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Introduction

These notes explain how to install Instant Archive Viewer for Microsoft Live Communication Server that runs under Microsoft Windows 2000, XP or 2003. This document will give you visual references and explain in detail how to install the web application on your system.

System Requirements


Pre Installation Requirements

Before installing Instant Archive Viewer, verify that you have met the above mentioned system requirements and follow the instructions below for preparing to install Archive Viewer.

Verify state of Instant Message Archiving Service
Please make sure that Instant Message Archiving Service is installed and activated for Microsoft Live Communication Server.

Running the Installation Program

You should have Instant Archive Viewer setup program provided to you by Instant Technologies. To start the installation run the program setup.

You will be presented with a sequence of setup windows. Follow the instructions in this document and those that appear on the screen. The responses that you should give are given below:

Instant Archive Viewer Setup
Once the installation program has started you will see the following dialog titled IM Archive Views 1.0.
Welcome to the IM Archive Views 1.0 Setup Wizard

The installer will guide you through the steps required to install IM Archive Views 1.0 on your computer.

WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.

Click on **Next** and the installation will continue.
Select Installation Address
You will now be presented with the following dialog

Set this to an appropriate virtual directory on your IIS server such as ITIMArchiveViews (this is the default) and click Next.
Confirm Installation
You will now be presented with the following dialog

Click **Next** to proceed. The installation continues to extract and copy files.
Add Application to Custom Pool

Click Yes to add this application to custom pool which will have appropriate privileges to access Active Directory and SQL server. It is recommended that you add application to custom pool if your Active Directory server and SQL Server is located on different systems. If you click on Yes you will be presented with the following dialog.

You will need to specify account details under which the pool will run and click on the OK command button to proceed.
**Installation Complete**
You should now see the following screen.

![Installation Complete Screen]

IM Archive Views 1.0 has been successfully installed.
Click "Close" to exit.

Please use Windows Update to check for any critical updates to the .NET Framework.

When the installation program has finished click **Close**.
IIS Directory Structure after Installation

After installing the application IIS Manager will look like the following screenshot:

Files that need to be modified after installation are as follows:
1. **Web.config**: This file contains application settings and needs to be modified.
2. **Tab.xml**: This file needs to be modified if you want to integrate web application with MS Office Communicator.
3. **Tab.reg**: This file needs to be modified if you want to integrate web application with MS Communicator. The registry entry specified in the file needs to be added to Registry of all the workstations having Office Communicator.
SQL scripts are copied to 'SQL Scripts' folder as specified in the following screenshot:

These SQL scripts need to be deployed in the LcsLog database of SQL server if you want web application to show user's display name instead of their sipuri.
Post Installation Steps

QuickStart

This section contains the information that you will need to get the basic application up and running. To fine-tune the application settings as per your production environment you will need to go through the complete documentation.

To get the application running you will need to follow following steps:

1. **Access the Admin section:** URL for accessing Admin section is `http://<server_name>/<application_folder>/Admin/Index.aspx`. Only users that exist in the Active Directory’s Administrators group will be able to access this section. Before accessing this section please make sure that ASP.NET worker process has permissions to edit the files in the folder in which the application is installed. (For more details, refer FAQ topic: I am unable to save settings using the Admin Section).

2. **Go to the Database Settings tab:** In this tab, you will need to specify database connectivity settings. After specifying, the settings use the “Test Connection” command button to verify your settings. (For mode details, refer to the topic Database Settings on page:38) **Note:** Do not specify any settings for the Customized Display option at this point of time.

3. **Test Application:** After completing the above-mentioned steps you should now be able to access the application and view chat conversations using Internet Explorer by using the URL `http://<server_name>/<application_folder>/Index.aspx`

Now that we have the basic application up and running, you can move on to setup the application as per your requirements. Application can be configured:

1. **To disable anonymous access** i.e. users will be able to access only those chat conversations in which they have participated.

2. **To integrate Archive viewer with Microsoft Office Communicator:** This will allows users to view chat conversations from within the MS Communicator.

3. **To view user display names instead of their SIPURI:** This will enhance user experience by showing them their display names instead of SIPURI.
Specifying values for various options in Web.config
Instant Archive viewer application stores settings in Web.Config file. This file is located in the virtual directory of IIS server specified during the installation process. Format of the file is as follows:

```xml
<appSettings>
  <!-- SQL Server Settings -->
  <add key="UseWindowsAuthentication" value="false" />
  <add key="SQLServerIP" value="ServerIP" />
  <add key="SQLUserid" value="Username" />
  <add key="SQLPassword" value="password" />
  <add key="Database" value="LcsLog" />
  <add key="Pooling" value="True" />
  <!-- Use Active Directory\Users integrated view -->
  <add key="UseIntegratedView" value="false" />
  <add key="IntegratedViewTable" value="TableName" />
  <!-- Activate Integrated Windows Authentication -->
  <add key="DisallowAnonymousAccess" value="false" />
</appSettings>
```

Highlighted values need to be updated.

Brief description of various settings is as follows:

**UseWindowsAuthentication**: If value for this setting is specified as 'true' then web application will use Integrated Windows Authentication mode to connect to SQL Server.

**SQLServerIP**: Specify IP address of the SQL Server to which archiving data is logged.

**SQLUserid**: If value for 'UseWindowsAuthentication' setting is set to false then you need to provide a valid username which will be used to log into SQL server.

**SQLPassword**: Specify password for the username specified in the above mentioned setting.

**UseIntegratedView**: Set value for this option as 'true' if you want web application to display user display names instead of their sipuri.

**IntegratedViewTable**: If value for above mentioned setting is set to true, then you will need to specify table name which holds user display names.

**DisallowAnonymousAccess**: If value for this setting is set to true then Integrated Windows authentication will be enabled for web application. This will disable anonymous access. Web application will confirm the identity of the user before displaying them the data.
Integrating Archive Viewer with Microsoft Office Communicator (optional)
If you want to integrate Instant Archive Viewer with MS Office Communicator follow the following steps:

a) Deploying ‘Tab.xml’ and ‘Tab.png’
‘Tab.xml’ and ‘Tab.png’ are included in Instant Archive Viewer install. Tab.xml needs to be modified. Contents of the file are as follows:

```xml
<?xml version="1.0" ?>
<tabdata>
	<tab>
		<image>URL pointing to Tab.png on server</image>
		<name>IM Archive</name>
		<tooltip>Click to view Archived data</tooltip>
		<contenturl>URL pointing to Instant Archive Viewer application</contenturl>
		<tabid>1</tabid>
		<userid>true</userid>
		<contactid>true</contactid>
		<method>get</method>
	</tab>
</tabdata>
```

Highlighted values need to be updated.

b) Configuring workstations having Microsoft Office Communicator
MS Communicator uses a policy based approach for customization. Administrator will need to place following key in the HKEY_LOCAL_MACHINE registry hive:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Communicator]
"TabURL"="URL pointing to Tab.xml on server"
```

Highlighted values need to be updated. URL specified above should exist in the ‘Trusted sites’ zone of Internet Explorer. To add the specified URL to the trusted zone you will need to follow following steps:

1. Go to Control Panel, click on ‘Internet Options’ icon and select ‘Security’ tab. This will display the following dialog:
Select ‘Trusted sites’ option and click on ‘Sites...’ button. This will then display the following dialog:

You can add and remove Web sites from this zone. All Web sites in this zone will use the zone’s security settings.

Add this Web site to the zone:
http://URL pointing to Tab.xml on server

Require server verification (https:) for all sites in this zone
Enter the URL pointing to Tab.xml in the highlighted text box and press Add. Click OK to close the dialog. Then close the Internet Options dialog.

**Configuring SQL server to display user display names instead of their sipuri (optional)**

You will need to follow following steps so that application displays user’s display name instead of their sipuri:

1. Configure SQL server to setup a linked server which connects to your Domain’s Active Directory
2. Deploying and running stored procedures that ship with Instant Archive viewer application
3. Scheduling stored procedure to periodically update data
4. Specifying values for ‘UseIntegratedView’ and ‘IntegratedViewTable’ option in Web.config file

Process to execute above mentioned steps is as follows:

1. **Configure SQL server to setup a linked server which connects to your Domain’s Active Directory**
   Steps to setup a linked server are as follows:
   a) Start SQL Server Enterprise Manager.
   b) Expand the Console Root tree as specified in the following screenshot.

![SQL Server Enterprise Manager](image)
c) Click on ‘New Linked Server...’ menu item. This will display the following dialog.

d) Specify a name for the linked server. In our example we have specified ‘AD’ as the name for the linked server. Select ‘OLE DB Provider for Microsoft Directory Services’ as Provider name and specify Data source as ‘adsdatasource’.

e) Click on the ‘Provider Options...’ push button. This will then display the following dialog.

g) Click ‘OK’ on the ‘Linked Server Properties – New Linked Server’ dialog to create the linked server.

h) After creation of linked server ‘SQL Server Enterprise Manager’ will appear as follows.
i) Issue the following query using Query Analyzer to check if the linked server has been created successfully:

```
SELECT cn FROM OPENQUERY(AD,'SELECT cn FROM ''LDAP://localhost'' ')
```

Replace the text 'localhost' with the IP Address of the Domain server if SQL server and Active Directory are not installed on the same system.
2. Deploying and running stored procedures that ship with Instant Archive viewer application

Instant Archive viewer application ships with two stored procedures which are as follows:

a) **IT_CreateADSIPURI_Table.sql**: This stored procedure creates a table which will store user’s display name and their corresponding sipuri.

b) **IT_UpdateADSIPURI_Table.sql**: This stored procedure populates data in the table created using above mentioned stored procedure. This stored procedure should be scheduled so that data in table is updated periodically.

Steps to deploy these stored procedures in SQL server are as follows:

a) Run Query Analyzer and connect to SQL server instance associated with LCS server.
b) After connecting to SQL server select ‘LcsLog’ database as specified in the following screenshot. Then click on “File.....Open” menu item.
c) Locate stored procedure SQL file and open it as shown in the following screenshot
d) After opening the SQL file, Query Analyzer should like the following screenshot.
e) Validate query and then run query
f) Stored procedure should now be visible in the list of stored procedures. To execute the procedure use 'Exec' command. Parameter is name of the table to be created.
exec dbo.IT_CreateADSIPURI_Table 'integratedview'

New table should now be visible.
Now, import the stored procedure to update the records and run the imported procedure. Open a new query window and execute the stored procedure to update the records. The syntax is:

```sql
exec dbo.IT_UpdateADSIPURI_Table 'tablename', 'AD Location'
exec dbo.IT_UpdateADSIPURI_Table 'dbo.integratedview', 'localhost'
```
3. Scheduling stored procedure to periodically update data

Steps to schedule a stored procedure in SQL server are as follows:

a) Start SQL Server Enterprise Manager
b) Expand the Console Root tree as specified in the following screenshot.
c) Click on ‘New Job…’ menu item. This will then display the following dialog.

d) Specify job name, category, description and other properties under the ‘General Tab’. In our example we have specified job name as ‘Test Job’ with description set as ‘Testing’.

e) Click on the ‘Steps’ tab, this will then display the following dialog.
f) Click on the `New…` button. This will then display the following dialog.

![New Job Properties - LCS\RTC dialog]

- **Step name:** OnlyOne
- **Type:** Transact-SQL Script (TSQL)
- **Database:** LosLog
- **Command:** `exec IT_UpdateADSIPURL_Table 'integratedview', 'localhost'


g) Specify ‘Step name’, ‘Type’, ‘Database’ and ‘command’ under the General Tab. Click ‘Parse’ button to check SQL command for errors.

h) Click on the ‘Advanced’ tab. This will then display the following dialog.
i) This tab allows you to specify actions which should be taken if the 'Step' that is being configured succeeds or fails.

j) Click ‘OK’ to save ‘Step’. You should now see the following screen.

k) Click on the 'Schedules' tab. This will display the following screen.
i) Click on the ‘New Schedule…’ button. This will then display the following dialog.

m) This dialog allows you to specify schedule name and scheduling settings. If you want to execute the job at regular intervals click on the ‘Change…’ button. This will then display the following dialog.
n) After specifying schedule settings click on the ‘OK’ button. Then save the Schedule. You should know see the following screen.

o) Click on the ‘Notifications’ tab. This will display the following dialog.
p) This tab allows you to specify actions which should take place after the scheduled job has completed.
q) Click on the 'OK' button to save the 'Job'. Now SQL Server Enterprise Manager Console should look like following dialog

r) Please ensure that 'SQL Server Agent' is running. Scheduled jobs will not get executed if 'SQL Server Agent' is stopped.
To start 'SQL Server Agent' expand Console Root tree as specified in the following screenshot.
s) Click on the 'Start' menu item to start 'SQL Server Agent'.

4. **Specifying values for 'UseIntegratedView' and 'IntegratedViewTable' option in Web.config file**

Set value for 'UseIntegratedView' option as true and set value for 'IntegratedViewTable' option to table name created in step 2.
Using Active Directory for access control

To prevent anonymous access to the LCS Archive viewer you will need to set value of ‘DisallowAnonymousAccess’ parameter in Web.config to true. This will enable the application to authenticate users against your corporate Active Directory. This allows system administrators the quickest, easiest and most reliable approach to manage users that access the web application. Once the user is authenticated they will be able to see chat conversation transcripts for the chat sessions in which they were present.

Before activating this feature, verify the following:

1. Make sure that the system on which the application is installed is part of the Active Directory domain which hosts Live Communication server.
2. Make sure that ‘Integrated Windows authentication’ is enabled in the IIS server for the LCS Archive viewer application (as specified in the following screenshot)

![Authentication Methods](image)

3. Make sure that security settings for the ‘janus_web_gridex’ and ‘janus_web_ui’ folder located under the ‘aspnet_client’ folder in IIS server are same as specified for the LCS Archive viewer web application in the above-mentioned step.
Accessing SQL server in LCS Archive Viewer Application

This section describes how to establish connections to SQL server in the LCS Archive Viewer application. For connecting with SQL server over the internet, intranet, or simply locally, you will need the following information:

1. Server Name (name or IP address of the server you are connecting to. For example, SQLServer or SQLServer\Instance2 for a named instance)
2. Login Name and Password (not needed if you are using Windows Authentication)

You will need to specify the above-mentioned settings in the Web.config to connect to an instance of Microsoft SQL server or MSDE.

In Web.config, enter the name of the database server for the ‘SQLServerIP’ parameter. Use ‘localhost’ for local server. Use the format servername\instancename for named instances.

Set value for ‘UseWindowsAuthentication’ parameter to ‘true’ to connect using Windows Authentication or specify SQL server Login name and password values in ‘SQLUserId’ and ‘SQLPassword’ parameter to connect using SQL Server Authentication.
Using Admin Section to configure LCS Archive Viewer

This section provides detailed information about options required to setup LCS Archive viewer. URL for accessing this section is as follows:

http://<server_name>/<application_folder>/Admin/Index.aspx

Only users that exist in the Active Directory’s Administrators group will be able to access this section. Before accessing this section please make sure that ASP.NET worker process has permissions to edit the files in the folder in which the application is installed (For more details refer FAQ topic: I am unable to save settings using the Admin Section).

This section consists of following five option pages:

1. **General:**

   ![Administrative Settings]

   Instant LCS Archive Viewer for Microsoft Live Communications Server is the first product from Instant Technologies to extend Microsoft’s Live Communications server. It is also the very first of its kind. Instant LCS Archive Viewer allows users to instantly have access to all of their chat conversations directly through the Microsoft Office Communicator interface. All of this is being accomplished on a backend built strictly adhering to .Net standards.

   **Product Version:** 1.0  
   **Build Number:** 30

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   This page provides basic description of the product along with its version number and build number
2. **Basic Settings:**

   ![Administrative Settings](image)

   This page provides user interface for specifying values for the authentication settings:

   a. **IP Address of the Active Directory Server:** The server will be used to authenticate user if anonymous access to the application is disabled.

   b. **Connection information for the Active Directory Server:** Depending upon your network setup you can either specify value for Active Directory account that has privileges to query Active Directory or choose Windows integrated authentication mode to access Active Directory. Use the ‘Test Connection’ command button to verify your settings.

   c. **Enable anonymous users to access the archive display pages:** If this option is selected all the users will be able to access the application. However, if this option is not selected then users will be able access system only if they exist in the Active Directory.

   d. **Specify number of messages to display per page for the summary chat transcript view:** Summary view displays all chat messages sent/received between selected users. Application will enforce paging based on the value specified for this option.
3. Database Settings:

   This page provides user interface for specifying database connectivity settings:
   a. **IP Address of the SQL Server:** This refers to the SQL server which hosts the chat archiving database of LCS server
   b. **Specify Database Name:** This refers to the database name which contains all the tables that contain archiving data
   c. **Connection information for the SQL Server:** Depending upon your network setup you can either specify value for a SQL Server account that has privileges to query database or choose Windows integrated authentication mode to access SQL Server. Use the ‘Test Connection’ command button to verify your settings.
   d. **Customized display:** If you want the application to display user names instead of their Sip-Uri you will need to configure SQL server as specified under the topic ‘Configure SQL Server to setup a linked server which connects to your Domain’s Active Directory’ and specify the name of the table in the provided text box.
4. **Extended Search:**

This page allows you to specify users, which will be able to access extended search section. It allows you to specify users from various groups, which will act as Group Managers. Group Managers will be able to see chat conversations of all the members of the selected group. (see page 41 for Details)

![Administrative Settings](image)

With the Access Control option, you can specify an Active Directory group whose members can access all chat conversations. You can also select member(s) from a specific group, which will be able access chat conversations of all the members of the selected group.

**Full archive access**

Specify which Active Directory group will be able to read ALL chat conversation.

<table>
<thead>
<tr>
<th>Domain Admins</th>
</tr>
</thead>
</table>

**Access groups**

Here you can configure access groups and managers.

<table>
<thead>
<tr>
<th>Group</th>
<th>Manager</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>LCS Group</td>
<td>test2</td>
<td>Remove</td>
</tr>
<tr>
<td>RTC Local Administrators</td>
<td>RTCDomainServerAdmins</td>
<td>Remove</td>
</tr>
<tr>
<td>Enterprise Admins</td>
<td>one</td>
<td>Remove</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AD Group</th>
<th>Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Admins</td>
<td>one</td>
</tr>
</tbody>
</table>

[Add] [Discard Changes] [Commit Changes]
5. **Support:**

This webpage allows you to enable/disable application tracing. If you encounter any issues with the application we would recommend that, you enable tracing, run the application and then send us the trace output. Trace output can be accessed by clicking the hyperlink specified for trace file.
Using Extended Search Section to provide privileged access

This section is used to provide privileged access to the LCS Archive viewer. Users that have been setup to access this section can see chat transcripts of all the members of the selected groups of which they are manager. URL for accessing the extended search section is http://<servername>/<application_folder>/ExtendedSearch/Index.aspx

1. Office Communication Extended Search Features
Using ExtendedSearch, you can assign a Manager to view all chats overall by Date and Person (excludes Summary). You can also assign managers to have permission strictly for their own groups. Those who are granted permission to use the extended search tab will have a view of all chat session they have been assigned to. Those who are not permitted will be denied through authentication.
2. Install
You can place the ExtendedSearch.png image file in the same directory as your tab.png file. After this, we will need to change the Tab.xml or you can create a new tab for managers that have the extendedsearch added.

**Tab.xml**
Navigate to your Tab.xml (or create a new tab) and add the new tab tag changing the properties.
1. Using the same format; change the image, contenturl, name and tooltip to correspond with extendedsearch properties. Below you will see an example of the changes made in red after copying the original tab underneath.

```xml
<?xml version="1.0" ?>
<tabdata>
  <tab>
    <image>http://stlive.instant-tech.com/tab.png</image>
    <name>IM Archive</name>
    <tooltip>Message History</tooltip>
    <contenturl>http://lcstest.lcs.impeople.com/ITIMArchiveViews/index.aspx</contenturl>
    <tabid>1</tabid>
    <userid>true</userid>
    <contactid>true</contactid>
    <method>get</method>
  </tab>

  <tab>
    <image>http://stlive.instant-tech.com/tab.png</image>
    <name>Extended Search</name>
    <tooltip>Extended Search</tooltip>
    <tabid>3</tabid>
    <userid>true</userid>
    <contactid>true</contactid>
    <method>get</method>
  </tab>
</tabdata>
```
3. Admin Page for Extended Search

Now if you haven’t already done so, you may specify user access to each group.

(As stated on page 38) This page allows you to specify users, which will be able to access extended search section. It allows you to specify users from various groups, which will act as Group Managers. Group Managers will be able to see chat conversations of all the members of the selected group.

4. Active Directory & IIS

**Active Directory**
You may need to add the group in which they are permitted to view extended chat history features in your IIS extendedsearch directory.
IIS
To add the users to manage groups in which they are permitted to view extended chat history features in your Active directory.

FAQ
For updated list of FAQ visit http://instant-tech.com/instant.nsf/root/itmFAQs.htm

Microsoft Tool to Help Diagnose Authentication Issues with IIS

In many situations, there are authentication issues related to accessing resources on other servers and machines. These issues may create issues with our ASP application accessing Active Directory and/or SQL Server.
The following tool from Microsoft may help an administrator identify and resolve these issues.

Internet Information Services Authentication and Access Control Diagnostics Version 1.0
How to troubleshoot Kerberos-related issues in IIS

Here is a good article from Microsoft on How to troubleshoot Kerberos-related issues in IIS:
http://support.microsoft.com/kb/326985/

End-users unable to access chat data. Trace file shows COMException or Data Bind errors.

Users may only see a blank page. Trace logs may show one of the following errors:

- GetUserURI(): System.Runtime.InteropServices.COMException (0x80072020): An operations error occurred
- GetUserURI(): System.Runtime.InteropServices.COMException (0x8000500C): The directory datatype cannot be converted to/from a native DS datatype
- GetUserURI(): System.Runtime.InteropServices.COMException (0x80005000): The specified directory service attribute or value does not exist

This error occurs because the user can not authenticate to Active Directory. Generally this happens in a double-hop scenario where the user authenticates to the IIS server, but those credentials are not passed to Active Directory.

One solution to this problem is to use a system user that will authenticate to AD for all ASP.NET applications.

1. In Web.config (under ITIMArchiveViews of the web directory), set the following:

   `<authentication mode="Windows" />
   <identity impersonate="false" />

2. In machine.config in the .NET 1.1 directory (typically C:\WINDOWS\Microsoft.NET\Framework\v1.1.4322\CONFIG), set the following:

   `<processModel
     userName="domain\username"
     password="password"

   Where domain\username is the account used to authenticate to Active Directory and password corresponds to that account.

   See http://support.microsoft.com/default.aspx?scid=kb;en-us;329986 for more details on this issue.

After installing Instant LCS Archive Viewer a stack trace, with error HttpException 0x80004005, is displayed when navigating to the archive

This problem may occur if the Instant LCS Viewer application is installed on a computer with an existing installation of Windows Sharepoint Services (WSS).

To resolve the issue, add the following to the web.config file located in the LCS Archive Viewer's application directory.

   `<trust level="Full" originUrl="" />
LCS Archive Viewer tab fails to display on Office Communicator

Once the registry setting has been configured to enable the Archive Viewer for Microsoft Office Communicator, the Archive tab does not appear in Communicator.

The XML file that points to the location of the Archive must be enabled as a trusted site.

The location of the XML file is listed in the Registry at: HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Communicator in the value TabURL

To add this URL as a trusted site, do the following:

1. Open Internet Explorer
2. Under the Tools menu, choose Internet Options...
3. Click the Security tab
4. Click the Trusted sites icon then the button Sites...
5. In the text box 'Add this Web site to the zone:' enter the URL from the above registry setting.

Note: You may need to un-check the 'Require server verification...' checkbox.

6. Click 'Add' then 'OK' and 'OK' again to exit the dialog.

You will then need to restart the Communicator client.

The Tab.xml file must on a publicly available resource. Check the Directory Security settings of the directory where Tab.xml resides. Under "Authentication and access control" be sure that "Enable anonymous access" is turned on.

I am unable to save settings using the Admin section

It looks like that ASP.Net worker process does not has permissions to edit the files in the folder in which the application has been installed.
Steps to provide permissions to the ASP.Net worker process are as follows:
1. Right click the folder, and then click Properties.
3. On Windows 2003 Server, type NETWORK SERVICE and then click OK.
4. Allow the following permissions for ASP.NET worker process account for this folder, files and subfolders:
   1. Full Control
5. Repeat step 3 and 4 for Interactive account.
6. Click OK to close the Properties dialog and save the changes.

**Summary view is no longer displaying any data**

The install for the LCS Archive viewer contains updated SQL scripts, which should resolve issues related to the summary view.

Steps to resolve the issue are as follows:
1. Delete existing integrated view table
2. Create new integrated view table using the stored procedure in file 'IT_CreateADSIPURI_Table.sql'
3. Populate data in the table created in step 2 using the stored procedure in file 'IT_UpdateADSIPURI_Table.sql'

After following the above-mentioned steps, summary view should work without issues.

**Enable Server Trace Files for LCS Archive Viewer**

In certain situations, it may be appropriate to enable a server based trace of the Instant LCS Archive Viewer. This may help identify and resolve SQL Server connection issues and/or other authentication related issues.

Steps to enable logging and investigate trace files:

1. Open web.config in notepad or any text editor.
2. Locate following line in web.config:

   ```xml
   <trace enabled="false" requestLimit="100" pageOutput="false" traceMode="SortByTime" localOnly="true" />
   ```

3. Set value for enabled parameter to ‘true’ and save web.config file.
4. Run the application in web browser.
5. If user encounters any issue with the application (e.g. data not displaying etc) then enter the following URL in the browser:

   ```
   http://<server>/<virtual_directory_in_which_application_has_been_installed>/trace.axd
   ```
6. After entering the above-mentioned URL, you should see the following web page.
7. Click each of the "View Details" links to locate the problem. Error messages will be in red text. An example error is shown below:
8. If the web page displays exceptions (as seen in screenshot above) you can either save the web page or take a screenshot of the web page and send it to support@instant-tech.com for review.
Tuning SQL Server performance

To get optimum performance from LCS Archive viewer you will need to fine tune your SQL Server database using SQL Server Profiler that ships with the SQL Server 2000/2005.

To optimize the “LcsLog” database based on your workload follow the following steps:

**Step1:** Start SQL Server Profiler, click on **File, New Trace...** menu item as specified in the following screenshot:

![SQL Server Profiler](image)

**Step2:** You will now be displayed following dialog and prompted to specify SQL Server connection settings

Create a new trace.
Step3: You will now be displayed Trace Properties dialog. Specify a trace name and select the option “Save to file” as seen in the following dialog:

Step4: Now Profiler will process SQL Server activity and generate trace log as seen in the following screenshot. Keep the trace running for approximately 20-40 min while application is being accessed by the users. Then stop and exit the profiler.
Step5: Start Database Engine Tuning Advisor and connect to SQL Server that hosts the LCS Archiving database. After connecting to your SQL Server instance, load your trace file, select LcsLog database as specified in the following screenshot:
Step 6: Now click the Start Analysis option from the toolbar

Step 7: Tuning Advisor will now analyze the trace log and then display the progress report as specified in the following screenshot:
Step 8: Click on the Recommendations tab to see the optimizations proposed by SQL Server.
You can now apply the optimizations to improve SQL Server performance. To apply recommendations click on **Actions, Apply Recommendations...** menu item.
After applying SQL Tuner recommendations LCS Archive Viewer will be more responsive and be consuming fewer SQL Server resources.
Encountering HTTP Error 404 – File or directory not found, when accessing the application from the default web site

This issue is encountered when ASP.Net v1.1 web service extension is prohibited to run on IIS server. To allow this web service extension, take the following steps:

1. Open IIS Manager
2. Go to the “Web Service Extensions” node
3. Select the ASP.Net v1.1 extension and click on “Allow” command button
4. After enabling the web service extension, IIS Manager dialog should look like the following screenshot:
Encountering HTTP Error 404 – File or Directory not found, when accessing the application from a custom web site

This issue is encountered when either ASP.Net v1.1 web service extension is prohibited to run on IIS server or if incorrect IP address of the custom web site is specified in the URL used for accessing the application. To enable the ASP.Net v1.1 web service extension refer to the FAQ entry: “Encountering HTTP Error 404 – File or directory not found, when accessing the application from the default web site”.

To get the correct IP address of the custom web site take following steps:

1. Open IIS Manager
2. Select your custom web site under the Web Sites node
3. Right click on your custom web site and select the “Properties” option
4. You can get the correct IP address from the “IP address” field as highlighted in the following screenshot

![Custom Web Site Properties](image-url)