

# Chapter 13 – Troubleshooting

---

## Terms

This Windows SharePoint Services Operations Guide (WSSOPS) from the Computer Information Agency is provided as is. Every effort has been made by the author to ensure that information provided is correct however this cannot be guaranteed.

By using the Guide you also acknowledge that any work performed on production systems is a potentially dangerous act and may involve significant business risk and downtime. You hereby agree to release, waive and discharge the Computer Information Agency and/or the author from any liability incurred to yourself, your business or customers for any and all loss or damage, and any claims or demands therefore on account of problems arising from the use of this Guide.

By using this guide you hereby assume full responsibility for any risk to computer systems, now and forever arising out of, or related to the use of this Guide on any computer system.

## Distribution and Duplication Guidelines

This document is copyright and only available directly from the Computer Information Agency. This work is now licensed under Creative Commons.



<http://creativecommons.org/licenses/by-nc-sa/4.0/>

By using this Guide you agree to these terms.

### Index

- 13.1 Scope**
- 13.2 Default Directory**
- 13.3 Content Databases**
- 13.4 Registry**
- 13.5 WSF command line backup**
- 13.6 WSF command line restore**
- 13.7 Exporting and importing a site**
- 13.8 Renaming a site**
- 13.9 Open file dialog missing**
- 13.10 Template size limitation**
- 13.11 Locking a site**
- 13.12 Diagnostic logging**
- 13.13 Event logs**
- 13.14 Deleting configuration database**
- 13.15 Site is not assigned to an indexer**
- 13.16 Uploading multiple documents**
- 13.17 Edit in datasheet without Microsoft Office**
- 13.18 Setting farm passphrase**
- 13.19 Space Allocation**
- 13.20 Install SharePoint Foundation 2010 Service Pack 1**
- 13.21 Determining Foundation 2010 version number**

## Chapter 13 – Troubleshooting

---

**13.98 Troubleshooting links**

**13.99 Conclusion**

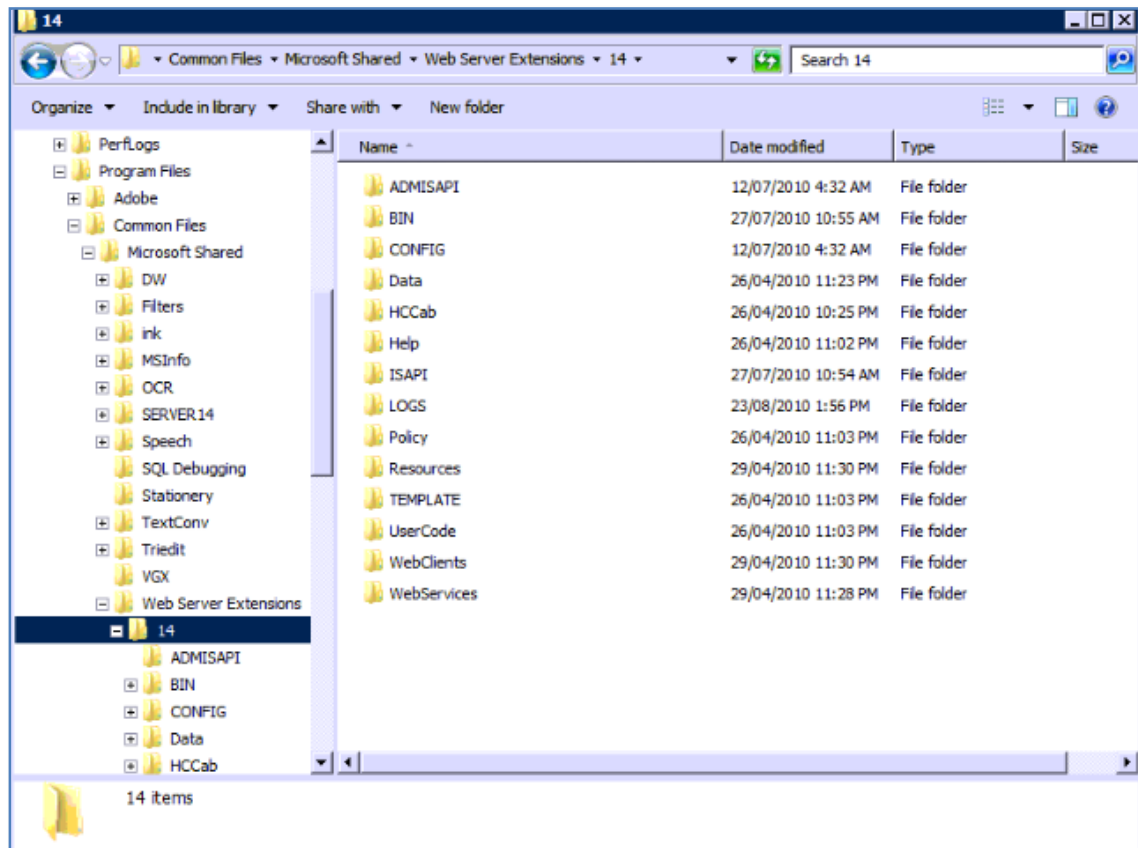
## Chapter 13 – Troubleshooting

### 13.1 Scope

Like any product, problems can arise from time to time with SharePoint Foundation 2010 (WSF). 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 WSF installation.

### 13.2 Default Directory

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

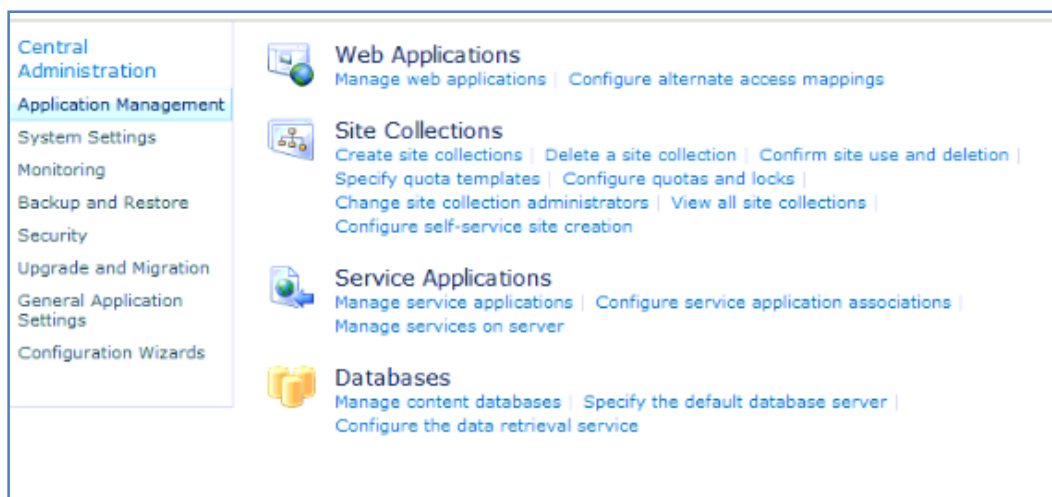


However in most cases you will find them located in *C:\program files\common files\Microsoft shared\web server extensions\14*.

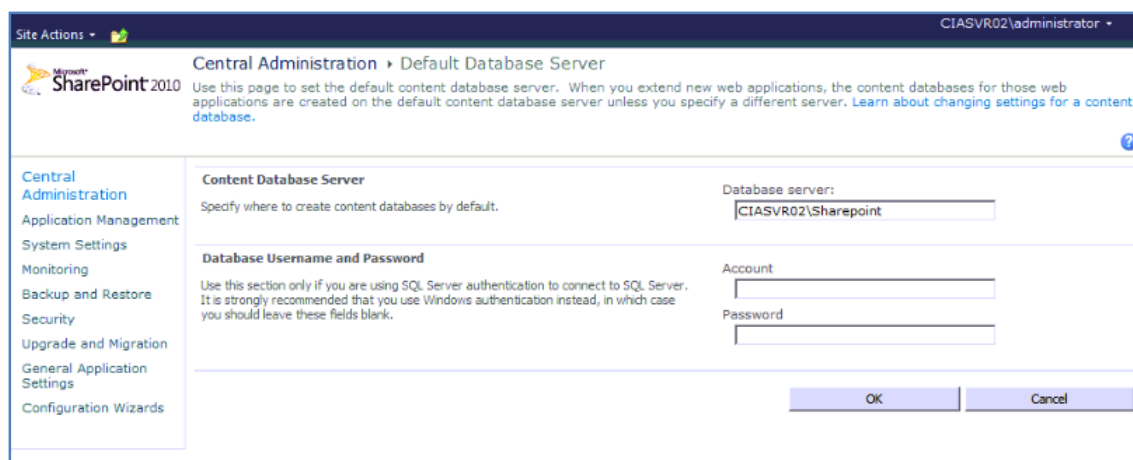
### 13.3 Content Databases

All the WSF data is held in the content databases. To firstly locate the default database server that is used by WSF open the SharePoint 2010 Central Administration site on the WSF server via **Start | All Programs | Microsoft SharePoint 2010 Products | SharePoint 2010 Central Administration**.

## Chapter 13 – Troubleshooting

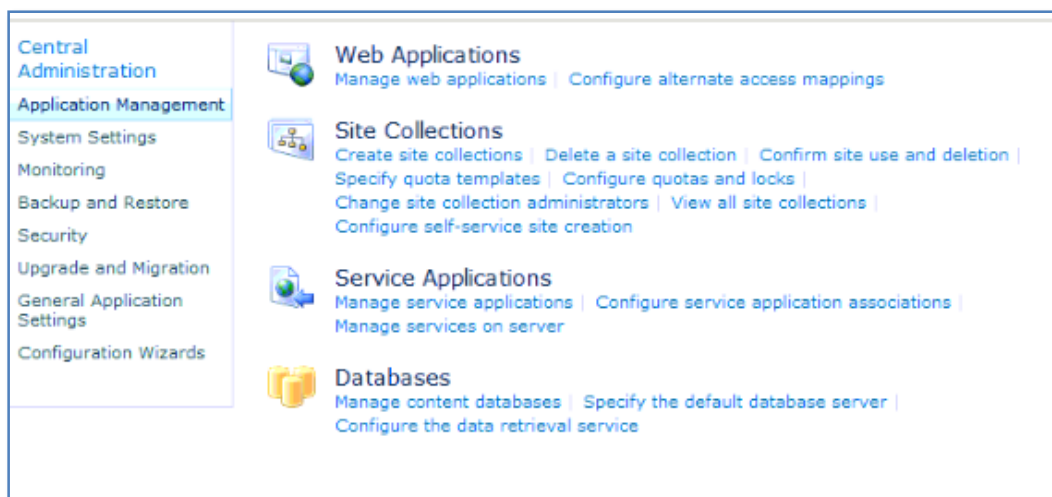


Then select the *Application Management* option and the *Specify the Default Database Server*.



Here you will see the *Content Database Server*. You are also able to set the *Database Username and Password* to access this database.

## Chapter 13 – Troubleshooting



To locate the actual content databases select the **Manage content databases** option from *Application Management* in Central Administration.

The screenshot shows the 'Manage content databases' page. At the top left is the 'Add a content database' button. At the top right is a 'Web Application' dropdown menu set to 'http://ciaopr02/'. Below this is a table with the following columns: Database Name, Database Status, Database Read-Only, Current Number of Site Collections, Site Collection Level Warning, and Maximum Number of Site Collections. There is one row of data:

Database Name	Database Status	Database Read-Only	Current Number of Site Collections	Site Collection Level Warning	Maximum Number of Site Collections
<a href="#">WSS_Content</a>	Started	No	3	9000	15000

You should see all the content databases connected to WSF. In this case you can see there is only one content database (here, *WSS\_Content*).

If you now click on the name of the database (which is hyperlinked) you will receive further information like that shown below.

## Chapter 13 – Troubleshooting

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.

<b>Database Information</b> Specify database connection settings for this content database. Use the <b>Database status</b> options to control whether or not new Site Collections can be created in the database. When the database status is set to <b>Ready</b> , the database is available for hosting new Site Collections. When the database status is set to <b>Offline</b> , no new Site Collections can be created.	Database server CIASVR02\Sharepoint SQL Server database name WSS_Content Database status <b>Ready</b> Database Read-Only No Database authentication Windows authentication
<b>Database Versioning and Upgrade</b> Use this section to check the version and upgrade status of this database. If the Current SharePoint Database Schema Version is less than the Maximum SharePoint Database Schema Version, the database should be upgraded as soon as possible.	Database Schema Versions Microsoft.SharePoint.Upgrade.SPContentDatabaseSequence Current Schema Version: 4.0.145.0, Maximum Schema Version: 4.0.145.0 Microsoft.SharePoint.Upgrade.SPContentDatabaseSequence2 Current Schema Version: 4.0.8.0, Maximum Schema Version: 4.0.8.0 Microsoft.SharePoint.Administration.SPContentDatabase Current Schema Version: 14.0.4762.1000, Maximum Schema Version: 14.0.5050.5001
Failover Server	Failover Database Server

### Version

Central Administration Application Management <b>System Settings</b> Monitoring Backup and Restore Security Upgrade and Migration General Application Settings Configuration Wizards	<b>Servers</b> Manage servers in this farm   Manage services on server  <b>E-Mail and Text Messages (SMS)</b> Configure outgoing e-mail settings   Configure incoming e-mail settings   Configure mobile account  <b>Farm Management</b> Configure alternate access mappings   Manage farm features   Manage farm solutions   Manage user solutions   Configure privacy options   Configure cross-firewall access zone
--	---

To locate the current version of the WSF binary files open the *SharePoint Central Administration* site via **Start | All Programs | Microsoft SharePoint 2010 Products | SharePoint 2010 Central Administration**. Once this is displayed select the **System Settings** option and then **Manage servers in this farm** from under the *Servers* section.

## Chapter 13 – Troubleshooting

Farm Information

Configuration database version: 14.0.4762.1000  
Configuration database server: CIASVR02\Sharepoint  
Configuration database name: SharePoint\_Config\_d06c69c6-2557-4f07-9bc2-b1a490d87a0a

Server	SharePoint Products Installed	Services Running	Status	Remove Server
CIASVR02	Microsoft SharePoint Foundation 2010 Microsoft® Office Web Apps	Business Data Connectivity Service Central Administration Claims to Windows Token Service Excel Calculation Services Microsoft SharePoint Foundation Database Microsoft SharePoint Foundation Incoming E-Mail Microsoft SharePoint Foundation Sandboxed Code Service Microsoft SharePoint Foundation Subscription Settings Service Microsoft SharePoint Foundation Web Application Microsoft SharePoint Foundation Workflow Timer Service PowerPoint Service SharePoint Foundation Search Word Viewing Service	Upgrade Available	Remove Server

To get more detailed information about the local upgrade status, run: stsadm.exe -o localupgradestatus

It is also possible to look at the levels of each individual component via *Upgrade and Migration* section in Central Administration.

**Central Administration**

- Application Management
- System Settings
- Monitoring
- Backup and Restore
- Security
- Upgrade and Migration
- General Application Settings
- Configuration Wizards

**Application Management**  
Manage web applications  
Create site collections  
Manage service applications  
Manage content databases

**Monitoring**  
Review problems and solutions  
Check job status

**Security**  
Manage the farm administrators group  
Configure service accounts

**General Application Settings**  
Configure send to connections

**System Settings**  
Manage servers in this farm  
Manage services on server  
Manage farm features  
Configure alternate access mappings

**Backup and Restore**  
Perform a backup  
Restore from a backup  
Perform a site collection backup

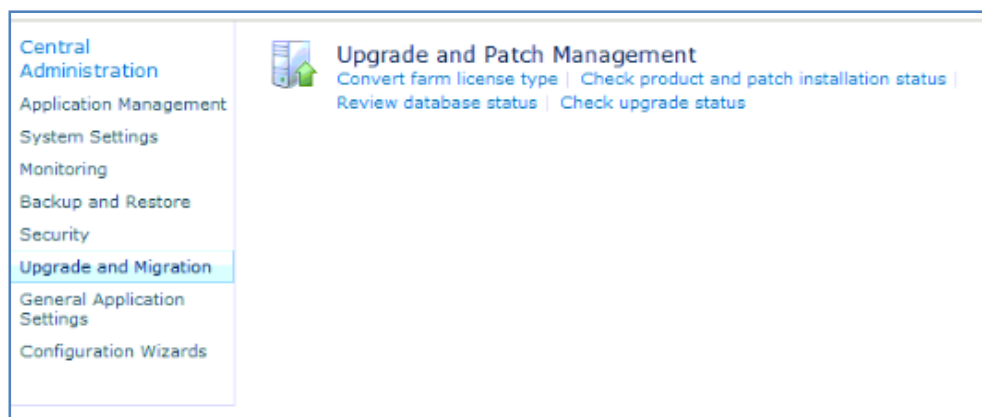
**Upgrade and Migration**  
Convert farm license type  
Check product and patch installation status  
Check upgrade status

**Configuration Wizards**

Select **Upgrade and Migration** option from the menu on the left.



## Chapter 13 – Troubleshooting

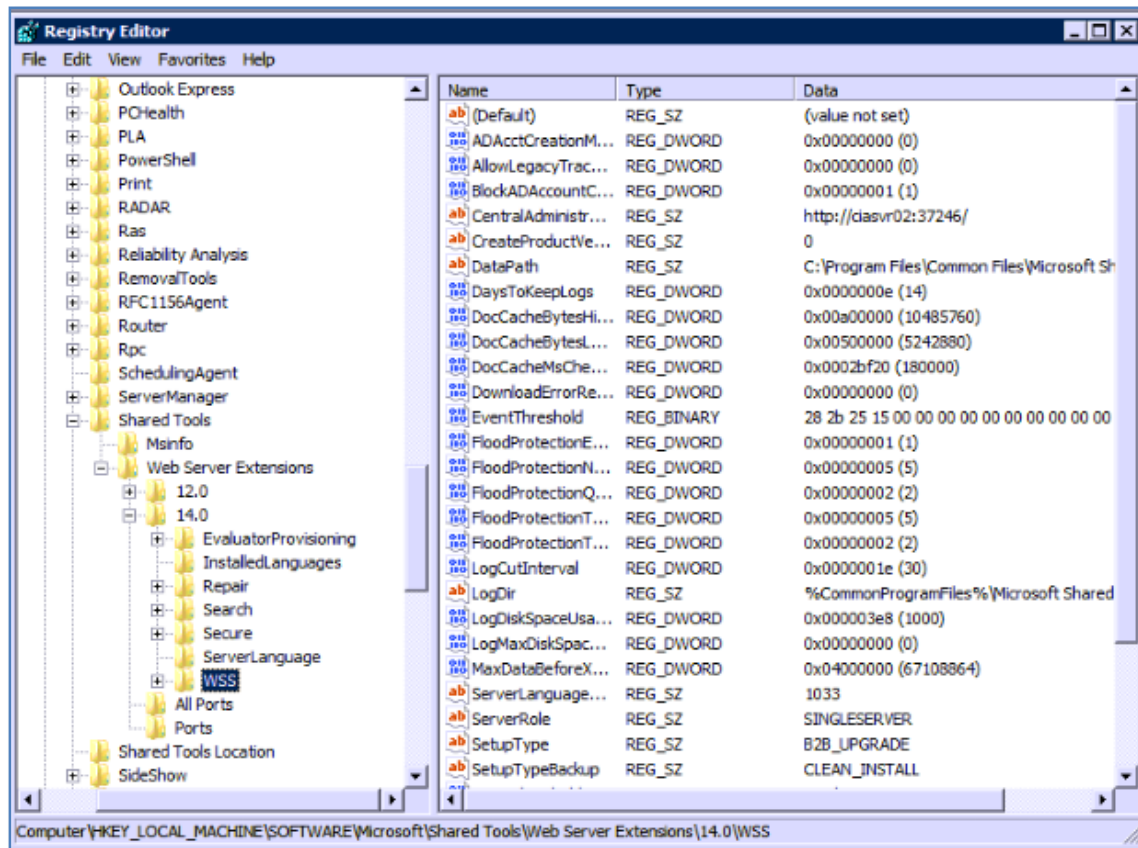


Then select **Check product and patch installation status** from the *Upgrade and Patch Management* section.

Server	Product	Version	Install Status
CIASVR02	<b>Microsoft SharePoint Foundation 2010</b>		<b>Installed</b>
CIASVR02	Microsoft SharePoint Foundation 2010	14.0.4763.1000	Installed
CIASVR02	Microsoft SharePoint Foundation 2010 1033 Lang Pack	14.0.4763.1000	Installed
CIASVR02	Microsoft SharePoint Foundation 2010 Core	14.0.4763.1000	Installed
CIASVR02	<a href="#">Update for Microsoft SharePoint Foundation 2010 (KB2032588)</a>	14.0.5050.5002	Installed
CIASVR02	<b>Microsoft® Office Web Apps</b>		<b>Installed</b>
CIASVR02	Microsoft Excel Web App Components	14.0.4763.1000	Installed
CIASVR02	Microsoft Excel Web App English Language Pack	14.0.4763.1000	Installed
CIASVR02	Microsoft Office Web Apps Application Server Components	14.0.4763.1000	Installed
CIASVR02	Microsoft Office Web Apps English Language Pack	14.0.4763.1000	Installed
CIASVR02	Microsoft Office Web Apps Excel Mobile Viewer Components	14.0.4763.1000	Installed
CIASVR02	Microsoft Office Web Apps Proof (Arabic) 2010	14.0.4763.1000	Installed
CIASVR02	Microsoft Office Web Apps Proof (English) 2010	14.0.4763.1000	Installed
CIASVR02	Microsoft Office Web Apps Proof (French) 2010	14.0.4763.1000	Installed
CIASVR02	Microsoft Office Web Apps Proof (German) 2010	14.0.4763.1000	Installed
CIASVR02	Microsoft Office Web Apps Proof (Russian) 2010	14.0.4763.1000	Installed
CIASVR02	Microsoft Office Web Apps Proof (Spanish) 2010	14.0.4763.1000	Installed
CIASVR02	Microsoft Office Web Apps Shared Components	14.0.4763.1000	Installed
CIASVR02	Microsoft Office Web Apps Shared Coms English Language Pack	14.0.4763.1000	Installed
CIASVR02	Microsoft Office Web Apps Web Front End Components	14.0.4763.1000	Installed

You should now see a list of components and their various versions as shown above.

### 13.4 Registry



The following registry hive contains all the information about the WSF installation.

*HKLM\Software\Microsoft\shared tools\web server extensions\14.0\wss*

### 13.5 WSF command line backup

In any case where you need to make changes to WSF 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 this command line backup process is very quick.

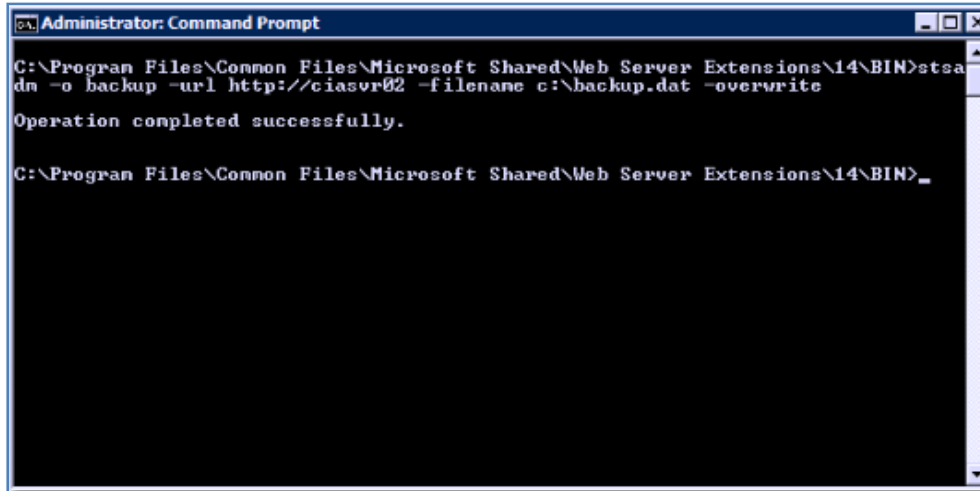
To backup a WSF site login to the WSF server as an administrator and select **Start | Run | CMD** to display a command prompt (you may need to right mouse click on the Command Prompt option in the start menu and select *Run as Administrator* from the command that appears). Change directory to *c:\program files\common files\Microsoft shared\web server extensions\14\bin* (or where the WSF binaries were installed during set up). Note that this directory is different from the one used by SharePoint v3.

At the command prompt execute the command:

## Chapter 13 – Troubleshooting

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

Where *site\_name* is the WSF site and *drive:\directory\file* the path and file name of the backup file.



It is important to note that during a command line backup the whole site will be placed into 'read-only' mode so that no changes can be made until the backup process is complete. It is therefore not a good idea to run a command line backup during production hours if not necessary. It is however strongly recommended that a command line backup be run every night via a script and a scheduled task.

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 v3, cannot be directly restored into WSF, the database structure is different. Please see **Chapter 7 – Migration and Upgrades** for more information.

### 13.6 WSF command line restore

To restore a WSF site login to the WSF server as an administrator and select **Start | Run | CMD** to display a command prompt (you may need to right mouse click on the Command Prompt option in the start menu and select *Run as Administrator* from the command that appears). Change directory to *c:\program files\common files\Microsoft shared\web server extensions\14\bin*.

At the command prompt execute the command:

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

## Chapter 13 – Troubleshooting

---

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

Note that during this process the WSF site is inaccessible to users. Also note that this restore command will completely overwrite the existing WSF site with the contents of the backup. If you wish to merge the contents of two sites together look at the section **Exporting and importing a site** in this chapter.

### 13.7 Exporting and importing a site

WSF 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>**

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

## Chapter 13 – Troubleshooting

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 be extremely careful using the import command. It is generally best practice to only import data into locations that do not already exist to prevent unexpected results.

### 13.8 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
```

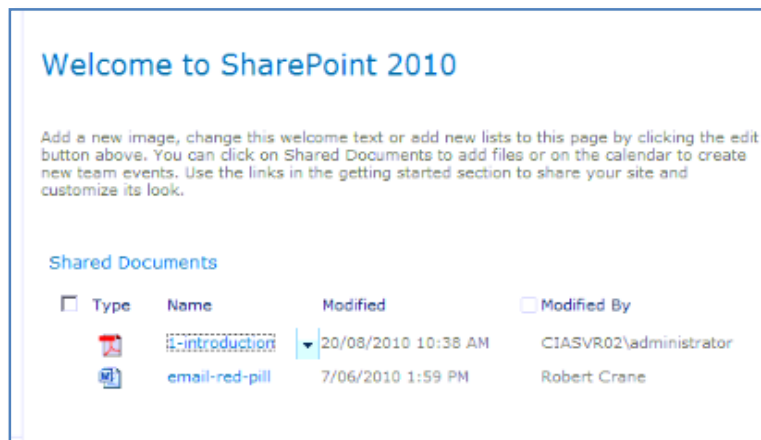
This will rename `http://site/subsite` to `http://site/example`. Whereas the following:

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

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

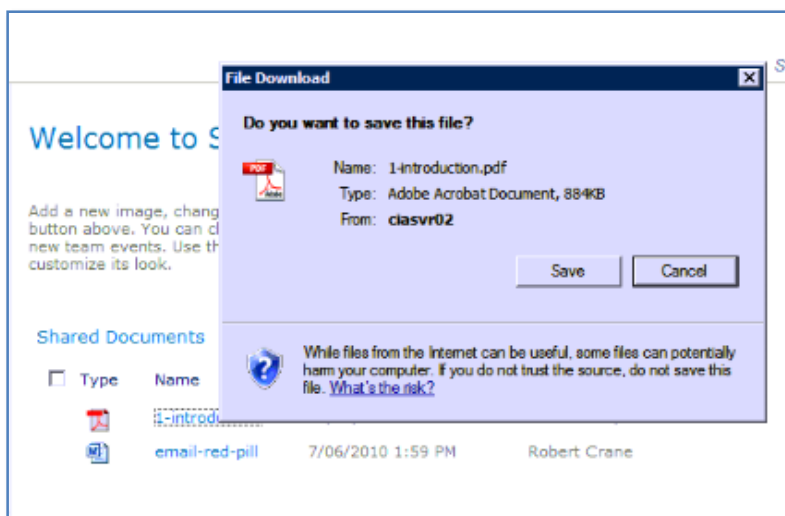
### 13.9 Open file dialog missing

WSF has a greater level of security by default than previous versions of SharePoint. This may mean that some files may not present the open dialog box when clicked on within a browser. This behavior can easily be changed from the SharePoint 2010 Central Administration.

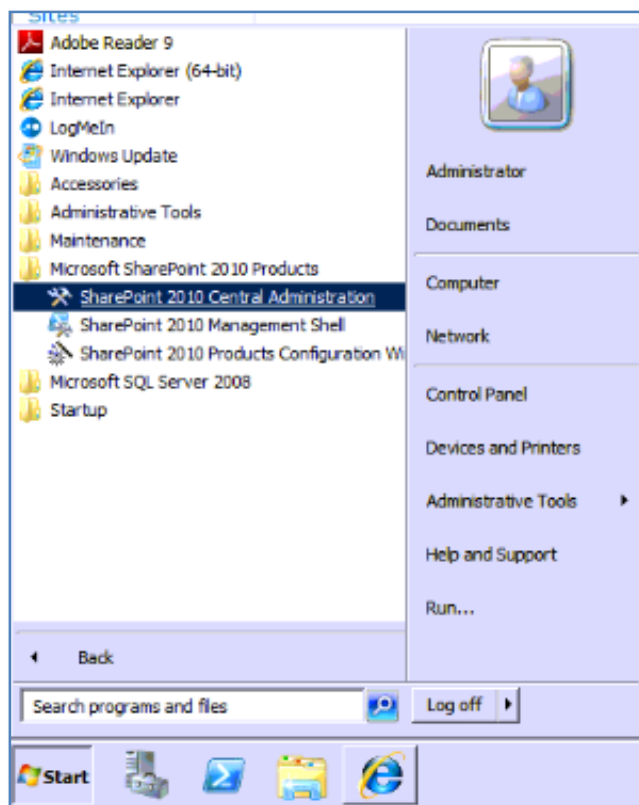


For example, by default, when you click on something like an Acrobat PDF document saved in a WSF document library you will be presented with the following result:

## Chapter 13 – Troubleshooting

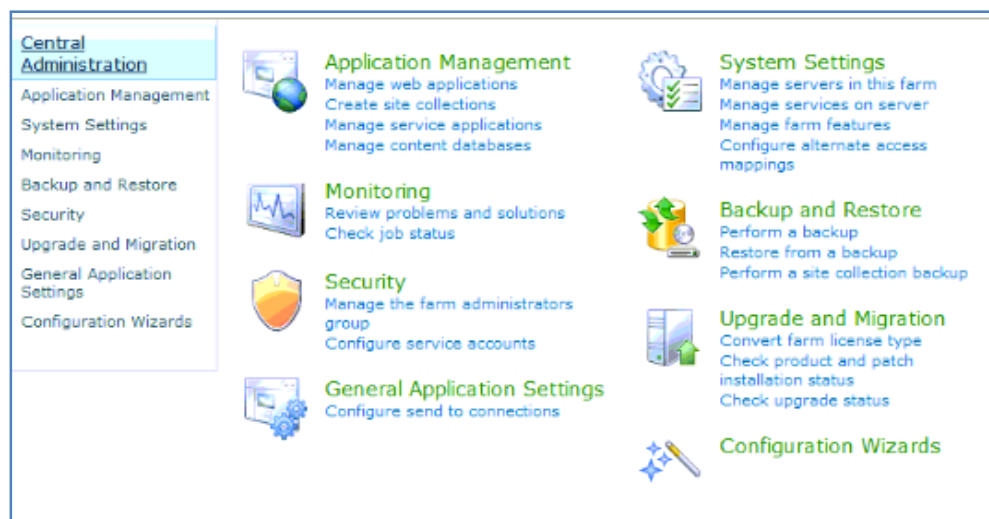


You will note that there is no option to open the file only to save or cancel. In many circumstances this may not be the best option for average users. To change this behavior, login to the WSF server as an administrator.

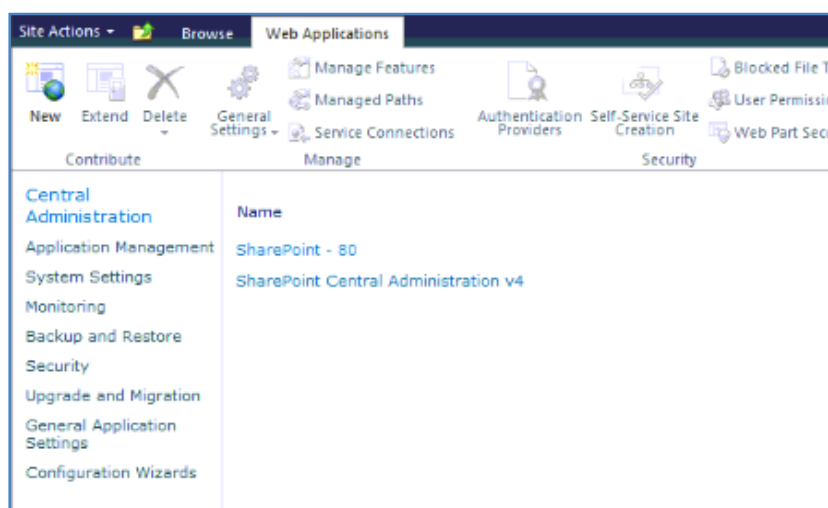


From the console select **Start | All Programs | Microsoft SharePoint 2010 Products | SharePoint 2010 Central Administration**.

## Chapter 13 – Troubleshooting

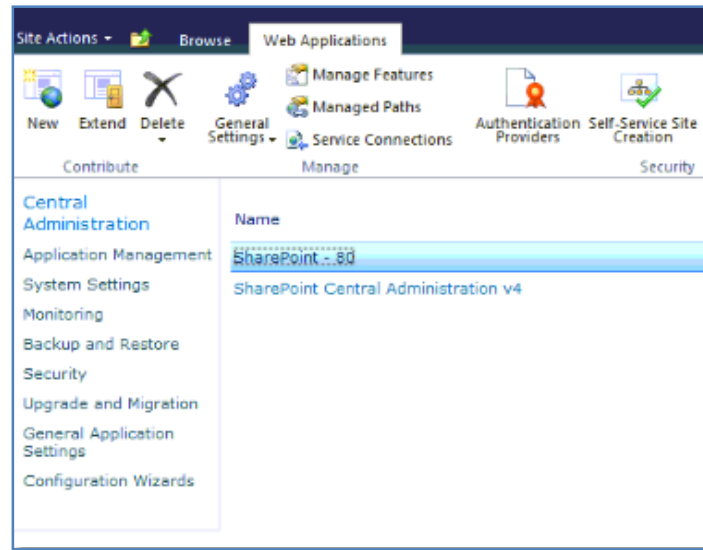


Select **Manage Web Applications** from under the *Application Management* section on the right hand side.

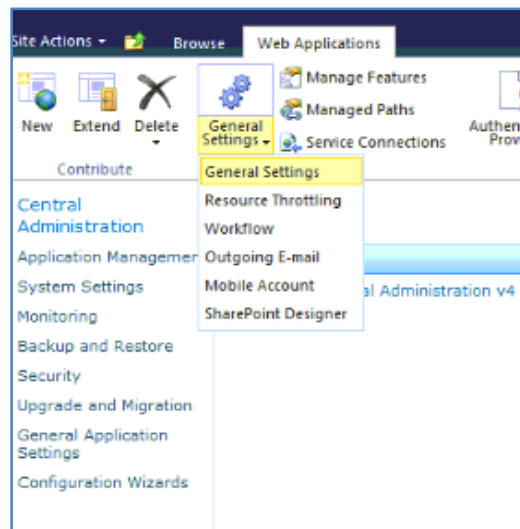


Click on the WSF site you wish to alter (in this case the site *SharePoint – 80*).

## Chapter 13 – Troubleshooting



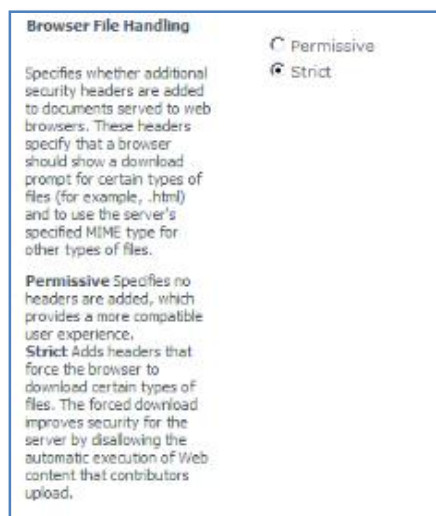
Once the site has been selected it should be highlighted like shown above.



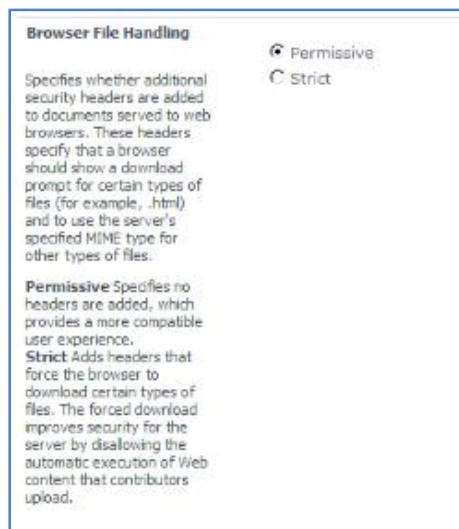
From the ribbon interface click on the **General Setting** button (or select the pull down menu from beneath the button and select **General Settings** from the menu that appears here as shown above).



## Chapter 13 – Troubleshooting



Scroll down the options available from the window that appears until you locate the heading *Browser File Handling*. There are two options here *Permissive* and *Strict*. By default the option is normally set to *Strict* as shown above.



Change the option to *Permissive* as shown above and scroll down and save your configuration.

Now when you open a document from the WSF it should open directly provided the application is installed on the workstation. If the application isn't available on the workstation you will instead see the option to save the file.

### 13.10 Template size limitation

When you create a new site template with WSF 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 or WSF) you will face a limit of 10MB, even though the site is now on WSF.

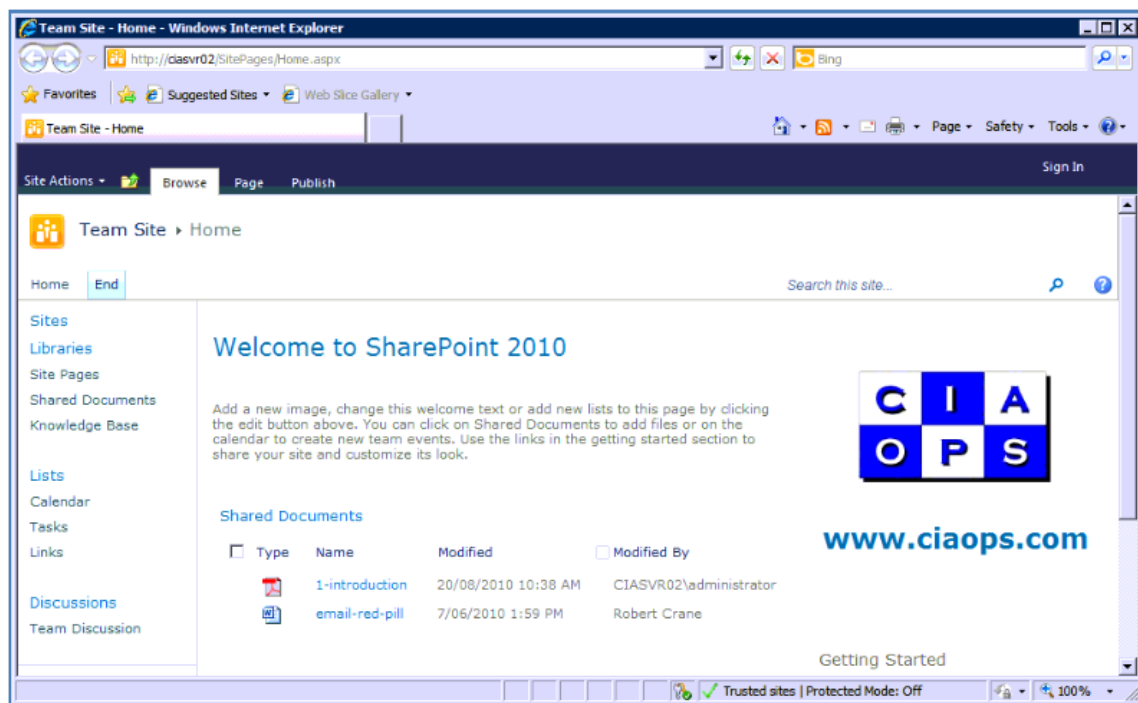
In order to increase the size limitation to whatever value you desire. Use the stsadm utility via:

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

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

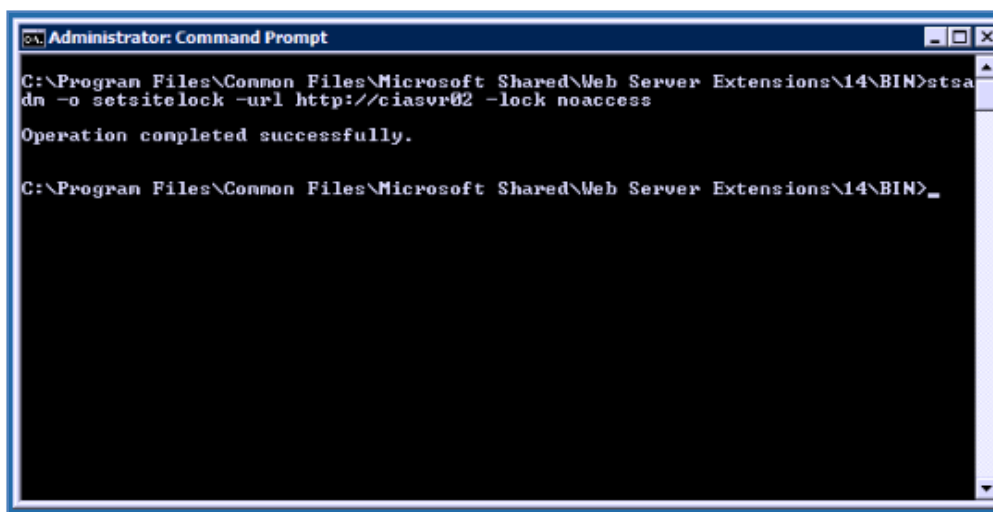
### 13.11 Locking a site

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



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

## Chapter 13 – Troubleshooting

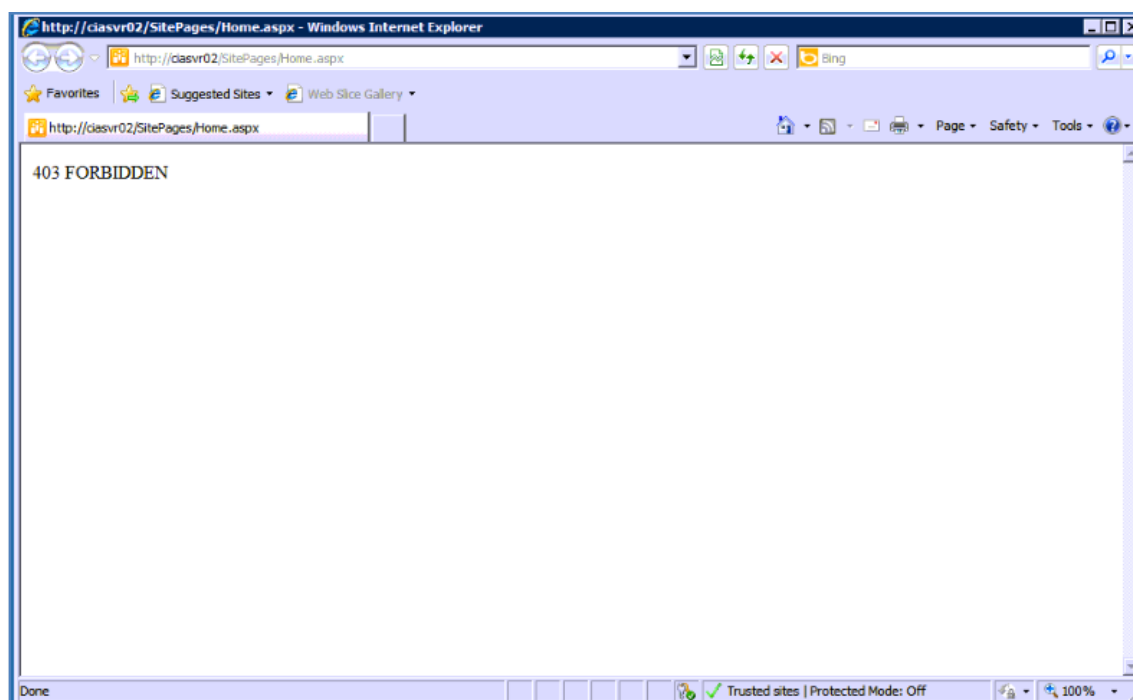


Change to the WSF bin directory which is normally located at *c:\program files\common files\Microsoft shared\web server extensions\12\bin*.

**stsadm -o setsitelock -url http://<WSSv3\_site> -lock noaccess**

In this case above

**stsadm -o setsitelock -url http://ciasvr02 -lock noaccess**

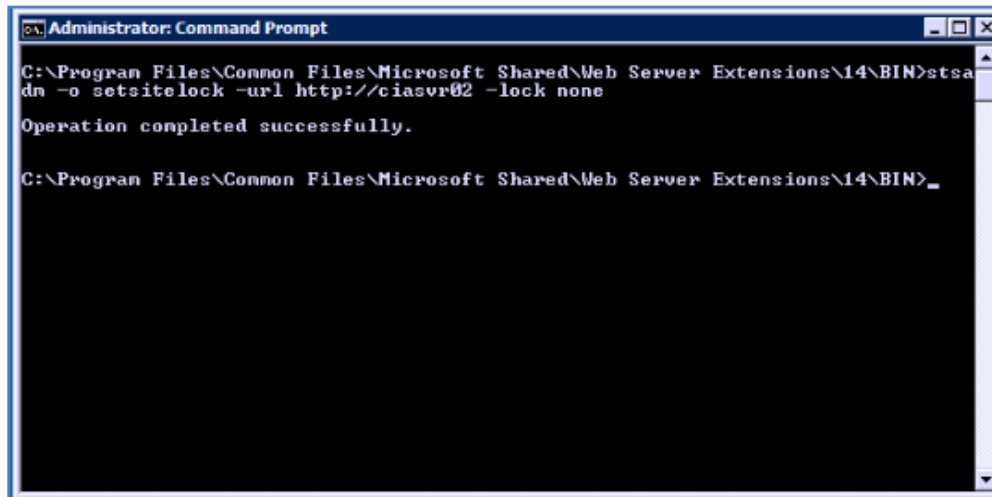


If you now browse to the WSF site you will find that it reports as being "Forbidden".

## Chapter 13 – Troubleshooting

---

This now means that the WSF 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 **WSF command line backup**) for more information.



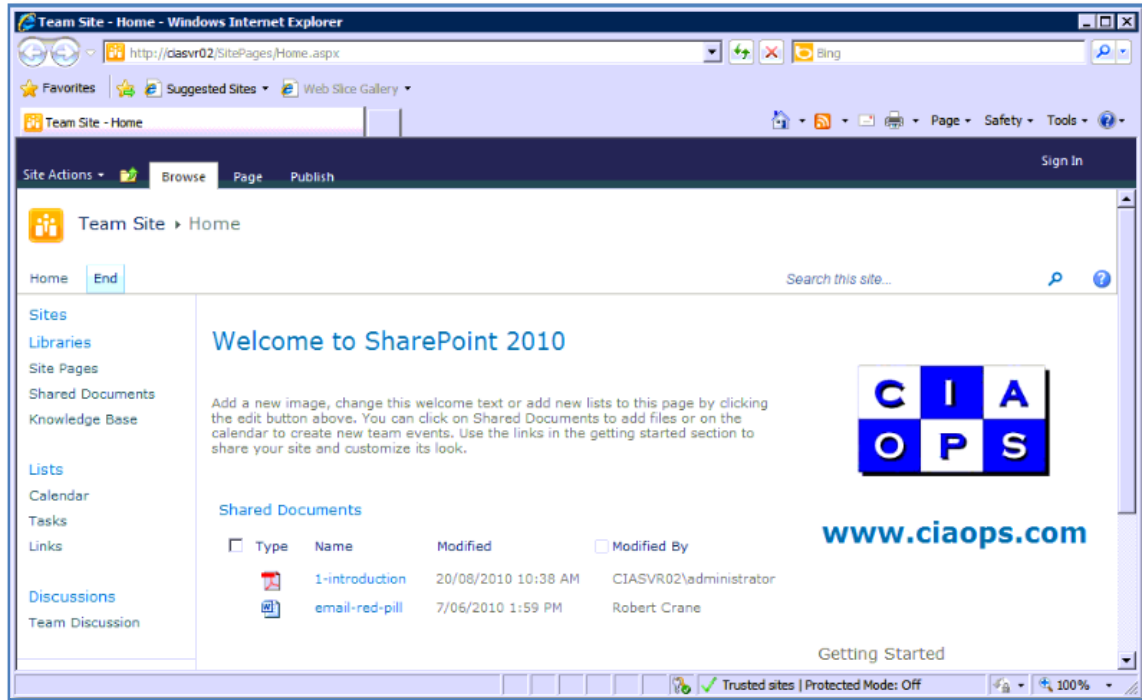
To “unlock” the WSF site after work is complete return to the command line and run the following command:

**stsadm –o setsitelock –url http://<WSSv3\_site> -lock none**

In this case above

**stsadm –o setsitelock –url http://ciasvr02 –lock none**

## Chapter 13 – Troubleshooting



If you return to the WSF 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.

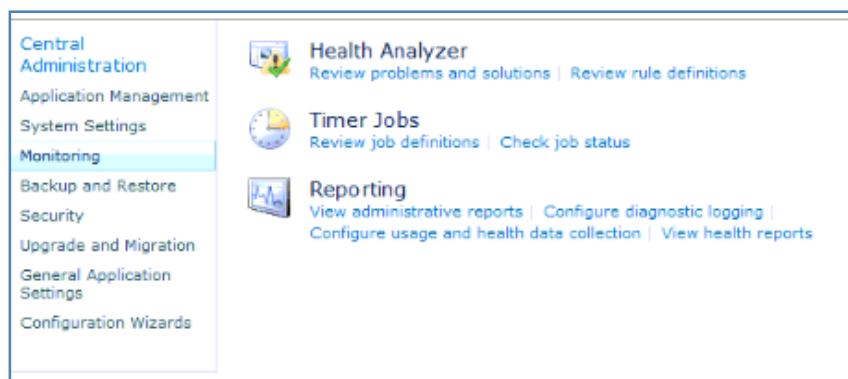
- `-lock readonly`

  - Sets the site collection to read only

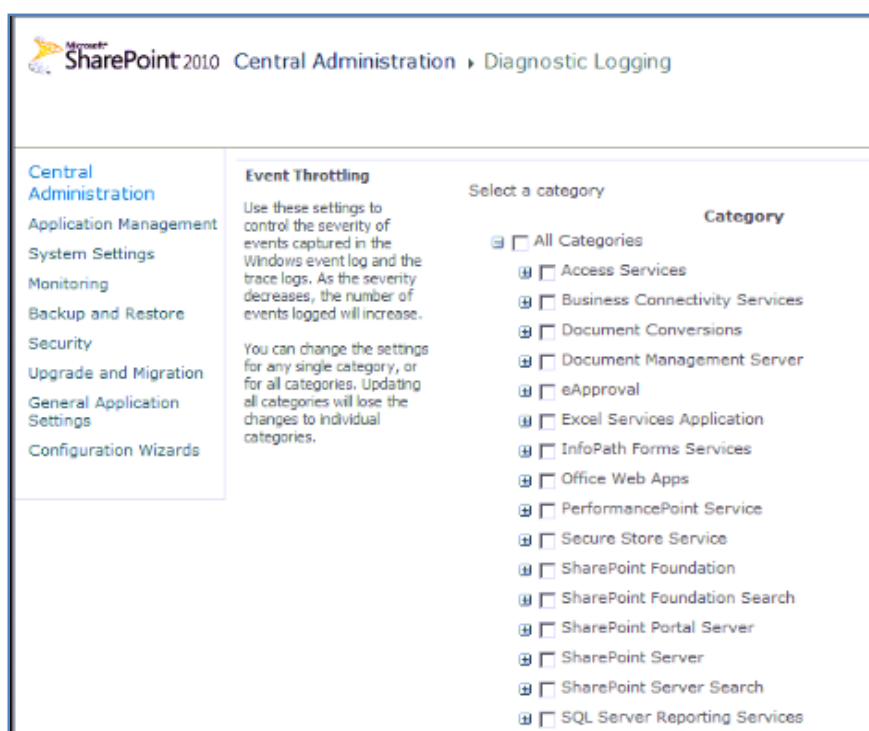
### 13.12 Diagnostic logging

To diagnose issues ensure that you have the Logging turned on. To do this, open the SharePoint WSF Central Administration and select the *Monitoring* option. Under the heading *Reporting* at the bottom, select **Configure Diagnostic logging**.

## Chapter 13 – Troubleshooting



You can change the level of logging and throttling here as required.



Using the option shown above you can throttle the amount of events that you receive.

Scroll down to view more options.

The screenshot shows the 'Diagnostic Logging' configuration window. At the top, there are two dropdown menus: 'Least critical event to report to the event log' and 'Least critical event to report to the trace log'. Below these is the 'Event Log Flood Protection' section, which includes a checkbox labeled 'Enable Event Log Flood Protection' that is checked. A text box explains that enabling this setting allows detection of repeating events in the Windows event log. Below this is the 'Trace Log' section. It contains a text box for the 'Path' with the value '%CommonProgramFiles%\Microsoft Shared\Web Server Extensions\14\LOGS\'. An example path is provided: 'C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\14\LOGS'. There is a 'Number of days to store log files' field set to '14'. Below that is a checkbox for 'Restrict Trace Log disk space usage' which is unchecked. A text box explains that when tracing is enabled, you may want the trace log to go to a certain location, and that the location must exist on all servers in the farm. Additionally, you may set the maximum number of days to store log files and restrict the maximum amount of storage to use for logging. A link 'Learn about using the trace log.' is provided. A 'Maximum storage space for Trace Logs (GB)' field is set to '1000'.

By default, the logs will be located in *c:\program files\common files\Microsoft shared\web server extensions\14\logs* but can be changed via the Diagnostic Logging window shown above.

### 13.13 Event logs

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

### 13.14 Deleting configuration database

If you uninstall then re-install WSF 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.

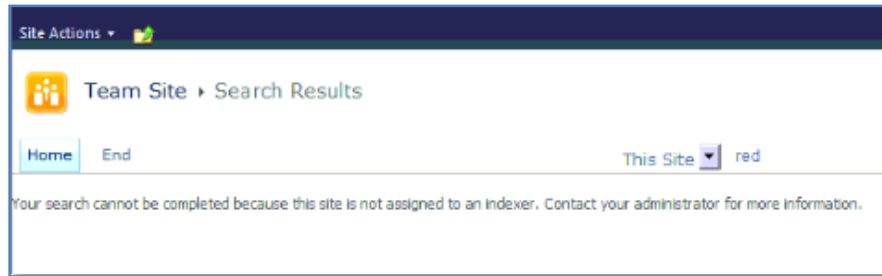
Go to the SharePoint binaries directory which is usually located at *c:\program files\common files\Microsoft shared\web server extensions\14\bin*. Then at the command prompt on the WSF server type:

**Pscfg -cmd configdb -craetedatabase <uniquename>**

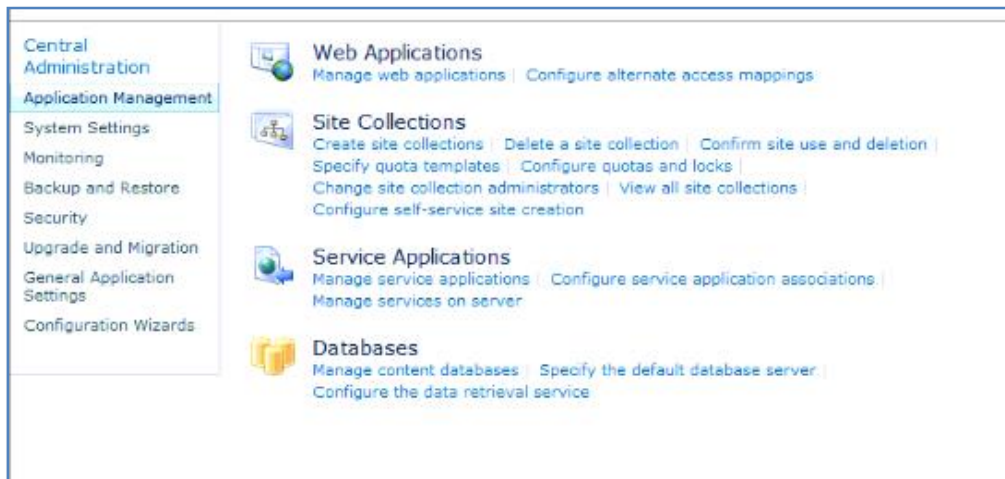
## Chapter 13 – Troubleshooting

### 13.15 Site is not assigned to an indexer

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



You need to assign your WSF site to a search server. To do this open the SharePoint 2010 Central Administration console and select the *Application Management* tab.



Under the *Database* section at the bottom of the screen select **Manage Content database**.



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



## Chapter 13 – Troubleshooting

**Failover Server**  
You can choose to associate a database with a specific failover server that is used in conjunction with SQL Server database mirroring.

**Failover Database Server**  
[Empty text box]

**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 Microsoft SharePoint Foundation search service.

Select Microsoft SharePoint Foundation search server  
[CIASVR02]  
[Select one...]  
[CIASVR02]

**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, but the site data remains in the database.

☐ Remove content database

**Preferred Server for Timer Jobs**

Preferred Server for Timer Jobs  
[No selection]

Scroll down the window and locate the *Search Server* option towards the bottom of the page. Then select a server from the available list. In most cases this will be the same as they WSF 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.

It is also recommended that you set a server for the *Preferred Server for Timer Jobs* just below the *Search Server* option, like so:

**Failover Server**  
You can choose to associate a database with a specific failover server that is used in conjunction with SQL Server database mirroring.

**Failover Database Server**  
[Empty text box]

**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 Microsoft SharePoint Foundation search service.

Select Microsoft SharePoint Foundation search server  
[CIASVR02]

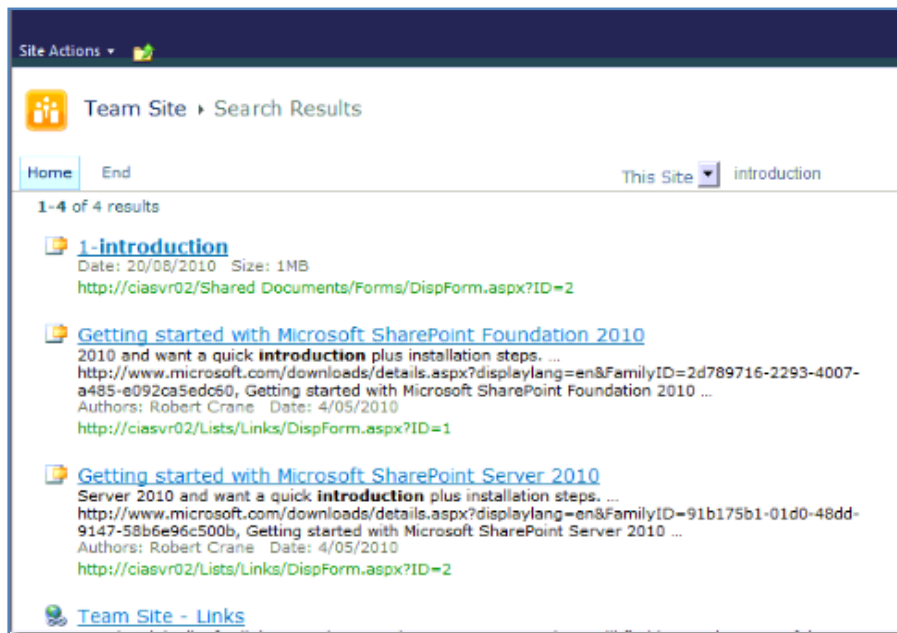
**Remove Content Database**  
Use this section to remove a content database from the server farm. When you select the **Remove content database** check box and click **OK**, the database is no longer associated with this Web application. **Caution:** When you remove the content database, any sites listed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

☐ Remove content database

**Preferred Server for Timer Jobs**

Preferred Server for Timer Jobs  
[CIASVR02]

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



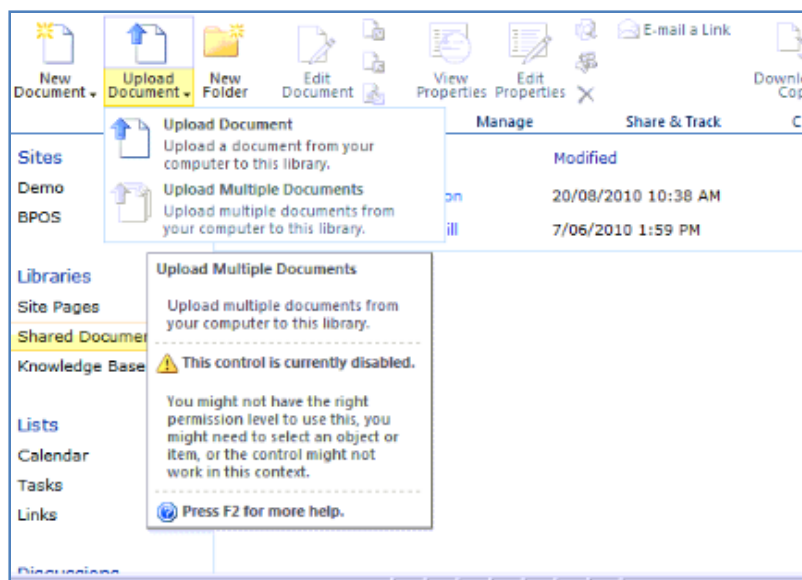
Remember that all the results will not be displayed until the index has completed. The time taken to complete an index of your WSF site will vary depending on the amount of information you have in your WSF site.

### 13.16 Uploading multiple documents

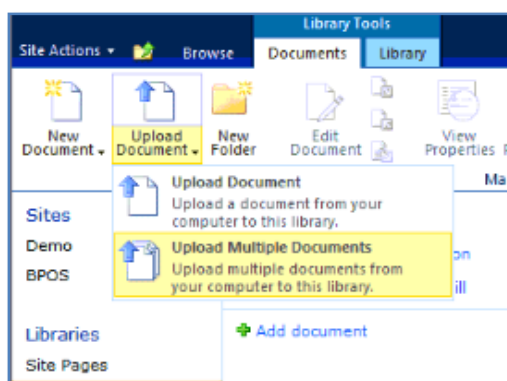
SharePoint supports the ability to upload multiple documents, however it only does so on machines that have Microsoft Office installed. This means that unless you have Microsoft Office installed on the machine from which you plan to upload multiple documents to SharePoint that functionality will not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

## Chapter 13 – Troubleshooting

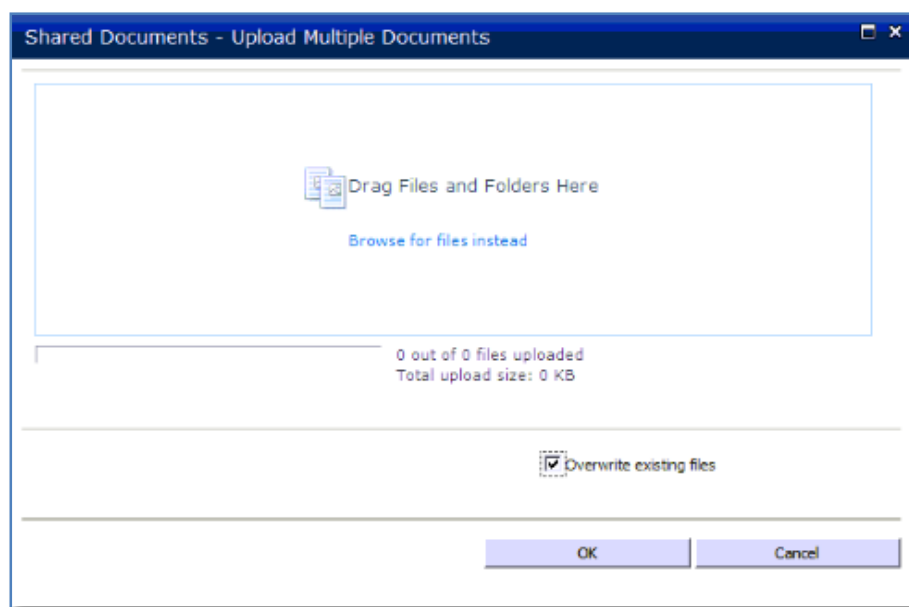


However, if you repeat the process using a machine that has Microsoft Office installed you will see two menu options like so:

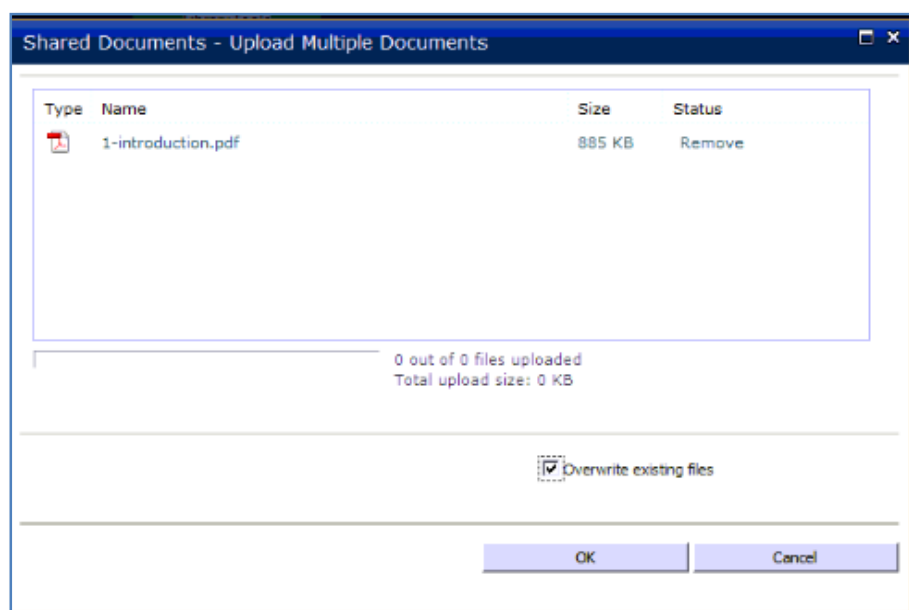


Typically, you'll get the first option when you access SharePoint from a server machine, thinking you can do the uploads from there. A better option is to go to a workstation and use the *Upload multiple documents* so you can transfer your documents by simply dragging and dropping the files.

## Chapter 13 – Troubleshooting



Simply use the navigation pane and 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 drag the files into the WSF window that is displayed like shown above.



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

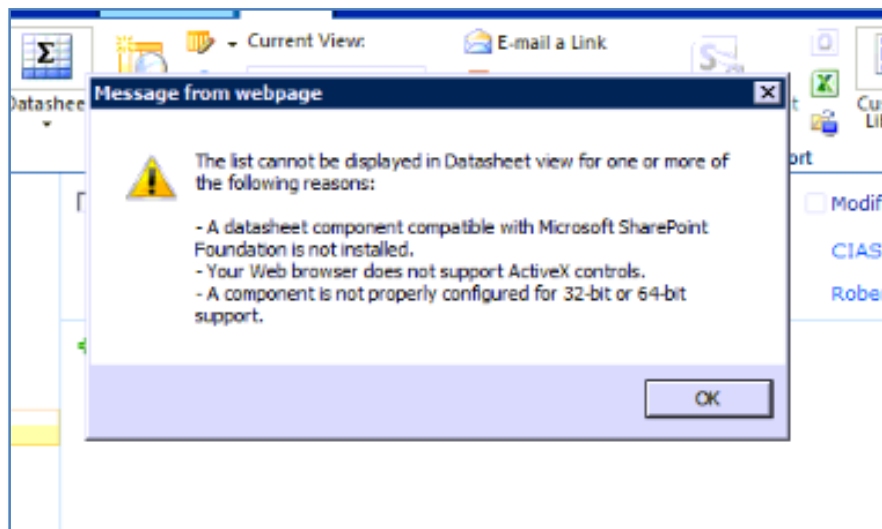
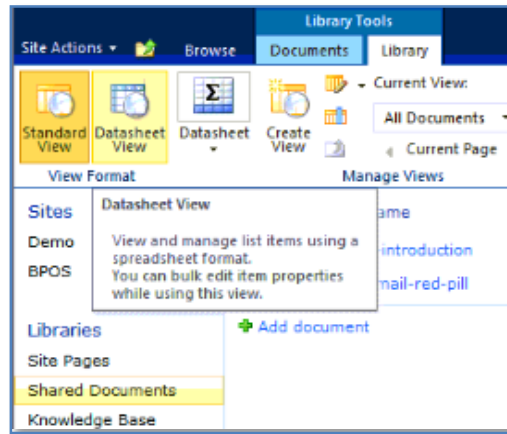
## Chapter 13 – Troubleshooting

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.

### 13.17 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 2010 Runtime from Microsoft which is a free download. You can download this from:

<http://www.microsoft.com/downloads/details.aspx?familyid=57A350CD-5250-4DF6-BFD1-6CED700A6715&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.

### 13.18 Setting farm passphrase

Part of the new security measures in SharePoint 2010 is a farm passphrase. It is required when you attempt to connect to the farm in the case of expanding it or repairing it.

Normally when you install SharePoint 2010 manually you are prompted to enter a passphrase during installation like so:

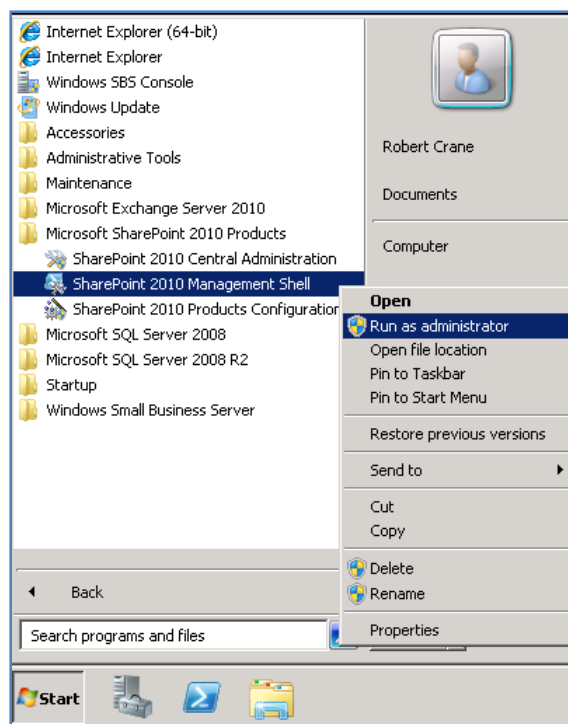


However, in cases where SharePoint 2010 is already installed, such as Small Business Server 2011, this passphrase has already been set to a random value. This means that if you have a need to work on the farm you are going to be unable to do this since you typically won't know the passphrase. In the case of a repair this would mean totally removing and then reinstalling SharePoint Foundation 2010 on Small Business Server 2011 standard.

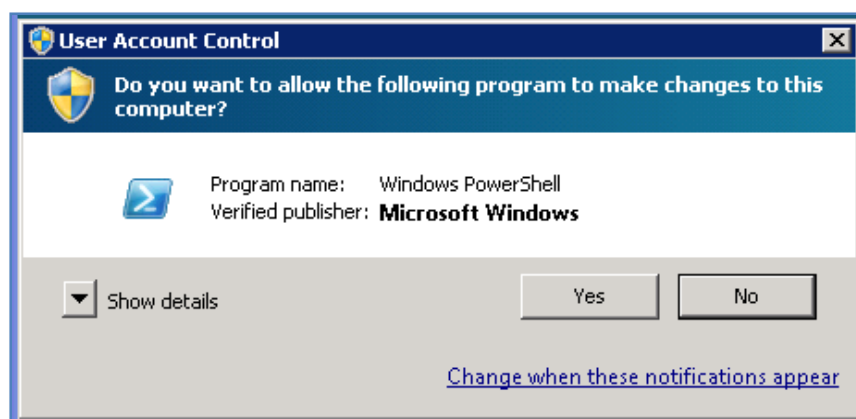
It is however possible to set the passphrase using Powershell commands while the farm is still operational. It is therefore recommended that you follow this procedure when you have SharePoint 2010 in which you are unfamiliar with the passphrase.

The first step is to run the SharePoint 2010 Management shell.

## Chapter 13 – Troubleshooting

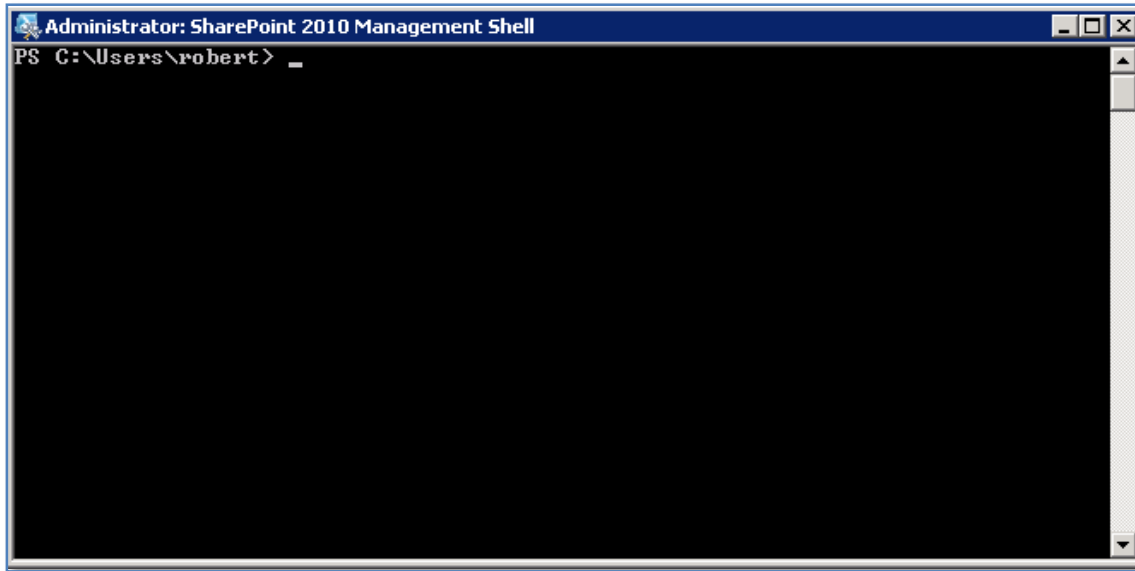


From the Start menu select **All Programs | Microsoft SharePoint 2010 Products | SharePoint 2010 Management Shell**. Right mouse click on the option and select **Run as administrator** from the menu that appears.



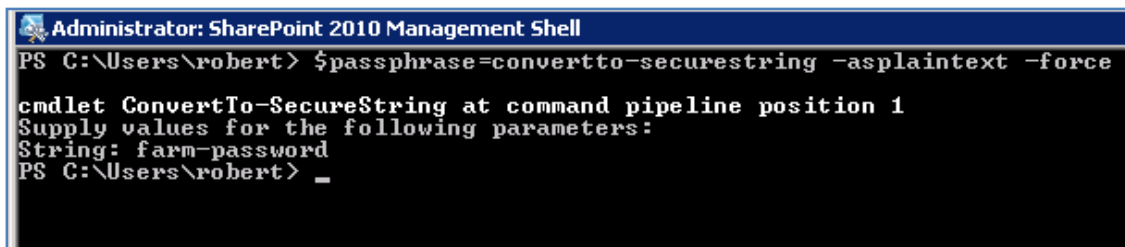
Accept the *User Access Control* window that is displayed by clicking the **Yes** button to continue.

## Chapter 13 – Troubleshooting



The Management Shell should open like shown above. At the cursor type the following line and press ENTER:

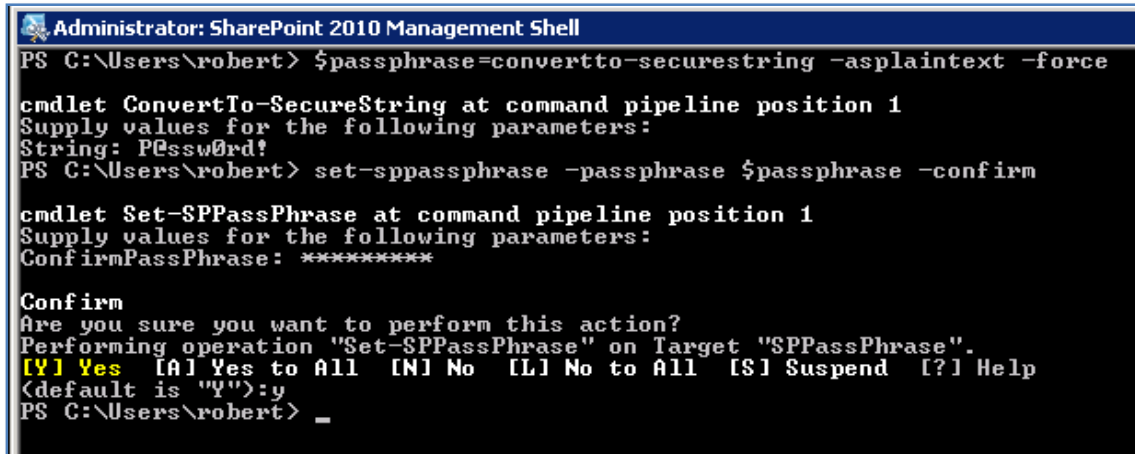
**\$passphrase = ConvertTo-SecureString -asPlainText -Force**



You will be prompted to enter a suitable passphrase here. You should note that the password will be displayed on the screen in plain text and should meet the security requirements (i.e. complexity) required by the system.

Once you have entered the passphrase press the **ENTER** key and the command prompt should return.





```
Administrator: SharePoint 2010 Management Shell
PS C:\Users\robert> $passphrase=convertto-securestring -asplaintext -force
cmdlet ConvertTo-SecureString at command pipeline position 1
Supply values for the following parameters:
String: P@ssw0rd!
PS C:\Users\robert> set-sppassphrase -passphrase $passphrase -confirm
cmdlet Set-SPPassPhrase at command pipeline position 1
Supply values for the following parameters:
ConfirmPassPhrase: *****

Confirm
Are you sure you want to perform this action?
Performing operation "Set-SPPassPhrase" on Target "$SPPassPhrase".
[Y] Yes [A] Yes to All [N] No [L] No to All [S] Suspend [?] Help
(default is "Y"):y
PS C:\Users\robert> _
```

Next type the following at the command prompt and press **ENTER**:

**Set-SPPassPhrase -PassPhrase \$passphrase -Confirm**

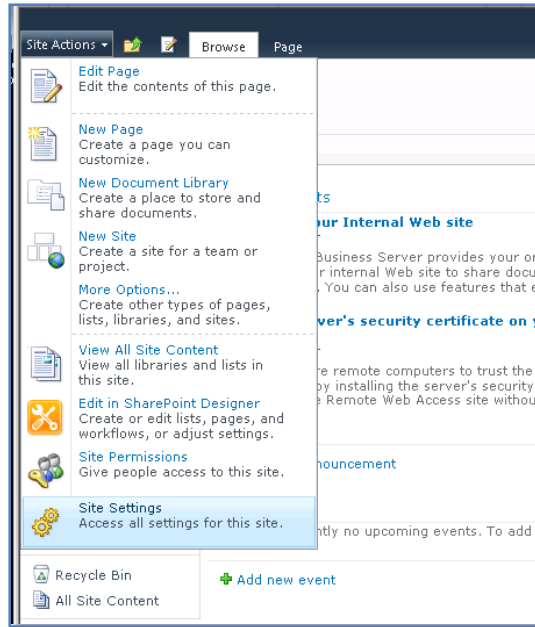
You will then be asked to confirm the passphrase you have typed in before. Next you will be asked to confirm the action, which you can do by typing **Y** and pressing **ENTER**. You should now be returned to the command prompt. You can close the *SharePoint Management Shell* window.

The SharePoint 2010 farm passphrase has now been changed to the one you just entered so ensure that it is saved somewhere securely.

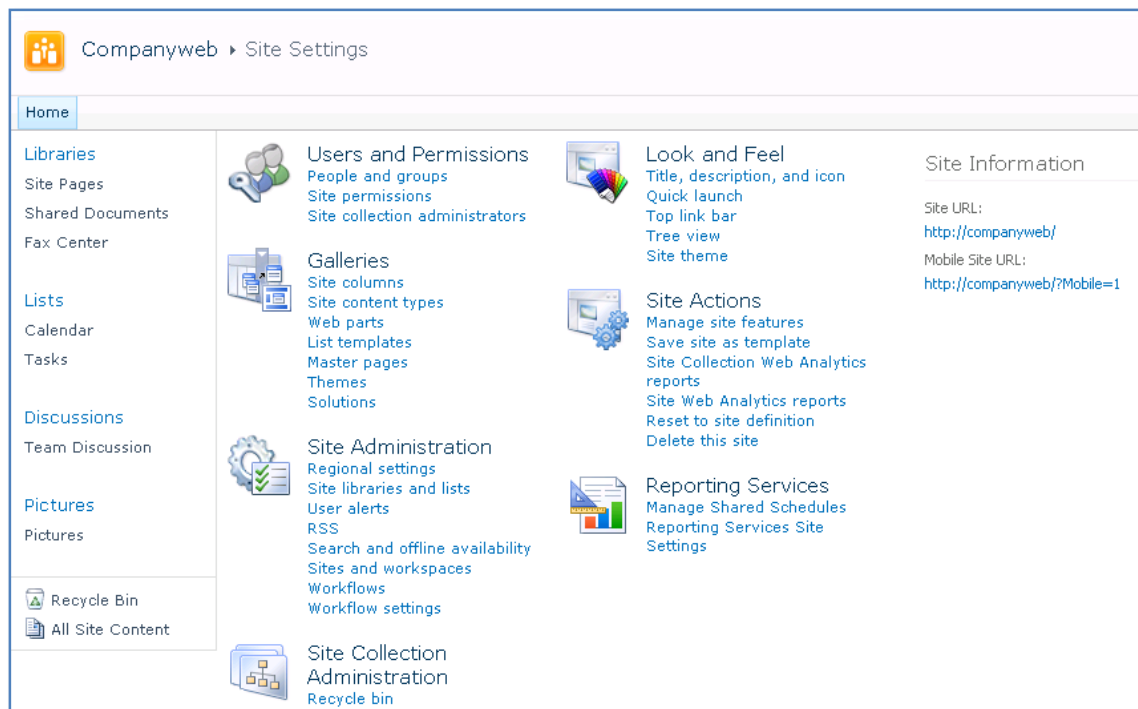
### 13.19 Space Allocation

Unfortunately WSF doesn't have the same capabilities when it comes to displaying individual component file usage. However, you can still enable quotas and view the total site usage using the following steps.

## Chapter 13 – Troubleshooting



Access the WSF site as Site Administrator. Select **Site Actions | Site Settings** from the top left of the screen.

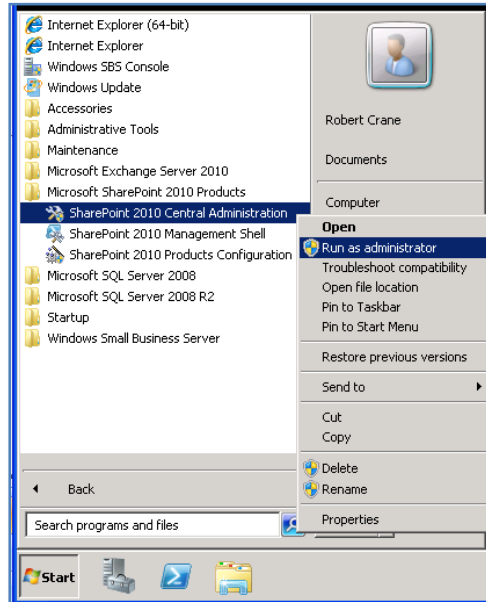


Select **Site Collection Web Analytics** reports from under the *Site Actions* section.

## Chapter 13 – Troubleshooting

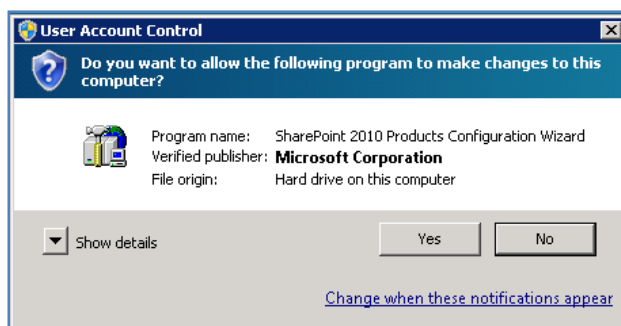
<b>Storage</b> This is the amount of disk space taken up by the content in your site collection. To view Web Discussions, go to the <a href="#">Manage Web Discussions</a> page.	Current storage used: 2 MB Percent used by Web Discussions: 0 % Maximum storage allowed: Not applicable
<b>Users</b> This shows 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 <a href="#">Site Web Analytics Reports</a> page.	Number of users: 7 users
<b>Activity</b> This section shows information on how often the site is being visited. For more details, go to the <a href="#">Site Web Analytics Reports</a> page.	Total hits: 0 Recent bandwidth use: 0 MB/day

You should then see something like displayed above. In the top section called Storage you will see the current total storage of the site (in this case 2MB). You will not however see the option to display storage space allocation as you do in Windows SharePoint v3. Thus there is no simple way to view how much space each individual item in your site maybe consuming.

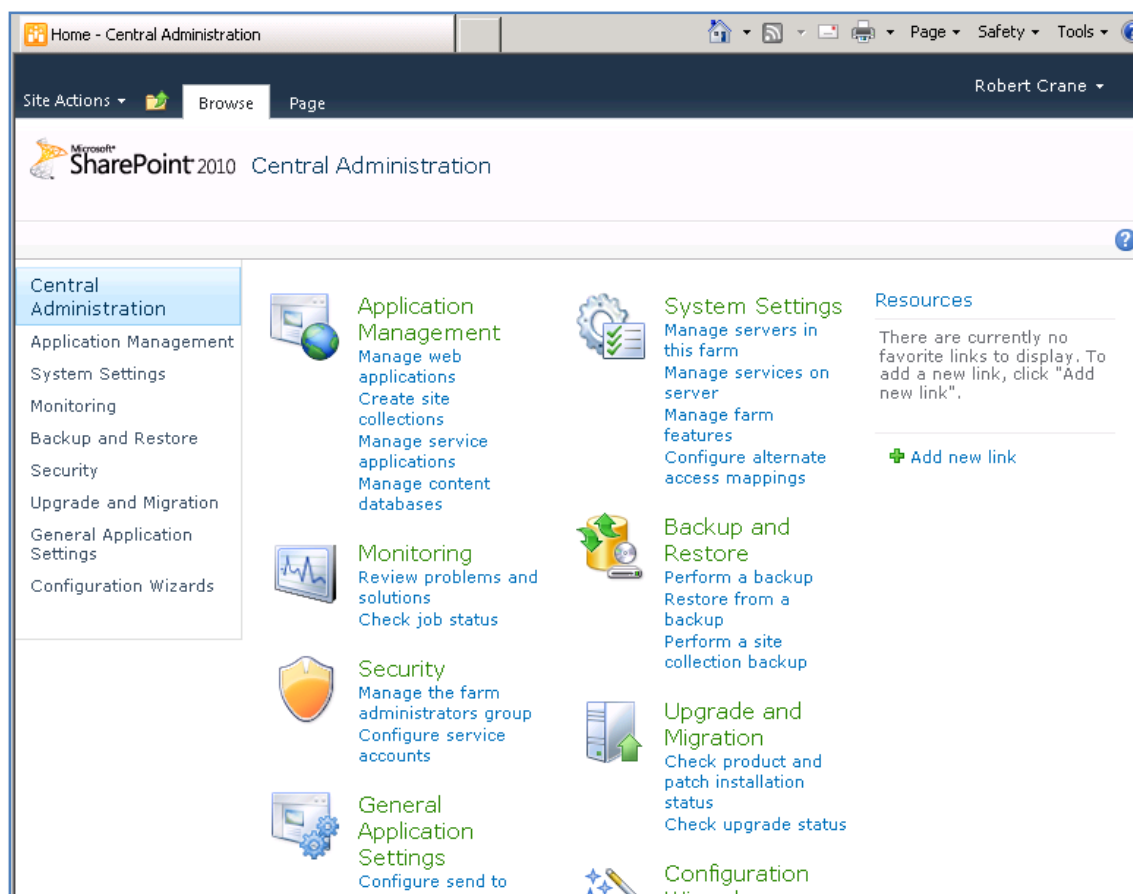


If you wish to set Site Quotas to limit the size of the WSF site login to the WSF server as an administrator. Select **Start | Microsoft SharePoint 2010 products | SharePoint Central Administration**. Right mouse click on the icon and select **Run as Administrator** from the menu that appears.

## Chapter 13 – Troubleshooting

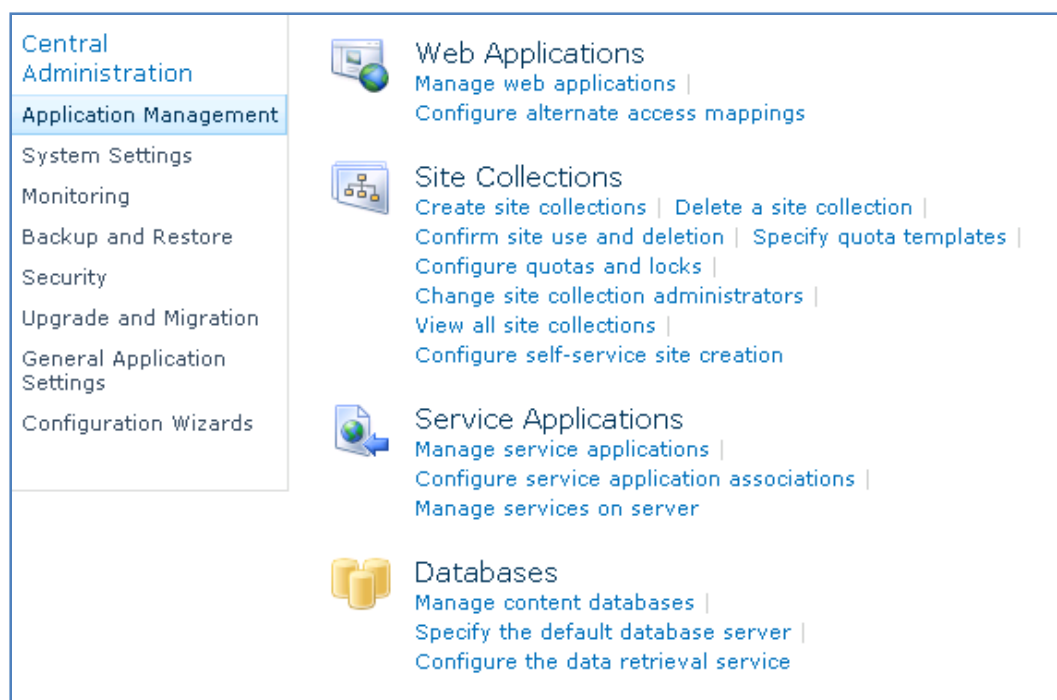


Accept the User Account Control by pressing the **Yes** button to proceed.



You should then see the standard *Central Administration* screen like shown above. Select the **Application Management** link from the menu on the left hand side of the screen.

## Chapter 13 – Troubleshooting



Select **Configure quota and locks** from *Site Collections* section.

The 'Site Quota Information' dialog box is shown. It contains the following fields and options:

- Current quota template:** A dropdown menu set to 'Individual Quota'.
- ☒ **Limit site storage to a maximum of:** A text box containing '10000' followed by 'MB'.
- ☒ **Send warning e-mail when site storage reaches:** A text box containing '10000' followed by 'MB'.
- Current storage used:** A text box containing '2 MB'.
- Sandboxed Solutions Resource Quota:**
  - Limit maximum usage per day to:** A text box containing '300' followed by 'points'.
  - ☒ **Send warning e-mail when usage per day reaches:** A text box containing '100' followed by 'points'.
  - Current usage (today):** A text box containing '0 points'.
  - Average usage (last 14 days):** A text box containing '0 points'.

At the bottom right are 'OK' and 'Cancel' buttons.

In the Site Quota Information section enter the value you require for the quota limits. Remember that when quotas are enabled you site will be prevented from adding information once the quota limit is exceeded.

## Chapter 13 – Troubleshooting

When complete press the **OK** button to save your configuration and exit the Central Administration site.

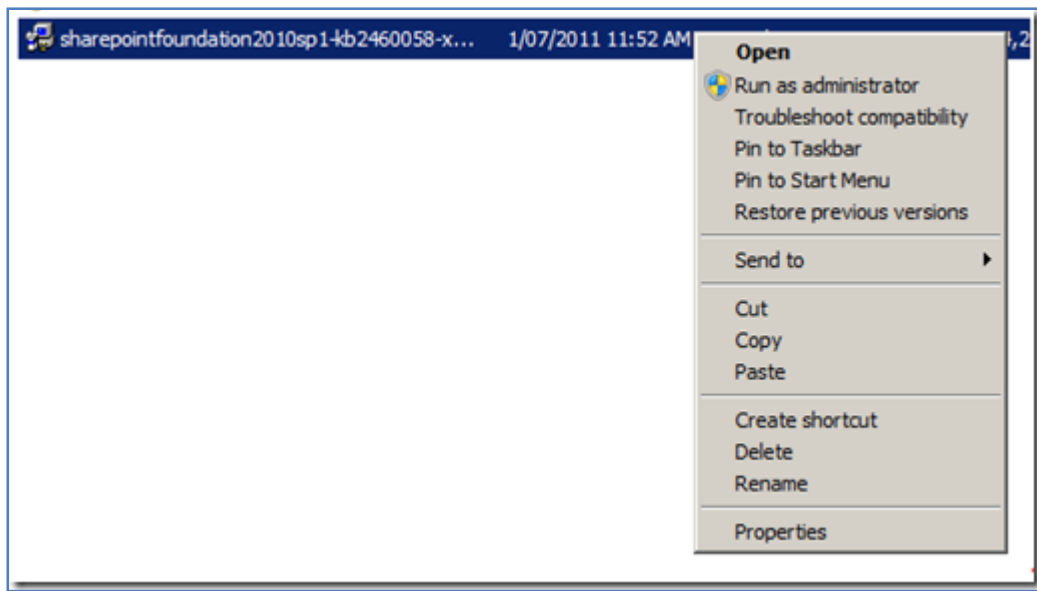
### 13.20 Installing SharePoint Foundation Service Pack 1

Here is a walkthrough of the installation of SharePoint Foundation 2010 Service Pack 1 on a standalone server not connected to a domain with a default install of SharePoint Foundation 2010.

The first thing you'll need to do is download the Service Pack 1 file which can be found at:

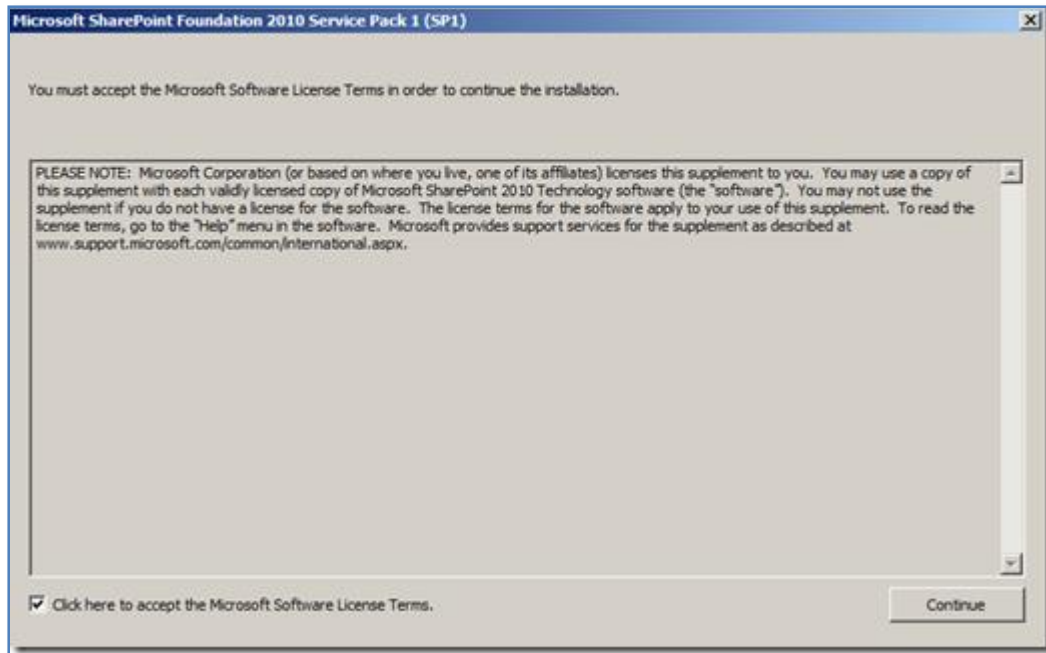
<http://www.microsoft.com/download/en/details.aspx?id=26640>

Right mouse click on the file and select **Run as administrator** from the menu that appears.

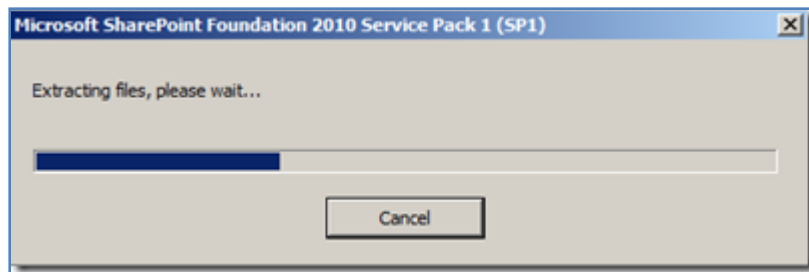


Next, accept the license terms at bottom and press the **Continue** button.

## Chapter 13 – Troubleshooting



The Service Pack will now commence installation.



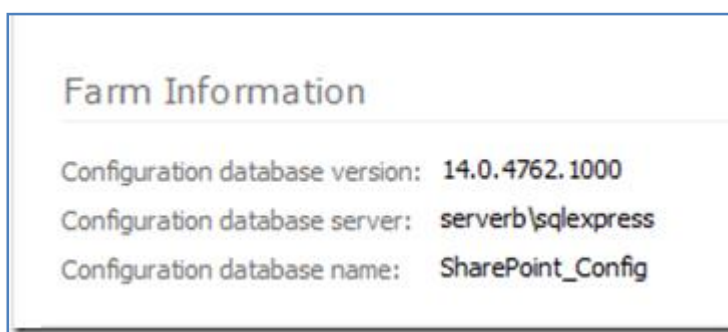
You will receive a message indicating the process is complete. However, all that has happened is that the binary files have been updated. You need to now apply the update to SharePoint Foundation 2010 manually. This is because now you must run the PSCONFIG after installing SharePoint 2010 patches on ANY server that SharePoint Foundation 2010 is installed on. For more information on this requirement see:

<http://blogs.technet.com/b/sbs/archive/2011/05/24/you-must-manually-run-psconfig-after-installing-sharepoint-2010-patches.aspx>

## Chapter 13 – Troubleshooting



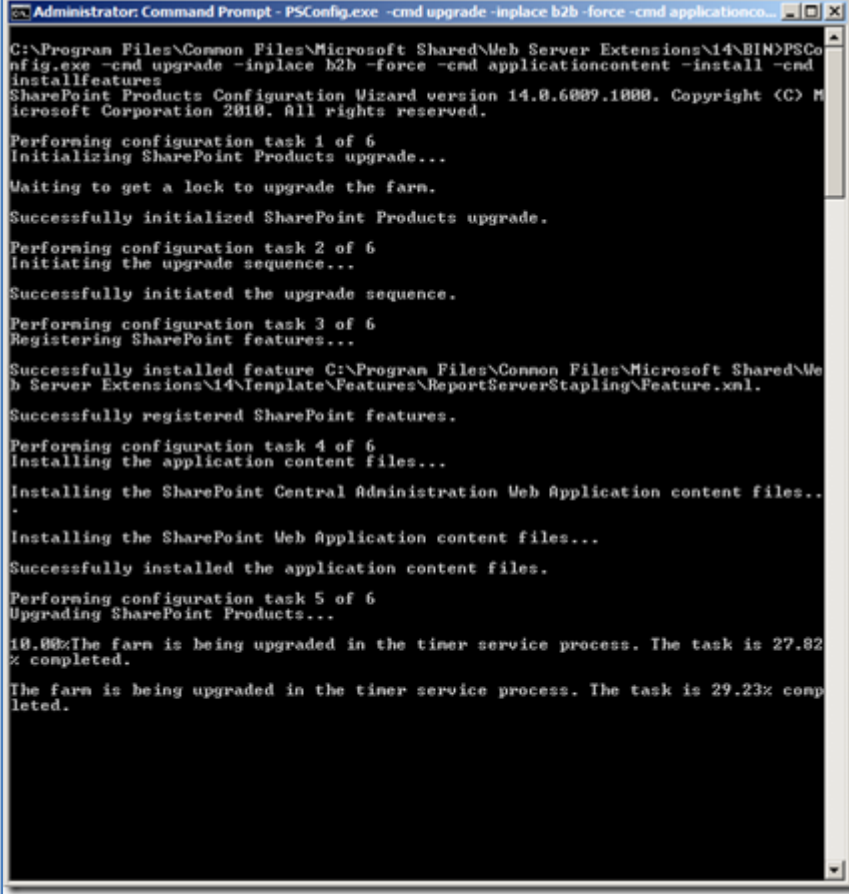
To check to see whether the Service Pack has been installed correctly, firstly run the **SharePoint Central Administration**. Select **System Settings** and then **Manage servers in this farm**.



Note the *Configuration database version*. Unless it is 14.0.6029.1000 Service Pack 1 has not yet been applied to the SharePoint farm.



## Chapter 13 – Troubleshooting



```
Administrator: Command Prompt - PSConfig.exe -cmd upgrade -inplace b2b -force -cmd applicationco...
C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\14\BIN>PSConfig.exe -cmd upgrade -inplace b2b -force -cmd applicationcontent -install -cmd installfeatures
SharePoint Products Configuration Wizard version 14.0.6009.1000. Copyright (C) Microsoft Corporation 2010. All rights reserved.

Performing configuration task 1 of 6
Initializing SharePoint Products upgrade...

Waiting to get a lock to upgrade the farm.

Successfully initialized SharePoint Products upgrade.

Performing configuration task 2 of 6
Initiating the upgrade sequence...

Successfully initiated the upgrade sequence.

Performing configuration task 3 of 6
Registering SharePoint features...

Successfully installed feature C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\14\Template\Features\ReportServerStapling\Feature.xml.

Successfully registered SharePoint features.

Performing configuration task 4 of 6
Installing the application content files...

Installing the SharePoint Central Administration Web Application content files..
.
Installing the SharePoint Web Application content files...

Successfully installed the application content files.

Performing configuration task 5 of 6
Upgrading SharePoint Products...

10.00%The farm is being upgraded in the timer service process. The task is 27.82% completed.

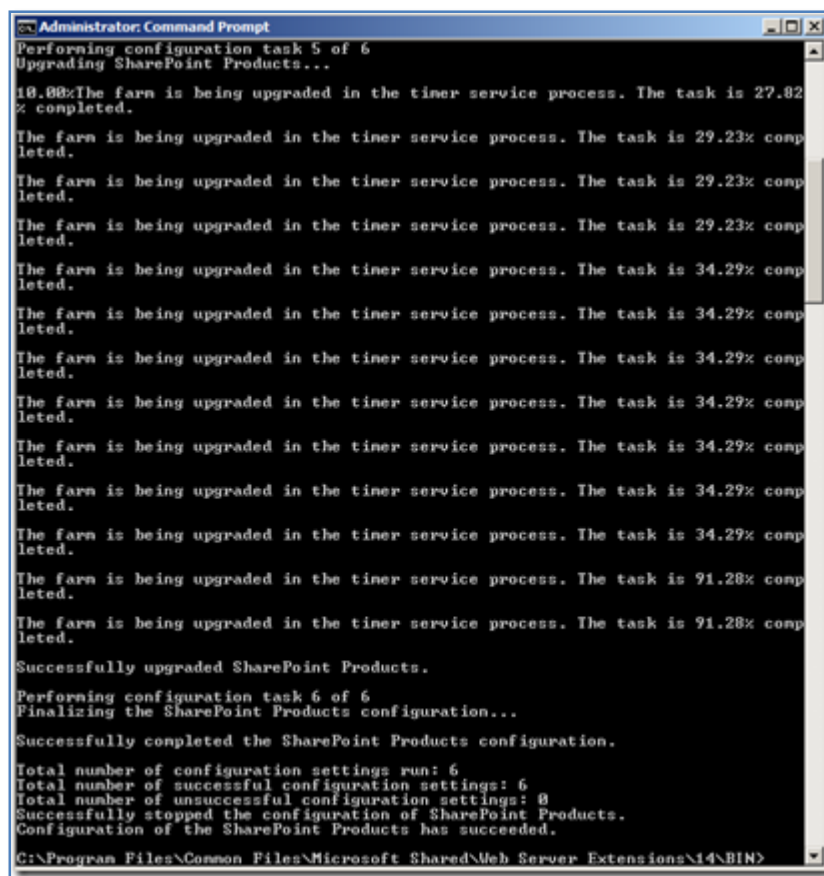
The farm is being upgraded in the timer service process. The task is 29.23% completed.
```

To apply the downloaded update to the SharePoint farm run a command prompt as an administrator on the server.

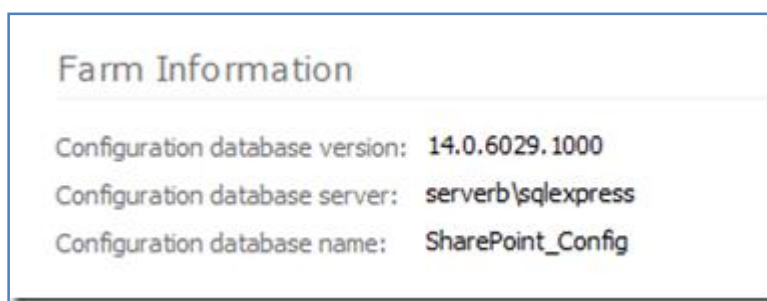
Change to directory *c:\program files\common files\microsoft shared\web server extensions\14\bin* and execute the following command:

**PSConfig.exe -cmd upgrade -inplace b2b -force -cmd applicationcontent -install -cmd installfeatures**

\_\_\_\_\_

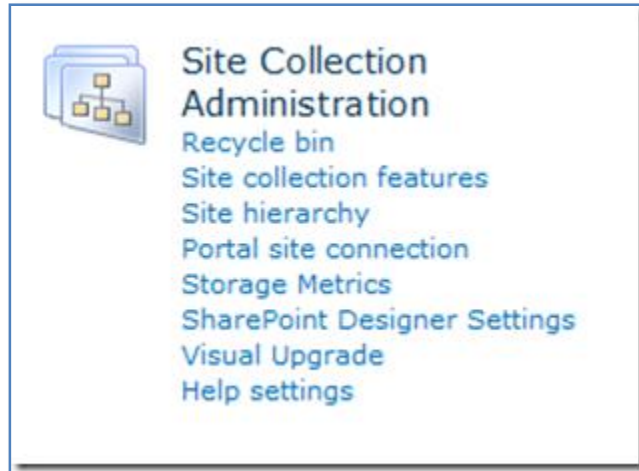


You should see the process complete 6 stages in total like shown above.



If you now check the version of the configuration database in *Central Administration* as shown previously it should be 14.0.6029.1000.

## Chapter 13 – Troubleshooting



One of the additional features that Service Pack 1 provides is the ability to view the storage usage on a site. To see this go into your SharePoint site and select **Site Settings**. You should now notice a new option under **Site Collection Administration** called **Storage Metrics**.

The screenshot shows the 'Site Collection' page with a table titled 'Storage Metrics'. The table has columns for Type, Name, Total Size, % of Parent, % of Site Quota, and Last Modified. The data is as follows:

Type	Name	Total Size	% of Parent	% of Site Quota	Last Modified
File	default.aspx	4.2 KB	100.00 %	Not Available	4/24/2011 7:13 PM
Folder	Site Assets	< 1 KB	100.00 %	Not Available	4/24/2011 7:13 PM
Folder	Site Pages	< 1 KB	100.00 %	Not Available	4/24/2011 7:13 PM
Folder	Shared Documents	< 1 KB	100.00 %	Not Available	5/11/2011 12:35 PM
Folder	Style Library	< 1 KB	100.00 %	Not Available	4/24/2011 7:13 PM
Folder	_vti_pvt	< 1 KB	42.11 %	Not Available	4/24/2011 7:13 PM
Folder	images	< 1 KB	42.11 %	Not Available	4/24/2011 7:13 PM
Folder	Lists	< 1 KB	42.11 %	Not Available	4/24/2011 7:13 PM
Folder	_cts	< 1 KB	42.11 %	Not Available	4/24/2011 7:13 PM
Folder	_private	< 1 KB	42.11 %	Not Available	4/24/2011 7:13 PM
Folder	m	< 1 KB	42.11 %	Not Available	4/24/2011 7:13 PM
Folder	_catalogs	< 1 KB	42.11 %	Not Available	4/24/2011 7:13 PM

As you can see from the above screen shot, this now gives you a breakdown of exactly where space is being used in your site.

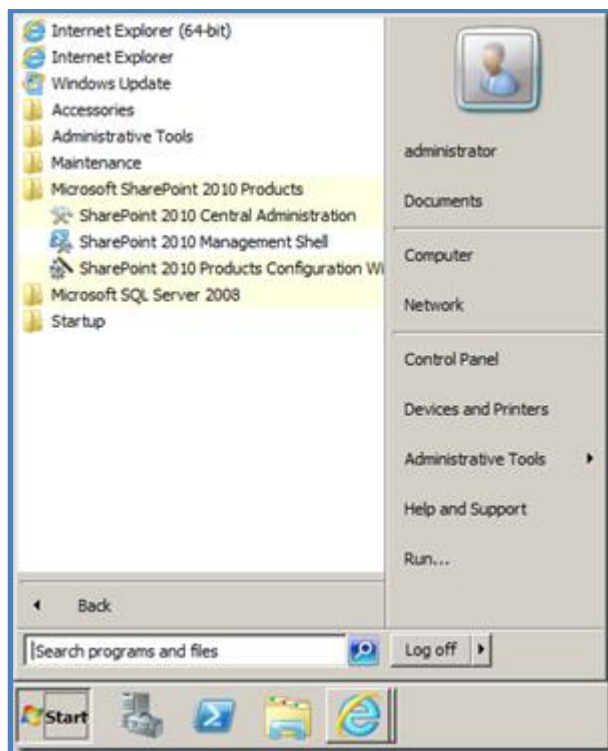
If nothing else this is a great reason to install SharePoint Foundation service Pack 1. You can find more information about Service Pack 1 for SharePoint Foundation at:

<http://support.microsoft.com/kb/2460058>

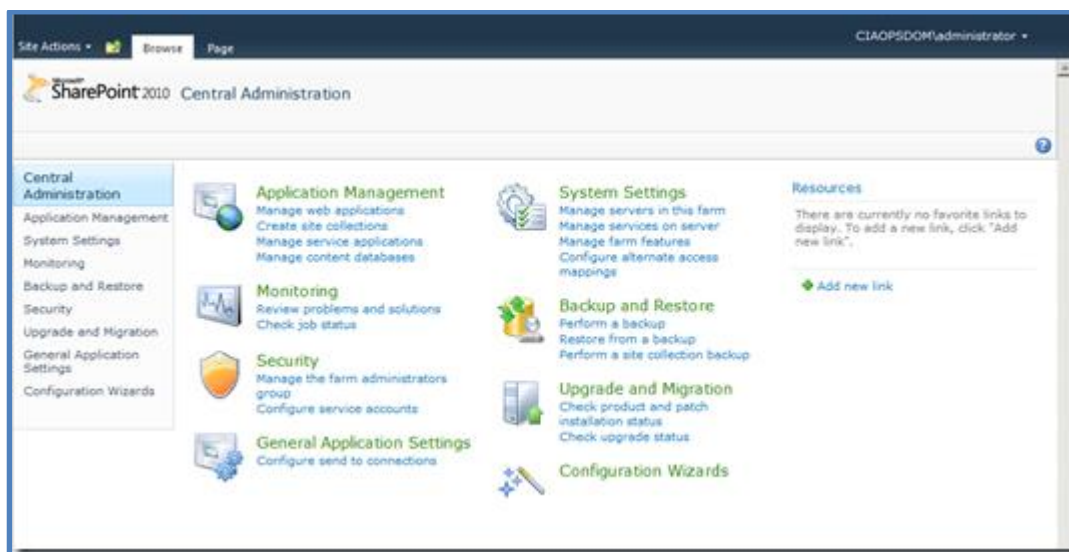
### 13.21 Determining Foundation 2010 version number

## Chapter 13 – Troubleshooting

There are times when you need to find out what version of SharePoint Foundation 2010 you are currently running. The easiest way to do this is to look in SharePoint Central Administration via the following procedure:

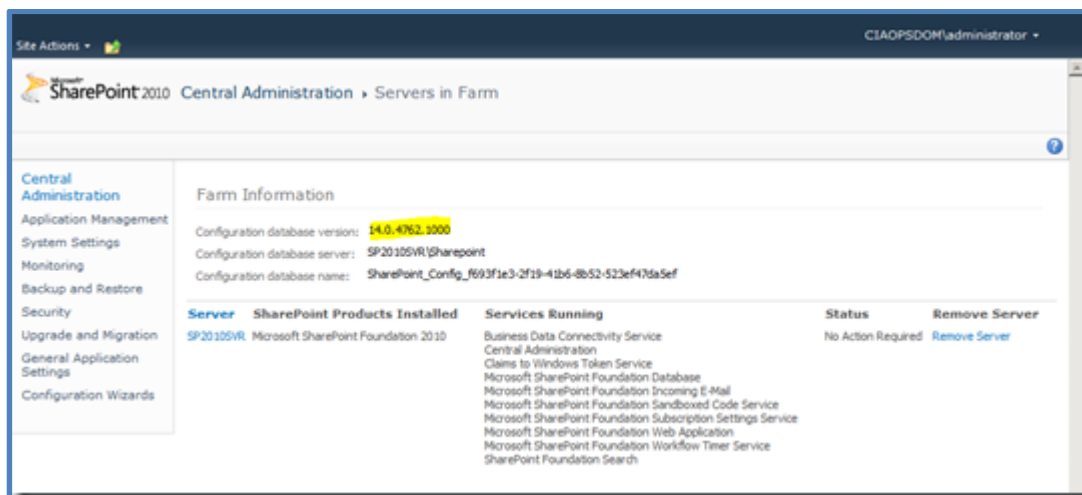


On the SharePoint Foundation 2010 Server select **Start | Microsoft SharePoint 2010 Products | SharePoint 2010 Central Administration**.



## Chapter 13 – Troubleshooting

When the SharePoint Central Administration appears select **Manage Servers in Farm** from under the *System Settings* in the top right.



In the middle of the page locate **Configuration database version** and compare the number you find here with:

<http://todd-carter.com/sharepoint-versions/>

### 13.98 Troubleshooting links

### 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](mailto:director@ciaops.com).