

RE: SharePoint and Company Web not working

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-10/msg02491.html>

- *From:* v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
 - *Date:* Thu, 18 Oct 2007 10:26:12 GMT
-

Hi Donovan ,

Thanks for your reply.

First please ensure you following took the step in the following article to install SharePoint 3.

Installing Windows SharePoint Services 3.0 on a Server Running Windows Small Business Server 2003

<http://www.microsoft.com/downloads/details.aspx?FamilyID=0daafc81-fff-4f5b-a28a-8265f1e99f5b&displaylang=en>

Also you must install it side-by-side with Windows SharePoint Services 2.0. This leaves your existing <http://companyweb> Web site intact, and it also creates a new Windows SharePoint Services 3.0 Web site.

I researched your MPS Report and found Windows SharePoint Services 3 Search event 2424,

The update cannot be started because the content sources cannot be accessed. Fix the errors and try the update again.

This is not the cause of the issue.

Please ensure you have rerun the CEICW wizard after the installation.

Also please check if the Companyweb virtual directory is using ASP.NET version 1.1.4322. Please can see the detail steps.

1. Open IIS console.
2. Migrate to Servername\Web Sites\Companyweb
3. Right click Companyweb and select Properties.
4. On the ASP.Net tab, set the version to 1.1.4322.
5. On the Web Site tab, click the box Enable HTTP -Alives.

ISA (Microsoft Internet Security and Acceleration Server) is Microsoft's firewall and Web caching product, you can find this by click the Start\Programs menu.

RE: SharePoint and Company Web not working

Considering this thread has a long history, a suggestion is to open a new thread in our newsgroup. Thanks for your understanding.

If you'd like to continue the troubleshooting steps here, please help me collect the following information for deep research:

1. The error message when you visit companyweb
2. Gather IIS log:
 - 1) Open IIS snap-in.
 - 2) Right click Default Web Site and click Properties.
 - 3) Uncheck the "Enable Logging" box and click Apply.
 - 4) Go to C:\WINDOWS\system32\LogFiles\W3SVC1 folder and move all files to a backup location.
 - 5) Check "Enable Logging" box and click OK.
 - 6) Run IISReset command.
 - 7) Reproduce the problem and send the log file in C:\WINDOWS\system32\LogFiles\W3SVC1 folder to me for research.

3. Gather IIS Metabase:

- 1) 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>
- 2) Install it, run MBExplorer (Metabase Explorer)
- 3) Right click the "LM" node and choose "Export to file".
- 4) Specify a file name, specify the password and finish the export.
- 5) Send the file and the password to v-robelt@xxxxxxxxxxxxx with subject: 40571123-SharePoint and Company Web not working.

I am looking forward to hear from you.

If you need further assistance, please don't hesitate to let me know.

Best regards,

Robert 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>

RE: SharePoint and Company Web not working

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.

<Thread-Topic: SharePoint and Company Web not working
<thread-index: AcgQyIYFzAFhfzm7Rz6QJM0wQGHbkw==
<X-WBNR-Posting-Host: 207.46.192.207
<From: =?Utf-8?B?Z29vZDEyZmluZA==?= <good12find@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<References: <CC256890-D663-4575-84C3-D1F26D6966FA@xxxxxxxxxxxxxxxx>
<r8Pr8XZAIHA.240@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<Subject: RE: SharePoint and Company Web not working
<Date: Wed, 17 Oct 2007 07:18:00 -0700
<Lines: 139
<Message-ID: <FC7B6E65-0BEA-4634-A795-8CE3D42C7937@xxxxxxxxxxxxxxxx>
<MIME-Version: 1.0
<Content-Type: text/plain;
< charset="Utf-8"
<Content-Transfer-Encoding: 7bit
<X-Newsreader: Microsoft CDO for Windows 2000
<Content-Class: urn:content-classes:message
<Importance: normal
<Priority: normal
<X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.2929
<Newsgroups: microsoft.public.windows.server.sbs
<Path: TK2MSFTNGHUB02.phx.gbl
<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:69885
<NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149
<X-Tomcat-NG: microsoft.public.windows.server.sbs
<
<Hi Robert,
<I have the same issue – the companyweb doesnt work.
<I just performed a fresh install of Windows 2003 SBS with SP2.
<I then installed ASP.Net 3.0 then Sharepoint 3.0.

RE: SharePoint and Company Web not working

RE: SharePoint and Company Web not working

<All seemed to go fine.

<At first I was able to access \\companyweb\ from the server only and not
<from any work. And now for some reason I cannot access it from the server.

<To answer your questions below :

<1. error received is "The page cannot be displayed" – from work stations.

<error from server " Server Error in '/' Application. Configuration Error,
<etc.

<2. At one time, but not any more.

<3. I dont know – How do I find out? Do I need this?

<4. The primary default web page works fine (\\servername\) from both
server

<and workstations.

<

<I am currently running the MPS Report and will send you the results.

<Thank you!!

<Donovan

<

<"Robert Li [MSFT]" wrote:

<

<> Hello Manlytrash,

<>

<> Thanks for posting in our newsgroup.

<>

<> CompanyWeb issues can be related to IIS, SharePoint, ISA and so on.

Please

<> let me know the following:

<>

<> 1. What's the error message when you visit <http://companyweb>?

<> 2. On SBS server, can you visit companyweb successfully?

<> 3. Do you have ISA installed?

<> 4. Do the other websites such as OWA, RWW work OK?

<>

<> To find out the root cause we need to collect more information.

<>

<> 1. MPS Report

<>

<> 1) Visit

<>

<http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd9>

<> 15706/MPSRPT_Exchange.EXE to download the file.

<> 2) Run the MPSRPT_Exchange.EXE on the server box.

<> 3) Wait for 10~15 minutes.

<> 4) Open Windows explorer, navigate to

%SYSTEMROOT%\MPSReports\Exchange\cab\

<> 5) Send the .cab file directly to me.

<>

<> 2. Gather IIS log:

<>

<> 1) Open IIS snap-in.

<> 2) Right click Default Web Site and click Properties.

<> 3) Uncheck the "Enable Logging" box and click Apply.

RE: SharePoint and Company Web not working

RE: SharePoint and Company Web not working

<> 4) Go to C:\WINDOWS\system32\LogFiles\W3SVC1 folder and move all files to

<> a backup location.

<> 5) Check "Enable Logging" box and click OK.

<> 6) Run IISReset command.

<> 7) Reproduce the problem and send the log file in

<> C:\WINDOWS\system32\LogFiles\W3SVC1 folder to me for research.

<>

<> 3. Gather IIS Metabase:

<>

<> 1) Download the IIS Resource Kit tools from the following page:

<>

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

<> B628-ADE629C89499&displaylang=en

<> 2) Install it, run MBExplorer (Metabase Explorer)

<> 3) Right click the "LM" node and choose "Export to file".

<> 4) Specify a file name, specify the password and finish the export.

<> 5) Send the file and the password to v-robelt@xxxxxxxxxxxxxx with

subject:

<> 40571123-SharePoint and Company Web not working.

<>

<> I am looking forward to hear from you.

<>

<> If you need further assistance, please don't hesitate to let me know.

<>

<> Best regards,

<>

<> Robert 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.

RE: SharePoint and Company Web not working

◇
◇ 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.

◇
◇ -----

◇ <Thread-Topic: SharePoint and Company Web not working
◇ <thread-index: AcgAr0nU226hpq8LRyyU9segG2u6fA==
◇ <X-WBNR-Posting-Host: 207.46.19.168
◇ <From: =?Utf-8?B?TWFubH10cmFzaA==?= <ccaldwell@xxxxxxxx>
◇ <Subject: SharePoint and Company Web not working
◇ <Date: Wed, 26 Sep 2007 19:37:03 -0700
◇ <Lines: 3
◇ <Message-ID: <CC256890-D663-4575-84C3-D1F26D6966FA@xxxxxxxxxxxx>
◇ <MIME-Version: 1.0
◇ <Content-Type: text/plain;
◇ < charset="Utf-8"
◇ <Content-Transfer-Encoding: 7bit
◇ <X-Newsreader: Microsoft CDO for Windows 2000
◇ <Content-Class: urn:content-classes:message
◇ <Importance: normal
◇ <Priority: normal
◇ <X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.2929
◇ <Newsgroups: microsoft.public.windows.server.sbs
◇ <Path: TK2MSFTNGHUB02.phx.gbl
◇ <Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:65866
◇ <NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149
◇ <X-Tomcat-NG: microsoft.public.windows.server.sbs

◇ <
◇ <
◇ <--
◇ <Manlytrash
◇ <
◇
◇
<