

RE: RWW & Monitoring reports

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-12/msg03967.html>

- *From:* guyg <guyg@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 23 Dec 2006 19:02:00 -0800
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Sorry for the delay in responding. It turns out that a third party installed a software program on the server called " Device Lock". The client did not notify me that they were installing the program. It looks like they installed it after updates were installed and then they rebooted the server. After that monitoring, sharepoint and RWW did not work. We had to reinstall IIS, after that the routing service for exchange did not work. we finally fix it. We had to do metabase restore from backup. Now RWW works but you get a dialog box after the cert. accept screen and before the normal RWW log in screen, but it works. Also sharepoint gets a forbidden error when trying to open the company web site. MSDE is not in the task bar any more or in the startup folder.Outlook web site gets a 440 timeout error. I think RWW problem is related to the internet connection wizard. The web site cert. is the internal ip of server "192.168.1.x. I think if I re-run the internet connection wizard and add the correct IP it should stop the RWW problem. I really need to get the internal company web working. Any help here would be great. Thanks, Guy

""Inn Jin [MSFT]"" wrote:

Hi Guy,

Thanks for posting here.

From your problem description, I understand this issue to be: RWW and monitoring reports do not work on your SBS server after installed updates. If I am off base, please do not hesitate to let me know.

"Server Error in '/Remote' Application" is a generic error message and could be caused by various reasons. Please try the following solutions:

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I. Please confirm you have TEMP and TMP system variable on your C drive and configure it correctly. To do this:

1. Create a temporary folder under C:\Windows, and then name it "Temp" (without the quotation marks).
2. Grant full permissions on the Temp folder to the NETWORK SERVICE user account
3. Right-click "My Computer", and then click "Properties".
4. On the "Advanced" tab, click "Environment Variables".
5. Select the "TEMP" variable under "System variables", and then click "Edit".
6. Type "C:\Windows\TEMP" (without the quotation marks) in the "Variable Value" box, and then click "OK".
7. Repeat steps e and f to edit the TMP variable. (It should also point to C:\Windows\TEMP). Click "OK" two times.
8. Click "Start", and then click "Run".
9. To reset Internet Information Services (IIS), type "iisreset" (without the quotation marks) on the command prompt. Note if the error message persists, restart the computer.

II. The problem also could be caused by the environment variable stored in the Registry was the wrong key type.

The key is:

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HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SessionManager\Environment\TEMP
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Key type should be "REG_EXPAND_SZ", NOT "REG_SZ".

III. This problem also may occur if the Web.config file is located in the root of the default Web site. The root is typically C:\Inetpub\Wwwroot.

The Remote Web Workplace inherits the information in the Web.config file from the root of the default Web site. If those settings are incompatible, the Remote Web Workplace may fail.

To resolve this problem, you must move the application that has been installed in the default Web site to another Web site or into a virtual directory. If you are no longer using the application, remove the Web.config file from the C:\Inetpub\Wwwroot folder. By default, the C:\Inetpub\Wwwroot folder does not contain the Web.config file on a Windows

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Small Business Server 2003–based computer.

Note Do not install any applications that reference ASP.NET on the companyweb Web site. If you do this, you may break the Microsoft Windows SharePoint Services Web site.

910665 Error message in Windows Small Business Server 2003: "Debugging is not supported under current trust level settings"

<http://support.microsoft.com/default.aspx?scid=kb;EN-US;910665>

IV. Try the solution in the following Knowledge Base article and see if it helps:

823379 You receive a "Server Error in '/' Application. Access to the path <path> is denied" error message when you log on to Windows SharePoint Services

<http://support.microsoft.com/?id=823379>

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

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

V. If problem persist, please help me collect following information:

1. What updates you installed?

2. Please access this RWW on the SBS server directly. You could use the URL <https://localhost/remote> and get a screenshot of the detailed error message. Please send it to my working email box v–innjin@xxxxxxxxxxxxxx

3. IIS Metabase.

a. Download the IIS Resource Kit tools from the following page:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=56FC92EE-A71A-4C73-B628-ADE629C89499&displaylang=en>

b. Install it, run MBExplorer (Metabase Explorer)

c. Right click the "LM" node and choose "Export to file".

d. Specify a file name, specify the password and finish the export.

e. Send the file and the password to me.

4. IIS log:

a. On Exchange Server, open IIS MMC, right click Default Web Site and then click Properties.

b. Click Website tab and then check Enable logging.

c. Stop the Default Website and RENAME the existing IIS log files under C:\WINDOWS\system32\LogFiles\W3SVC1.

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- d. Restart the Default Website and reproduce the problem, which will generate new IIS log file with the exact error.?
- e. Go to the following folder on Exchange Server:
C:\WINDOWS\system32\LogFiles\W3SVC1.
- f. Send me the log files to my working email.

5. Network MPS report.

- a. Visit
http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_NETWORK.EXE. to download the file.
- b. Run the MPSRPT_NETWORK.EXE on the server box.
- c. Wait for 10~15 minutes.
- d. Open Windows explorer, navigate to
%SYSTEMROOT%\MPSReports\Network\Reports\cab\
e. Compress the .cab file and all the files, titled with 37015099-RWW & Monitoring reports and directly send to me at v-innjin@xxxxxxxxxxxxxxxx

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

I appreciate your time. I am happy to be of assistance to you and look forward to your reply.

Have a nice day!

Best regards,

Inn Jin (MSFT)

Microsoft CSS Online Newsgroup Support

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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.

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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.

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