Troubleshooting

What could go wrong?

Site at the FQDN specified in the setup.ini doesn't load or is not found

- You might not have access to the webserver. Try pinging it.
- IIS not installed or not configured properly. From the webserver with IIS on it, browse tohttp://localhost. If IIS is running, a "hello world" type page will load
- The SelfHostSetup.ps1 script fails to create the site. Run IIS manager and attempt to verify the existence of the site. If the site does not exist, new sites can be added through the IIS GUI. Click on "Add Website" and fill in the form.
- After changing some configuration values the website needs to be restarted from IIS Manager.

Webserver cannot access database

- If the website does load, you may see a error message near the bottom of the page in the middle. Hover your mouse over the error message to see a more detailed explanation of the error.
- Database address or credentials are incorrect.
- Database is not yet created. Go to this step for instructions on how to create it.

Resources not loaded

- Make sure IUSR_* permissions include the /DocMedia folder
- Make sure the DocMedia folder is not empty

About Setup and Config Files

- setup.ini contains configuration items, and is used by SelfHostSetup.ps1 to update the configuration files located in the Application folder.
- appSettings.config Check this file when troubleshooting to make sure the values are correct.
- connections.config Check this file when troubleshooting to make sure the values are correct.

Authorization Error on the Build Repository

		ſ	
Results:			
Test	Setting		
Authentication	Pass-through authentication (DefaultAppPool:Application		
Authorization	Cannot verify access to path (D:\sw\6.18.001SP-SH-6631\A		
			_
)etails:			
The server is configu physical path. Howe the application pool the application pool	red to use pass-through authentication with a built-in account to access t ver, IIS Manager cannot verify whether the built-in account has access. Ma identity has Read access to the physical path. If this server is joined to a do identity is NetworkService or LocalSystem, verify that <domain>\<compu- ne physical path. Then test these settings again.</compu- </domain>	ake sure ti omain, an	hat d
physical path. Howe the application pool the application pool has Read access to th	ver, IIS Manager cannot verify whether the built-in account has access. Ma identity has Read access to the physical path. If this server is joined to a do identity is NetworkService or LocalSystem, verify that <domain>\<compu< td=""><td>ake sure ti omain, an</td><td>hat d</td></compu<></domain>	ake sure ti omain, an	hat d

• From IIS, add a Website by right-clicking on Sites



• Provide the site name and the physical path.

		Application pool:	
		DefaultAppPool	Select
Content Di			
Physical	path:		
Dassathro	ugh authentication		
rass-thro	agnautientication		
Connect	tas Test Setting	See	
	Connect As		2 ~
-	Connect As		? ×
Туре:	Connect As Path credentials:		? ×
-	Path credentials:		? ×
Type: http	Path credentials:		? ×
Type: http	Path credentials: O Specific user:	(pass-through authentication)	

- Click Connect as...
 - If you want to connect with a specific user, click Set and then add the user of the targeted machine, e.g. Administrator or any, Please provide the username and password, and click OK.

Set Credentials		?	×
User name:			
Password:			_
Confirm password:			
	ОК	Cancel	

• If you don't want to connect to a specific user, select Application user (pass-through authentication).

Can't create a database (Self-hosting using Windows Authentication with a database not connected to the IIS server or insufficient permission)

- Open the IIS Manager.
- Locate the application pool used by your website or web application.
- Right-click on the application pool and select "Advanced Settings."
- In the "Advanced Settings" dialog, under the "Process Model" section, change the "Identity" to a "Custom account" and enter the details of your service account.

By changing the application pool identity to a service account, the permissions needed to create the database will be successfully granted. Please refer to the images below for a visual guide on how to make these changes.

Adv	anced Settings		? ×	Application Pool Identity	?
~	(General)				
	.NET CLR Version	v4.0		 Built-in account: 	
	Enable 32-Bit Applications	True		ApplicationPoolIdentity	~
	Managed Pipeline Mode	Integrated			
	Name	localhost		Custom account:	
	Queue Length	1000			2 Set
	Start Mode	OnDemand			
~	CPU		1		
	Limit (percent)	0			
	Limit Action	NoAction			OK Can
	Limit Interval (minutes)	5			Can
	Processor Affinity Enabled	False			
	Processor Affinity Mask	4294967295			
	Processor Affinity Mask (64-bit option)	4294967295		Set Credentials	? ×
~	Process Model				
>	Generate Process Model Event Log Entry			User name:	
	Identity	ApplicationPoolIdentity			
	Idle Time-out (minutes)	20		Password:	
	Idle Time-out Action	Terminate			
[ic	e ntity entityType, username, password] Configures the app commended), Network Service, Local System, Local :		ation Pool Identity	Confirm password:	
			OK Cancel	ОК	Cancel

Home page with message "This configuration is not compatible with Windows Platform FIPS-validated cryptographic algorithms"

- Login in as System Admin
- Go to System Settings
- Enable FIPS mode configuration

COMPARION Workgroup: Project Manager	B ? Q []	💄 Administrator -	
System settings		🍃 Manage Models	*
System settings			•
FIPS mode configuration	Workgroups	🍫 Manage System	•
Disable Welcome (login) screen forms Auto complete	Login Events	🏖 Personal Settings	
Unsuccessful login count to lock an account: 5 Temporary lock an account: E User Info			
 Reset failed login count after (minutes): 15 	🚊 System settings	🕞 Logout	
» Automatically unlock an account after (minutes): 30			
Allow blank (empty) passwords (enabled when no password complexity)			
Password Complexity (Case Sensitive; At least one uppercase letter, lowercase letter, number, and special character)			

Previous: Install Expert Choice Self-host instance