Everest Advanced on Windows 2008 Server, including SP1, SP2, and R2 Releases

Introduction

This document discusses a few configuration changes that are needed in the default setup of Windows Server 2008 SP1, SP2, and R2 operating system components to work smoothly with **Everest Standard Edition**.

Apart from this, this document addresses the issues that may be encountered when Everest Standard Edition is deployed on Windows Server 2008 SPx and R2.

Configurations

Change the following default configurations in the server to enable Everest Standard Edition to work smoothly on Windows Server 2008:

Configuration#1 - Enabling Active Server Pages (ASP) in IIS

If the server is used as web server for Everest E-Commerce, then ASP needs to be enabled in IIS. By default, apart from the Web edition of Windows Server 2008, ASP is disabled in IIS.

To enable ASP, follow the steps given below:

- Open **Programs and features** from **Control Panel**.
- Click **Turn Windows Features on or off**.
- Select **Right click Web Server (IIS) role** and click the **Properties** button.
- Make sure that the **Active Server pages** option is checked to enable ASP.
- Click **OK** in all the **open** dialogs to get the change into effect.

Once the installation is completed, IIS is ready to process ASP scripts. (Refer to Figure 1 for details)

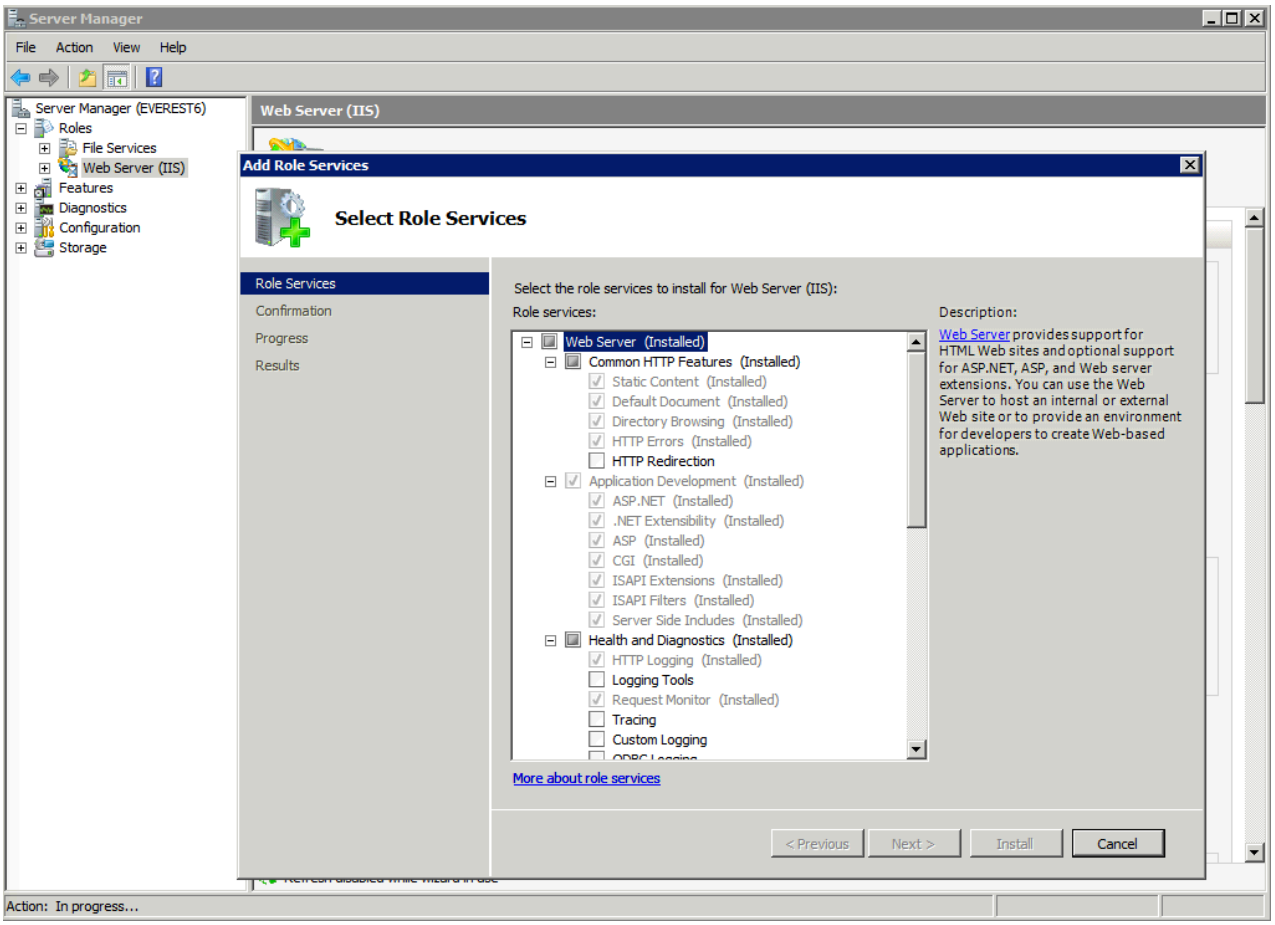


Figure 1: Enabling Active Server Pages on the Windows 2008 server

Configuration#2 - Enabling parent path in IIS

In IIS 7.0, the setting for referencing the parent path is disabled. In order to use .. / to reference the parent, change the settings as given below:

- Open the **Internet Information Services management** application.
- Right click on the web site (where e-commerce shop is installed) and choose **properties**.
- In the **Home Directory** tab, click the **Configuration** button.
- In the resultant dialog, make sure the **Enable Parent paths** check box is checked.
- Click **OK** in both the dialogs to get the change into effect.

Refer to Figure 2 and Figure 3 below:

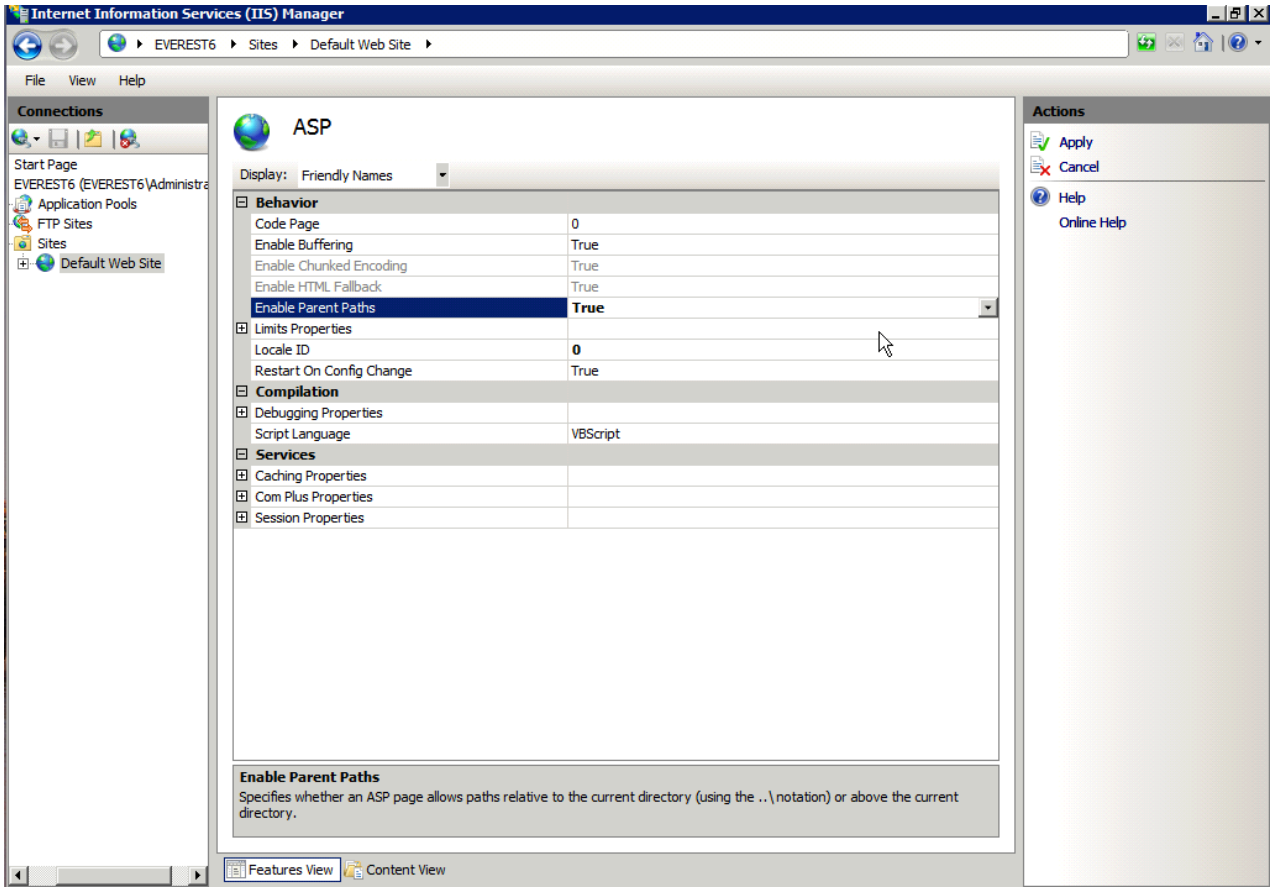
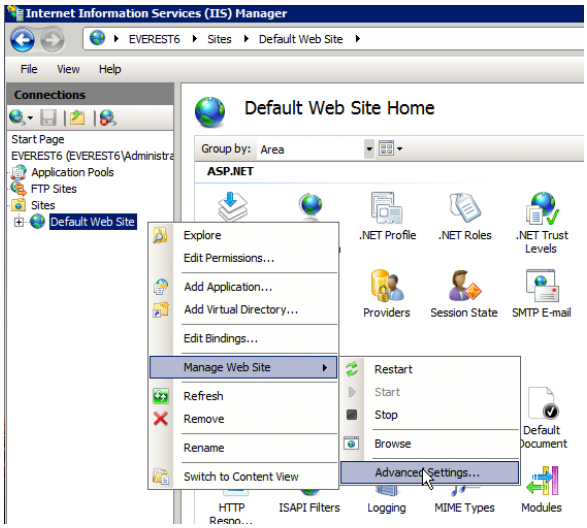


Figure2: **ASP Web Site Properties**

ƒ Right Click the **Web site** and select **Manage web site** and select **Advanced Settings**



ƒ After that make sure **Classic .NET App pool** Is selected instead of **DefaultPool** in **Application Pool section**

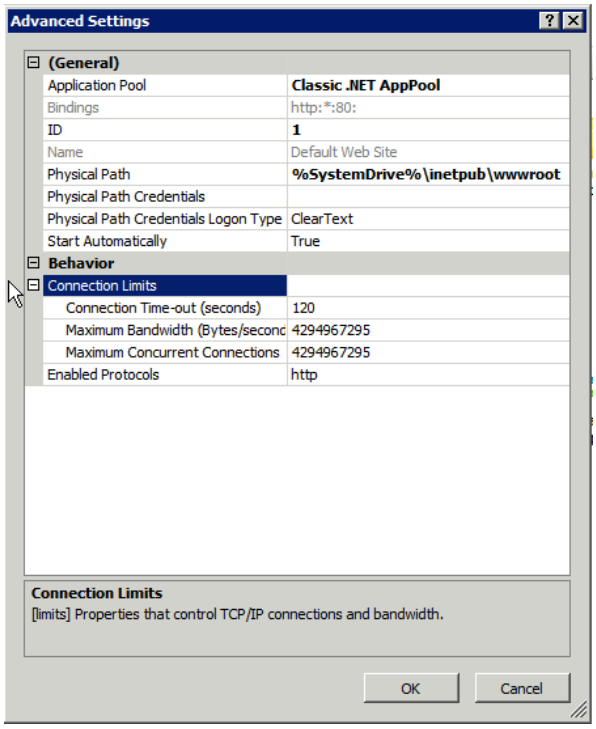


Figure 3: Application pool Configuration

Configuration#3 - Enabling Network DTC access

By default, the Microsoft Distributed Transaction Coordinator (MSDTC) is not configured for network access on Windows Server 2008. Enable the MSDTC for network access in **Everest** application and data servers.

To configure MS DTC for network access:

„ Clcik **START**. Type **dcomcnfg** and hit enter

- In the **Component Services** Wizard, expand **Component Services** and double-click **Computers**.
- Expand **My Computer**.
- Expand Distributed Transaction Coordinator. Right click Local DTC and select Properties.
- Click **Security** Tab.
- In the **Security Configuration** dialog, check the **Network DTC Access** box.
- Under **Client and Administration**, click **Allow Remote Clients** and **Allow Remote Administration**.
- Under **Transaction Manager Communication**, check **Allow Inbound** and **Allow Outbound**.
- Select the **No Authentication Required** button.
- Check the **Enable XA Transactions** option.
- Ensure that the **DTC Logon Account** is set to **NT Authority\NetworkService**.
- Click **OK**.

Refer to Figure 4 below:

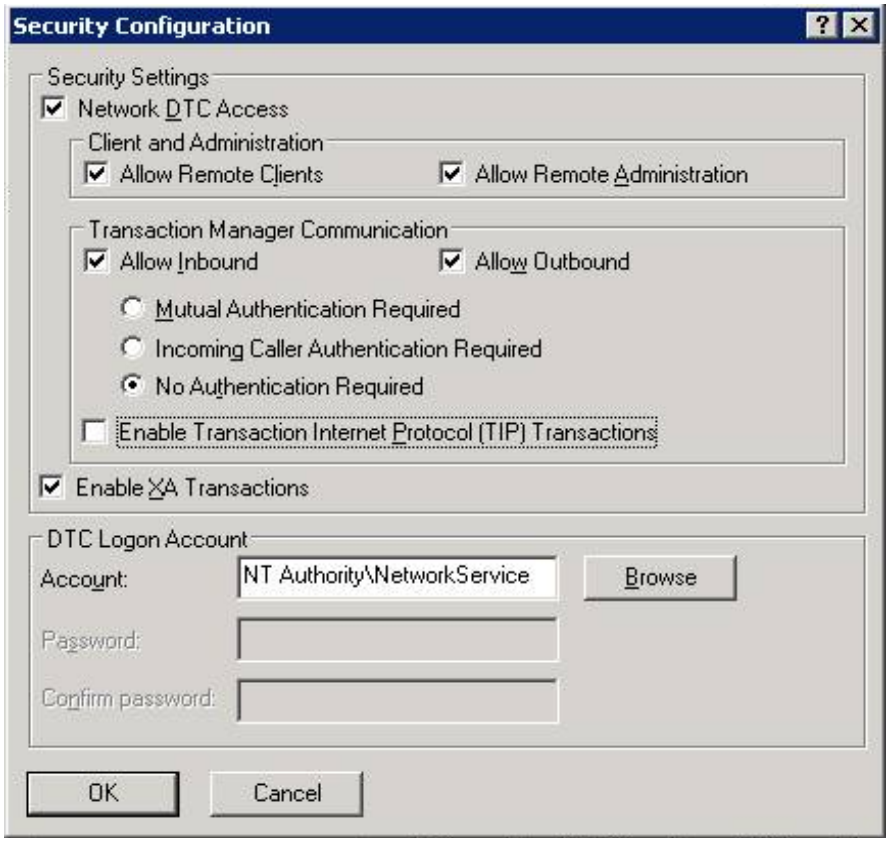


Figure 4: Enabling Network DTC

Configuration#4 - Enabling Network COM+ access

By default, except for the Web edition of Windows Server 2008, network COM+ access is disabled. Enable the network COM+ access in the server to allow Everest Advanced Application server to be accessed from remote systems.

To enable Network COM+, do the following:

- Open **Server manager**.
- Click **Roles ,** and select **Add roles** on the right sidebar.
- Click **Next** on the next dialog. Select **Application server** and click **Next**.
- Click **Next** on the Overview dialog. Make sure that the **COM+ Network access** check box is checked.
- Click **Next** and **Install** to put any change into effect. Refer to the Figure 5 below:

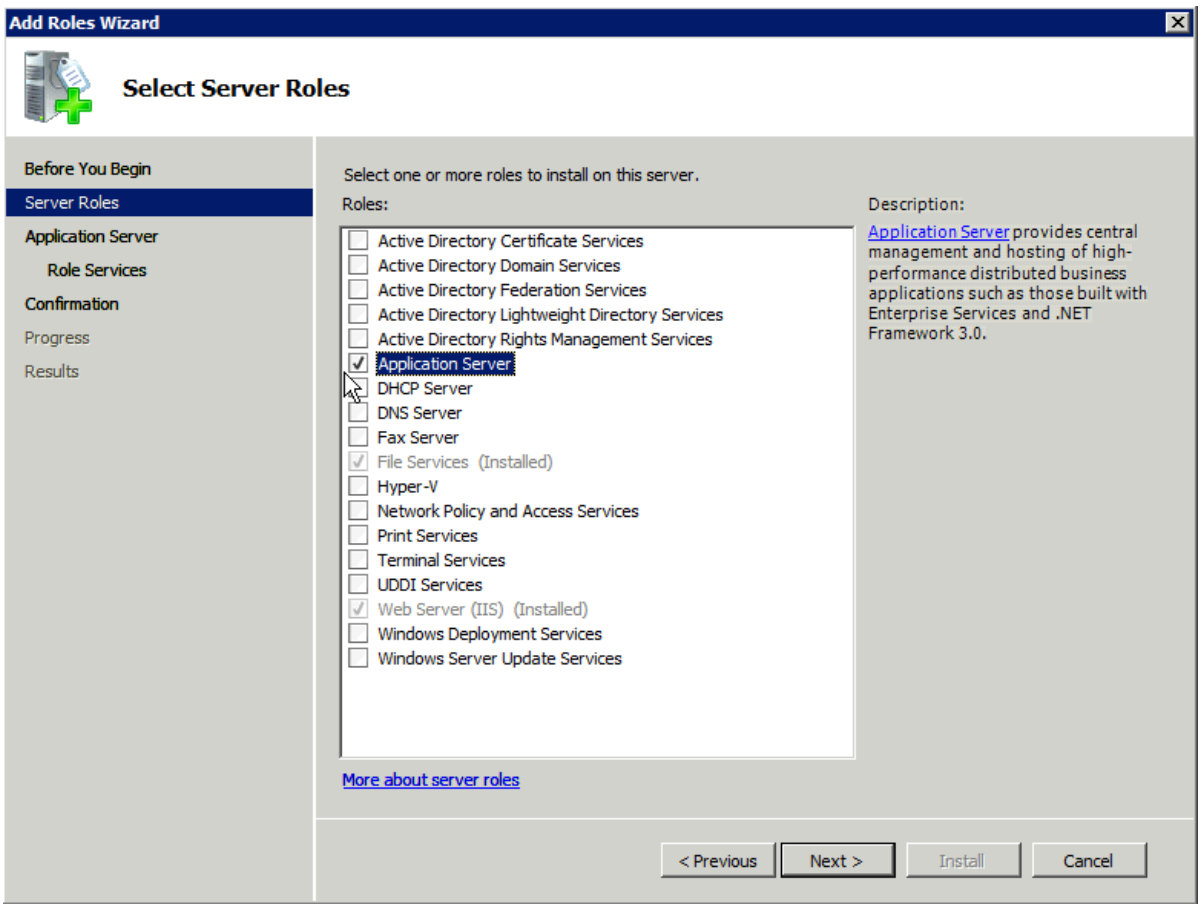


Figure 5: Enabling Network COM+

Common Technical Issues

This section contains information about common technical issues related to working with Everest advanced edition on Windows 2008 server.

Issue#1 - Unable to save from most of the Everest profiles

SYMPTOMS

Saving of most of the profiles fail with following error message:

“Unable to save given Data”

The following error message will appear in svrerr.log file (which is the **Everest** server error log file that is available in Windows TEMP folder)

“New transaction cannot enlist in the specified transaction coordinator”

The same error may appear in E-Commerce also while creating new customers or creating documents.

CAUSE

This typically happens when Distributed Transaction Coordinator or DTC (which is used by **Everest** to maintain data integrity during save process) on **Everest** application server and **Everest** database server fail to communicate with each other. The common reasons for this to happen are:

1. Network DTC is not enabled
2. Application server is not able to reach database server using NETBIOS name
3. Bug with DTC in windows 2008 servers when application and database servers are in different domains (See [1] under “References” section below).
4. Firewall exists between application and database server

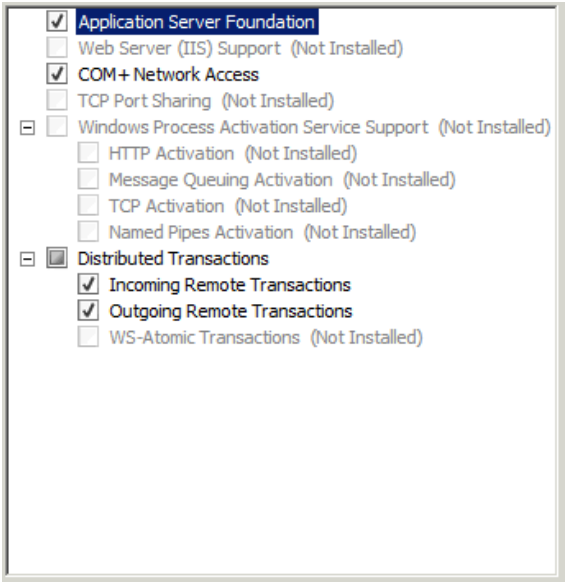
RESOLUTION

Follow the steps provided below to avoid the error:

1. Open **Programs and features** from **Control Panel**.
2. Click **Turn Windows Features on or off**.

3 Unfold **Roles**. Select **Application server**. On the right pane select **Remove Role Services.** Click **Next** on the following Dialog

4 **In Distributed Transactions section** Uncheck the **Incoming and Outgoing Remote Transactions** options.



5 Click **Next** till process completes.

6 Click **Next** to complete the installation.

7 Repeat steps 1 to 3.

8 **In Distributed Transactions section** Check the **Incoming and Outgoing Remote Transactions** options.

9 Click **Next**

10 Click **Next** to complete the installation.

NOTE: These steps must be completed on both the Application Server and the Database Server.

11 After installing, restart both the servers and set the Distributed Transaction Coordinator Service Startup type to automatic and start the service (Service is stopped and changed to “manual” startup mode after executing above command).

12 If the application and data servers exist in different subnets or domain, then both systems should be able to reach each other with the NETBIOS name in the network. If both systems are not able to ping each other with the NETBIOS name (assuming that ping is enabled between two systems), then enter the IP address and NETBIOS name of the data server in the LMHOSTS file in the application server machine and vice versa. The LMHOSTS file will be present in WINDOWS\system32\drivers\etc folder. After the restart, both servers or purge and preload the remote cache name table with the following command from the command prompt:

nbtstat -R

13 If application and data server machines are present in different subnet or domain, then DTC in application server and data server cannot authenticate each other due to a bug in DTC in Windows Server 2008. Then the RPC security needs to be turned off in data server to get the distributed transactions working.

To resolve this problem, turn off the Remote Procedure Call (RPC) security by setting the DWORD value for the TurnOffRpcSecurity registry value to 1. Start Registry Editor (Regedt32.exe), and then set the value of the HKLM\software\microsoft\msdtc\TurnOffRpcSecurity registry key to 1.

After the registry changes, restart the Distributed Transaction Coordinator service.

14 If the firewall exists between application server and database server, apart from the above-mentioned steps, open the required ports for SQL server, RPC and DCOM in the servers, which are behind the firewall. For example, Open port 1433 for SQL server, 135 for RPC and 4000-4020 for DCOM and configure the DCOM to work on 4000-4020 series.

Issue#2 - HTTP 500 - Internal server error shown in some of the pages in E-Commerce

SYMPTOM

“HTTP 500 - Internal server error” displayed on accessing some of the pages in E-Commerce shops

CAUSE

This issue may arise when in IIS referencing parent path is disabled.

RESOLUTION

Please refer to the configurations section (Configuration#2) for details.

Issue#3 - Shop Administrator fails to register a shop

SYMPTOM

Shop administrator fails to register a shop in a new website created in IIS.

CAUSE

This happens as shop administrator fails to store the address of the new website in ESHOPADMIN.mdb database.

RESOLUTION

This is confirmed as a bug in Shop Administrator and resolved in Everest Advanced 2.0 R740 hotfix 10 onwards. After installing hotfix 10, run the UpdateEshop.exe application present in the eCommerce\Shop Administrator folder. Provide the path for ESHOPADMIN.mdb file, which will be present in the eCommerce\Shop Administrator folder. The application will make necessary changes to ESHOPADMIN database for registering shops in the new website.

References

[1] http://support.microsoft.com/?id=827805

Configuring Windows 2008 Server SP1, SP2 and R2

Following changes are required in the scenarios where, Application and/or Database servers are Windows 2008 with SP1, SP2 and R2.

Scenario: 1

Client, Application server same DOMAIN (irrespective of the location of database server)

Do the following changes for Windows 2008 SP1, SP2 and R2 based on Application server:

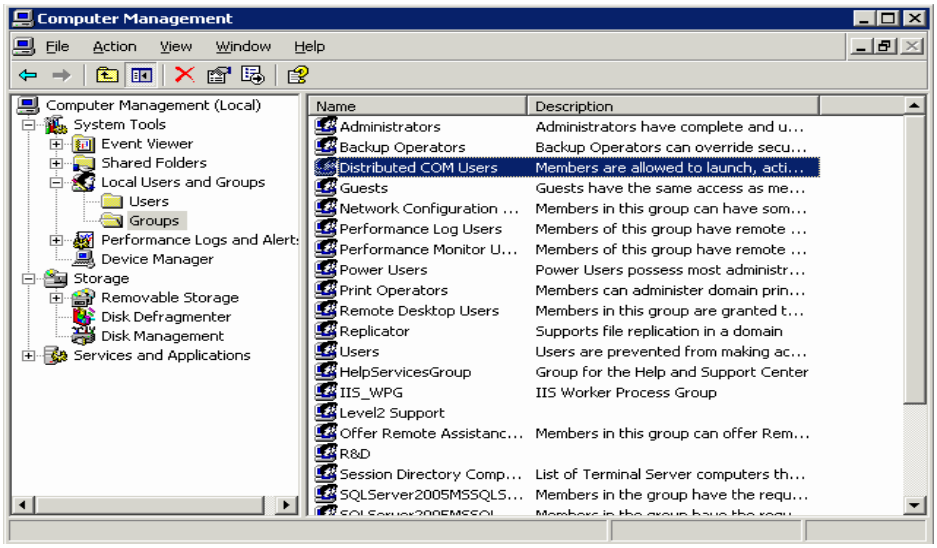
- Include all domain users, who login to workstations and use **Everest**, as part of the **Distributed COM Users** local group of the application server

For example, let us assume that **Everest** is installed on a Windows 2008 SP1, SP2 and R2 server say, **E-APP-SERVER** that is part of domain, say ACCEL. All the **Everest** workstations are also installed on the same domain (ACCEL). Now, if a user with domain login name SMITH logs into his workstation and wants to work on **Everest** by connecting to application server installed on E-APP-SERVER, to get **Everest** working for him, the domain user ACCEL\SMITH should be part of **Distributed COM Users** local group of the E-APP-SERVER

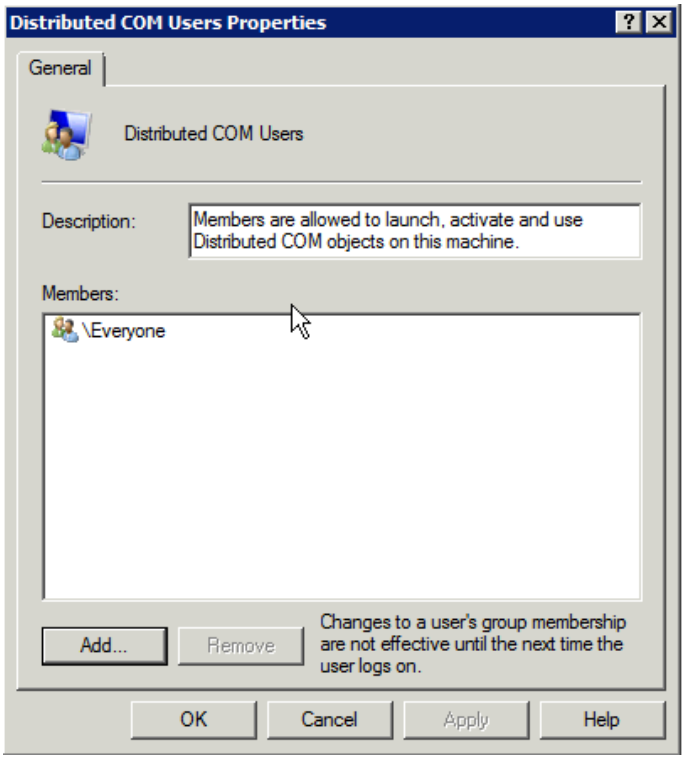
One can access **Distributed COM Users** group from the **Computer Management** MMC snap-in.

To add a user as a part of Distributed COM Users group, do the following:

1. Open Start menu. Select Administrative Tools -> Computer management.
2. From the left pane, expand the **Local Users and Groups** tree view and select **Groups**.



3 From the right pane, select **Distributed COM Users**. You will see the **Distributed COM Users Properties** dialog box.



4 Click the **Add** button to add the new user to the **Distributed COM Users** group.

Scenario: 2

Client and Application server are part of a DOMAIN

Database server is setup on a WORKGROUP

Changes mentioned in the scenario 1 and the following changes need to be done.

Do the following Changes to database server's MSDTC Security Configuration:

- Select **Administrative tools** > **Component Services** from **Start** menu.
- Expand the Component Services explorer and select the node labeled **My Computer**.
- Expand **My Computer**.
- Expand **Distributed Transaction Coordinator**. Right click **Local DTC** and select **Properties**.
- Click **Security** Tab.

Under Security Configuration, ensure to:

- Check **Network DTC Access** under **Security Settings**.
- Check **Allow Inbound** and **Allow Outbound**, and select **No Authentication Required** under **Transaction Manager Communication**.
- Check **Enable XA Transactions**.

Scenario: 3

Client is part of a DOMAIN

Database server and Application server are setup on a WORKGROUP

For **Everest** to work properly with this configuration we need to make sure that, in the "COM Security" section of the server (with Windows 2008 SP1,SP2 and R2), security assignments shown in the table below have been configured:

To access the COM Security, do the following:

- From the **Start** menu, Select **Administrative tools** > **Component Services**.
- Expand the **Component Services** explorer and select the node labeled **My Computer**.
- Right click the **My Computer** node and select **Properties**.
- Choose the **COM Security** tab in the **Property** dialog.
- Click the **Edit Limits…** and **Edit Defaults…** buttons on both **Access Permissions** and **Launch and Activation Permissions** section.

Users	Permissions			
	Access Permission		Launch and Activation Permissions	
	Edit Limits	Edit Defaults	Edit Limits	Edit Defaults
Everyone	Local Access Remote Access		Local Launch Local Activation	
Anonymous Logon	Local Access Remote Access	Local Access Remote Access	Local Launch Remote Launch Local Activation Remote Activation	
Self		Local Access Remote Access		
System		Local Access		Local Launch Remote Launch Local Activation Remote Activation
Interactive				Local Launch Remote Launch Local Activation Remote Activation

Note that, most of these assignments are done by default after applying SP1 and R2. The only thing that had be done during testing was to add **Anonymous Logon** to **Edit Limits** of **Launch and Activation Permissions** and assign all the four permissions. Also, there will be other users like Administrator, DCOM users, ISS related user appearing in these permissions. They are not relevant to the scenario described above.

Refer to the Windows Server TechCenter website for the latest information on best practices for permissions and user rights.

Scenario: 4

Client and Database server are part of a DOMAIN

Application server is setup on a WORKGROUP

To get **Everest** working in this scenario, need to do changes mentioned above in both Scenario 1 and 2. (i.e., to both MSDCT Security and COM Security)

Common Technical Issues Windows 2008 Server SP1,SP2 and R2

Issue #1 - Application server does not exist

The Server(s) having multiple Network cards

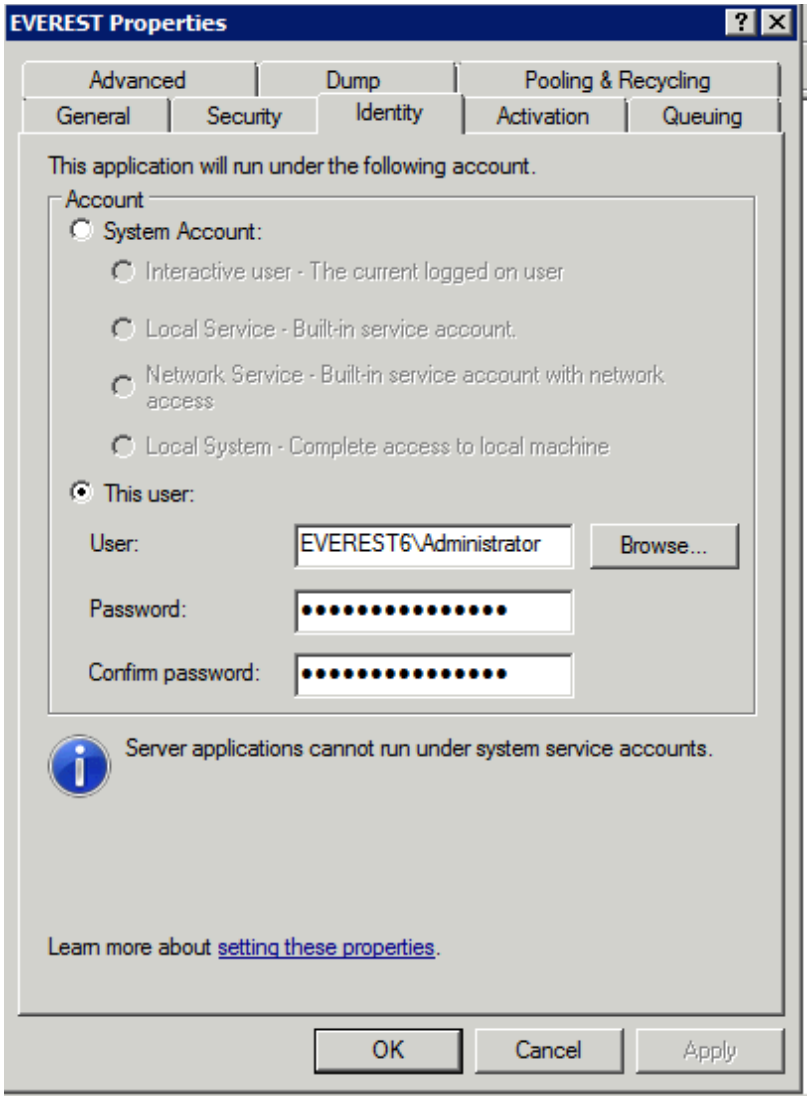
Setup **lmhost** on the client to point to server with the local IP.

How to setup host?

- Go to <OS Drive>:\windows (WINNT)\system32\drivers\etc.
- Open **LmHosts** file and add the IP and the server name against it.
- Save the file.
- Go to Command Prompt and type **nbtstat –R**.

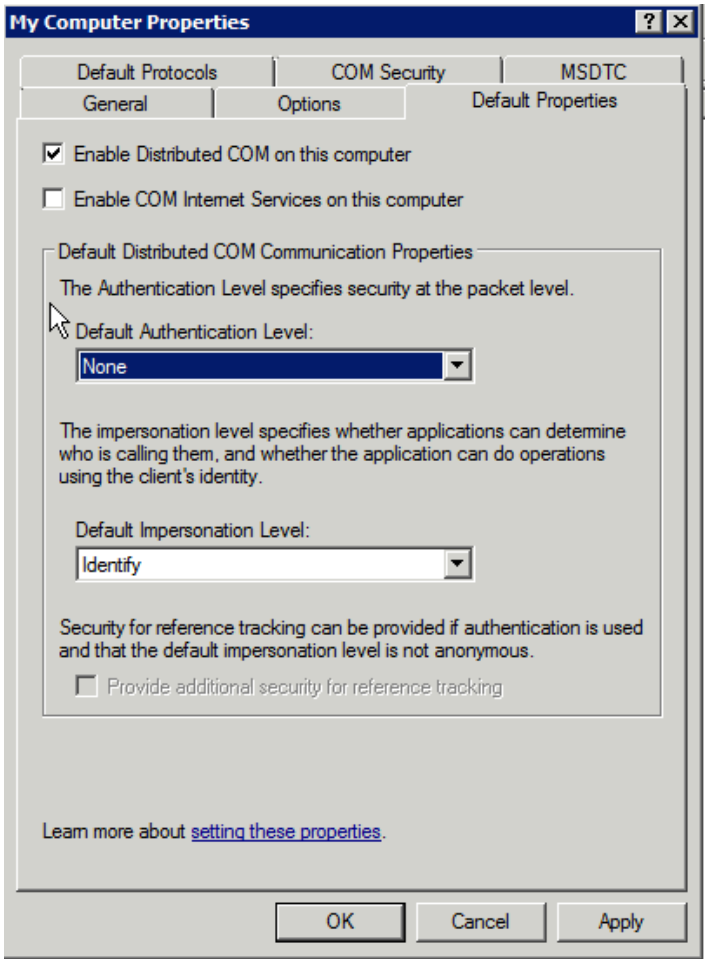
Identity not set for Everest Components

- Open **Components Services** from **Control Panel** > **Administrative Tools**.
- Expand the Component Services Tree and go to **Computers** > **My Computer** > **COM+ Applications** > **EVEREST** and **EVEREST REPORTS**.
- Right click on **EVEREST/EVEREST REPORTS** and open the **Properties** window > **Identity** tab.
- Click on the **This User** radio button and select the **Domain administrator/Server Administrator** (in case of a workgroup) and enter the password and save the properties.



Incorrect DCOM Configurations

- Open Components Services from **Control Panel** > **Administrative Tools**.
- Expand the Component Services Tree and go to **Computers** > **My Computer**.
- Check **Enable Distributed COM on this computer** in the **Default Properties (Right click ->Properties)** tab.
- Set the **Default Authentication** to **None**.
- Set the **Default Impersonation Level** to **Identify**.
- Configure the COM Security settings based on the details provided in the **HOW DO I CONFIGURE WIN 2008 SP1,SP2 and R2** section.



TLBs not registered properly

This issue can be identified from the Client Error log if the error recorded is 'Interface not supported'

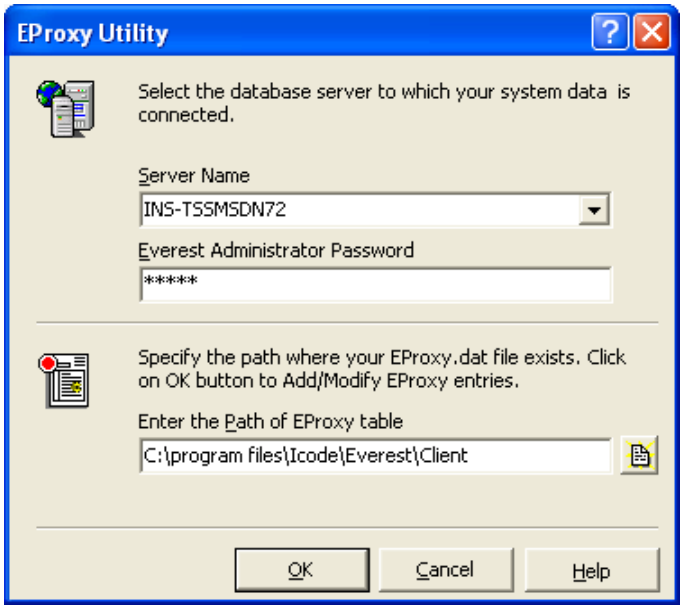
In this case, the TLBs need to be registered. For this, open Registry Editor (REGEDIT from the Start Run), go to **HKEY_CURRENT_USER** > **Software** > **iCode** > **Everest** and delete the **Current Version** key and go to **HKEY_CURRENT_USER** > **Software** > **iCode** > **Everest Advanced** and delete the **Current Version** key and run **Everest**.

Access Denied error in the Client Error log

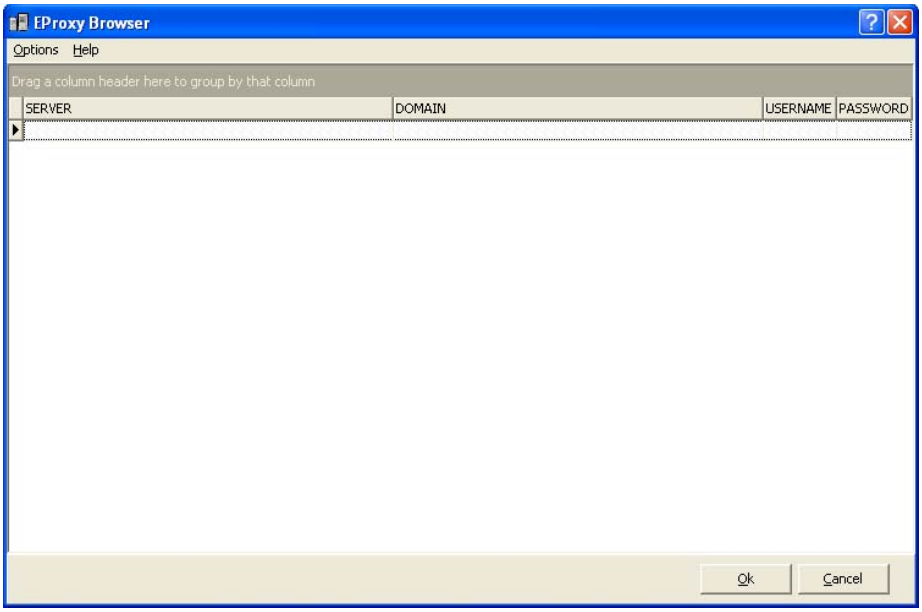
This could be due to an authentication issue on the Application Sever. This happens when the Application Server is on a different domain or workgroup. To fix this, setup the eProxy on the client.

How to setup eProxy?

- Go to **Everest** > **Client** > **Utilities** folder.
- Run the **eProxyUtility.Exe** utility.
- Enter Application Server name in the **Server Name** field.
- Everest Admin password is **admin**.
- Path for eProxy table should be the **Everest\Client** folder.

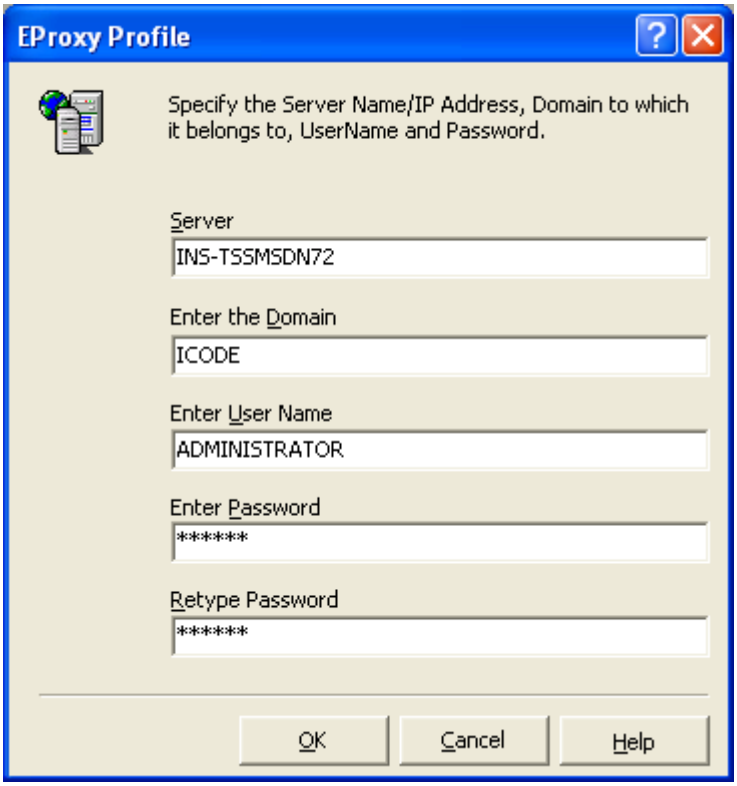


- Click **OK** to open the eProxy browser.



- Right click and select **New** (Ctrl+N).

- Enter the Application Server Name in the **Server** field.
- Enter the Domain/Workgroup name in the **Domain** field.
- Enter **Administrator** in the **User Name** field and enter the Administrator password, and click **OK** to save.



- Click **Cancel** in the **eProxy Utility** dialog to close the same.

Mismatch in MDAC version between the client(s) and the server

MDAC version 2.6 or above should be installed on the Server(s) and Client(s).

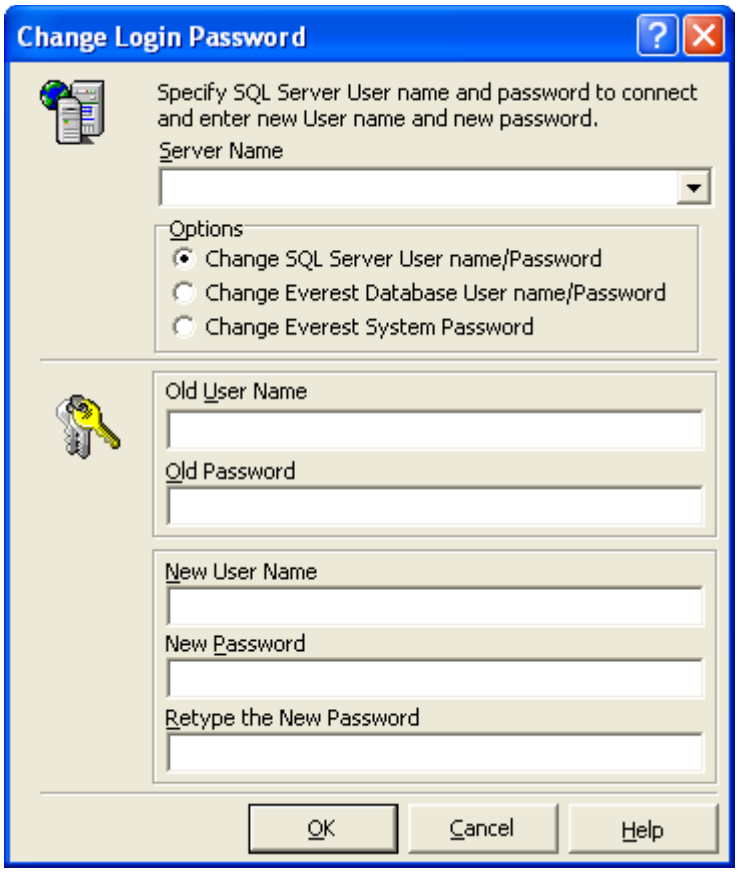
MDAC not registered properly

Register msado26.tlb from <OS Folder>:\program files\Common Files\System\ado

Issue #2 - Not a valid Everest Database Server

Database Administrator (sa) password wrongly updated in the Global_System_Preferences table in the Everest_System database. A related entry is found in the Error Log. User Everest\Client\Utilities\ ChangeLoginPassword.exe to update the correct sa password in **Everest**.

This could happen if someone changes the sa password through **SQL Server Management** utility instead of using the **Everest ChangeLoginPassword** utility. Instruct the users only to use **Everest** utility to change the sa password.



User EVEREST_SYS does not exist Database Server.

Create EVEREST_SYS user by following the below mentioned steps:

- Open **Enterprise Manager**.
- Expand the **Server** node and go to **Security** > **Logins**.
- Right click the **Logins** field and select **New Login**.

- Enter **EVEREST_SYS** in the **Name** field.
- Click the **SQL Server Authentication** Radio Button and enter **5536782** in the Password field.
- Select **EVEREST_SYSTEM** in the **Database** field.
- Click **OK**.
- **Confirm Password** dialog will popup and enter **5536782** in the **Confirm New password** field.
- Click **OK** to save.

EVEREST_SYS not the owner of EVEREST_SYSTEM database

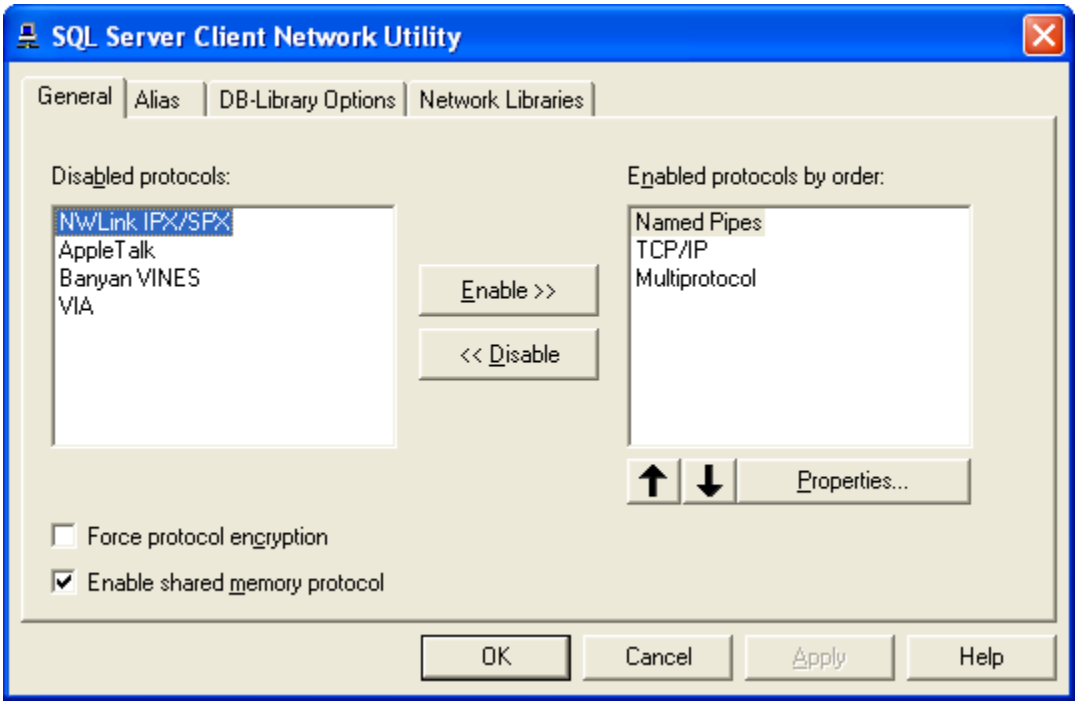
- Detach **EVEREST_SYSTEM** database.
- Attach the database with **EVEREST_SYS** as the owner.

SQL Server Agent not started

- Start the Agent either from **Services** or from the **SQL Server Service Manager**.

Similar issues could come up if SQL Server Client Network is not configured properly.

- Type **CLICONFG** in **Start** > **Run**.
- Enabled protocols should be in the below mentioned order.

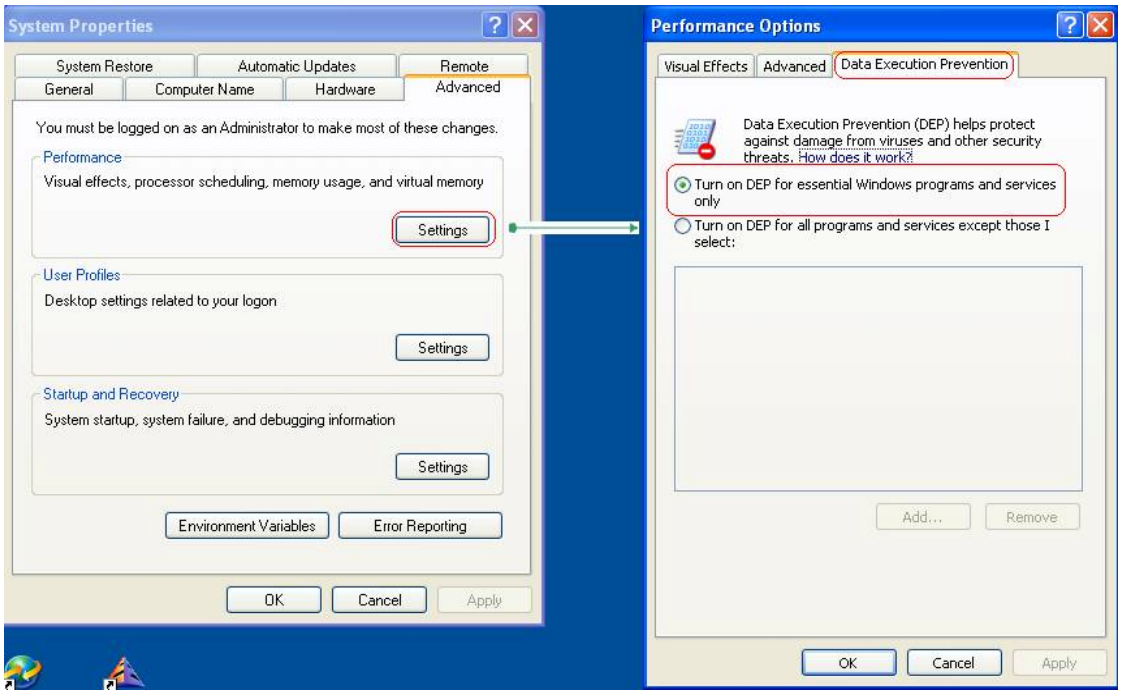


Issue #3 - Unable to Print/Preview from Server

The issue is related to the new security setting introduced in Windows XP SP2, Widows 2008 SP1 and R2 and 2008 series. This is related to increasing the security level with **Data Execution Prevention** (DEP) option. Note that, this increase in security does not happen by default. While one installs SP2 for Windows XP or SP1 and R2 for Windows 2008, typically the option will be set to one, which is compatible for our reports (All Crystal reports which use UFL, in general) to work. Not sure how the settings were changed in certain customer servers.

Do the following to fix the issue:

- Select Properties of **My Computer** by right clicking **My Computer** shortcut.
- On the **Advanced (Advanced system settings in 2008)** tab, under **Performance**, click **Settings**.
- On the **Data Execution Prevention** tab click the **Turn on DEP for essential Windows programs and services only** option **(See figure below)**.
- Click **OK** two times.
- Restart the server.

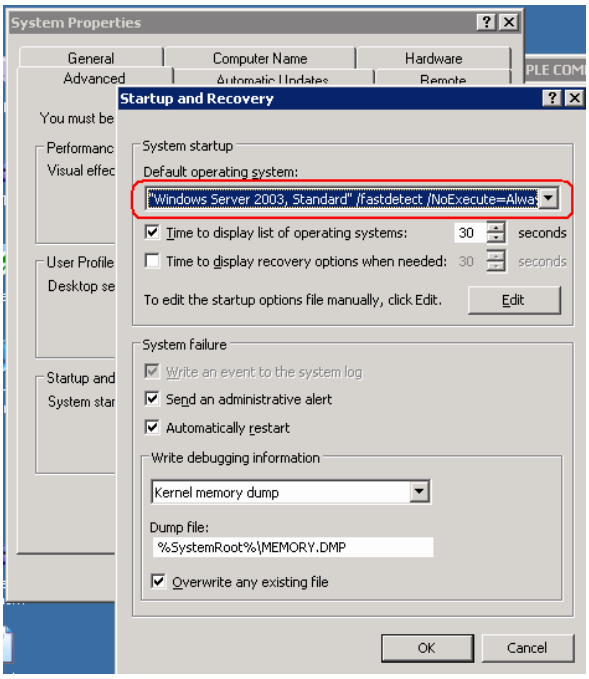


Note that, we are still not completely sure as why DEP is preventing to execute Crystal Reports when the security level is increased. We are trying to figure that out. However, at first glance it issue looks like not specific to **Everest**. Looks more likely to do with the way Crystal Reports works when used defined function libraries are used. You can find the similar issue reported while using some Crystal Services as part of Microsoft CRM software in the following link:

Issue #4 – HASP Driver doesn't work with SBS and SP1,SP2 and R2

An error appears, stating it cannot find the HASP key, when trying to input the multiple company registration codes. There is a setting in SBS2008 SP1 and R2 called **Data Execution Prevention**. This feature interferes with the HASP detection and must be disabled.

- Go to **My Computer**, right click, and select **Properties**.
- Go to **Advanced** tab.
- Click **Settings** under **Startup and Recovery**.
- Under **System Startup**, a command line option for **/NoExecute=AlwaysOff** must exist.
- Restart the server.

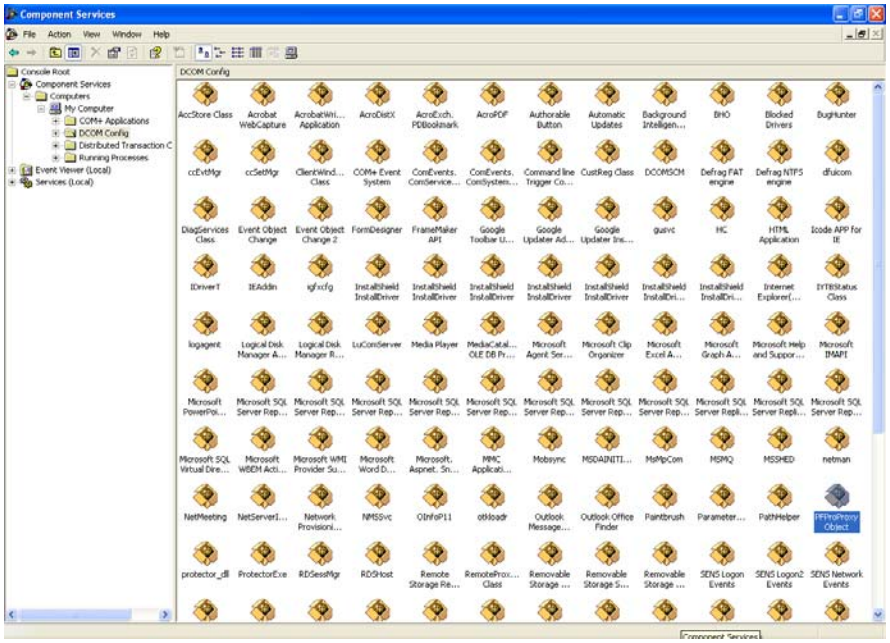


Configuring Windows 2008 Server SP2

PFProxy COM Object Configuration

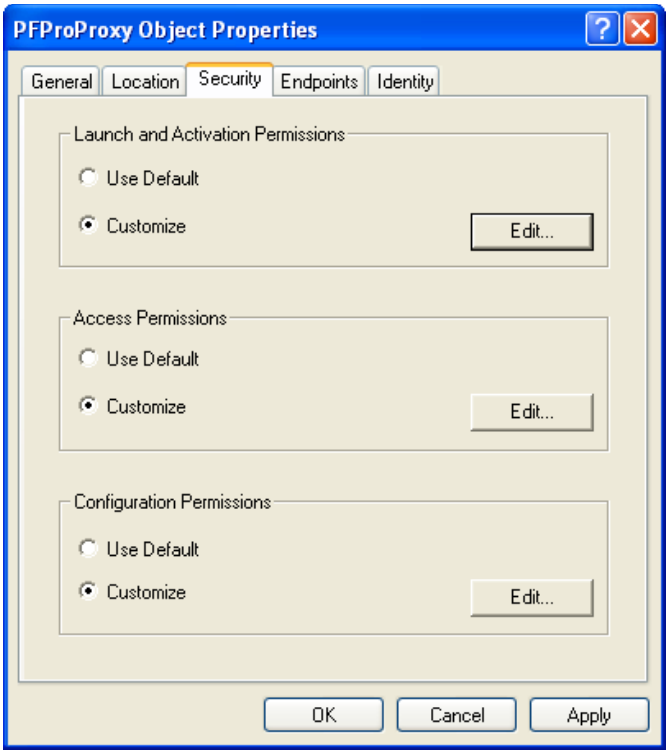
For **Everest** Credit Card processing to work properly with PayFlowPro, do the following changes for PFProxyProxy COM:

- From the **Start** menu, select **Administrative tools** > **Component Services**.
- Expand the **Component Services** explorer and select the node labeled **My Computer** in the left navigation panel.
- From **My Computer**, expand the tree view option to **DCOM Config** and select **PFProxyProxy Object**.



Note: If you get any warning message, Select **No** for all.

- Right click **PFProxyProxy Object** and select **Properties**
- In the **Properties** dialog, select the **Securities** tab. Select the **Customize** option under **Launch and Activation Permissions** and click the **Edit** button. On the resultant dialog click **Add** button and add **Everyone** user to the **Groups and names** list. Select **Allow** for all the options under **Permissions for Everyone** list.



- Repeat the same step for the **Access Permissions** and the **Configuration Permissions** tabs.
- In the **Identity** tab of the **Properties** dialog, select **This user** option and enter credentials for a user with local administrative rights.
- Click **Ok** or **Apply** to apply the changes you made.