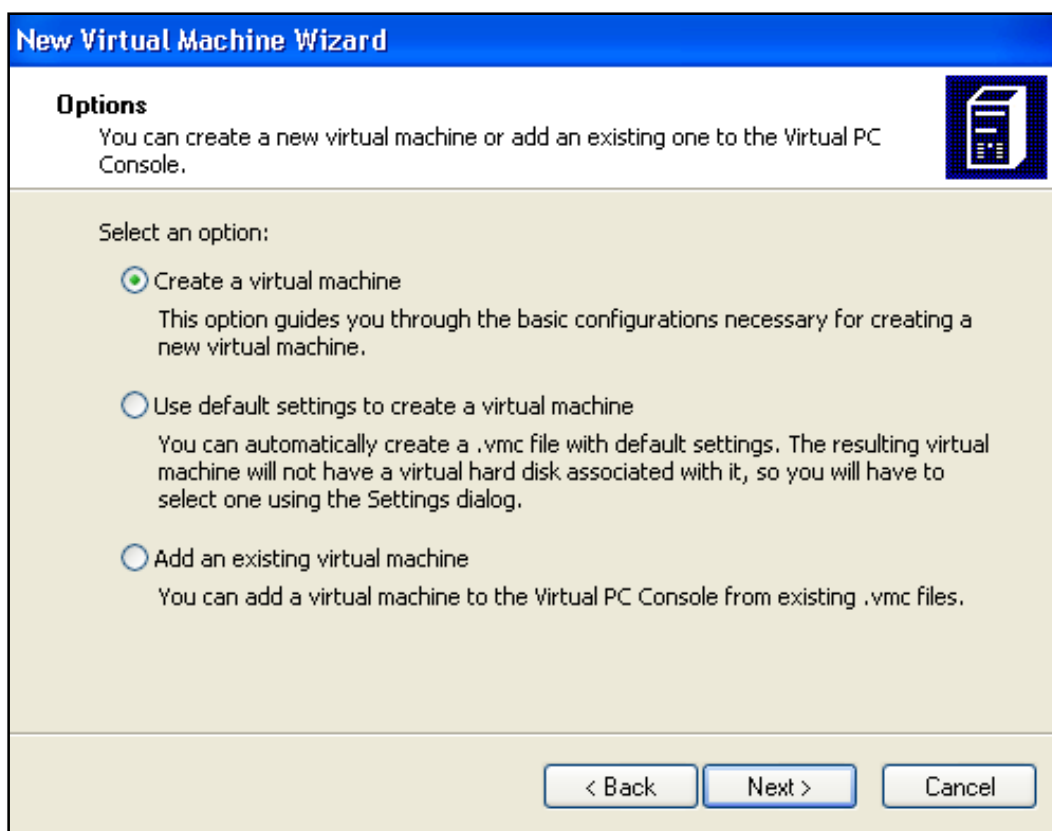
Launch Microsoft Virtual PC from the **Start | All Programs** menu.



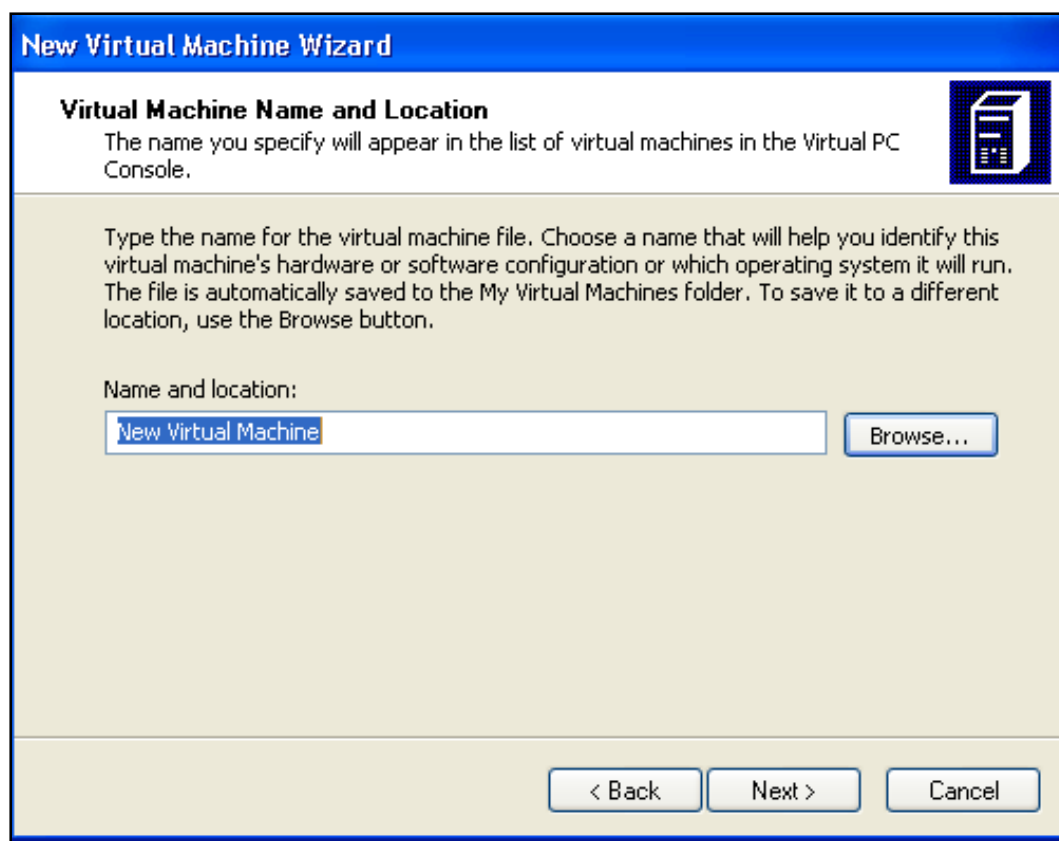
From the Virtual PC console that appears select **File | New Virtual Machine Wizard**.



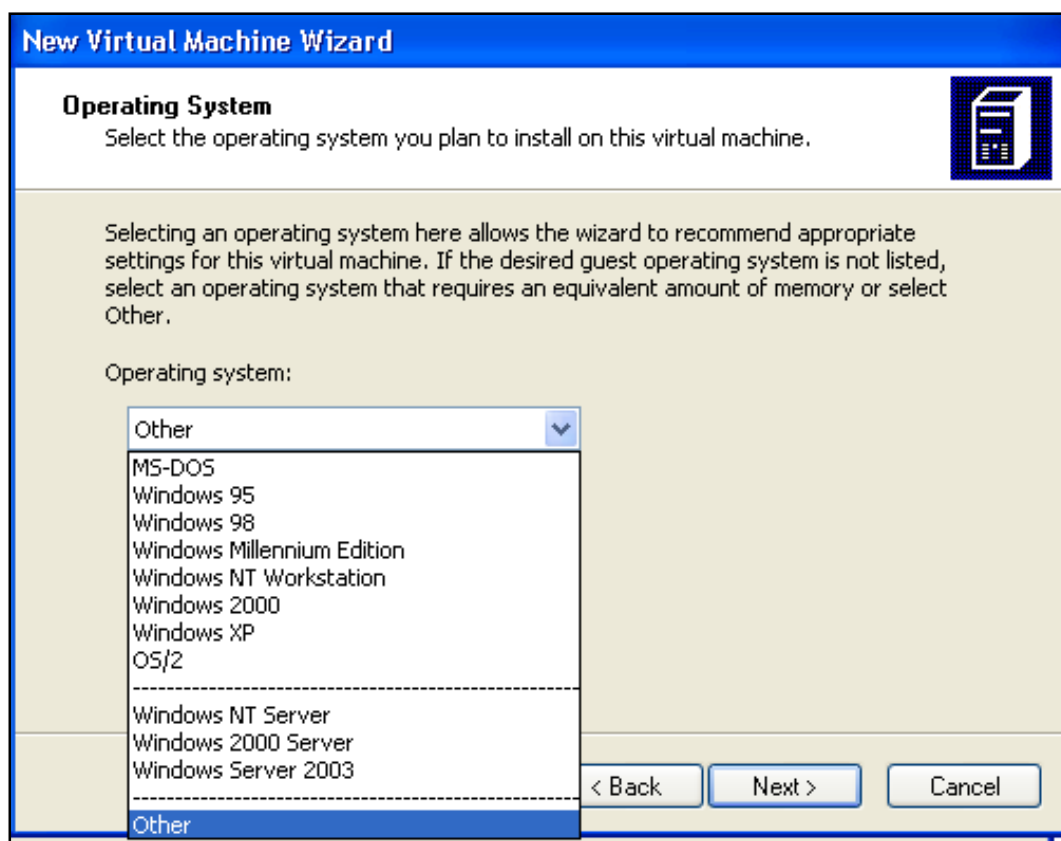
Select **Next** to continue.



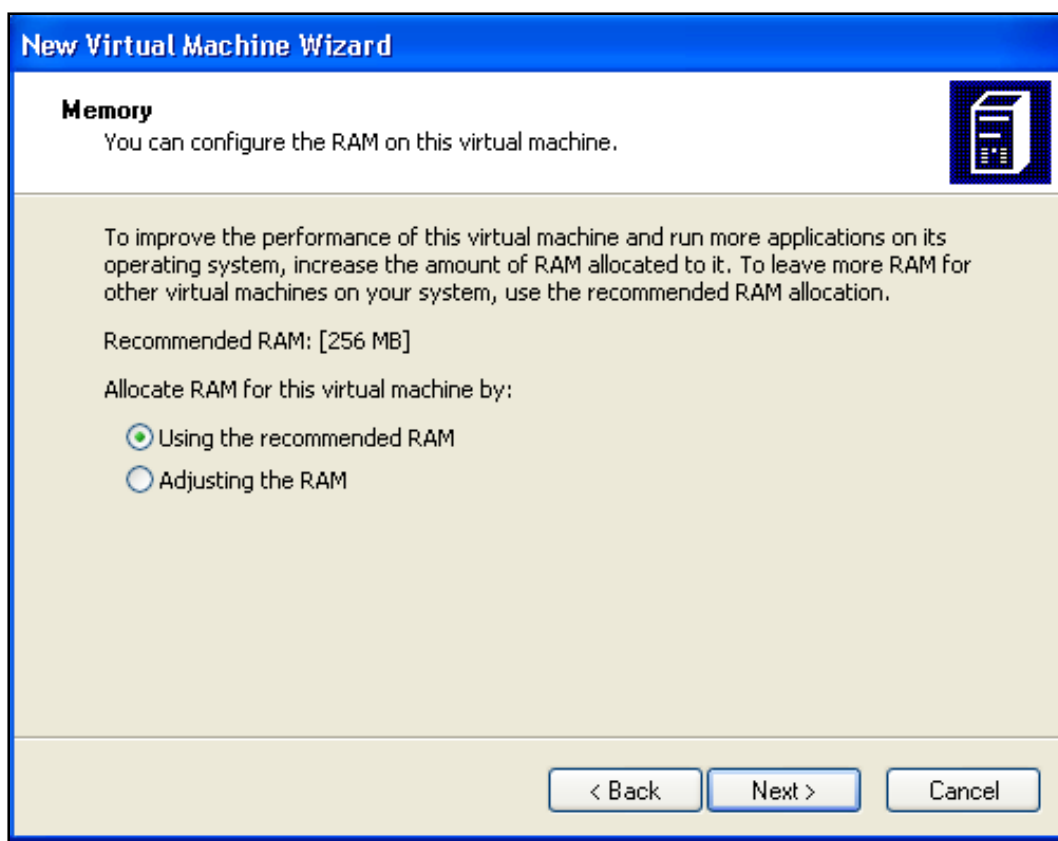
Select *Create a virtual machine* and press **Next** to continue.



Select a name and location for the virtual PC. You can use the **Browse** button to specify a location other than the default. Press the **Next** button to continue.

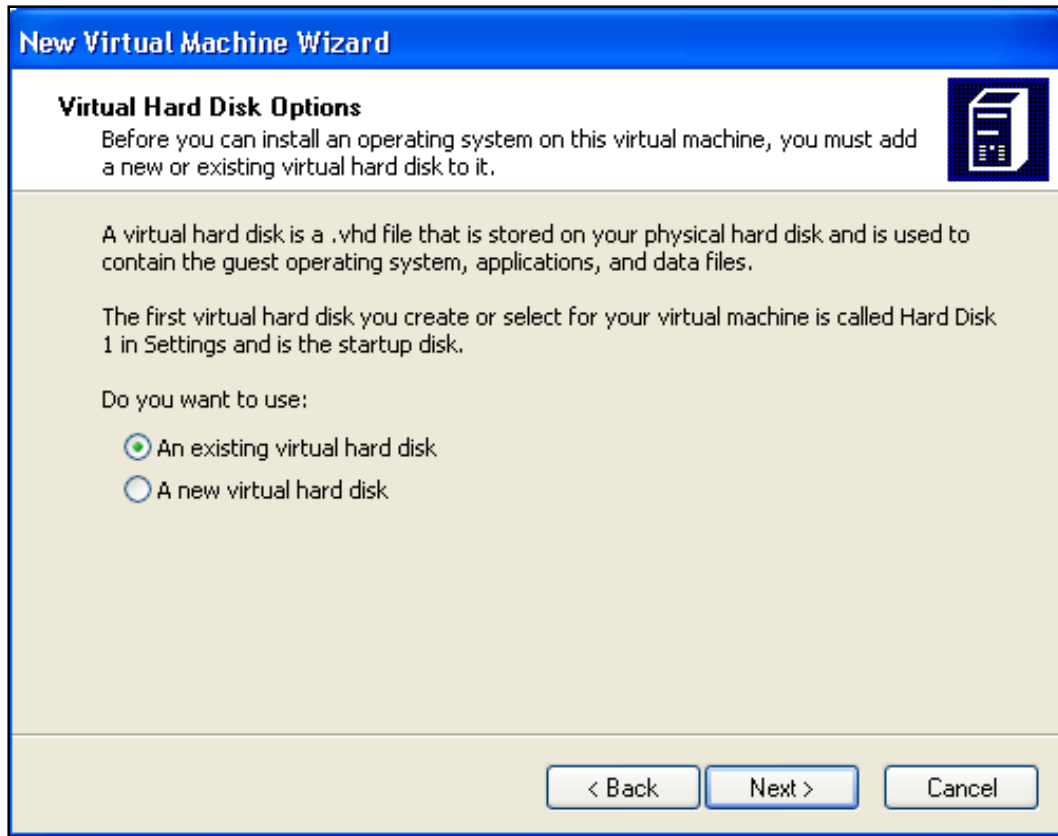


Now, select the operating system you are going to install. For a WSS v3 installation you will need to select Windows Server 2003. Press the Next button to continue.

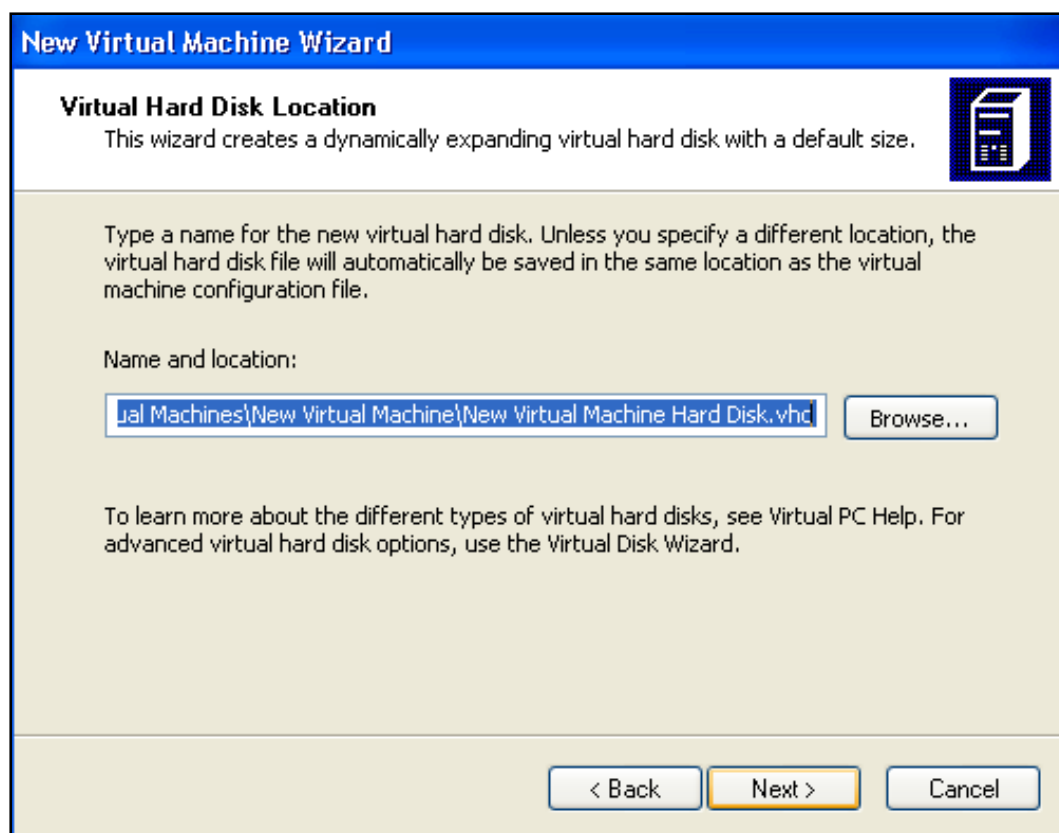


Now allocate the amount of RAM desired for this Virtual PC. Your host machine (onto which Virtual PC is installed) requires enough RAM to run Windows and the Virtual PC and cannot exceed the total limit of physical RAM in the host machine.

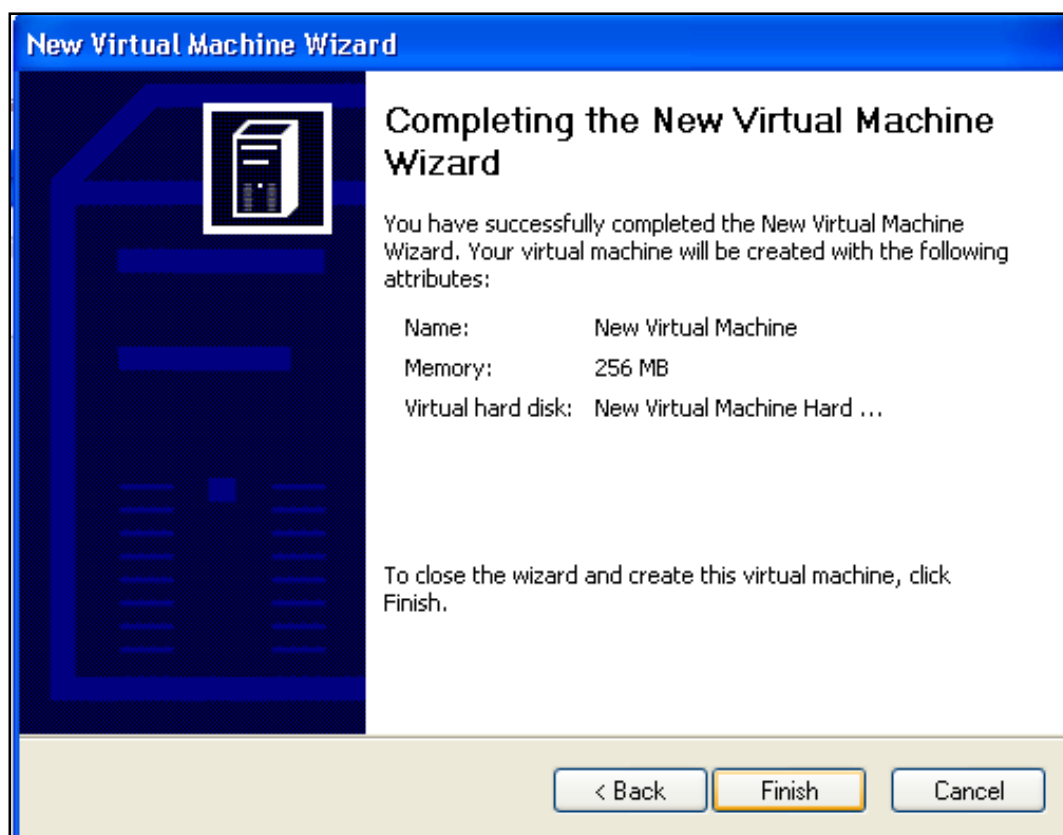
Once this has been set press the **Next** button to continue.



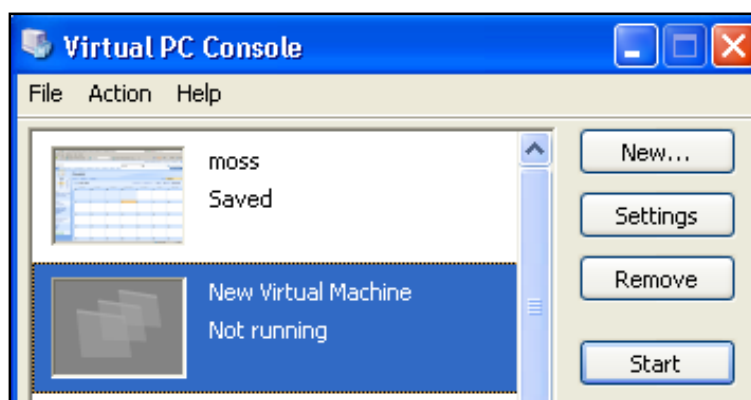
Now select whether you want to create a new virtual hard disk or use an existing one. There are a number of different options available in Microsoft Virtual PC when utilizing an existing hard disk but in this case simply select to create a new virtual hard disk and press the **Next** button to continue.



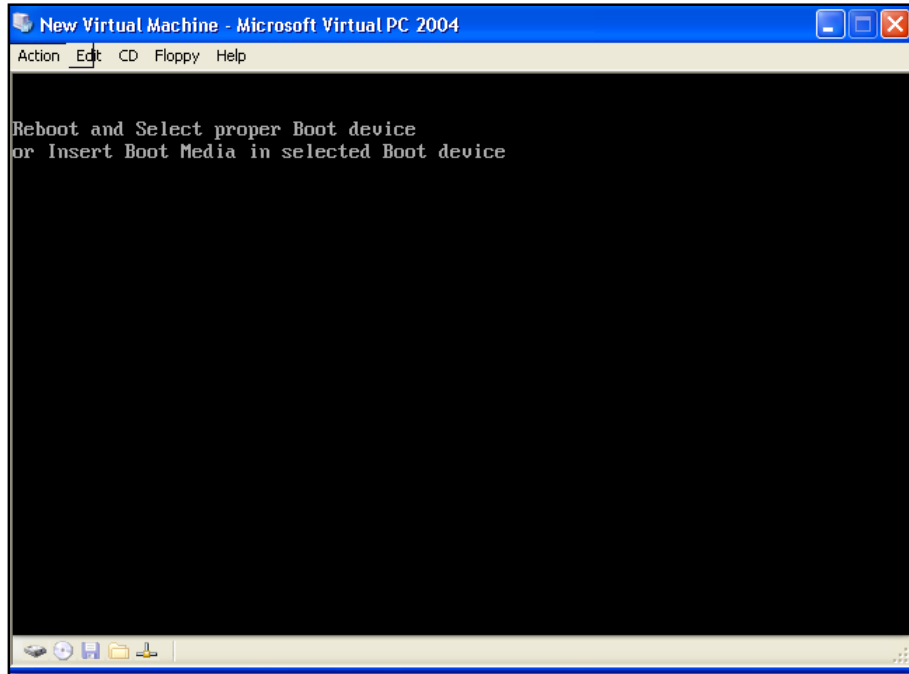
Now, specify the location of this new virtual hard disk on the host system. Ensure that you have enough disk space on your host system as virtual hard disks can grow to significant sizes. Press the **Next** button to continue.



The process is now complete. Press the **Finish** button.



You should now see an entry in the Virtual PC Console corresponding to the machine you just created. Simply select it and press the **Start** button to launch.



When the machine boots because there is no software installed, it will display a message like that shown above. This Virtual PC is now like any other physical PC, it needs to have an operating system installed (for WSS v3 you will need Windows Server 2003 or better) and configured. You are also required to license this Virtual Machine appropriately as well. You can connect the physical CD ROM on the host machine to this virtual machine via the *CD* option in the menu.

13.12 Template size limitation

When you create a new site template with WSS v3 and check the option to include the current content in the template you will be limited to a size of 500MB. However, if you have migrated from a SharePoint v2 site and attempted to save a site as a template that was originally from SharePoint v2 (i.e. not newly created on WSS v3) you will face a limit of 10MB, even though the site is now on WSS v3.

In order to increase the size limitation to whatever value you desire. Use the stsadm utility via:

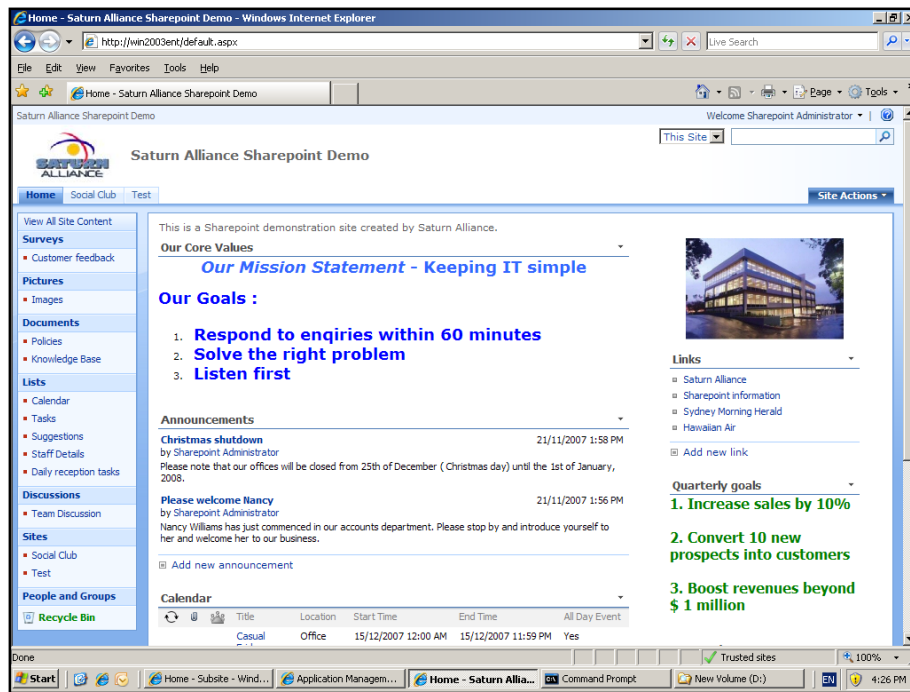
```
stsadm -o setproperty -propertyname max-template-document-size -propertyvalue 500000000
```

This command will set the size of all sites to the normal 500MB maximum.

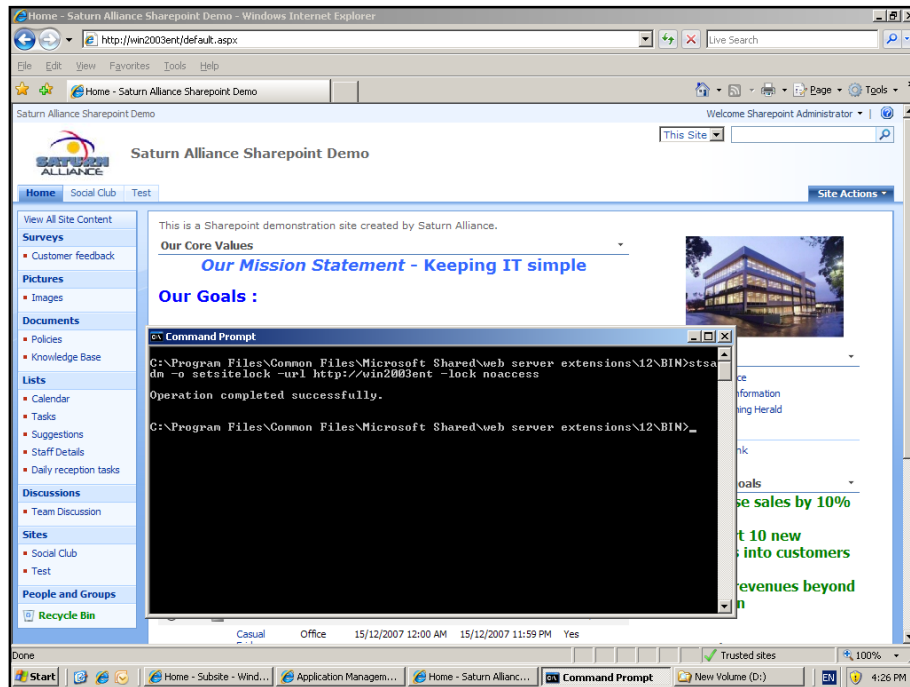
13.13 Locking a site

Chapter 13 – Troubleshooting

It is possible to use the command line program stsadm to “lock” a WSS v3 site to prevent user access while leaving the site available for a backup.



Check that the WSS v3 site is operating correctly. Log on to the WSS v3 server as an administrator and launch the command line via **Start | Run | CMD**.



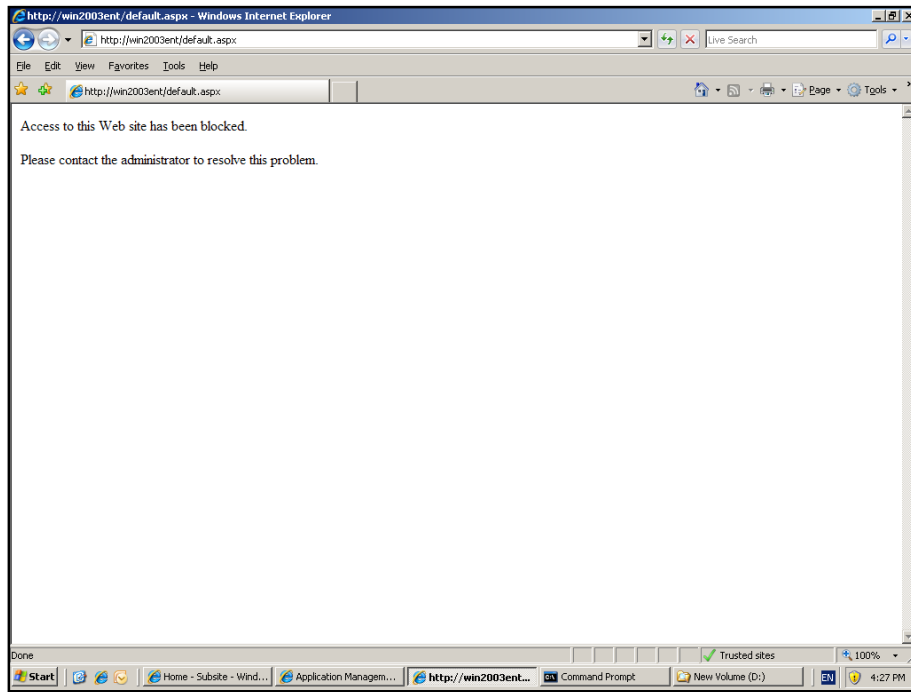
Chapter 13 – Troubleshooting

Change to the WSS v3 bin directory which is normally located at *c:\program files\common files\Microsoft shared\web server extensions\12\bin*.

```
stsadm -o setsitelock -url http://<WSSv3_site> -lock noaccess
```

In this case above

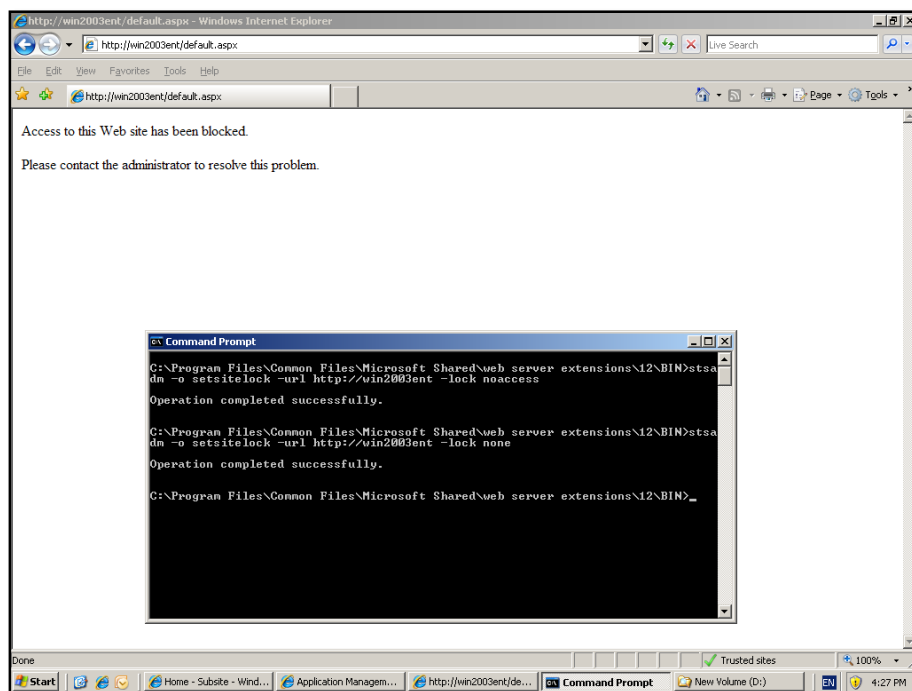
```
stsadm -o setsitelock -url http://win2003ent -lock noaccess
```



If you now browse to the WSS v3 site you will find that it reports as being “blocked”.

This now means that the WSS v3 site is inaccessible for all users (including administrators) except for backup via the command line. So at this point the only real command that can be run is a **stsadm -o backup** (see **13.6 WSS v3 command line backup**) for more information.

Chapter 13 – Troubleshooting



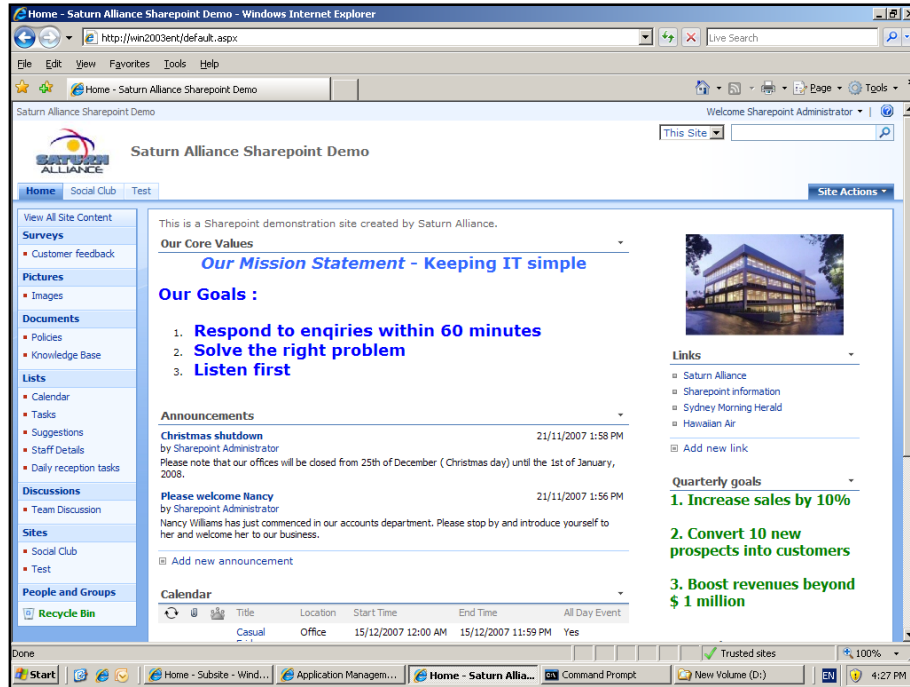
To “unlock” the WSS v3 site after work is complete return to the command line and run the following command:

stsadm -o setsitelock -url http://<WSSv3_site> -lock none

In this case above

stsadm -o setsitelock -url http://win2003ent -lock none

Chapter 13 – Troubleshooting



If you return to the WSS V3 site you should now see that it is available.

The –lock parameter also has the following additional options:

- lock noadditions

 - Permits changes that reduce the size of the data.

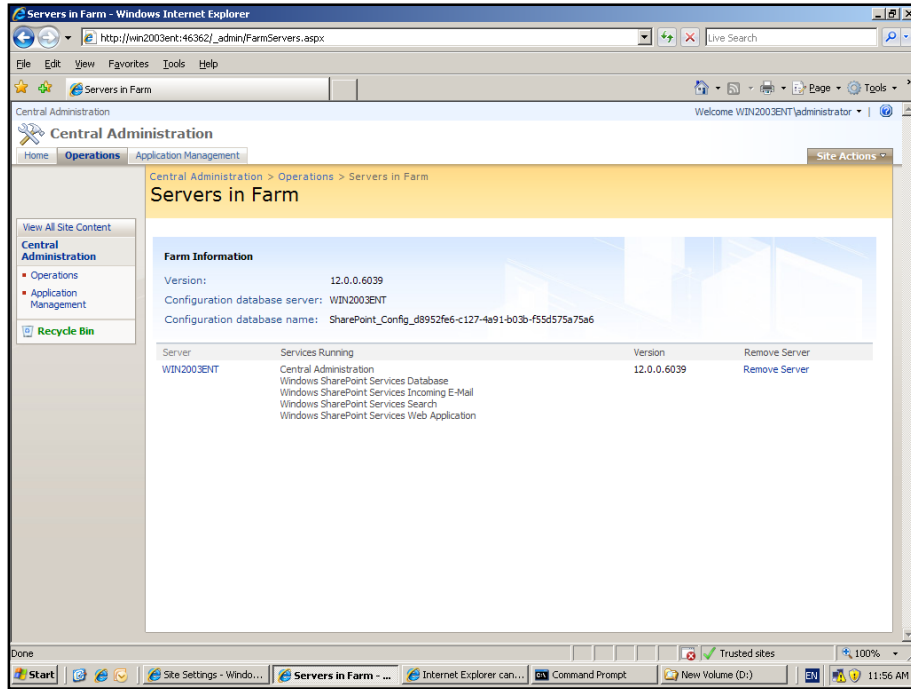
- lock readonly

 - Sets the site collection to read only

13.14 Version

You should always ensure that your WSS v3 installation is current. To check the version number open the SharePoint 3.0 Administrator and select the *Operations* tab.

Chapter 13 – Troubleshooting

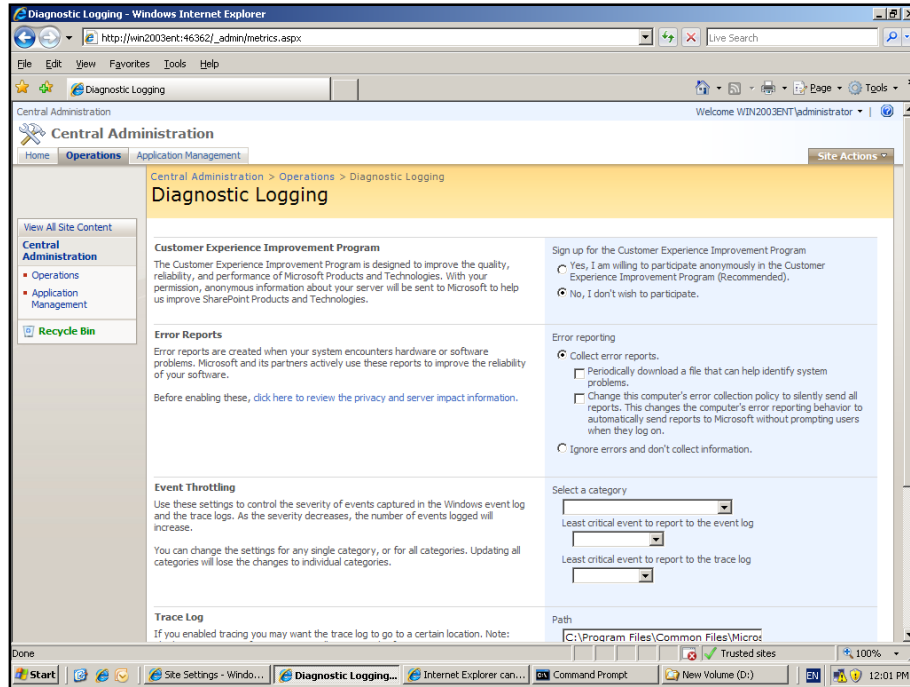


Here you will see the version number. Always ensure that it is current.

13.15 Diagnostic logging

To diagnose issues ensure that you have the Logging and Event throttling turned on. To do this, open the SharePoint 3.0 Administrator and select the *Operations* tab. Under the heading *Logging and Reporting* at the bottom, select **Diagnostic logging**.

Chapter 13 – Troubleshooting



You can change the level of logging and throttling here as required. By default, the logs will be located in *c:\program files\common files\Microsoft shared\web server extensions\12\logs* but can be changed via the Diagnostic Logging window shown above.

13.16 Event logs

In some cases the server may log events in the Windows Event log. To open the event viewer log into the WSS v3 server as an administrator and select **Start | Administrative Tools | Event Viewer**.

13.17 Deleting configuration database

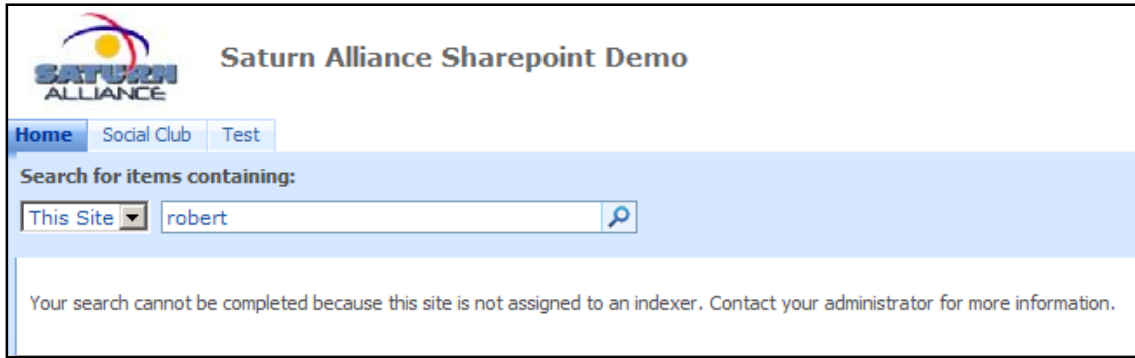
If you uninstall then re-install WSS v3 on the same computer the setup may fail when creating the configuration database. To prevent this, prior to the re-installation delete the existing configuration database using the PSCONFIG utility. At the command prompt on the WSS v3 server type:

```
Pscconfig –cmd configdb –craetedatabase <uniquename>
```

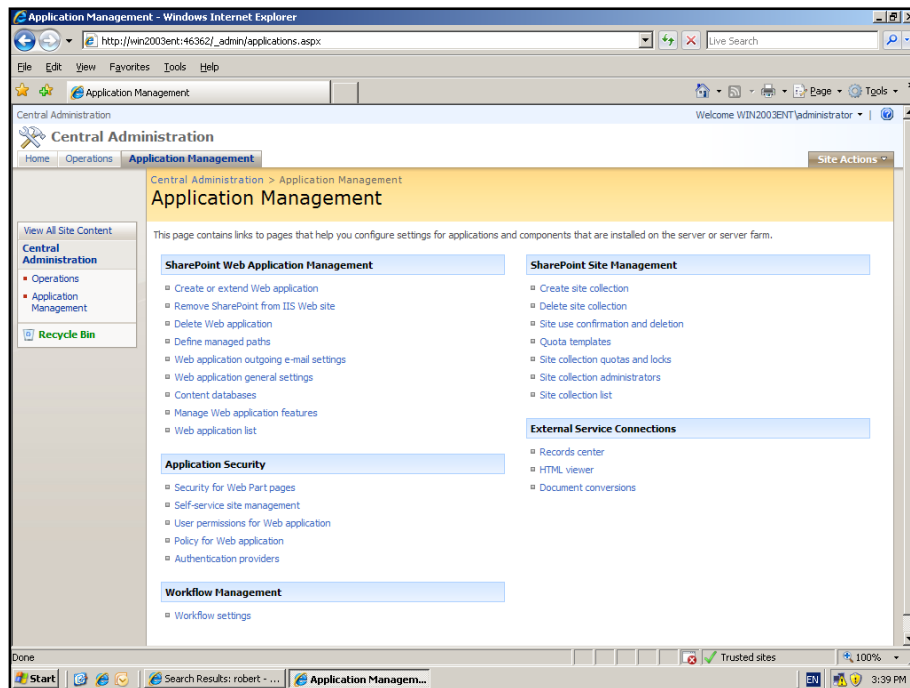
13.18 Site is not assigned to an indexer

If you receive the message when you attempt a search like shown below

Chapter 13 – Troubleshooting



You need to assign your WSS v3 site to a search server. To do this open the SharePoint 3.0 Central Administration console and select the *Application Management* tab.



Under the *SharePoint Web Application Management* select **Content database**.

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Now click on the name of your content database (in this case WSS Content).

Manage Content Database Settings - Windows Internet Explorer

http://win2003ent:46362/_admin/oldcontdb.aspx?DatabaseId=%7B5180F303%2D1CFE%2D468E%2D718%2D4C914CFA7E Live Search

File Edit View Favorites Tools Help

Manage Content Database Settings

Central Administration Welcome WIN2003ENT\administrator

Central Administration

Home Operations Application Management Site Actions

Central Administration > Application Management > Content Databases > Manage Content Database Settings

Manage Content Database Settings

Use this page to update the properties of a content database in the Web application.

Warning: this page is not encrypted for secure communication. User names, passwords, and any other information will be sent in clear text. For more information, contact your administrator.

Database Information

Specify database connection settings for this content database. Use the **Database status** options to control whether or not new sites can be created in the database. When the database status is set to **Ready**, the database is available for hosting new sites. When the database status is set to **Offline**, no new sites can be created.

Database server
WIN2003ENT\Microsoftr #SSEE

SQL Server database name
WSS_Content

Database status
Ready

Database authentication
Windows authentication

Database Capacity Settings

Specify capacity settings for this database.

Number of sites before a warning event is generated
9000

Maximum number of sites that can be created in this database
15000

Search Server

You can choose to associate a content database with a specific server that is running the Windows SharePoint Services search service.

Select Windows SharePoint Services search server
WIN2003ENT

Remove Content Database

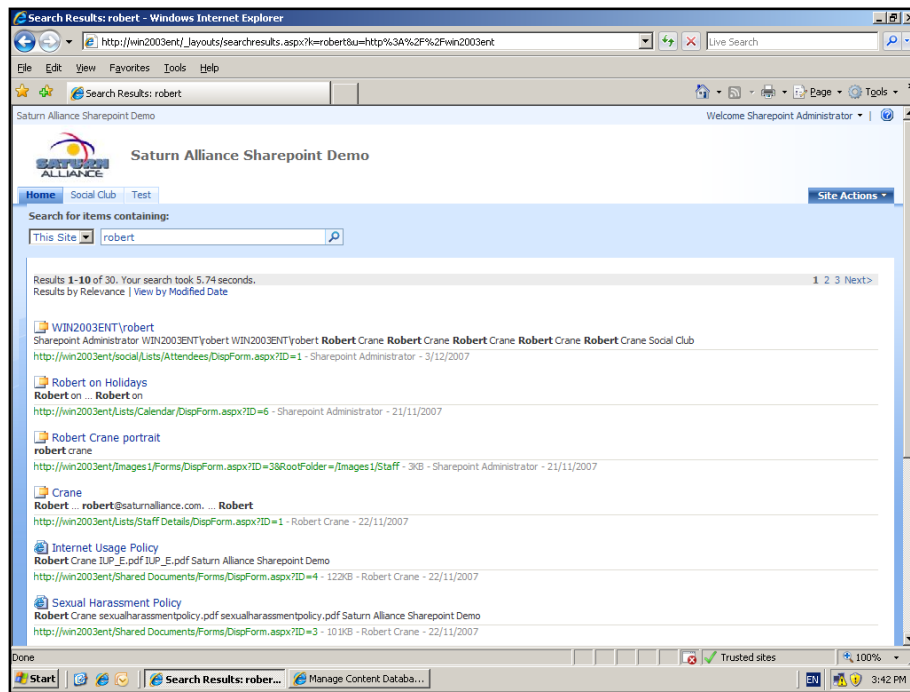
Use this section to remove a content database from the server farm. When you select the **Remove content database** check box and click **OK**, the database is no longer associated with this Web application. **Caution:** When you remove the content database, any sites listed in that content database are removed from the server farm.

☐ Remove content database

In the *Search Server* option towards the bottom of the page ensure you select a server from the available list. In most cases this will be the same as they WSS v3 server. Once you press the **OK** button to save your changes indexing will commence immediately and the performance may be affected while this search completes.

Chapter 13 – Troubleshooting

If you now complete a search you should see all the results in your site like so:



Remember that all the results will not be displayed until the index has completed. The time taken to complete an index of you WSS v3 site will vary depending the amount of information you have in your WSS v3 site.

13.19 Slow launch

It is possible that some of the IIS processes have been put to 'sleep' if the SharePoint site has been active for a while. This would mean that the first user to access the system would experience a delay of a minute or two before the application launched. This can be overcome by changing the idle timeout for the SharePoint Application Pool in IIS.

On IIS 6

1. Run the *Internet Information Server Manager* from *Administrative Tools* on the SharePoint server.
2. Locate the *Application Pools* folder and open it.
3. Locate the SharePoint Application Pool and **right mouse click** and select *Properties* from the menu that appears.
4. Select the *Performance* Tab.
5. Unselect the *Idle Timeout* option.

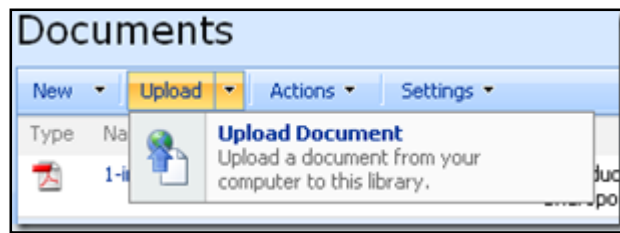
On IIS 7

1. Run the *Internet information Server Manager* from *Administrative Tools* on the SharePoint server.
2. Select the Server name.
3. Select *Application Pools* underneath the Server name.
4. Select the SharePoint Application Pool the *Select Application Pool Defaults* under *Actions*.
5. Change the *Idle Timeout* option under the *Process Model* heading to 0.

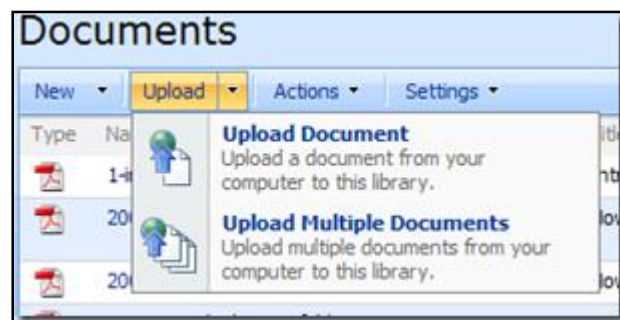
13.20 Uploading multiple documents

SharePoint supports the ability to upload multiple documents, however it only does so on machines that have Microsoft Office installed. This means that unless you have Microsoft Office installed on the machine from which you plan to upload multiple documents to SharePoint that functionality will not be available.

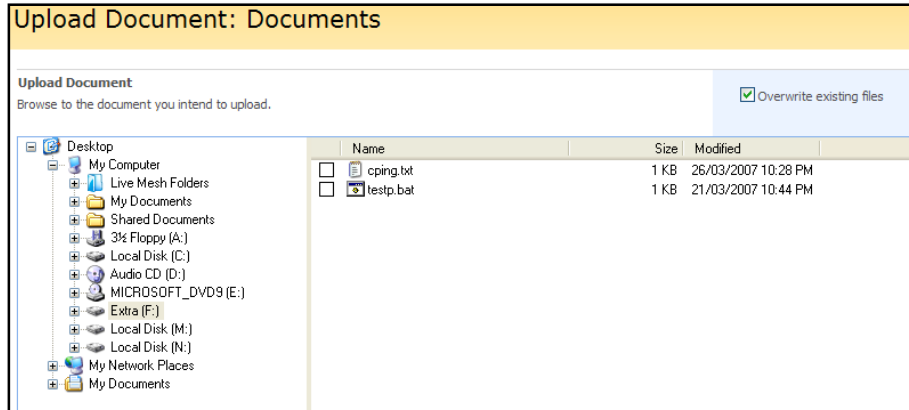
If you access a SharePoint document library from a machine without Microsoft Office installed and select *Upload* from the menu you will only see one menu option like so:



However, if you repeat the process using a machine that has Microsoft Office installed you will see two menu options like so:



Typically, you'll get the first option when you access SharePoint from a server machine, thinking you can do the uploads from there. A better option is to go to a workstation and use the *Upload multiple documents* so you can transfer your documents by simply ticking the files required and pressing the **OK** button.



Simply use the navigation pane on the left to locate the directories from which you wish to upload file from your local machine. Once you have located the directory and opened it for viewing, simply click in the box next to the required entry on the list of files that appear on the right of the screen.

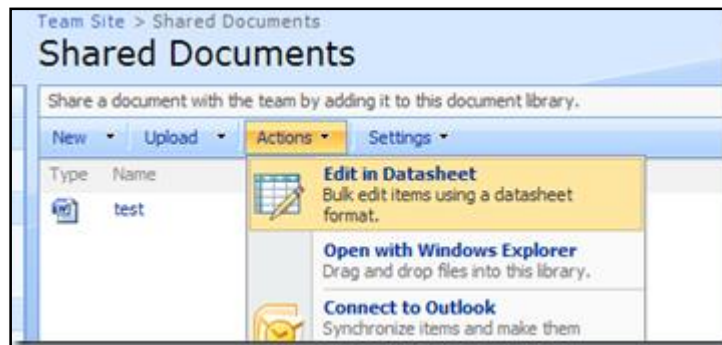
By default, the option to *Overwrite existing files* will be enabled. This can be disabled by unchecking the option in the top right of the screen.

When you have completed making all your selections simply press the **OK** button to commence the transfer. The time taken to transfer the files will vary depending on the total size of the files you wish transferred.

When the transfer process is complete you will be returned to the document library.

13.21 Edit in datasheet without Microsoft Office

Normally in SharePoint if you want to edit a list or library in a datasheet the machine you are using has to have Microsoft Office installed.



But what happens in cases where machines aren't going to need Microsoft Office otherwise? It seems a little silly to purchase a copy of Microsoft Office just to have the ability to edit in a datasheet with SharePoint.

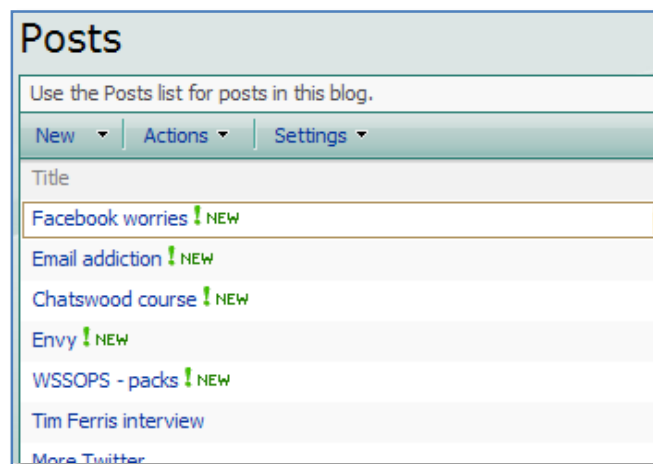
Chapter 13 – Troubleshooting

The solution is to download and install Access 2007 Runtime from Microsoft which is a free download. You can download this from:

<http://www.microsoft.com/downloads/details.aspx?familyid=d9ae78d9-9dc6-4b38-9fa6-2c745a175aed&displaylang=en>

So now all client machines can have the functionality of using the 'Edit in Datasheet' feature without having to purchase an additional Microsoft Office license.

13.22 Adjusting the !New icon



By default the !New icon that appears new to new content in WSS v3 is displayed for two days. This can be adjusted with the following STSADM command:

```
Stsadm -o setproperty -url http://<WSSv3_Site> -propertyname days-to-show-new-icon  
-propertyvalue <days>
```

Thus to only display the !New icon for a single day you would use the command:

```
Stsadm -o setproperty -url http://<WSSv3_Site> -propertyname days-to-show-new-icon  
-propertyvalue 1
```

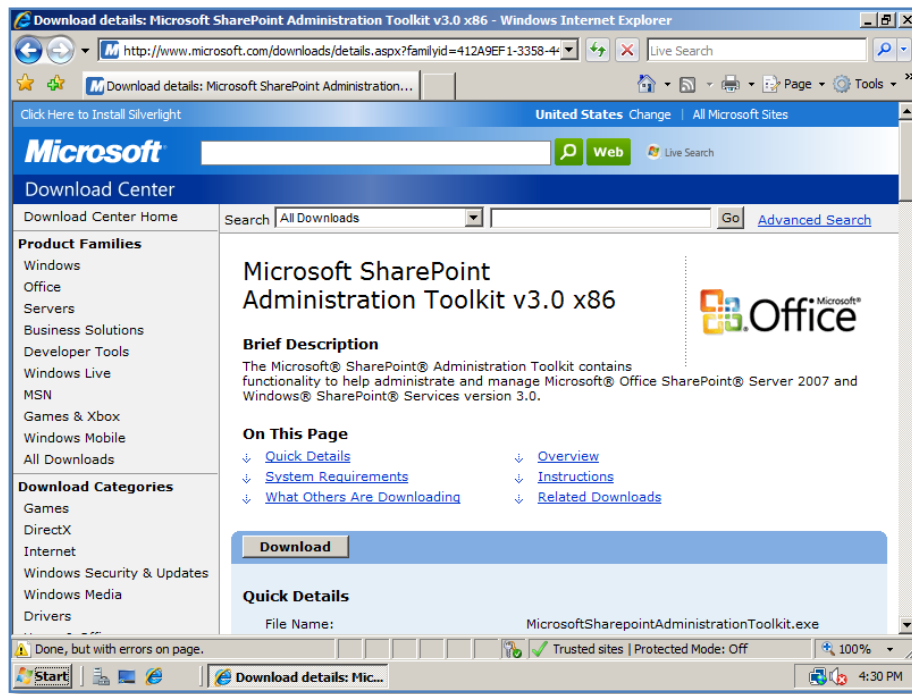
And to disable the !New icon completely simply set the days value to zero like so:

```
Stsadm -o setproperty -url http://<WSSv3_Site> -propertyname days-to-show-new-icon  
-propertyvalue 0
```

13.23 SharePoint Administration Toolkit v3

Microsoft have released a SharePoint Administration Toolkit v3 that is available for both 64 bit (x64) and 32 bit (x86) WSS v3 installations.

Chapter 13 – Troubleshooting



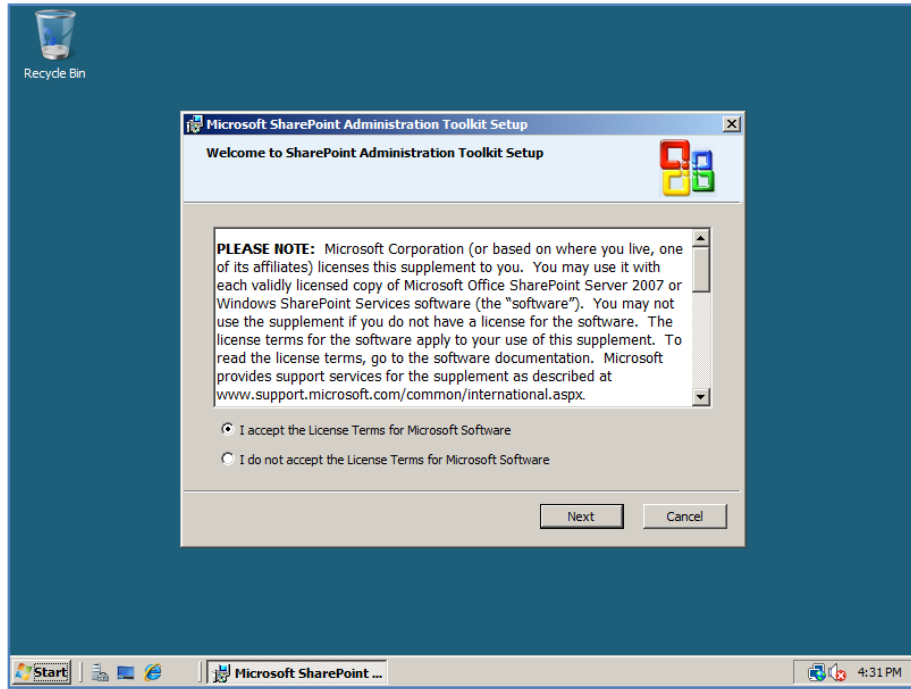
The first step is to download the appropriate Toolkit based on your architecture from <http://www.microsoft.com/downloads> (simply do a search for SharePoint Administration Toolkit).

It is advisable that you also download the document – SharePoint Diagnostics Tool (SPDiag) user Guide first from:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=1c222804-51c7-4bb5-ae3d-89c68ad27a78&DisplayLang=en>

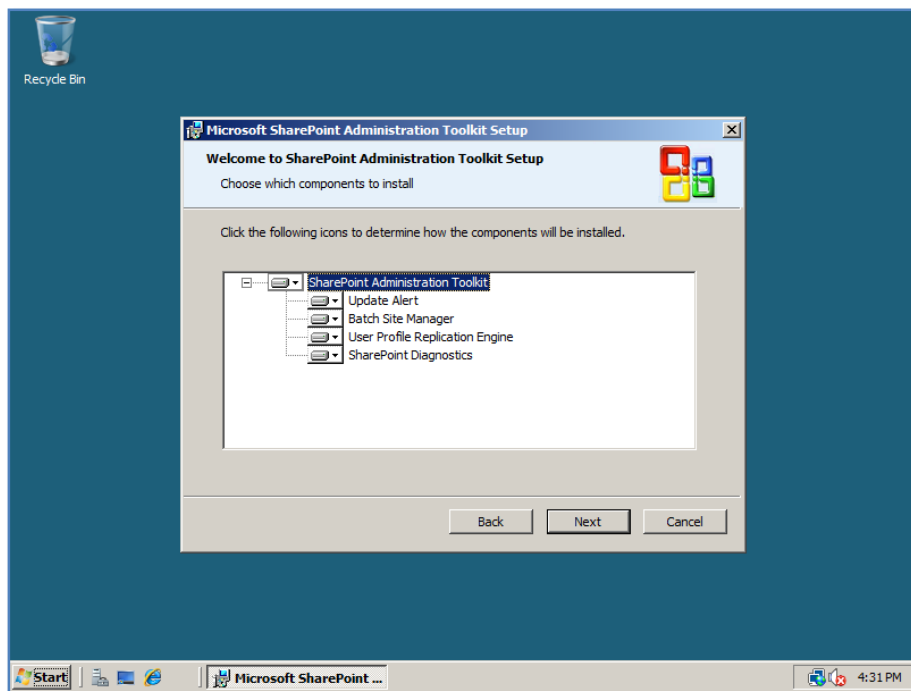
As this document contains information about setting up the system for the Toolkit including some of the required prerequisites including Dot Net Framework v3.5 and Microsoft Chart Controls for Microsoft .NET Framework 3.5. The document will also show you how to configure the IIS logs to capture the required information.

Chapter 13 – Troubleshooting



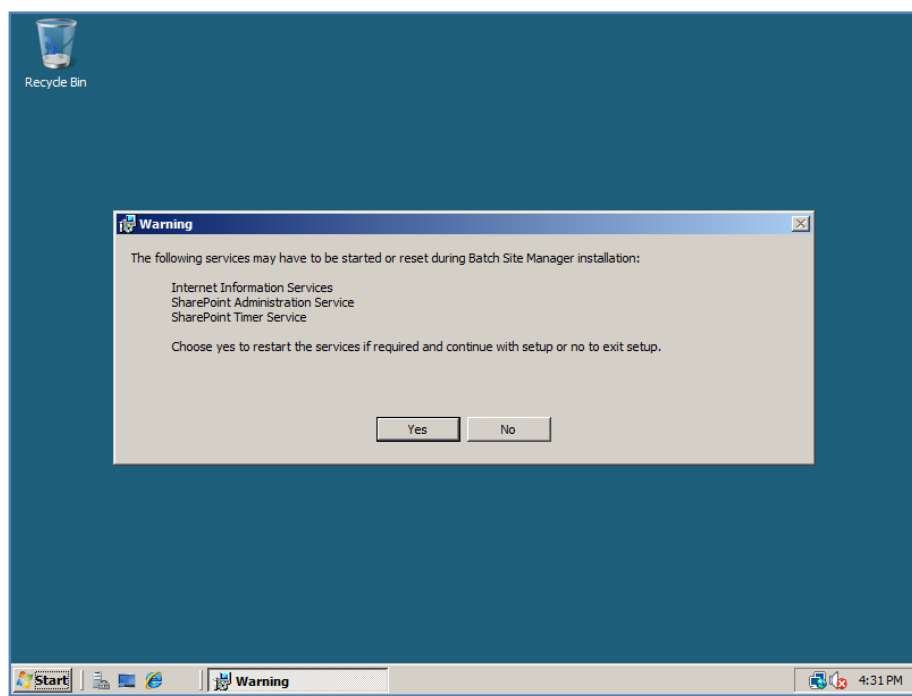
Once the package has been downloaded simply double click on the file to commence the installation.

Select the option to accept the license terms and press the **Next** button to continue.



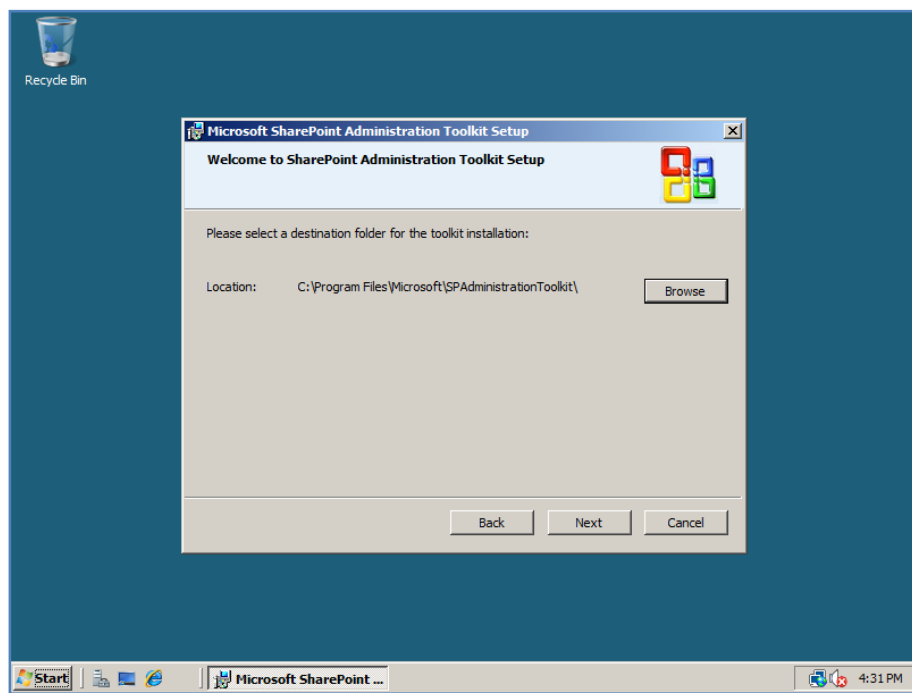
Leave the existing settings as default and press the **Next** button to continue.

Chapter 13 – Troubleshooting



You will be warned that some services will be restarted. Be ware that this may affect other applications your users are accessing on that server.

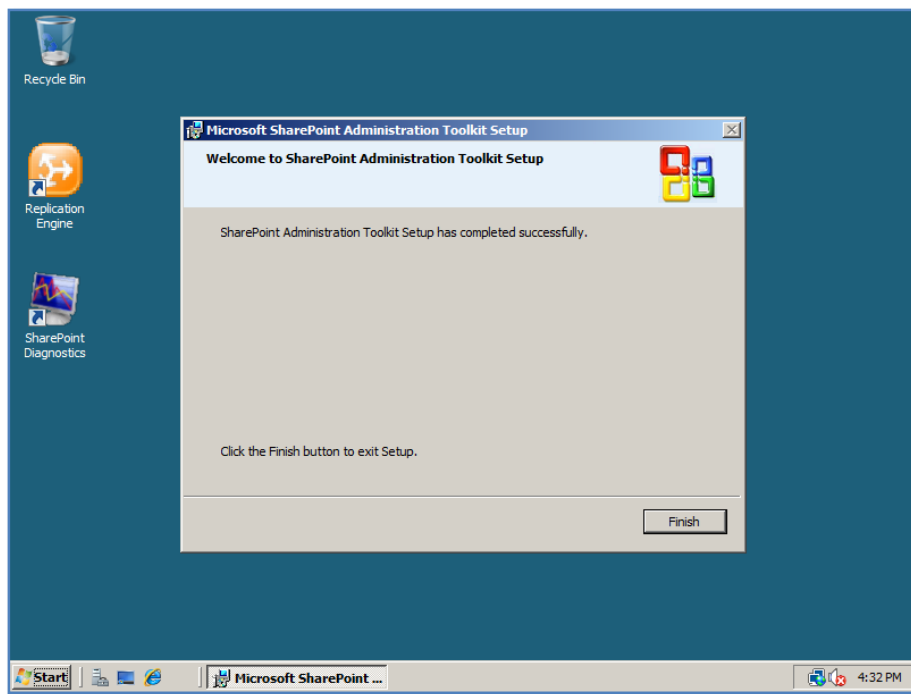
Press the **Yes** button to proceed.



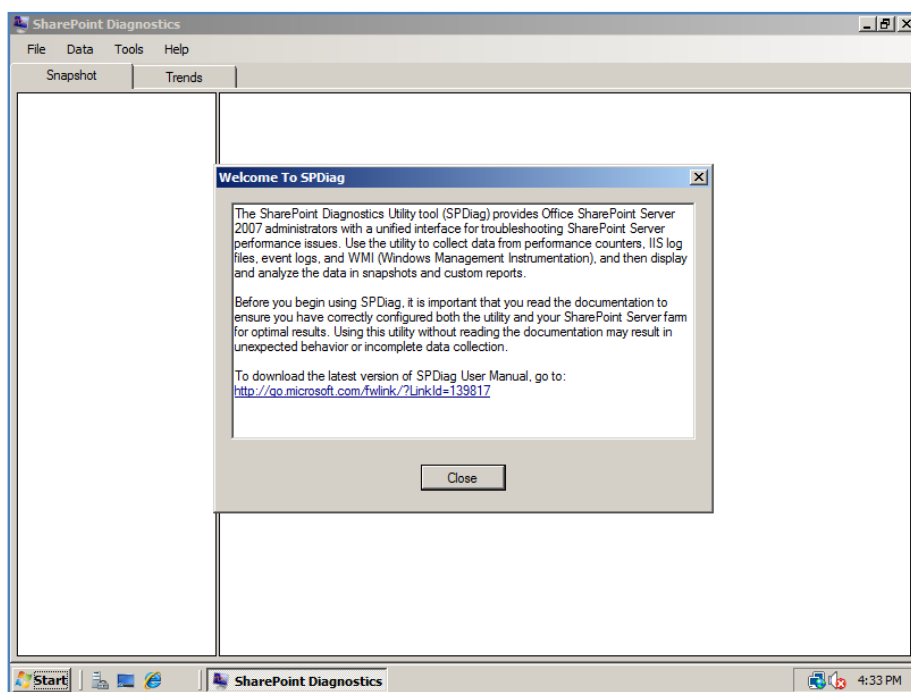
Chapter 13 – Troubleshooting

Select the location where you want the tool to be installed which by default will be in *c:\program files\Microsoft\SPAdministrationToolKit*.

Press the **Next** button to continue.



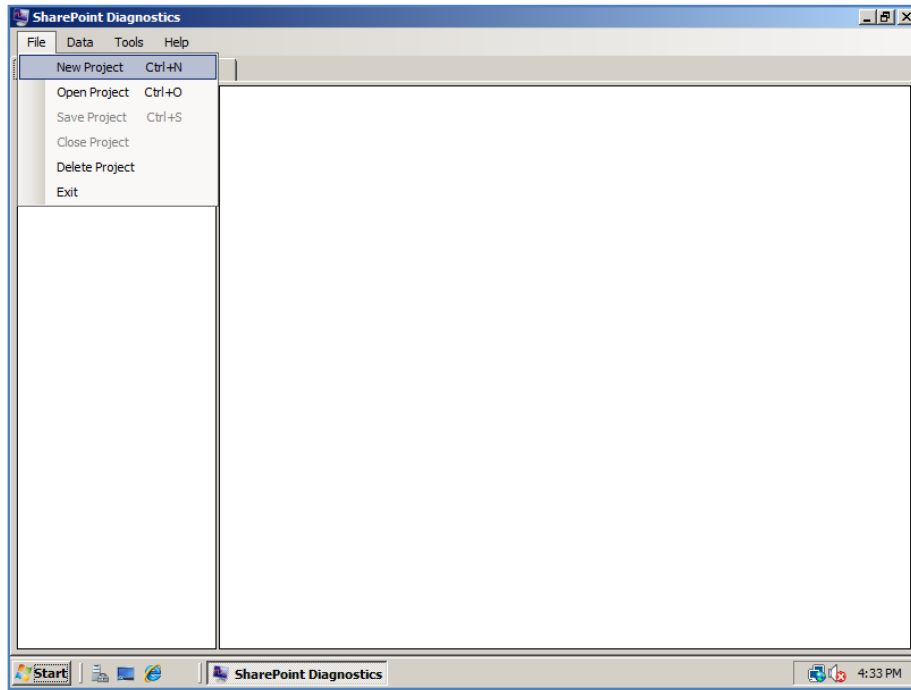
Press the **Finish** button to complete the installation.



Chapter 13 – Troubleshooting

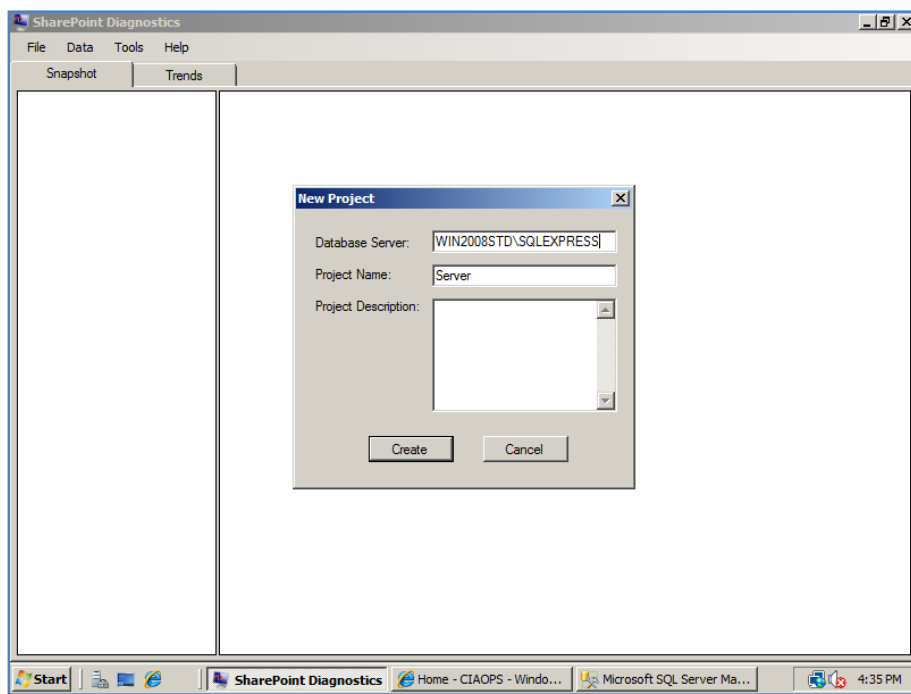
To run the Diagnostics tool simply **double click** on the icon that was placed on the desktop or locate the program under the *Start menu*.

When you open the program for the first time you will be prompted by a message recommending that you read the information contained in the document SharePoint Diagnostics Tool (SPDiag) user Guide. As mentioned before this will not only show you how to use the program but also how to configure your system to get the most from it.



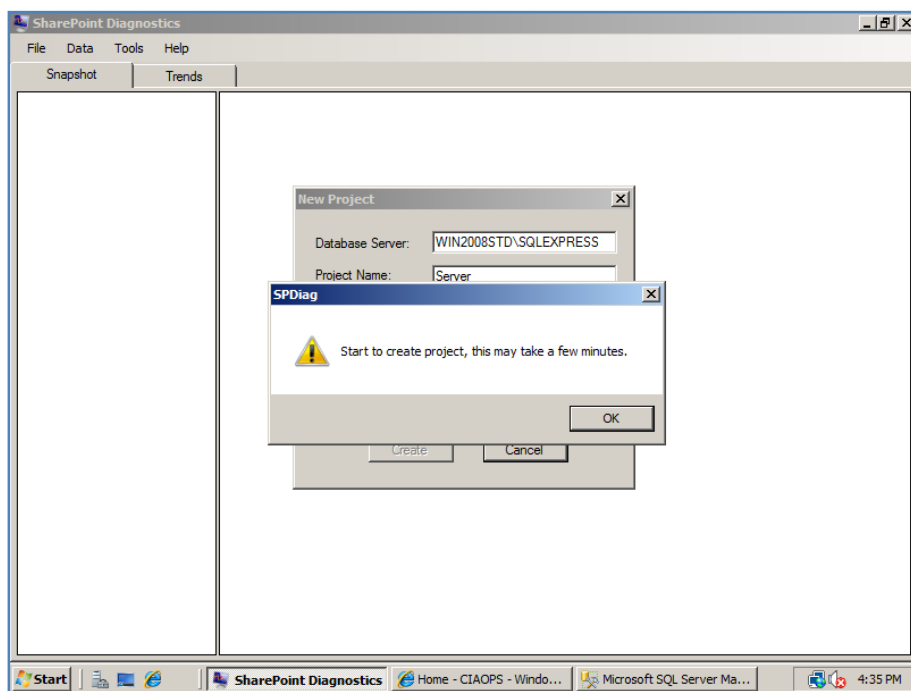
The first step is to create a **New Project** from the *File* Menu.

Chapter 13 – Troubleshooting



You will now be prompted for the SharePoint database server name (in this case WIN2008STD\SQLEXPRESS), a Project name and description.

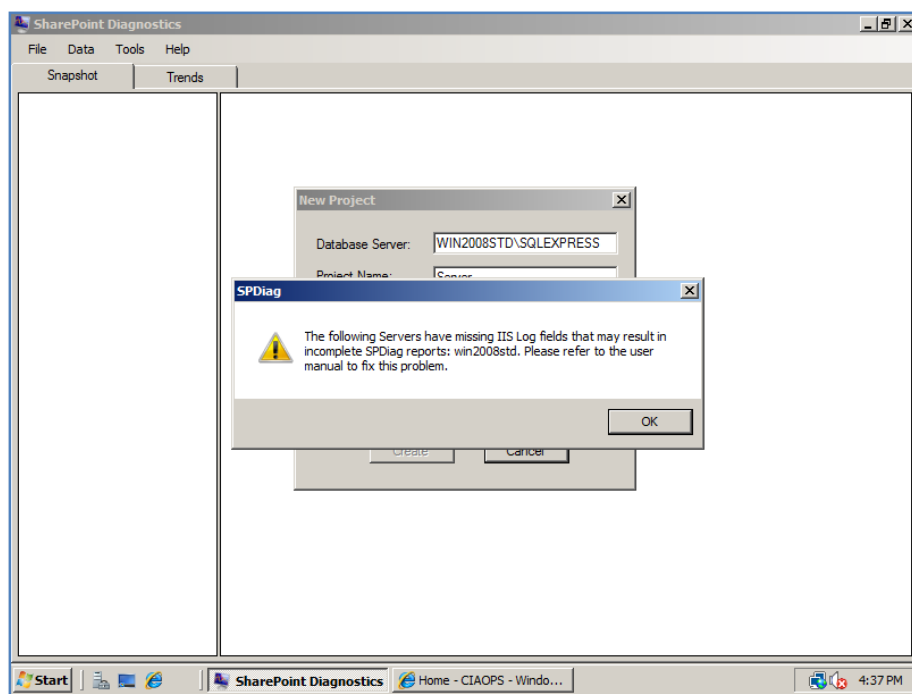
When these have been entered press the **Create** button.



You will now receive a message indicating that the project is being created.

Chapter 13 – Troubleshooting

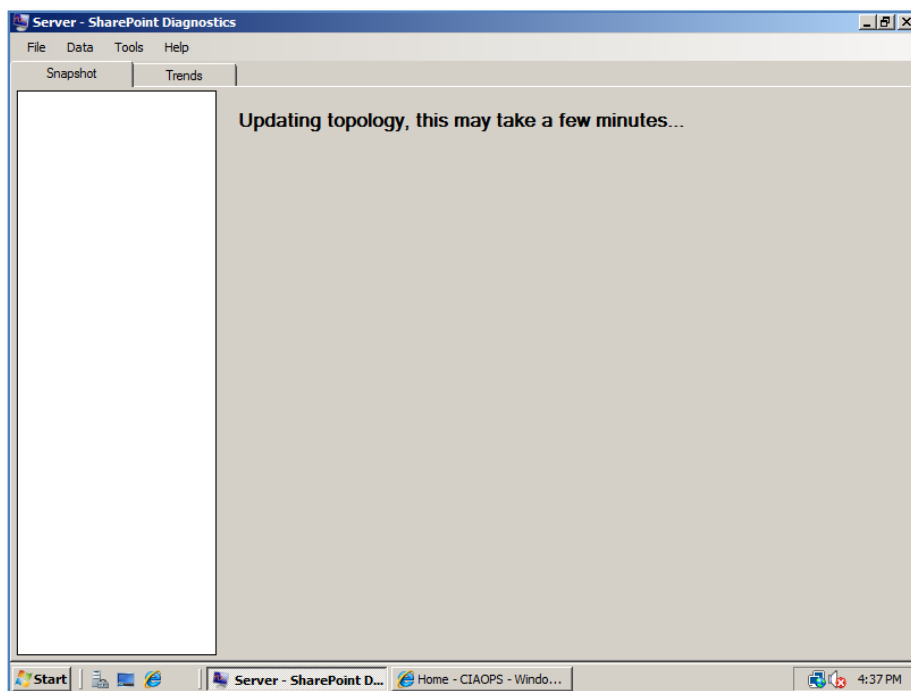
Press the **OK** button to continue.



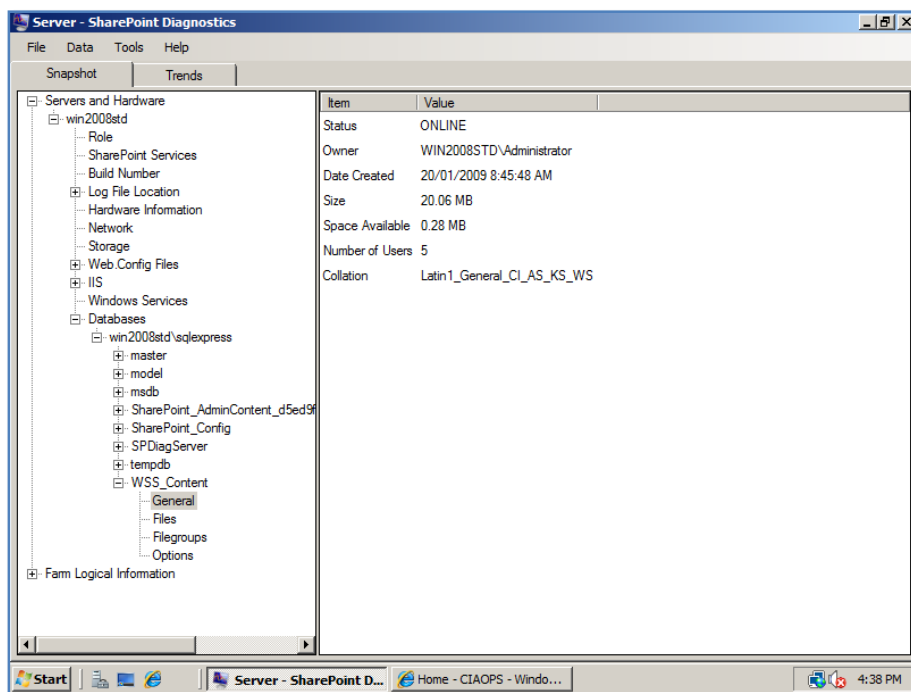
If the IIS logs have not been configured correctly you will receive the following message. In this case it simply means that some information will not be present in the reports.

Press the **OK** button to continue.

Chapter 13 – Troubleshooting

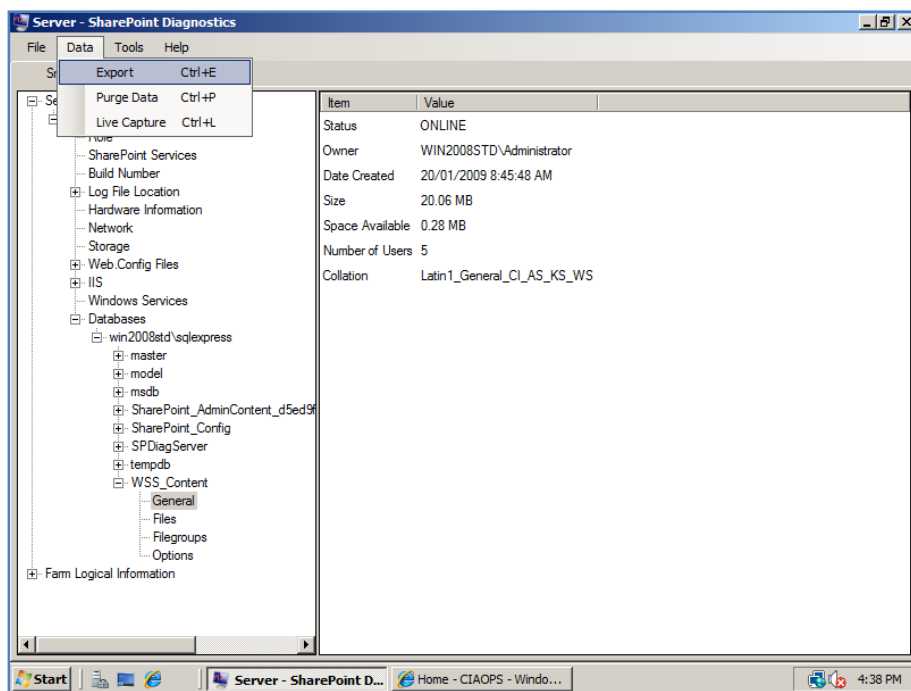


You should now see a message that updating is taking place.

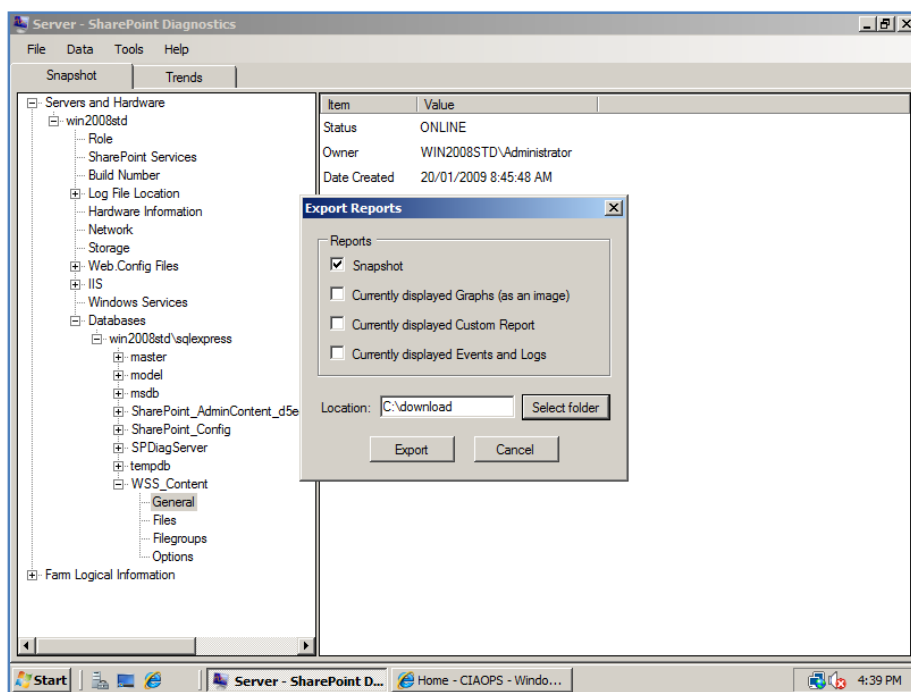


When the update is complete you will be presented with a tree view of all the settings of the WSS v3 site. Simply drill down into these to view their settings.

Chapter 13 – Troubleshooting



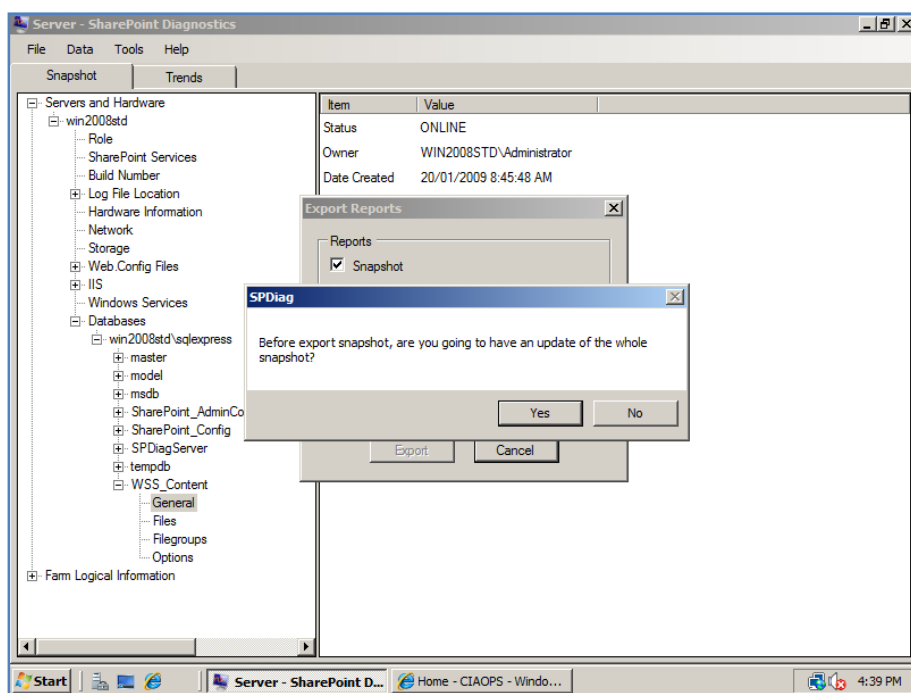
You can export these settings to an XML if required. To do this select **Export** from the *Data* menu.



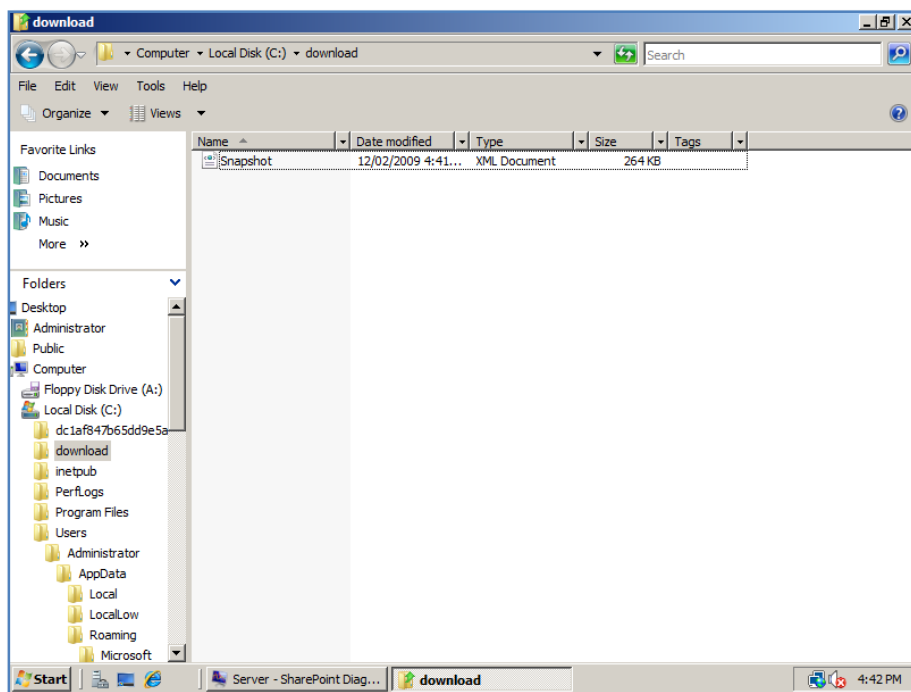
Select the information you wish to be exported and the location of the exported file.

Press the **Export** button to proceed.

Chapter 13 – Troubleshooting

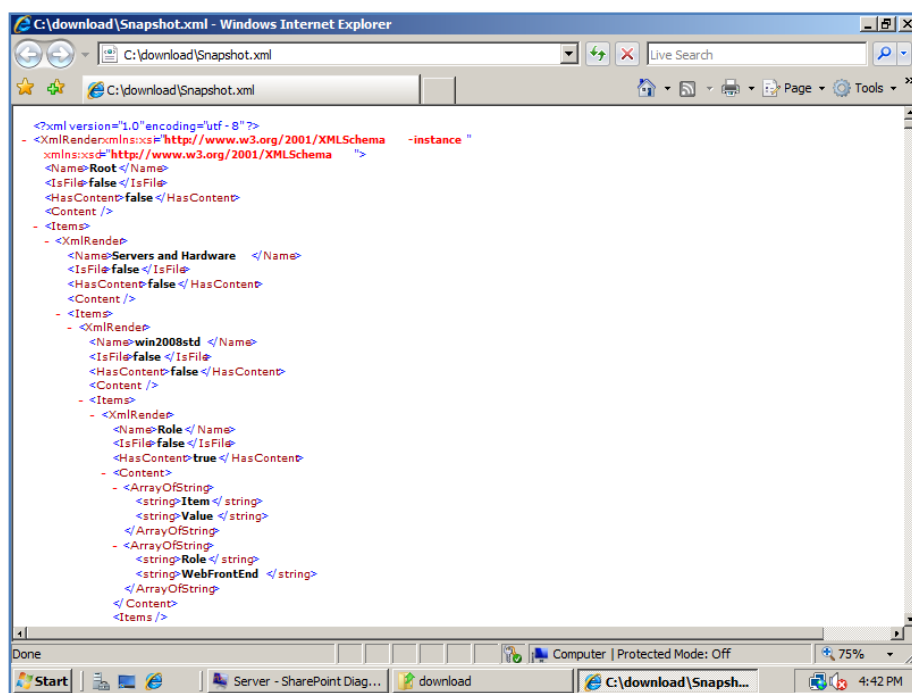


Select the **Yes** button to allow the data to be updated.



When the export is complete if you look in the destination directory you should find a file called snapshot.xml.

Chapter 13 – Troubleshooting



If you **double click** this file you should see all your WSS v3 settings in XML format. This information can be used to assist in the resolution of issues that may arise with WSS v3.

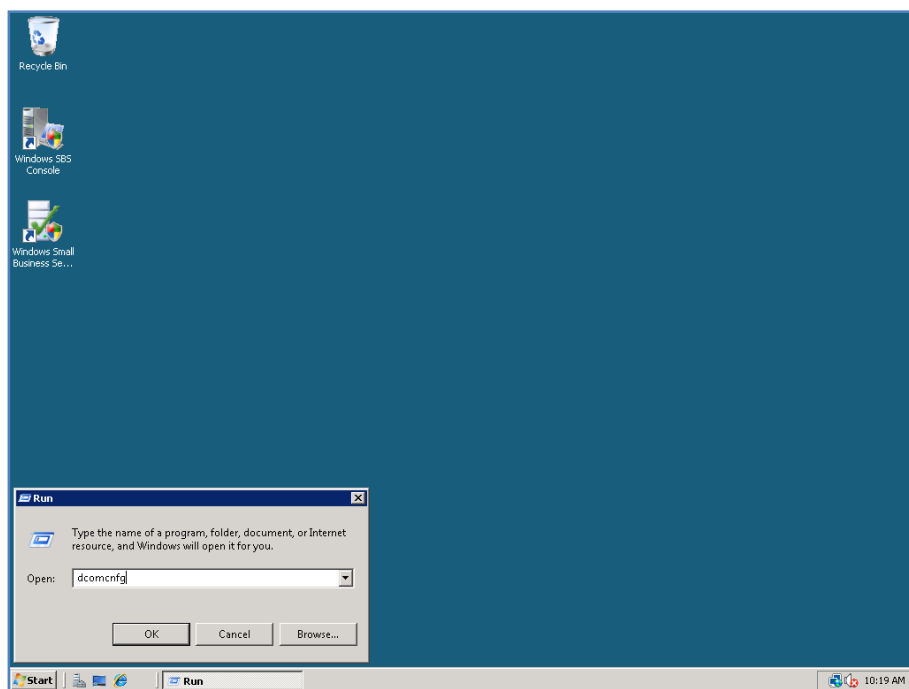
13.24 Event ID error messages 10016 and 10017

This is a walk-through of the solution found at:

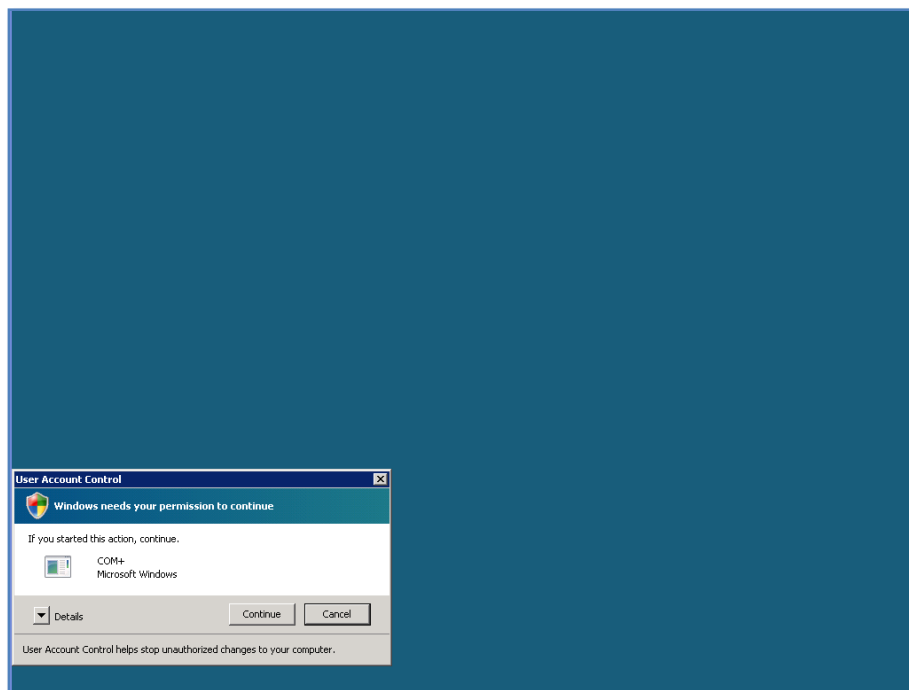
<http://support.microsoft.com/default.aspx/kb/920783>

described as : *Event ID error messages 10016 and 10017 are logged in the System log after you install Windows SharePoint Services 3.0*

Chapter 13 – Troubleshooting



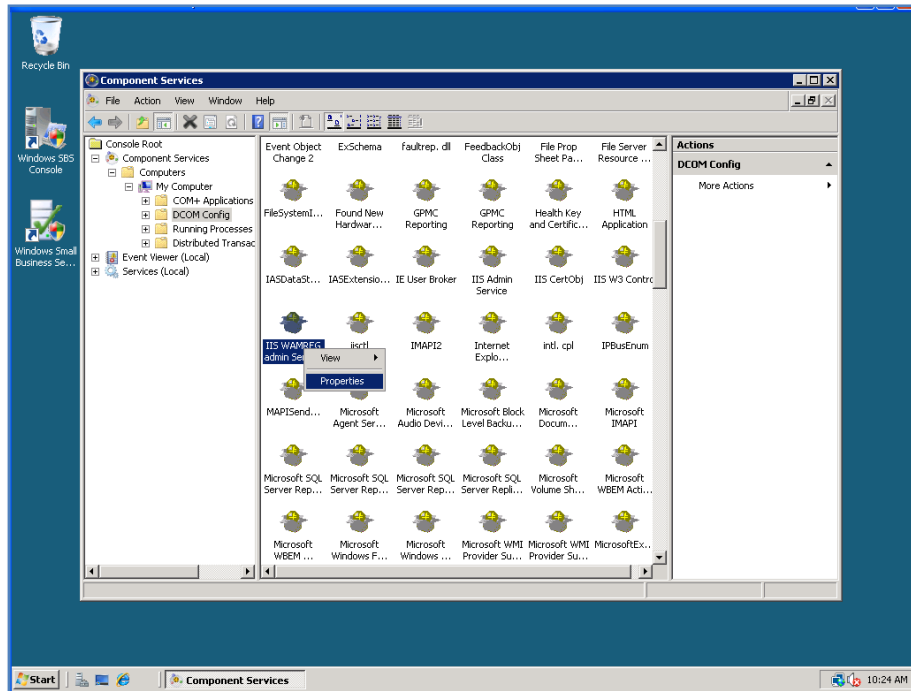
On the WSS v3 server select **Start | Run** and type in **dcomcnfg** and press the **OK** button.



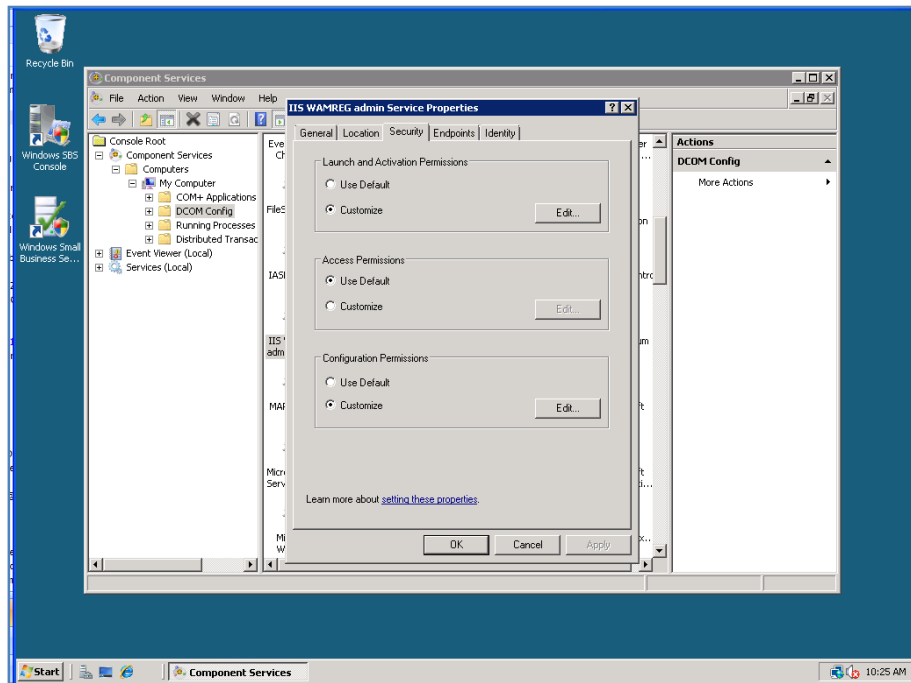
Depending on which server you are running WSS v3 on (in this case Windows 2008) you maybe be prompted to continue by *User Account Control*.

If so press the **Continue** button.

Chapter 13 – Troubleshooting

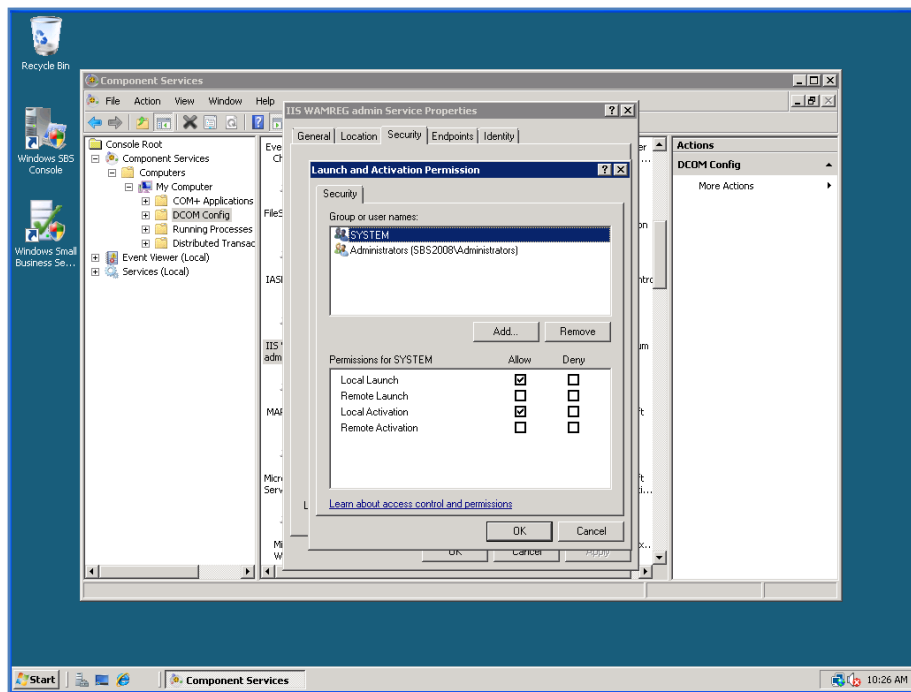


Under *Console* root locate **Component Services | Computers | My Computer | DCOM Config**. Click on **DCOM Config** to display the components on the right hand side. In the list that appears locate **IIS WAMREG admin Service**. **Right mouse click** on the icon and select **Properties** from the menu that appears.

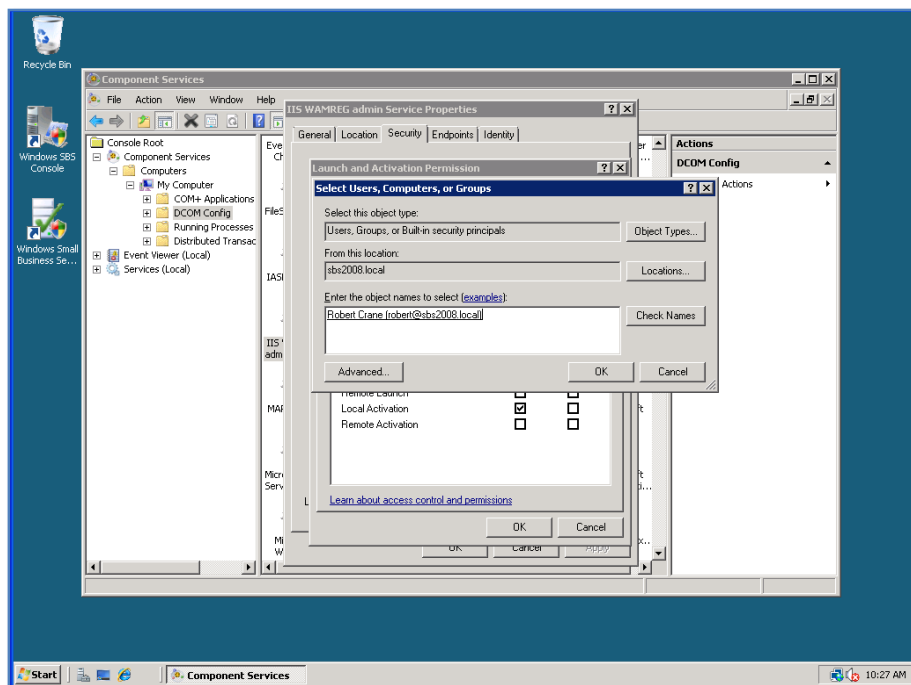


Chapter 13 – Troubleshooting

Click the **Security** tab, then under the *Launch and Activation Permissions* section at the top of the window select the **Edit** button.



From the window that appears select the **Add** button.



The actual event log error should appear like:

Chapter 13 – Troubleshooting

Type: Error

Source: DCOM

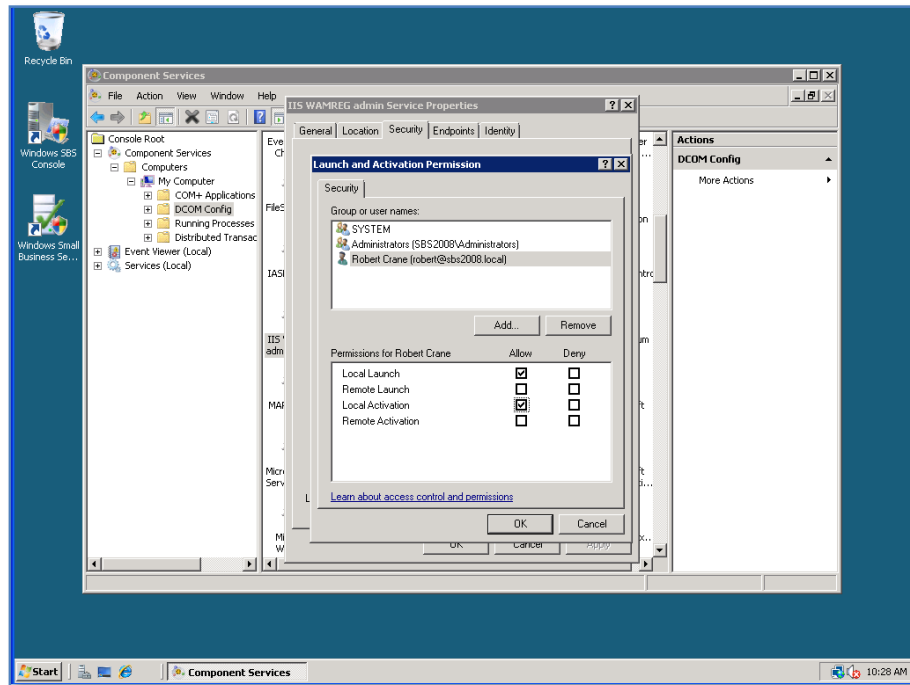
Category: None

Event ID: eventId

Description:

The application-specific permissions settings do not grant Local Activation permission for the COM Server application with CLSID {CLSID} to the user DomainName\UserName SID {SID}. This security permission can be modified using the Component Services administration tool.

Enter the DomainName\Username that appears in the error log into the lower box, press the **Check Name** button and when correctly entered press the **Ok** button.



After the user has been added to the top box ensure that the option to *Allow Local Activation* has also been checked.

Click **OK** twice to close the open windows and then close the *Component Services* window.

13.25 SharePoint Log Viewer

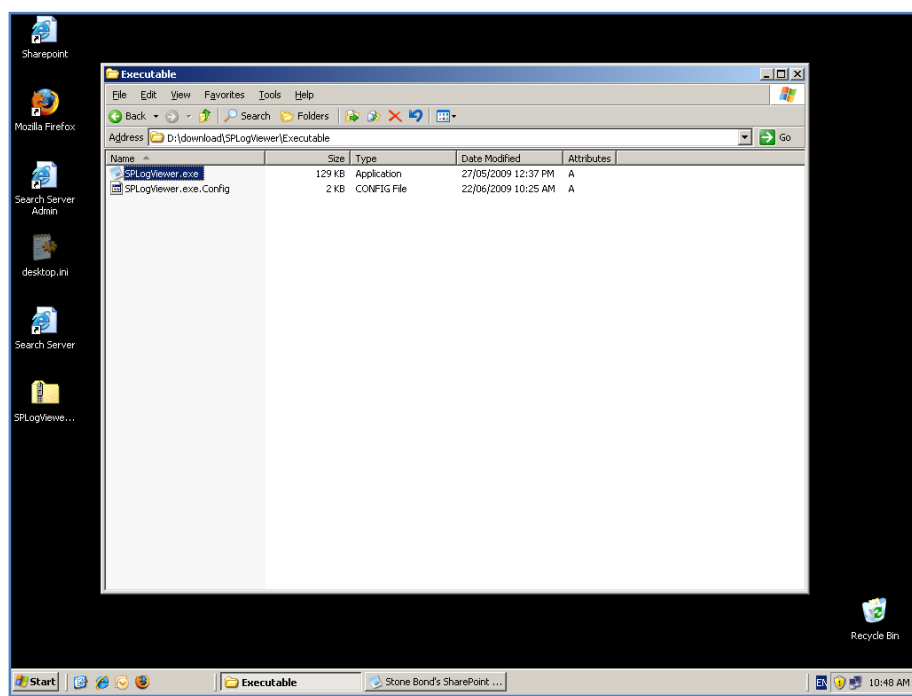
One of the first places to start troubleshooting WSS v3 at a low level is the SharePoint log files. By default these are located in *c:\program files\common files\microsoft shared\web server extensions\12\logs*. They are typically just text files of events.

Chapter 13 – Troubleshooting

In many cases it can be very hard to locate the specific cause of an issue given the verbosity of the logs. This is where the splogviewer can come in handy as it allows you more easily view and interpret the logs.

Splogviewer is a free download available from :

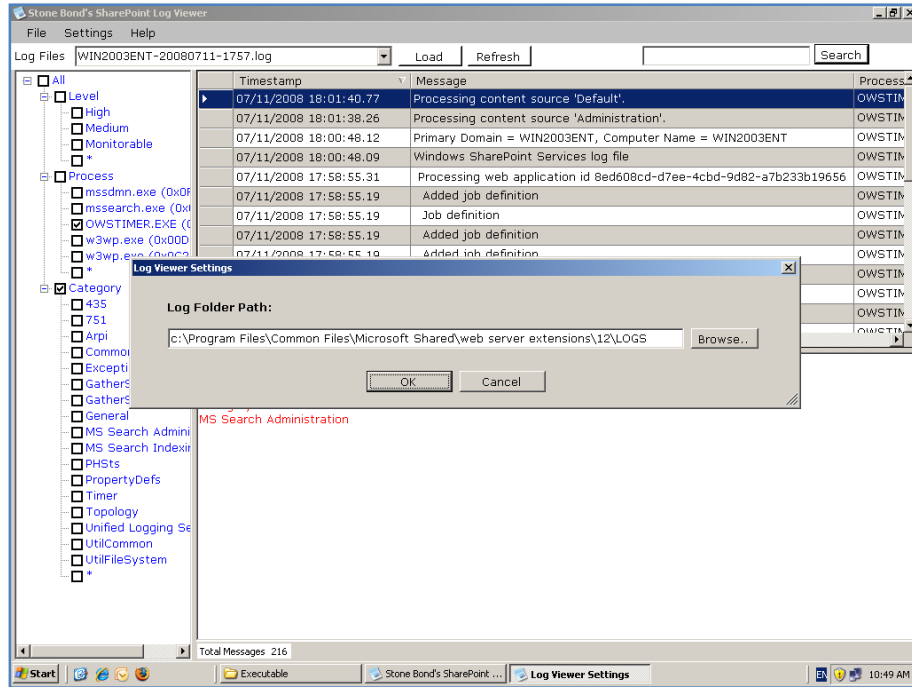
<http://www.stonebond.com/Products/OpenSource/SharePointLogViewer/tabid/326/Default.aspx>



After downloading and unzipping the files you will end up with two files in the directory: Splogviewer.exe and splogviewer.exe.Config

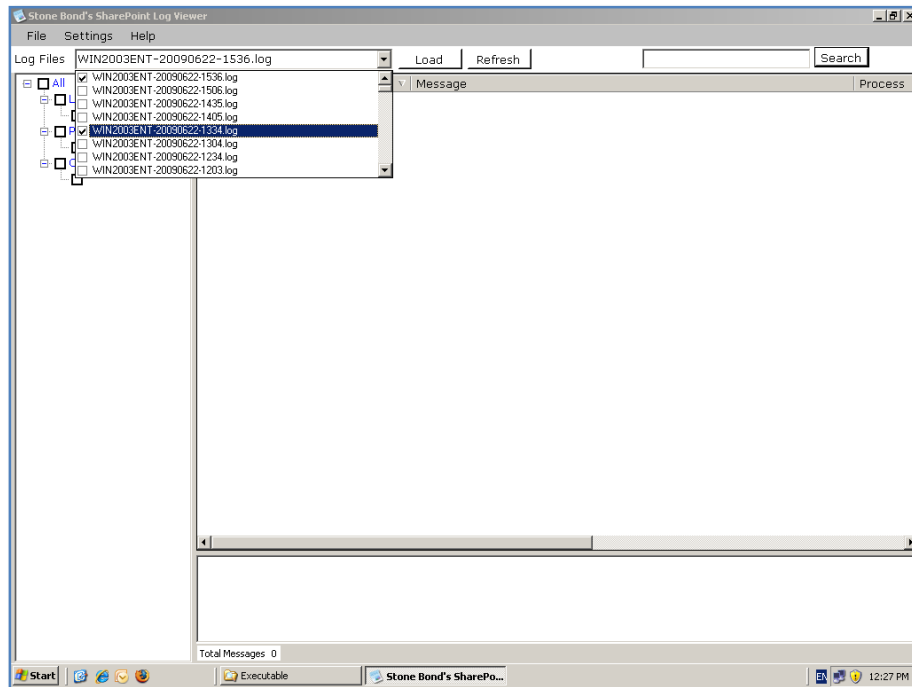
Simply **double click** Splogviewer to launch.

Chapter 13 – Troubleshooting



By default the WSS v3 logs are located in *c:\program files\common files\microsoft shared\web server extensions\12\logs*. If the software is unable to detect the logs in this location you will prompted to enter the location as shown above.

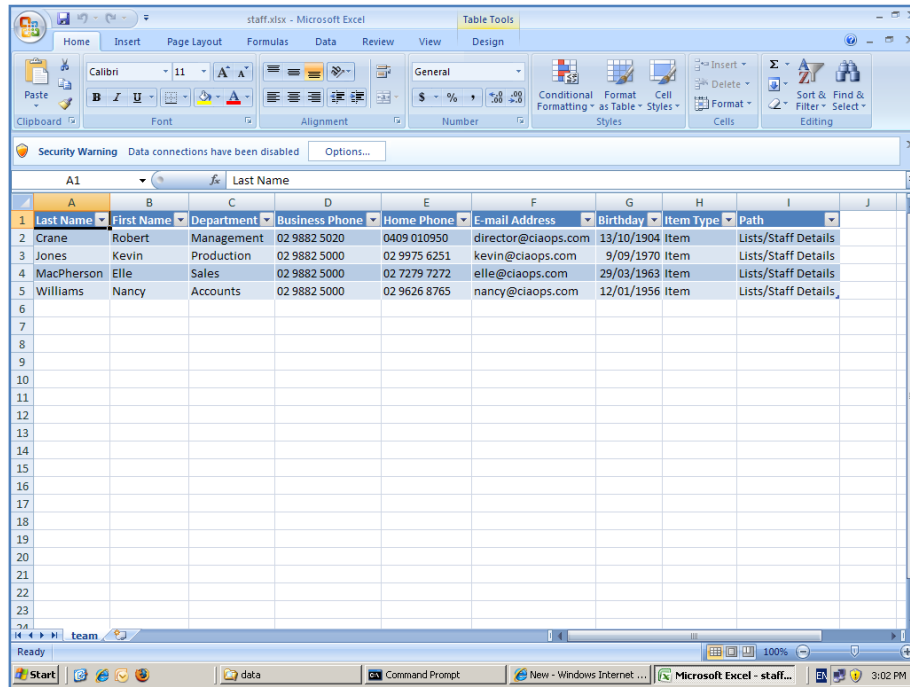
Make the necessary changes and press the **OK** button to save the configuration.



Chapter 13 – Troubleshooting

The following steps will show you how to overcome this issue and allow you to successfully import a spreadsheet.

The first step in any import process is to construct an Excel spreadsheet like shown below in the same structure as desired for the WSS v3 list.

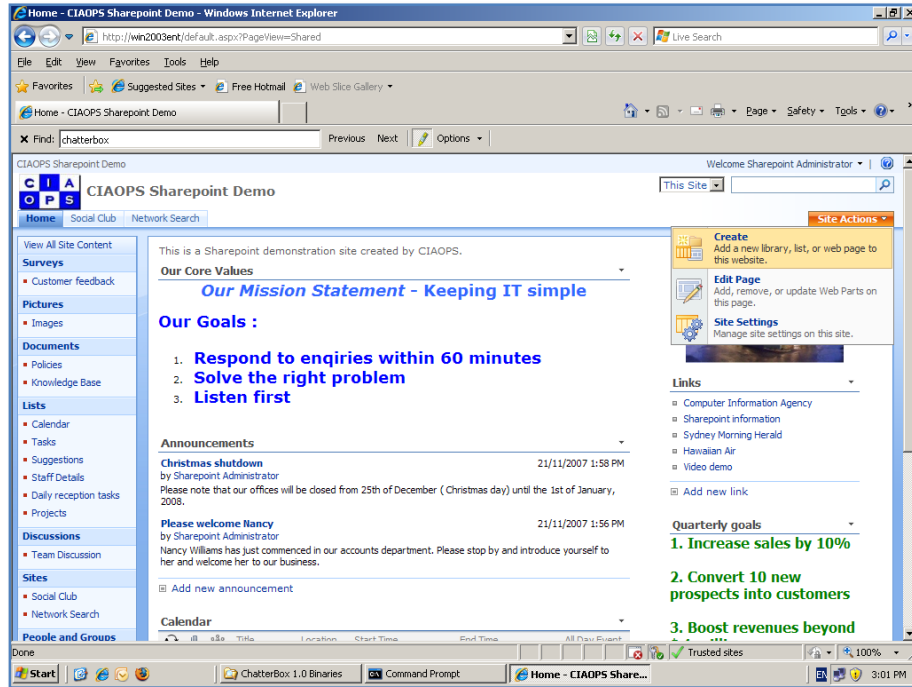


The screenshot shows a Microsoft Excel spreadsheet titled 'staff.xlsx'. The spreadsheet has columns labeled A through J. The data is organized into rows, with the first row (row 1) containing headers: Last Name, First Name, Department, Business Phone, Home Phone, E-mail Address, Birthday, Item Type, and Path. The subsequent rows (rows 2 through 5) contain data for four staff members: Crane, Jones, MacPherson, and Williams. The spreadsheet is displayed in the 'Table Tools' design tab, and the status bar at the bottom indicates 'Ready' and 'team'.

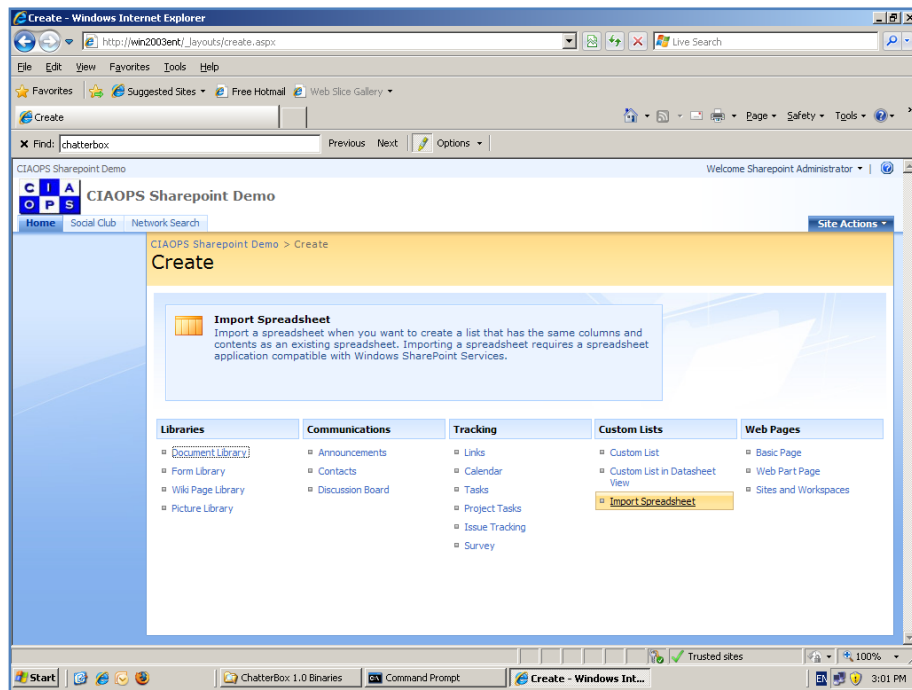
	A	B	C	D	E	F	G	H	I	J
1	Last Name	First Name	Department	Business Phone	Home Phone	E-mail Address	Birthday	Item Type	Path	
2	Crane	Robert	Management	02 9882 5020	0409 010950	director@ciaops.com	13/10/1904	Item	Lists/Staff Details	
3	Jones	Kevin	Production	02 9882 5000	02 9975 6251	kevin@ciaops.com	9/09/1970	Item	Lists/Staff Details	
4	MacPherson	Elle	Sales	02 9882 5000	02 7279 7272	elle@ciaops.com	29/03/1963	Item	Lists/Staff Details	
5	Williams	Nancy	Accounts	02 9882 5000	02 9626 8765	nancy@ciaops.com	12/01/1956	Item	Lists/Staff Details	
6										
7										
8										
9										
10										
11										
12										
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24										

Each item is a row in the spreadsheet while the columns denote the data fields for each item. Save the spreadsheet and make sure it is accessible on the workstation on which you plan to complete the import into WSS v3.

Chapter 13 – Troubleshooting

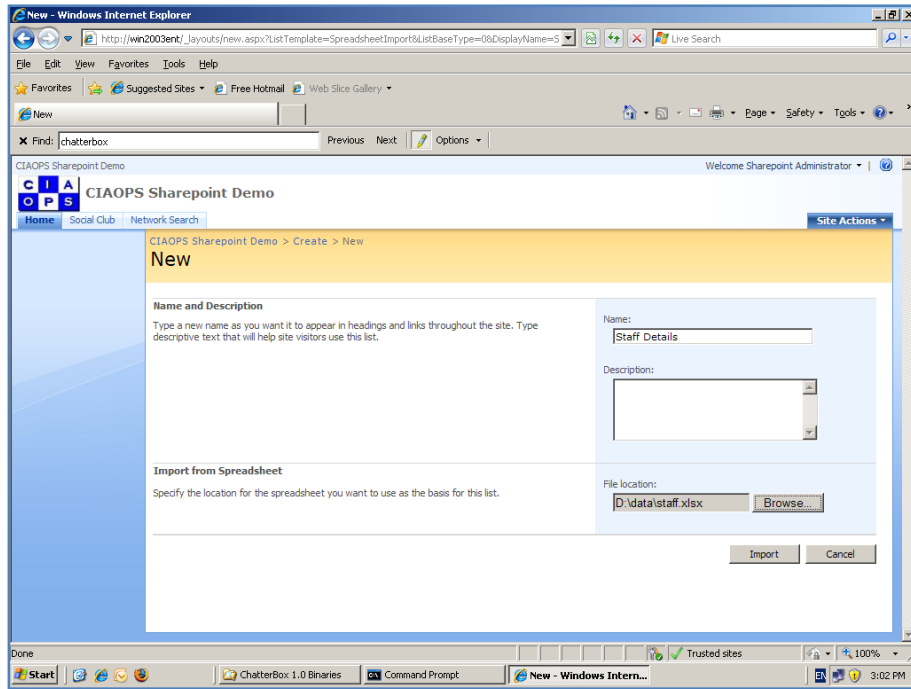


The next step in the process is to create a WSS v3 list from this spreadsheet. To achieve this you log into the WSS v3 with at least contributor rights and select **Site Actions | Create** from the top right of the window.



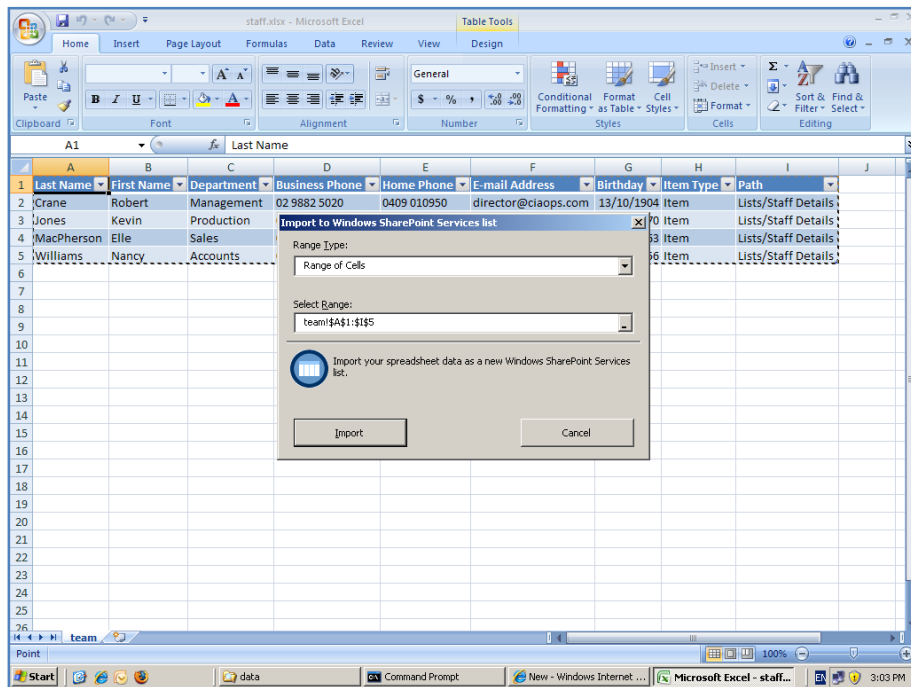
From the *Create* screen select **Import Spreadsheet** from under the *Custom Lists* topic to the right of the screen.

Chapter 13 – Troubleshooting



You now give the new list a unique *Name* (in this case *Staff Details*) and enter the location where the spreadsheet to be imported is on your local machine. You can use the *Browse* button to navigate to that location.

Once complete press the **Import** button to continue.



Chapter 13 – Troubleshooting

At this point Excel will launch and you should see the spreadsheet to be imported displayed on the screen. You will be asked to select the range of cells you wish to import. Typically here you will select the option of **Range of Cells** for *Range Type* and the appropriate cells for *Select Range* (in this case \$A\$1:\$I\$5).

When complete you press the Import button to commence the process.

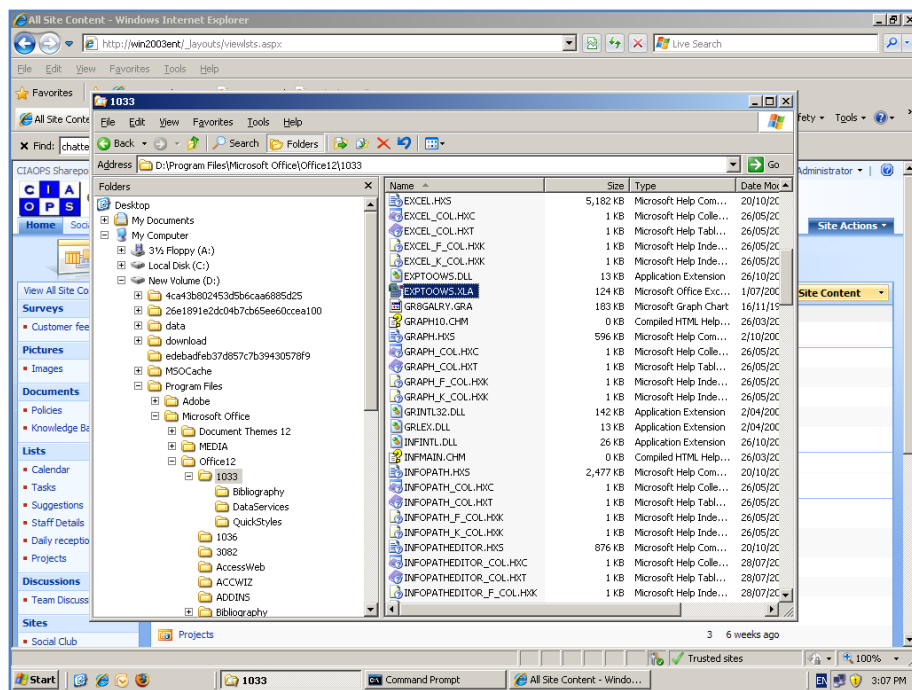
At this point you may be confronted with the error:

Method 'post' of object 'IOWSPostData' failed

The cause of this actually lies with an add-in for Excel 2007. This file is called EXPTOOWS.XLA and is normally located in the directory *C:\Program Files\Microsoft Office\Office12\1033* but that may vary depending on where Excel has been installed on the local machine.

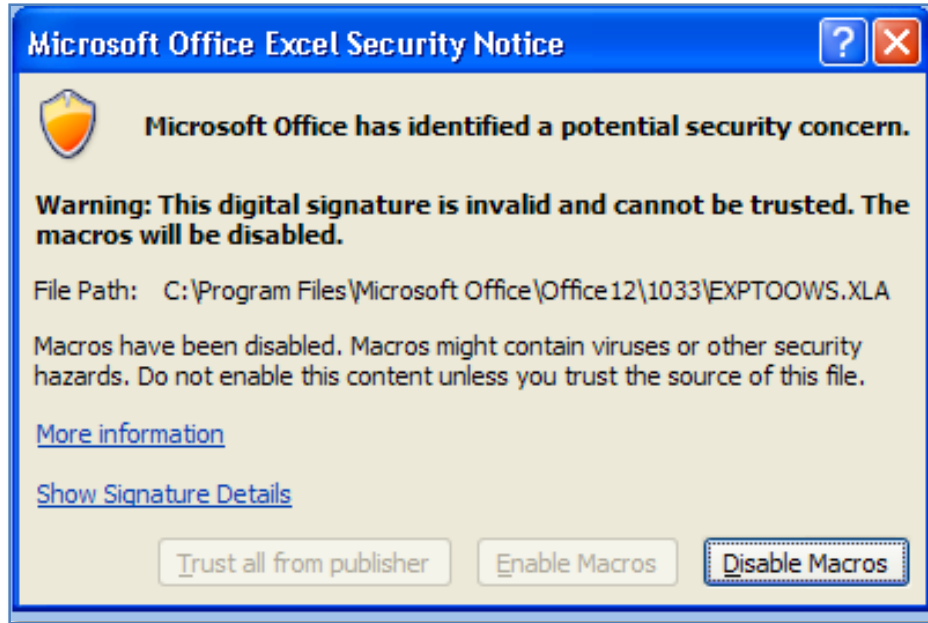
To overcome this error you will need to make some modifications to the *EXPTOOWS.XLA* file.

Close any open spreadsheets and abandon the WSS v3 import process.



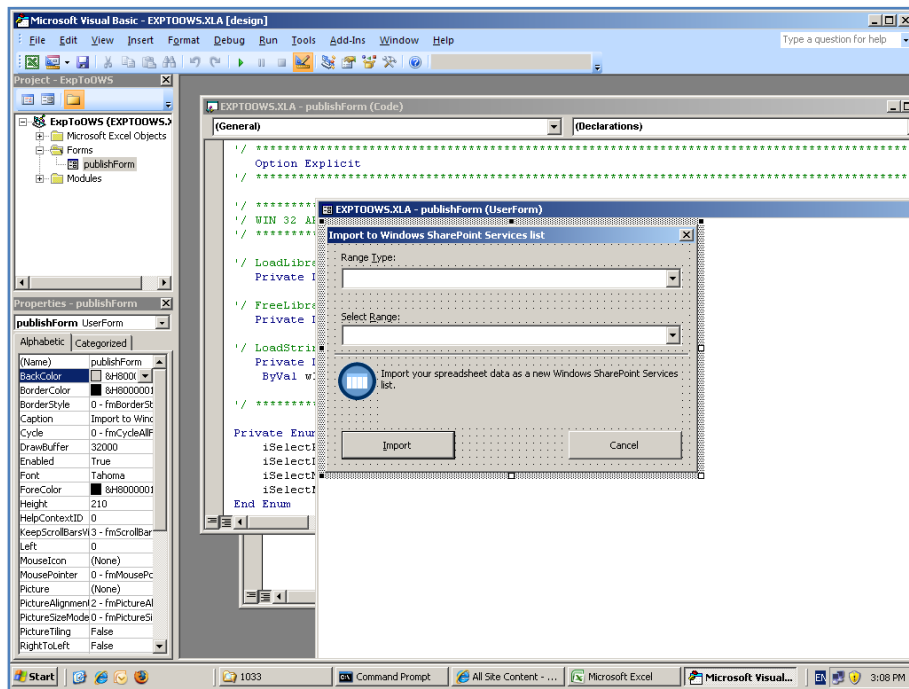
Firstly, locate the file *EXPTOOWS.XLA* on your local system and open it with Excel. It is always recommended that you make a backup of this file prior to performing any changes.

Chapter 13 – Troubleshooting



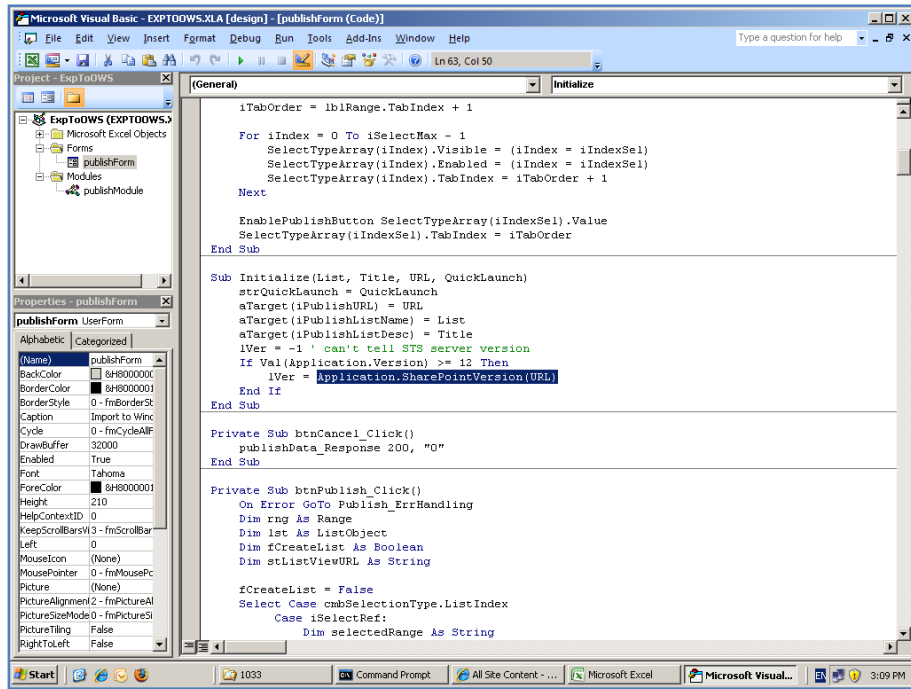
When you open the file you will normally be prompted about disabling macros as shown above. Select the **Disable Macros** button to continue.

Once the file has been opened press **ALT + F11** to open the Visual Basic Editor like shown below.

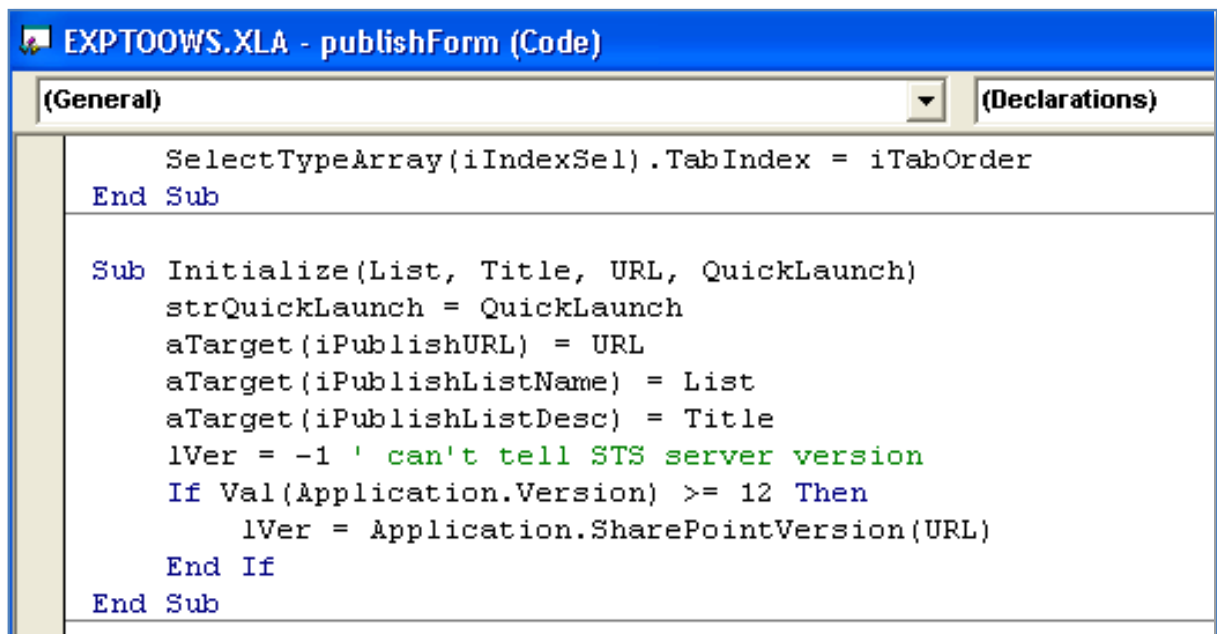


Click on the window that has the heading *EXPTOOWS.XLA* and contains code.

Chapter 13 – Troubleshooting



Use the *Search* button (i.e. the binoculars) to locate the text *Application.SharePointVersion(URL)*. This will be located in the subroutine *Initialize* as shown above.

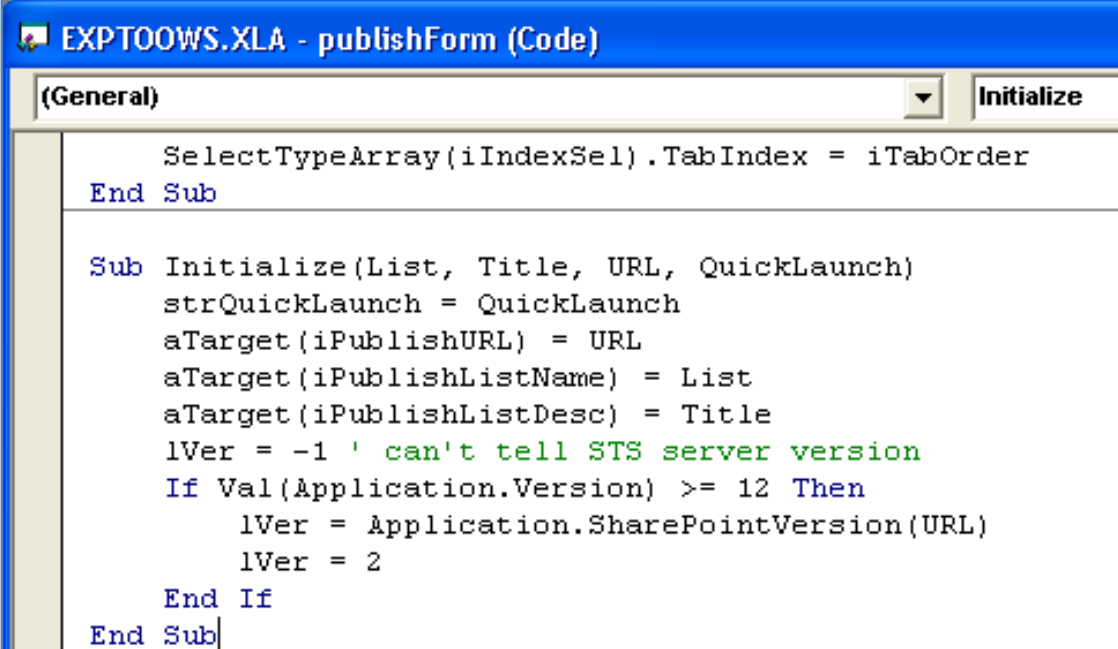


The code in this routine should appear as shown above. A new line needs to be added below the line

Chapter 13 – Troubleshooting

lVer = Application.SharePointVersion(URL)

as shown below.



```

SelectTypeArray(iIndexSel).TabIndex = iTabOrder
End Sub

Sub Initialize(List, Title, URL, QuickLaunch)
    strQuickLaunch = QuickLaunch
    aTarget(iPublishURL) = URL
    aTarget(iPublishListName) = List
    aTarget(iPublishListDesc) = Title
    lVer = -1 ' can't tell STS server version
    If Val(Application.Version) >= 12 Then
        lVer = Application.SharePointVersion(URL)
        lVer = 2
    End If
End Sub
```

The new line should read:

lVer = 2



If you now save the Excel file you will be presented with the dialog shown above noting that if you continue and save the file then the signature for that file will be lost. Select the button to **Save changes and discard signature** to continue.

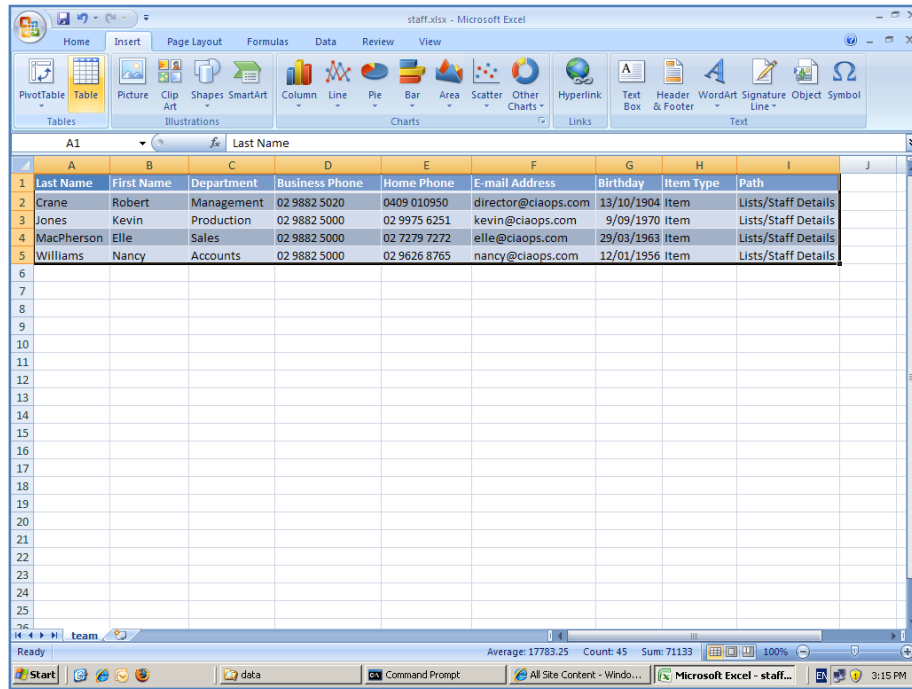
If you now repeat the WSS v3 spreadsheet import process you should find that it works successfully. If you perform any future spreadsheet imports you may also need to make these changes on other machines used to perform an import from Excel.

Another common spreadsheet importing error that occurs is

Chapter 13 – Troubleshooting

The selected range cannot be converted to a list before publishing or the existing table is invalid

The simplest way to overcome this is to format the imported spreadsheet data as a table rather than just leaving it as cells.

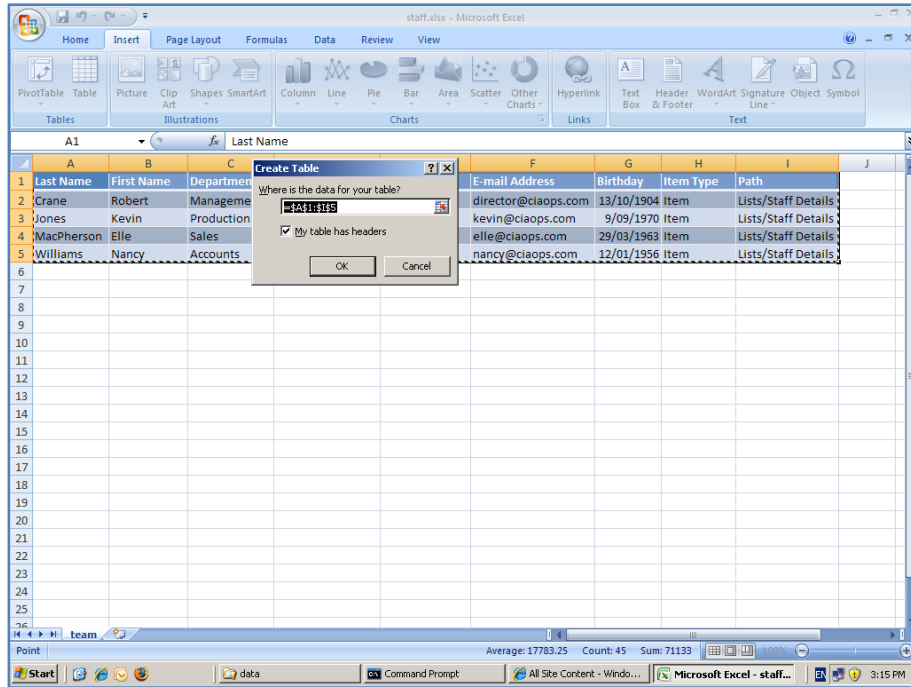


The screenshot shows a Microsoft Excel window titled 'staff.xlsx - Microsoft Excel'. The 'Insert' tab is selected in the ribbon. The 'Table' button is highlighted in the 'Tables' group. The spreadsheet contains a table with the following data:

	A	B	C	D	E	F	G	H	I	J
	Last Name	First Name	Department	Business Phone	Home Phone	E-mail Address	Birthday	Item Type	Path	
1	Crane	Robert	Management	02 9882 5020	0409 010950	director@ciaops.com	13/10/1904	Item	Lists/Staff Details	
2	Jones	Kevin	Production	02 9882 5000	02 9975 6251	kevin@ciaops.com	9/09/1970	Item	Lists/Staff Details	
3	MacPherson	Elle	Sales	02 9882 5000	02 7279 7272	elle@ciaops.com	29/03/1963	Item	Lists/Staff Details	
4	Williams	Nancy	Accounts	02 9882 5000	02 9626 8765	nancy@ciaops.com	12/01/1956	Item	Lists/Staff Details	
5										
6										
7										
8										
9										
10										
11										
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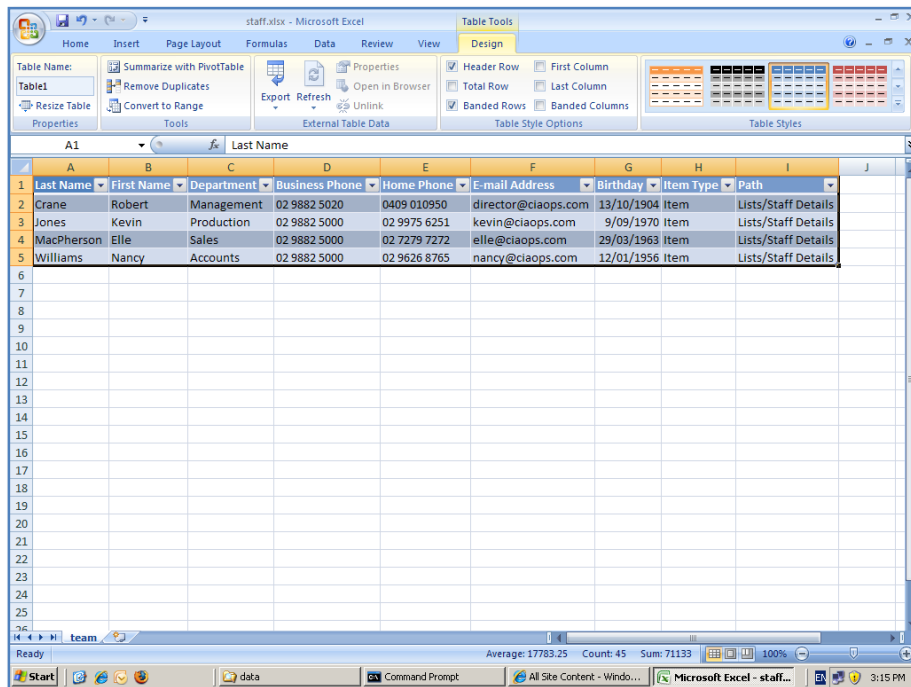
In the spreadsheet you wish to import select the full ranges of cells containing the data, including the headings. Then select **Table** from under the *Insert* tab.

Chapter 13 – Troubleshooting



You will then be prompted to confirm the table range and specify if the range includes headers.

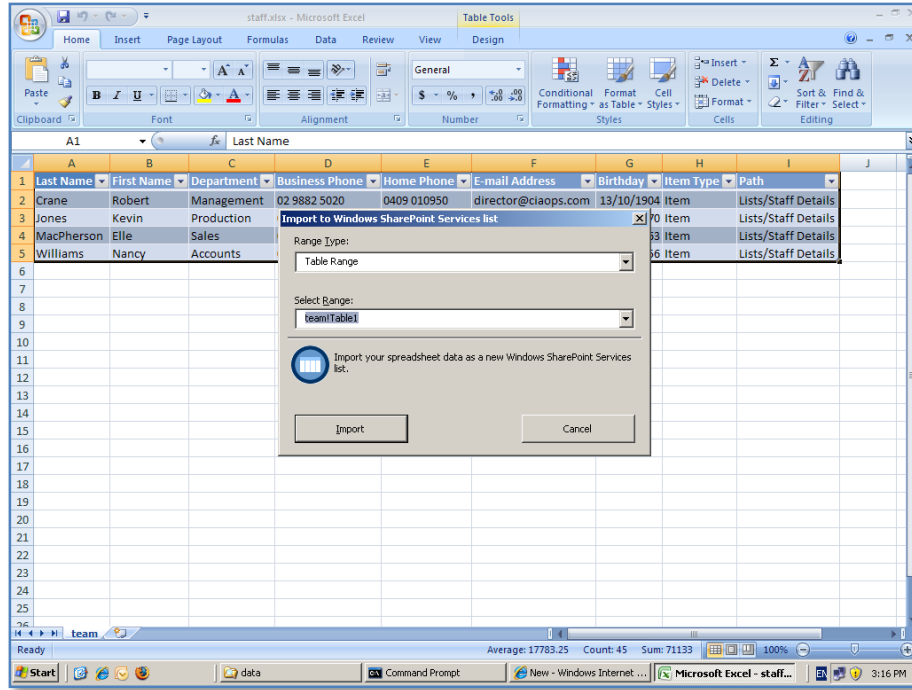
When selection is complete press the **OK** button to continue.



Chapter 13 – Troubleshooting

You should now see the column headings change to include a number of pull down selections.

Save and Close the spreadsheet to continue.

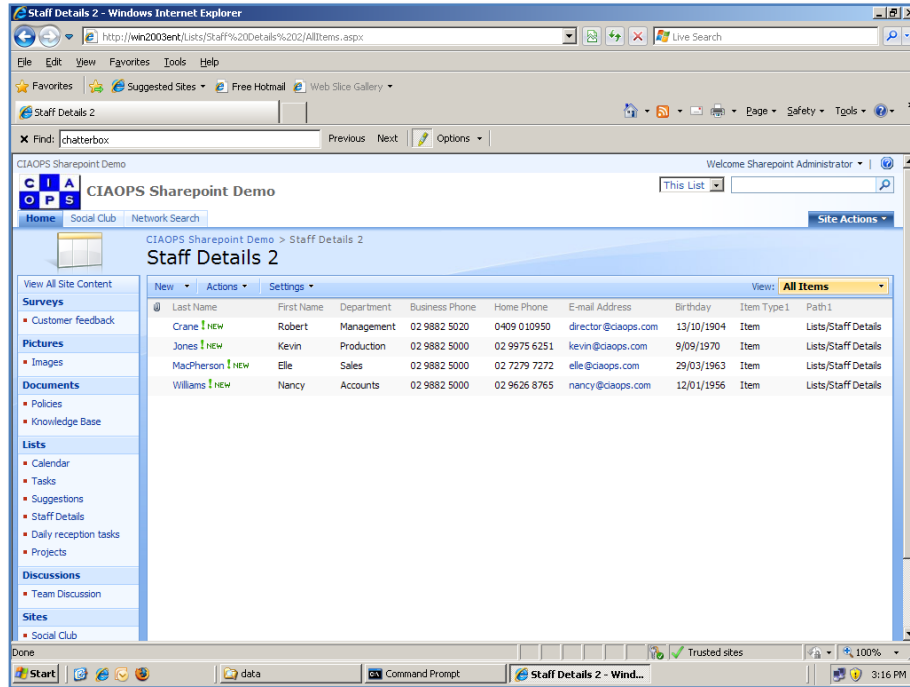


When you now complete the spreadsheet import process from WSS v3 you will reach the point where Excel is launched and the spreadsheet to be imported will be displayed.

Now when prompted for the import *Range Type* you can select the option for **Table Range**. In the *Select Range* you should now be able to select the table you just created, which typically should be the only table in the spreadsheet.

Press the **Import** button to commence the import.

Chapter 13 – Troubleshooting



The import process should now complete successfully and you should be able to see your imported data in WSS v3 with the first row being the column headings.

13.27 Event ID 2436

From : <http://blogs.technet.com/sbs/archive/2009/05/07/event-2436-for-sharepoint-services-3-search.aspx>

You may see Event ID 2436 errors (like below) in your Application event log every several minutes. These are related to the WSS v3 Search Service.

Log Name: Application
Source: Windows SharePoint Services 3 Search
Date: 4/29/2009 4:20:05 PM
Event ID: 2436
Task Category: Gatherer
Level: Warning
Keywords: Classic
User: N/A
Computer: server.domain.local

Description:

The start address <sts3s://remote.Domain.com:987/contentdbid={d4078aab- ce82-4581-8d4f-973e1e6eac23}> cannot be crawled.

Context: Application 'Search index file on the search server', Catalog 'Search'

Chapter 13 – Troubleshooting

Details:

Access is denied. Check that the Default Content Access Account has access to this content, or add a crawl rule to crawl this content. (0x80041205)

Cause

You receive above warning events because WSS3.0 Search service is trying to crawl the WSS content via the URL – **remote.domain.com**, which is mentioned in above event. Windows Server includes a loopback check security feature that is designed to help prevent reflection attacks on your computer. Therefore, Kerberos authentication on Default Content Access Account fails if this URL does not match the local computer name and is not registered in system as additional Service Principle Name (SPN).

Resolution

To resolve this issue, it is recommended to manually register the URL in your system, or even disable the Loopback check feature. To register this URL, please use the following steps,

Note: Recommended method.

1. Click **Start**, click **Run**, type **regedit**, and then click **OK**.
2. In Registry Editor, locate and then click the following registry key:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa\MSV1_0
3. Right-click **MSV1_0**, point to **New**, and then click **Multi-String Value**.
4. Type **BackConnectionHostNames**, and then press ENTER.
5. Right-click **BackConnectionHostNames**, and then click **Modify**.
6. In the Value data box, type the URL mentioned in the above warning event, and then click OK.
7. Quit Registry Editor, and then restart the IIS service.

If you want to disable Loopback Check feature to work around this issue, please refer to the **Method 2** in the following KB article

896861 You receive error 401.1 when you browse a Web site that uses Integrated Authentication and is hosted on IIS 5.1 or IIS 6 -

<http://support.microsoft.com/kb/896861/en-us>

13.28 Uninstall SharePoint from SBS 2008

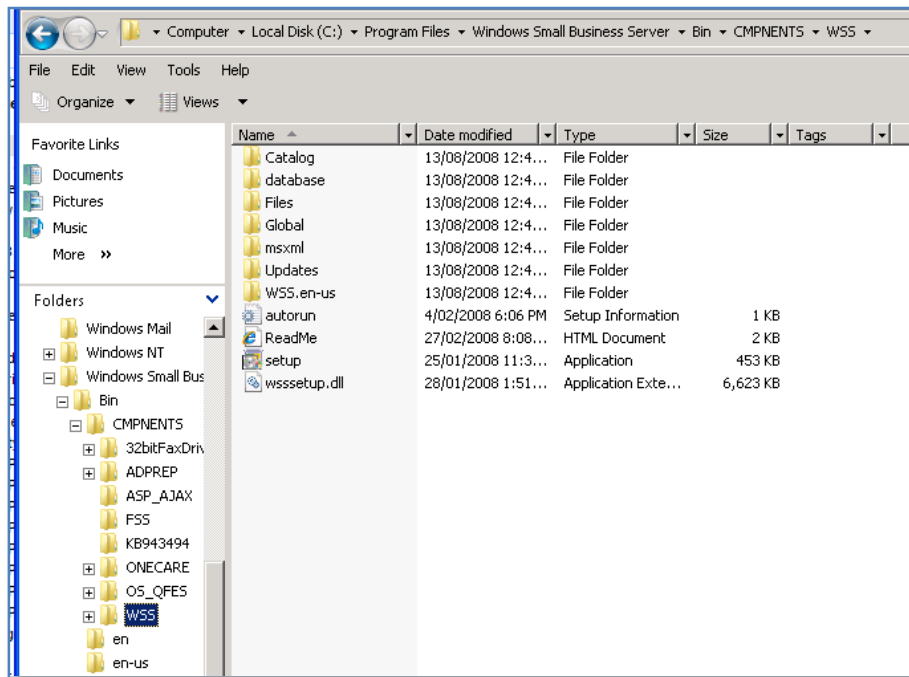
WSS v3 is an integral component of SBS 2008 and therefore needs to be removed in a different manner to what is done normally.

Chapter 13 – Troubleshooting

This is partially based on the Microsoft Technet article -

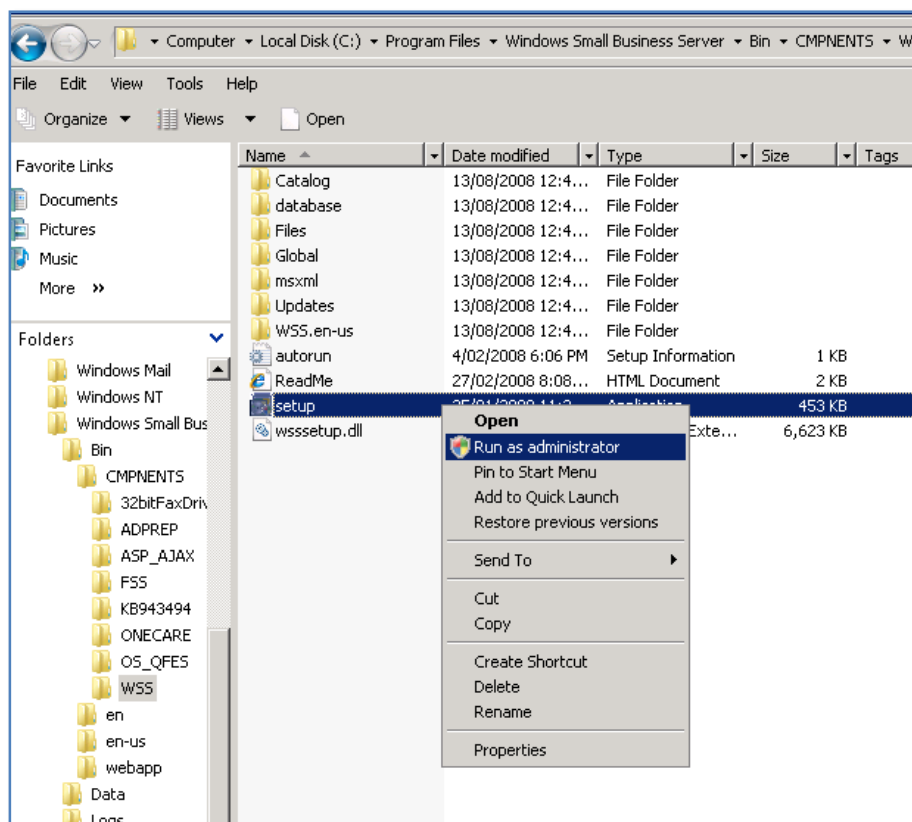
<http://technet.microsoft.com/en-us/library/dd548327%28WS.10%29.aspx> (Reinstall Windows SharePoint Services).

To commence the uninstallation process login into the SBS 2008 console as an administrator. Then navigate to *c:\program files\windows small business server\bin\cmpnents\wss* using Windows Explorer.

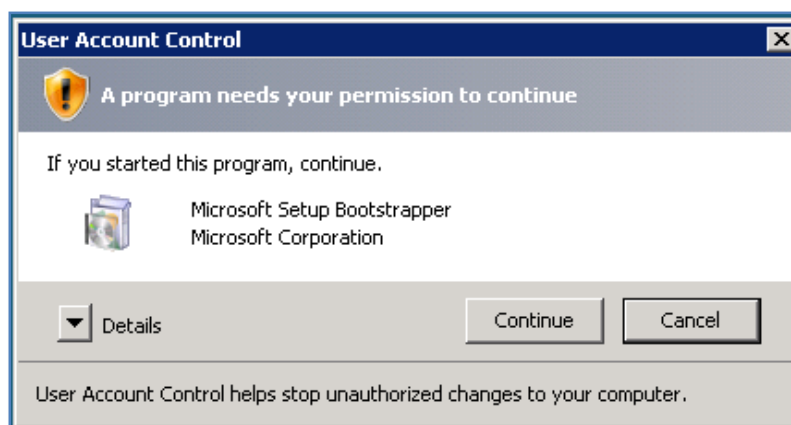


Right mouse click on the file *setup.exe* in this directory to commence the uninstallation process.

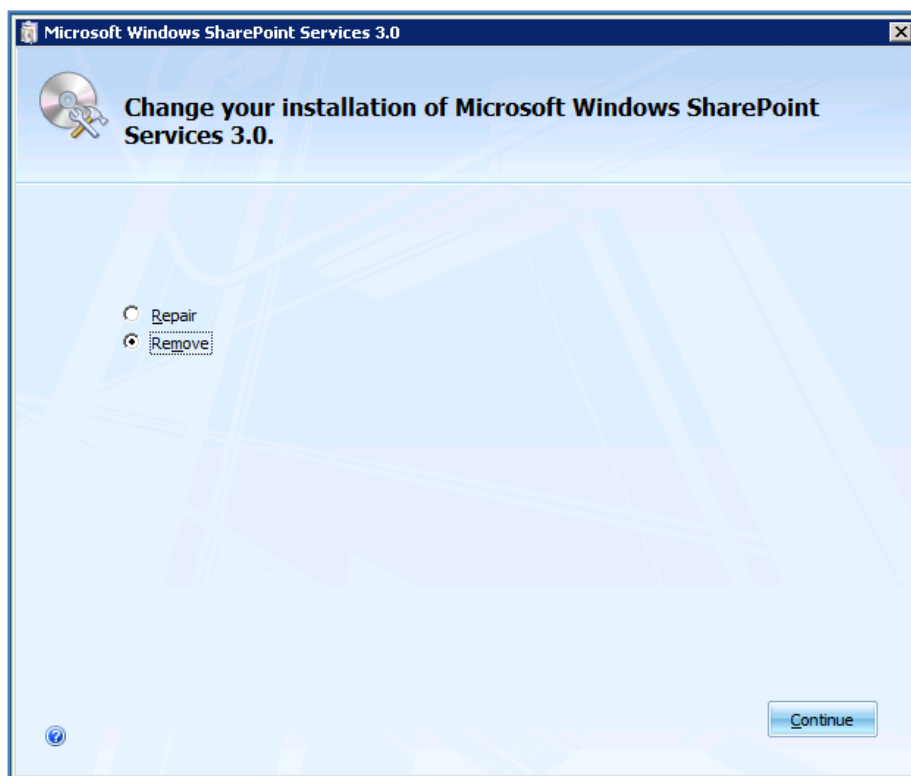
Chapter 13 – Troubleshooting



From the menu that is displayed select **Run as Administrator**.

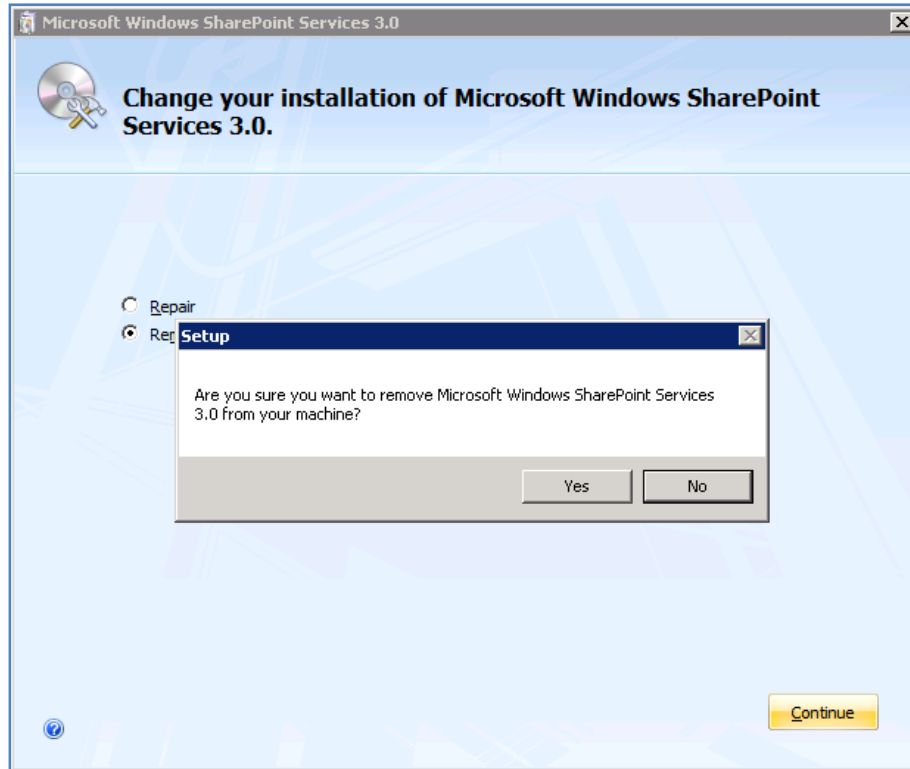


Next, accept the User Account Control request to run setup.exe with this level of privilege by clicking on the **Continue** button.

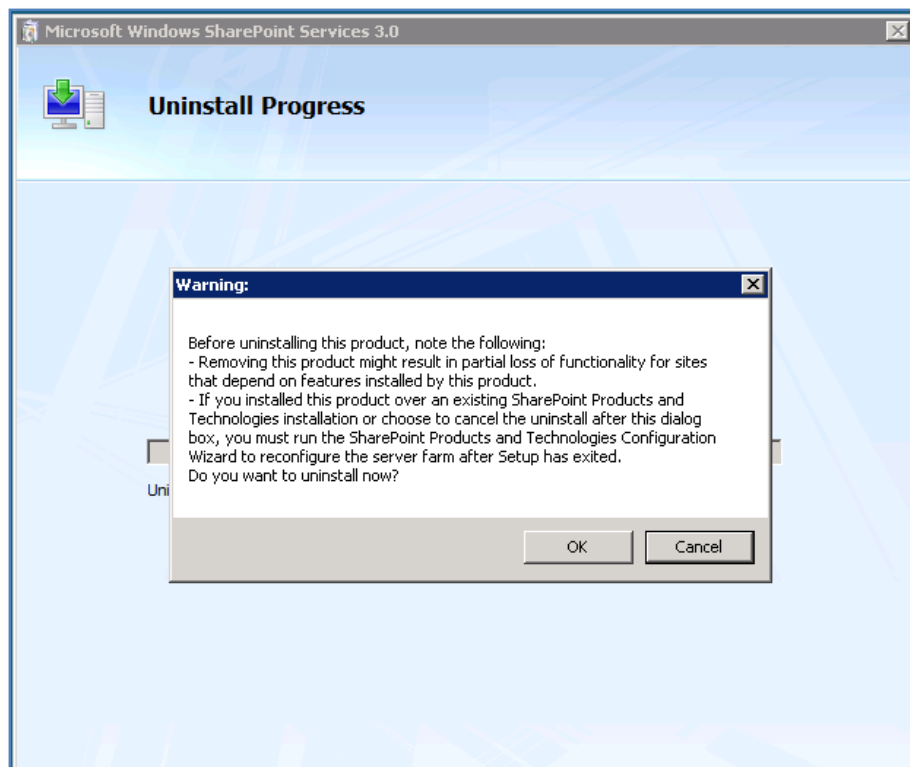


The Windows SharePoint Setup program will launch and display two options like shown above. Select the **Remove** option and then press the **Continue** button.

Chapter 13 – Troubleshooting



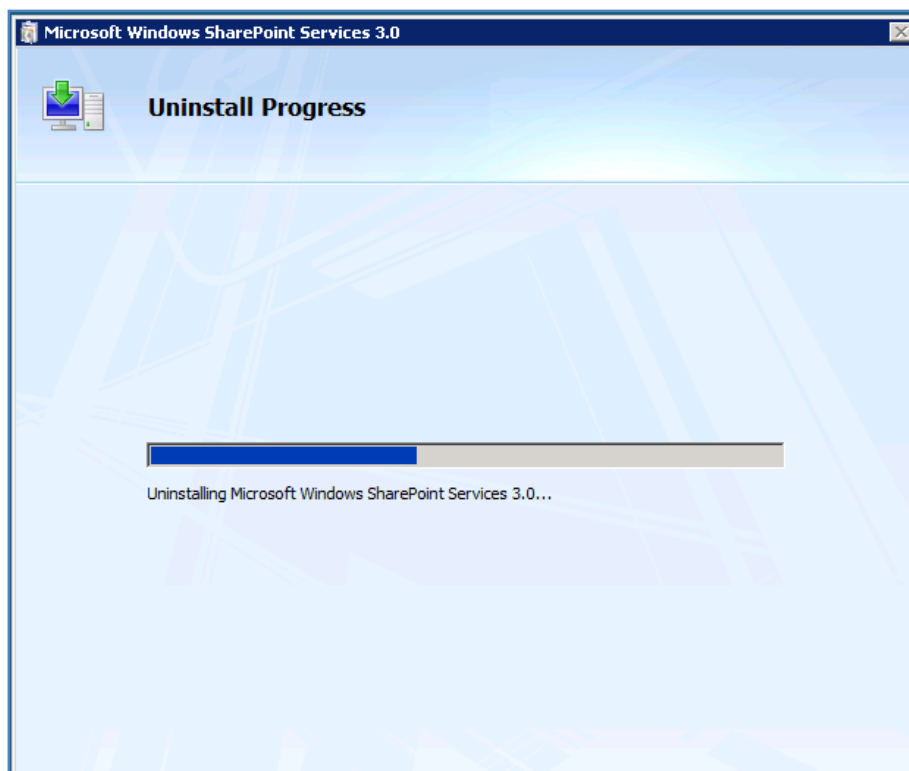
You will then be prompted whether you are sure that you wish to remove Windows SharePoint from the server. If so press the **Yes** button to continue.



Chapter 13 – Troubleshooting

You are again reminded that removing Windows SharePoint from SBS 2008 will result in the loss of functionality.

Press the **OK** button to proceed.



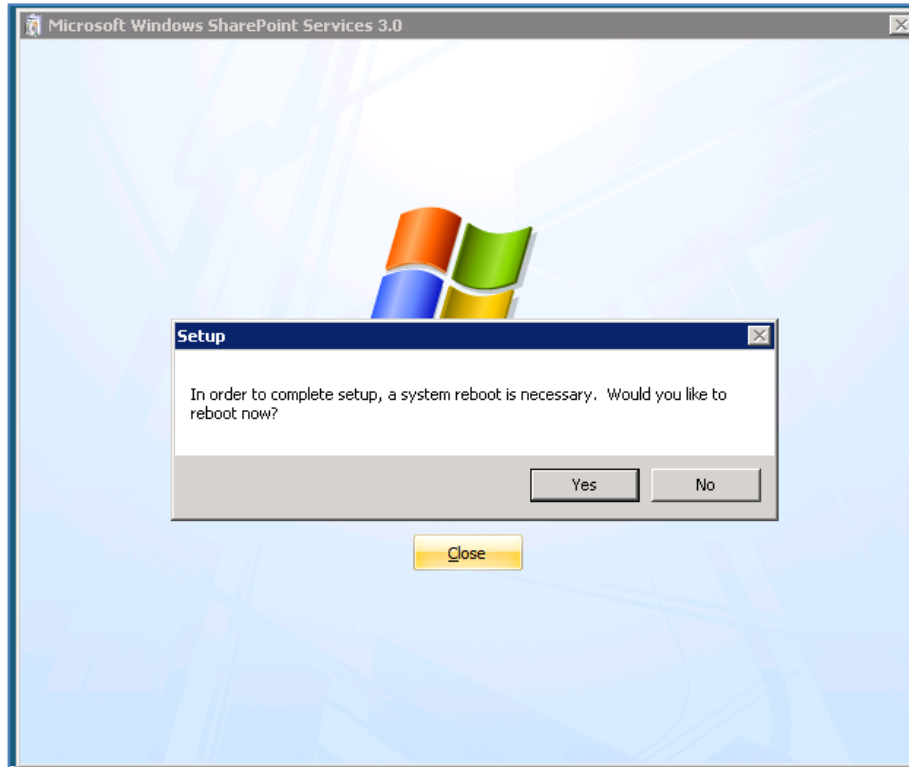
The uninstallation process commences and you will see a bar move across the screen indicating the progress.

It is not possible to cancel this process once it has started.



When the uninstall process is complete you should see a window indicating success like that shown above.

Press the **Close** button to continue.



You will then be prompted to reboot your server to complete the uninstallation process.

Press the **Yes** button to reboot your server immediately.

13.29 Reinstall SharePoint on SBS 2008

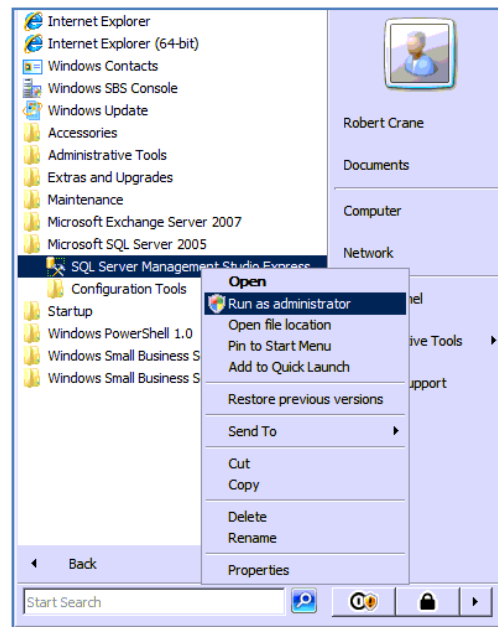
The first step in doing a complete re-install of WSS v3 on SBS 2008 is to uninstall it. You can find instruction on how to do this in section **13.28 Uninstall SharePoint from SBS 2008**. Once that process is complete and the server is rebooted you can proceed on with the steps detailed here.

The standard uninstallation process as defined in **section 13.28** retains a number of settings such as DNS entries and registry options that are required for `http://companyweb` to function correctly. This reinstallation process assumes that these have not been removed. If they have then you may have issues accessing `http://companyweb` after the reinstallation. However, this can easily be rectified by reinstating these settings.

Even though WSS v3 has been removed from the SBS 2008 server the SharePoint content databases still remain. Since we are aiming to do a complete clean reinstallation we will simply delete these databases, however you can elect to back these database up and restore them if you wish. However, if you are reinstalling WSS v3 on SBS 2008 because of issues then it would generally recommend a complete clean install and then

Chapter 13 – Troubleshooting

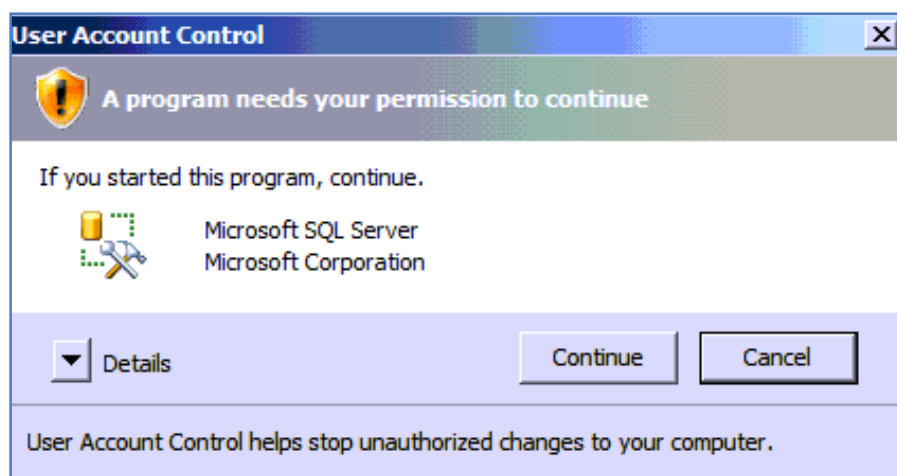
a migration from a separate restore server to ensure that any database issues do not find their way into a clean installation.



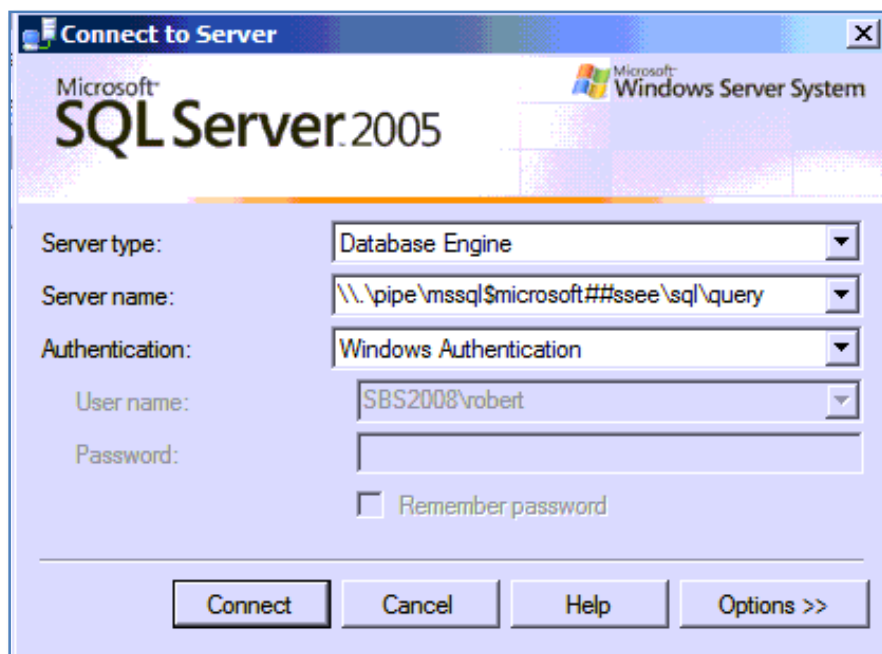
The first step in the process, after WSS v3 has been removed and the server rebooted, is to delete the existing WSS v3 content databases. If you do not do this then your installation will fail because the installation process will be unable to create new content databases because ones with the same name already exist.

To delete the databases you need to run the *SQL Server Management Studio* which can be done by logging into the SBS 2008 console as an administrator and then selecting **Start | All Programs | Microsoft SQL Server 2005 | SQL Management Studio Express**.

Once located you will need to **right click** on that item and select **Run as Administrator** from the menu that appears as shown above. Failing to run this program as an administrator will generally not allow you to connect to the database server.



You will then be asked to accept *User Account Control* permissions to continue. Press the **Continue** button to proceed.

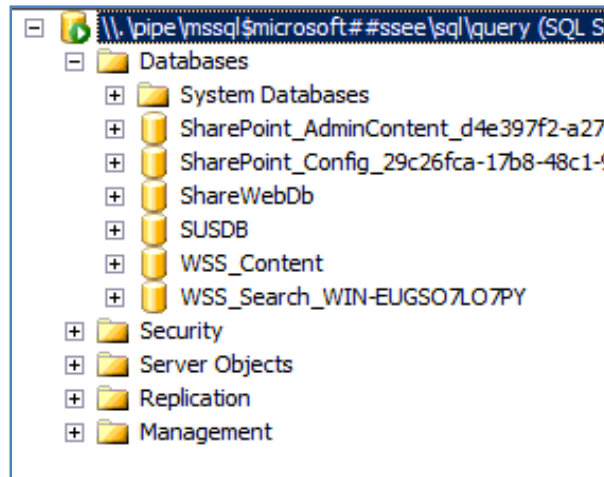


You will now be prompted to login into the SQL database program. To do this ensure that the *Server name* is set to:

\\.\pipe\mssql\$microsoft##ssee\sql\query

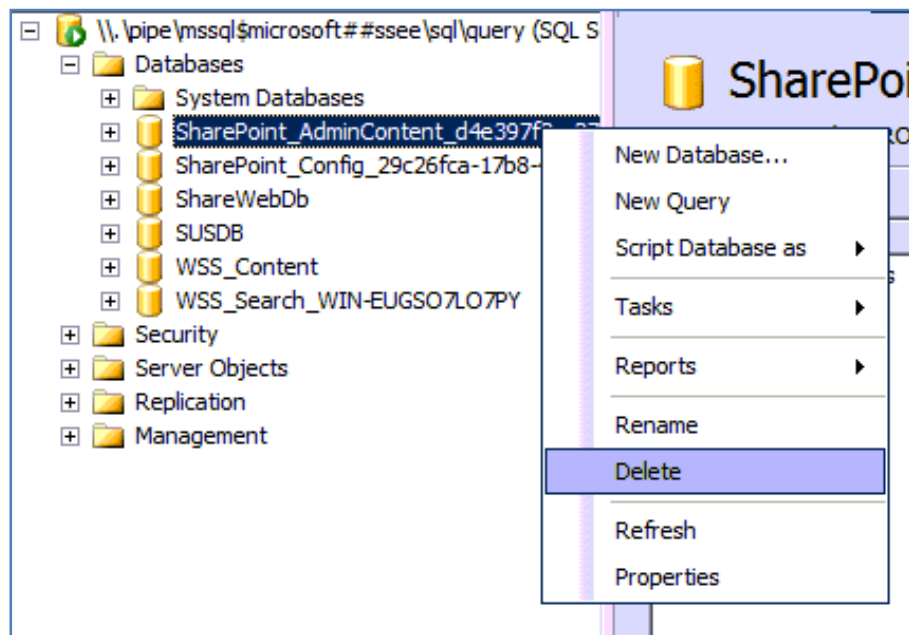
and the *Authentication* is set to *Windows Authentication*. Press the **Connect** button to continue.

Chapter 13 – Troubleshooting

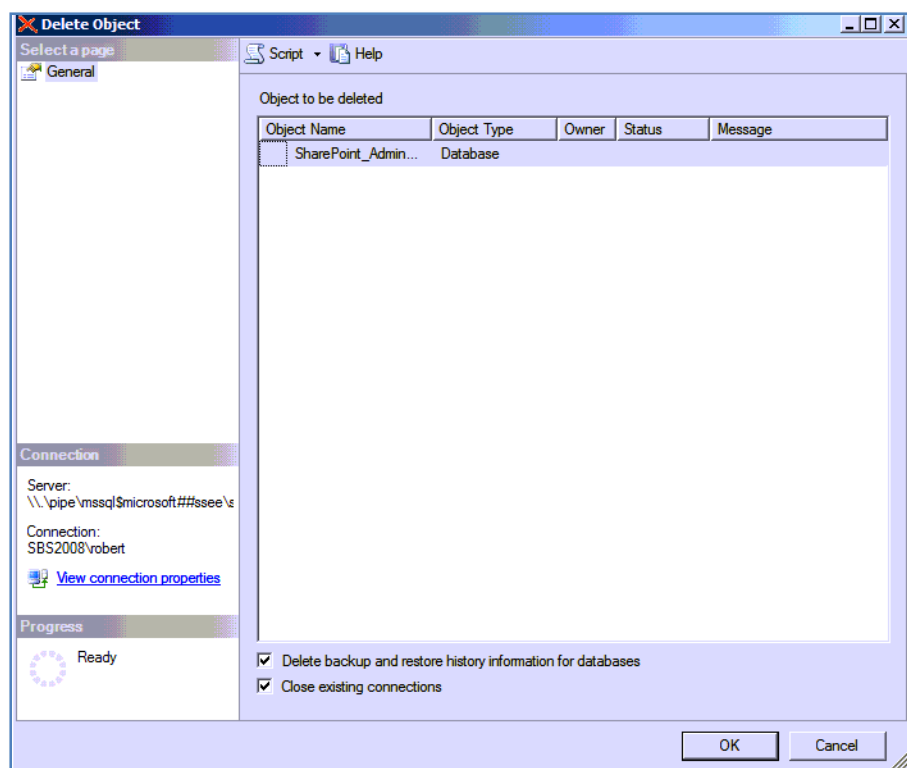


You should now see two windows. Expand the one on the left until you see the folder *Databases* and then under that a list of the databases as shown above.

You should note that SQL Server Embedded Edition on SBS 2008 is used to host more than just the databases for WSS v3. It will also generally contain those for Windows Services Update Services (WSUS) as well as potentially other applications so you need to double check you actions going forward.

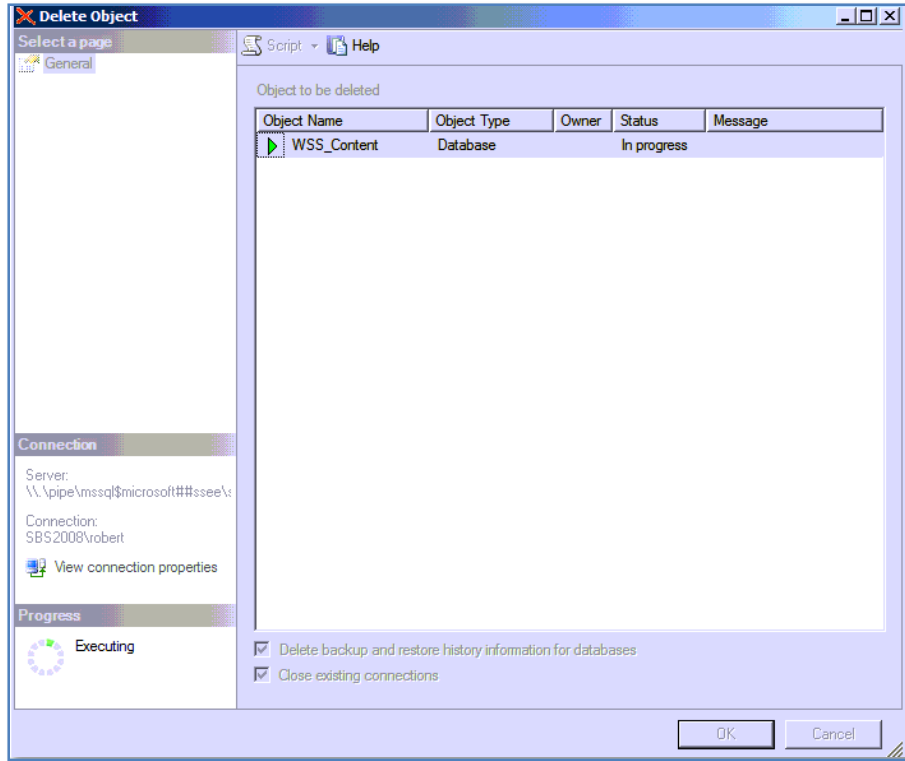


Locate the first SharePoint database in the list (here *SharePoint_AdminContent_<RANDOM GUID>*), **right mouse click** on the database and select **Delete** from the menu that appears.



Once you select the *Delete* option you will be taken to a window like shown above. It is recommended that you ensure the options *Delete backup and restore history information for database* and *Close existing connections* are selected.

Press the **OK** button to delete the database.



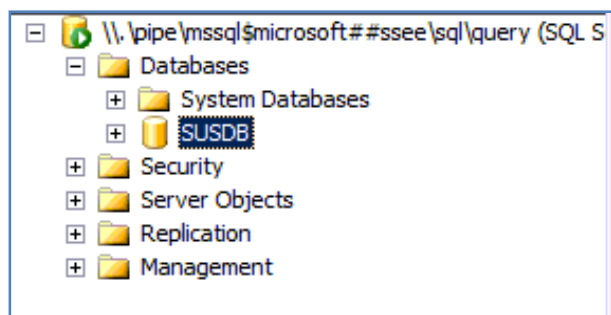
You should now see the progress shown as *Executing* in the lower left of the window like shown above.

When the process is complete you will be return to the explorer window and the database you just deleted should no longer appear.

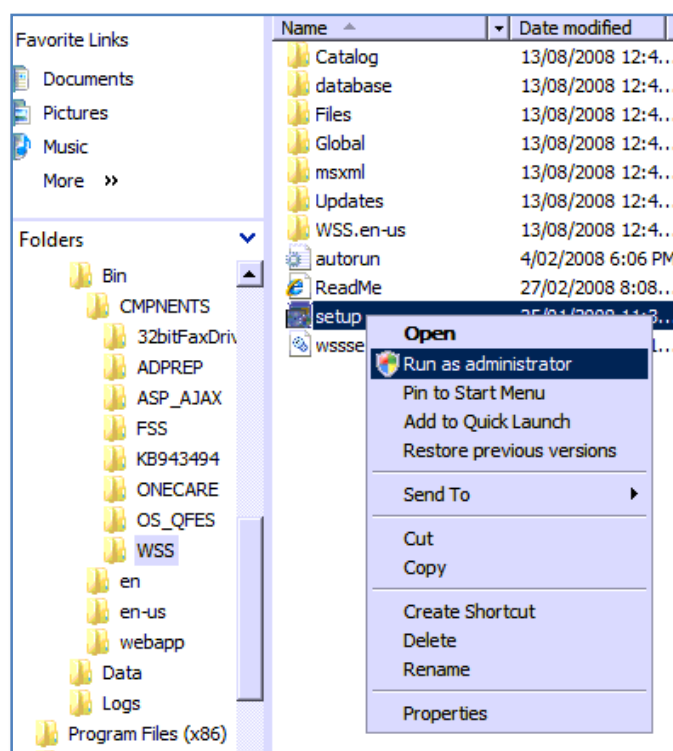
You need to repeat this process for all the WSS v3 databases present. In this case, this would include the following databases:

- SharePoint_AdminContent_<random-GUID>
- SharePoint_Config_<random-GUID>
- ShareWebDb
- WSS_Content
- WSS_Content_<Server-name>

Chapter 13 – Troubleshooting

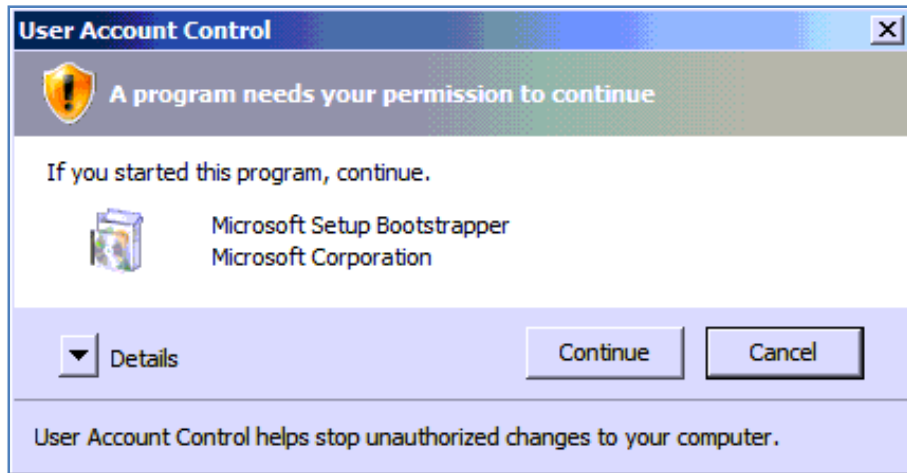


Once all these WSS v3 content databases have been deleted the list of databases should appear similar to that shown above. You will notice that the SUSDB database remains because it is used by WSUS.

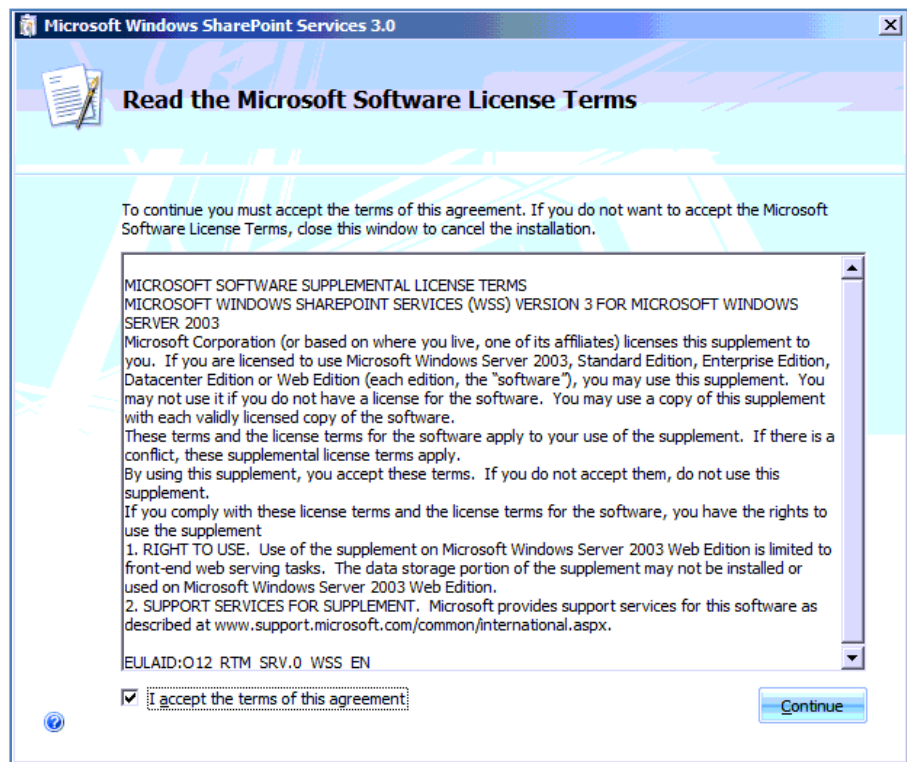


The next step in the process is to reinstall WSS v3. To do this you will need to navigate to the folder *c:\program files\windows small business server\bin\smponents\wss* on the SBS 2008 server. In there, locate the file *setup.exe* and **right mouse click** on it. From the menu that appears select **Run as Administrator** to proceed.

Chapter 13 – Troubleshooting

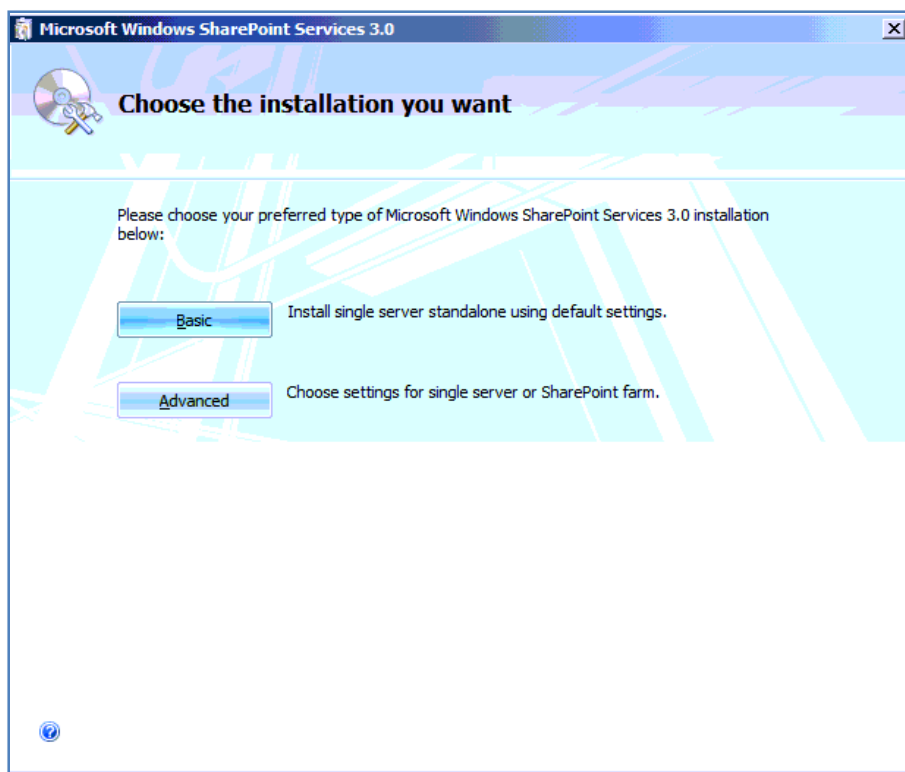


You will again have to accept the *User Account Control* permissions by clicking on the **Continue** button.

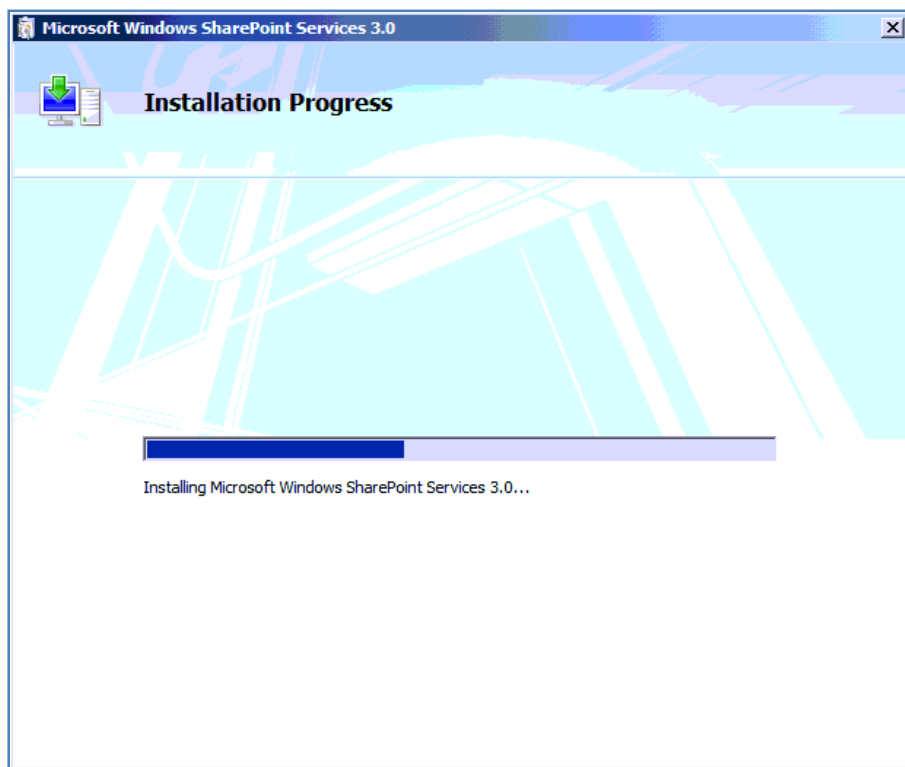


The standard WSS v3 install process should now be launched.

Click the *I accept the terms of this agreement* option and the **Continue** button to proceed.



Click on the **Basic** button.



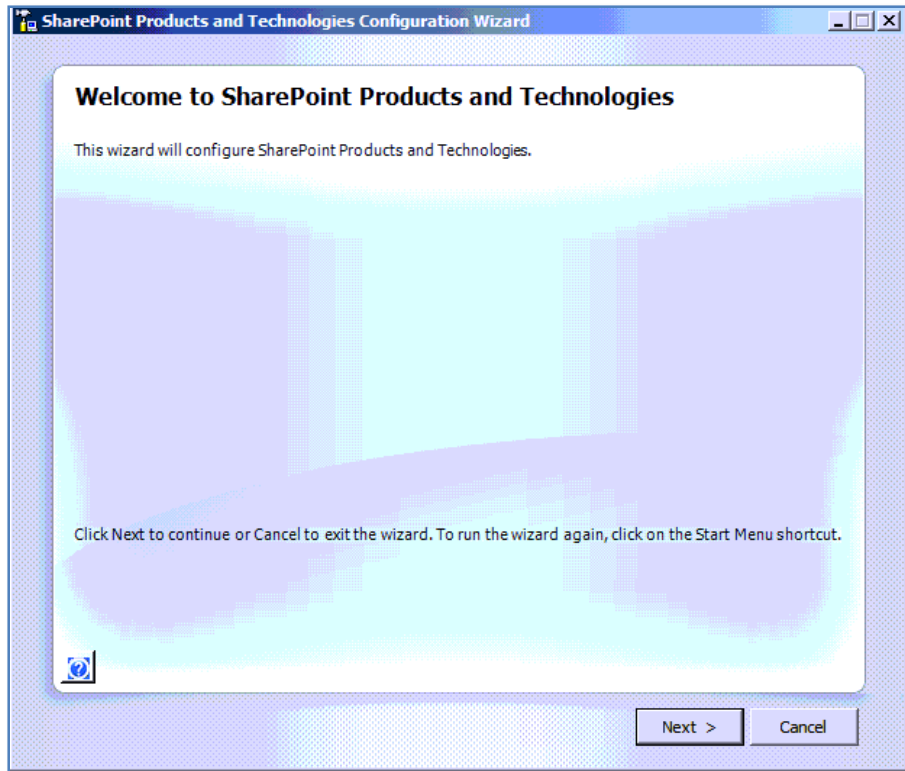
Chapter 13 – Troubleshooting

The installation process will now proceed without further interaction. Note that you are not able to cancel this process once it has commenced.

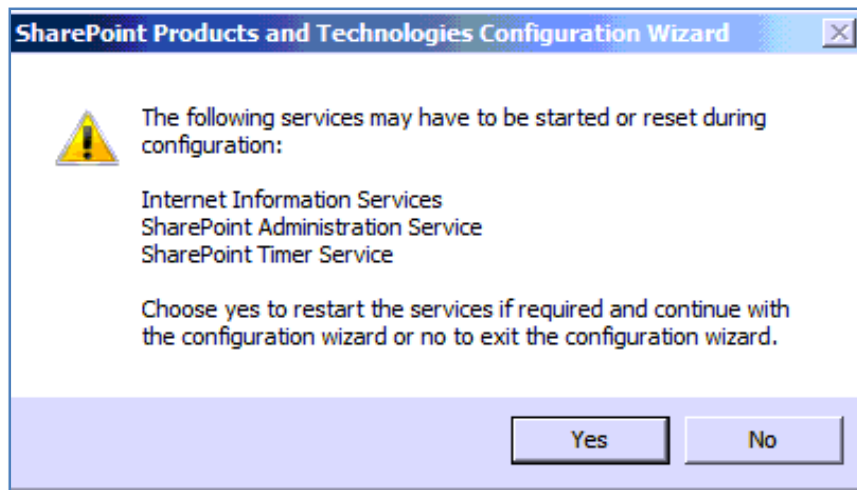


At the completion of the installation you should see the screen shown above. Leave the option *Run the SharePoint Products and Technologies Configuration Wizard now* checked and press the **Close** button.

Chapter 13 – Troubleshooting



The configuration wizard will now launch. Press the **Next** button to continue.



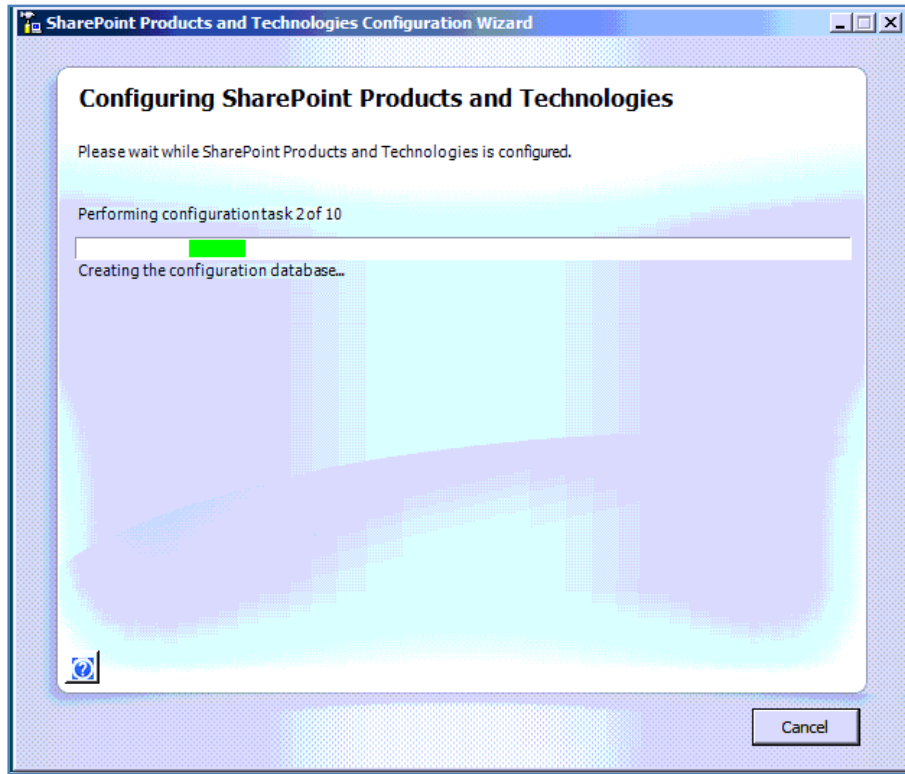
You will be prompted that the SharePoint configuration wizard requires the following services to be started or restarted:

- Internet Information Services
- SharePoint Administration Service
- SharePoint Timer Service

Chapter 13 – Troubleshooting

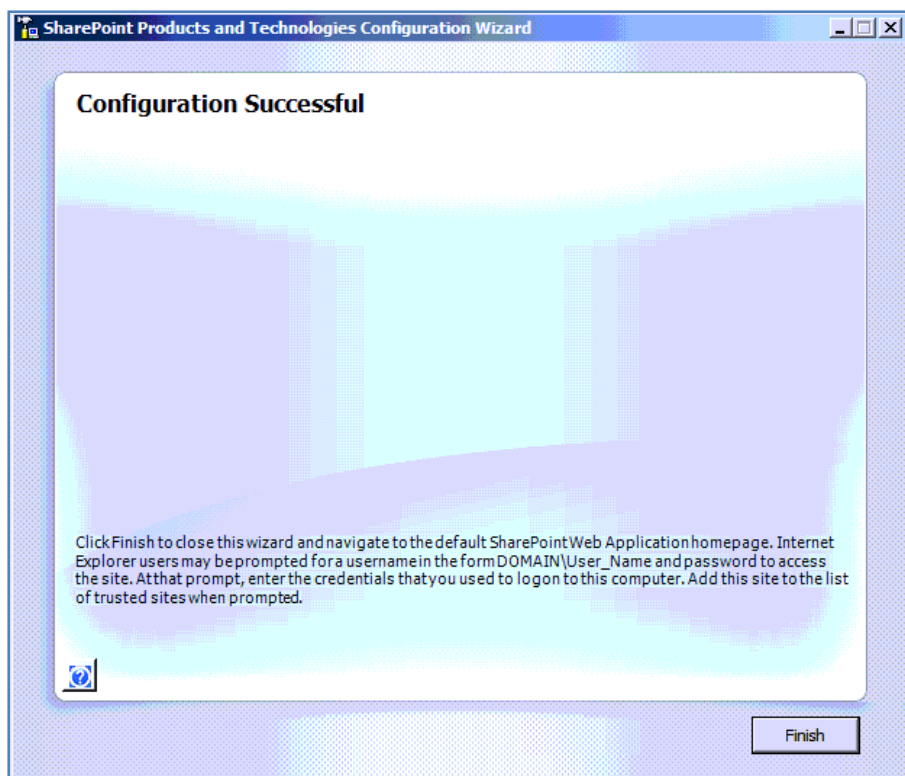
You need to aware that resetting or restarting these services may cause interruption to user who maybe using them.

When you are ready to proceed press the **Yes** button.

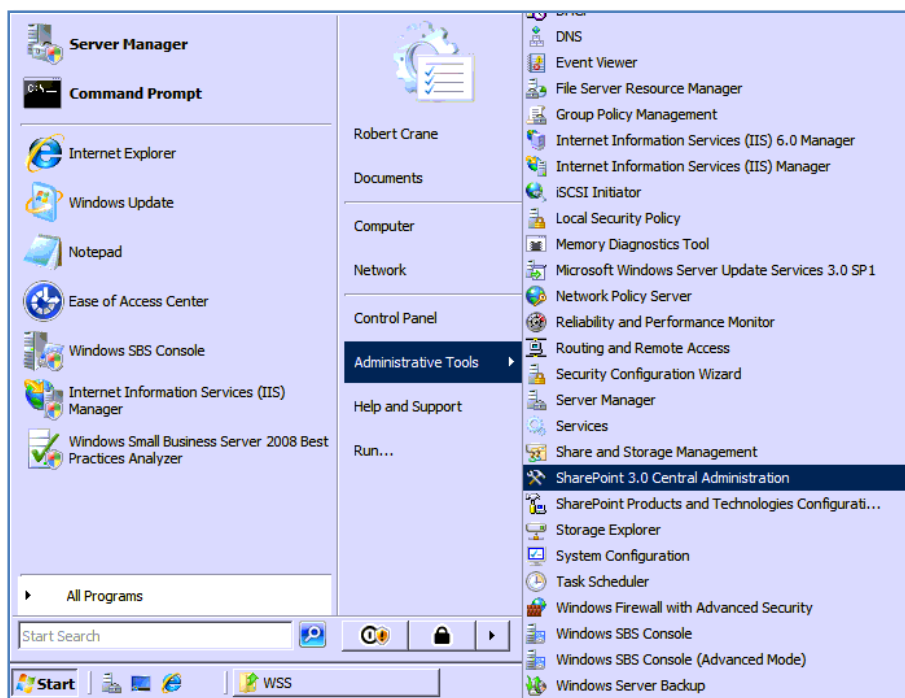


The configuration wizard will now complete 10 steps. You can cancel this process by press the **Cancel** button in the lower right of the window.

Chapter 13 – Troubleshooting

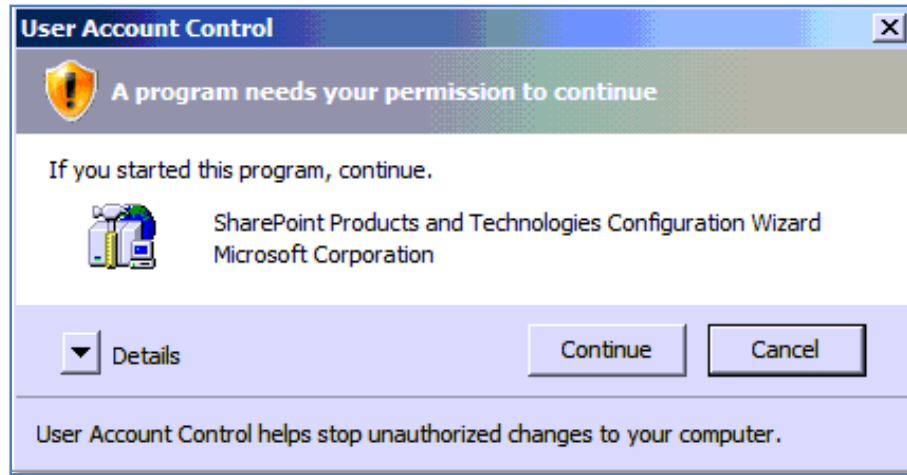


Once the wizard is complete you should receive a window like that shown above confirming that the configuration is successful. Press the **Finish** button to continue.

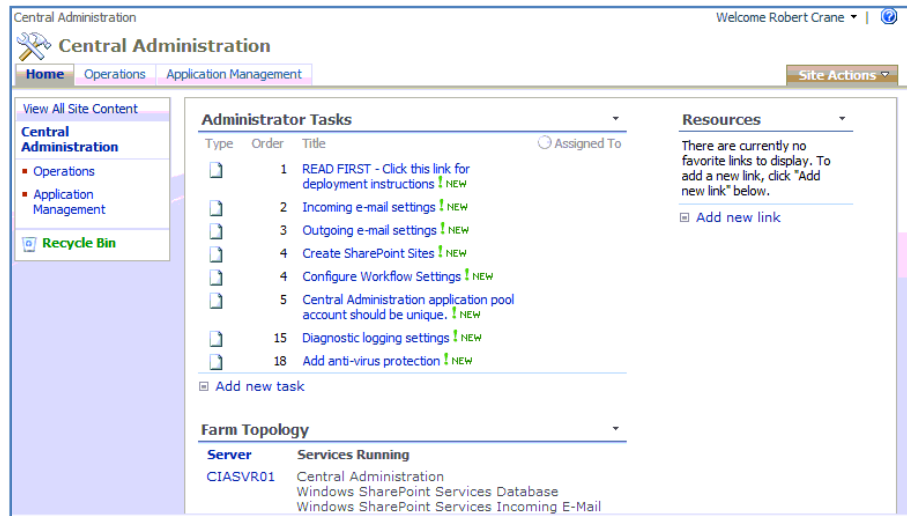


Chapter 13 – Troubleshooting

Unfortunately, this reinstallation has only installed a standard WSS v3 configuration not one customized for SBS 2008. To commence this customization process select **Start | Administrative Tools | SharePoint 3.0 Central Administration**.



You will once again be prompted by the *User Account Control* permission, select the **Continue** button to proceed.

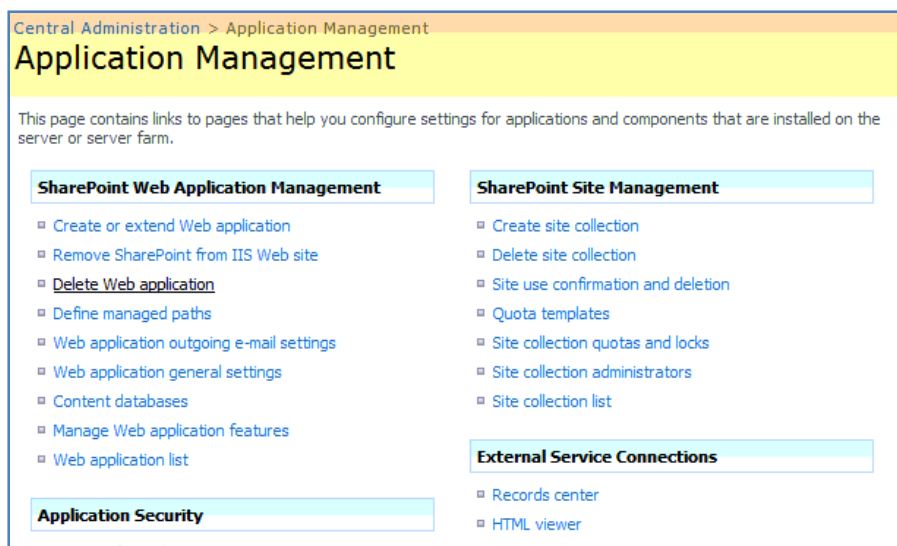


You should now arrive on the WSS v3 Central Administration page as shown above.

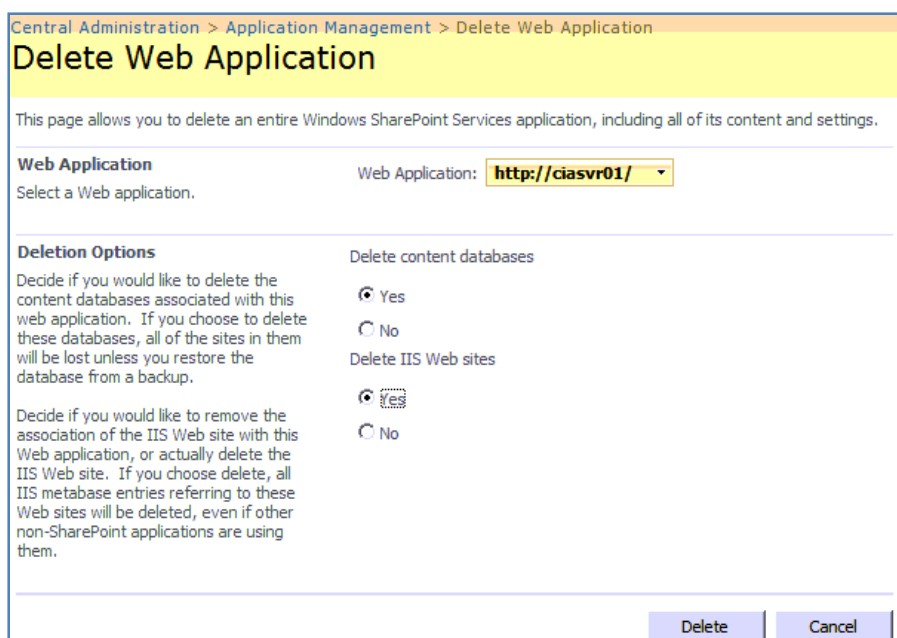
The next step will be to remove the standard WSS v3 site that has been created by the SharePoint installation. Once that is complete a new custom SBS 2008 SharePoint site (i.e. <http://companyweb>) can be created.

Select the **Application Management** tab to proceed.

Chapter 13 – Troubleshooting

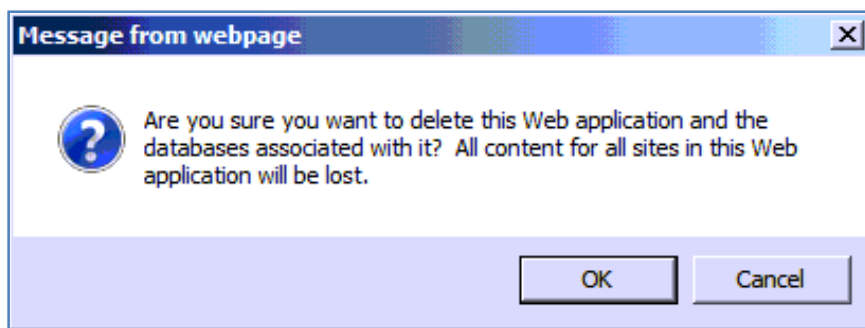


Under the section *SharePoint Web Application Management* select **Delete Web Application**.



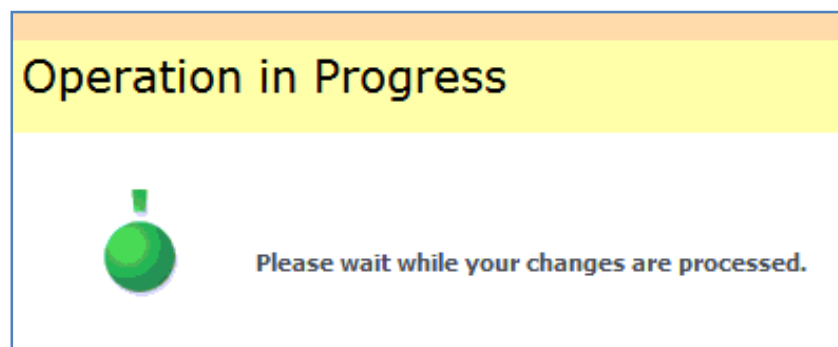
Ensure that the web application reads the name of the SBS 2008 Server. If not then use the arrow to the right of the *Web Application* field to select it.

Select **Yes** option to delete both the *Content databases* and the *IIS Web sites*.

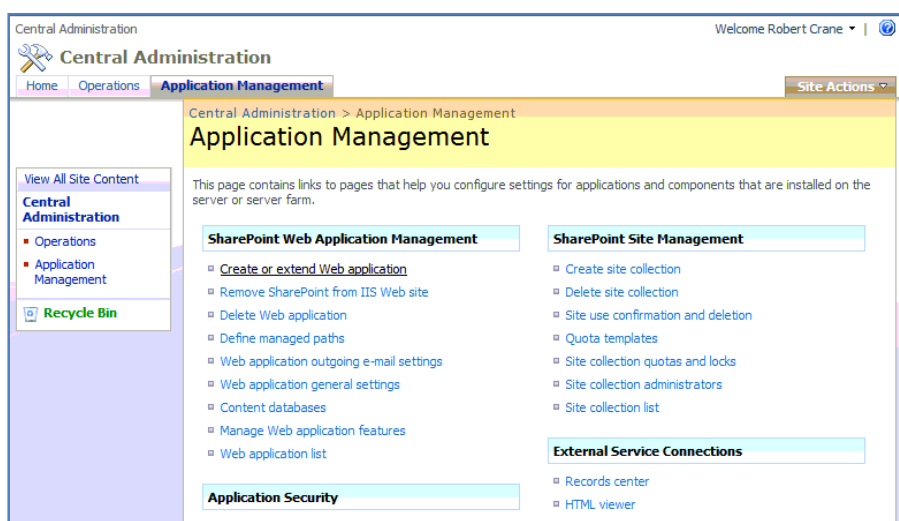


You then be prompted to confirm that you wish to proceed with the deletion.

Press the **OK** button to proceed.

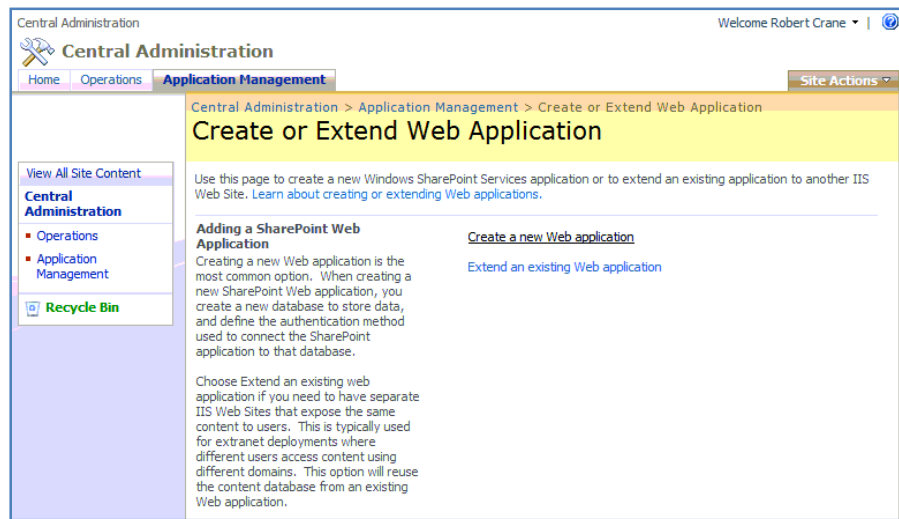


You will now see a screen like show above indicating the operation is in progress. In a few moments that should complete and you will be returned to the Central Administration screen.



Chapter 13 – Troubleshooting

Under the section *SharePoint Web Application Management*, select the **Create or extend Web application**.



Select the **Create a new Web application** link.

The screenshot shows the 'Create New Web Application' form. The breadcrumb trail is 'Central Administration > Application Management > Create or Extend Web Application > Create New Web Application'. The page title is 'Create New Web Application'. It contains a warning message: 'Warning: this page is not encrypted for secure communication. User names, passwords, and any other information will be sent in clear text. For more information, contact your administrator.' Below the warning are 'OK' and 'Cancel' buttons. The form has two main sections: 'IIS Web Site' and 'Create a new IIS web site'. The 'IIS Web Site' section has a radio button for 'Use an existing IIS web site' and a dropdown menu for 'Default Web Site'. The 'Create a new IIS web site' section has a radio button that is selected, and several input fields: 'Description' (containing 'SBS SharePoint'), 'Port' (containing '987'), 'Host Header' (containing 'sites'), and 'Path' (containing 'C:\Program Files\Windows Small Busine').

Select the option to *Create a new IIS web site*. It is important to name this web site *SBS SharePoint* exactly as shown above (including case) because this has a bearing on what is reported back to the SBS 2008 console. If this spelling and case are not identical here then you may lose some functionality in the SBS 2008, not in the WSS v3 site just the SBS console.

Chapter 13 – Troubleshooting

Select the port as 987 and put sites into the *Host header*. Ensure that the *Path* contains *c:\program files\windows small business server\bin\webapp\internalwebsite*.

Scroll down the page for more options.

Security Configuration
Kerberos is the recommended security configuration to use with Integrated Windows authentication. Kerberos requires the application pool account to be Network Service or special configuration by the domain administrator. NTLM authentication will work with any application pool account and the default domain configuration.

If you choose to use Secure Sockets Layer (SSL), you must add the certificate on each server using the IIS administration tools. Until this is done, the web application will be inaccessible from this IIS Web Site.

Authentication provider:
☐ Negotiate (Kerberos)
☒ NTLM

Allow Anonymous:
☐ Yes
☒ No

Use Secure Sockets Layer (SSL):
☒ Yes
☐ No

Load Balanced URL
The load balanced URL is the domain name for all sites users will access in this SharePoint Web application. This URL domain will be used in all links shown on pages within the web application. By default, it is set to the current servername and port.

URL

Zone

In the *Security Configuration* section set the *Authentication provider* to be **NTLM**. Set *Anonymous access* to **No** and select **Yes** for the option *Use Secure Sockets Layer (SSL)*. Ensure that **https://sites:987** is displayed in the *Load Balanced URL* location.

Scroll down the screen for more options.

Application Pool
Choose the application pool to use for the new web application. This defines the account and credentials that will be used by this service.

You can choose an existing application pool or create a new one.

☐ Use existing application pool

☒ Create new application pool

Application pool name

Select a security account for this application pool
☒ Predefined

☐ Configurable
User name

Password

Reset Internet Information Services
Use this section to allow SharePoint to restart IIS on other farm servers. The local server must be restarted manually for the process to complete. If this option is not selected and you have

☒ Restart IIS Automatically
☒ Restart IIS Manually

Chapter 13 – Troubleshooting

Select to **Create new application pool** and ensure that this pool is called *SBS Sharepoint AppPool* exactly as it is shown above (including case) or as previously mentioned you may have issues with SBS 2008 console functionality.

Select **Network Services** as the security account for the *Application pool* from the predefined option at the top.

Scroll down the page to the *Database Name and Authentication* section

Database Name and Authentication
Use of the default database server and database name is recommended for most cases. Refer to the administrator's guide for advanced scenarios where specifying database information is required.

Use of Windows authentication is strongly recommended. To use SQL authentication, specify the credentials which will be used to connect to the database.

Database Server
CIASVR01\Microsoft##SSEE

Database Name
ShareWebDB

Database authentication

☒ Windows authentication (recommended)
☐ SQL authentication

Account
Password

Leave the database name unchanged (it should read something like <Server_Name>\Microsoft##SSEE as shown above).

Change the database name to read *ShareWebDB*.

Ensure that the Database authentication is set as *Windows authentication*.

Scroll down and press the **OK** button at the bottom of the screen to create the new web application.

Central Administration > Application Management > Create or Extend Web Application > Create New Web Application > Application Created

Application Created

The Windows SharePoint Services Web application has been created.

If this is the first time that you have used this application pool with a SharePoint Web application, you must wait until the Internet Information Services (IIS) Web site has been created on all servers. By default, no new SharePoint site collections are created with the Web application. To create a new site collection, go to the [Create Site Collection](#) page.

To finish creating the new IIS Web site, you must run "iisreset /noforce" on each Web server.

You should now receive a message telling you that the application has been successful created.

Return to the Central Administration home page using the bread crumb navigation at the top of the page.

From the Central Administration page select the **Operations** tab.

Central Administration > Operations

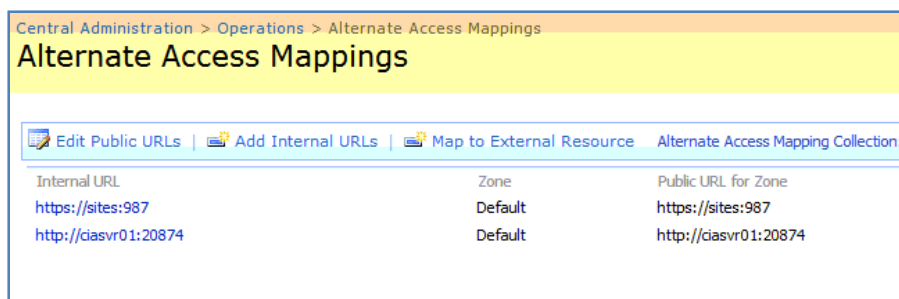
Operations

This page contains links to pages that help you manage your server or server farm, such as changing topology, specifying which services are running on each server, and changing settings that affect multiple applications.

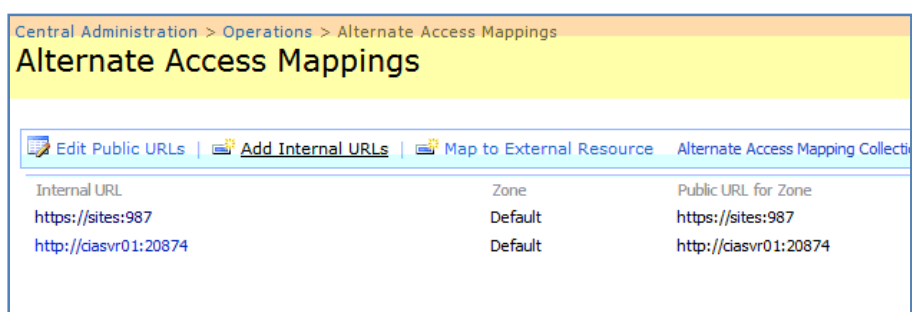
Topology and Services <ul style="list-style-type: none">▢ Servers in farm▢ Services on server▢ Outgoing e-mail settings▢ Incoming e-mail settings▢ Approve/reject distribution groups	Global Configuration <ul style="list-style-type: none">▢ Timer job status▢ Timer job definitions▢ Alternate access mappings▢ Manage farm features▢ Solution management
Security Configuration <ul style="list-style-type: none">▢ Service accounts▢ Information Rights Management▢ Antivirus▢ Blocked file types	Backup and Restore <ul style="list-style-type: none">▢ Perform a backup▢ Backup and restore history▢ Restore from backup▢ Backup and restore job status

From the *Global Configuration* section select **Alternate access mappings**.

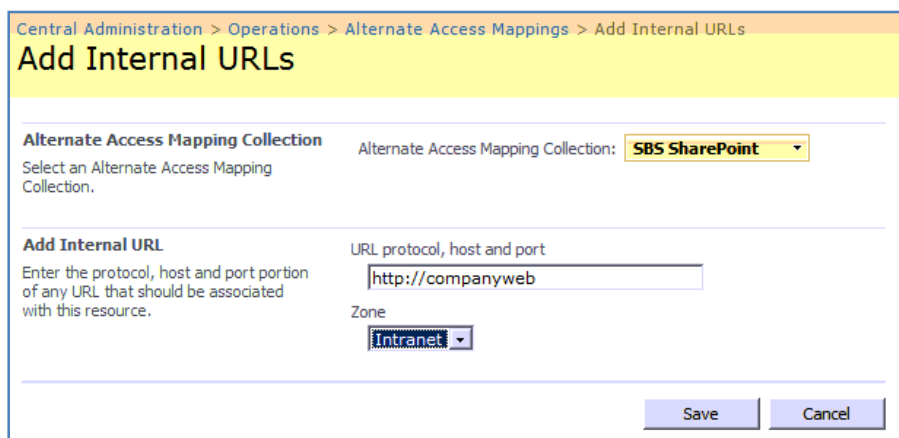
Chapter 13 – Troubleshooting



In here you should now see two sites, the *SharePoint Central Administration* site (typically called *http://<SBS_server_name>:<random port>*) and the web site you just created called *https://sites:987*.



From the menu across the top of the web sites select **Add Internal URLs**.

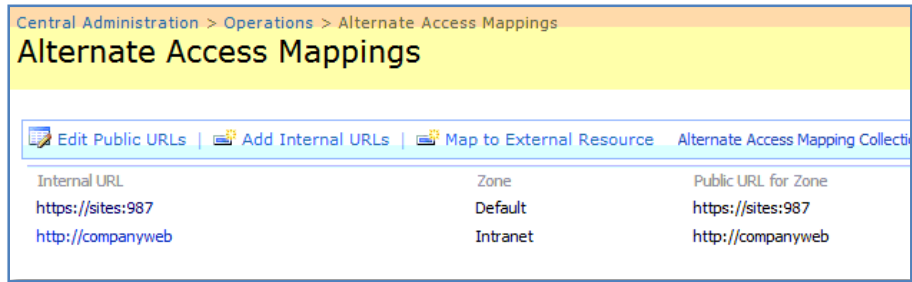


The section *Alternate Access Mapping Collection* should read *SBS SharePoint* as shown above. If it doesn't use the arrow to the right to select this web application.

With *SBS SharePoint* set as the *Alternate Access Mapping Collection* enter **http://companyweb** into the *URL protocol, host and port* field. Then ensure the *Zone* is set to **Intranet** from the pull down menu.

Chapter 13 – Troubleshooting

Press **Save** to save the changes.



Central Administration > Operations > Alternate Access Mappings		
Alternate Access Mappings		
Edit Public URLs Add Internal URLs Map to External Resource Alternate Access Mapping Collection		
Internal URL	Zone	Public URL for Zone
https://sites:987	Default	https://sites:987
http://companyweb	Intranet	http://companyweb

You will now be returned to the *Alternate Access Mappings* window where you should see something like that shown above with <https://companyweb> listed on the *Intranet* zone.



Central Administration > Application Management

Application Management

This page contains links to pages that help you configure settings for applications and components that are in server or server farm.

SharePoint Web Application Management

- Create or extend Web application
- Remove SharePoint from IIS Web site
- Delete Web application
- Define managed paths
- Web application outgoing e-mail settings
- Web application general settings
- Content databases
- Manage Web application features
- Web application list

SharePoint Site Management

- Create site collection
- Delete site collection
- Site use confirmation and deletion
- Quota templates
- Site collection quotas and locks
- Site collection administrators
- Site collection list

External Service Connections

- Records center
- HTML viewer

Application Security

Now select the **Application Management** tab and from the *SharePoint Site Management* section in the top right select **Create site collection**.

Chapter 13 – Troubleshooting

Ensure that the web application displays `https://sites:987`. If it doesn't use the arrow button at the right to select this web application.

In the *Title* enter **Companyweb**.

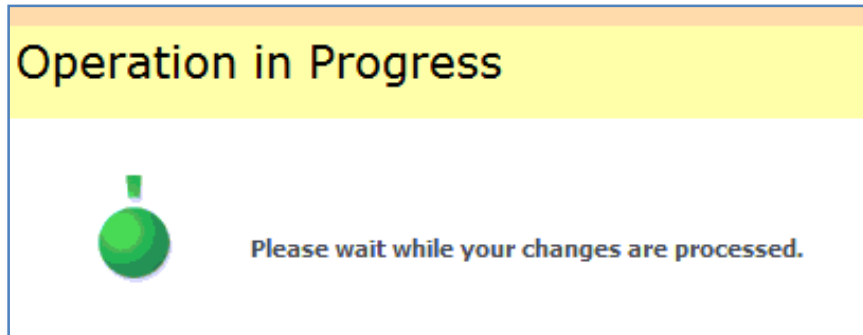
In the *Description* enter **Internal Web site**.

Leave the *Web Site Address* unchanged at `/`. Scroll down the page for more options.

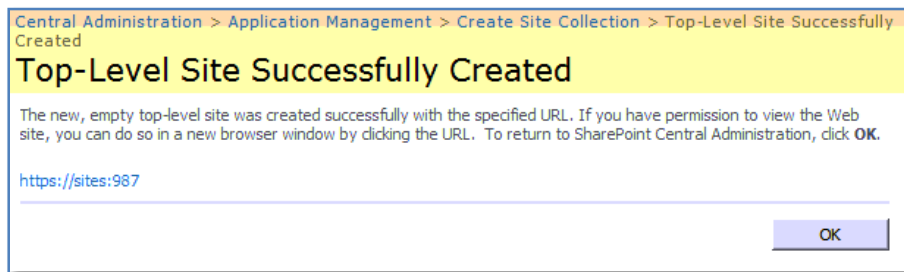
In the *Template Selection* ensure that you have selected the **Team Site** within the *Collaboration* tab selected.

In the *Primary Site Collection Administrator* enter the details of the SBS 2008 administrator login. You can use the check person icon or the address icon to locate and confirm that user. You may also select to have any other SBS 2008 user as the Secondary Site Collection Administrator but it is not necessary.

Scroll down the screen and press the **OK** button at the bottom to save your configuration.



You should now see a screen telling you that your changes are being processed. This may take a few minutes to complete.



At the completion you should see a message like that shown above indicating that a Top-Level site has been successfully created.

Press the **OK** button to continue.

Now select the **Operations** tab then **Services on Server** from the *Topology and Services* section on the left.

Chapter 13 – Troubleshooting

Central Administration > Operations > Services on Server

Services on Server: CIASVR01

Complete all steps below

Server: **CIASVR01**

Start services in the table below:

View: **Configurable**

Service	Comment	Status	Action
Central Administration		Started	Stop
Windows SharePoint Services Incoming E-Mail		Started	Stop
Windows SharePoint Services Search		Started	Stop
Windows SharePoint Services Web Application		Started	Stop

When finished, return to the [Central Administration](#) home page

Ensure that the *Windows SharePoint Services Search* service is started. If not click on the Action to start it.

Now return to the *Central Administration* home page and select the **Application Management** tab.

Select **Content databases** from the *SharePoint Web Application Management* section.

Central Administration > Application Management > Content Databases

Manage Content Databases

Use this page to manage content databases for this web application. Click a content database name to change its properties.

Add a content database

Web Application: **https://sites:987/**

Database Name	Database Status	Current Number of Sites	Site Level Warning	Maximum Number of Sites
ShareWebDb	Started	1	9000	15000

Click on the name of the database (in this case [ShareWebDb](#)).

Chapter 13 – Troubleshooting

Central Administration > Application Management > Content Databases > Manage Content Database Settings

Manage Content Database Settings

Use this page to update the properties of a content database in the Web application.

Warning: this page is not encrypted for secure communication. User names, passwords, and any other information will be sent in clear text. For more information, contact your administrator.

Database Information Specify database connection settings for this content database. Use the Database status options to control whether or not new sites can be created in the database. When the database status is set to Ready , the database is available for hosting new sites. When the database status is set to Offline , no new sites can be created.	Database server CIASVR01\Microsoft#SSEE SQL Server database name ShareWebDb Database status Ready Database authentication Windows authentication
Database Capacity Settings Specify capacity settings for this database.	Number of sites before a warning event is generated 9000 Maximum number of sites that can be created in this database 15000
Search Server You can choose to associate a content database with a specific server that is running the Windows SharePoint Services search service.	Select Windows SharePoint Services search server CIASVR01
Remove Content Database Use this section to remove a content database from the server farm. When you select the Remove content database check box and click OK , the database is no longer associated with this Web application. Caution: When you remove the content database, any sites listed in that content database are removed from the server farm.	<input type="checkbox"/> Remove content database

Ensure that you have your SBS 2008 server selected as the *Search Server*. If not select it from the drop down window and press the **OK** button to save.

Select the **Operations** tab then select **Incoming e-mail settings** in the *Topology and Services* section on the left.

A popup may appear warning you that an SMTP server is not installed. Press **OK** to continue to the configuration page.

Chapter 13 – Troubleshooting

Central Administration > Operations > Incoming E-Mail Settings

Configure Incoming E-Mail Settings

Use this page to change the e-mail settings for this server. You can enable or disable incoming e-mail, specify e-mail options, and configure the Microsoft SharePoint Directory Management Web Service. [Learn about enabling and configuring incoming e-mail.](#)

OK Cancel

Enable Incoming E-Mail <p>If enabled, SharePoint sites can receive e-mail and store incoming messages in lists. Sites, lists, and groups will need to be configured individually with their own e-mail addresses.</p> <p>In automatic mode, all required settings are retrieved automatically. Advanced mode is necessary only if you are not using the SMTP service to receive incoming e-mail. When using advanced mode, you need to specify the e-mail drop folder.</p>	Enable sites on this server to receive e-mail? <input checked="" type="radio"/> Yes <input type="radio"/> No
Directory Management Service <p>The Microsoft SharePoint Directory Management Service connects SharePoint sites to your organization's user directory in order to provide enhanced e-mail features. This service provides support for the creation and management of e-mail distribution groups from SharePoint sites. This service also creates contacts in your organization's user directory allowing people to find e-mail enabled SharePoint lists in their address book.</p> <p>To use the Directory Management Service you need to provide the SharePoint Central Administration application pool account with write access to the container you specify in the Active Directory. Alternatively you can configure this server farm to use a remote SharePoint Directory Management Web Service.</p>	Use the SharePoint Directory Management Service to create distribution groups and contacts? <input checked="" type="radio"/> No <input type="radio"/> Yes <input type="radio"/> Use remote
Incoming E-Mail Server Display Address <p>Specify the e-mail server address that will be displayed in Web</p>	E-mail server display address: <input type="text"/>

Select **Yes** to the option *Enable sites on this server to receive e-mail*. Leave the settings mode as **Advanced**.

Select **No** for the option *Use the SharePoint Directory Management Services to create distribution groups and contacts*.

Scroll down the screen for more options

Chapter 13 – Troubleshooting

<p>The Microsoft SharePoint Directory Management Service connects SharePoint sites to your organization's user directory in order to provide enhanced e-mail features. This service provides support for the creation and management of e-mail distribution groups from SharePoint sites. This service also creates contacts in your organization's user directory allowing people to find e-mail enabled SharePoint lists in their address book.</p> <p>To use the Directory Management Service you need to provide the SharePoint Central Administration application pool account with write access to the container you specify in the Active Directory. Alternatively you can configure this server farm to use a remote SharePoint Directory Management Web Service.</p>	<p>Use the SharePoint Directory Management Service to create distribution groups and contacts:</p> <p><input checked="" type="radio"/> No <input type="radio"/> Yes <input type="radio"/> Use remote</p>
<p>Incoming E-Mail Server Display Address</p> <p>Specify the e-mail server address that will be displayed in Web pages when users create an incoming e-mail address for a site, list, or group.</p> <p>This setting is often used in conjunction with the Microsoft SharePoint Directory Management Web Service to provide a more friendly e-mail server address for users to type.</p>	<p>E-mail server display address:</p> <p><i>mylist</i> @ <input type="text" value="companyweb"/></p> <p>For example, mylist@example.com</p>
<p>E-Mail Drop Folder</p> <p>Windows SharePoint Services checks periodically for incoming e-mail messages from the SMTP service. This setting specifies the folder in which to look for e-mail messages. When incoming e-mail settings are set to automatic mode, the e-mail drop folder is set automatically to the folder specified by the SMTP service.</p> <p>Note: When incoming e-mail settings are set to advanced mode you need to ensure that the log on account for the Windows service "Windows SharePoint Services Timer" has modify permissions on the e-mail drop folder.</p>	<p>E-mail drop folder:</p> <p><input type="text" value="C:\inetpub\mailroot\drop"/></p> <p>For example, c:\inetpub\mailroot\drop</p>

OK Cancel

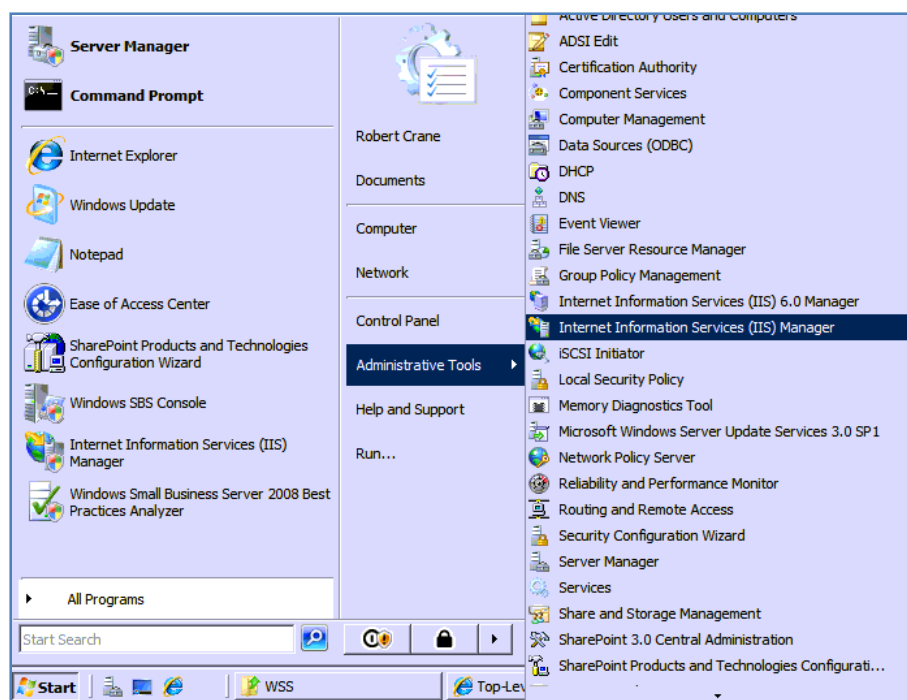
The *E-mail server display address* enter **companyweb**.

In the *E-mail drop folder* enter **c:\inetpub\mailroot\drop**.

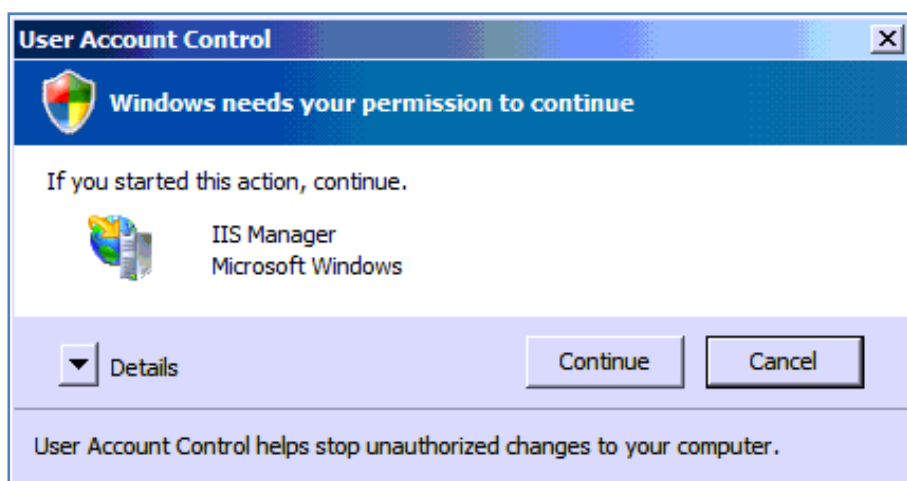
Press the **OK** button to save your changes.

The next step in the process is to configure the web server via IIS Management to respond correctly to a request for `http://companyweb`.

Chapter 13 – Troubleshooting

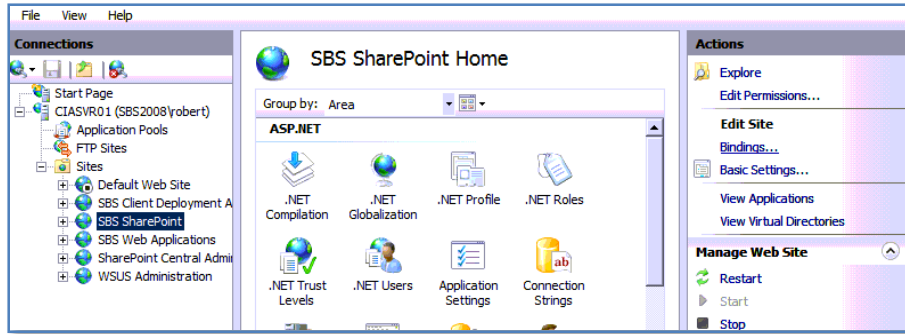


Select **Start | Administrative Tools | Internet Information Services (IIS) Manager**.



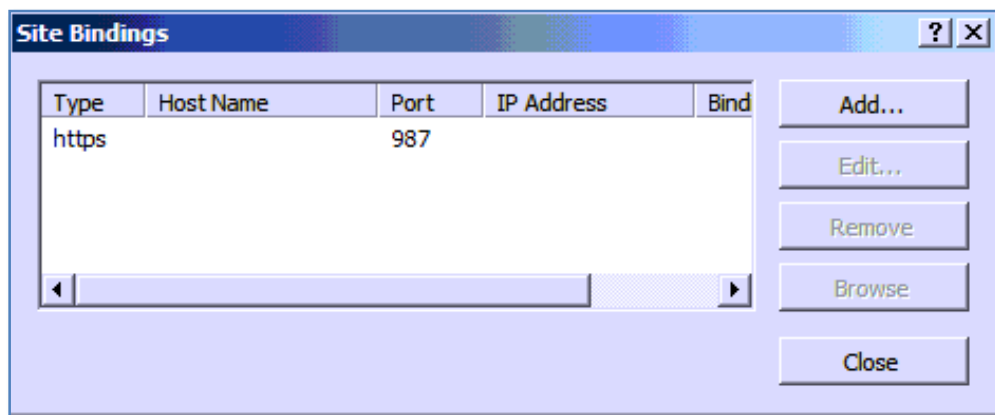
Accept the *User Account Control* window when it appears by pressing the **Continue** button.

Chapter 13 – Troubleshooting



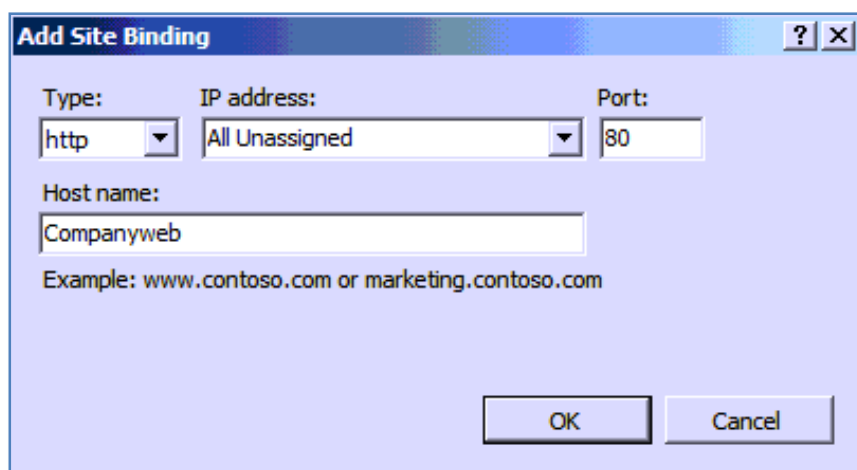
Inside the *IIS Manager* locate the *Sites* folder on the left hand side. Under the *Sites* folder locate the *SBS SharePoint* site and select it with the left mouse button like shown above.

Once the *SBS SharePoint* site has been selected click on the **Bindings** link on the right hand side of the window under the *Edit Site* section at the top of the window.



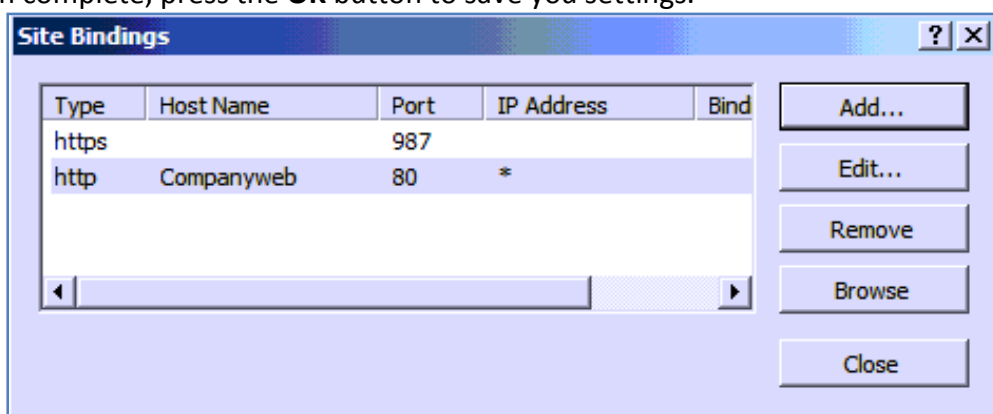
You should see the above window indicating that the only binding that this site currently has is for https on port 987 which are the details of the site that was created using the SharePoint Central Administration.

Click the **Add** button to create a new binding.



In the *Add Site Binding* windows ensure the type is set to **http**, IP address is set to **All Unassigned**, Port is set to **80** and Host name is set to **companyweb**.

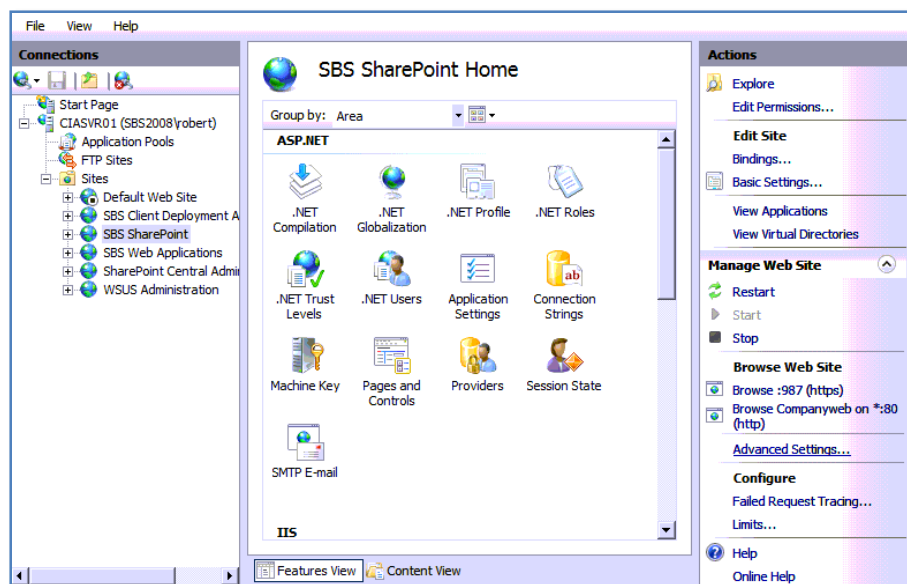
When complete, press the **OK** button to save you settings.



In the *Site Bindings* windows you should now see two bindings like shown above, including one for companyweb.

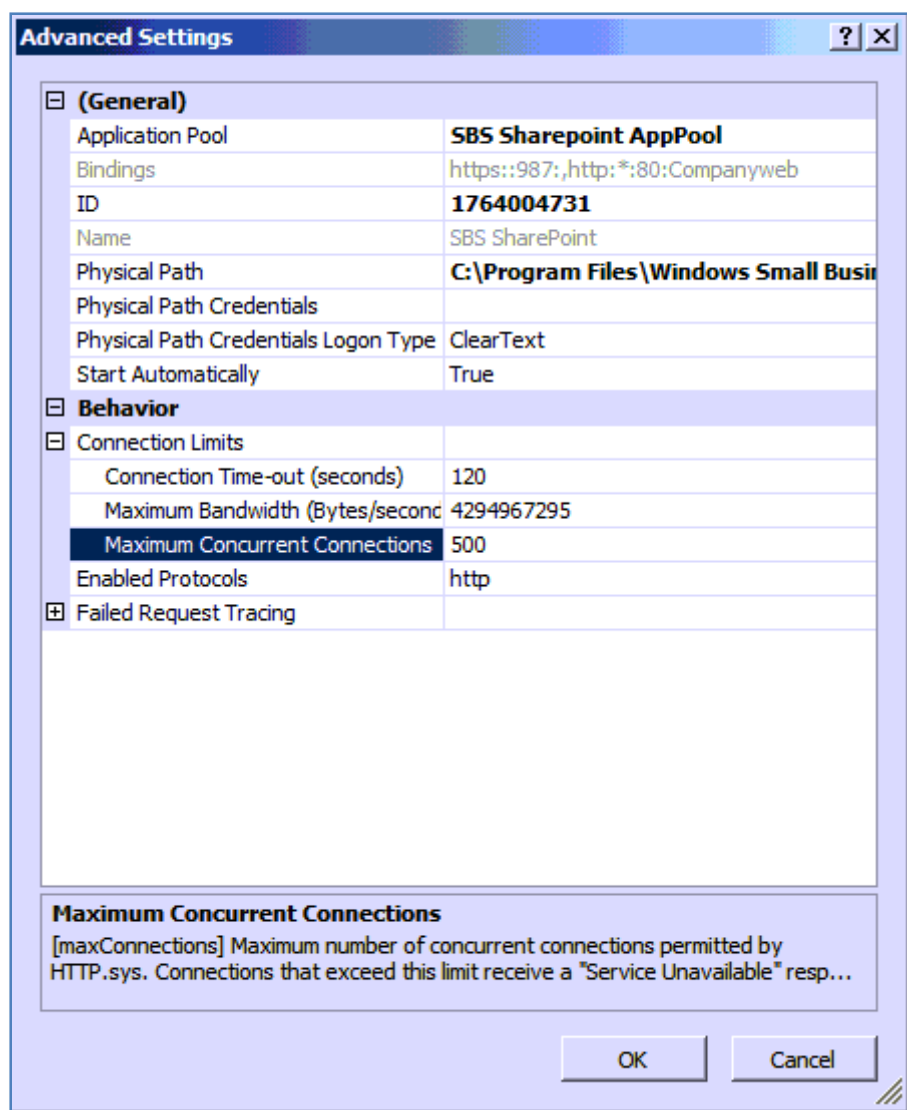
Press the **Close** button to continue.

Chapter 13 – Troubleshooting



You will be returned to the IIS Manager.

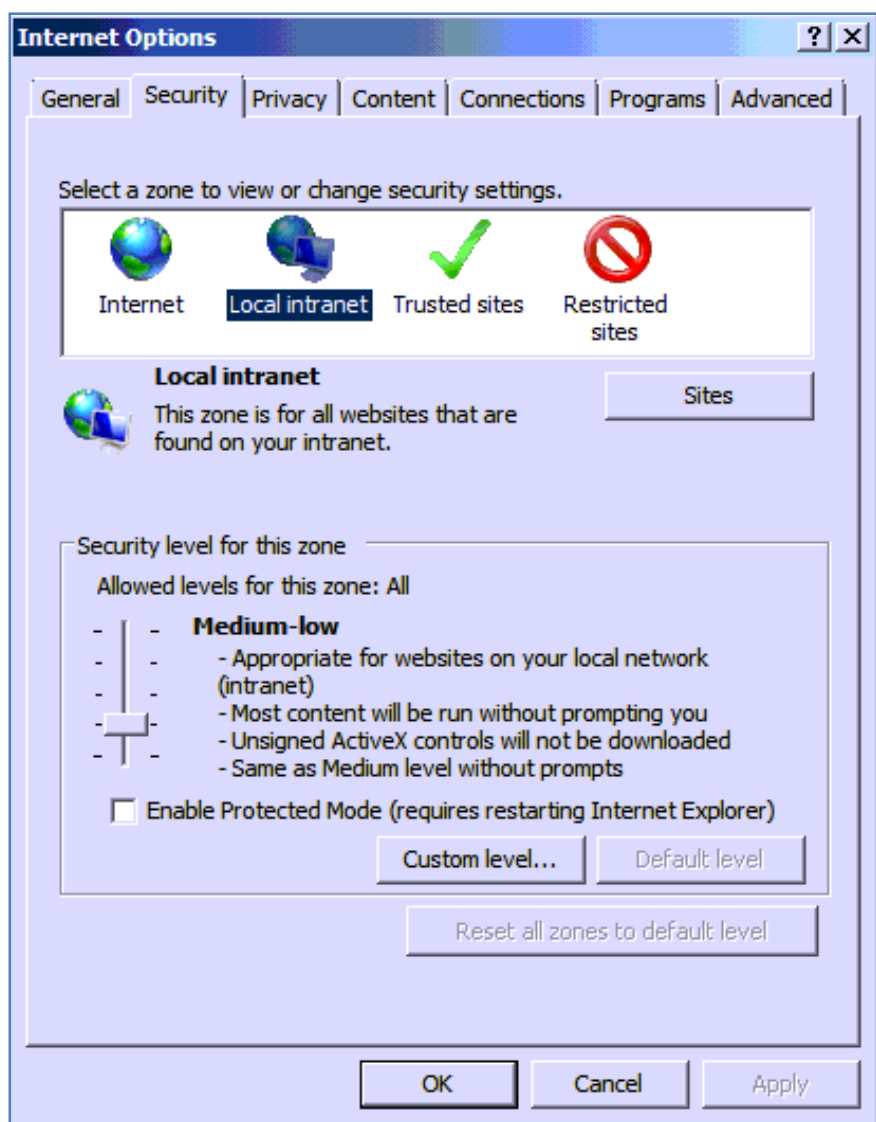
Select the **Advanced Settings** hyperlink in the lower right of the *Actions* column.



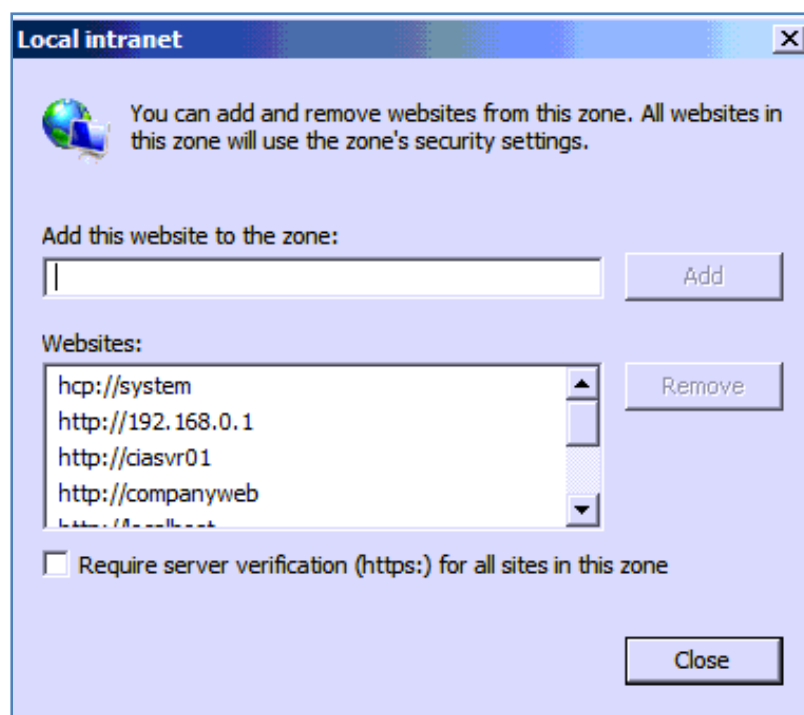
Locate the entry for *Maximum Concurrent Connections*. Click in the existing entry and change the number displayed to 500 as shown above.

Press the **OK** button to proceed.

You will then be returned to the IIS Manager which you can now close.



To view the companyweb site you should first ensure that it is in the Local intranet settings with Internet Explorer on the SBS 2008 server.



Simply add `http://companyweb` to the intranet zone as shown above and press the **Close** button.

You may also find that you are unable to view `http://companyweb` on the SBS 2008 server due to a well know issue. If this so then it is suggested that you disable the loopback connector as shown here.

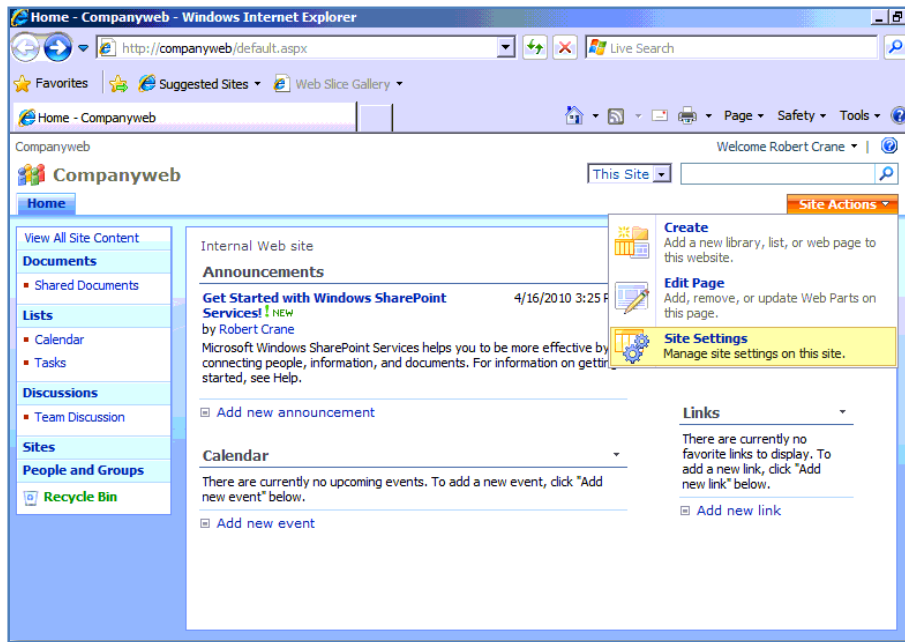
Disable loopback

1. Click **Start**, click **Run**, type **regedit**, and then click **OK**.
2. In Registry Editor, locate and then click the following registry key:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa
3. Right-click **Lsa**, point to **New**, and then click **DWORD Value**.
4. Type **DisableLoopbackCheck**, and then press ENTER.
5. Right-click **DisableLoopbackCheck**, and then click **Modify**.
6. In the **Value data** box, type **1**, and then click **OK**.
7. Quit Registry Editor, and then restart your computer.

More information about this issue can be found at the following web site:

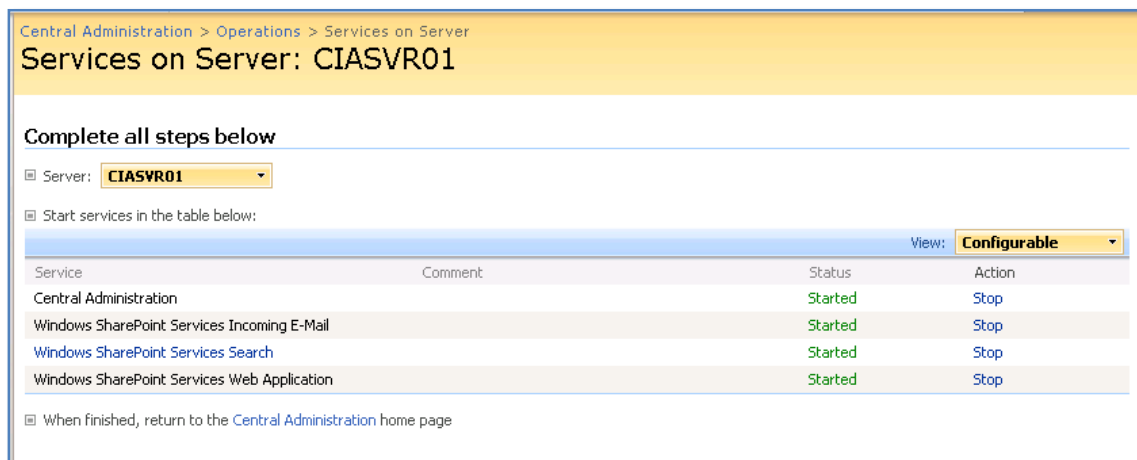
Chapter 13 – Troubleshooting

<http://support.microsoft.com/default.aspx?scid=kb;EN-US;896861>



You should now be able to view <http://companyweb> by entering the URL into the browser address.

You should also now check that search is operating. Return to the *SharePoint Central Administration*.



Select **Operations** then **Services on Server** to display a list of services. Ensure that the service *Windows SharePoint Services Search* is started. If not then click on the **Start** hyperlink in the *Actions* column and configure it appropriately. Information on configuring Search can be found in **Chapter 7 – Search**.

Chapter 13 – Troubleshooting

Central Administration > Operations > Outgoing E-Mail Settings

Outgoing E-Mail Settings

Use the settings on this page to configure the default e-mail settings for all web applications. [Learn about configuring e-mail settings.](#)

Mail Settings
Specify the SMTP mail server to use for Windows SharePoint Services e-mail-based notifications for alerts, invitations, and administrator notifications. Personalize the **From address** and **Reply-to address**.

Outbound SMTP server:

From address:

Reply-to address:

Character set:

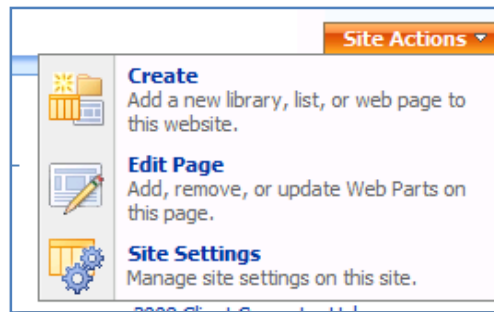
OK Cancel

Again select the **Operations** tab and then **Outgoing E-Mail settings**. In the *Outbound SMTP server* enter **SharePointSMTPServer**. Also enter an appropriate email address in the From address and Reply-to address.

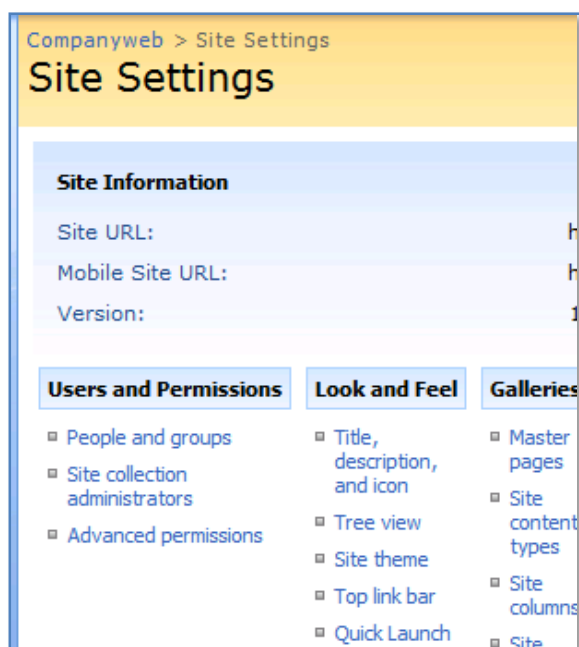
When complete press the **OK** button to save your settings.

Setting user permissions

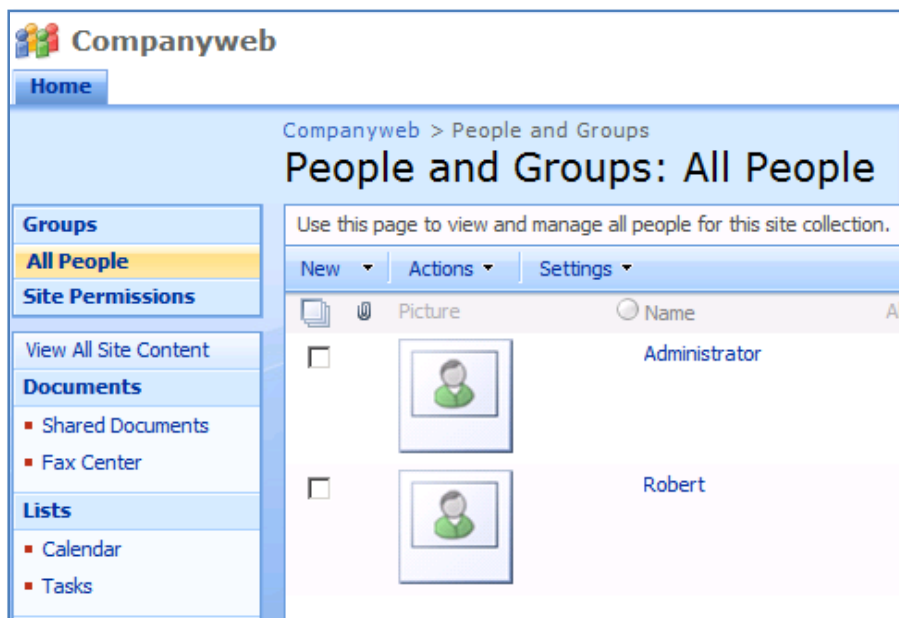
Return to <http://companyweb> and select **Site Settings** from the *Site Actions* pull down in the top right of the Home page.



Select **People and Groups** under the *Users and Permissions* section on the left hand side.

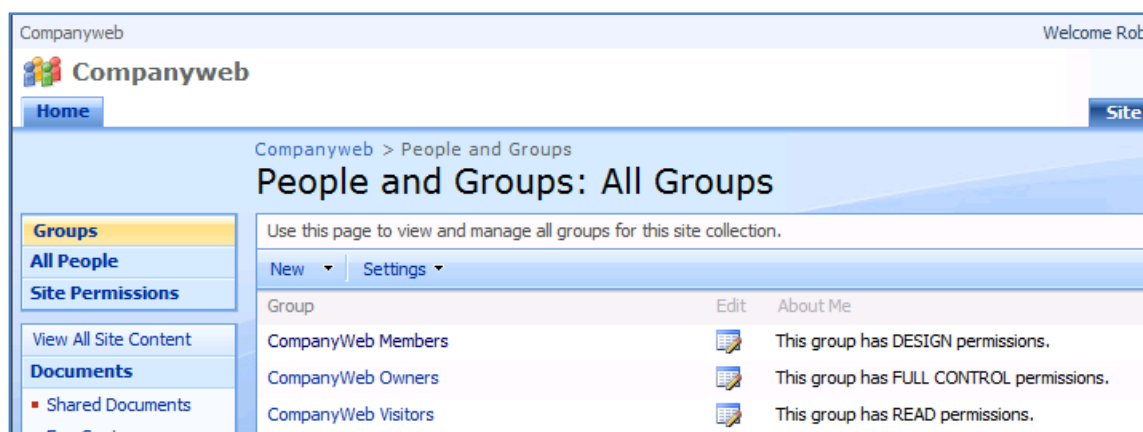


You should now see a list of SharePoint users which should at least include the SBS Administrator.



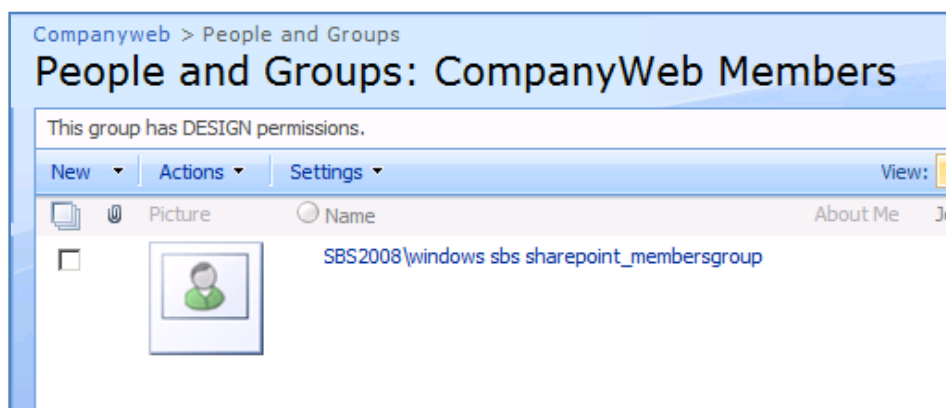
Click on the word **Groups** at the top of the *Quickstart* menu to the left.

Chapter 13 – Troubleshooting



You should see three groups: *Companyweb Members*, *Companyweb Owners* and *Companyweb Visitors*. If these don't exist then they will need to be created with the appropriate rights on Companyweb (detailed further down).

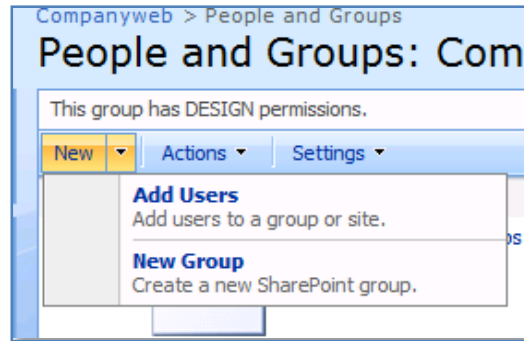
Click on group name (in this case *Companyweb Members*).



Inside each group should be a SBS 2008 Active Directory security group like so:

Companyweb visitors = <DOMAIN>\windows sbs sharepoint_visitorsgroup
Companyweb members = <DOMAIN>\windows sbs sharepoint_membersgroup
Companyweb owners = <DOMAIN>\windows sbs sharepoint_ownersgroup

Chapter 13 – Troubleshooting



If the Windows Active Directory security groups are not present you can add them to each relevant SharePoint group by selecting **New** and then **Add Users** from the menu bar.

Add Users
You can enter user names, group names, or e-mail addresses. Separate them with semicolons.
[Add all authenticated users](#)

Give Permission
Choose the permissions you want these users to have. You can add users to a SharePoint group (which is already assigned to a permission level), or you can add users individually and assign them to a specific permission level.
SharePoint groups are recommended as they allow for ease of permission management across multiple sites.

Send E-Mail
Use this option to send e-mail to your new users. You can personalize the message that

Users/Groups:

Give Permission

☒ Add users to a SharePoint group
☐ Give users permission directly

[View permissions this group has on sites, lists, and items...](#)

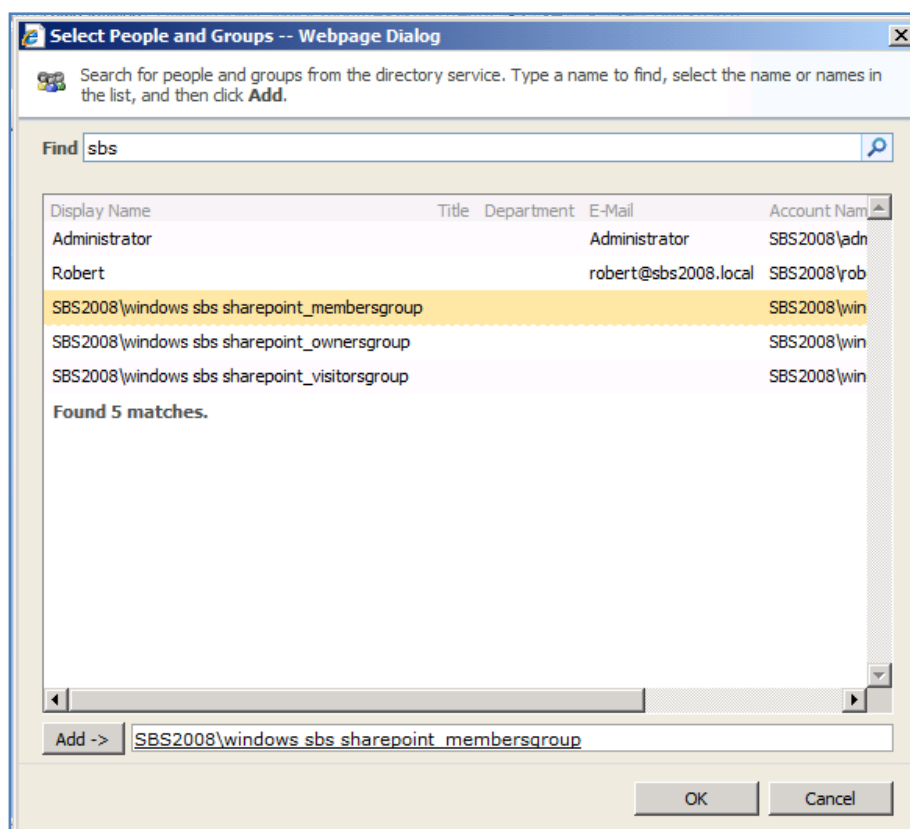
☐ Full Control - Has full control.
☐ Design - Can view, add, update, delete, approve, and customize.
☐ Contribute - Can view, add, update, and delete.
☐ Read - Can view only.

☐ Send welcome e-mail to the new users
Subject:

In the *Add Users* section type in the exact name of the Windows Active Directory security group. You can press *Ctrl-K* or the check icon to check that it is correct. Make sure that place the correct Windows Active Directory security group into the matching SharePoint group.

You can also use the user lookup icon (open book) to search for your security group like so:

Chapter 13 – Troubleshooting

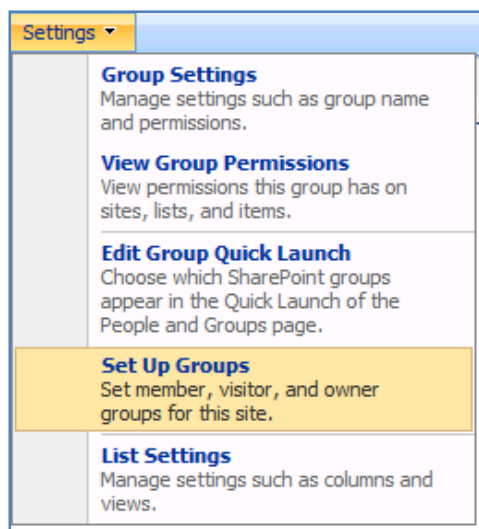


Uncheck the option at the bottom of the *Add User* screen to send emails and press the **OK** to save your selections.

When complete the appropriate Windows Active Directory security group should appear in that SharePoint group. Repeat the process for each SharePoint group using the appropriate Windows Active Directory security group.

If the SharePoint groups *Companyweb visitors*, *Companyweb members* and *Companyweb owners* doesn't exist select **Set Up Groups** from the *Settings* menu as shown:

Chapter 13 – Troubleshooting



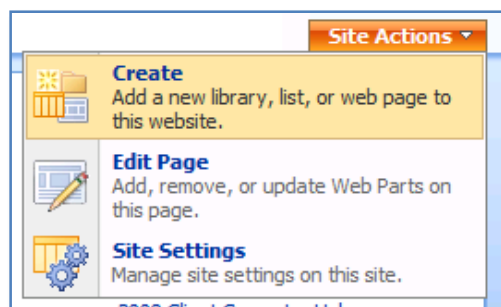
This will allow you then to create the three default groups very quickly.

A screenshot of the 'Set Up Groups for this Site' page in SharePoint. The page has a yellow header with the title 'Set Up Groups for this Site'. Below the header, there is a description: 'Use this page to specify who can access your site. You can create new SharePoint groups or re-use existing SharePoint groups.' The page is divided into two main sections: 'Visitors to this Site' and 'Members of this Site'. Each section has a description of the group's permissions and a form to create or select a group. The 'Visitors to this Site' section has a form with two empty text boxes. The 'Members of this Site' section has a form with two text boxes, the first of which contains the name 'Robert'. Both sections have radio buttons for 'Create a new group' and 'Use an existing group'. At the bottom of each section, there is a link 'Add all authenticated users'.

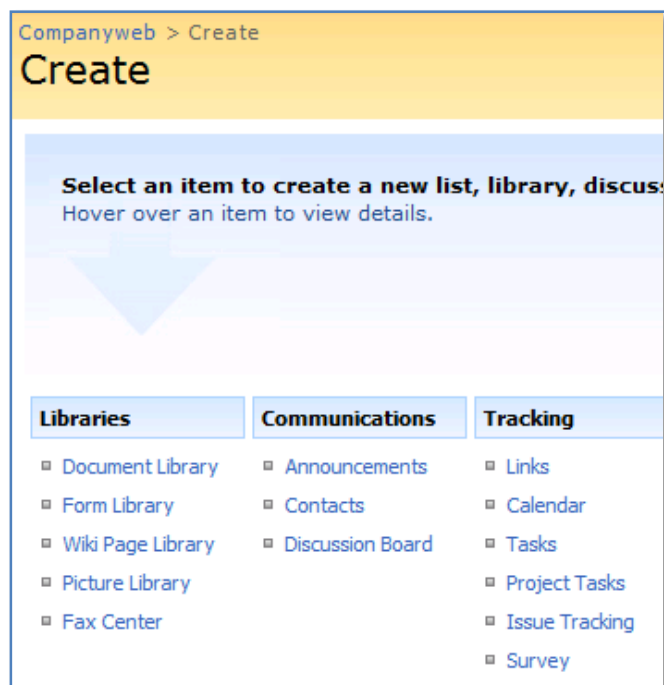
Ensure that you have the correct spelling and case for these groups to ensure consistency.

Recreating Fax Folders

Chapter 13 – Troubleshooting




Select **Site Actions** then **Create** from top right of the home page of Companyweb.



Select **Document Library** from the *Libraries* section on the left of the page.

Chapter 13 – Troubleshooting

Name and Description Type a new name as you want it to appear in headings and links throughout the site. Type descriptive text that will help site visitors use this document library.	Name: <input type="text" value="Fax Center"/> Description: <input type="text" value="Document library for managing and sending faxes."/>
Navigation Specify whether a link to this document library appears in the Quick Launch.	 Display this document library on the Quick Launch? <input checked="" type="radio"/> Yes <input type="radio"/> No
Incoming E-Mail Specify whether to allow items to be added to this document library through e-mail. Users can send e-mail messages directly to the document library by using the e-mail address you specify.	Allow this document library to receive e-mail? <input type="radio"/> Yes <input checked="" type="radio"/> No E-mail address: <input type="text" value=""/> @companyweb

In the Name field enter – Fax Center

In the Description enter – Document library for managing and sending faxes.

Scroll down to the bottom of the windows and press **Create** to save the changes.

Test > Fax Center

Fax Center

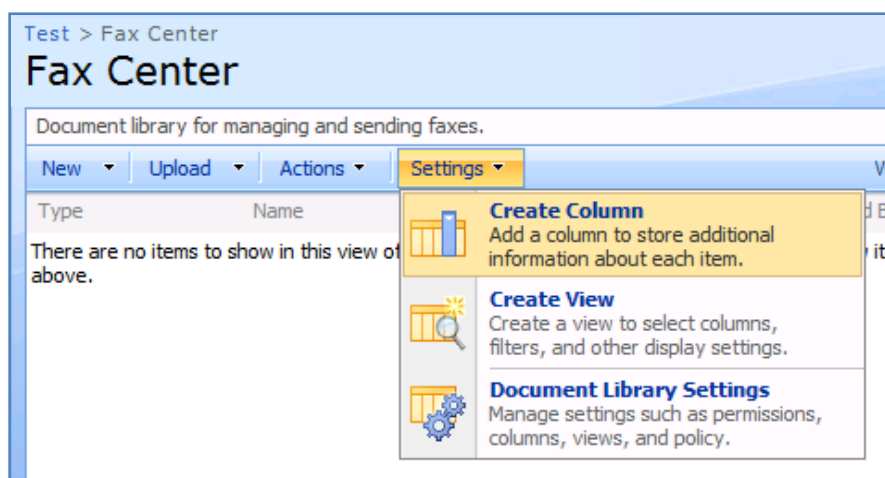
Document library for managing and sending faxes.

New ▾ Upload ▾ Actions ▾ Settings ▾ View: **All Documents**

Type	Name	Modified	Modified By
There are no items to show in this view of the "Fax Center" document library. To create a new item, click "New" or "Upload" above.			

Select **Settings** then **Create column** from menu bar.

Chapter 13 – Troubleshooting



In the *Column name* field enter – **Name of Sender**

For the *Type of information* field select – **Single line of text**

Create Column: Fax Center

Use this page to add a column to this document library.

Name and Type

Type a name for this column, and select the type of information you want to store in the column.

Column name:

The type of information in this column is:

- ☒ Single line of text
- ☐ Multiple lines of text
- ☐ Choice (menu to choose from)
- ☐ Number (1, 1.0, 100)
- ☐ Currency (\$, ¥, €)
- ☐ Date and Time
- ☐ Lookup (information already on this site)
- ☐ Yes/No (check box)
- ☐ Person or Group
- ☐ Hyperlink or Picture
- ☐ Calculated (calculation based on other columns)

Additional Column Settings

Specify detailed options for the type of information

Description:

Scroll down to the bottom of the window and select **OK** to save.

Repeat the column creation process for the following columns:

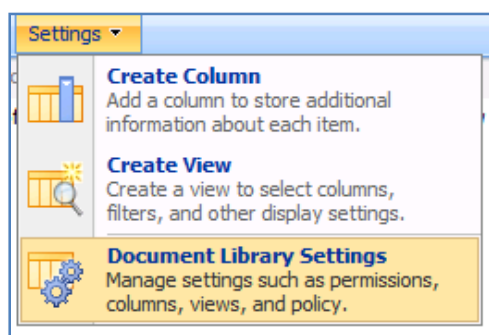
Chapter 13 – Troubleshooting

Caller ID, and for type of information, select **Single line of text**.

Time received, and for type of information, select **Date and Time**.

Pages, and for type of information, select **Number**.

Select **Settings** and then **Document Library Settings** from the menu bar.



Scroll down to the section Columns

Columns

A column stores information about each document in the document library. The following columns are currently available in this document library:

Column (click to edit)	Type	Required
Title	Single line of text	
Name of sender	Single line of text	
Caller ID	Single line of text	
Time received	Date and Time	
Pages	Number	
Created By	Person or Group	
Modified By	Person or Group	
Checked Out To	Person or Group	

- Create column
- Add from existing site columns
- Column ordering
- Indexed columns

Click on **Column ordering**.

Chapter 13 – Troubleshooting

Test > Fax Center > Settings > Change Field Order

Change Field Order: Fax Center

Use this page to change the order of the fields that site visitors fill out when they add items.

Field Order
Choose the order of the fields by selecting a number for each field under "Position from Top".

Field Name	Position from Top
Name	1
Title	2
Name of sender	3
Caller ID	4
Time received	5
Pages	6

OK Cancel

Ensure that the columns match the order shown above (i.e. Name, Title, Name of sender, Caller ID, Time received, Pages).

Fax Center

Document library for managing and sending faxes.

New Upload Actions Settings

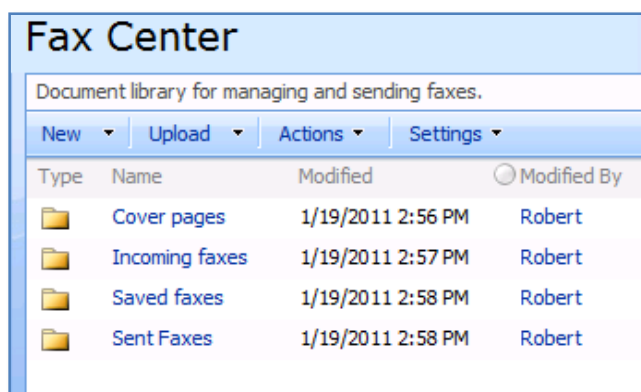
New Document
Create a new document in this library.

New Folder
Add a new folder to this document library.

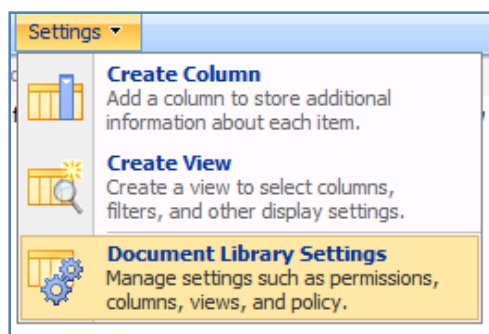
Return to the *Fax Center* main page by clicking on the link on the Quickstart menu on the left hand side. From the menu bar select **New** and then **New Folder**.

Create the following folders: Cover pages, Incoming faxes, Saved faxes, and Sent faxes.

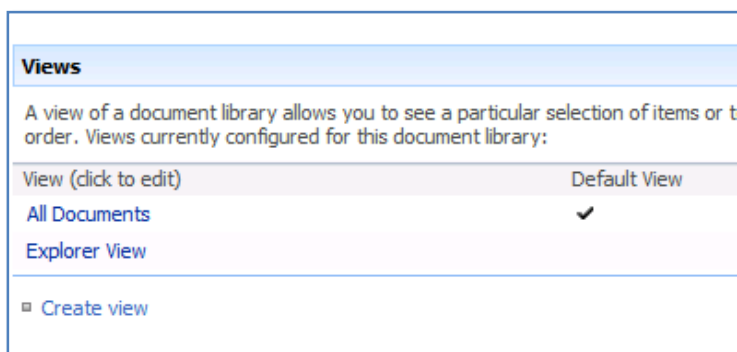
Chapter 13 – Troubleshooting



Select **Settings** and then **Document Library Settings** from the menu bar.



Scroll down to the section Views.



Click on All Documents

Chapter 13 – Troubleshooting

Columns

Select or clear the check box next to each column you want to show or hide in this view. To specify the order of the columns, select a number in the **Position from left** box.

Display	Column Name	Position from Left
<input checked="" type="checkbox"/>	Type (icon linked to document)	1
<input checked="" type="checkbox"/>	Name (linked to document with edit menu)	2
<input checked="" type="checkbox"/>	Name of sender	3
<input checked="" type="checkbox"/>	Caller ID	4
<input checked="" type="checkbox"/>	Time received	5
<input checked="" type="checkbox"/>	Pages	6
<input type="checkbox"/>	Check In Comment	7
<input type="checkbox"/>	Checked Out To	8
<input type="checkbox"/>	Content Type	9
<input type="checkbox"/>	Copy Source	10
<input type="checkbox"/>	Created	11
<input type="checkbox"/>	Created By	12
<input type="checkbox"/>	Edit (link to edit item)	13
<input type="checkbox"/>	File Size	14
<input type="checkbox"/>	ID	15

Check and order the following fields:

Type (icon linked to document) = Position 1

Name (linked to document with edit menu) = Position 2

Name of sender = Position 3

Caller ID = Position 4

Time received = Position 5

Pages = Position 6

Uncheck any other fields.

Chapter 13 – Troubleshooting

Sort

Select up to two columns to determine the order in which the items in the view are displayed. [Learn about sorting items.](#)

First sort by the column:

Name (for use in forms)

☒

1
2
3

 Show items in ascending order (A, B, C, or 1, 2, 3)

☐

3
2
1

 Show items in descending order (C, B, A, or 3, 2, 1)

Then sort by the column:

None

☒

1
2
3

 Show items in ascending order (A, B, C, or 1, 2, 3)

☐

3
2
1

 Show items in descending order (C, B, A, or 3, 2, 1)

Scroll down to the sort field and ensure that *First sort by column = Name (for use in forms)*.

Scroll down to the bottom of the window and press **OK** to save the settings.

Fax Center

Document library for managing and sending faxes

New Upload Actions Settings View: All Documents

Type	Name	Name of sender	Caller ID	Time received	Pages
Folder	Cover pages				
Folder	Incoming faxes				
Folder	Saved faxes				
Folder	Sent faxes				

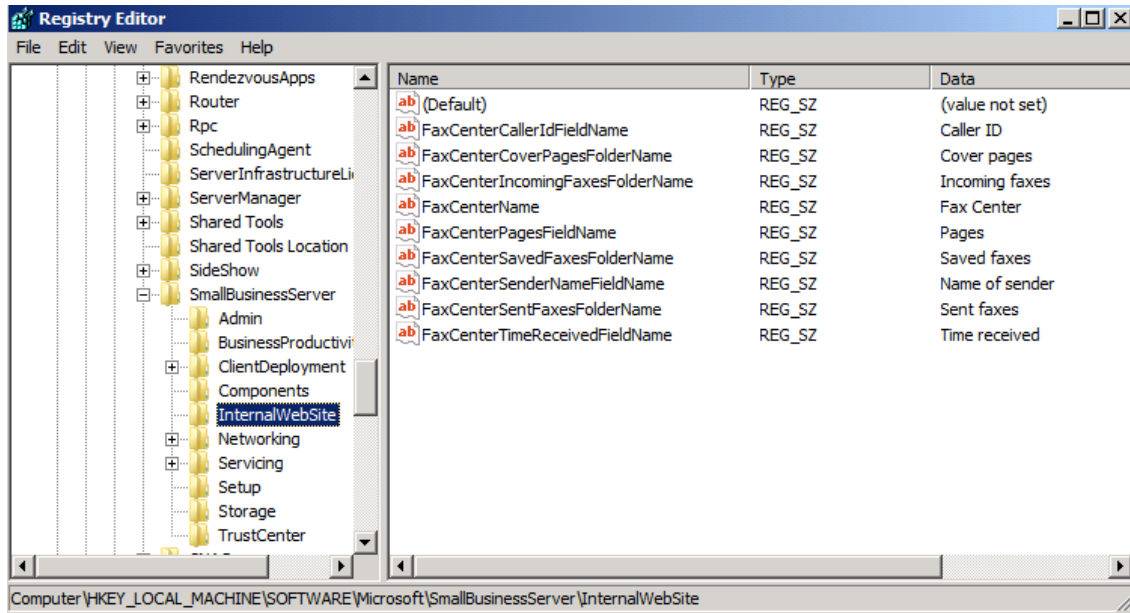
Returning to the *Fax Center* by clicking on the link in the *Quickstart* menu should display what is shown above.

On the SBS 2008 server select **Start**, then **Run** and enter **Regedit**. Accept the User Access Control that is displayed.

Navigate to the registry key

HKEY_LOCAL_MACHINE\Software\Microsoft\SmallBusinessServer\InternalWebSite. If this key doesn't exist simply create it using the **Edit**, **New** and **Key** from the menu.

Chapter 13 – Troubleshooting



Ensure the above values exist. If they don't them simply **right mouse click** on the *InternalWebSite* folder on the right and select **New** from the menu that is displayed. Then select String Value and make the following entries.

- String name **FaxCenterName**, with value data **Fax Center**
- String name **FaxCenterSenderNameFieldName**, with value data **Name of sender**
- String name **FaxCenterCallerIdFieldName**, with value data **Caller ID**
- String name **FaxCenterTimeReceivedFieldName**, with value data **Time received**
- String name **FaxCenterPagesFieldName**, with value data **Pages**
- String name **FaxCenterCoverPagesFolderName**, with value data **Cover pages**
- String name **FaxCenterIncomingFaxesFolderName**, with value data **Incoming faxes**
- String name **FaxCenterSavedFaxesFolderName**, with value data **Saved faxes**
- String name **FaxCenterSentFaxesFolderName**, with value data **Sent faxes**

Close regedit to complete the process.

Add link to the Windows Small Business Server 2008 Client Computer Help document

Open **http://companyweb**.

From the top of the *Quickstart* menu, click **View All Site Content**. Locate **Links** under the *Lists* heading and click on it.

Click **New** the menu bar. For *Web address*, enter **http://Sites/webhelp/webhelp.html**. For *Description*, enter **Windows Small Business Server 2008 Client Computer Help**.

Click **OK** to save.

Add the “Welcome to your Internal Web site” announcement

Open **http://companyweb**.

On the home page, click **Announcements**. In the *Announcements* library click **New** on the menu bar.

For the *Title*, enter **Welcome to your internal Web site**, and for the *Body*, type

Windows Small Business Server provides your organization with this internal Web site. You can use your internal Web site to share documents, pictures, and other information with co-workers. You can also use features that enable e-mail and fax. For more information, click Windows Small Business Server 2008 Client Computer Help.

Press the **OK** button to save.

Add the “Install the server's security certificate on your remote computer” announcement

Open **http://companyweb**.

On the home page, click the **Announcements**. In the Announcements library click **New** on the menu bar.

For *Title*, type **Install the server's security certificate on your remote computer**. For the *Body*, type:

You can configure remote computers to trust the server that is running Windows Small Business Server 2008 by installing the security certificate for the server. This enables your Internet browser to connect to Remote Web Workplace without security warnings. To install the security certificate for the server on your remote computer, do the following:

- a. From a computer that is in the Windows SBS network, open a Web browser, and then type the following address into the address bar: **\\<ServerName>\public\downloads**.
- b. Copy the file **Install Certificate Package.zip** to portable storage media, such as a floppy disk or a USB drive.
- c. Insert the floppy disk or USB drive into the computer that is not joined to the Windows SBS domain and from which you want to access Remote Web Workplace.

- d. In Windows Explorer, navigate to the location where you copied Install Certificate Package.zip, right-click Install Certificate Package.zip, and then click Extract All.
- e. In the Extract Compressed (Zipped) Folders dialog box, type a folder location to which you want to extract the files, and then click Extract.
- f. Open the folder where the extracted files are located, and then double-click InstallCertificate.
- g. Select Install the certificate on my computer, and then click Install.
- h. Browse to the Remote Web Workplace Web site.

Note

You should only download the certificate installer package from a computer that is directly connected to your organization's network. Do not download this package over the Internet.

To create the "Pictures" library

Open **http://companyweb**.

From the *Quickstart* menu, click the **View All Site Content**. Next click **Create**. In the *Libraries* section, click **Picture Library**.

Type the following information:

Name = **Pictures**

Description = **Use this library to store photos of your organization and of your events.**

Leave the remaining settings as default and click the **Create** button.

In the *Picture Library*, click the down arrow next to the **New** button then click **New Folder**. In *Folder Name* field, type **Photos**, and then click **OK**.

In the *Picture Library* page, click **New**, then click **Upload**. Click **Browse**. Navigate to **C:\Program Files\Windows Small Business Server\Data\sbs_logo.png**, and then click **Open**. Click **OK** to continue, and then click **OK** again.

Arrange the Quickstart menu

Open **http://companyweb**.

Chapter 13 – Troubleshooting

Click **Site Actions** at the top right of the home page then **Site Settings**. In the *Look and Feel* section, click **Quick Launch**. In the *Pictures* section, click the icon next to *Pictures*, and then click **Delete**. In the warning message box, click **OK**.

On the *Quick Launch* page, click **New Link**, on the following page, type the following information, and then click **OK**:

URL = **http://companyweb/Pictures/Photos**

Description = **Photos**

Heading= **Pictures**

Click **Change Order**. Set the order of the links as follows:

- 1:Documents
 - 1:Shared Documents
 - 2:Fax Center
- 2:Lists
 - 1:Calendar
 - 2:Tasks
- 3:Discussions
 - 1:Team Discussions
- 4:Sites
 - 1:Archived Mails
- 5:Pictures
 - 1:Photos
- 6:People and Groups

Click **OK** to save and apply the changes.

To set Home page image

Open **http://companyweb**.

Click **Site Actions** from top right of windows, then click **Edit Page**.

In the *Site Image* section, click **Edit**, then click **Modify Shared Web Part**. In the **Image** pane:

Set the *Image Link* to **/Pictures/Photos/SBS_logo.png**

Set the *Alternative Text* to be **Windows Small Business Server logo**.

Keep the remaining default settings and click **OK** to save.

Chapter 13 – Troubleshooting

Click **Exit Edit Mode** in the top right of the windows to save all of the changes.

To upload the customized master page

Open **http://companyweb**.

Click **Site Actions**, click **Site Settings**. In the *Galleries* section, click **Master pages**.

Click **Upload** then **Browse**. In the Choose file window, navigate to *C:\Program Files\Windows Small Business Server\Data\default.master*, click **Open**, click **OK**, and then click **OK** to save the changes.

Edit the CompanyWeb registry key

On the SBS 2008 server console click **Start**, **Run** then **regedit**, and then press ENTER. Accept the *User Account Control* window by clicking **Continue**.

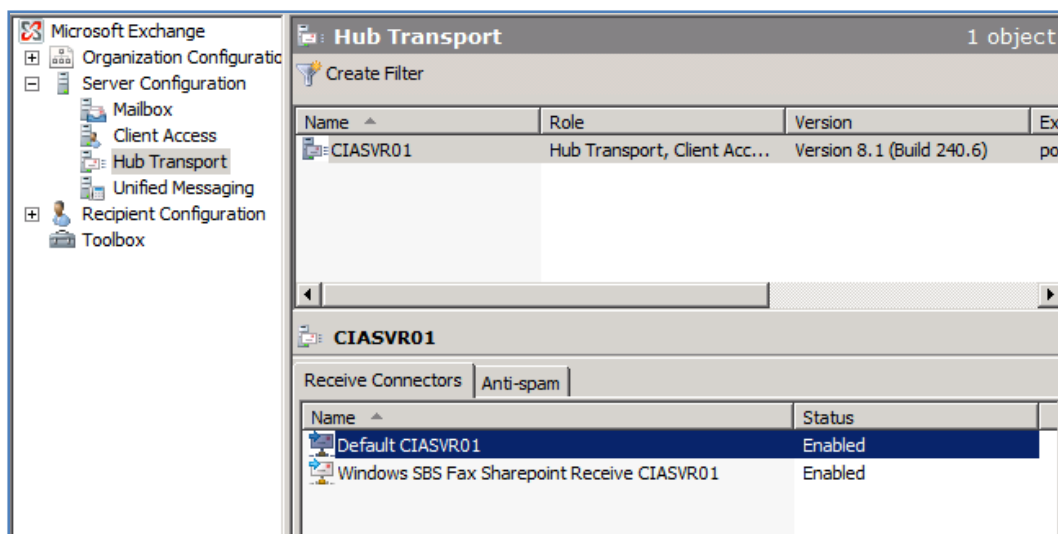
Navigate to the key **HKEY_LOCAL_MACHINE\Software\Microsoft\SmallBusinessServer\Components**, and then set the value of the **CompanyWeb** key to 1 (REG_DWORD).

When these processes are complete you should run Windows Update to install the latest updates for WSS v3 on your server.

13.30 SBS SharePoint Exchange server configuration

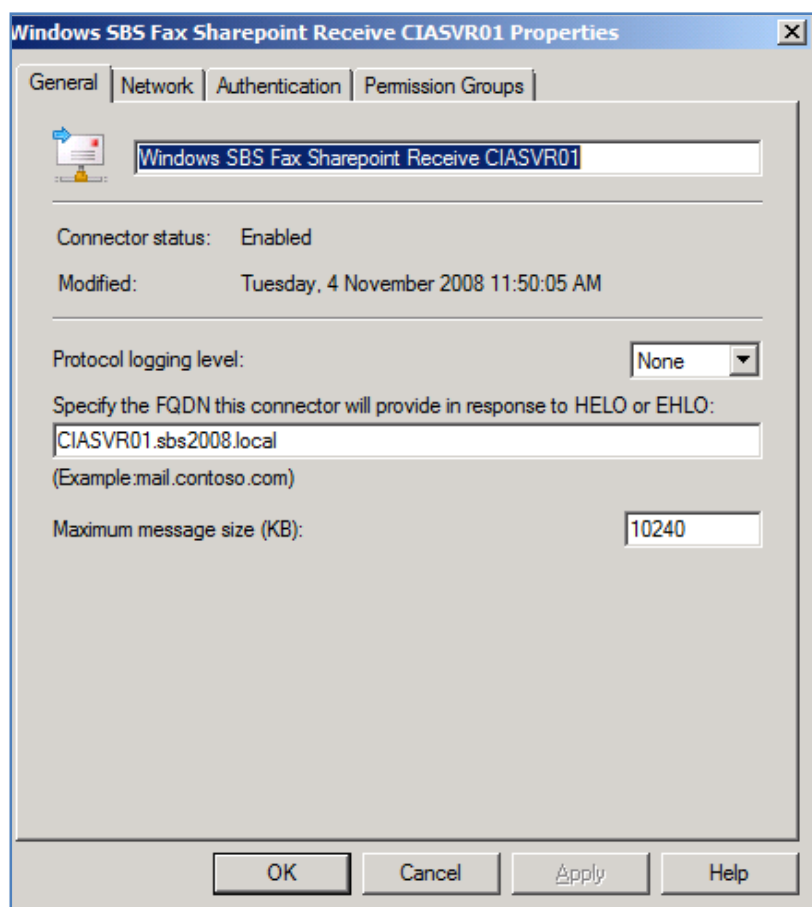
Normally WSS v3 outbound mail does not function correctly on a server which also has Exchange Server installed on it. To overcome these issues on SBS 2008, Exchange Server is configured with an additional Exchange Hub transport. The standard configuration of that Hub transport is shown here.

Chapter 13 – Troubleshooting



If you open the *Exchange management console* and navigate to *Hub Transport* under *Server configuration* as shown above you will see there is a special SharePoint receive connector.

To view the properties of this connector simply **right mouse** click on it and select **Properties** from the menu that appears.



On the General tab you will see a number of settings. Firstly, it is important to note that you can change the Protocol logging level to help you troubleshoot mail delivery issues from WSS v3. Setting this option to *Verbose* will enable logging.

Any logs will be located in:

C:\Program Files\Microsoft\Exchange Server\TransportRoles\Logs\ProtocolLog\SmtpReceive

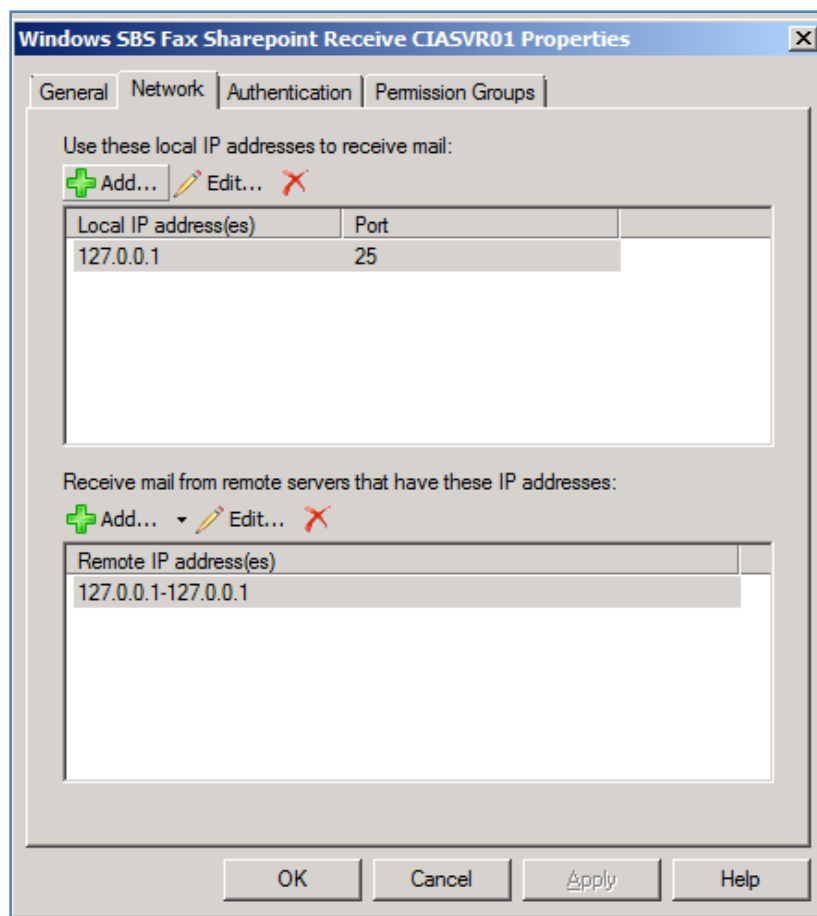
by default.

Here is an example of a log file when logging is enabled:

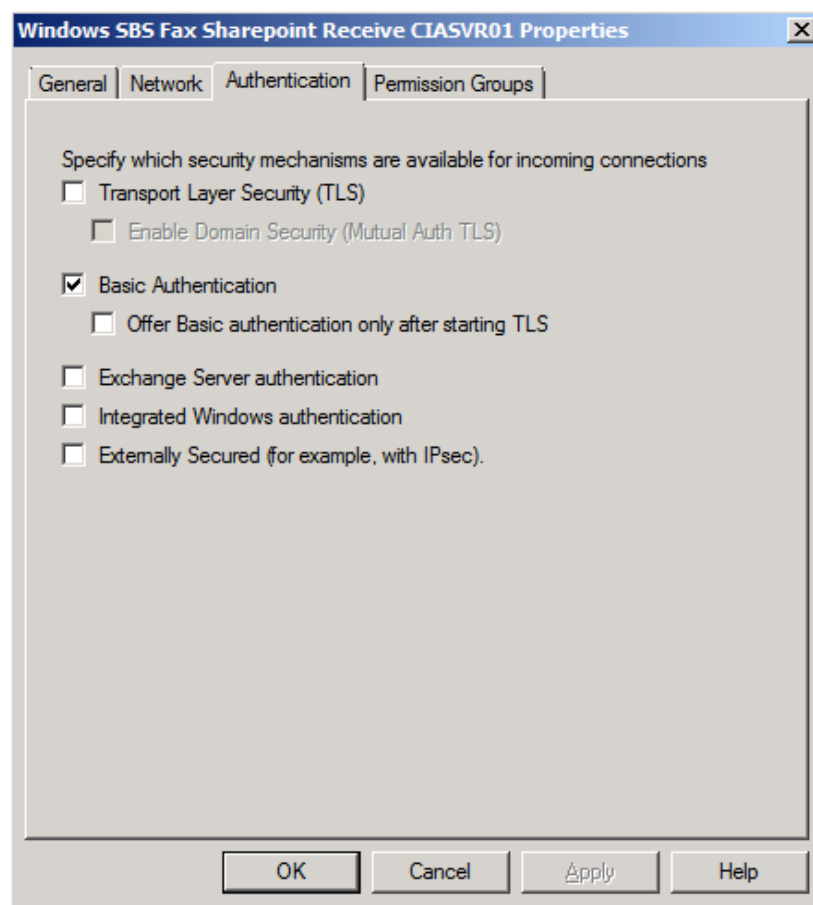
Chapter 13 – Troubleshooting

```
0.1:38388,+,,
0.1:38388,*SMTPSubmit SMTPAcceptAnySender SMTPAcceptAuthoritativeDomainSender AcceptRoutingHeader
0.1:38388,>,"220 CIASVR01.sbs2008.local Microsoft ESMTP MAIL Service ready at Tue, 23 Nov 2010 16
0.1:38388,<,HELO CIASVR01,
0.1:38388,>,250 CIASVR01.sbs2008.local Hello [127.0.0.1],
0.1:38388,<,MAIL FROM:<CompanywebAdmin@sbs2008.local>,
0.1:38388,*08CD58EA70470DEB;2010-11-23T05:57:33.033Z;1,receiving message
0.1:38388,>,250 2.1.0 Sender OK,
0.1:38388,<,RCPT TO:<robert@sbs2008.local>,
0.1:38388,>,250 2.1.5 Recipient OK,
0.1:38388,<,DATA,
0.1:38388,>,354 Start mail input; end with <CRLF>.<CRLF>,
0.1:38388,>,250 2.6.0 <3BD50098E401463AA228377848493927-{A7D69E63-1C3E-4942-AEE1-C2834AE5CFF0}@sbs
0.1:38388,<,QUIT,
0.1:38388,>,221 2.0.0 Service closing transmission channel,
0.1:38388,-,,Local
0.1:38455,+,,
0.1:38455,*SMTPSubmit SMTPAcceptAnySender SMTPAcceptAuthoritativeDomainSender AcceptRoutingHeader
0.1:38455,>,"220 CIASVR01.sbs2008.local Microsoft ESMTP MAIL Service ready at Tue, 23 Nov 2010 17
0.1:38455,<,HELO CIASVR01,
0.1:38455,>,250 CIASVR01.sbs2008.local Hello [127.0.0.1],
0.1:38455,<,MAIL FROM:<CompanywebAdmin@sbs2008.local>,
0.1:38455,*08CD58EA70470DEC;2010-11-23T06:05:56.964Z;1,receiving message
0.1:38455,>,250 2.1.0 Sender OK,
0.1:38455,<,RCPT TO:<robert@sbs2008.local>,
0.1:38455,>,250 2.1.5 Recipient OK,
0.1:38455,<,DATA,
0.1:38455,>,354 Start mail input; end with <CRLF>.<CRLF>,
0.1:38455,>,250 2.6.0 <3BD50098E401463AA228377848493927-{317D6406-224C-4F56-8CB3-0DD2DD4F2C84}@sbs
0.1:38455,<,QUIT,
0.1:38455,>,221 2.0.0 Service closing transmission channel,
0.1:38455,-,,Local
```

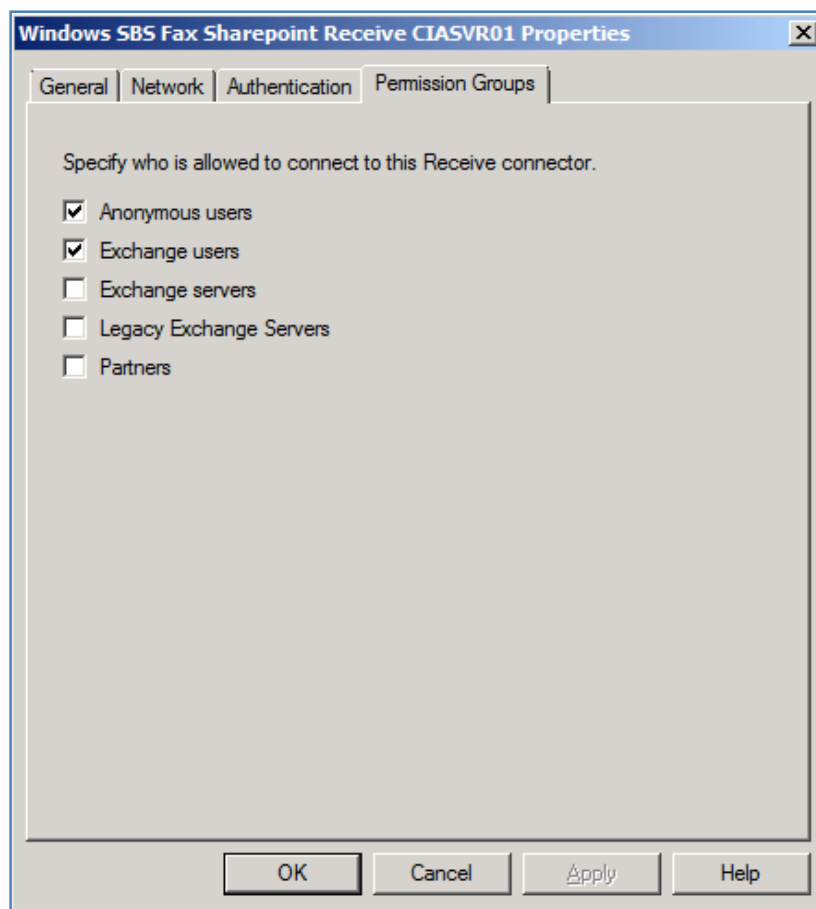
You will also notice that the maximum attachment size is set to around 10MB. Normally WSS v3 would not send files with attachments so there should be no need to alter this setting.



On the *Network* tab you will find the networks that are permitted to receive mail from. As you can see from the default configuration above, this SharePoint Exchange connector can only receive email from the local machine (127.0.0.1). Thus, even though this connector allows anonymous connection it only allows those from the local machine.



On the Authentication tab you will see that only *Basic Authentication* is enabled.



On the Permission Groups tab you will find that both *Anonymous* and *Exchange users* are permitted to connect to this Receive connector. Even though anonymous access is enabled it is restricted to only accept delivery from the local machine as mentioned previously.

Name	Type	Data	Timestamp
_msdcs			
_sites			
_tcp			
_udp			
DomainDnsZones			
ForestDnsZones			
(same as parent folder)	Start of Authority (SOA)	[103], ciasvr01.sbs2008.loc...	4/11/2008 1:
(same as parent folder)	Name Server (NS)	ciasvr01.sbs2008.local.	22/11/2010 :
(same as parent folder)	Host (A)	192.168.0.2	22/11/2010 :
CIAABC	Host (A)	192.168.0.16	5/11/2008 1:
ciasvr01	Host (A)	192.168.0.2	22/11/2010 :
CIASVR02	Host (A)	192.168.0.13	20/01/2009 :
CIAWS010	Host (A)	192.168.0.12	16/12/2008 :
CIAXYZ	Host (A)	192.168.0.15	6/11/2008 4:
Companyweb	Alias (CNAME)	ciasvr01.sbs2008.local.	static
connect	Alias (CNAME)	ciasvr01.sbs2008.local.	static
SBSConnectComputer	Alias (CNAME)	ciasvr01.sbs2008.local.	static
SharepointSMTPServer	Host (A)	127.0.0.1	static
Sites	Alias (CNAME)	ciasvr01.sbs2008.local.	static

Chapter 13 – Troubleshooting

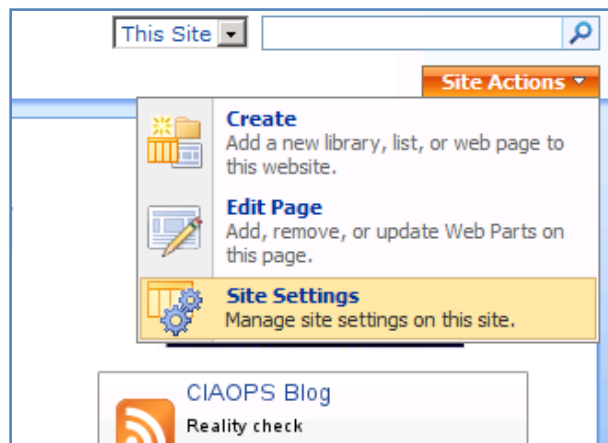
The final piece of the configuration is a DNS Host (A) record called *SharepointSMTPServer* that points to the local IP address (i.e. 127.0.0.1) as shown above.

The screenshot shows the 'Outgoing E-Mail Settings' page in the Central Administration console. The breadcrumb trail is 'Central Administration > Operations > Outgoing E-Mail Settings'. The page title is 'Outgoing E-Mail Settings'. Below the title, there is a link: 'Use the settings on this page to configure the default e-mail settings for all web applications. [Learn about configuring e-mail settings.](#)'. The 'Mail Settings' section contains a description: 'Specify the SMTP mail server to use for Windows SharePoint Services e-mail-based notifications for alerts, invitations, and administrator notifications. Personalize the **From address** and **Reply-to address**.' The configuration fields are: 'Outbound SMTP server:' with the value 'SharepointSMTPServer'; 'From address:' with the value 'CompanyWebAdmin@sbs2008.local'; 'Reply-to address:' with the value 'CompanyWebAdmin@sbs2008.local'; and 'Character set:' with a dropdown menu set to '65001 (Unicode UTF-8)'. At the bottom right are 'OK' and 'Cancel' buttons.

When WSS v3 is configured in the Central Administration console it uses an Outbound SMTP server settings of *SharepointSMTPServer* as shown above. This setting connects it to the DNS record, which points to the local IP address, which connects it with the special Exchange Hub transport that allows it to send email to an Exchange server on the same box as an anonymous user.

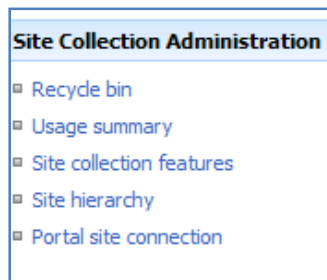
13.31 Space Allocation

One of the major challenges of any SharePoint site is to easily determine where space is being consumed on the site. Typically it will be with uploaded files and their versions (if enabled). The following provides you with a quick and simple way to locate this information.



Chapter 13 – Troubleshooting

Open the site as a site administrator and select **Site Settings** from the top right of the screen.



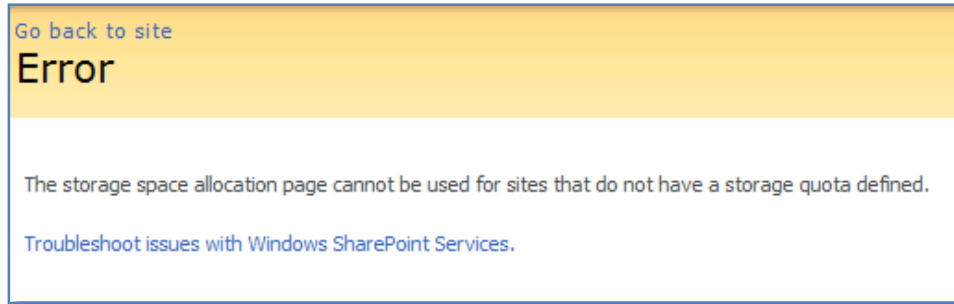
Locate the **Usage Summary** option from under the *Site Collection Administration* section on the right hand side of the screen.

Site Collection Usage Summary

This page shows summary information on how this site collection is being used. Links to more detailed information are in the descriptions of each area.

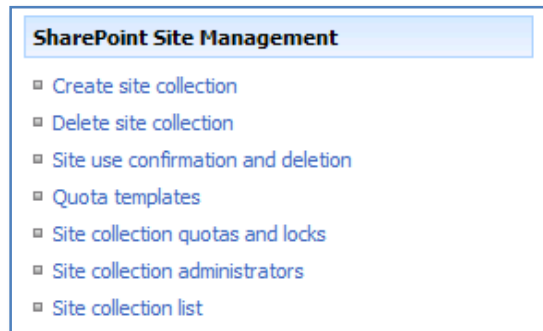
Storage This is the amount of disk space taken up by the content in your site collection. For details on how the storage is being used, go to the Storage Space Allocation page. To view Web Discussions, go to the Manage Web Discussions page.	Current storage used: 179 MB Percent used by Web Discussions: 0 % Maximum storage allowed: Not applicable
Users This shows how many users have been added to the site collection, and what, if any, restrictions exist for how many users may be invited. For more details, go to the Site Usage Reports page.	Number of users: 10 users
Activity This section shows information on how often the site is being visited. For more details, go to the Site Usage Reports page.	Total hits: 1096839 Recent bandwidth use: 37 MB/day

When clicked you should see a screen like that shown above that provides an indication of the overall site storage. You will also note under the heading *Storage* there is a hyperlink *Storage Allocation Page*.

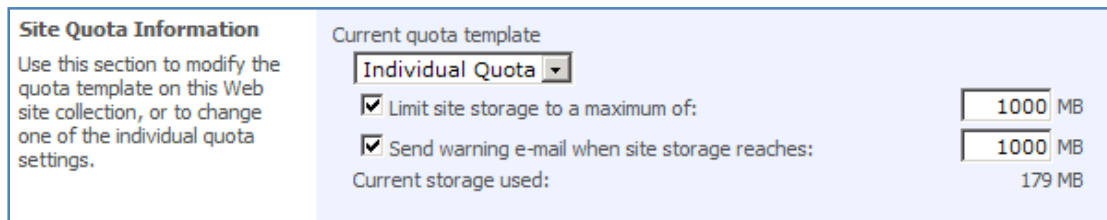


If you click this link you will generally receive the error that is displayed above. This simply means that an allocation cannot be produced because a quota has not been defined.

To define a site quota run the **SharePoint Central Administration** and select the **Operations** tab.



Select the **Site collection quotas and locks** option from under the *SharePoint Site Management* option in the top right section of the page.

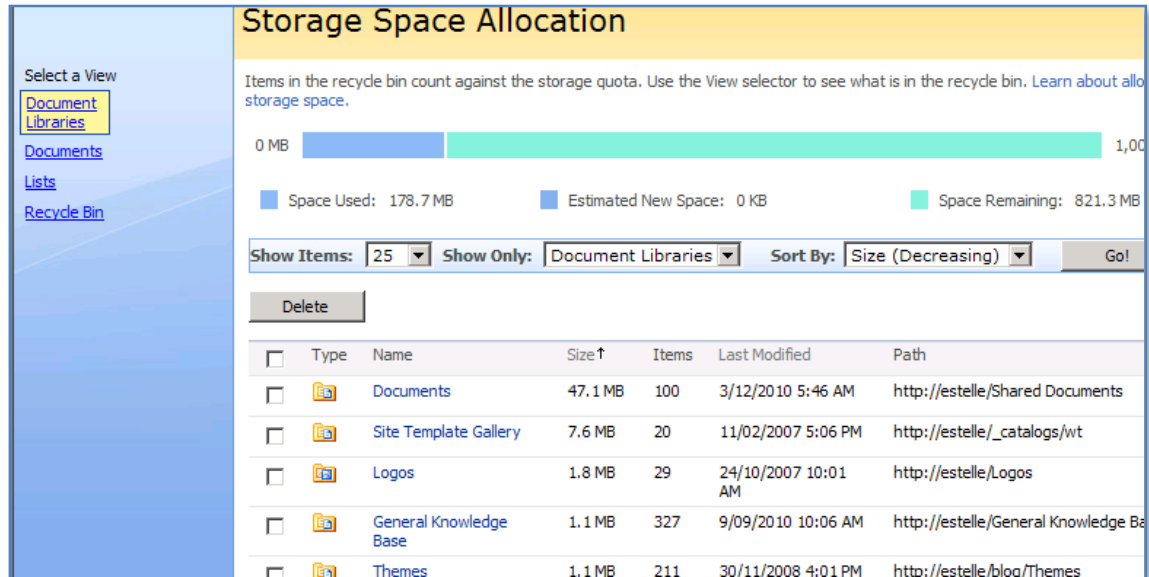


Locate the section *Site Quota Information* and place a check in each option. Also set the value in the box to something much larger than the current storage of the site, which is shown directly below. Remember, that once you impose a quota on a site and the site exceeds this quota then users will no longer be able to add information to the site until the storage falls below this quota value.

Chapter 13 – Troubleshooting

In this case either use the quota as an initial fact finding tool and disable it after or ensure that the quote values you enter are large enough to prevent the quota from being exceed.

Once you have done this scroll down the page and press the **OK** button to save the configuration changes.

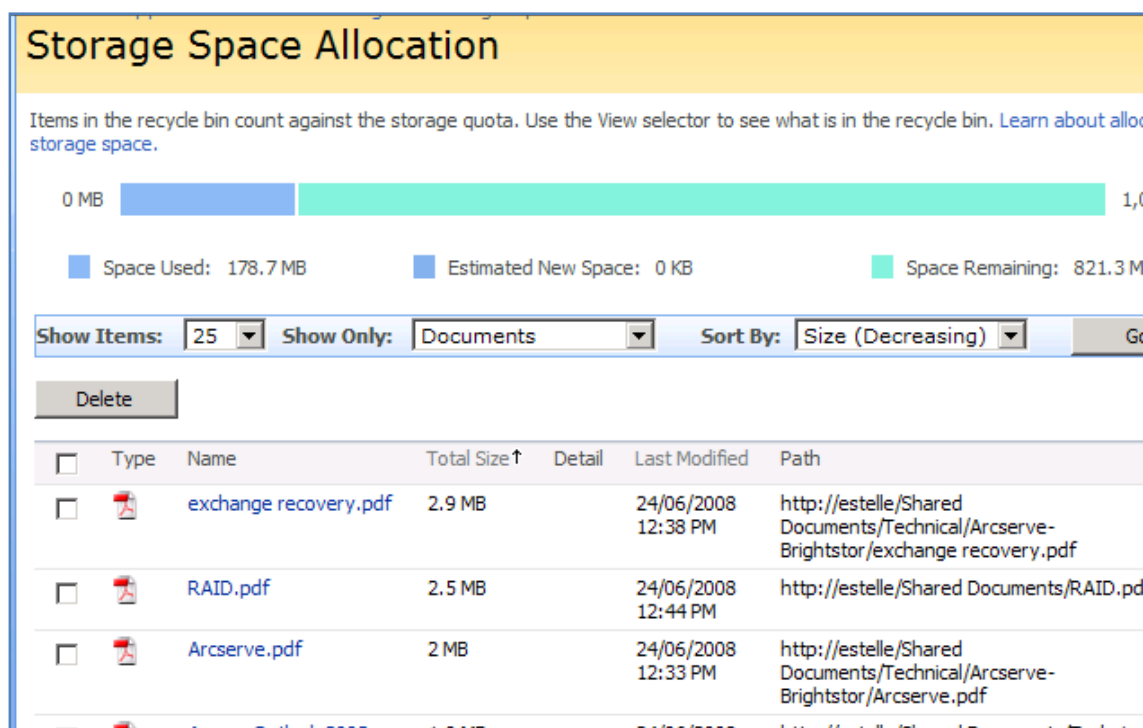


If you now return to your SharePoint site, select **Site Settings, Usage Summary** and finally **Storage Space Allocation** you should see a report like that shown above.

On the left hand side you will notice that you have a number of views – *Document Libraries, Documents, Lists* and *Recycle Bin*. To the right you will have a list of items initially sorted in descending size of the storage space consumed. Like any SharePoint list you can simply re-order the list by clicking on the heading.

At the top of the page you will a graphical representation of the space consumed measured against the quota you configured. Remember, with the quota enabled the site storage capacity is unable to exceed this limit.

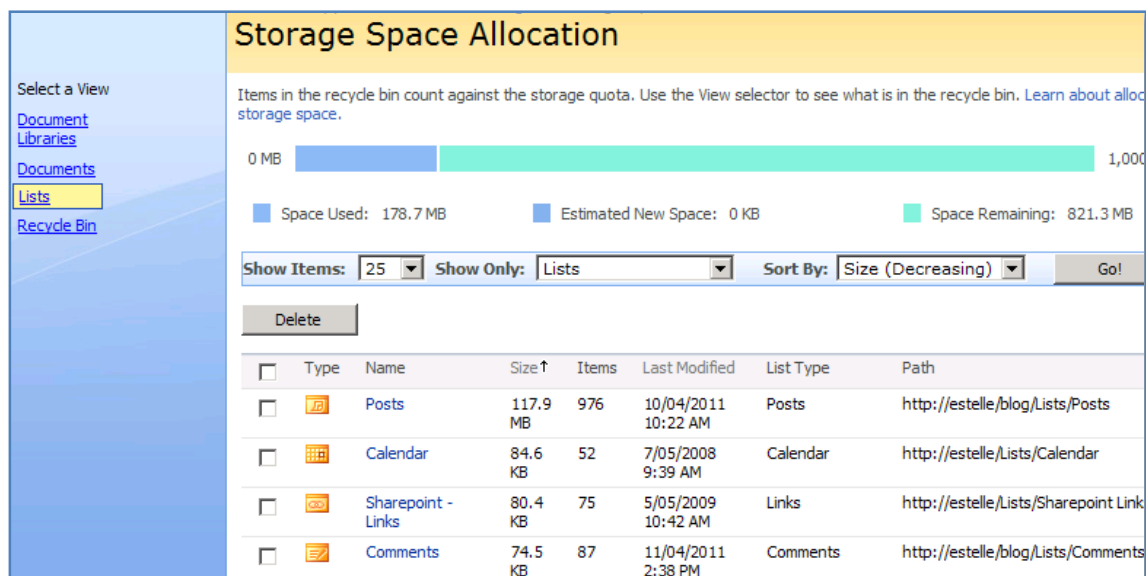
The above Document Library view shows you the size of each document library along with their path. If you wish to see a list of the document sizes in your site simply click the **Documents** hyper link on the left.



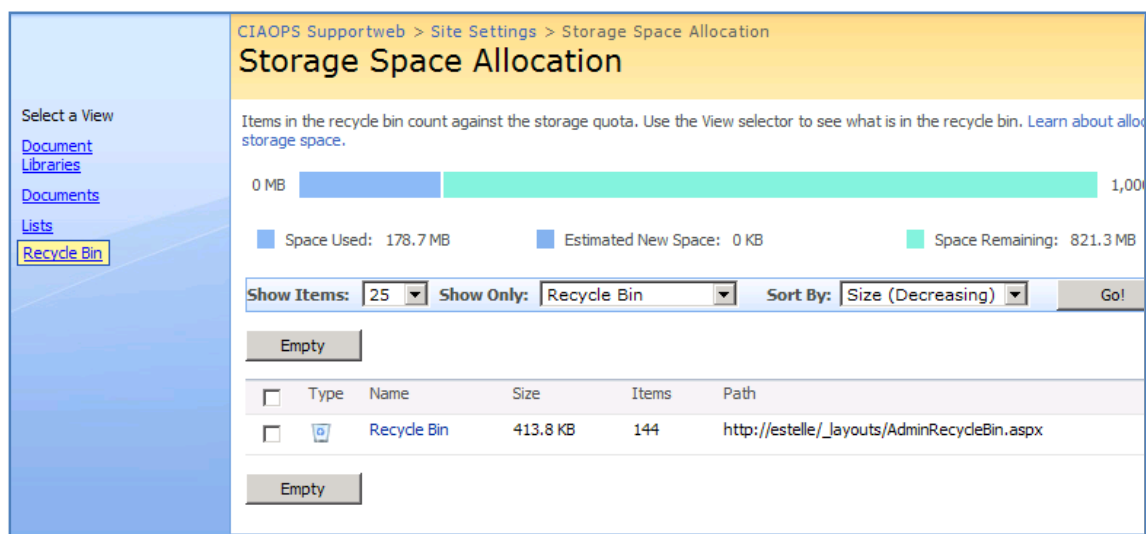
You should now be presented with a list of files in decreasing size. If you have version control enabled for any document or libraries you will see an additional entry indicating the total size of all the versions retained. Thus, even though you may have a single file of an acceptable size, if versioning has been enabled and there are lots of versions the file maybe consuming a significant amount of space.

If you wish to delete the file you can simply place a check in the box to the left of the file and click the delete button.

Chapter 13 – Troubleshooting



If you now click the **Lists** hyperlink on the left you will see a sorted listing of each list on your site along with the space it consumes. Even though lists are generally much smaller than files it is important to remember that lists can also contain file attachments which may lead to a significant increase in list size.



Finally, clicking the **Recycle Bin** option on the left shows you any data that may be held in the Recycle Bin.

Thus, it is easy to use the Site Quotas function to provide a detailed listing of where space is allocated in your site. This makes it much easier to not only identify offending files and libraries but also clean them up. It is important to remember that once you enable Quotas that they will restrict the upper size limit of your site, so ensure they are set very high or disabled after your analysis.

Chapter 13 – Troubleshooting

13.98 Troubleshooting links

Error message after you download a .ZIP file from a document library in Windows SharePoint Services: "Cannot open file" - <http://support.microsoft.com/kb/841120>

Error message when you access the http://companyweb Web site in Windows Small Business Server 2003: "HTTP 401.1 - Unauthorized" - <http://support.microsoft.com/kb/961143>

SharePoint Services 3 Search event errors after an SBS 2008 Update Rollup - <http://blogs.technet.com/sbs/archive/2009/08/05/sharepoint-services-3-search-event-errors-after-an-sbs-2008-update-rollup.aspx>

How to troubleshoot common errors that occur when you run the SharePoint Products and Technologies Configuration Wizard on a computer that is running Windows SharePoint Services 3.0 or SharePoint Server 2007 - <http://support.microsoft.com/kb/944267>

"0x80040E14" or "HTTP 500" error message when you connect to your Windows SharePoint Services Web site after you install a Windows SharePoint Services service pack or a security update - <http://support.microsoft.com/kb/841216>

Blank page or 401.1 Unauthorized accessing Companyweb from the SBS Server - <http://support.microsoft.com/default.aspx?scid=kb;en-us;971272&sd=rss&spid=3208>

Companyweb Inaccessible after Sharepoint 3.0 Service Pack 2 - <http://blogs.technet.com/sbs/archive/2009/05/06/companyweb-inaccessible-after-sharepoint-3-0-service-pack-2.aspx>

Cannot Access CompanyWeb After Installing 948110 - <http://blogs.technet.com/sbs/archive/2008/07/11/cannot-access-company-web-after-installing-948110.aspx>

You receive error 401.1 when you browse a Web site that uses Integrated Authentication and is hosted on IIS 5.1 or a later version – <http://support.microsoft.com/kb/896861>

Event ID error messages 10016 and 10017 are logged in the System log after you install Windows SharePoint Services 3.0 - <http://support.microsoft.com/kb/920783>

Companyweb and SharePoint Central Admin not accessible after installing KB983444 - <http://blogs.technet.com/b/sbs/archive/2010/06/18/companyweb-and-sharepoint-central-admin-not-accessible-after-installing-kb983444.aspx>

13.99 Conclusion

This guide continues to be a work in progress and I encourage comments and feedback of any type. The only way that the Guide will improve if these is continued feedback.

Please send your comments and feedback to director@ciaops.com.