

# **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

<u>Windows Azure Active Directory Module for Windows PowerShell (32-bit</u> <u>version) Windows Azure Active Directory Module for Windows</u> <u>PowerShell (64-bit version)</u>

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.

C www.microsoft.com/en-in/do	wnload/details.aspx?id=17718	
Windows 10 is he	ere	
And you can download it for fr	e.*	
Get started >		
Microsoft NET Fran	nework 4 (Standalone Installer)	

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

Download and install  $\rightarrow$ .NET Framework4.0, ensure appropriate .NET versions are installed.

#### 2. Error: "You do not have sufficient privileges to complete this installation"

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

	×
You do not have sufficient privileges to complete this installation for all users of the machine. Log on as administrator and then retry this installation.	
OK	

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

i 🖗 👘 👘 👘	×
This setup requires Internet Information Server 5. This setup cannot be installed on Windows 2000 Server or a newer operating system and run this s	1 or higher and Windows XP or higher. . Please install Internet Information etup again.
OK	

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.

Server Manager			IX
File Action View Help			
🗢 🔿 🖄 🖬 🛛			
Server Manager (W, ) Roles Diagnostics Sconfiguration Storage	Roles           Image: Wew the health of the roles installed on your server and add or remove roles and features.		
	🔿 Roles Summary	mmary Help	1
		s Roles	_
	Active Directory Domain Services     AD DS H  Stores directory data and manages communication between users and domains, including user logon processes, authentication	elp 1, and directory searches.	
	Role Status	tive Directory Domain	

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

E Server Manager			
File Action View	Help		
🗢 🔿 🖄 📅 🛛 🔽			
Server Manager (WIN Roles Diagnostics Diagnostics Configuration Storage	Add Roles Wizard	ces	X
	Before You Begin Server Roles Web Server (IIS) Confirmation Progress Results	Select the role services to install for Web Server (IIS): Rel services: IIS Client Certificate Mapping Authentication URL Authorization Request Filtering P and Domain Restrictions Performance Static Content Compression Dynamic Content Compression Dynamic Content Compression Management Tools IIS Management Console IIS Management Scripts and Tools Management Service IIS Management Compatibility IIS 6 Management Console IIS 6 Management Console FIP Service FIP Service FIP Service FIP Service FIP Service PI Ser	Description: <u>IIS 6 Management Compatibility</u> provides forward compatibility for your applications and scripts that use the two IIS APIs, Admin Base Object (ABO) and Active Directory Service Interface (ADSI). You can use existing IIS 6 scripts to manage the IIS 7 Web server. Ext > Instell Cancel

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

#### 4. Changing "Application pool Identity" for DefaultAppPool in IISManager

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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

		Adv	vanced Settings		? ×	1			
Service Information Service	es (IIS) Manager					-			
	Application Pools	E	(General)		<u> </u>	ľ			🗖 🖾 🖂 🏠 I 🔞 🗸
	- rippiedeloitt ool		.NET Framework Version	v2.0					
File View Help			Enable 32-Bit Applications	False					
Connections			Managed Pipeline Mode	Integrated				0 cl	tions
Connections	Applicz		Name	DefaultAppPool				ALL	lions
🔍 - 🔚 🛛 🔀 👘			Queue Length	1000				1	Add Application Pool
Start Page			Start Automatically	True					Set Application Pool Defaults
📄 📲 WIN200 ( \ad	This page lets you v	E	CPU			Ē	th worker		
🏠 Application Pools	processes, concarre		Limit	0					Application Pool Tasks
🗄 🐻 Sites	Filter:		Limit Action	NoAction					Start
	Name 🔺		Limit Interval (minutes)	5					Stop
	Classic .NET Ann		Processor Affinity Enabled	False				2	Recycle
	DefaultAppPool		Processor Affinity Mask	4294967295				-	
	a beraarrippi oor	E	Process Model					_	Edit Application Pool
		н	Identity	ApplicationPoolIdentity	4K	I			Basic Settings
		4	rdie nime-ouc (minaces)	20		1			Recycling
			Load User Profile	False					Advanced Settings
			Maximum Worker Processes	1					Rename
			Ping Enabled	True					
			Ping Maximum Response Time (second	90				×	Remove
			Ping Period (seconds)	30					View Applications
			Shutdown Time Limit (seconds)	90				-	
		Ļ	Startup Time Limit (seconds)	90				$\mathbf{O}$	Help
	Features View	] [ [ [	(dentity identityType, username, password] Coi puilt-in account, i.e. Application Pool Ide .ocal System, Local Service, or as a spec	nfigures the application pool t ntity (recommended), Netwo ific user identity.	to run as ork Service,				Online Help
Ready				ок	Cancel				€ <u>1</u> .:



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

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

CThe current identity (OXYGEN\stuart) does not have write access to 'C:\Windows\Microsoft.NET\Fr - Windows	Internet Explorer
S S + http://localhost/ActiveDirectoryReporter/UserLogin.aspx	💌 🐓 🗶 🔎 Bing
🙀 Favorites 🛛 🙀 🙋 Suggested Sites 👻 🙋 Web Slice Gallery 👻	
C The current identity (OXYGEN/stuart) does not have	🏠 + 🔂 - 🖃 👘 + Page + Safety + Tools + 🕡
Server Error in '/, 'Application	
The current identity (OXYGEN\stuart) does not have write access ASP.NET Files'.	to 'C:\Windows\Microsoft.NET\Framework64\v4.0.30319\Temporary
Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trac	e for more information about the error and where it originated in the code.
Exception Details: System Web HttpException: The current identity (OXYGENIstuart) does not have write access to 'C:Wind	dows/Microsoft.NET/Framework64tv4.0.303191Temporary ASP.NET Files'.
Source Error:	
An unhandled exception was generated during the execution of the current web r identified using the exception stack trace below.	equest. Information regarding the origin and location of the exception can be
Stack Trace:	
[HttpException (Ox80004005): The current identity (OXYGEN/stuart) does not have write acc System.Web.HttpRuntime.SetUpCodegenDirectory(CompilationSection compilationSection) +1 System.Web.HttpRuntime.HostingInit(HostingEnvironmentFlags hostingFlags, PolicyLevel p [HttpException (Ox80004005): The current identity (OXYGEN/stuart) does not have write acc System.Web.HttpRuntime.ErsureFirstRequestInit(HttpContext context) +141 System.Web.HttpRuntime.EnsureFirstRequestInit(HttpContext context) +141 System.Web.HttpRuntime.ProcessRequestInit(HttpContext context) +141	ess to 'C:\Windows\Wicrosoft.NET\Framework64\v4.0.30319\Temporary ASP.NET Files'.] 1562511 OlicyLevel, Exception appDomainCreationException) +323 ess to 'C:\Windows\Microsoft.NET\Framework64\v4.0.30319\Temporary ASP.NET Files'.] text context) +4782309



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

🛃 SQL Server Configuration	
Please make sure you have the following in place before cor - Access to SQL database, user name and password.	ntinuing the install.
<ul> <li>Use Existing Database</li> <li>Create New Database</li> </ul>	SQL Server Help
Provide Configuration Details Server Name: win2008-A	
Port Number: 1433 Defa	ult 1433 for TCP
Authentication: SUL Server Authentication  Login: sa Password: ********	A transport-level error has occurred when sending the request to the server. (provider: Shared Memory Provider, error: 0 - No process is on the other end of the pipe.)
Test Connection	ОК
Next	Cancel

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** 

🛜 Sql Server Configuration Manager							
File Action View Help							
🗢 🔿 🙍 🗐 🙆 🗟							
🕵 SQL Server Configuration Manager (Local)	Name	Order	Enabled				
SQL Server Services	Shared Memory	1	Enabled				
. SQL Server Network Configuration (32bit)	🍹 TCP/IP	3	Enabled				
🖃 🖳 SOL Native Client 10.0 Configuration (32bit)	🍯 Named Pipes	2	Enabled				
	<b>≩</b> _VIA		Disabled				
Rilases							
SQL Server Network Configuration							
SOL Native Client 10.0 Configuration							
South and the client role conliger adolf							
Aliases							
,							

• Make sure all TCP/IP channels are enabled

📅 Sql Server Configuration Manager				
File Action View Help				
🗢 🔿 🞽 🗎 🗟 🛛				
SQL Server Configuration Manager (Local)	Name	Order	Enabled	
SQL Server Dervices	TCP/IP	3	Enabled	
□ ➡ SQL Native Client 10.0 Configuration (32bit)	Vamed Pipes	2	Enabled	
Aliases	a via	ТСР	/IP Properties	<u>?×</u>
SQL Server Network Configuration		P	otocol	
SQL Native Client 10.0 Configuration		F	General	
		L L	Default Port Enabled	1433 Yes
			Keep Alive	30000
			Keep Alive Interval	1000
		D	efault Port	
		D	efault port on which connection (	will be made
			OK Ca	ancel Apply Help

• Make sure TCP/IP Port has 1433

Sql Server Configuration Manager				
File Action View Help				
🗢 🔿   🖄 🗟 🔒				
<ul> <li>SQL Server Configuration Manager (Local)</li> <li>SQL Server Services</li> <li>SQL Server Network Configuration (32bit)</li> <li>SQL Native Client 10.0 Configuration (32bit)</li> <li>Aliases</li> <li>SQL Server Network Configuration</li> <li>Aliases</li> <li>SQL Native Client 10.0 Configuration</li> <li>Client Protocols</li> <li>Aliases</li> </ul>	Protocol Name	Status Enabled Disabled Disabled Disabled	TCP/IP Properties Protocol IP Addresses Active Enabled IP Address TCP Dynamic Ports TCP Port IP2 IP3 IP4 IP4 ICP Dynamic Ports TCP Port IP4	Yes           No           192.168.1.174           1433           1433           cel         Apply           Help

• Select TCP/IP, go to properties, in properties window select **IP Addresses** tab.

In **IP1** set TCP Port as **1433** and in **IPAII** set TCP port as **1433**, Click on **OK** 

Q. Services					-	
File Action View	Help					_
🤐 Services (Local)	🔅 Services (Local)					
	SQL Server (MSSQLSERVER)	Name 🔺	Description	Status	Startup Type	Lo
		🤹 Routing and Remote Access	Offers rout		Disabled	Lo
	Stop the service	🎑 RPC Endpoint Mapper	Resolves R	Started	Automatic	Ne
	Pause the service	🎑 Secondary Logon	Enables st		Manual	Lo
	Restart the service	🤹 Secure Socket Tunneling Protocol S	Provides s		Manual	Lo
		🧟 Security Accounts Manager	The startu	Started	Automatic	Lo
	Description:	🤹 Server	Supports fil	Started	Automatic	Lo
	controlled access of data, and rapid	🎑 Shell Hardware Detection	Provides n	Started	Automatic	Lo
	transaction processing.	🤹 Smart Card	Manages a		Manual	Lo
		🤹 Smart Card Removal Policy	Allows the		Manual	Lo
		🤹 SNMP Trap	Receives tr		Manual	Lo
		🥋 Software Protection	Enables th	Started	Automatic (D	Ne
		🥋 Special Administration Console Helper	Allows adm		Manual	Lo
		🤹 SPP Notification Service	Provides S	Started	Manual	Lo
		SQL Active Directory Helper Service	Enables int		Disabled	Lo
		Q SQL Server (MSSQLSERVER)	Provides st	Started	Automatic	O>
		Q SQL Server Agent (MSSQLSERVER)	Executes j		Manual	Lo
	1	🔍 SQL Server Browser	Provides S	Started	Manual	Lo
		🤐 SQL Server Reporting Services (MS	Manages,	Started	Automatic	Lo
	1	🎑 SQL Server VSS Writer	Provides th	Started	Automatic	Lou
		🔍 SSDP Discovery	Discovers		Disabled	Lo

• 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** 

Sql Server Configuration Manager						
File Action View Help						
🗢 🔿 🔰 🗟 🗟 🛛 💿 📀						
SQL Server Configuration Manager (Local)	Name	State	Start Mode	Log On As	Process ID	Service Type
SQL Server Services	SQL Server (MSSQ	Running	Automatic	C. 🖌 🛝 \administrator	1860	SQL Server
. SQL Server Network Configuration (32bit)	SQL Server Repor	Punning	Automatic	LocalSystem	1888	Report Server
표 .쿻, SQL Native Client 10.0 Configuration (32bit)	n SQL Server Browser	Running	Manual	NT AUTHORITY\LOC	3292	
E. L. SQL Server Network Configuration     E. L. SQL Native Client 10.0 Configuration	SQL Server Agent	Stopped	Manual	LocalSystem	0	SQL Agent

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.

👯 Microsoft SQL Server Mana	ngement Studio
File Edit View Debug T	ools Window Community Help
🗄 🔔 New Query   🛅   📸 📸	🜇   🕞   😅 🖃 🍊   🕮 🖕
Object Explorer	- <del>-</del> + ×
Connect 🕶 📑 📑 🛒 🤕	] 🔏
E CION PC (SQL Server 1	
Databases      E Security	Disconnect
E Server Objects	Begister
Replication     Management	
	Activity Monitor
	Start
	Stop
	Pause
	Resume
	Restart
	Policies 🕨
	Facets
	Start PowerShell
	Reports
	Refresh
	Properties

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

Server Properties - CION22-	РС	
Select a page General Memory Processors Security Connections Database Settings Advanced	Script + The Help Connections Maximum number of concurrent connections (0 = unlimited): 0	
Permissions	Use query governor to prevent long-running queries  Default connection options:  implicit transactions cursor close on commit ansi warnings ansi padding ANSI NULLS arithmetic abort arithmetic ignore	4
Connection Server: CION22-PC Connection: sa View connection properties	Remote server connections         Allow remote connections to this server         Remote query timeout (in seconds, 0 = no timeout):         60000         Require distributed transactions for server-to-server communication	

- 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.

Steps:	
<ul> <li>Rule Type</li> <li>Protocol and Ports</li> <li>Action</li> <li>Profile</li> <li>Name</li> </ul>	What type of rule would you like to create?         Program         Rule that controls connections for a program.         Pot         Hule that controls connections for a TCP or UDP port.         Predefined:         Active Directory Domain Services         Rule that controls connections for a Windows experience.         Custom         Learn more about rule types

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

💣 New Inbound Rule Wizard		×			
Protocol and Ports					
Specify the protocols and ports to whic	ch this rule applies.				
Steps:					
Bule Type	Does this rule apply to TCP or UDP?				
Protocol and Ports	C TCP				
<ul> <li>Action</li> </ul>	• UDP				
<ul> <li>Profile</li> </ul>					
<ul> <li>Name</li> </ul>	Does this rule apply to all local ports or specific local ports?				
	C All local ports				
	© Specific local ports: 1434				
	Example: 80, 443, 5000-5010				
	Learn more about protocol and ports				
	< Back Next > Cancel				

• 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

💮 New Inbound Rule Wizard	×
Action	
Specify the action to be taken when	a connection matches the conditions specified in the rule.
Change	
Steps:	What action should be taken when a connection matches the specified conditions?
A Rule Type	what action should be taken when a connection matches the specified conditions?
Protocol and Ports	Allow the connection
<ul> <li>Action</li> </ul>	This includes connections that are protected with IPsec as well as those are not.
Profile	Allow the connection if it is ecoure
• Name	<ul> <li>Allow the connection if it is secure         This includes only connections that have been authenticated by using IPsec. Connections will be secured using the settings in IPsec properties and rules in the Connection Security Rule node.     </li> <li>Customize</li> <li>Block the connection</li> </ul>
	< Back Next > Cancel

• In the Action dialog choose Allow the connection and click the Next button

💮 New Inbound Rule Wiza	rd 🛛
Profile	
Specify the profiles for which the	nis rule applies.
Steps:	
Rule Type     Protocol and Ports     Action     Decilia	When does this rule apply?           Image: Domain           Applies when a computer is connected to its corporate domain.
<ul> <li>Name</li> </ul>	<ul> <li>Private Applies when a computer is connected to a private network location.</li> <li>Public Applies when a computer is connected to a public network location.</li> </ul>
	Learn more about profiles       < Back

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

New Inbound Rule Wizar Name	
Steer	
Rule Type     Protocol and Ports     Action	
Profile	Name: SQL Browser
	Description (optional):

• 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"

]		Server Manager		П	i	D ×
Server N	/lanager ► Da	shboard	- ©   🚩	Manage Too	ols View	Help
III Dashboard	WELCOME TO SE	RVER MANAGER		Add Roles Remove Ro Add Serve	and Features oles and Featur 's	es
Local Server     All Servers		1 Configure this local server		Create Ser Server Mar	ver Group nager Propertie	5
AD DS DNS	QUICK START	2 Add roles and features				
Hyper-V		3 Add other servers to manage				
	WHAT'S NEW	4 Create a server group				
	LEARN MORE	5 Connect this server to cloud services			Hide	e

elect destinati	on server			bestination serve hyd.cionus.loc
Before You Begin	Select a server or a virtue	al hard disk on which	to install roles and features.	
Installation Type	<ul> <li>Select a server from</li> </ul>	the server pool		
Server Selection	O Select a virtual hard of	disk		
Server Roles	Server Pool			
Features	Filter			
Confirmation				
	Name	IP Address	Operating System	
	1 Computer(s) found This page shows servers Add Servers command ir collection is still incompl	that are running Wir n Server Manager. Of lete are not shown.	ndows Server 2012, and that ha ffline servers and newly-added	ve been added by using t servers from which data

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

<b>B</b>	Add Roles and Features Wizard	_ <b>D</b> X
Select server roles	;	DESTINATION SERVER hyd.cionus.local
Before You Begin Installation Type	Select one or more roles to install on the selected server. Roles	Description
Server Selection Server Roles	Web Server (IIS) (Installed)     Web Server (Installed)	Application Development provides infrastructure for developing and hosting Web applications. Use these
Features Confirmation Results	E Common HTTP Features (Installed)     E Health and Diagnostics (Installed)     E Performance (Installed)	features to create Web content or extend the functionality of IIS. These technologies typically provide a way to perform dynamic operations that
	Security (Installed)      Application Development	result in the creation of HTML output, which IIS then sends to fulfill client requests.
	✓ .NET Extensibility 3.5     ✓ .NET Extensibility 4.5     Application Initialization	
	ASP ASP.NET 3.5	
	□ CGI ✔ ISAPI Extensions ✔ ISAPI Filters	
	Server Side Includes WebSocket Protocol	



#### • 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.

<b>B</b>	Add Roles and Features Wizard	_ <b>_</b> X
Select features		DESTINATION SERVER hyd.cionus.local
Before You Begin	Select one or more features to install on the selected server.	
Installation Type	Features	Description
Server Selection Server Roles Features Confirmation Results	▲       NET Framework 3.5 Features         ▲       .NET Framework 3.5 (includes .NET 2.0 and 3.0)         □       HTTP Activation         □       Non-HTTP Activation         ▲       ✓ .NET Framework 4.5 Features (Installed)         ✓ .NET Framework 4.5 Features (Installed)         ✓ .NET Framework 4.5 (Installed)         ✓ ASP.NET 4.5 (Installed)         ▶       ■ WCF Services (Installed)         ▶       ■ WCF Services (Installed)         ▶       ■ WCF Services (Installed)         ▶       ■ Background Intelligent Transfer Service (BITS)         ■ BitLocker Drive Encryption       ■ BitLocker Network Unlock         ■ BranchCache       Client for NFS         □ Data Center Bridging       Enhanced Storage         ■ Failover Clustering       ■	NET Framework 3.5 combines the power of the .NET Framework 2.0 APIs with new technologies for building applications that offer appealing user interfaces, protect your customers' personal identity information, enable seamless and secure communication, and provide the ability to model a range of business processes.

- 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"



📥 Add Roles and Features Wizard	1			_		×
Select destination	n server			DESTINA WIN2016	TION SER	VER org
Before You Begin Installation Type Server Selection	Select a server or a vi Select a server fro Select a virtual ha	rtual hard disk on which om the server pool rd disk	to install roles and features.			
Features Confirmation Results	Filter:	IP Address	Operating System Microsoft Windows Server 2	016 Standard		
	1 Computer(s) found This page shows serv and that have been a newly-added servers	ers that are running Wi dded by using the Add from which data collect	ndows Server 2012 or a newer re Servers command in Server Mar ion is still incomplete are not sh	elease of Windo ager. Offline s own.	ows Serv ervers ar	er, Id
		< Pr	evious Next >	Install	Cance	:

- 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.

Add Roles and Features Wizar	d	- □ >		
elect features		DESTINATION SERVER WIN2016-DC.cloud.org		
Before You Begin	Select one or more features to install on the selected server.			
Installation Type	Features	Description		
Server Selection	Image: NET Framework 3.5 Features (1 of 3 installed)	.NET Framework 4.6 provides a		
Server Roles	✓ INET Framework 3.5 (includes .NET 2.0 and 3.0)	comprehensive and consistent		
Features	HTTP Activation	programming model for quickly and easily building and running		
Confirmation	INOn-HTTP Activation     INFT Framework 4.6 Features (3 of 7 installed)	applications that are built for various		
Results	✓ .NET Framework 4.6 (Installed)	platforms including desktop PCs,		
	ASP.NET 4.6 (Installed)	and private cloud.		
	Background Intelligent Transfer Service (BITS)			
	BitLocker Drive Encryption			
	BitLocker Network Unlock			
	Client for NFS			
	Containers			
	Data Center Bridging			
	Direct Play			
	Failover Clustering			
	✓ Group Policy Management (Installed) ∨			
	< >>			

- 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, <u>\_dopostback</u> and <u>imagebutton</u> 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. <u>Download Link</u>

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

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

#### **Contact Notes:**

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

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

If you'd like to view a complete list of our Active Directory Management solutions, please visit us online at <u>www.CionSystems.com</u>

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