

RE: IIS Problems

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Hi Jim,

Thanks for the informative post, thankfully I have not reinstalled IIS and Exchange as I had planned. I thought this was necessary as I am convinced I have changed settings within IIS which have affected OWA etc provided by exchange. I will try a restore of the metadatabase, unfortunately I have never made a backup within IIS, there are some automatic backups but these are all after the problems began. I will check the shadow volume copy and tape if necessary. I am also going to backup my sharepoint site, reinstall sharepoint and a restore of the site to ensure these are returned to default.

My problems started as soon as I started trying to apply a new SSL certificate to a specific sharepoint site.

I have changed account settings on the application pools and this may also be the root cause. I will check as per your post.

Direct access to sharepoint site from the outside world is my goal.

Thanks a million.
Scott

"Jim Martin [MSFT]" wrote:

Thanks for the post, Scott.

First of all I hope I caught you before you reinstalled IIS. You should not uninstall and reinstall IIS on SBS. Put simply, it breaks a lot of things. They can be fixed but you don't want to go there. I would focus on fixing what is currently broken. The problems are probably not insurmountable.

If you have a backup of your IIS metabase from before the changes were made then that is your best bet. Try to pinpoint the point in time when you made the changes -0 that way we know what timeframe of a backup to look

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for. Then go to IIS, right-click the server, 'All Tasks', 'Backup/Restore Configuration', then look for backups (automatic or otherwise) from just before the changes were made. If you see one that looks likely, create another backup of the current configuration (don't want you to lose any ground, and try restoring it. Do an IISRESET after restoring. If that doesn't yield the right results, you can restore the backup you just made.

You can also check to see if you have a volume shadow copy of the metabase. Check to see if you have volume shadow copy enabled on your system drive (probably C:). If so, you might be able to retrieve a backup copy that way. To see if volume shadow copy was enabled on the drive go to the properties of the volume in Windows Explorer, the 'Shadow Copies' tab. It will show which volumes it is enabled for and when the snapshots are taken. If that is enabled, you can retrieve previous versions of the file by accessing a share that the file resides on. But before doing that stop the IIS Admin Service, then backup the current metabase file (go to "c:\windows\system32\inetsrv" and make a file copy of MetaBase.xml. Then to restore it from a previous version go to "\\servername\c\$\windows\system32\inetsrv", right-click the metabase.xml file, go to the 'Previous Versions' tab, select the version of the file that is most likely the latest one before the changes were made, then click 'Restore'. Then start the IIS Admin service, the WWW publishing service, SMTP, and any other services that were previously stopped. Then see if that restored functionality.

You can also try restoring the metabase.xml file from a tape backup taken before the changes.

If restoring the metabase does not work, then it is best to focus on one issue at a time. Since changes to Companyweb is where it started I would focus on getting that to work and then go from there. I would start by making sure that Companyweb is configured to listen on at least the internal IP address, port 80 and port 444 (for SSL), and that it is configured to use 2 host headers: 'companyweb' and 'companyweb.internaldomain.local'. Also, make sure you have 2 filters listed under the ISAPI filters tab: 'SHRPTFLT' (priority=high) and 'stsfltr' (priority=unknown). Then check the 'Home Directory' tab and make sure it is using application 'root' in the DefaultAppPool. Then if you have an 'ASP.NET' tab make sure it is using version 1.1, not 2.0.

Similar action should be taken on the Default Website. It should be configured to listen on at least the internal IP address, port 80 and port 443 (for SSL), and that it is NOT configured to use host header: Also, make sure you have 3 filters listed under the ISAPI filters tab: 'SBSFLT' (priority=high), 'fpexedll.dll' (priority=low), and 'OwaLogon' (priority=low). Then check the 'Home Directory' tab and make sure it is using application 'Default Application' in the DefaultAppPool. Then if you have an 'ASP.NET' tab make sure it is using version 1.1, not 2.0.

You can also enable logging for each website to get more details about what is happening when access is attempted ('Web Site' tab, 'Enable Logging'

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checkbox, 'Properties' button, 'Advanced' tab, check all boxes, OK, etc.

I hope this helps.

Jim