Troubleshooting OfficeStatus Server Installations

Introduction

This guide was developed to help OfficeStatus Server administrators troubleshoot installation errors in their own environment. Although OfficeStatus Server itself has relatively straight-forward installation requirements, it does require successful integration with Internet Information Services (IIS). Most of the time when an OfficeStatus Server installation isn't functioning as expected, an IIS configuration issue is at the heart of the problem.

Preparing the Environment

The first troubleshooting step we always recommend is to ensure the proper setup of environmental prerequisites.

Configuring Windows Server 2003

To install ASP.NET on a server running Windows Server 2003 using the Configure Your Server wizard:

1. From the **Start** menu, click **Manage Your Server**; in the **Manage Your Server** window, click **Add or remove a role**.
2. In the **Configure Your Server Wizard**, click **Next**, and in the **Server Role** dialog box, check **Application Server (IIS, ASP.NET)** and then click **Next**.
3. In the **Application Server Options** dialog box, select the **Enable ASP.NET** check box, click **Next**, and then click **Next** again.
4. If necessary, insert your Windows Server 2003 installation CD in the CD-ROM drive and then click **Next**.
5. When the installation is complete, click **Finish**.

Configuring Windows Server 2008

Windows Server 2008 environments should have the ASP.NET role (and any dependencies) installed.

1. Open the Windows Server 2008 **Server Manager**.
2. In the server management tree, click **Roles**.
3. If IIS 7 has not yet been installed on this server, select **Add Roles** and add the **Web Server (IIS)** role before proceeding.
4. Select **Add Role Services**.
5. Select **ASP.NET** and accept any feature dependency notices that appear.
6. Complete the Add Role Services wizard.

Configuring Windows Server 2012 / 2016

Windows Server 2012 environments should have the ASP.NET role (and any dependencies) installed.

1. When you first login to a new Windows Server 2012 machine, the new Server Manager UI will display. Click **Add roles and features**.
2. On the first screen of **Add Roles and Features Wizard**, click **Next**. This displays a page where you select the desired installation type. Choose **Role-based or Feature-based Installation**, then click **Next**.
3. The next screen of the wizard asks you to choose the server that you are configuring. Select the appropriate server and click **Next**.
4. On the next wizard step you will be asked to select one or more server roles. Scroll down in the **Roles** list, and make sure to check the **Web Server (IIS)** checkbox. Expand the **Web Server** node, then expand **Common HTTP Features** and check all of its children. Also, expand the **Application Development** node, and check the **ASP.NET 4.5** option. Click **Next**.
5. The next screen asks you to select features. Make sure that **.NET Framework 4.5 Features** is checked. Also, expand the .NET Framework 4.5 Features node and check **all of its children**. Click **Next**.
6. The next page of the wizard is informational. Click **Next**.
7. Scroll down in the **Role services** list until the **Application Development** node is showing. Expand the node so that is children are showing.
8. Check the **ASP.NET 4.5** checkbox below the Application Development node. The wizard will automatically select a number of other, related features.
9. Click **Next**, then click **Install**.

Specific HTTP (Web Interface) Errors

The remainder of this guide will focus on specific error messages that you may receive when attempting to access the OfficeStatus Server web interface.

HTTP Error 500 - Internal Server Error

This error is often an indication that ASP.NET is not properly installed and enabled. Please revisit the "Preparing the Environment" steps provided at the start of this article.

In cases where the environment has been properly configured and this problem persists, we can further troubleshoot the problem by reviewing the *error code* that is always shown as part of the IIS error report screen.

Once you have the error code, please use the following Microsoft guide to further troubleshoot this error:

http://blogs.msdn.com/b/webtopics/archive/2010/03/08/troubleshooting-http-500-19-errors-in-iis-7.aspx

HTTP Error 503 - Service Unavailable

This error typically indicates that something is wrong with the OfficeStatus application pool within IIS.

First check to ensure that the OfficeStatus application pool is running. If it will not start or won't remain running, additional diagnostics will be required. Often, checking the Windows Event Log for related errors will help to better define the source of the problem.

Also, keep in mind that the OfficeStatus application pool executes within the context of the OfficeStatus Windows user account that was created when OfficeStatus Server was initially installed. If that Windows user account has since been disabled, removed, or changed (e.g. password altered, etc.) then the associated app pool will likely fail to start as a result. To resolve such problems, you must ensure that the OfficeStatus Windows user account is present and enabled, and the app pool authentication credentials are correct.

Other HTTP Errors

Other specific HTTP error codes (and their meanings) can be found in the following Microsoft Knowledge base article:

http://support.microsoft.com/kb/943891

Problems Logging into the Web Interface

Here are some troubleshooting tips for issues that may occur when attempting to log into the OfficeStatus web based interface.

Unable to Get Past the Login Screen

This behavior usually indicates that the web browser currently in use isn't storing the session-based cookies that OfficeStatus requires in order to function properly.

First ensure that your web browser has cookies enabled. The instructions for doing so differ based upon the browser you're using, so please see your browser manufacturer's help file for details. Also, trying a different web browser can be helpful, even if just to determine whether the problem is browser-specific.

Also, please note that Internet Explorer will not persist cookies if your OfficeStatus Server host computer has an underscore anywhere in its name (or in the domain name). Please see the following Microsoft Knowledge Base article for additional details:

http://support.microsoft.com/kb/316112/en-us

Finally, it's also possible that security devices such as firewalls and HTTP proxy servers may interfere with the transmission of cookies to and/or from the server. If applicable, please work with your network administrator to evaluate this possibility.

Loss of OfficeStatus Administrator Password

Unexpected staffing changes or data loss may leave an organization with an OfficeStatus Server installation for which they lack an administrative password.

Fortunately, this problem is easily resolved. Log into the OfficeStatus server computer and navigate to the OfficeStatus start menu group. There you'll find a *Password Reset (Admin Account)* shortcut, which in turn brings up the OfficeStatus Admin Password Reset Tool.

Additional Troubleshooting Tips

Here are a handful of additional tips that can help you troubleshoot OfficeStatus Server problems.

1. Always check the Windows Event Log. It will often contain additional details that can help you (or our support team) to better understand the underlying problem.
2. Look for environmental changes. If your OfficeStatus Server installation was working correctly, and now suddenly is not, then it's safe to assume that something in the environment probably changed. Carefully consider how such changes may have affected OfficeStatus.
3. Since OfficeStatus Server integrates with IIS, you should check the IIS logs when experiencing problems with the web interface. These logs are generally stored something below the *c:\inetpub\logs\LogFiles* directory. Find the one relating to OfficeStatus Server and review the HTTP response and IIS substatus codes related to any errors that appear there.
4. Check the HTTPERR log. Particularly if a review of the IIS log files aren't helpful, HTTP requests may be getting rejected by HTTP.SYS before they ever make it to an IIS worker process. In such cases, you'll find the associated error in HTTPERR logs, located in *c:\windows\system32\LogFiles\HTTPERR*.

5. In cases where an IIS problem is proving very difficult to troubleshoot, consider using the IIS Failed Request Trace (FRT) log (see http://mvolo.com/trace-iis-70-errors-like-a-pro-with-failed-request-tracing/ for details on setting it up).
6. If the problem is related to the OfficeStatus web interface, try a different browser. Doing so may at least help you to determine whether the browser you're currently using is contributing to the problem in some way.

Finally, please don't hesitate to contact the OfficeStatus support team if you need additional assistance. Although we often cannot directly troubleshooting environmental issues, we can often offer guidance and insights based upon available information.

Contact us here:

http://www.officestatus.com/support/