

RE: Companyweb and Monitoring not working in SBS2003 Premium

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-01/msg01489.html>

- *From:* Joe DiPari <JoeDiPari@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 10 Jan 2007 13:07:01 -0800
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Thank you for all of the great advice. I am still in the process of trying out your suggestions. I will post again once I have completed your steps.

Thank you again for you effort,
Joe

""Inn Jin [MSFT]"" wrote:

Hi Joe,

Thank you for posting.

From the description, I understand this issue is that your sharepoint and monitoring won't work after a server issue. You tried many time to re-install following KB 829114, but still without any luck. If I am off base, please don't hesitate to let me know.

Please understand this newsgroup is a one issue based service, to keep the thread clean, let's focus on the sharepoint issue, thanks for your understanding.

Let take the following suggestions below:

Suggestion I. Please check the following permissions as follows:

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1. Start Windows Explorer and go to C:\Windows\Microsoft.Net\Framework.
2. Right click the "v1.1.4322" folder and choose Properties.
3. Click the Security tab.
4. Click Add to add the "Local Service" and "Network Service" accounts and then give them both the following permissions:

Read & Execute
List Folder Contents

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Read

5. Double click to open the "v1.1.4322" folder. Right click the "Temporary ASP.NET Files" folder and choose Properties.

6. Click the Security tab.

7. Add the "IIS_WPG", "Local Service" and "Network Service" accounts to the list and then give them the "Full Control" permission. Click OK.

Suggestion II. Please change the ASP.NET version to 1.1.4322 on the Companyweb Site. To do so:

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1. Click Server Management -> Advanced Management -> Internet Information Services -> SBS Server -> Web Site.

2. Click Companyweb, right click it to click Properties.

3. Click ASP.NET tab, please change the ASP.NET version to 1.1.4322.

4. Run IISReset command to take effect the change. Then please test the issue to see if it resolved.

Check if companyweb goes well.

Suggestion III. let's perform the following steps to manually remove and install companyweb:

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A. Rename the registry keys and folders:

1. Rename HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer

2. Rename Program Files\Microsoft Integration\Windows Small Business Server 2003

3. Rename Program Files\Microsoft Windows Small Business Server

B. Once we rename the registry keys and folders, SBS setup is going to be running like the first time.

1. Insert SBS setup CD 1, and then run setupsbs.exe to rerun the setup.

2. In the 'Component Selection' page, make sure 'Server Tools' and all the sub-components (including 'Intranet') are selected to INSTALL.

3. Once it is completed, click Start, click Control Panel, and then click Add or Remove Programs.

4. Select Windows Small Business Server 2003 and then click Change/Remove. The Setup Wizard appears.

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5. Click Next to start the wizard.
6. On the Windows Configuration page, click Next.
7. On the Component Selection page, in the Action column, change Server Tools to Maintenance, change Intranet component to Remove, and then click Next.
8. On the Component Summary page, click Next.
9. Click Finish.
10. Uninstall Microsoft SQL Server Desktop Engine (SHAREPOINT). In Add or Remove Programs, select Microsoft SQL Server Desktop Engine (SHAREPOINT) and then click Remove. A dialog box appears. To confirm that you want to remove, click Yes.

C. Delete Registry Keys:

1. Delete HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\Intranet
2. Delete HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server\SHAREPOINT
3. Delete HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Shared Tools\Web Server Extensions\Ports\Port /LM/W3SVC/4: (Do not delete "Port /LM/W3SVC/1:" because it is FrontPage Server Extension 2002 which is installed on the Default WebSite. If you see additional "Port /LM/W3SVC/X:", backup and then remove them)

D. Delete IIS Virtual Directory:

1. Delete SharePoint Central Administration (Do Not Delete Microsoft SharePoint Administration. It belongs to FrontPage Server Extension)
2. Delete Companyweb

Note: If Antivirus software install any extra IIS virtual directory, also remove them if possible. They sometimes use port 8081 which will conflict with our SharePoint Central Administration virtual directory.

3. Delete Application Pool

There should be only 4 application pools (DefaultAppPool, ExchangeApplicationPool, ExchangeMobileBrowseApplicationPool, and MSSharePointAppPool). Besides those 4, delete all the extra.

E. Rename Folders:

1. Rename C:\Program Files\Microsoft SQL Server\MSSQL\$SHAREPOINT

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2. Rename C:\Inetpub\companyweb

NOTE: Location of the MSSQL\$SHAREPOINT folder is determined by HKLM\Software\Microsoft\SmallBusinessServer\Monitoring\MSDE_Location. Check out this registry key and determine the real location of the folder.

F. Clear the contents of the %temp% folder. If you are not able to clear the contents then reboot the server or reboot into safe mode. Other contents to clear would be in the c:\program files\Microsoft Integration\Windows Small Business Server 2003\Logs everything inside of the Logs folder.

Then do the following steps.

G. Install the intranet component:

1. In Add or Remove Programs, select Windows Small Business Server 2003 and then click Change/Remove. The Setup Wizard appears.

2. Click Next.

3. On the Windows Configuration page, click Next.

4. On the Component Selection page, in the Action column, change Server Tools to Maintenance, change Intranet component to Install, and then click Next.

5. On the Logon Information page, click Next.

6. On the Component Summary page, click Next.

7. Click Finish.

H. If the Installation still fails, apply the patch located at:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=CB7E90A1-DE9D-4A83-85F8-951E9F055BF0&displaylang=en>

Suggestion IV.

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A. If companyweb still doesn't work, open up a command prompt and navigate to the directory 'C:\Program Files\Microsoft Windows Small Business Server\Client Experience\Provision', and then run the following commands:

Note: It may take several minutes for this installation to complete; it is a silent command. You can bring up task manager and look at the process graph, when it stabilizes, it should be done.

stsprovision -path C:\Program Files\Microsoft Windows Small Business Server\Client Experience\Provision -oeminstall -exch

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stsprovision -path C:\Program Files\Microsoft Windows Small Business Server\Client Experience\Provision -install -exch

B. Please also note that, if you have installed SBS SP1, you will receive the following message after you insert SBS Disc 3:

"The drive contains a disc for Windows Small Business Server 2003 with no service packs. When the prompt appears, insert a disc for Windows Small Business Server 2003 with Service Pack 1."

Since Disc 3 for SBS SP1 doesn't include the Monitoring/Companyweb part, the installation cannot proceed. We'll then use the steps below to work around this problem:

1. Start a cmd prompt and change directory to the SP1 download folder (or the SBS03_SP1 folder on PKG_CD2).
2. Type "SBS2003-KB885918-SP1-X86-ENU.EXE /x" (with no quotation marks) and press Enter.
3. Specifying a path for the extracted files (such as C:\SBSSP1)
4. Run the SBS Integrated setup, and when the setup program prompts for the CD3, point it to the folder created above.

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After doing the steps above to check if sharepoint can be successfully installed. If not, please help to gather the following information:

1. How do you know you lost some dlls, is there some error said that? Could you get some screenshots of those errors and send to my working mailbox at v-innjin@xxxxxxxxxxxxxx

2. When you receive the "Page cannot be displayed" error, Could you get some screenshots and send to me.

Note: You may need to get more than one screenshots due to the error page may be over one screen.

2. Send all the logs from the C:\Program Files\Microsoft Windows Small Business Server\Support folder to me.

3. Send all the logs from C:\Program Files\Microsoft Integration\Windows Small Business Server 2003\Logs to me.

4. Please send Sharepoint Error Log: %programfiles%\Microsoft SQL Server\MSSQL\$Sharepoint\LOG\errorlog to me.

5. Download and run the setup MPS report tool on the SBS 2003 server.

a. Visit

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http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_SETUPPerf.exe to download the file.

- b. Run the MPSRPT_SETUPPerf.exe on the server box.
- c. Wait for 10~15 minutes.
- d. Open Windows explorer, navigate to
%SYSTEMROOT%\MPSReports\Setup\Reports\cab
- e. Send the .cab file directly to me at v-innjin@xxxxxxxxxxxxxx

6. Compress all the files, named "37226631-Companyweb and Monitoring not working in SBS2003 Premium" and send to me at v-innjin@xxxxxxxxxxxxxx

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)

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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.

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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