

RE: Server Performance Report – Page not found

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-08/msg00238.html>

- *From:* v-crinal@xxxxxxxxxxxxxxxxxxxxxx ("Crina Li")
 - *Date:* Thu, 03 Aug 2006 07:31:48 GMT
-

Hi,

Thank you for posting in SBS newsgroup.

From your description, I understand you receive "the page cannot be displayed" errors in "monitoring and reporting" pages of the Server Management Console. If I have misunderstood your concern, please do not hesitate to let me know.

Firstly, please check if the resolution in the following Knowledge Base article helps:

842693 You receive a "HTTP 400 – Bad Request" error message when you try to use the Monitoring and Reporting snap-in or the Backup snap-in on a Windows Small Business Server 2003-based computer
<http://support.microsoft.com/?id=842693>

If it does not work, regarding the "monitoring and reporting" snap-in in the SBS 2k3 server management fails to work, actually there are many factors that can lead to this problem. Here I would suggest you start from the general troubleshooting plan:

Would you please check the following information to see if the problem can be resolved?

1. Check the Properties of the Default Web Site as following:

- 1) Expand Advanced Management | Internet Information Services | Server Name | Web Sites.
- 2) Right click Default Web Sites and select Properties.
- 3) In Web Site tab, make sure you have selected the All Unassigned in IP address of Web site identification column.

2. Check the properties of Monitoring as following:

- 1) Expand Advanced Management | Internet Information Services | Server Name

| Web Sites | Default Web Sites.

- 2) Right click Monitoring and select Properties.
- 3) In Directory Security tab, click Edit in Authentication and access control column.
- 4) Make sure you have checked Integrated Windows authentication.
- 5) Click Edit in IP address and domain name restriction.
- 6) Select Granted access.

3. Ensure that the MSSQL\$SBSMONITORING service is started.

4. Make sure IIS_WPG, Local Service and Network Service accounts have Read & Execute, List Folder Contents, and Read permissions to C:\WINDOWS\Microsoft.NET\Framework\v1.1.4322.

Ensure IIS_WPG, Local Service and Network Service accounts have Full Control permission to C:\WINDOWS\Microsoft.NET\Framework\v1.1.4322\Temporary ASP.NET Files.

5. Run "iisreset" and then check if the issuer still occurs.

If the problem still persists, let's re-run the CEICW to ensure the Monitoring virtual directory is properly configured. To do so:

1. On the SBS 2003 Server open the Server Management console. Go to Standard Management\To Do List.
2. Click the "Connect to the Internet" link.
3. Choose not to change the connection type and click Next. On the Firewall page, select "Enable firewall" and click Next.
4. On the "Services Configuration" page, select all the items and then click Next.
5. On the "Web Services Configuration" page, make sure "Allow access to the entire Web site from the Internet" is selected. If you select "Allow access to only the following Web site services from the Internet", make sure Windows SharePoint Services intranet site, OWA and RWW are selected. Click Next.
6. On the "Web Server Certificate" page, choose to create a new Web server certificate and then type the public FQDN or public IP of SBS.
7. Go through the remaining steps.

After performing the steps, if it still does not work, please help me to confirm some information:

1. Did Monitoring and Reporting work before? When did this issue begin to occur? Have you customized your SBS server IIS settings?
2. If you click Monitoring and Reporting on Server Management, and then click another links on the right pane, can you access them successfully?
3. Follow the steps below to modify web.config to display detailed ASP.NET error information and see what you get.

- 1) Make a backup of C:\inetpub\Monitoring\web.config
- 2) Open web.config with Notepad

3) Change `<customErrors mode="On" defaultRedirect=?error.aspx? />` to `<customErrors mode="Off" />`

Please note that the text is case sensitive.

- 4) Save the file
- 5) Go to a command prompt, run "iisreset"

Then go to Monitoring and Reporting in Server Management, what's the detailed error?

4. You may also check the event log to see if there are any errors regarding the issue. If it has any error message, please post it to newsgroup.

If you have any questions or concerns related to this issue, please let me know.

I appreciate your time and look forward to hearing from you.

Best regards,

Crina Li (MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

=====
This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:
<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

This posting is provided "AS IS" with no warranties, and confers no rights.

| X-Trace-PostClient-IP: 70.72.183.51
| From: "News Help" <news@xxxxxxxxxxxxxxxxxxxx>
| Newsgroups: microsoft.public.windows.server.sbs
| Subject: Server Performance Report – Page not found
| Lines: 17
| X-Priority: 3
| X-MSMail-Priority: Normal
| X-Newsreader: Microsoft Outlook Express 6.00.2900.2869
| X-RFC2646: Format=Flowed; Original
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2869
| Message-ID: <1h2Ag.311020\$IK3.149460@pd7tw1no>
| Date: Wed, 02 Aug 2006 14:03:41 GMT
| NNTP-Posting-Host: 64.59.135.176
| X-Complaints-To: abuse@xxxxxxx
| X-Trace: pd7tw1no 1154527421 64.59.135.176 (Wed, 02 Aug 2006 08:03:41 MDT)
| NNTP-Posting-Date: Wed, 02 Aug 2006 08:03:41 MDT
| Organization: Shaw Residential Internet
| Path:
TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS01.phx.gbl!newsfeed.c
w.net!cw.net!news-FFM2.ecrc.de!news.m-online.net!news.code-werk.net!open-new
s-network.org!newsfeed.freenet.de!newsfeed00.sul.t-online.de!t-online.de!bor
der2.nntp.dca.giganews.com!nntp.giganews.com!pd7cy3no!pd7cy4no!shaw.ca!pd7tw
1no.POSTED!53ab2750!not-for-mail
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:286331
| X-Tomcat-NG: microsoft.public.windows.server.sbs

|
| Not certain where to go from here. Installed 2003 SBS, started the
| Monitoring and Reporting. The emails being sent to me only say "The page
| cannot be found". In looking at the server at the "View Performance
| Report"

| I get the same "HTTP Error 404 – File or directory not found" error.

| I have re-run the "Monitoring Configuration Wizard" and "Reinstall
| monitoring features" and still get the same errors.

| The only note in the Event viewer is "A server status report has been
| sent

| in e-mail"

| Anyone have any ideas what might be wrong?
|
|
|
|
|

