Sitecore CMS 6

Product Installation Troubleshooting

Problem Solving Techniques for System Managers

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Chapter 1

Introduction

This document provides problem-solving techniques for system managers troubleshooting Sitecore installation issues.

This document contains the following chapters:

- **Chapter 1 — Introduction**

- **Chapter 2 — Common Installation Issues**

- **Error! Reference source not found. — Error! Reference source not und.**

Chapter 2

Common Installation Issues

This chapter provides problem-solving techniques for the most frequent issues encountered while installing Sitecore.

This chapter contains the following sections:

- Overview

- Browser Cache and Configuration

- Register Default.aspx as a Default Document

- Access to The Path Is Denied

- Installation Prerequisites

- Register ASP.NET with IIS

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- Could Not Load File or Assembly

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2.1 Overview

A number of factors that vary between environments can complicate the Sitecore installation process. Most of these issues result from Internet Explorer, IIS, ASP.NET, and SQL Server configuration.

Important
Always follow the Sitecore Installation Guide to correctly install and configure Sitecore.[1]

Important
When administering Sitecore, log in to Windows as a member of the Administrators group, and log in to Sitecore as an administrative user. Invoke the Sitecore installer, Visual Studio, command line windows, and any other programs used with Sitecore as a Microsoft Windows administrator. To invoke a command as administrator on Windows Vista or Windows 2008, right-click on the command, and then click Run as administrator.

Important
To ensure successful and complete installation, Sitecore always strongly recommends using the automated Sitecore installer and resolving any issues instead of installing from a zip archive.

Warning
Do not invoke multiple instances of the Sitecore installer to run concurrently. If the installer stops responding, reboot before invoking the installer again using the debugging options described in the Sitecore Installation Guide referenced previously.

Warning
Never configure two Sitecore instances to share write access to a single Sitecore database.

Warning
Never configure multiple IIS Web sites to access a single Sitecore file system.

Note
The installation forum on the Sitecore Developer Network may contain installation troubleshooting information not covered by this document and is often the fastest way to resolve installation issues. [2]

Note
To improve consistency and electronic search results, this document intentionally provides simplified error messages and excludes some punctuation and changes some punctuation from actual error messages.

Tip
In some cases, you may find it helpful to get a standalone ASP.NET page working in the IIS Web site before installing Sitecore.

Tip
If you are unable to resolve an installation issue, generate a verbose installation log as described in the Sitecore Installation Guide referenced previously (`Setup.exe /V"/log log.txt"`). Then file a case in the Sitecore support portal providing screen shots and compressed log file. North American users can contact install@sitecoreusa.com for installation assistance.[3] Report issues with this document, the Sitecore Installation Guide referenced earlier, and all other Sitecore documentation to doc@sitecore.net.

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[1] For more information about Sitecore installation, see
http://sdn.sitecore.net/Products/Sitecore%20V5/Sitecore%20CMS%206/Installation.aspx.
[2] For the installation forum on the Sitecore Developer Network, see
http://sdn5.sitecore.net/forum/ShowForum.aspx?ForumID=25.
[3] For more information about Sitecore support, see http://sdn.sitecore.net/support.aspx.

2.2 Browser Cache and Configuration

Browser cache configuration can result in poor performance or even unexpected behavior. If you have completed the installation process, but the Sitecore instance behaves unexpectedly, see Internet Explorer configuration documentation referenced previously, clear the browser's cache, and close all browser windows.[4]

Tip
To determine if an issue is specific to a client or user, try the same operation as another user, and then again from another client machine. If you get different results, the issue may involve client configuration, including browser configuration.

Important
For best performance, Sitecore highly recommends that you disable the phishing filter in Microsoft Internet Explorer as described in the Internet Explorer configuration documentation referenced previously.

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[4] For more information about configuring Internet Explorer, see
http://sdn5.sitecore.net/Articles/Administration/Configuring%20IE7.aspx.

2.3 Register Default.aspx as a Default Document

You may see any of the following messages in the browser if you have not enabled default documents and configured `default.aspx` as a default document in IIS.

Directory listing denied

This virtual directory does not allow contents to be listed

HTTP 403

Forbidden

You are not authorized to view this page

To determine if a Sitecore instance is experiencing this issue, add default.aspx to the URL, such as http://localhost/default.aspx. If you do not receive the same error message, you may not have enabled default documents or registered `default.aspx` as a default document in IIS.

Important
If the browser displays a blank, empty page, with no error message, you may need to enable `default.aspx` as a default document.

Warning
Do not register `default.aspx` as a default document using the IIS management console without considering a defect in IIS7 on some releases of Microsoft Windows Vista that can corrupt `web.config`.[5]

Note
If default.aspx is not registered as a default document, you may need to install, repair, or reinstall .NET as described in the section Install, Repair, or Reinstall .NET or IIS.

2.3.1 How to Register Default.aspx as a Default Document on Windows XP or Windows 2003

To correct this issue on Windows XP or Windows 2003 (IIS 5 or 6):

1. Right-click My Computer, and then click Manage.

2. Expand Services and Applications, then expand Internet Information Services, and then expand Web Sites.

3. Right-click the Sitecore Web site, and then click Properties.

4. Click the Documents tab.

5. Select the Enable Default Documents checkbox.

6. If the Enable Default Documents list does not contain `default.aspx`, then click Add, and then enter `default.aspx`.

2.3.2 How to Register Default.aspx as a Default Document on Windows Vista or Windows 2008

To configure `default.aspx` as a default document on Windows Vista, choose one of the following three options:

- Use the IIS Management

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[5] For more information about this IIS defect, see
http://sdn.sitecore.net/Products/Sitecore%20V5/Sitecore%20CMS%205,-d-.3/Installation/Installing%20Sitecore%20on%20Vista.aspx.

- Edit Site Web.config
- Update System Web.Config

Use the IIS Management Console

To configure `default.aspx` as a default document on Windows Vista or Windows 2008:

1. On Windows Vista, obtain the hotfix from Microsoft.[6]

2. Uninstall Sitecore.

3. Register `default.aspx` as a default document using the IIS Management Console.

4. Install Sitecore.

Edit Site Web.config

To configure `default.aspx` as a default document for the web site by editing `web.config` on Windows Vista or Windows 2008:

1. Back up `web.config`.

2. Edit or create the `/configuration/system.webServer/defaultDocument` in `web.config` as required:

```
<configuration>
 ...
  <system.webServer>
   ...
    <defaultDocument>
     <files>
       <add value="default.aspx" />
     </files>
    </defaultDocument>
```

Update System Web.Config

The system `web.config` file that applies to all IIS Web sites does not contain any elements with text values that would be affected by the IIS defect. Without the Vista hotfix, you can use the IIS management console to configure `default.aspx` as a default document for all Web using the steps provided in the section How to Register Default.aspx as a Default Document on Windows Vista or Windows 2008, but setting properties on the parent Web Sites item IIS instead of an individual site. You may not need to reinstall Sitecore.

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[6] For more information about the Microsoft defect, see http://support.microsoft.com/kb/930451.

2.4 Access to The Path Is Denied

You may see the following message in the browser or Sitecore logs if ASP.NET cannot write to a file system as required.

Access to the path is denied

This message may indicate that you have not successfully completed the installation instructions. Review the Sitecore Installation Guide referenced previously.

2.5 Installation Prerequisites

Ensure that the Web server, the database server, and the client hardware all meet requirements as described in the Sitecore Installation Guide referenced previously, and ensure the network connection between the client and the server is sufficient. You may need to install, repair, ore reinstall IIS or .NET as described in the section Install, Repair, or Reinstall .NET or IIS.

Note
When Sitecore (front-end and Sitecore Client) doesn't show any images and CSS styles, check the StaticHandler in the Handler Mappings section of the current IIS website. It must exist and have the Module field value at least "StaticFileModule,DefaultDocumentModule". If this doesn't solve the issue, make sure that the Static Content feature is installed in IIS.

2.5.1 IIS Server Is Not On This Computer

You may see the following message from the installer if you try to install Sitecore on a machine that does not have IIS installed.

IIS server is not on this computer

Install IIS using the following procedures.

How to Install IIS on Windows XP

To install IIS on Windows XP:

1. In the Add or Remove Programs Windows control panel, click Add/Remove Windows Components.
2. Highlight Internet Information Services (IIS), but do not select the checkbox.
3. Click Details.
4. Select the World Wide Web Service checkbox.
5. Complete any remaining dialogs, accepting all defaults and adding any additional components as required.

How to Install IIS on Windows 2003

To install IIS on Windows 2003:

1. In the Add or Remove Programs Windows control panel, click Add/Remove Windows Components.
2. Highlight Application Server, but do not select the checkbox.
3. Click Details.
4. Highlight Internet Information Services (IIS), but do not select the checkbox.
5. Click Details.
6. Select the World Wide Web Service checkbox.
7. Complete any remaining dialogs, accepting all defaults and adding any additional components as required.

How to Install IIS on Windows Vista

To install IIS on Windows Vista:

1. In the Programs Windows control panel, click Turn Windows features on or off.

2. If you see a prompt indicating that you cannot install IIS without installing additional features, click Add Required Features. If you see additional prompts for dependencies, install the required components.

3. Under Web Server\Application Development, select NET Extensibility and ASP.NET.

4. Under Web Server\Common HTTP Features, select Static Content and Default Document.

5. Under Web Management Tools, select IIS Management Console.

6. If you will be using the Sitecore installer, under Management Tools\IIS 6 Management Compatibility, select the IIS6 Metabase Compatibility and IIS 6 WMI Compatibility.

7. Complete any remaining dialogs, accepting all defaults and adding any additional components as required.

Note
You can remove IIS 6 management compatibility features after installing Sitecore.

How to Install IIS on Windows 2008

To install IIS on Windows 2008:

1. In the Windows desktop, right-click the Computer, and then click Manage.

2. In Server Manager, click Roles, and then under Roles Summary, click Add Roles.

3. If you see the Before You Begin page, click Next.

4. Under Roles, select the Web Server (IIS) checkbox.

5. If you see a prompt indicating that you cannot install IIS without installing additional features, click Add Required Features. If you see additional prompts for dependencies, install the required components.

6. Under Management Tools, select IIS Management Console.

7. If you will be using the Sitecore installer, under Management Tools\IIS 6 Management Compatibility, select the IIS6 Metabase Compatability and IIS 6 WMI Compatibility checkboxes.

8. Under Web Server\Application Development, select ASP.NET and .NET Extensibility.

9. Under Web Server\Common HTTP Features, select Static Content and Default Document.

10. Complete any remaining dialogs, accepting all defaults and adding any additional components as required.

Note
You can remove IIS 6 management compatibility features after installing Sitecore.

2.6   Register ASP.NET with IIS

You may see any of the following messages in the browser if ASP.NET is not registered properly.

HTTP Error 500.19

Internal Server Error

The requested page cannot be accessed because the related configuration data for the page is invalid

This configuration section cannot be used at this path

This happens when the section is locked at a parent level

Locking is either by default (overrideModeDefault="Deny"), or set explicitly by a location tag with overrideMode="Deny" or the legacy allowOverride="false"

This error may indicate an unexpected order of Windows component installation, which you may resolve by registering ASP.NET. [7]

To register ASP.NET:

1. Open a command prompt.

2. Navigate to the appropriate .NET framework directory using commands such as the following:

```
C:
cd C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727
```

3. Enter the following command:

```
aspnet_regiis -iru
```

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[7] For more information about registering ASP.NET, see
http://support.microsoft.com/default.aspx?scid=kb;en-us;306005.

2.7 Subdirectories, Virtual Directories, and Child Applications

You may see any of the following messages in the browser if you have not configured Sitecore as the document root of an IIS Web site.

The type or namespace name does not exist in the class or namespace

Are you missing an assembly reference?

Could not find a part of the path

You cannot configure Sitecore as a subdirectory, virtual directory, or child application within a document root. Reinstall or reconfigure Sitecore as an IIS Web site document root.

You can work around the IIS limitation to a single Web site on Windows XP by creating multiple Web sites, though only one web site may be active at any time.[8] The IIS management console does not provide a user interface to create sites. Instead, execute command lines such as the following:

```
C:\inetpub\adminscripts\adsutil.vbs create_vserv w3svc/2
C:\inetpub\adminscripts\adsutil.vbs copy w3svc/1 w3svc/2
```

Change the two characters ("2") to three to higher numbers to create additional sites. In the IIS management console, rename the new Web site and update other properties, change its home directory to the Sitecore document root, and update other properties such as the application pool and ASP.NET version as necessary. Start and stop the different Web sites using the IIS management console. Remember to clear the browser cache when switching between sites, especially when changing Sitecore versions.

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[8] For more information about configuring multiple Web sites on Windows XP, see http://sdn.sitecore.net/Products/Sitecore%20V5/Sitecore%20CMS%205,-d-.3/Installation/ZIP%20installation/Multiple%20XP%20Sites.aspx.

2.8 Could Not Load File or Assembly

You may see any of the following messages in the browser if you have compiled a Microsoft Visual Studio project containing a reference to an assembly in the `/bin` folder without setting the Copy Local property of the reference to False.

Could Not Load File or Assembly

Server Error in '/' Application.

System.IO.FileNotFoundException

Visual Studio may have deleted files from the `/bin` folder when you compile. To correct this issue, restore the entire contents of the `/bin` folder from a zip archive of the appropriate Sitecore version.

2.9 Refresh System

You can resolve various issues by restarting IIS, SQL Server, the browser, or even the machine.

Important

Review the sections of this document Browser Cache and Configuration and Install, Repair, or Reinstall .NET or IIS before refreshing the system, especially for a production instance.

To refresh the system, either reboot, or follow the following procedure:

1. Close all browser windows.

2. Clear the browser cache.

3. As a Windows administrator, open command prompts on both the Web server and the database server, which may be the same machine.

4. On the database server, execute the following command to determine the name of the SQL Server instance:

```
net start | find "SQL Server ("
```

5. Execute the following command on the Web server to stop IIS:

```
net stop w3svc
```

6. Execute the following commands on the database server to restart SQL Server, replacing `MSSQLSERVER` as appropriate:

```
net stop "sql server (MSSQLSERVER)"
net start "sql server (MSSQLSERVER)"
```

7. Execute the following command on the Web server to start IIS:

```
net start w3svc
```

2.10 Install, Repair, or Reinstall .NET or IIS

You can resolve various issues by installing, repairing, or reinstalling .NET and IIS.

To install IIS, see the section IIS Server Is Not On This Computer.

In install .NET, see Install, Repair, or Reinstall .NET or IIS, and then see Register Default.aspx as a Default Document and Register ASP.NET with IIS.[9]

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[9] To download .NET, see http://www.microsoft.com/downloads/details.aspx?FamilyID=333325fd-ae52-4e35-b531-508d977d32a6&DisplayLang=en.