



Enterprise Self Service

Troubleshooting Common Issues

Software version 5.0.0.0



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Common Issues

Microsoft Office365 - Install the cmdlets

To begin using the Office 365 cmdlets, the cmdlets must first be installed. The requirements for installing the Office 365 cmdlets are as follows

- The following files must be installed
 - AdministrationConfig-EN.msi
 - msoidcli_64.msi

Download links: [Microsoft Online Services Sign-In Assistant](#)

[Windows Azure Active Directory Module for Windows PowerShell \(32-bit version\)](#) [Windows Azure Active Directory Module for Windows PowerShell \(64-bit version\)](#)

To install the cmdlets, double-click the AdministrationConfig.msi file. The installer will add a shortcut to your desktop and **Start** menu. Click the Microsoft Online Services Module shortcut to open a Windows PowerShell workspace with the cmdlets.

Alternatively, you can also load the Office 365 cmdlets manually by typing import-module MSOnline at the Windows PowerShell prompt.

Note: Microsoft Office 365 functionality requires that the Enterprise Self Service application be installed on Windows Server 2008 R2 only. Microsoft supports interfaces to Office 365 only from a Microsoft Windows Server R2 server.

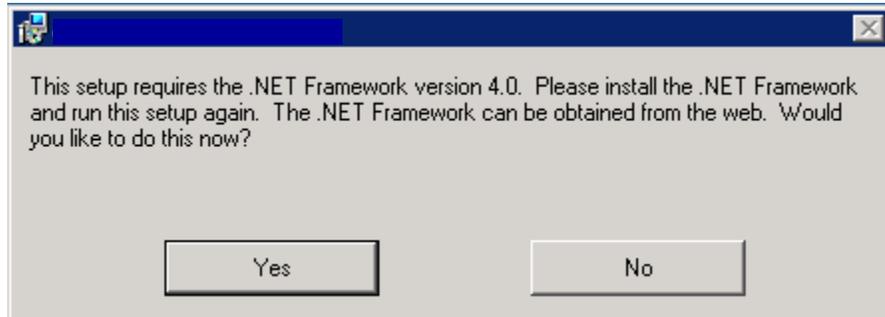
If Self-Service is unable to connect to Office 365, displaying "incorrect users name or password", verify the user name and password. Confirm that the firewall is allowing traffic on port 443. Refer to Microsoft Office 365 documentation for firewall port configuration.

Troubleshooting Installation issues

Windows Server 2008 R2

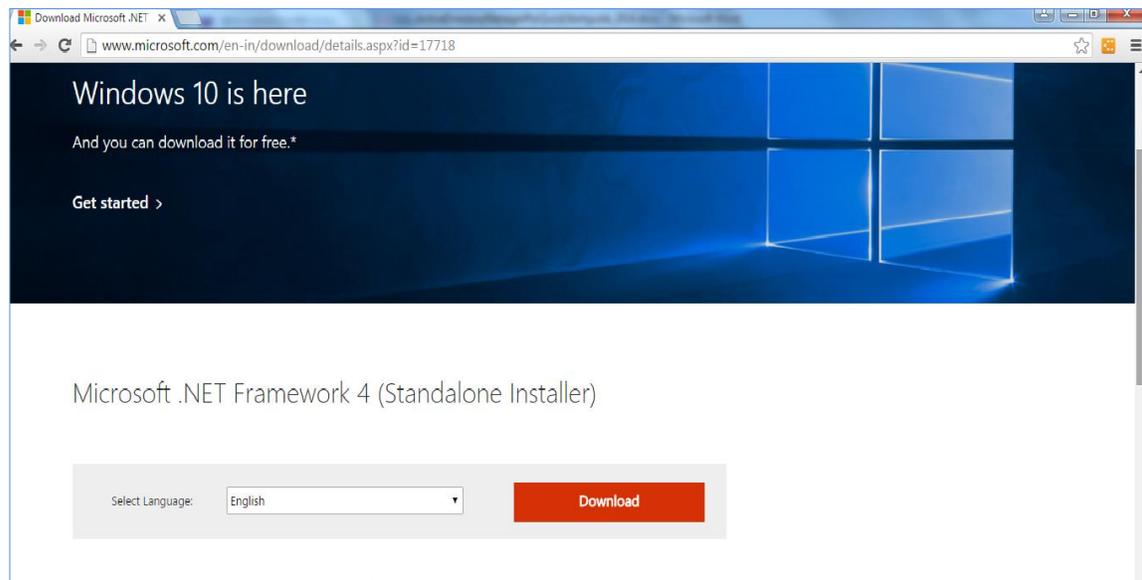
1. Error: “This setup requires Microsoft .NET Framework version 4.0” displays during installation

If you see the following screen during installation, you need to install the .NET Framework version 4.0



To install the .NET Framework version 4.0, click on below link. This will redirect to .NET Framework 4.0 download page.

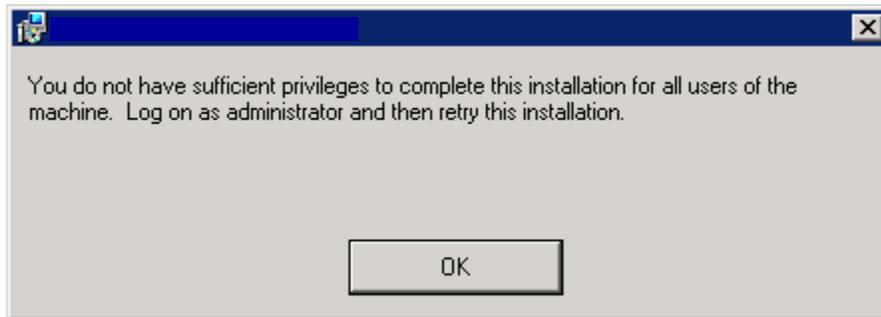
<http://www.microsoft.com/en-in/download/details.aspx?id=17718>



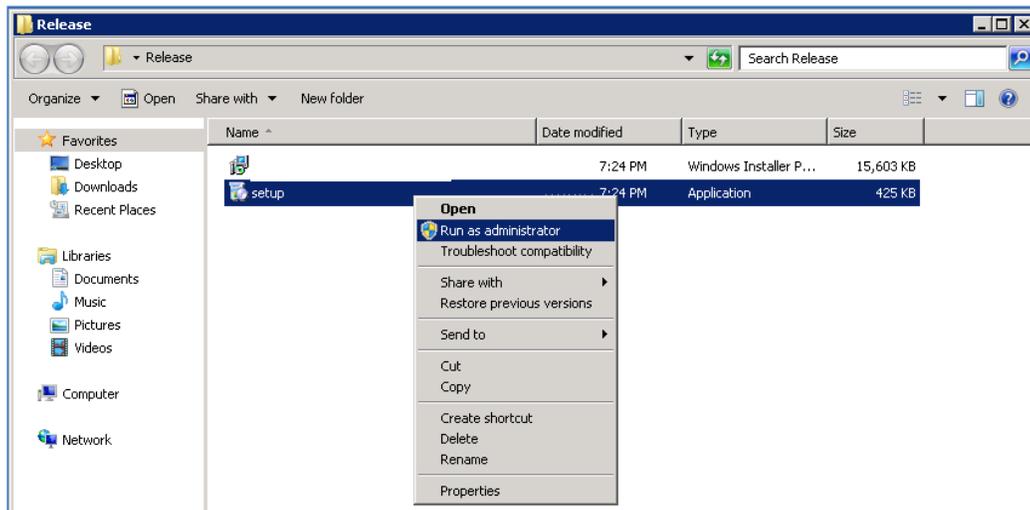
Download and install → .NET Framework 4.0, ensure appropriate .NET versions are installed.

2. Error: “You do not have sufficient privileges to complete this installation”

If you see the following screen during installation, you don't have the privileges to install the .msi file of the application.

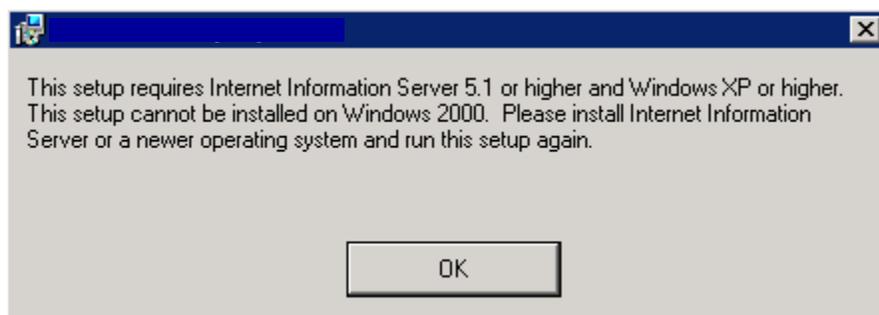


You have to login as an administrator or you have admin privileges to run the .msi file. Otherwise you may run the .exe file of the application as an administrator by holding down shift key and right click the mouse, choose "Run as administrator".



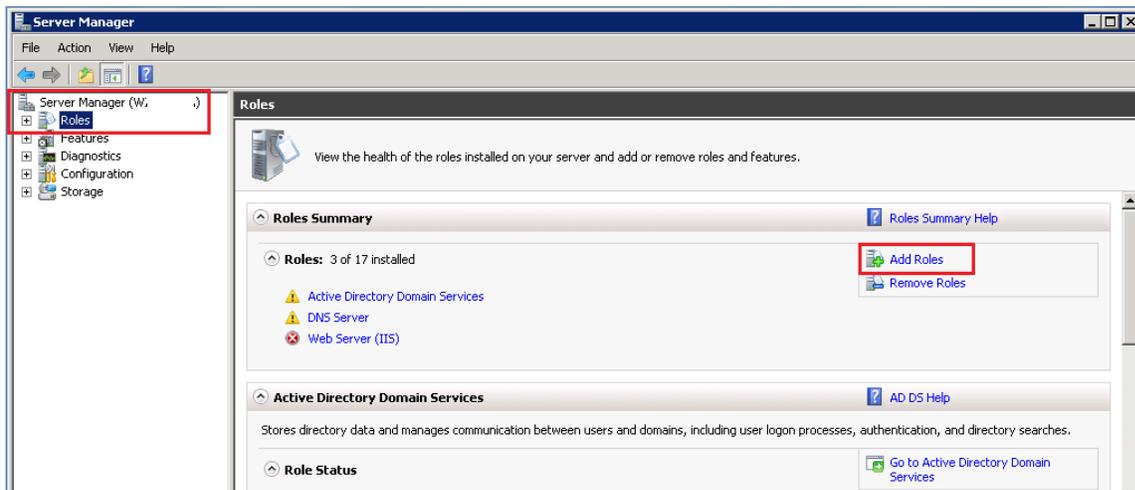
3. Error: "This setup requires Internet Information Server 5.1 or higher" displays during installation

If you see the following screen during installation, you need to install the Application Development and IIS6 Management Compatibility roles

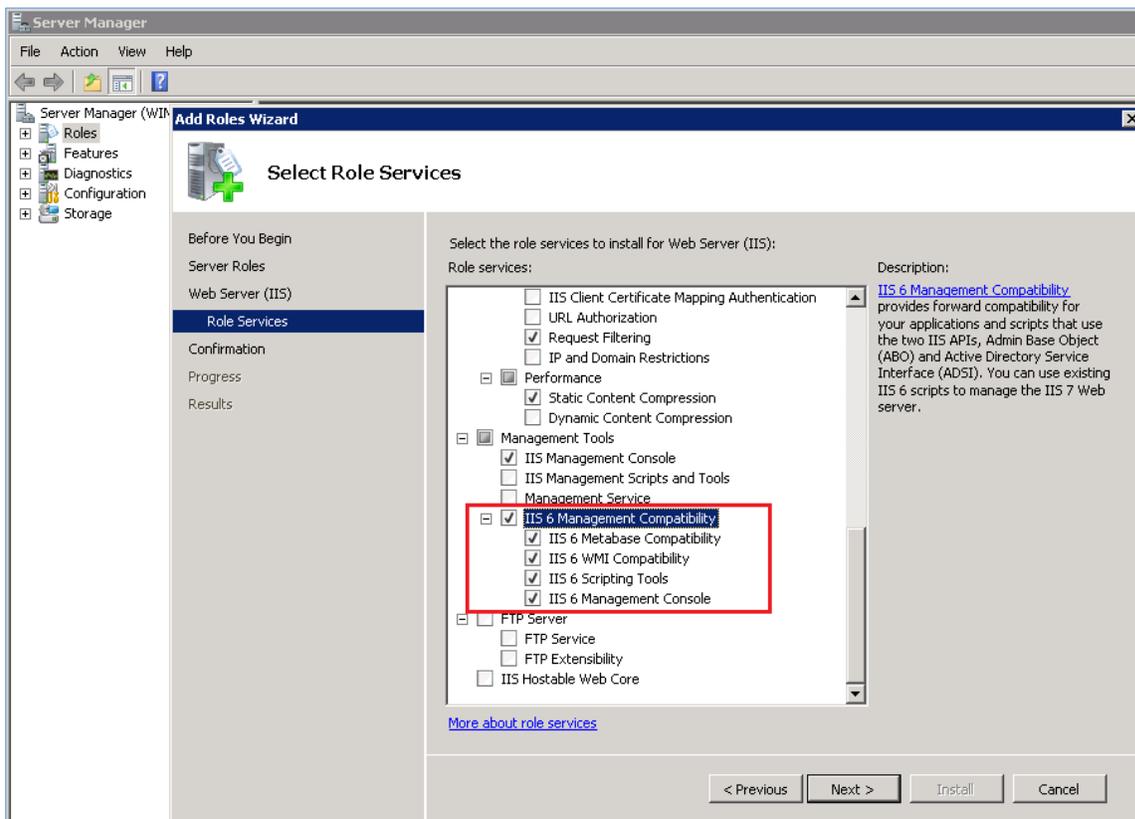


Make sure you have installed the following roles in Server Manager.

Go to Control Panel→click on **“Turn Windows features on or off”** under Programs→Select **“Roles”** under Server Manager→Click on **“Add Roles”** link button.



Add Roles wizard will be started→select **“Server Roles”** link button→configure the **“Application Development”** and **“IIS6 Management Compatibility”** roles as shown below:



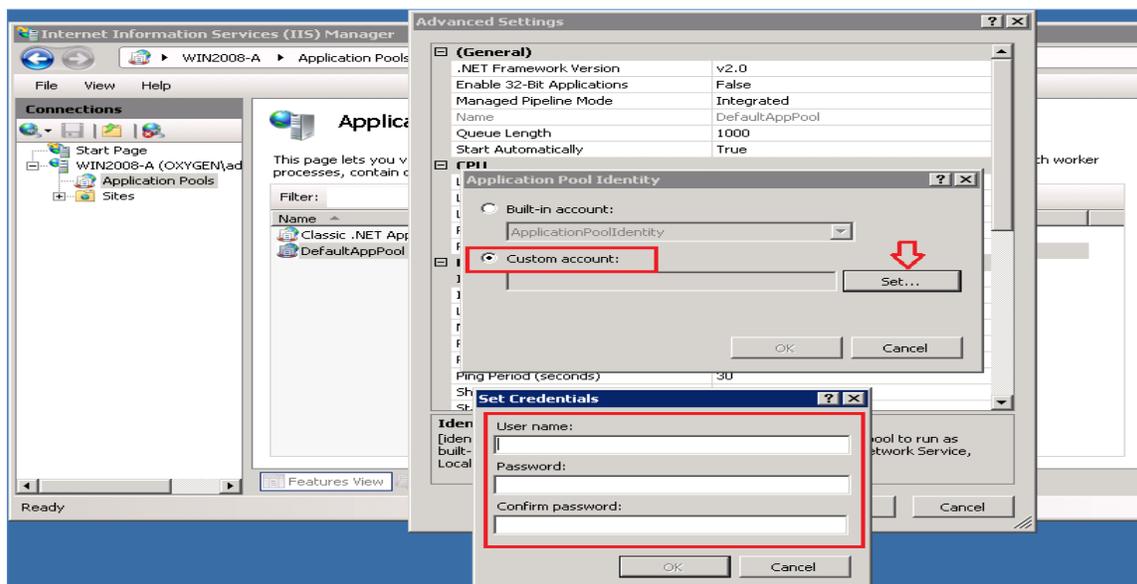
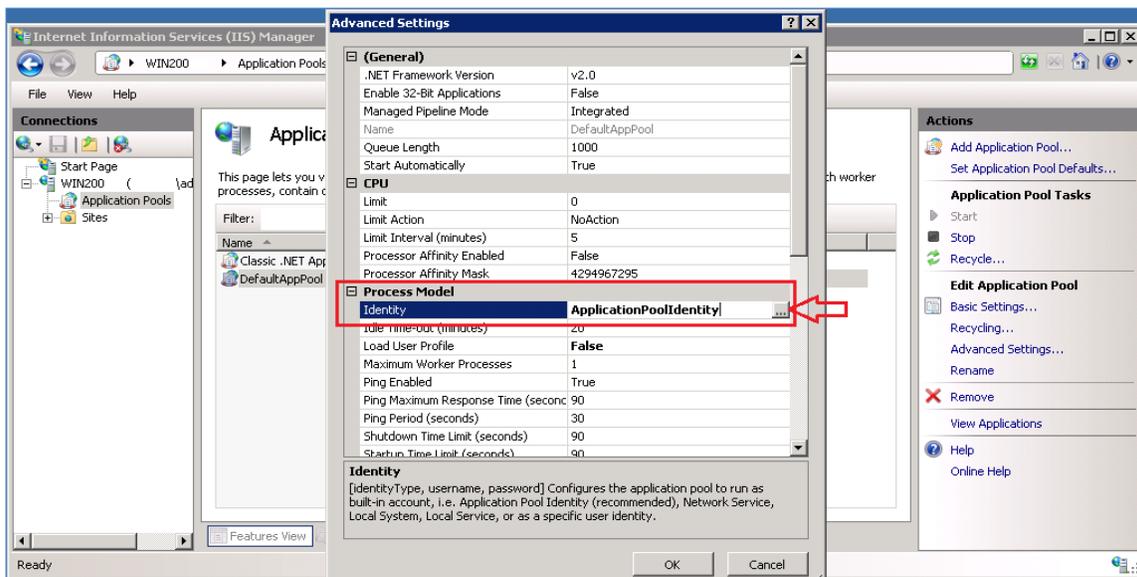
After installing the roles, restart the server to apply the changes.

4. Changing **“Application pool Identity”** for DefaultAppPool in IISManager

In some case, you have to change the application pool identity to the username and password you provided at install.

Process is

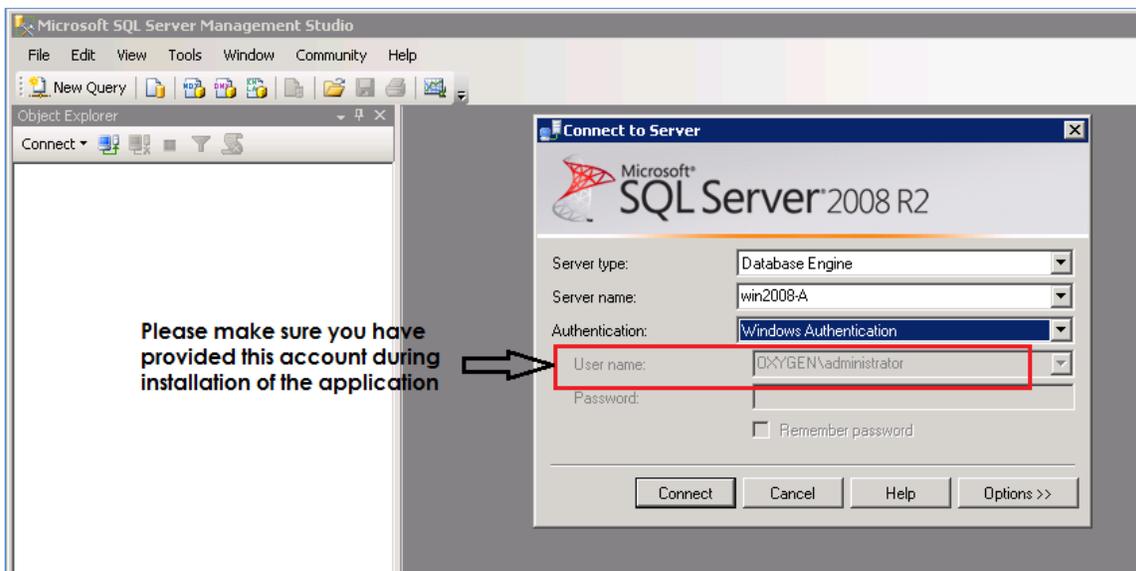
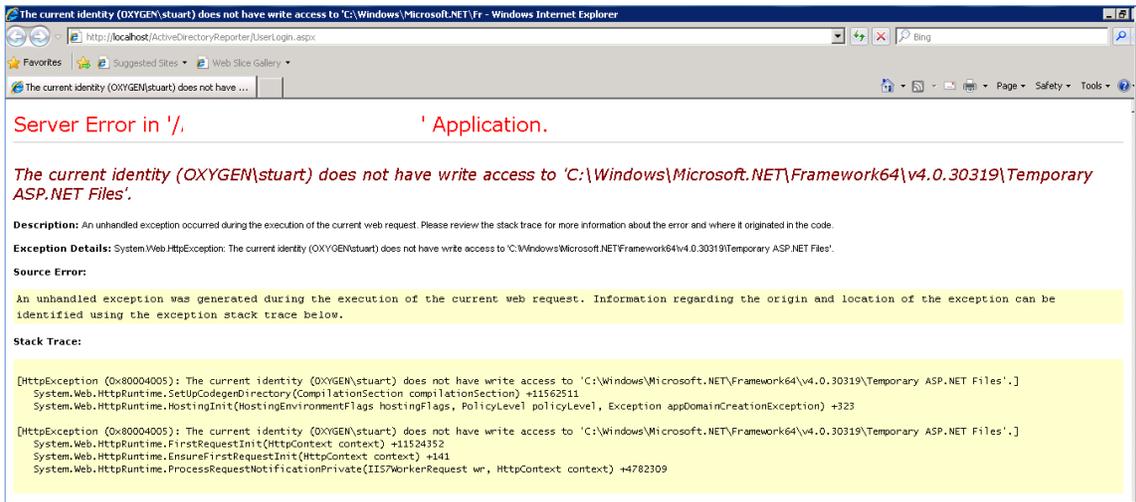
- Start **Run** command→type "**inetmgr**"→IIS Manager Window will be opened.
- Go to Application Pools→DefaultAppPool→right click and select "**Advanced Settings**"→Select "**Identity**" under Process Model→click on ellipsis button→Select "**Custom account**"→click on "**Set**"→Provide "**User name, Password and Confirm password**" details→click **OK**→click **OK**



5.

Error: "Server Error in '/Enterprise Self Service ' Application"

If the login fails after trying 'admin' & 'admin' (without quotes): see the solution below

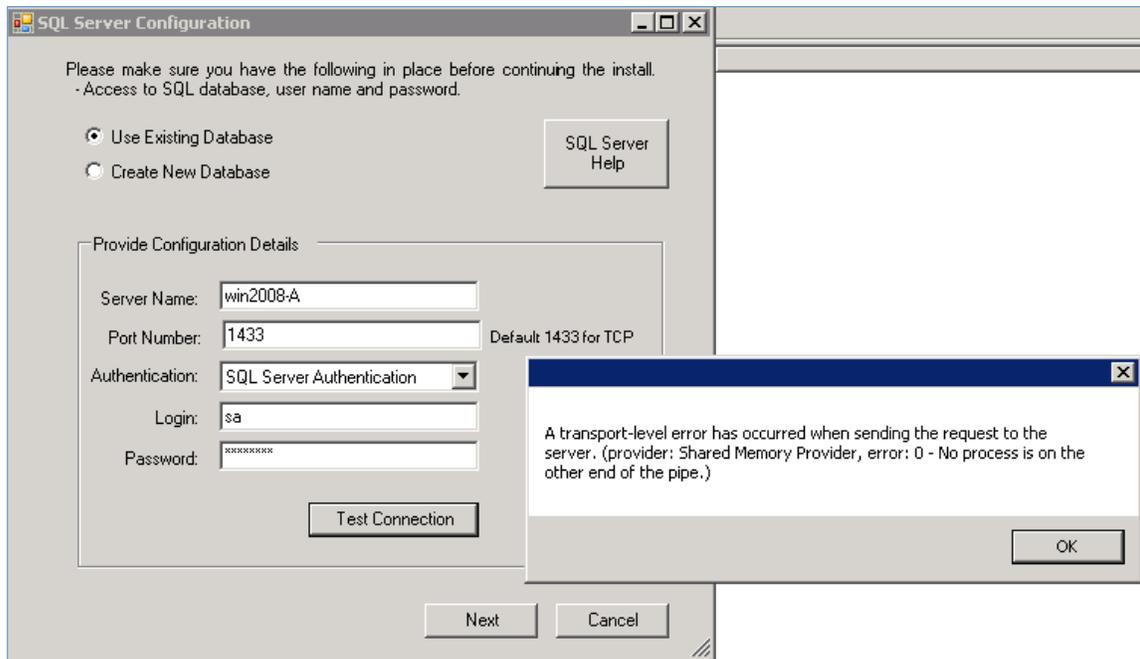


Start the sql server management studio and note the sql connection string and username. You have to provide this username during the install of Enterprise Self-Service Portal (refer page 9 - Application Authentication popup window). Otherwise whatever username you provided you have to provide SQL privileges.

Also, check the IIS role and ensure the Windows and Basic authentication are enabled.

6. Error: SQL Login failed during the database configuration of application

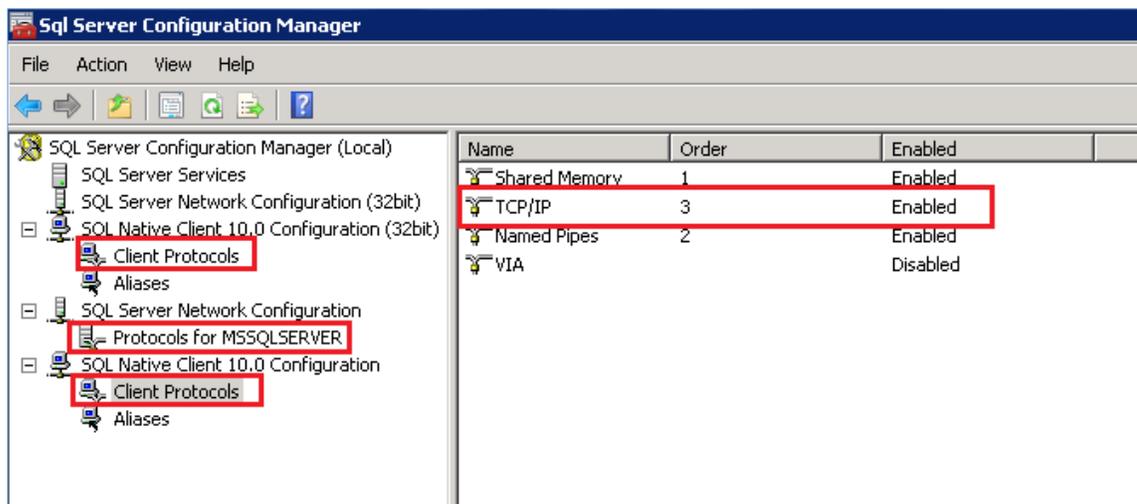
SQL Login fails



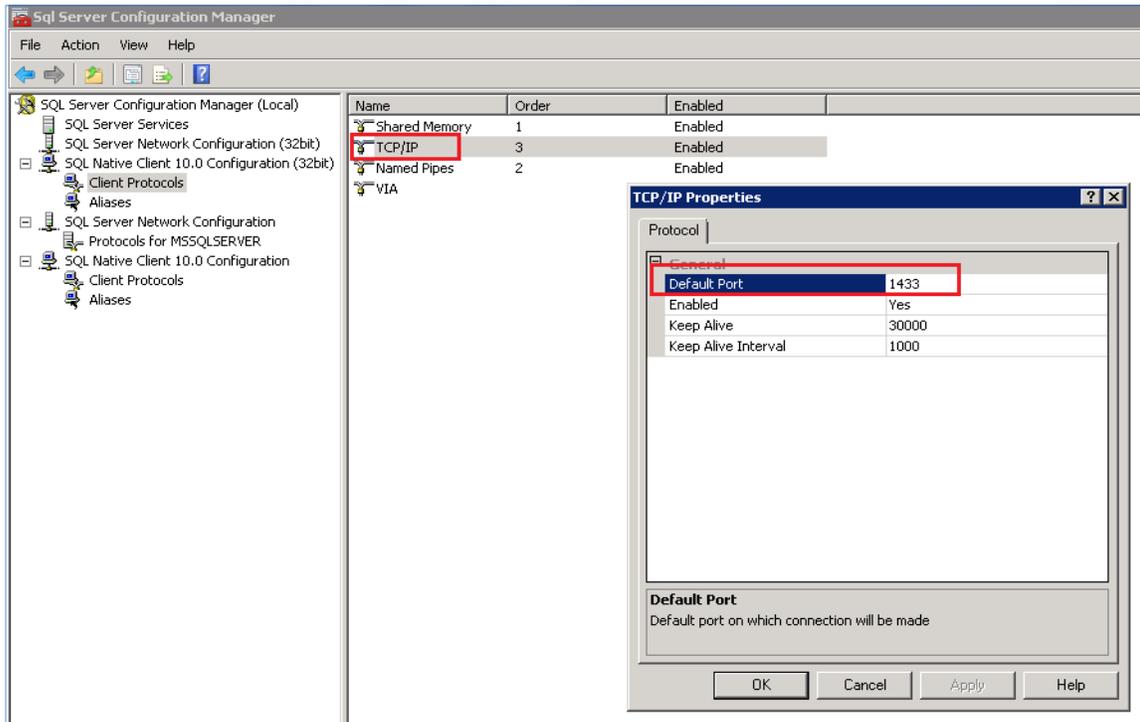
This can happen because the firewall is blocking ports. Check the firewall and SQL to ensure the right SQL ports are open. Probably TCP/IP channel is disabled under SQL Server Configuration Manager. So go there and enable all TCP/IP options

Below is an example

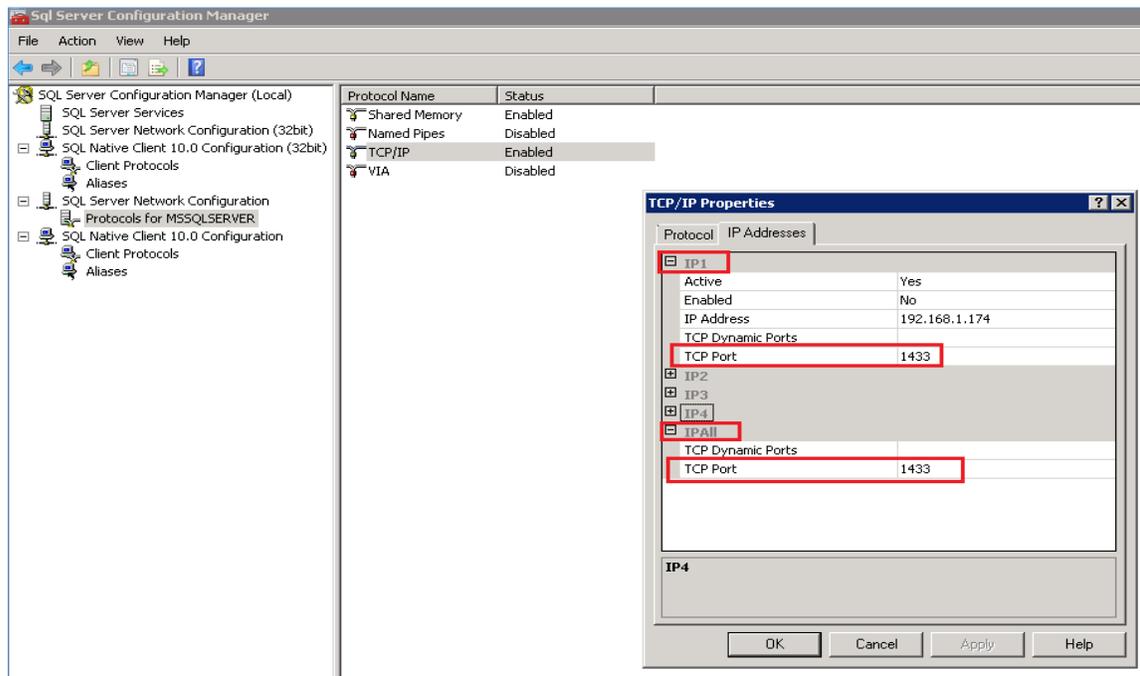
- Click on start →All programs→Microsoft SQL Server 2008 R2→Click on **Configuration Tools**→Click on **SQL Server Configuration Manager**



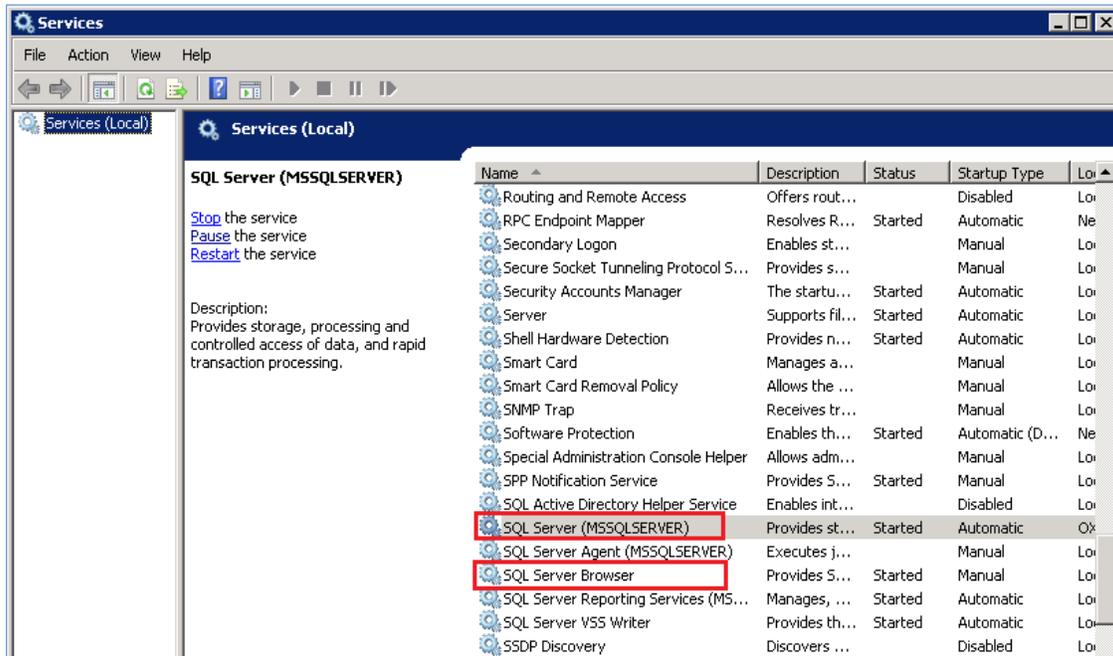
- Make sure all TCP/IP channels are enabled



- Make sure TCP/IP Port has 1433



- Select TCP/IP, go to properties, in properties window select **IP Addresses** tab.
In **IP1** set TCP Port as **1433** and in **IPAll** set TCP port as **1433**, Click on **OK**



- Restart **SQLServer** and **SQL Server Browser** services

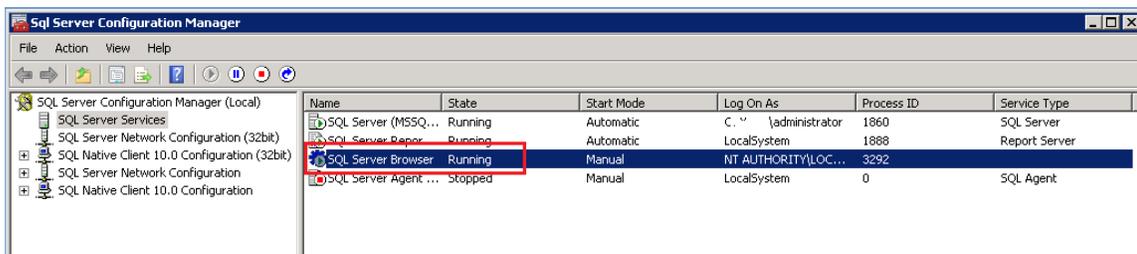
To open above ports in Windows firewall, run the below command from command prompt

```
netsh advfirewall firewall add rule name = SQLPort dir = in
protocol = tcp action = allow localport = 1433 remoteip =
localsubnet profile = DOMAIN
```

Connecting to remote database:

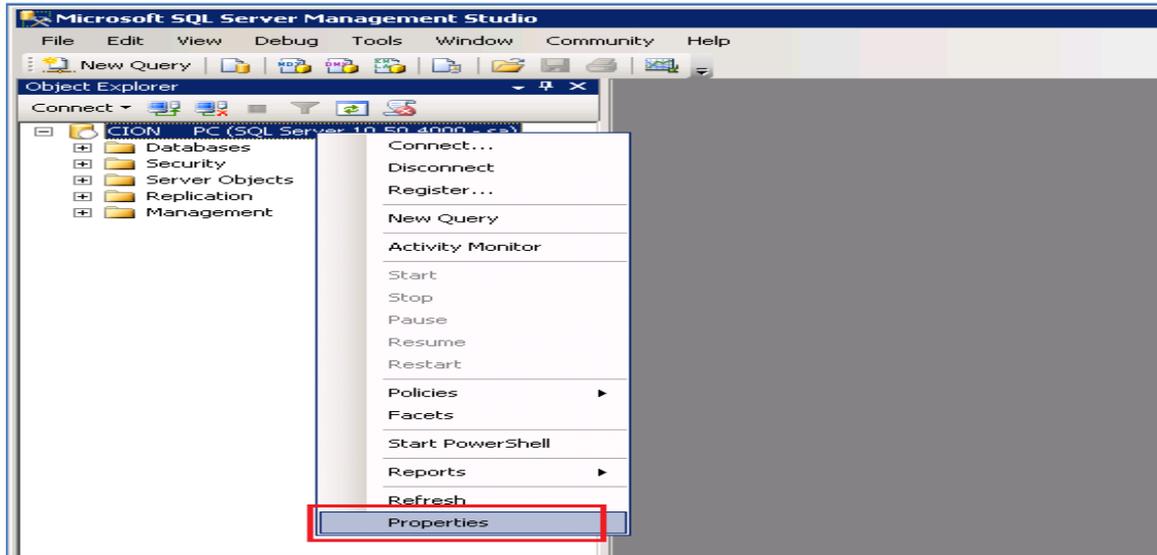
To connect remote database, please check the following settings:

1. Make sure **SQL Browser Service** is in running state in **SQL Server Configuration Manager**

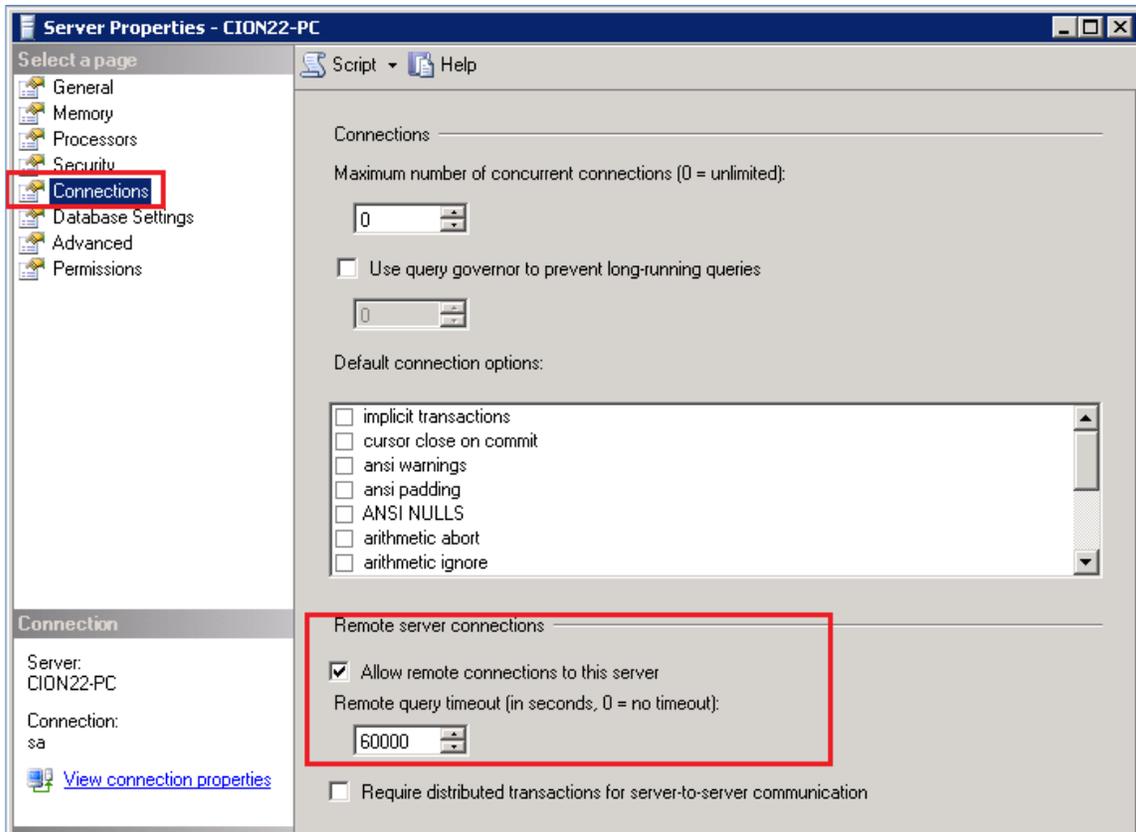


2. Check is if Remote Connections are enabled on your SQL Server database.

- Connect to the server, right click the server and open the Server Properties.

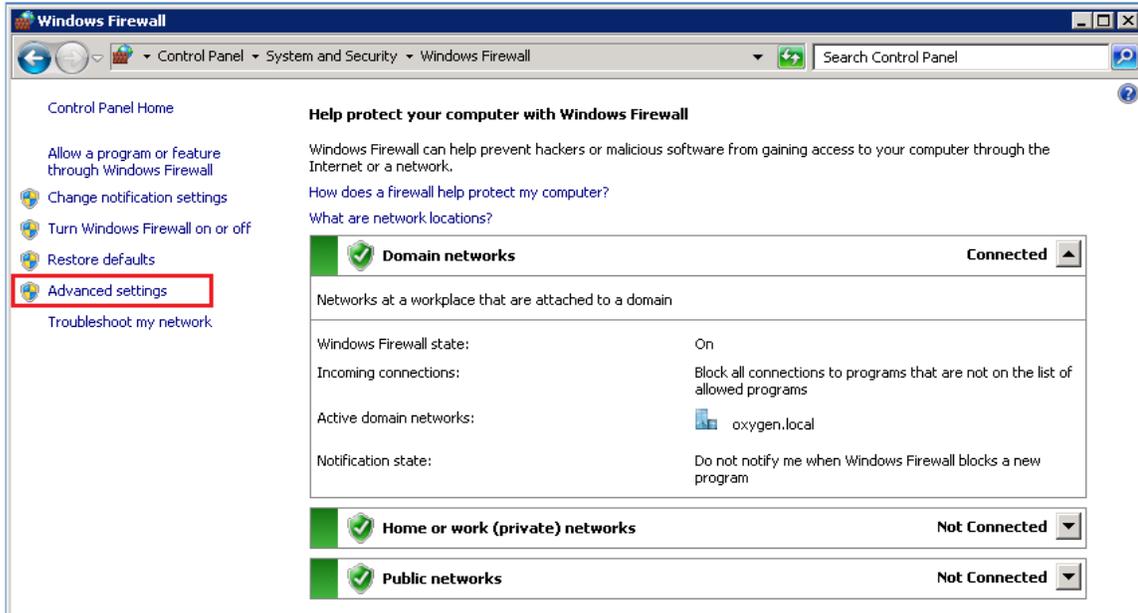


- Navigate to **Connections** and ensure that **Allow remote connections to this server** is checked.

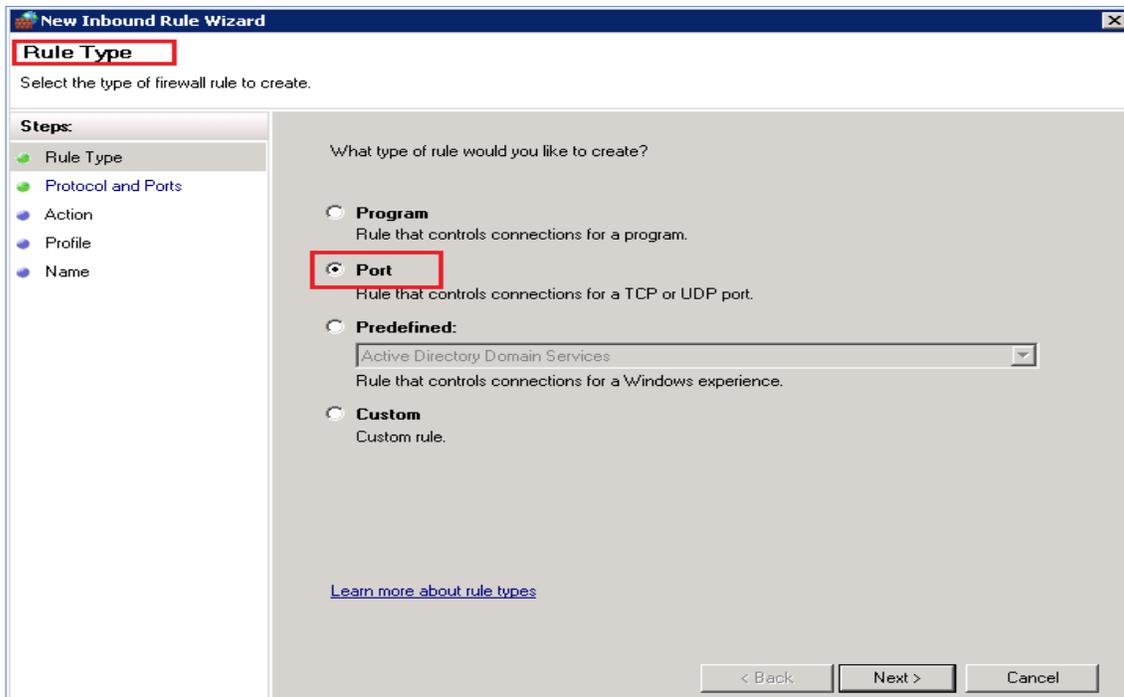


3. In firewall enable UDP port (By Default 1434) for SQL Browser

- Open the Control Panel and navigate to Windows Firewall.



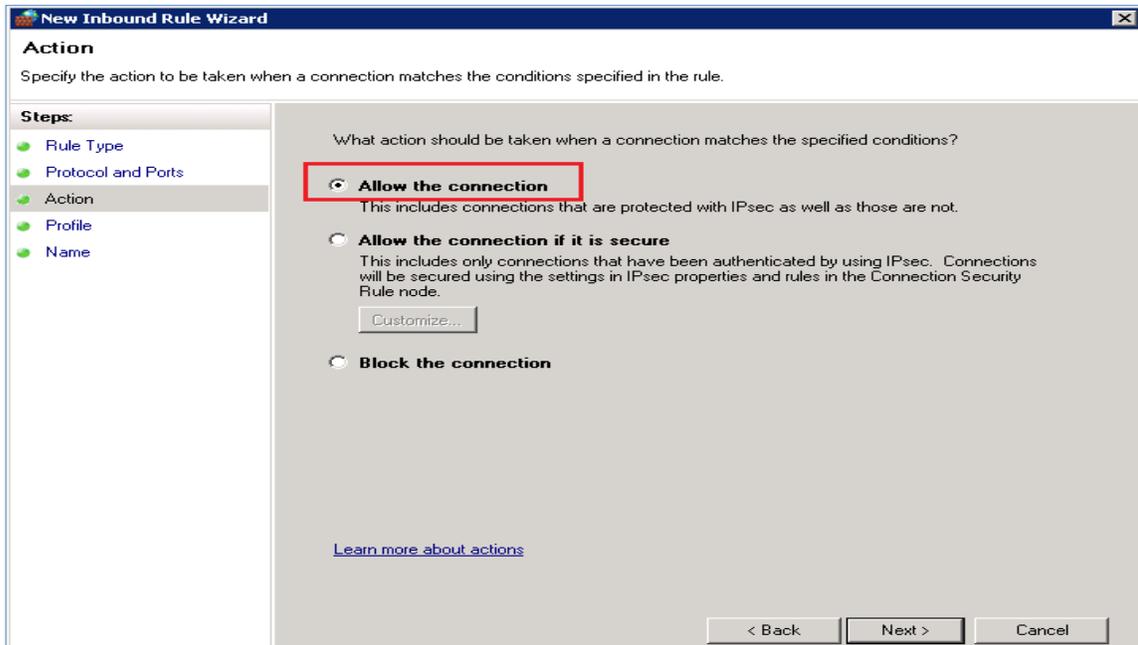
- Click on Advanced Settings on the left hand side and you should see the Windows Firewall with Advanced Security. Select **the Inbound Rules** on the left hand side and click on **New Rule...** on the right hand side.



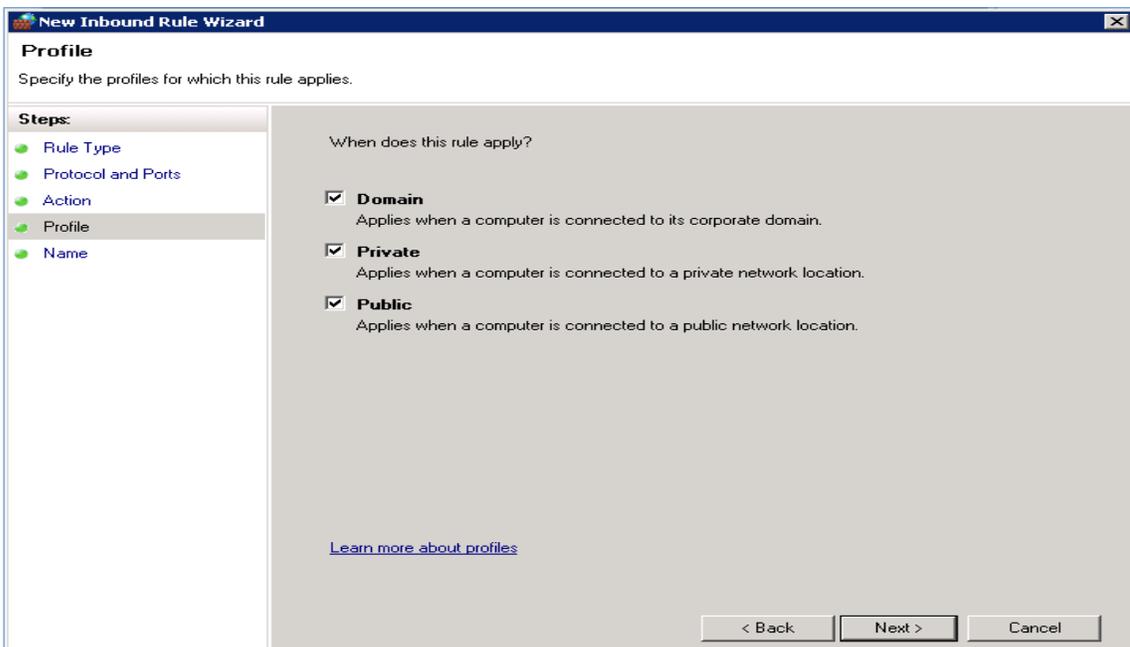
- This opens the New Inbound Rule Wizard, under the **Rule Type** choose **Port** and click the **Next** button

The screenshot shows the 'New Inbound Rule Wizard' dialog box, specifically the 'Protocol and Ports' step. The title bar reads 'New Inbound Rule Wizard'. The main heading is 'Protocol and Ports' with the instruction 'Specify the protocols and ports to which this rule applies.' On the left, a 'Steps' pane lists: Rule Type, Protocol and Ports (highlighted), Action, Profile, and Name. The main area contains two questions: 'Does this rule apply to TCP or UDP?' with radio buttons for 'TCP' and 'UDP' (the latter is selected and highlighted with a red box); and 'Does this rule apply to all local ports or specific local ports?' with radio buttons for 'All local ports' and 'Specific local ports:' (the latter is selected and highlighted with a red box). Below 'Specific local ports:' is a text input field containing '1434' and an example 'Example: 80, 443, 5000-5010'. At the bottom are buttons for '< Back', 'Next >', and 'Cancel'. A link 'Learn more about protocol and ports' is also present.

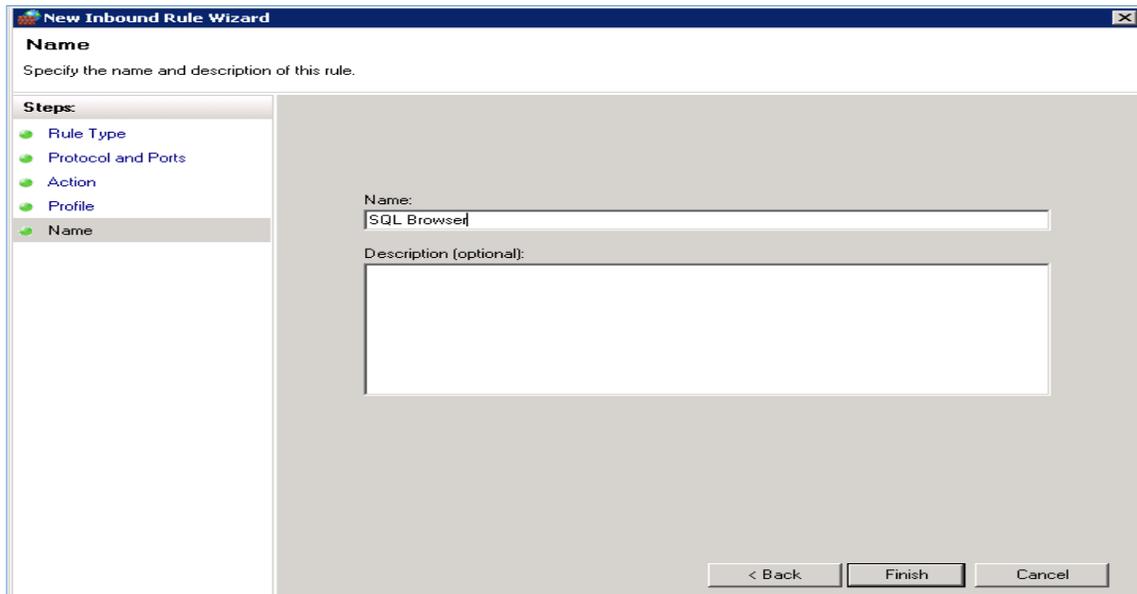
- Select the **UDP** protocol and in the Specific local ports enter port number **1434**. To proceed with the settings SQL Browser services, click the **Next** button



- In the Action dialog choose **Allow the connection** and click the **Next** button

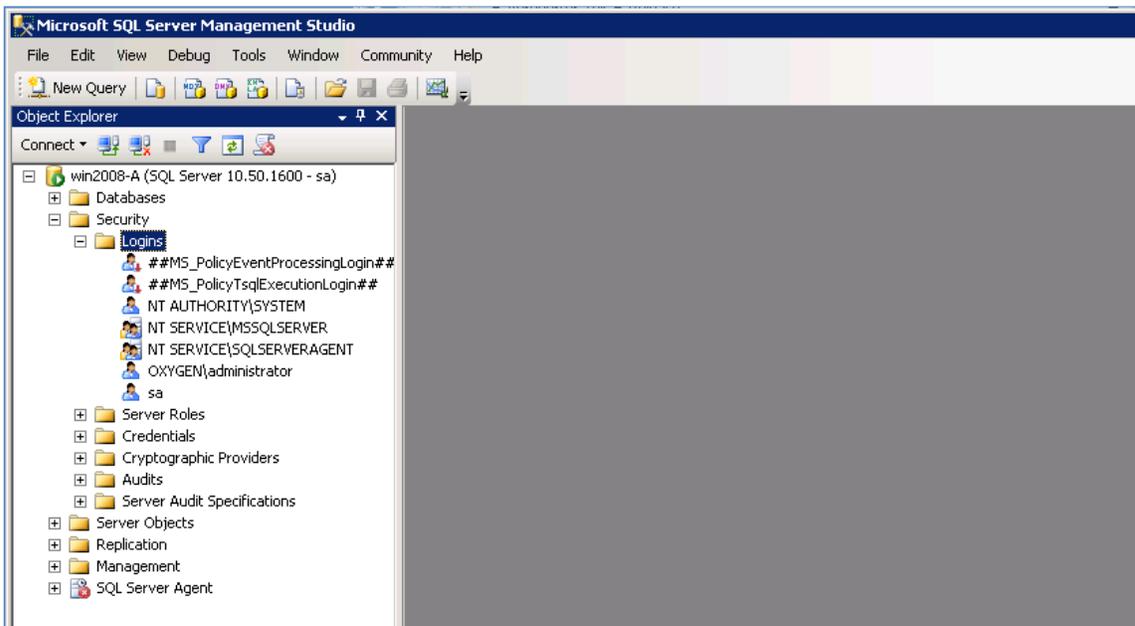


- In the Profile dialog choose all three profiles and click the **Next** button



- Give the rule a name as "SQL Browser" and click the **Finish** button.

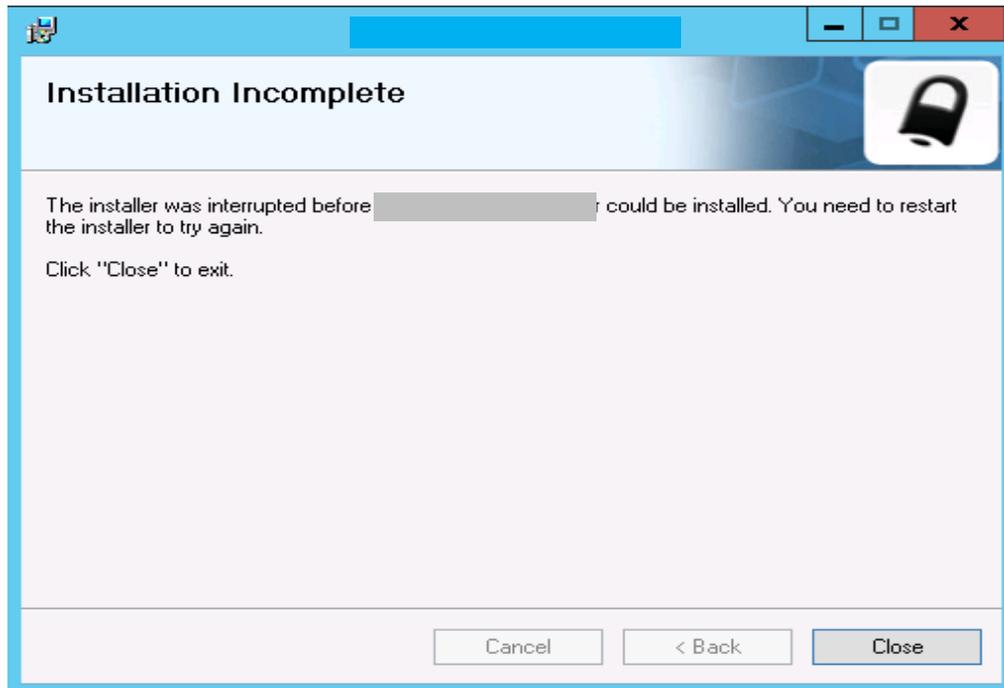
Note: To connect to remote database through windows authentication, the system must be member of that domain and that domain user has to be added in SQL database security logins



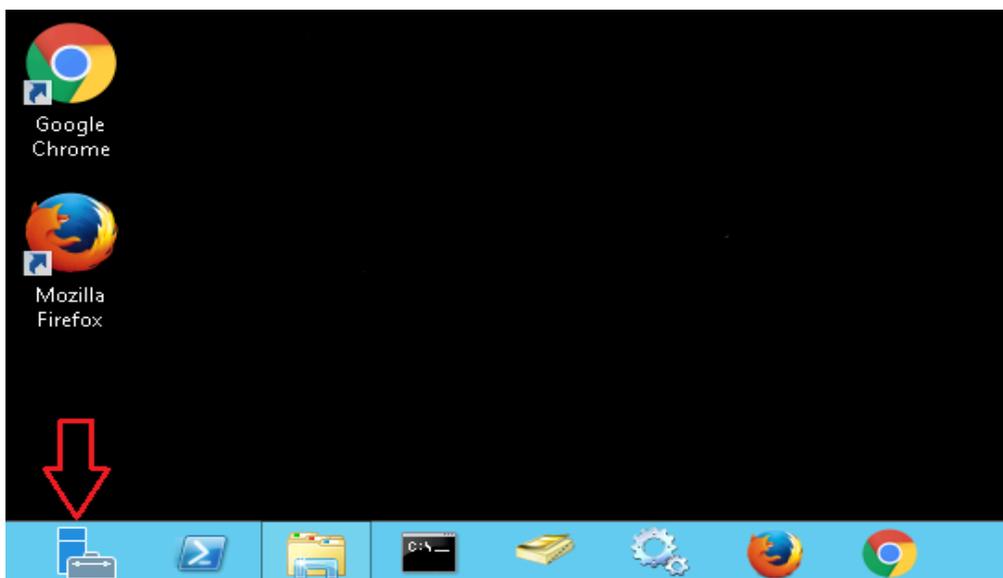
Windows Server 2012

1. Error: "Installation Incomplete" displays during installation

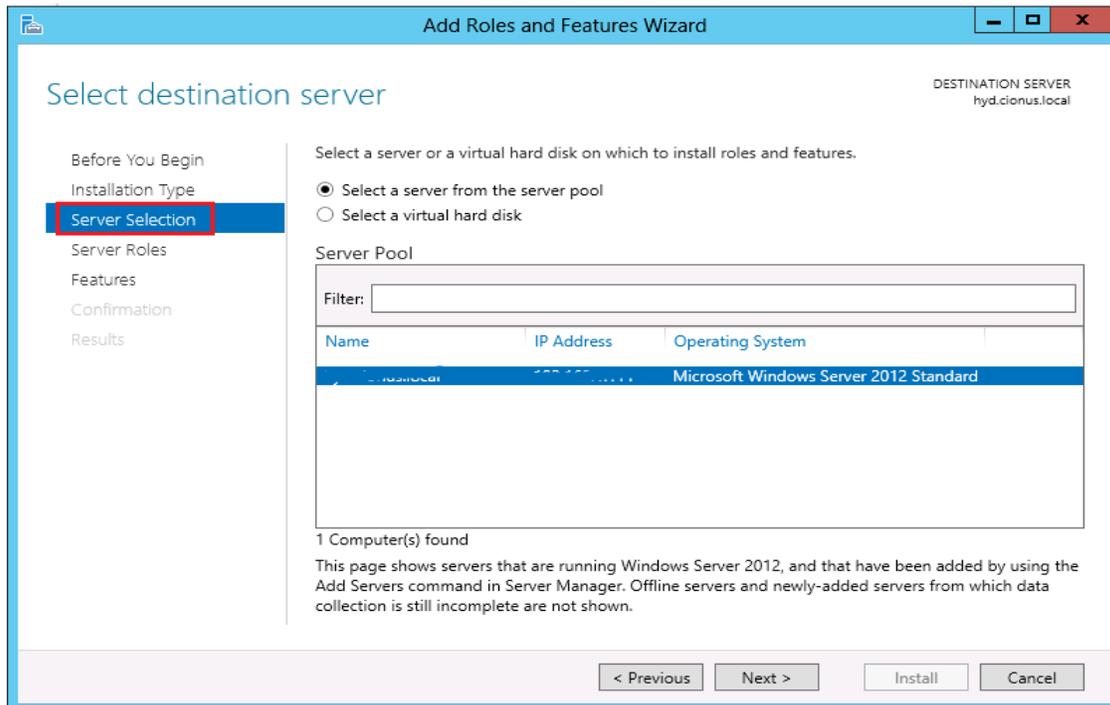
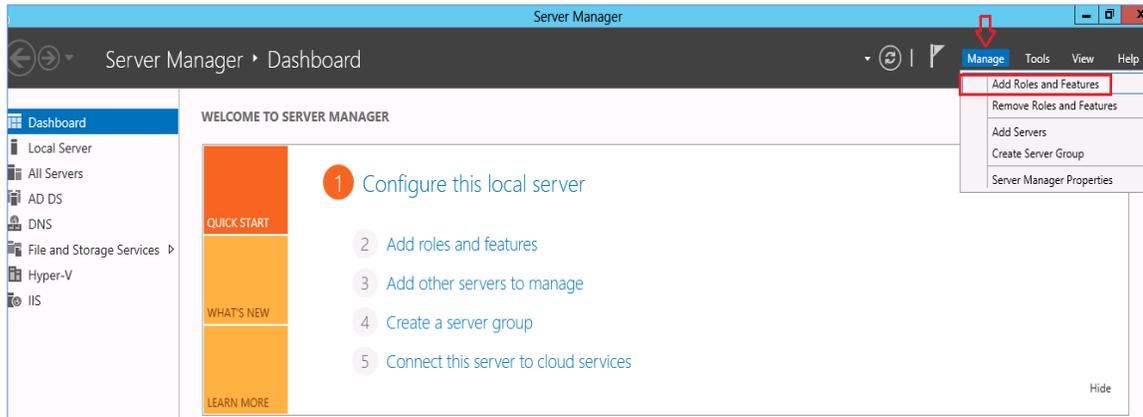
If you see the following screen during installation, you need to install the **Application Development** and **IIS6 Management Compatibility** roles.



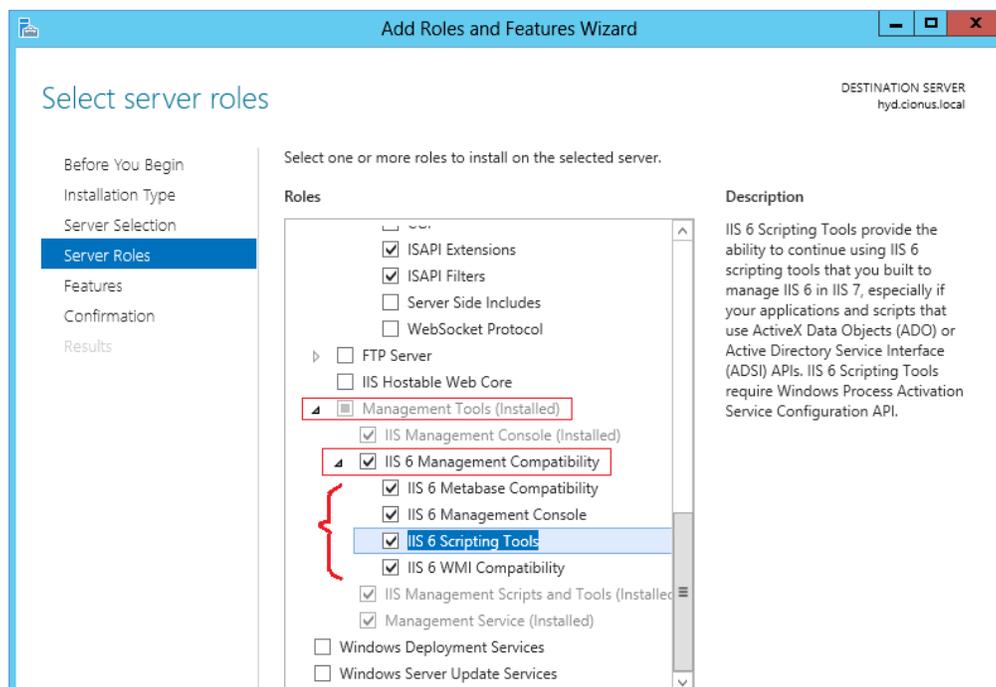
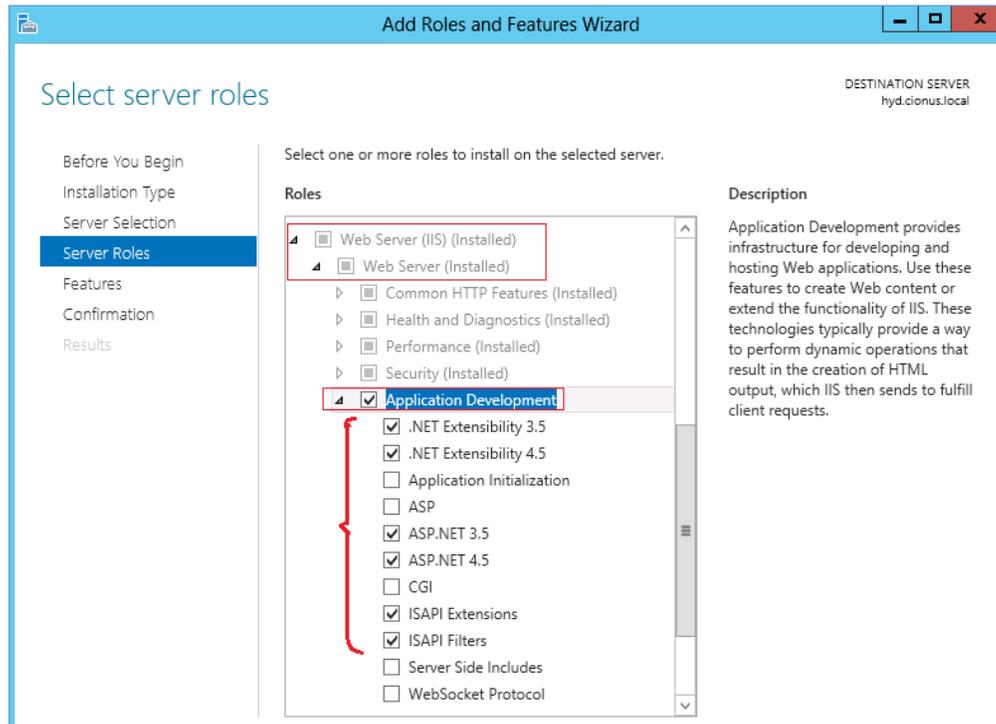
Make sure you have installed the following roles in Server Manager.



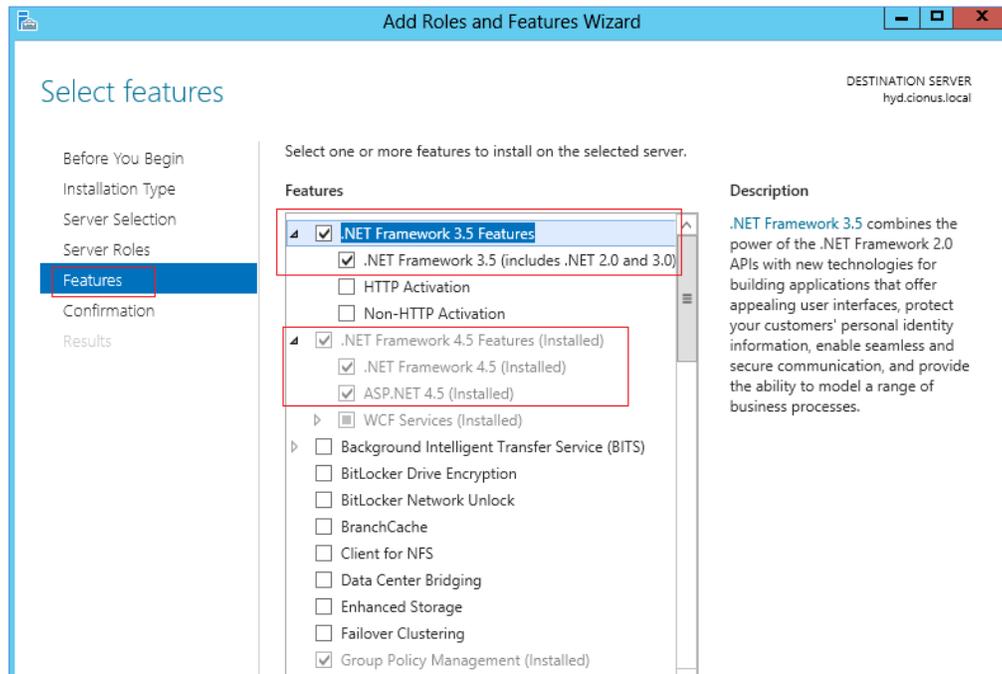
- Click "Server Manager" on task bar to open, if not available on task bar then click the **Start** button to open the start screen. In start screen you can see the Server Manager
- In Server Manager window, click **Manager** tab and select "**Add Roles and Features**"



- Click **Server Selection**, click **Next**
- In Server Roles, install the “**Application Development**” and “**IIS6 Management Compatibility**” roles as shown below:



- Click **Next**
- In **Features**, make sure **.NET Framework 3.5 & 4.5** features are installed, if they were not installed configure them as shown below to install.

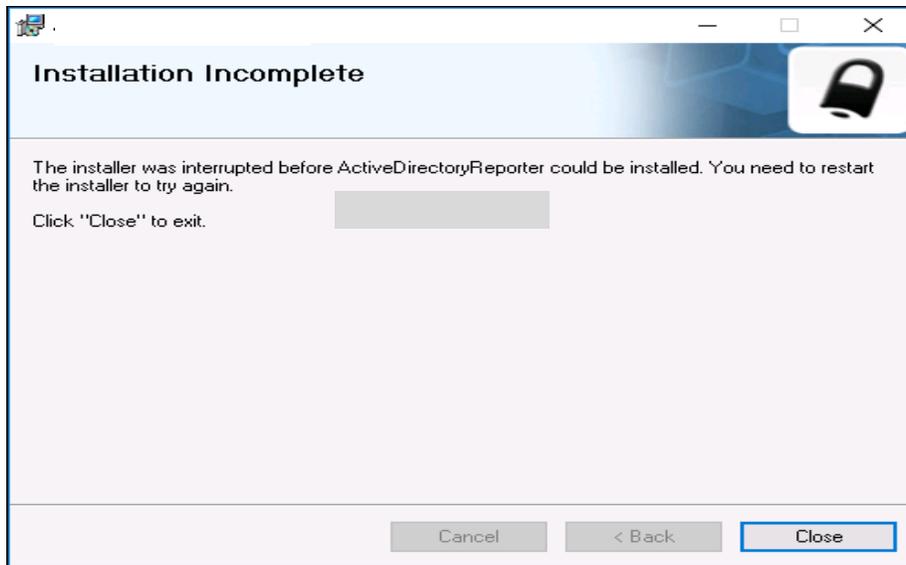


- Click **Install** button
- After installation completed, click **Close** button
- Restart the server to apply the changes
- Now try to install the application.

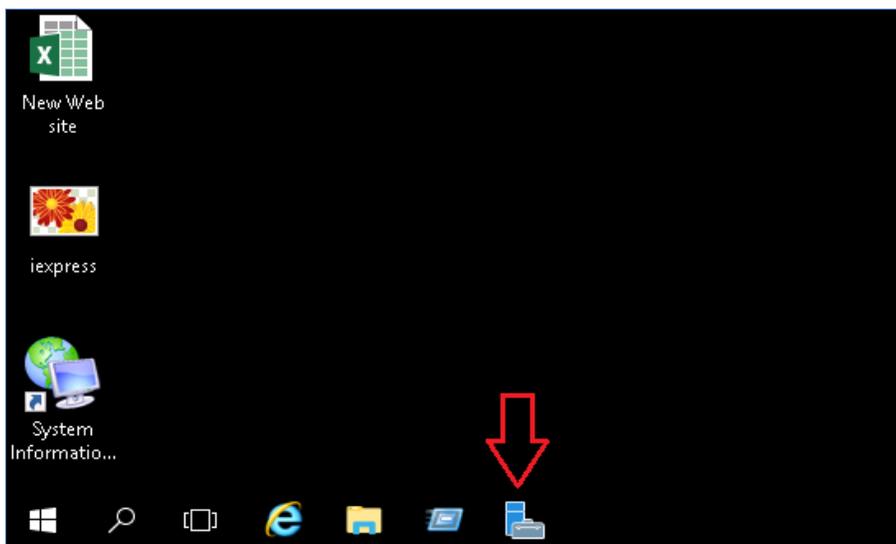
Windows Server 2016

1. Error: "Installation Incomplete" displays during installation

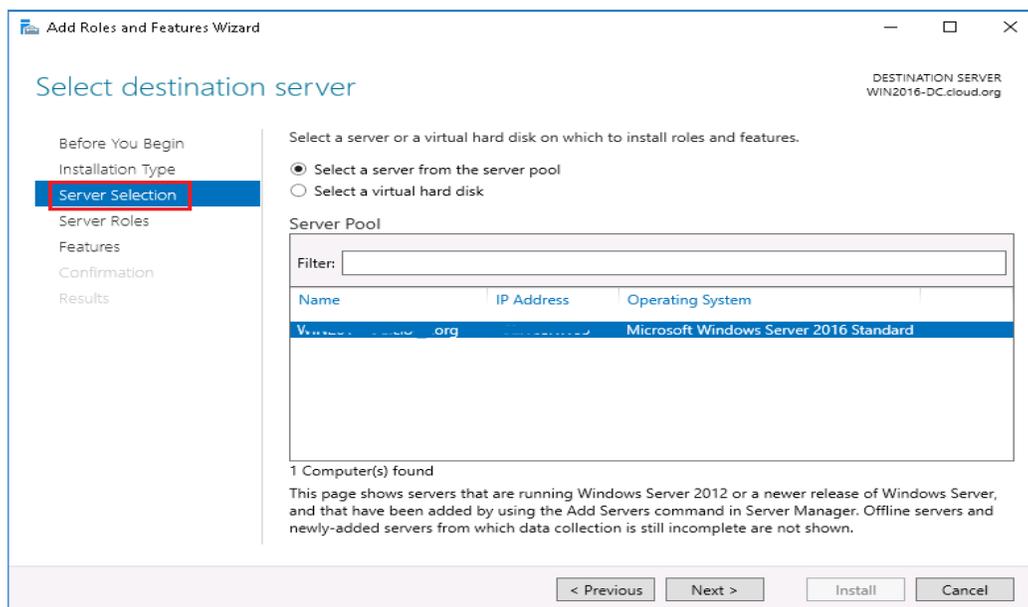
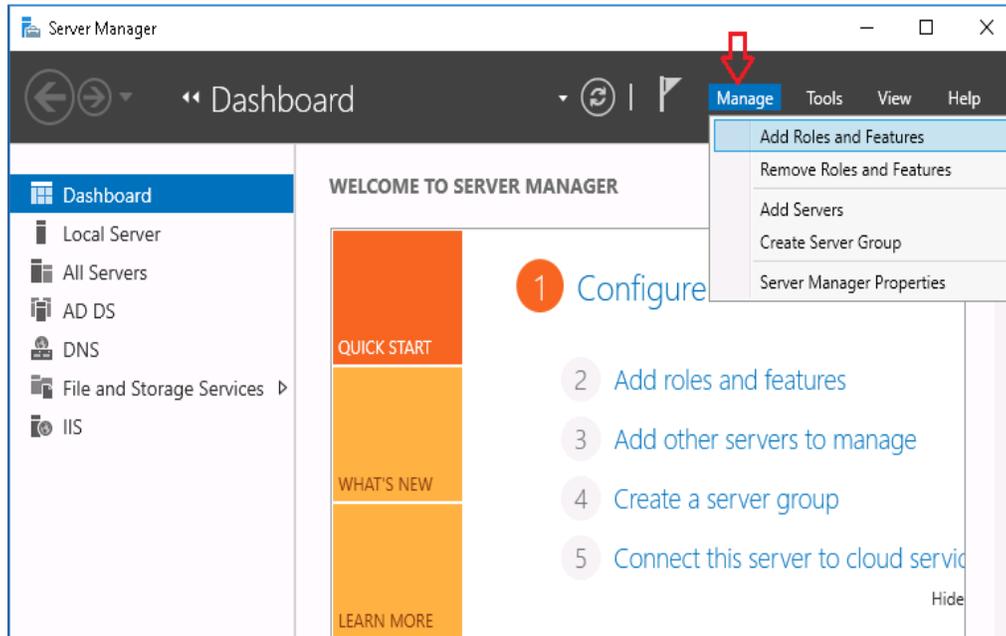
If you see the following screen during installation, you need to install the Application Development and IIS6 Management Compatibility roles



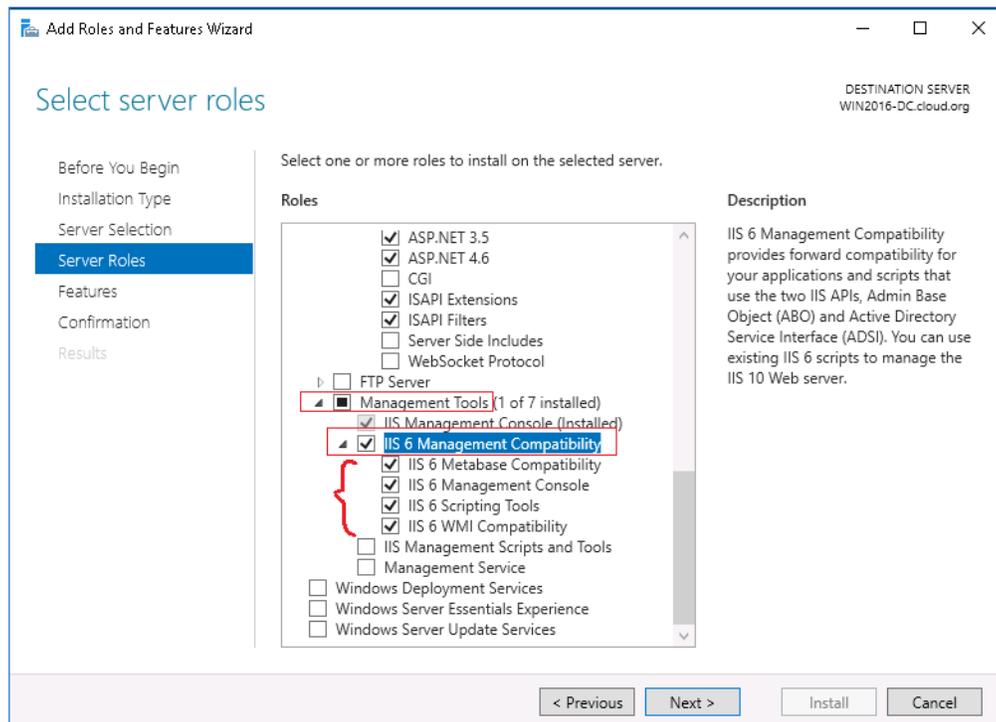
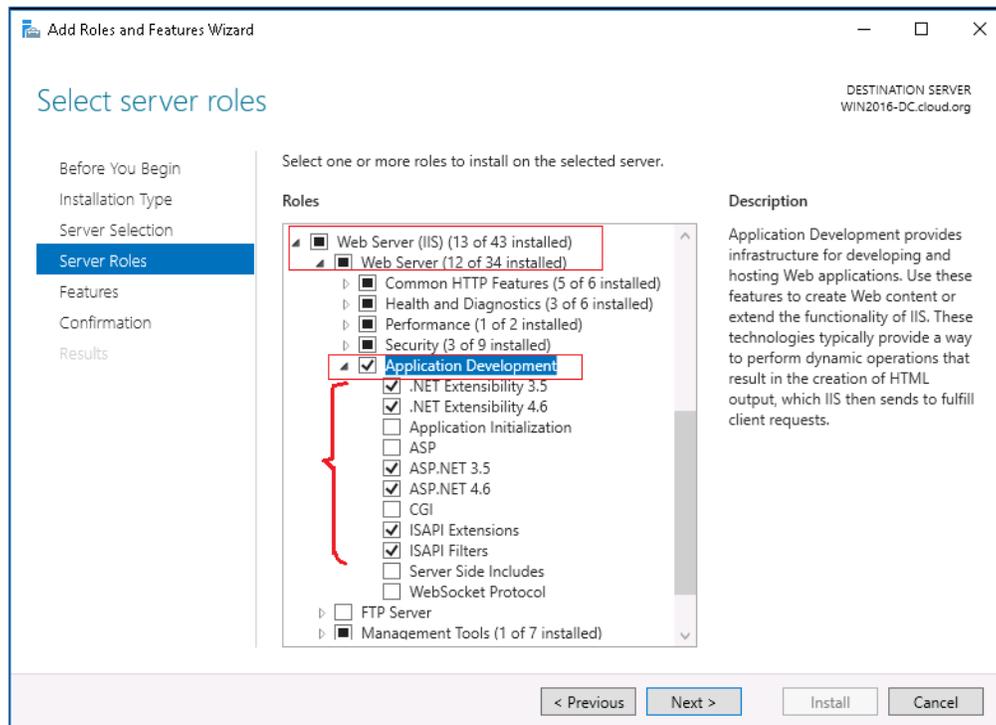
Make sure you have installed the following roles in Server Manager.



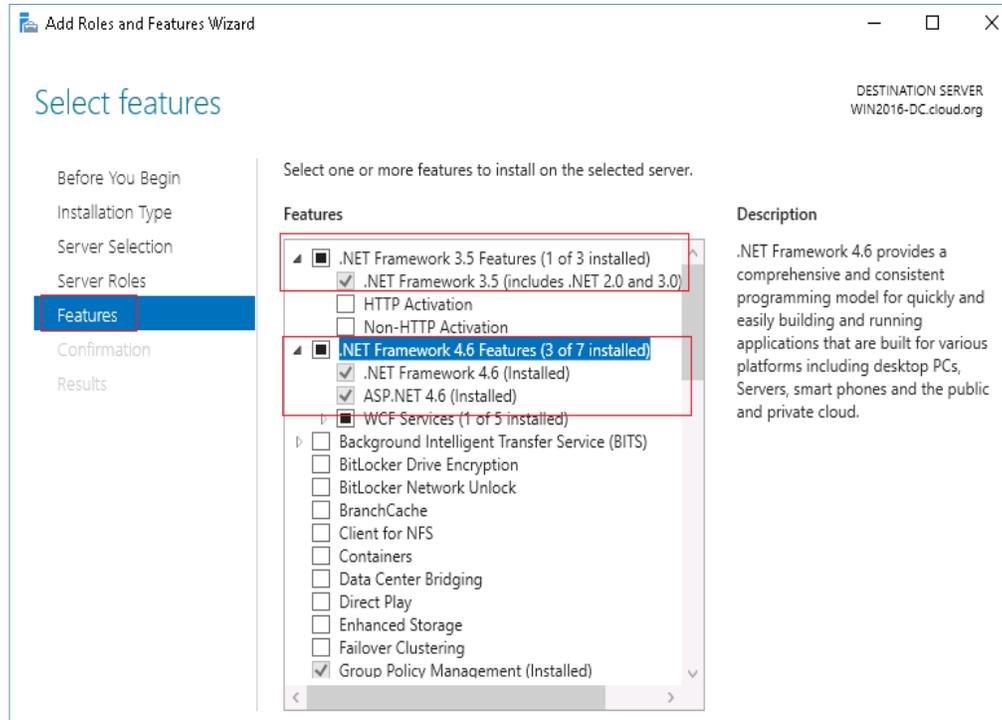
- Click "Server Manager" on task bar to open, if not available on task bar then click the **Start** button to open the start screen. In start screen you can see the Server Manager
- In Server Manager window, click **Manager** tab and select "**Add Roles and Features**"



- Click **Server Selection**, click **Next**
- In Server Roles, install the “**Application Development**” and “**IIS6 Management Compatibility**” roles as shown below:



- Click **Next**
- In **Features**, make sure **.NET Framework 3.5 & 4.6** features are installed, if they were not installed configure them as shown below to install.



- Click **Install** button
- After installation completed, click **Close** button
- Restart the server to apply the changes
- Now try to install the application.

Microsoft Server Patch for ASP.Net 4.0 for fixing IE 11 issue.

We found some issues related to UI alignment, *_dopostback* and *imagebutton* click., Microsoft released a hot-fix to resolve this issue. Click on below link to download the Server Update for ASP.Net 4.0 to resolve the IE 11 issue.

[Download Link](#)

Refer this article to know more about this issue. <http://support.microsoft.com/kb/2836939>

Please download and install the above patch for IE 11 to work correctly

Contact Notes:

For technical support or feature requests, please contact us at Support@CionSystems.com or 425.605.5325

For sales or other business inquiries, we can be reached at Sales@CionSystems.com or 425.605.5325

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