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Installation – Database script errors during installation

When database script error occurs during installation, the system cannot create the database. Make sure that the logon and password combination is valid for the SQL installation. To test your ability to connect to SQL can be tested via the tms5.udl file located under WINNT directory on the web server. Double click on the file and place in the information and select test connection. If the system administrator combination of Password & Logon is not correct, you will receive "failed because of error in initializing provider". Select the combination of Logon/password for the database. When correct, you will receive "Test Connection Succeeded". If you aren't sure, create a new System Administrator with full rights or test the connection by entering in possible combinations from the *.udl file.

Installation – Run error 91

This indicates that the logon provided for the server account that is used to run the COM+ object is invalid. Check the user/password and server/domain name to make sure the account is valid and has the correct rights.

Definitions - Accounts

TMSservice Account – user account that has the rights to run the web services. It can be any domain user of your primary domain. Make sure this account has the ability to log on as a service, log on as a batch and act as part the operating system and that no domain/local policies override that setting. Administrative Tools/Local Security Policy/User Rights Assignments. RMC on Act as part of the operating system. etc Make sure the tmsservice account is listed

Database Administrator- This is the System Administrator for the SQL database. Default is SA

TMS administrator. This is the user who will have full rights to the system after installation. This can be changed after installation.

TMS Reviewers: This is a user who will be checking out documents, modifying them and checking the document back in as part of the review process

TMS Users: This is a user who will have read only access to documents within the application.



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**** Note **:** All users that will be logging onto to TMSWeb will need to be able to logon to the Web server locally. (Administrative Tools/Local Security Policy/User Rights)

SQL script update

- Select the SQL Query Analyzer
- Enter Password for the database
- Select File Open and go find script or type in
- Select Run Button

Updating DLLs

When updating DLL's you can either reboot the server so that The file is released or you can stop the service. To stop the service, go under Component Services/Computers/My Computers/Com+Applications/ RMC on TMS and select Shut down, you will then be able to overwrite the DLL's Delete all components and click and drag the *.dll from the component directory to the components under component services. The following 5 dlls are placed in under component services: af.dll, ccm.dll, form.dll, tms.dll, & wf.dll

Stopping & Starting Components

Under Component Management select Com+Applications. Drill down to TMS RMC on TMS and select shut down then start

Registering Objects

Under Component Management drill down to TMS and select the components directory. Brown pill objects will be displayed in right hand window. We recommend deleting the objects first. Go to the Components directory under TMS_Web and select the following DLLs. af.dll, ccm.dll, form.dll, tms.dll, & wf.dll. Click and drop into the right hand panel of the components directory. 58 objects should be loaded. (See registering and unregistering dll for additional information)

Unregistering & Registering DLL's

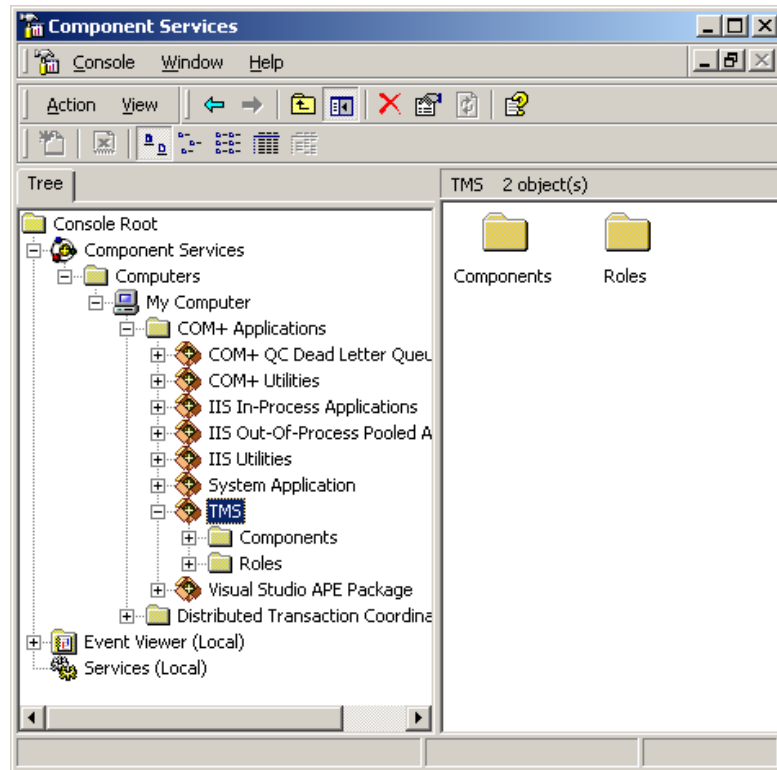
- Go to the Component Manager
Drill down to theTMS COM+ Application



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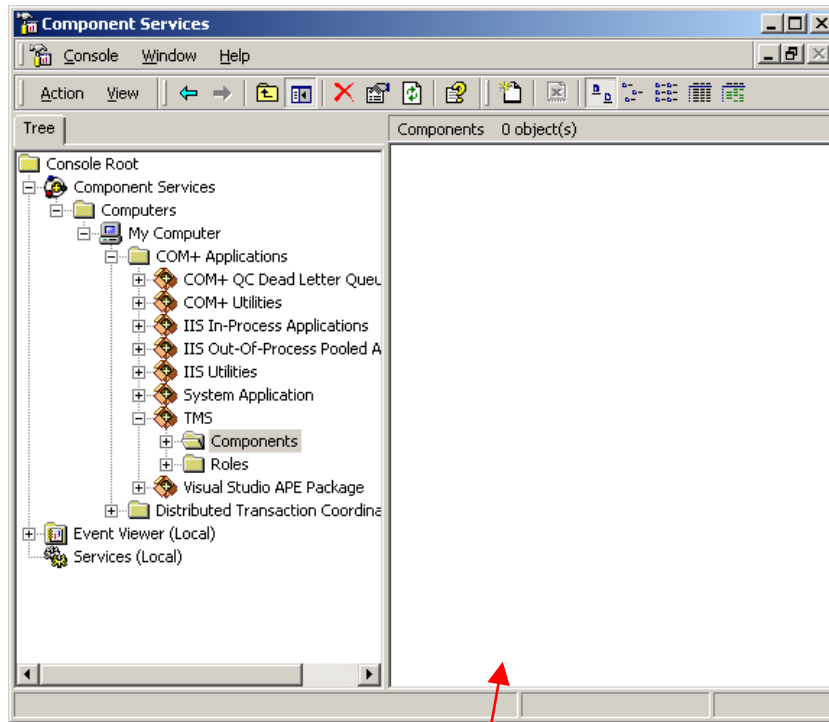
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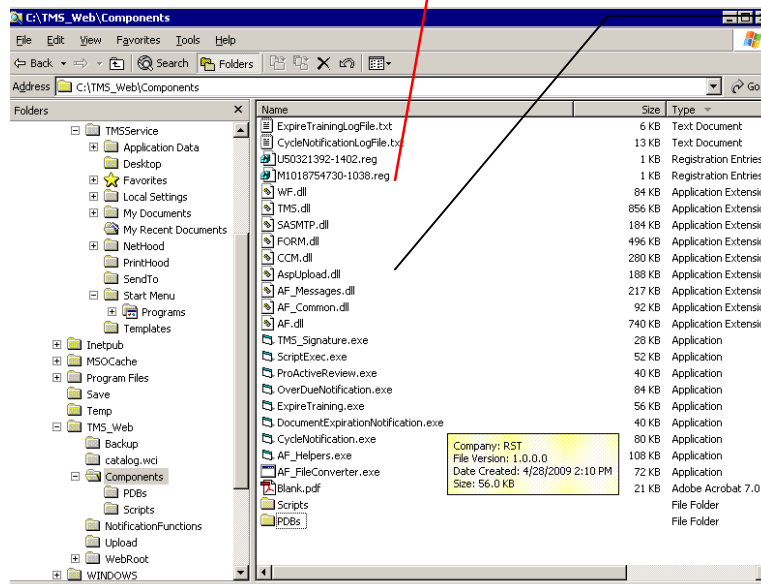
- Right Mouse Click on the TMS and select shut down.
Select the components directory under TMS

The following screen will appear

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- Open up the TMS_Web \components directory (with Windows Explorer) on the web server and click and drag the following DLL's from the TMS_Web\components into the empty screen - af.dll, ccm.dll, form.dll, tms.dll and wf.dll



Click and drag the DLL into this area of the components directory. The objects will appear shaped as pills.



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- ❑ Register the AF_Common DLL by going to the TMS_Web\Components Directory using the command prompt window. Type the command
regsvr32 af_common.dll
- ❑ Restart IIS by touching global.asa (located in the TMS_Web\Webroot directory), restarting IIS (using Internet Services Manager) or rebooting the Web server.

Note: Both commands issued in the Command Prompt window will prompt a screen saying the dll was successfully registered or unregistered

Displaying wrong document

There could be two settings that could effect the displaying of wrong documents. To save speed, you have the option to use information that is in memory. This does not work however, on documents that are being updated on a regular basis.

One setting is located on the actually web-server and the other is located on the individual PC.

Setting on Web Server

This is a setting in IIS (Internet Service manager)

- ❑ Go to the Internet Service Manager
- ❑ Select Default Web Site
- ❑ Select TMS
- ❑ RMC on Document (Right Hand Side)
- ❑ Select Properties
- ❑ Select HTTP Headers
- ❑ Select Expire immediately

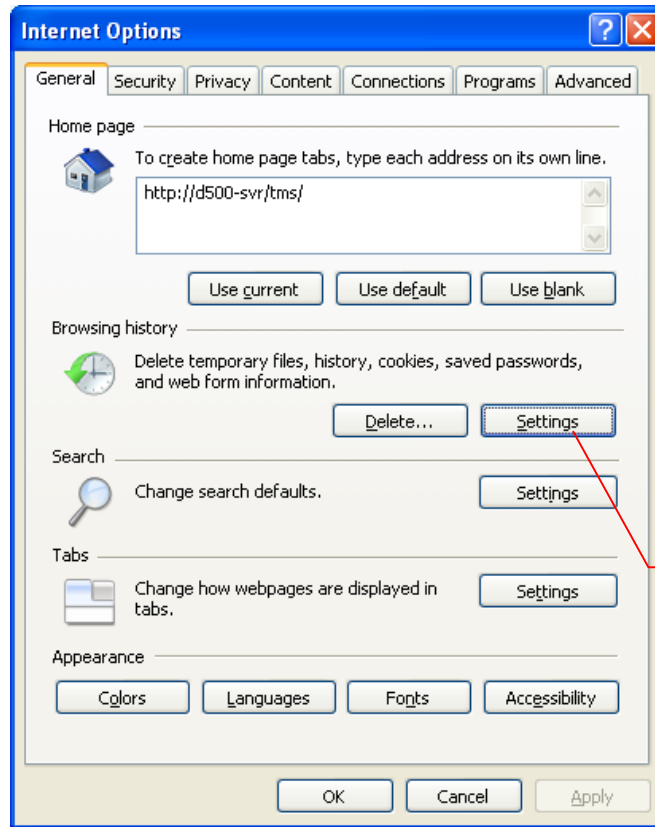
Setting on Local PC



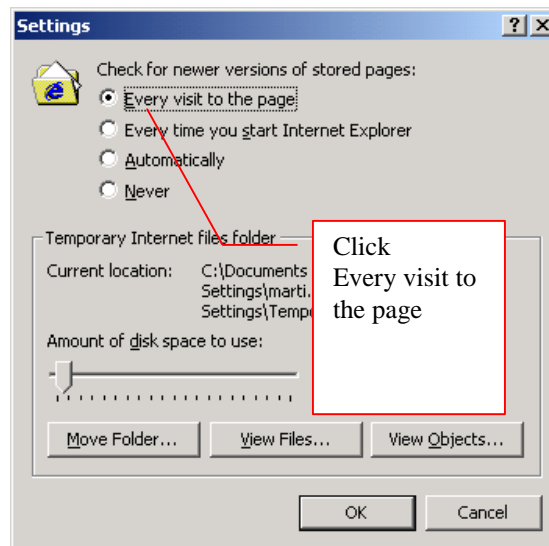
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Go to your Browser and select Tools/Internet Options.



Click Every visit to the page



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Populate e-mail using the user table

Query Analyzer
Type in SQL statement
UPDATE tblUser SET EmailAddress = tblUser.LastName + '@<domain names>
(example:qsi-inc.com)'
Select the run button

Missing dbgrid32.ocx

When running the TMSWeb file conversion from the TMS Enterprise, you may get this error message - Manually register the dll by placing in the winnt\system32 directory
And typing regsvr32 dbgrid32.ocx at the command prompt

Launching applications outside the browser

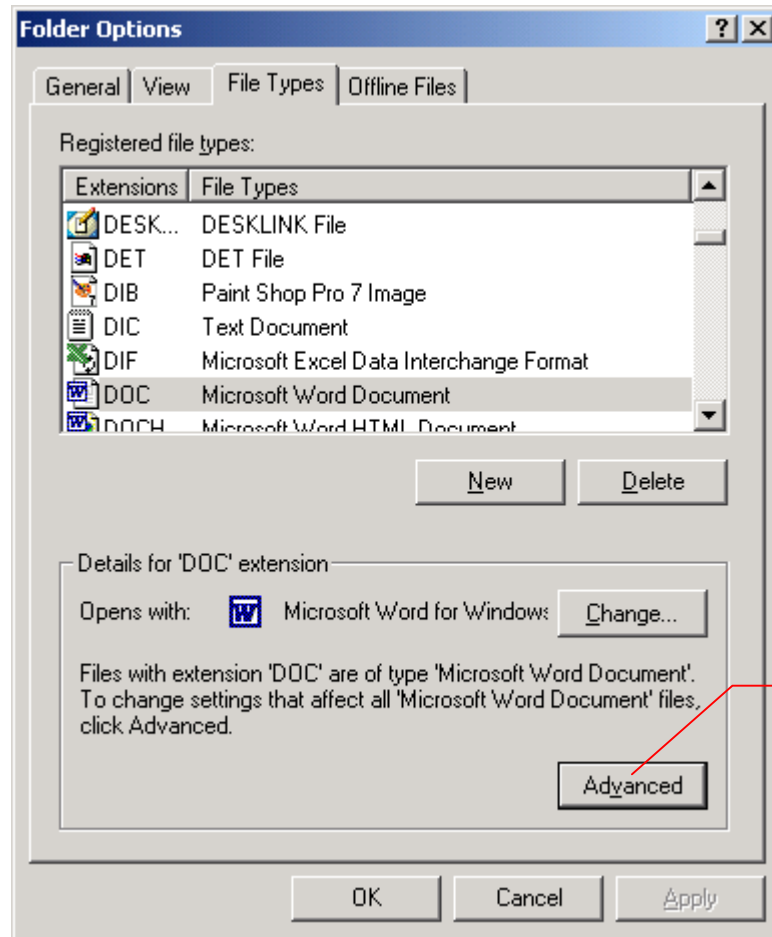
Sometimes applications will launch inside browser and not load desired toolbars. To launch applications outside browser, Go to Windows Explorer – Select tools/folder options/files type, find application such as word (doc) from the list then select advance – Make sure the “browse in the same window” is not checked
Note: These are instructions for Windows 2000. Other operating systems may be slightly different.



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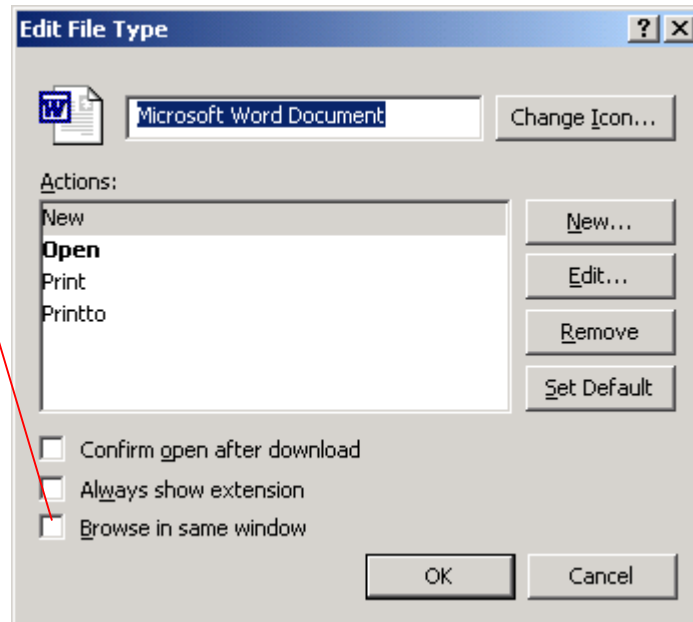


Select Advance



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Make sure
browse in
same window
is not
checked



Changing the printer drivers

Go to

Setting/Printer Properties/Advance/New Drive Select/HP Color LaserJet 8500PS
or another driver

Changing status to author

To change General Tab – Status Field

Select the **document_view.asp**. Make copy. Open in

FrontPage or notepad. Go to line 454 and change the word status to whatever you
want it to be such as Author. Make sure that it is contained inside the parenthesis

To change Document Add – Status Field

Select **Document_edit** Do the same above but select line 282

To change the document search this will require you to go into SQL and the TMS
database.

Open the table "tblObjectField" Find the description column and look for
"Status"...Change to "Author"...

Make sure it's the description column and not the name column...



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Invalid TMS User

When you performed installation, you provided a UserID & Domain for the Administrator. Make sure you are using the same UserID and that the user is valid for the particular domain that you entered. Got to the SQL table and enter in correct webserver & logon for initial TMS administrator. This user will have full rights to the system.

Miscellaneous

If you go to the web site and you don't get a user logon & password there could be something wrong with the web server.

If you get a user logon & password and the different TMS panels display its probably something with the database.

To Detach the Database

Via SQL Enterprise manager, select the TMS database. Select Action/All tasks/detach database

Copy database (it is not necessary to copy the log file) from the Program files/MSSQLserver/MSSQL/Data

Attach both the .mdf and log file to an e-mail and send. Go back into the SQL Enterprise - Select All Tasks/Attach Database...Browse to the Program files/MSSQL Server/MSSQL/Data/TMS database.

Restoring Databases

If the database is a SQL 7.0 and you would like to restore it into a SQL2000 – Do the following steps.

1. Backup your current tms db then detach the database.
2. Delete your current tms db within the Enterprise Manager
3. Copy files file and place the files in the directory where the TMS database resides (it should no longer be there at this point). Example: C:\Program Files\Microsoft SQL Server\MSSQL\data
From your sql server, from Query Analyzer, attach the database by executing the following command;
EXEC sp_attach_db @dbname = N'tms',



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- @filename1 = N'C:\Program Files\Microsoft SQL Server\MSSQL\Data\tms.mdf',
@filename2 = N'C:\Program Files\Microsoft SQL Server\MSSQL\Data\tms_log.ldf'
4. Sp_Detach_db & Sp_attach_db are great commands for moving databases from one server to another!

Complete removal of TMSWeb via Program/Accessories

1. Stop TMS File Converter -> Component Services -> Services-> tmsfile converter
2. Stop then Delete Content Searching ->Computer Management ->Services & Applications -> Indexing Services ->TMS
3. Delete TMS Components -> Component Services -> Computers->MyComputer-> Com+Application->TMS
4. Delete Database ->SQL Enterprise Manager -><server name> -> databases -> TMS
5. Delete TMS site from IIS -> IIS Manager-> <server Name>-> Default Website -> TMS
6. Delete TMS_Web directory via explorer

Printer Setup for PDF conversion

Before running the installing Adobe (recommend version 5.0), you must create a Postscript printer. For TMS Web, this printer must be called 'TMS Printer' and its port must be called C:\Temp\TMSPDF.PS. This printer does not have to be a physical printer attached to the server. This printer is used to run the document through a distiller, which is used to convert the document to PDF format.

Follow the information in the following screen shots to create a PS printer for use with Adobe and TMS.



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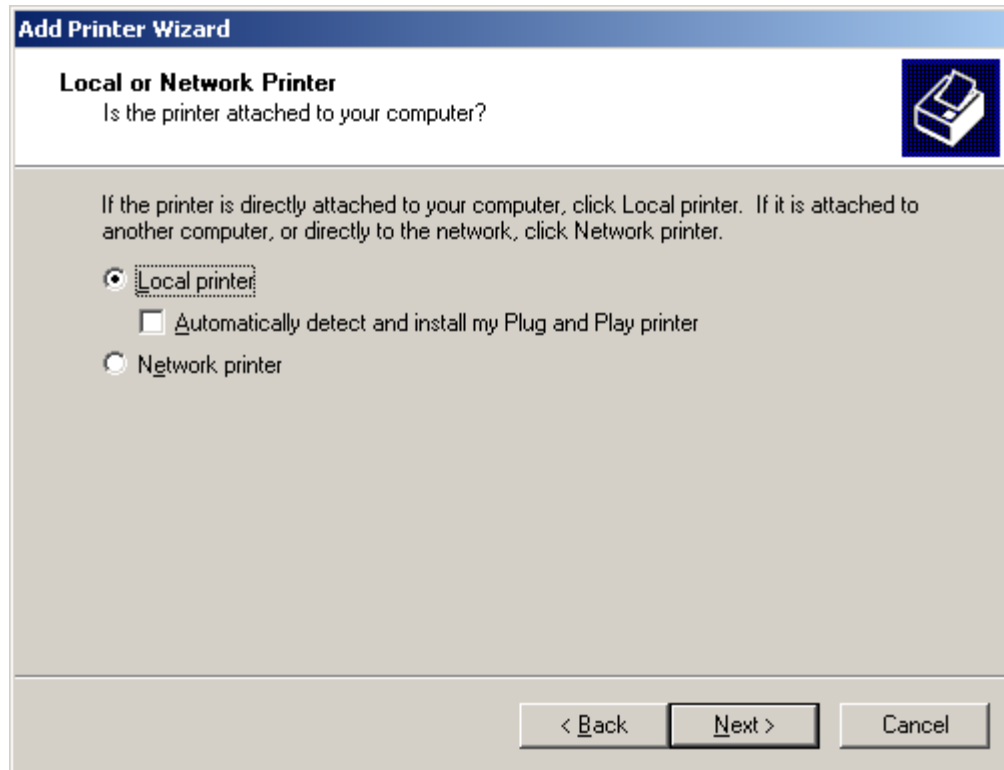
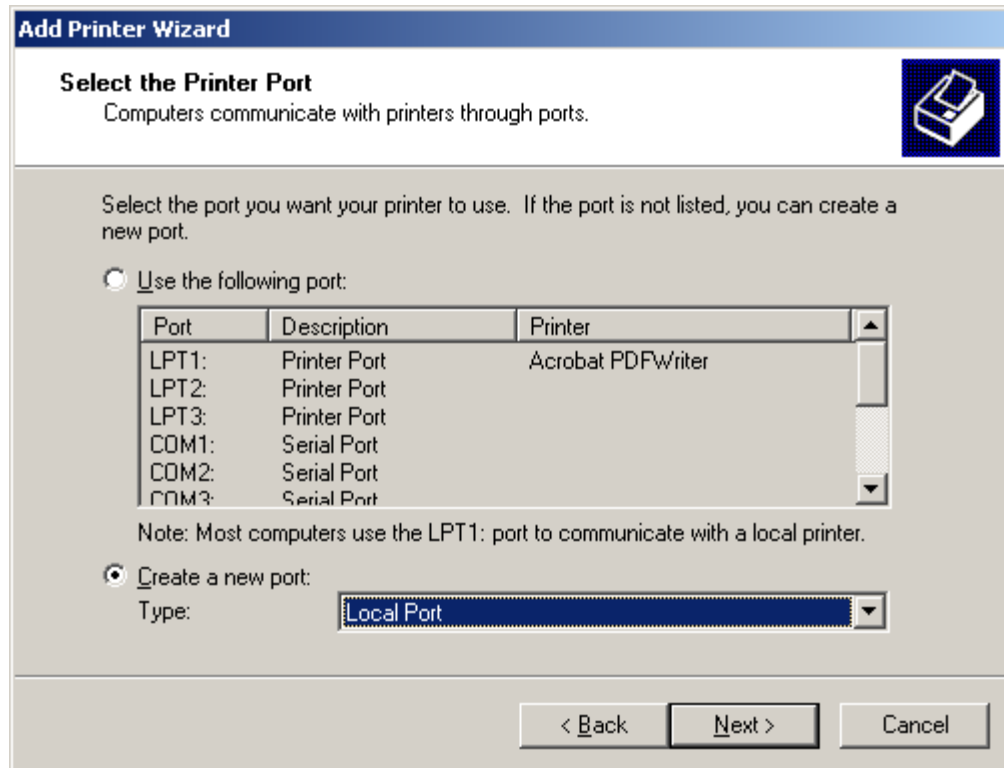
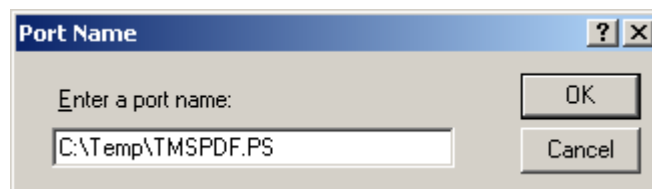




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Note: the extension MUST be '.PS'.



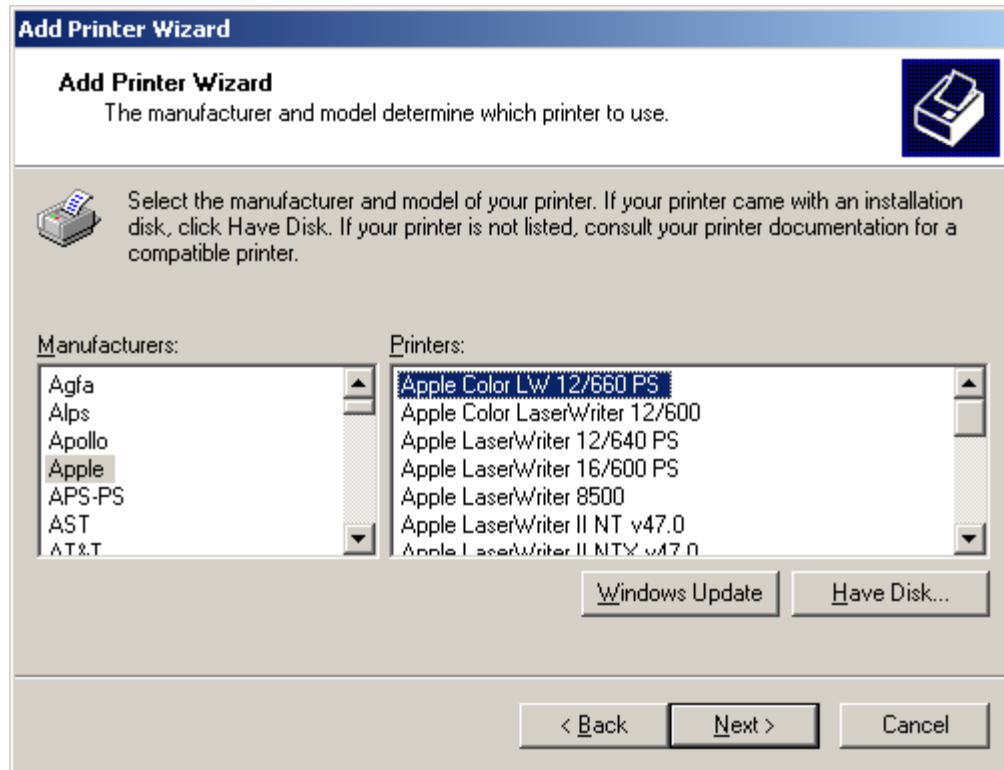
Choose a Postscript printer driver (suggest choosing a color PS driver) since Some of the document could contain colors and that could be lost if not using a color driver.



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Printer name MUST be 'TMS Printer'

Add Printer Wizard

Name Your Printer
You must assign a name for this printer.

Supply a name for this printer. Some programs do not support server and printer name combinations of more than 31 characters.

Printer name:
TMS Printer

Do you want your Windows-based programs to use this printer as the default printer?

Yes
 No


< Back Next > Cancel



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Add Printer Wizard

Printer Sharing
You can share this printer with other network users.



Indicate whether you want this printer to be available to other users. If you share this printer, you must provide a share name.

Do not share this printer

Share as:

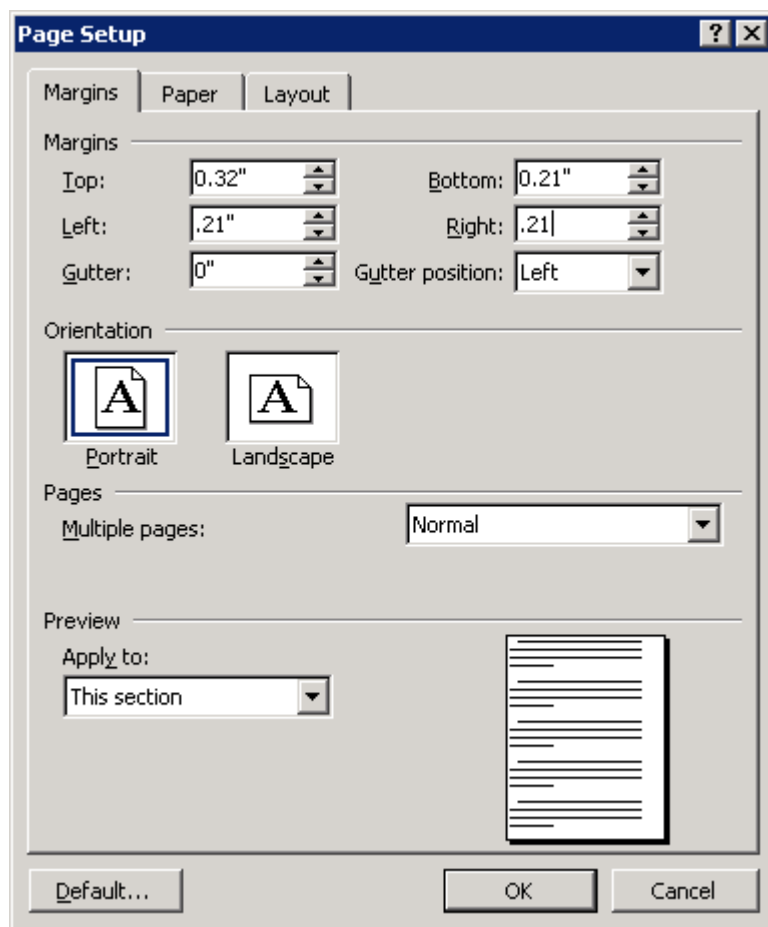
< Back Next > Cancel



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Minimum Margin Settings for Apple Color LW 12/660 PS Printer Driver

When creating documents that will be converted to PDF using the Apple Color 12/660 PS print driver, the margins should be set to top:0.32", bottom:0.21", left:0.21" and right:0.21" at a minimum using Page Setup



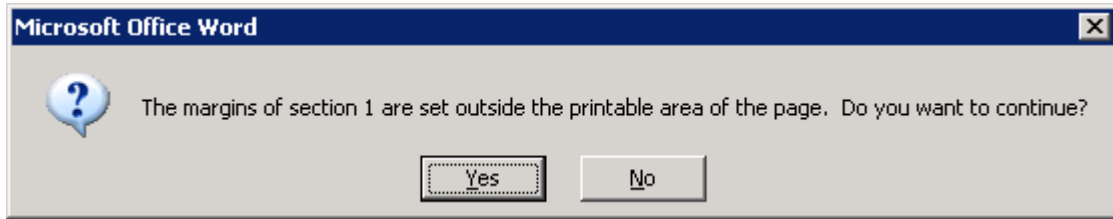
Setting to less than these values will result in the File Converter process being hung up waiting on a pop up similar to this. Since the File Converter is running on the server, the pop up is not visible unless the file converter is run manually.



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Updating or Restarting the TMS File Converter

If the file converter needs to be update you must do the following:

Go to Programs/Administrator/Services

1. Locate the TMS File Converter
2. Stop the service by using the radio buttons in menu
3. Then copy the new file converter into the TMS_Web\Components Directory
4. Restart the File Converter.

See Attached Screen Shot

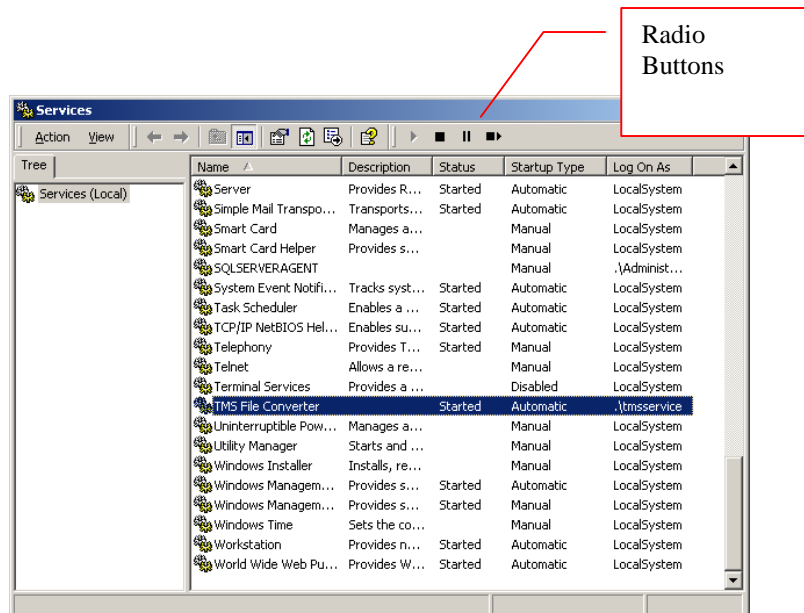




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Manually installing the TMS File Converter

1. To install the file converter
2. Open a command window, change to the tms_web\component directory
3. Type in the following: af_fileconverter –install <domain or server name>\<service account> <service account password>
4. For example: c:\tms_web\component\af_fileconverter –install tmsweb\tmsservice tmsservice
5. To uninstall the file converter
 - a. Open a command window, change to the tms_web\component directory
 - b. Af_fileconverter – remove <domain or server name>\<service account> <service account password>

Running the TMS File Converter manually

To test the file converter, check for application pop ups or document formatting errors:

1. Logon to the Web server using the service account
2. Stop the TMS_FileConverter service
3. Open a command prompt window
4. Change to the tms_web\component directory...
5. run the fileconverter by typing af_fileconverter –run

Then publish or republish a document. This will enable you to view the printing and converting of the documents.

If any pop-ups come up or any problems it will tell you the issues with the document. You can then manually correct the document and then republish from the administrator tab.

Adding Security to PDFs created by the Adobe Distiller

1. Log on to the Web Server using the TMSService account.
2. Open Adobe Distiller
3. Select Security from the Settings menu
4. Set the options as required for No printing, No Changing, NoContent Copying, Extraction or Disable Accessibility or No Adding or changing Comment and Form Fields.

Adding a Watermark to PDFs created by Adobe Distiller

1. Log on to the Web Server using the TMSService account
2. Open Adobe Distiller



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3. Select Job Options (version 5) or Edit Adobe PDF setting (version 6&7) from the Settings menu.
4. On the Advanced tab (version 5) or Advanced menu item (version 6&7), set the Use Prologue.ps and Epilogue.ps
5. Modify the Prologue.ps (found in Program Files\Adobe\Acrobat 5.0\Distillr\Data folder, Documents and Settings/All Users/Documents/Adobe PDF 6.0/Data or Documents and Settings/All Users/Documents/Adobe PDF/Data) to include the postscript code to format the watermark appropriately.

6. Example:

```
% Insert your custom PostScript here...
```

```
<< /BeginPage
```

```
{ pop save 150 150 moveto 55 rotate .8 setgray
```

```
/Helvetica 60 selectfont (Uncontrolled Document) show restore }
```

```
>> setpagedevice
```

```
(Done processing prologue.ps.
```

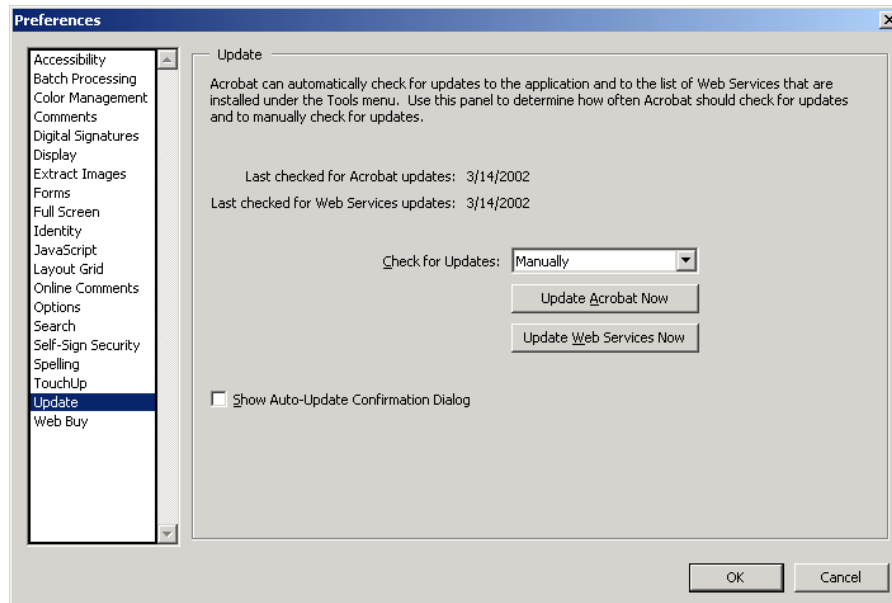
7. This create a diagonal watermark of 'Uncontrolled Document' on the pages of the PDF file created during the start of the signature stage with in the TMSWeb Document routing procedure.
8. For additional information see:
<http://www.adobe.com/support/techdocs/327200.html> and
<http://www.adobe.com/support/techdocs/331150.html>

Turning off Pop-up for Adobe

After you installed Adobe. Make sure you logon using the TMSService Account. They make sure all pop-ups are turned off. Including the pop-up for checking for update.

To turn the pop-up for updates goes to edit/preferences/general and select update. Make sure you select "check for updates" set to manually.

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Changing Publishing from Adobe to Native Format

If you are changing from converting documents to adobe to keep in native format, you must be very careful. It is recommend that you delete all PDF documents that are in the published folder. Make sure that you do not delete any pdf document that was originally published as a pdf document.

PDF Visual Signature

The name displayed on the PDF document after signing, is a visual representation of the signer's name. This is not the official electronic signature. The official electronic signature is located in the controlled database and can be viewed from the signature tab of the individual documents. When viewing the visual representation of the signature on the PDF document, Adobe places a yellow question mark every time the document is opened. This designating that the signature is not verified. To verify, this would require, checking the signature against a PDF signature repository every time the document is viewed. In a paper environment, this is similar to checking a file cabinet and comparing a notarized copy of a signature every time a signed document is viewed. If that is not done, the signature is not necessarily invalid, it just has not been visually confirmed. This is not practical in most organizations because the PDF repository would also require updating every time user password is changed which in most organizations this is done on a regular basis. Because of this, QSI chose to integrate with the advanced logon/ password security provided by Microsoft when using their standard networking tools.



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Missing Signature page data with Acrobat v7 and newer

When using Acrobat v7 or newer, the signature page, with fields for all signers of the document, is created by the File Converter but the actual data is not stored in the field. To not create the signature page, comment out (add a dash in front of the line) the SignaturePath entries in the TMS_Web.ini file



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PDF conversion problems

If the pdf conversion is not working check or perform the following on the web server:

1. Documents that are not getting converted could have an auto popup when publishing. Such as “Document is Read-only” would you like to open? Or “Document is outside of printable area?”. These need to be removed before trying to publish. Testing can be accomplished by opening the document/or printing the document to the adobe distiller.
2. Logon to the web server as the tmsservice account Invoke each application, Adobe, Word etc and turn off the auto pop-ups.
3. Verify no automatic updates for adobe. See Turning off pop-ups for Adobe in this document
4. Turn off automatic Windows update pop-ups (settings->control panel->Automatic Updates; uncheck ‘keep my computer up to date’)
5. Check to make sure the printer is setup. See section on Setting up the TMS Printer. To test, you can open a document and select the tms printer
6. Check the event log to make sure that there are no error messages in the Component Manager
7. You are receiving strange characters after converting to PDF. You will probably need to change the print driver used for the TMS printer. Make sure the printer driver is postscript. See section on Setting up the TMS Printer for checking and changing the print driver.
8. Stop/start the Print Spooler service
9. Stop/start the TMS File Converter service.

IMPORTANT: See Running File Converter Manually for additional information. Running the file converter manually allows for viewing any problems that could occur during the conversion process

Excel Documents – Not converting

There are two know problems with settings in an excel spreadsheet that can cause a document not to automatically convert to PDF.

Document not sharable

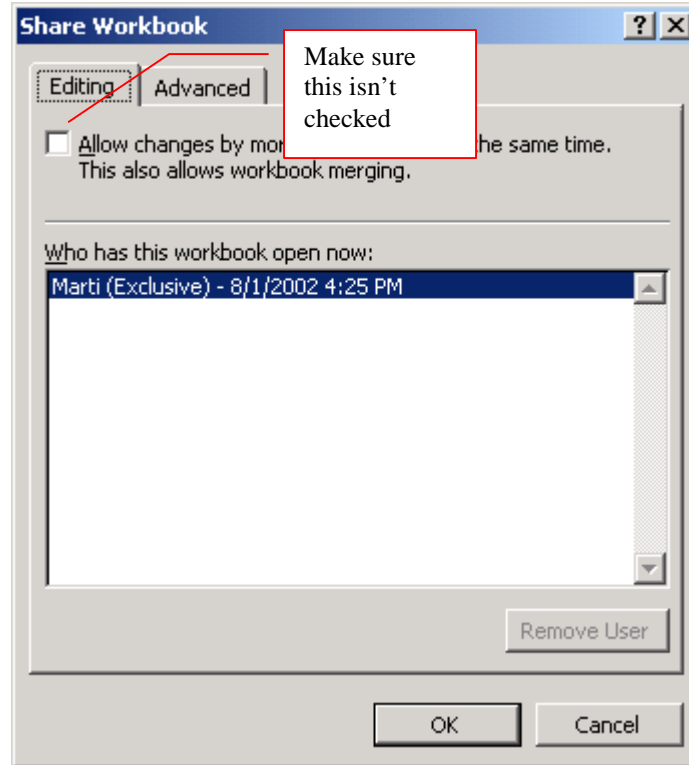
Check to make sure that the document is not shared. This would cause the document to come up in a read-only format causing the file converter to hang. The next time the document goes into review (or you place in review) after checking out. Turn off the Shared option under tools/share workbook/edit. See screen shot below.



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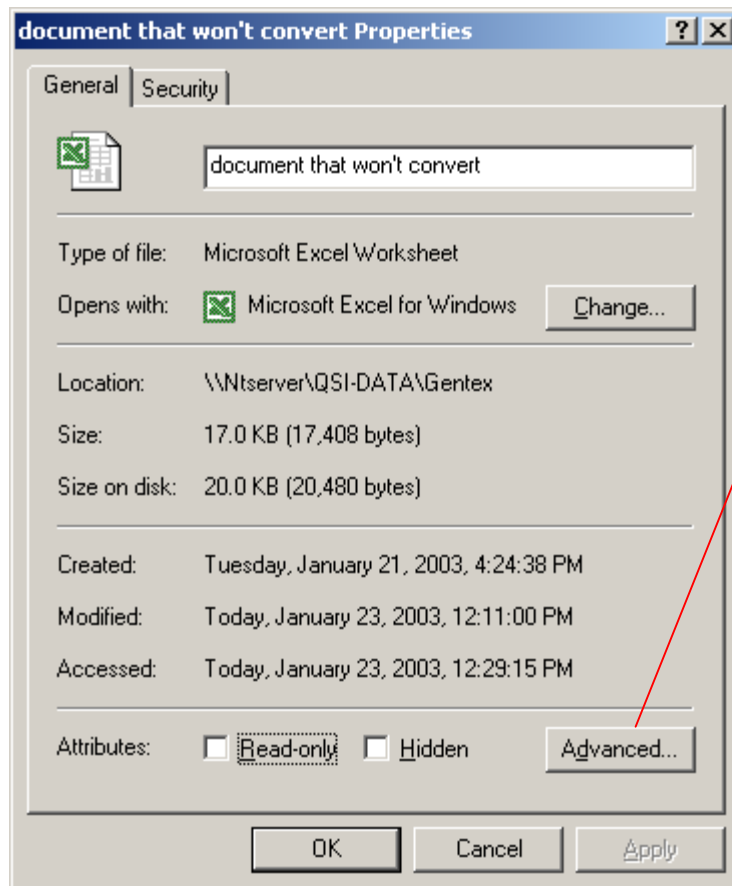
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File is Ready for Archiving

Check to make sure that the file is ready for archiving is not checked under properties/advance tab of the Excel spreadsheet

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Right Mouse Click on document and select properties. Then select Advanced.

Make Sure that File is ready for archiving is NOT checked.

Reports - Unable to run reports

The first time a report is run, a small plug-in (Crystal Viewer) is installed. If report Does not run, check the IE settings for allowing downloads of plug-in's

If using local 2000 workstation check the workstation security

Each user that logs in has a profile that specifies security access. Changed the local security profile to have administrator permissions.

Check NT security setting for user logon



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Content Searching (Windows 2000 forward)

Procedure

Start the Computer Management application on the TMSWeb SQL database server
Expand the 'Services and Applications'
Expand 'Indexing Service'

If 'TMS' is present under 'Indexing Service', expand TMS and click on the Directory entry. Click on the directory in the right pane. Make sure it is set to\\Documents\\Current.

IF 'TMS' does not exist under 'Indexing Service'

LMC 'Action' on tool bar

Select New

Select Catalog for the Add Catalog dialog.

For Name, enter 'TMS'

For Location click 'Browse' and select a directory (this is a location (directory) on the database server that the indexing service will use to store it's catalog. You may want to create one).

Click OK

Expand 'TMS'

RMC on Directories, select New then select Directory to bring up the 'Add Directory dialog

For Path, enter the directory on the web server as in the following example:

[\\server\d\\$\TMS_Web\WebRoot\Documents\Publish](#)

NOTE: Do not use a mapped network drive letter. You must use the UNC (Universal naming Convention) format.
d\$ is the share name

Click OK

Select 'Indexing Service' and click Action/Start
Exit the Computer Management application

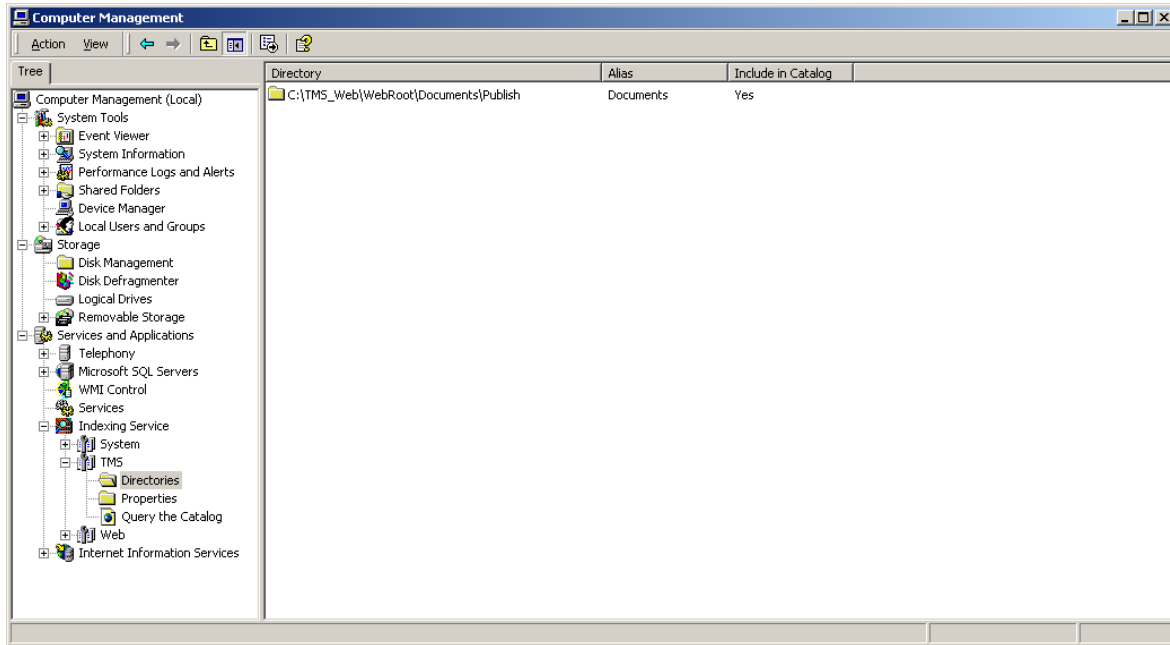
Start the SQL Server Query Analyzer



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To remove TMSWeb content searching:

Use Query Analyzer

Select TMS from the DB dropdown list in the toolbar

Type Exec sp_dropserver 'TMS_FileSystem' in the query window

Run



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Setting Default for Web Server

This setting will allow users to logon TMSWeb without having to enter the NT Server that authenticates the users.

Select the IIS Service under Programs/Administrator/Internet Information Services. Drill down to the Default Web site and RMC on TMS. Select Directory Security/Anonymous access and authentication control/Basic authentication/Enter Domain Name

IMPORTANT! Start & Stop the service by RMC on the Default Web Site.

See Attached Screen Shots

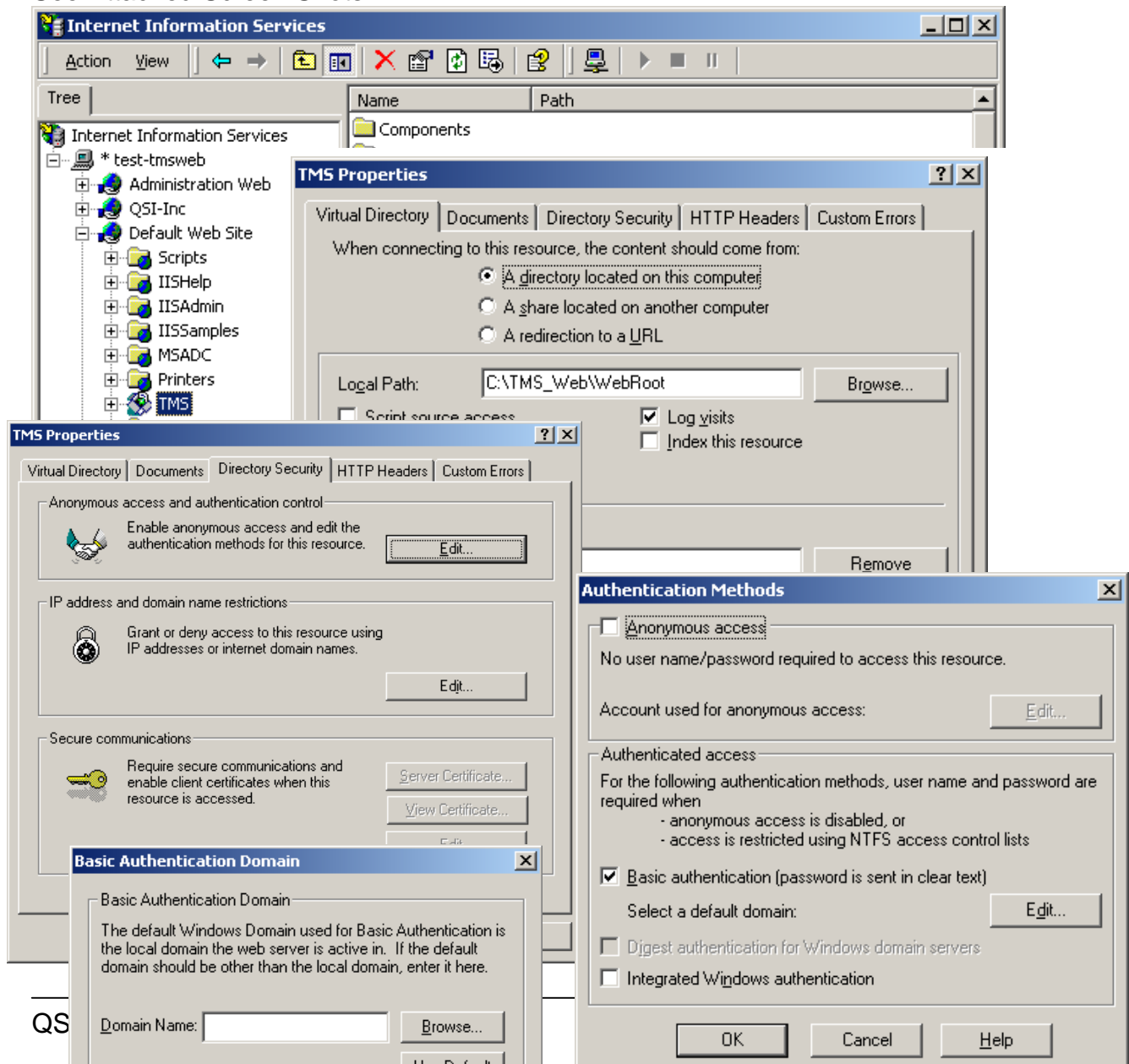




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Incorrect Java error message when downloading documents

Newer versions of the Java Plug-In have the ability to add themselves to IE and/or Netscape. If this is enabled for IE, the wrong version of the file transfer component gets loaded in TMS.

To turn this off, go to the Control Panel and run the "Java Plug-In" item. This panel will have several tabs. Choose the "Browser" tab, uncheck the "Microsoft Internet Explorer" checkbox, and hit "Apply". The next time IE is Started, the correct component will be loaded.

You are not authorized to view this page.

If you are running Java version 1.5.0_05-b05 you can receive this message if you preview the document in read only and then check the document out for editing.

You are not authorized to view this page

You do not have permission to view this directory or page using the credentials you supplied.

Selecting the edit icon will overwrite the checkout document with error page. Do not check the document back into the server but cancel the checkout before continuing.

Update your Java to the latest version.



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TMSWeb Directory Security

These are suggested security minimums necessary for proper execution of TMSWeb access for administration, backups etc will required additional directory permissions. There are already established (build in) NT groups, Network (list access), Service (full control), System (full control) and domain admins etc which might aid in this process.

- \TMS_Web
 - TMS Service account – full control
- \TMS_Web\Components
 - TMS Service account – full control
- \TMS_Web\Upload
 - TMS Service account – full control
 - TMS administrators (group) and TMS Reviewers – read and write
- \TMS-Web\webroot (and subdirectories)
 - TMS Service account - full control
 - TMS administrators (group) and TMS Reviewers – read and write
 - TMS Users (group) – read

TMS_Web and subdirectories does not need to be shared.

Persit Plugs-in security settings

Go to IE...select tools/internet options/security/internet (or intranet or trusted site)/custom level

Check the security settings for plugs in...set to enable.

Failed to Download Page Message

This message can occur during document checkout. This message will appear for one of the following reasons:

- ❑ The document edit path under User is not available for the download. Please update the document edit path under users or make available edit path for user. Check for extra slash (\) since the software will put a \ if one is not at the end of the value. Can happen if edit an existing record with no edit path (will be \ by default)
- ❑ Permissions are not set correctly in the upload directory under tms_web.
- ❑ You are trying to download a document that is open. This can occur if you
 - checkout a document
 - open it
 - cancels the checkout



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- checkout again same document again with the document still open from the first checkout.
- Make sure the document is closed before attempting to checkout a second time
- The tmsweb.ini file is referencing a server name and DNS is not installed.

Connection Failed. Connection Reset by Peer. Socket Write Error Message

This message appeared when user attempting to check-in a document and there was not enough free disk space on the server for the file to be written into the Upload directory.

Timeout errors on asp pages for large file upload and Data Population

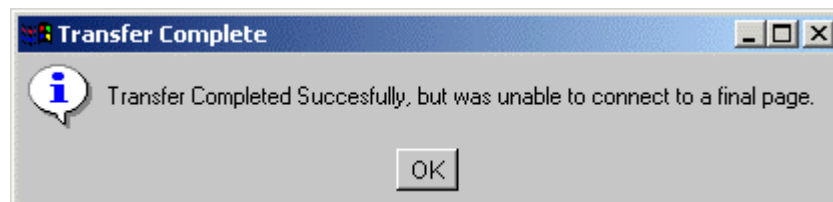
The screenshot shows the Internet Information Services (IIS) Manager interface. The 'Tree' view on the left shows the hierarchy: Internet Information Services > *d500-svr > Default Web Site > TMS. A red box with the text 'Drill down to the TMS and Right Mouse Click - Select Properties' points to the 'TMS' folder in the tree. The 'TMS Properties' dialog box is open, showing the 'Virtual Directory' tab. The 'Local Path' is set to 'C:\TMS_Web\WebRoot'. A red box with the text 'Select Configuration' points to the 'Configuration...' button in the 'Web Site>TMS' section. The 'Application Configuration' dialog box is also open, showing the 'App Options' tab. The 'ASP Script timeout' is set to '90' seconds. A red box with the text 'Update ASP Script timeout to 900' points to the 'ASP Script timeout' field.

Transfer Completed Successfully, but was unable to connect to a final page

Problem Description

When uploading files with JUpload, an error box comes up containing the following error message:

Transfer Completed Successfully, but was unable to connect to a final page.



Possible Solution #1

This error may be caused by multiple reasons, such as:

1. AspUpload is not installed on the server

Make sure the AspUpload component is installed on the server. JUpload requires AspUpload to capture uploaded files.

2. Upload script throws an error

The upload script pointed to by the **UploadURL** parameter may not be working properly. There can be many reasons why an upload script would fail, such as failure to create the Upload object, a permission problem when saving an uploaded file, invalid syntax, etc.

You must make sure that your upload script is functional. The best way to do it is to create a simple HTML file with an upload form and point this form's ACTION



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attribute to the same URL as your **UploadURL** parameter. Then try to upload a small file using this form. If your upload script has a problem, you will be able to see it immediately. Your form may look like this:

```
<FORM ACTION="http://server/path/script.asp" METHOD="POST"  
ENCTYPE="multipart/form-data">  
<INPUT TYPE="FILE" NAME="FILE1">  
<INPUT TYPE="SUBMIT">  
</FORM>
```

3. Server-side upload script times out

When uploading large files, the upload process may take several minutes and as a result the server-side upload script may time out. You should increase the Script Timeout value for your virtual directory from MMC (IIS4) or Internet Services Manager (IIS5) under Application Configuration/App Options.

4 ServerName entry in TMS_Web.ini

The ServerName= entry in the TMS_Web.ini file (located in the C:\Winnt directory on the Web server) must match the server/site name specified in the browser address line.

5. HTTP:// vs HTTPS://

In Global.asa (located in TMS_WEB\Webroot) the FullBaseAddress is built using the literal 'HTTP://' which might cause problems for sites using HTTPS://. FullBaseAddress is now build based on the setting of the application option USE_HTTPS.

6. User does not have write access to the TMS_WebUpload directory

Article PS0103069

Library not registered error

Problem Description

When trying to create an instance of the AspUpload component, the line of code
Set Upload = Server.CreateObject("Persits.Upload")
generates the following error:



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Server object error 'ASP 0177 : 8002801d'
Server.CreateObject Failed
Library not registered.

Solution

This error usually occurs because of tight security settings in the HKEY_CLASSES_ROOT section of the registry. To fix the error, run **regedt32** and select the key **HKEY_CLASSES_ROOT\TypeLib\{B4E1B2DE-151B-11D2-926A-006008123235}** . From the Security menu, select Permissions. Add **Everyone** to the permission list and assign **Full Control** to the Everyone account. Make sure the setting propagates to the sub-keys as well.

Possible Solution #2

Article PS01032622

[Invalid class string / Invalid ProgID error](#)

Problem Description

When trying to create an instance of a Persits component, the line of code

```
Set obj = Server.CreateObject("Persits. <ProgID> ")
```

generates the following error (Windows NT/IIS4)

**Server object error 'ASP 0177 : 800401f3'
Server.CreateObject Failed
Invalid class string**

On Windows 2000/IIS5, the error message is

**Server object, ASP 0177 (0x800401F3)
Invalid ProgID.**

Solution

This error means that either the component has not been registered on the server or the ProgID passed to the Server.CreateObject method is misspelled.



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Make sure the component DLL is present on the server. The exact physical location of the DLL is not important. To register the component on the server, open MS DOS prompt and type

```
c:\> regsvr32 c:\path\aspupload.dll
```

(you must use your component's appropriate path and file name).

The correct Persits component ProgID's and file names are listed in the following table:

Name	File	ProgID
AspEmail	aspemail.dll	"Persits.MailSender"
AspEncrypt	aspencrypt.dll	"Persits.CryptoManager"
AspGrid	aspgrid.dll	"Persits.Grid"
AspJpeg	aspjpeg.dll	"Persits.Jpeg"
AspUpload	aspupload.dll	"Persits.Upload"
AspUser	aspuser.dll	"Persits.AspUser"
XUpload	xupload.ocx	"Persits.XUpload"

Comments

This article applies to AspUpload, AspEmail, AspJpeg, AspGrid, AspEncrypt, AspUser and XUpload.

Created: 2/8/2002 4:20:45 AM

Possible Solution #3

Article PS02061296

[Server object error 8007007e when calling Server.CreateObject](#)

Problem Description



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When trying to create an instance of a Persits component, the line of code

```
Set obj = Server.CreateObject("Persits. <ProgID> ")
```

generates the following error:

```
Server object, ASP 0177 (0x8007007E)  
8007007e
```

or

```
Server object error 'ASP 0177 : 8007007e'  
Server.CreateObject Failed  
8007007e
```

Solution

In most cases, this means that the component DLL has been deleted from the location on the server where it was originally registered, although the component has not been unregistered prior to deletion.

You should either reinstall the component by running the setup, or place the component DLL on the server and register it using the regsvr32 command-line utility, for example:

```
c:\>regsvr32 c:\path\aspupload.dll
```

(you must use your component's appropriate path and file name).

The correct Persits component ProgID's and file names are listed in the following table:

Name	File	ProgID
AspEmail	aspemail.dll	"Persits.MailSender"
AspEncrypt	aspencrypt.dll	"Persits.CryptoManager"
AspGrid	aspgrid.dll	"Persits.Grid"
AspJpeg	aspjpeg.dll	"Persits.Jpeg"
AspUpload	aspupload.dll	"Persits.Upload"
AspUser	aspuser.dll	"Persits.AspUser"



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XUpload	xupload.ocx	"Persits.XUpload"
---------	-------------	-------------------

Comments

This article applies to AspUpload, AspEmail, AspJpeg, AspGrid, AspEncrypt, AspUser and XUpload.

Possible Solution #4

[ASP 0178 80070005 Server createobject access error when calling Server.CreateObject](#)

Problem Description

IIS log contains:

```
POST /tms/document_receive.asp
Direction=UP&DocID={guid}&DocExt=.doc&TransferType=IN&Dest=WORKFLO
W&ActivityID={guid}|9|ASP_0178_:80070005|Server.CreateObject_Access_E
rror 500
```

Running FileMon indicates Access Denied for document_receive.asp

Solution

Assign local Users group read permission to
TMS_Web\Components\ASPUUpload.dll

Check-In does not return to Document Add or Edit page

When using Integrated Windows Authentication, USE_SOCKETS MUST be set to NO otherwise the user will not be returned to the Document Edit or Document Add page after the Persits Java Applet run. The user will have a blank frame with the Check-In title at the top.

The difference between Socket and HTTP transfers are:



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Sockets – reads a portion of the file into a buffer and starts transferring data using a socket connection. As the buffer empties, more data is read from the file into the buffer, giving overlapped processing.

HTTP – reads the whole file into a buffer and transfers the data using HTTP. This is two distinct processes, loading the buffer and transferring the buffer.

Testing ASP Upload Final Page Errors

- ❑ Create a file TestASPUpload.txt (and add some text) in the document edit path on a workstation
- ❑ Logon to TMSWeb
- ❑ After 'My Activities' screen is displayed, change the address line to include TestASPUpload.asp (<http://.../TMS/TestASPUpload.asp>)
- ❑ Use the 'Browse' button to browse to the file created in step 1.
- ❑ Hit the 'Submit Query' button
- ❑ You will receive a 'Page cannot be displayed' screen. If the error type is anything BUT ...Syntax error converting.../TMS/Document_Check.asp, line 45, the library (ASPUpload) is not registered correctly or the permissions in the registry are not set correctly.

Security Setting for SQL must be SQL and Windows Authentication.

- ❑ Run SQL Enterprise Manager.
- ❑ Expand Microsoft SQL Servers
- ❑ Expand SQL Server Group
- ❑ Right mouse click on the SQL server for TMSWeb and choose Properties
- ❑ Choose the security tab and set Authentication to SQL and Windows



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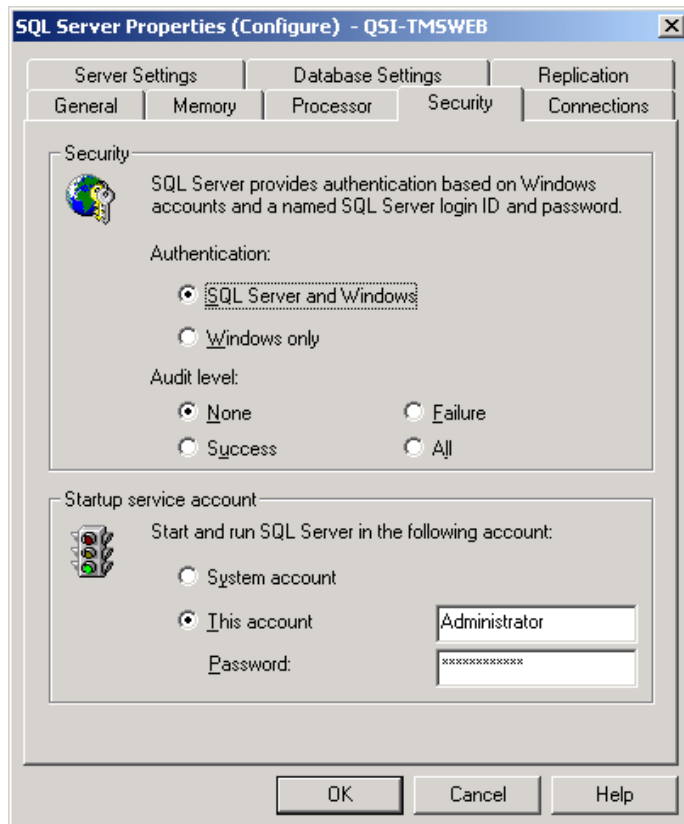
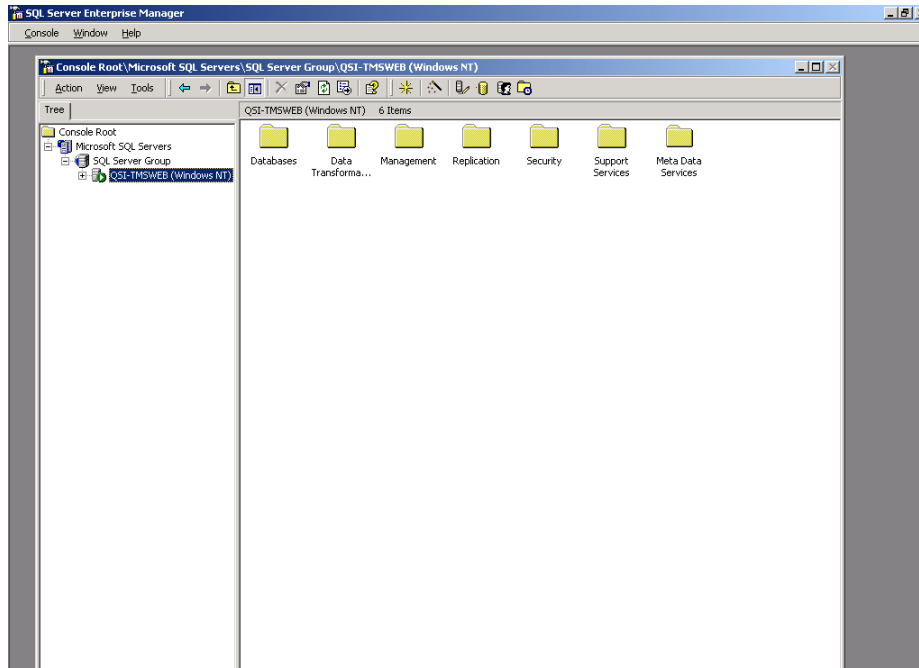
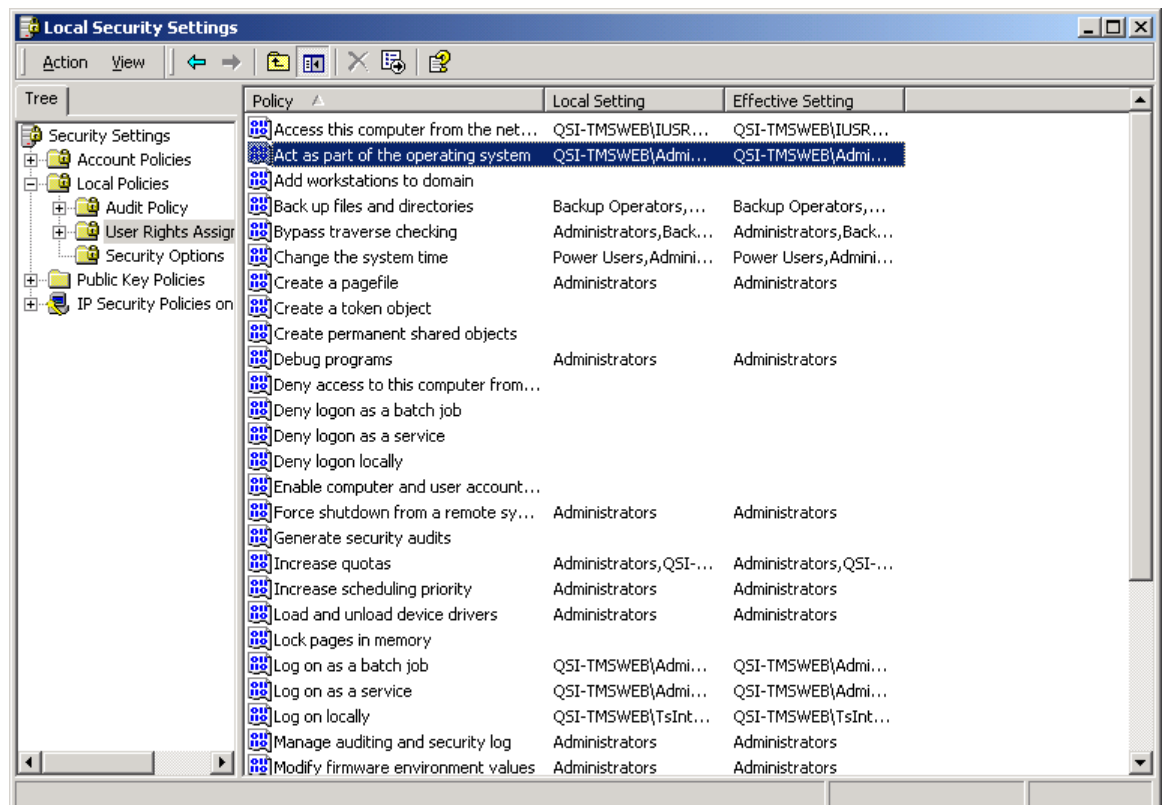


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Password not accepted on signature signoff screen.

1. Make sure there are no trailing spaces at the end of the user's Network Login field (position cursor into textbox, hit End key, delete all trailing spaces). The user will be able to logon to TMSWeb because the trailing spaces are ignored in the SQL lookup of the user when checking for valid TMSWeb user but are included in the request to validate the password during signoff.
2. The service account (and on Windows 2000, the ASPNET user also) needs the 'Act as part of the operating system' right. This is done through the Local Security Policy of Administrative Tools.
 - ❑ Expand Local Policies
 - ❑ Click on User Rights Assignments, choose 'Act as part of the operating system' and add the service account to it.
 - ❑ Make sure that there is not a domain policy in effect, which would override this setting (the effective setting should be checked for the users/groups added).

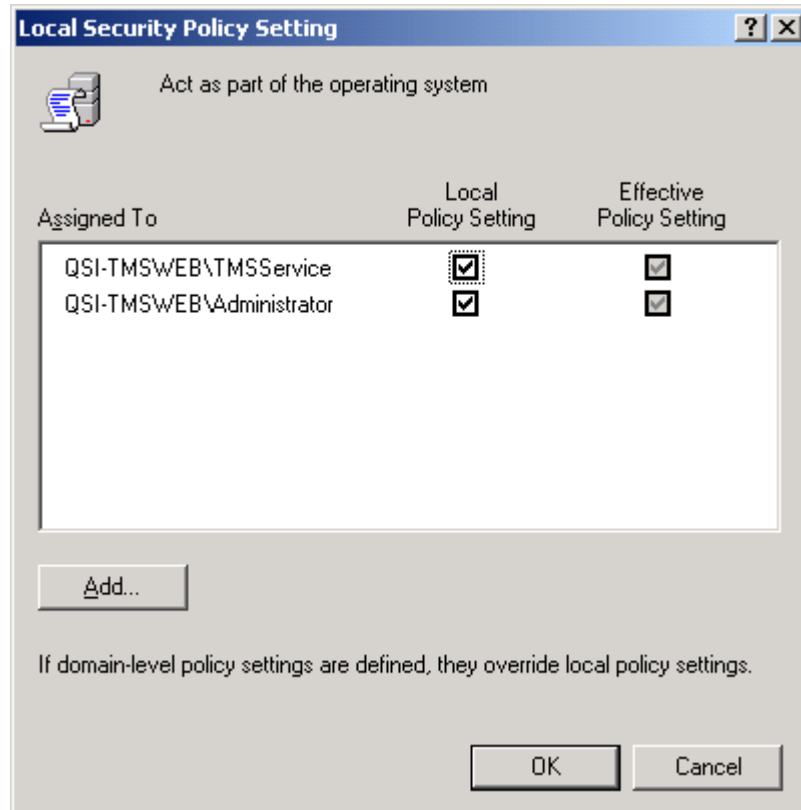




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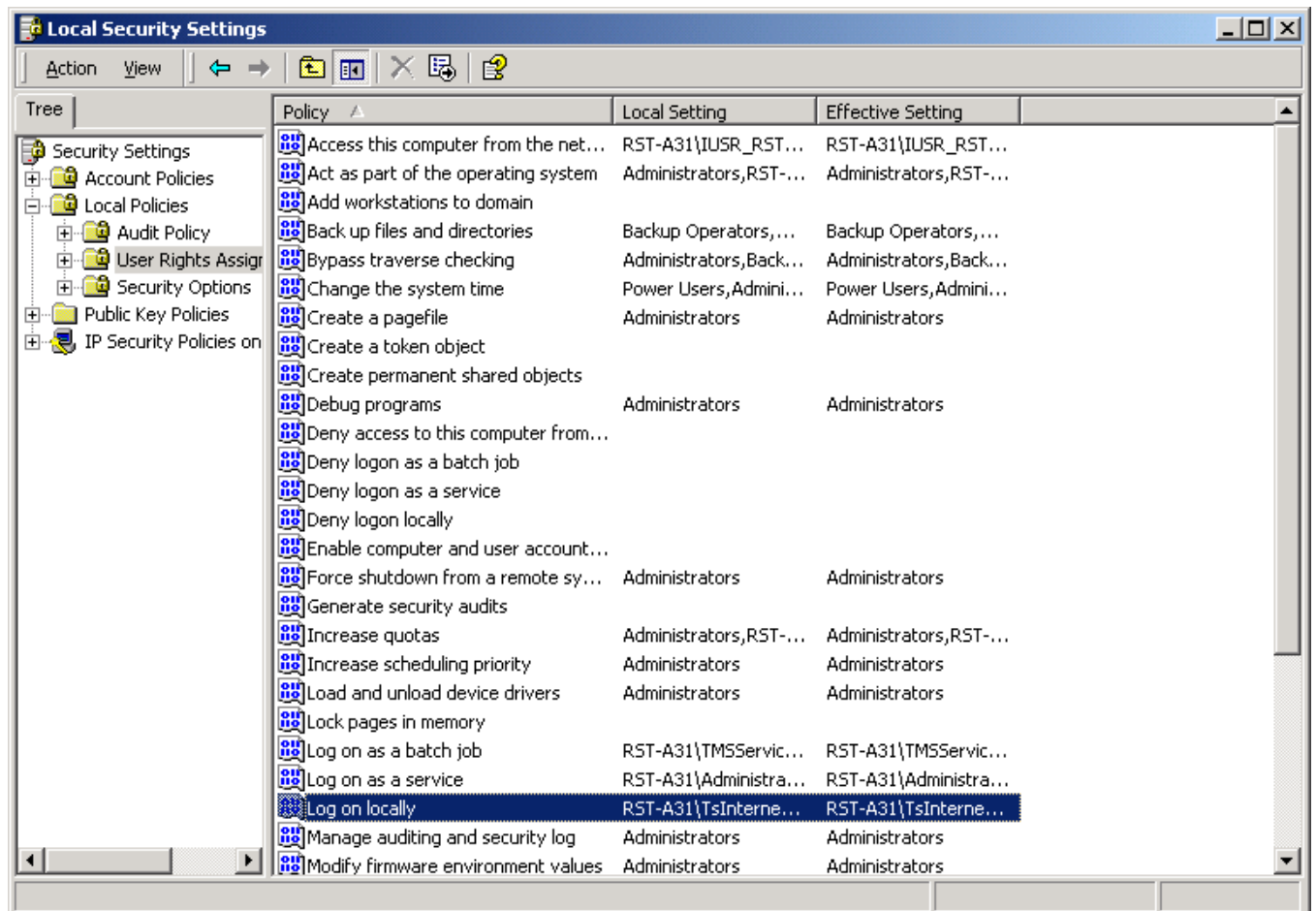
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'Password not accepted' continued on next page

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3. All TMS users must be able to 'log on locally'. This is done through the Local Security Policy of Administrative Tools.
 - ❑ Expand Local Policies
 - ❑ Click on User Rights Assignments, choose 'Log on Locally' and add the TMS user accounts/group to it.
 - ❑ Make sure that there is not a domain policy in effect, which would override this setting (the effective setting should be checked for the users/groups added).

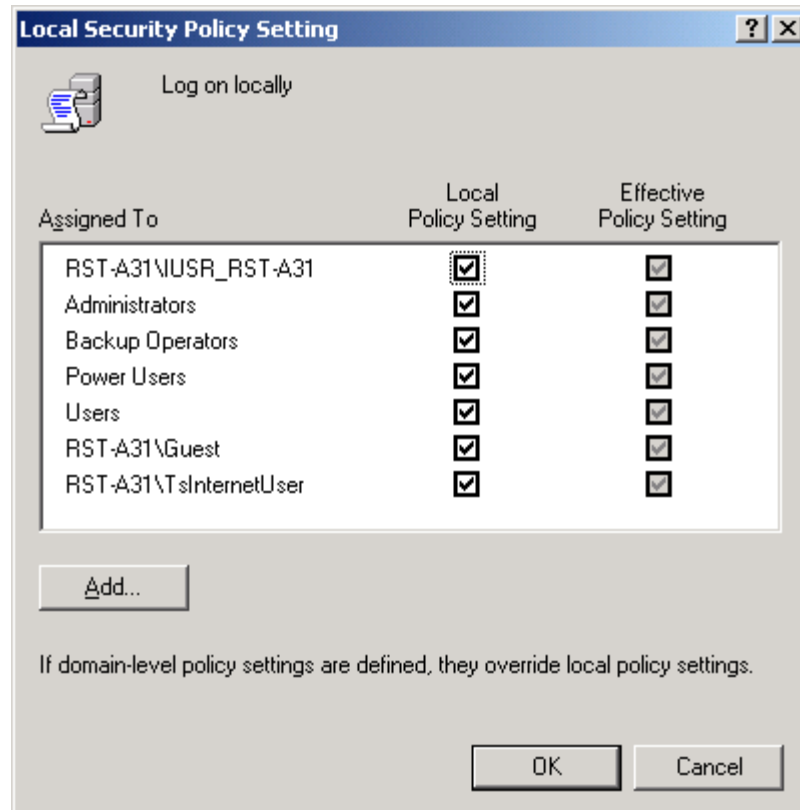




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4. On Windows 2000 server, assign user ASPNET to be a member of the local Administrators group



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Users Not Permitted to Log on to TMSWeb when TMSWeb server is Domain Controller

Domain Controllers Require the "Log on Locally" Group Policy Object

The local policy of this system does not permit you to logon interactively. This condition is not generated when the user account you logged on with is a member of the following default groups:

- Account Operators
- Administrators
- Backup Operators
- Print Operators
- Server Operators

NOTE: Member servers and stand-alone servers have the users group included in the "Log on Locally" user right. Because of this, they do not prevent logons from non-administrative users.

To work around this issue, modify the Group Policy Object for the domain controller:

1. Click Start, point to Programs, point to Administrative Tools, and then click Domain Controller Security Policy.
2. Double-click the Security Settings folder, double-click Local Policies, and then click User Rights Assignment.
3. Under the Policy column, click Log on Locally, and then click Add.
4. Click Browse, click the appropriate group, and then click Add.
5. Click OK, click OK, and then click OK.
6. At a command prompt, type `secedit /refreshpolicy machine_policy /enforce`,
7. press ENTER, and then press ENTER. Or REBOOT THE SERVER.

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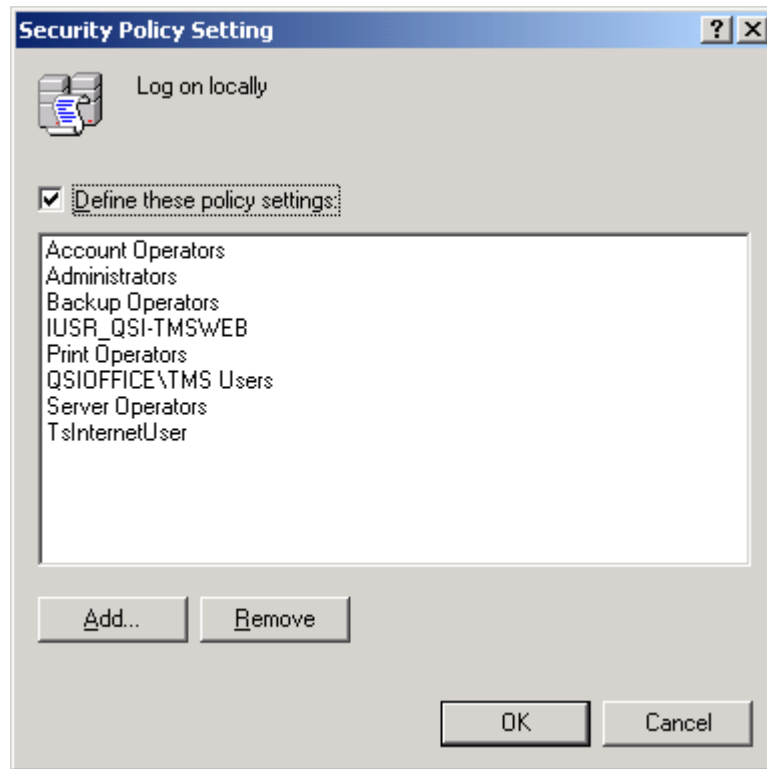
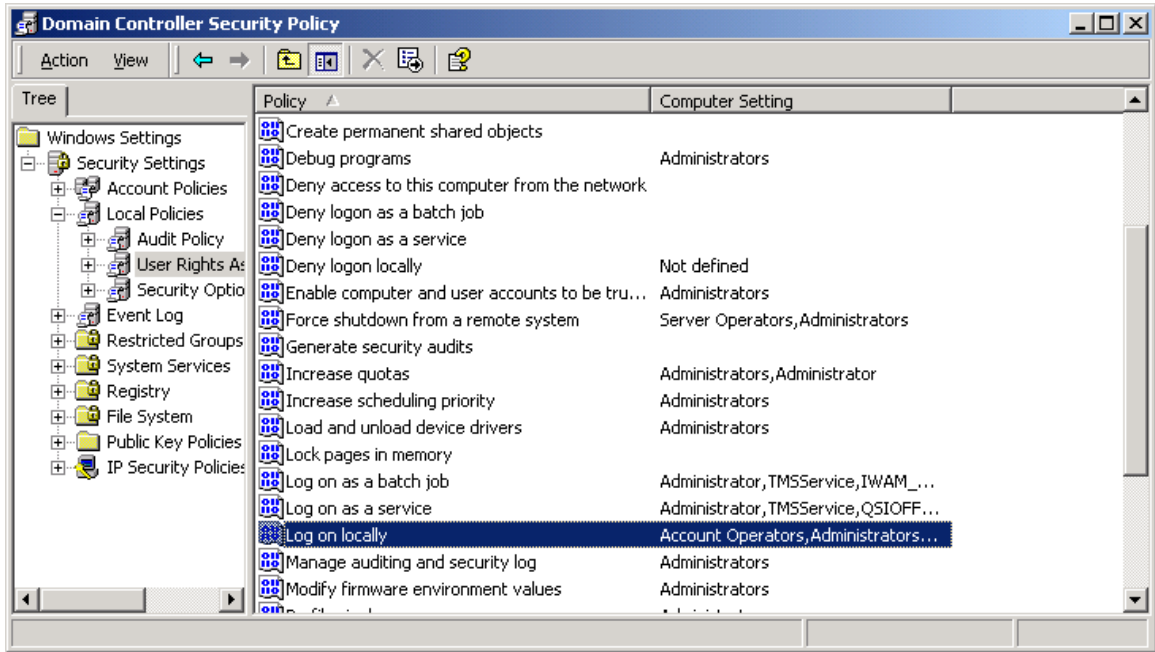


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Problems with Excel Documents Converting to PDF

Certain flags that are set on the excel document can cause a problem when going through the automatic converter. Two known flags are as follows:

1. Do not share this document
2. Document ready for archiving

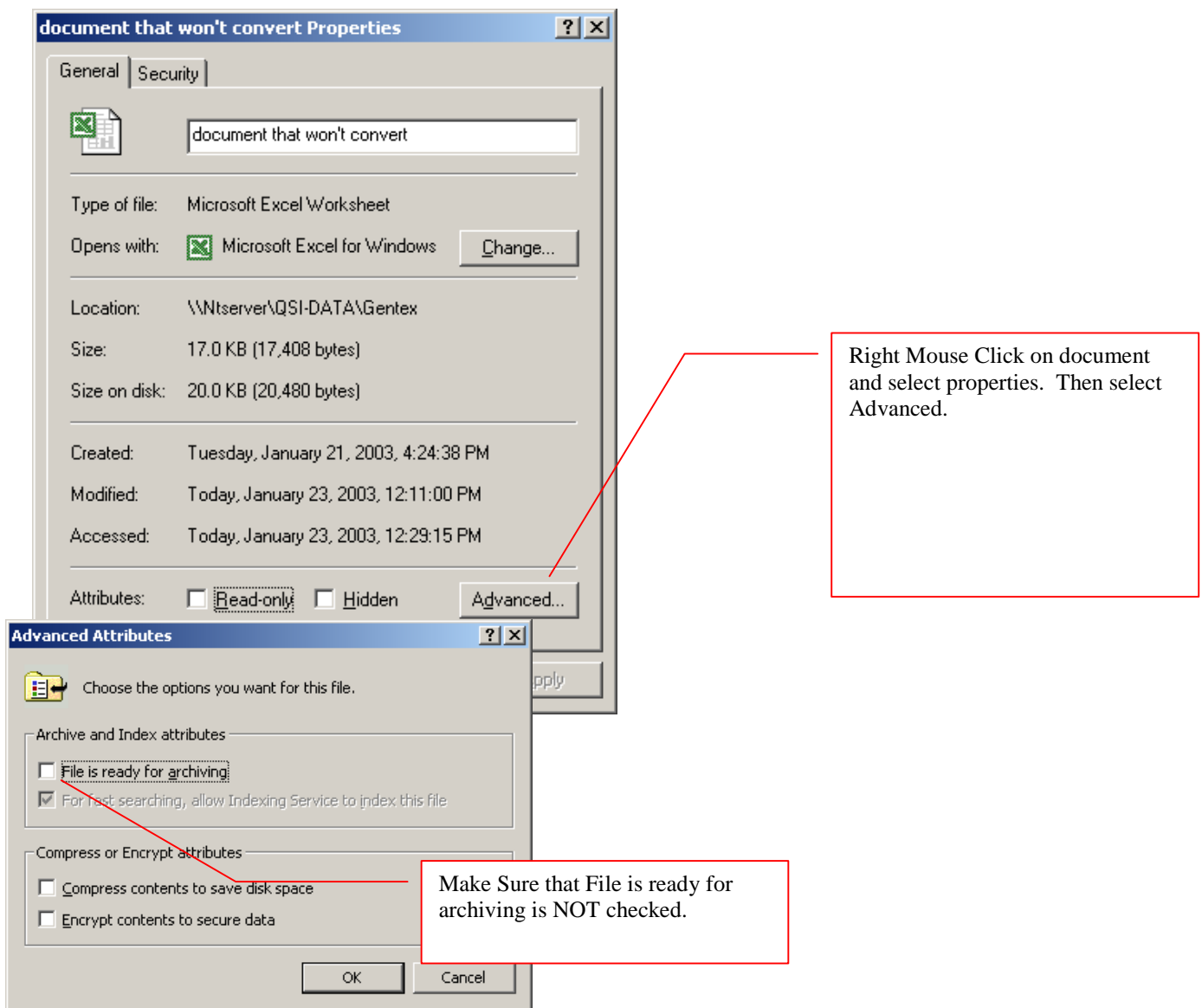




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Turning ON SQL Triggers (Auditing) for TMSWeb

Provided with the TMSWeb5.1 patch I (and forward) is a SQL script file called Triggers.sql. This file is located in the TMS_Web\Components\Scripts directory.

This script file should be reviewed and changes made for each installation. The Triggers.sql file contains the script to turn on auditing for all tables. There is probably a limited number of tables that might be in need of audit information. For each db table, there is a group of SQL statements (one set each for record addition, deletion and update), which cause a trigger to be created. If auditing is not required for a particular table, the whole grouping for that table should be removed.

Once the Triggers.sql has been modified, then use SQLs Query Analyzer or Enterprise Manager to run the script for the TMS database.

Sample script group for the Activity table:

```
SET QUOTED_IDENTIFIER ON
GO
SET ANSI_NULLS ON
GO
```

```
CREATE TRIGGER trg_tblActivityType_D ON dbo.tblActivityType
FOR DELETE
AS
INSERT INTO tblActivityTypeHistory SELECT *, 'D' FROM Deleted
```

```
GO
SET QUOTED_IDENTIFIER OFF
GO
SET ANSI_NULLS ON
GO
```

```
SET QUOTED_IDENTIFIER ON
GO
SET ANSI_NULLS ON
GO
```

```
CREATE TRIGGER trg_tblActivityType_I ON dbo.tblActivityType
FOR INSERT
```



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```
AS
INSERT INTO tblActivityTypeHistory SELECT *,'I' FROM Inserted

GO
SET QUOTED_IDENTIFIER OFF
GO
SET ANSI_NULLS ON
GO

SET QUOTED_IDENTIFIER ON
GO
SET ANSI_NULLS ON
GO

CREATE TRIGGER trg_tblActivityType_U ON dbo.tblActivityType
FOR UPDATE
AS
INSERT INTO tblActivityTypeHistory SELECT *,'U' FROM Inserted

GO
SET QUOTED_IDENTIFIER OFF
GO
SET ANSI_NULLS ON
GO
```

Turning OFF SQL Triggers (Auditing) for TMSWeb

Provided with the TMSWeb5.1 patch I (and forward) is a SQL script file called TriggersDrop.sql. This file is located in the TMS_Web\Components\Scripts directory.

This script file should be reviewed and changes made for each installation. The TriggersDrop.sql file contains the script to turn off auditing for all tables. If auditing is not required for a particular table after Triggers.sql has been run, modify the TriggersDrop.sql file and delete all the SQL statements except for the table(s) that auditing needs to be turned off. Remember there is three sets of statements for each table (add, change, and delete)

Use SQLs Query Analyzer or Enterprise Manager to run the script for the TMS database.

Sample script group for dropping the triggers for the tblActivity table:



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```
if exists (select * from dbo.sysobjects where id = object_id(N'[dbo].[trg_tblActivityType_D]') and
OBJECTPROPERTY(id, N'IsTrigger') = 1)
drop trigger [dbo].[trg_tblActivityType_D]
GO
if exists (select * from dbo.sysobjects where id = object_id(N'[dbo].[trg_tblActivityType_I]') and
OBJECTPROPERTY(id, N'IsTrigger') = 1)
drop trigger [dbo].[trg_tblActivityType_I]
GO
if exists (select * from dbo.sysobjects where id = object_id(N'[dbo].[trg_tblActivityType_U]') and
OBJECTPROPERTY(id, N'IsTrigger') = 1)
drop trigger [dbo].[trg_tblActivityType_U]
GO
```

Audit Viewer

Once the Triggers have been turned on, there is a viewer available which allow viewing of the audit (history) tables.

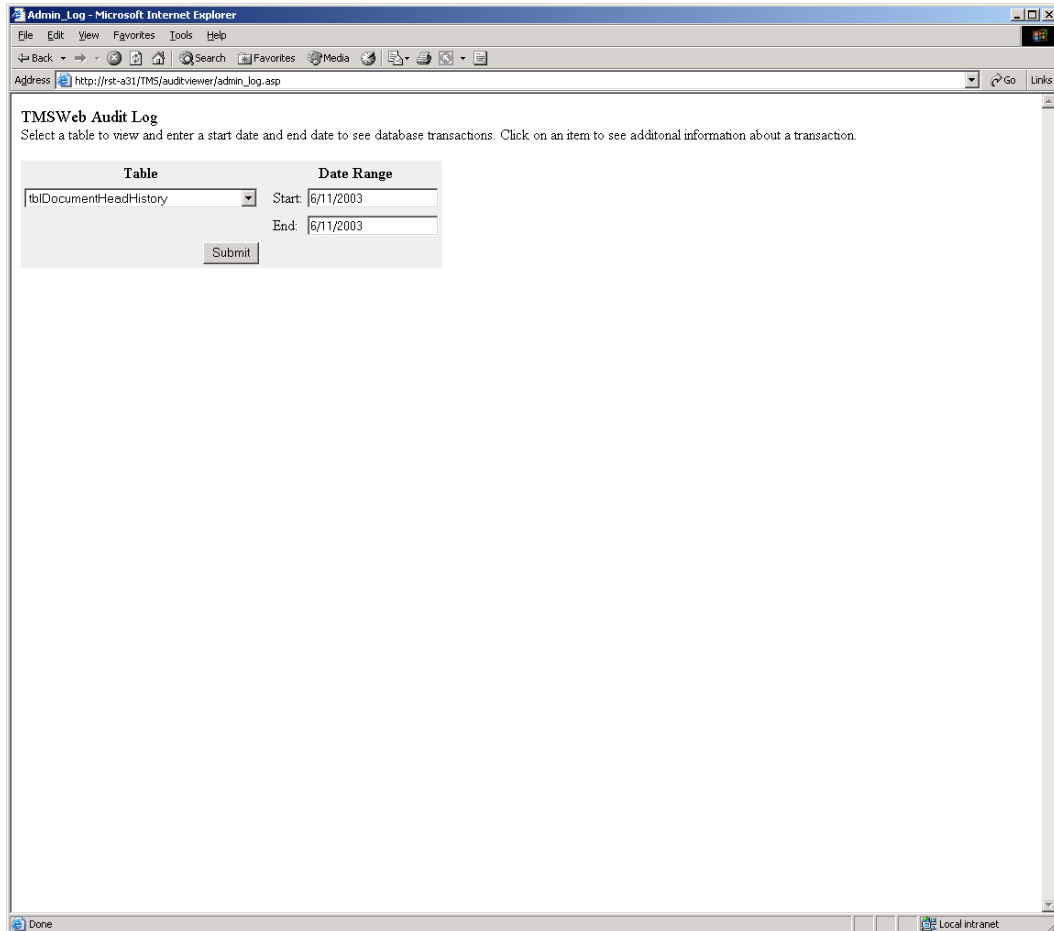
Log on to TMSWeb and expand the Administration menu. If you have permissions to read-write the Audit Viewer global permission item, there will be a menu item for Audit Viewer. Selecting Audit Viewer menu item, the following should display:



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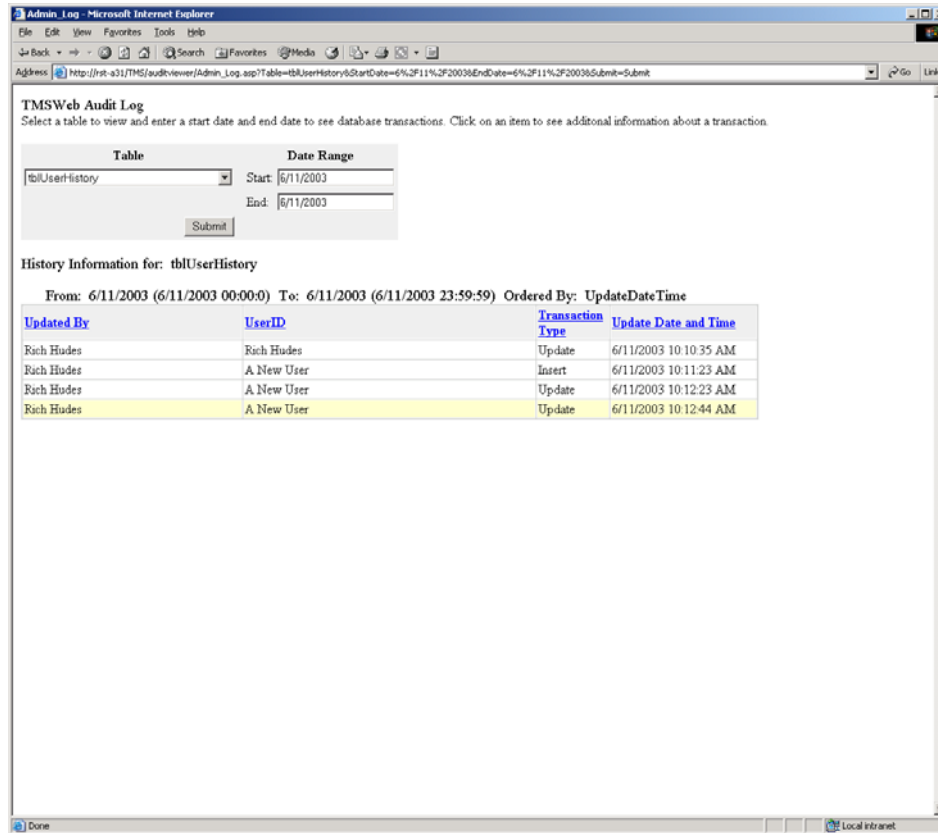
Use the drop down arrow to select the table and select a date range. The audit summary data for the table and date range will be displayed. Clicking on the links in the heading causes the data to be displayed sorted in the order of the column selected.



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By highlighting and selecting a single summary data record, the detail data for that record (and the one previous to it) will be displayed. Any changes will be highlighted.



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Field Name	Value	Prior Value
TimeStamp		
CreateDate	6/11/2003 10:11:23 AM	6/11/2003 10:11:23 AM
CreateUserID	{0C7AE65C-E9BC-4712-ACA1-5F9F674DAB8E}	{0C7AE65C-E9BC-4712-ACA1-5F9F674DAB8E}
UpdateDate	6/11/2003 10:12:44 AM	6/11/2003 10:12:23 AM
UpdateUserID	{0C7AE65C-E9BC-4712-ACA1-5F9F674DAB8E}	{0C7AE65C-E9BC-4712-ACA1-5F9F674DAB8E}
Name	rst-A31\ANewUser	rst-A31\ANewUser
Description		
UserID	{9E14E773-7FA8-4A3E-92D2-A0AB5ED0D602}	{9E14E773-7FA8-4A3E-92D2-A0AB5ED0D602}
FirstName	A	A
MiddleInitial	New	New
LastName	User	User
EmailAddress	ANewUser@ANU.com	
IsEmailNotify	False	False
DocEditPath	C:\Temp\	C:\Temp\
Shift		
IsNotifyManager	False	False
PrimaryLanguage		
SecondaryLanguage		
FullName	A New User	A New User
IsActive	True	True
IsAutoUpdateTraining	False	False
UserCode	ANU001	ANU001
PositionTitle	ANU Position Field	ANU Position Field
TransactionType	U	U

[BACK](#)

Problems with viewing Office documents, TIF files or On-Line Help

a. Preview Icon does not open document – make sure that there is not a pop up blocker running that is blocking the pop up the display. This could also affect the viewing of documents in revision directory and checking in a document as there are pop up notifying the user that the document is read only or to make sure changes are saved.

b. Error when Viewing (view current document or view document in revision) Office documents or tif files from the TMSWeb site, you will receive “IE cannot download <filename> or “cannot open file” message or on-line help does not function.

This is caused by the automatically expiration of pages before the application can actually open the page. In order to resolve, you need to make a change to IIS server in the way it handles expiration of pages.

See also: <http://support.microsoft.com/default.aspx?scid=kb;EN-US;Q316431> if

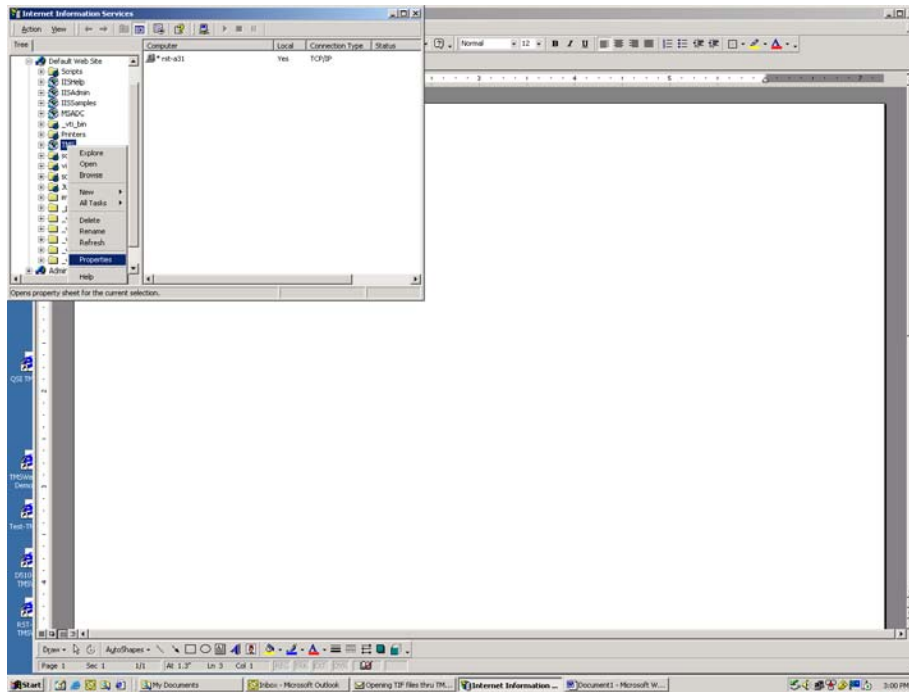


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Go to Internet Information Services, locate the TMS website, right click on it and select properties



On the HTTP headers tab, set the content to expire after 1 minute

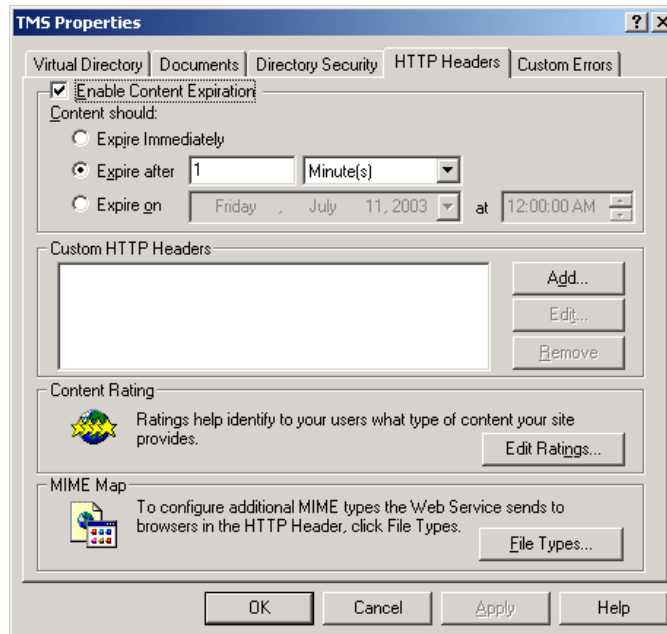




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When you click OK or Apply, you might be asked to set the expiration on Child Nodes (Inheritance Overrides). Highlight documents click OK.

If you are not prompted for the Inheritance Overrides, expand TMS and right click on Documents and set it to expire in 1 minute on the HTTP headers tab.

See also: <http://support.microsoft.com/default.aspx?scid=kb;EN-US;Q316431> if using SSL and the above does not solve issue.

c. On-Line Help – If you are experiencing problems with on-line help hanging or not expanding properly, please change the HTTP Headers to expire after 1 minutes. Use the above directions

Unable to View documents – Blank page or 404 error

Using the view icon, displays a blank page or 404 Page could not be found error. This could be caused because the file extension is not a valid MIME type for IIS. IIS5 (Windows 2000) returns the blank page and IIS6 (Windows 2003) return the 404 error. Reviewing the IIS logs, IIS5 has a status of 200 (successful) and IIS6 has the 404.3 MIME map policy prevents this request. Add the extension to the MIME types. Open IIS Manager, right click on local computer, select properties and click the MIME type button to add. After adding, close IIS Manager and reopen IIS Manager to verify.

Editing PowerPoint Documents

When checking out a PowerPoint document for editing selecting the edit icon will open the document in viewer mode. To edit the document RMC (right mouse click) on the document and select edit. **Important!** – Browse in same window must be checked in order to edit PowerPoint documents using Internet Explorer. (see Launching Applications Outside Browser to change this setting).

After selecting edit, you are able to load the PowerPoint tool bars by selecting the tools icon



FileConverter Hangs

When run as service but runs without error from command window) When trying to stop the service (after saving a document that is to be converted), you get a message the 'Could not



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stop TMS FileConverter on Local Computer. Error 31, a device attached to the system is not functioning.' but after clicking OK, the status is stopped. Problem is that the AF_Helpers.exe is terminating unsuccessfully (af_helpers.exe dated 04/23/2004 will log an error). Run dcomcnfg and select the default security tab, add tmsservice, aspnet IUSR and IWAM accounts to the default access permissions and default launch permissions.

Users are prompted for logon credentials when running reports #27 & 35

The TMSAdmin and TMSUser groups (or everyone) must be given Full Control to the C:\Documents and Settings\<machine name>\ASPNET\Local Settings\Temp directory (Local Settings is a hidden directory)

Manual Setting for .Net Reports

After adding a document to the system and in order to run the .net reports you must do a manual setting. This setting can occur only after one of the .net reports are run for the first time. The two .Net reports are Cycle Notification and Training Deviation by Location and Document. After executing these reports for the first time, you will receive an error. You must then go to the server and open permissions to the directory that was created during the execution of the report.

1. From the web server, drill down to the temp directory under local settings. (caution this may be a hidden directory)



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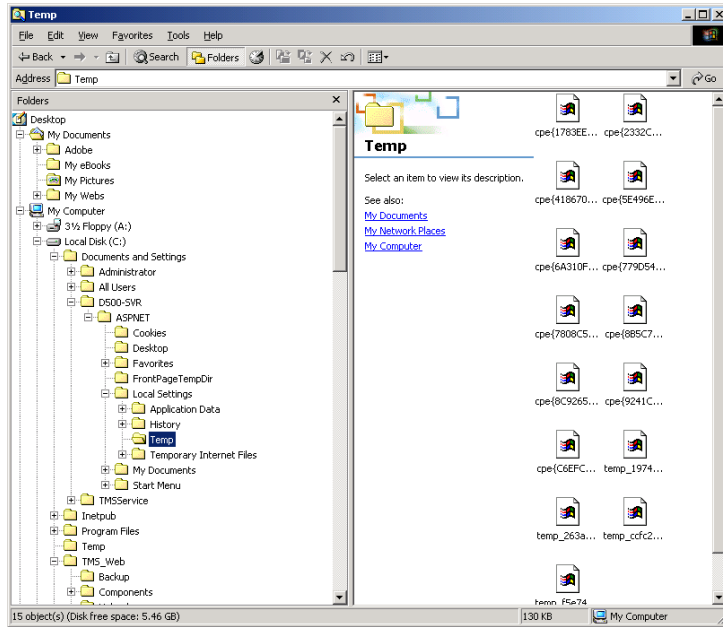
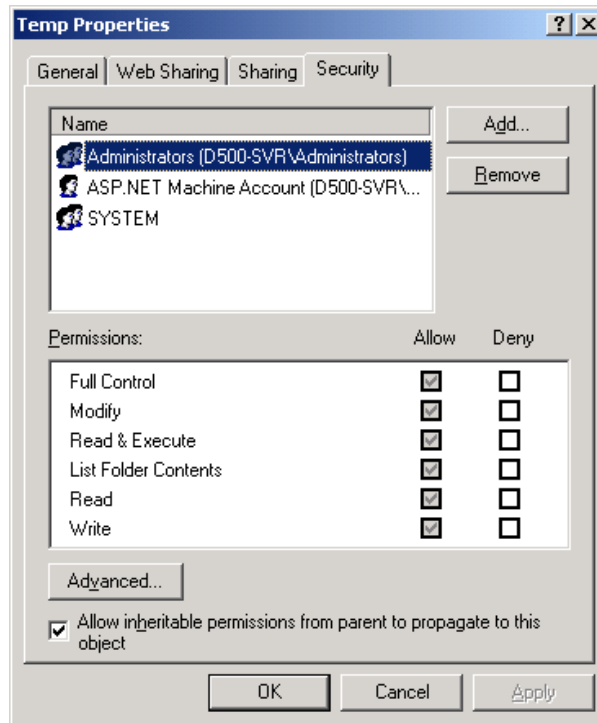
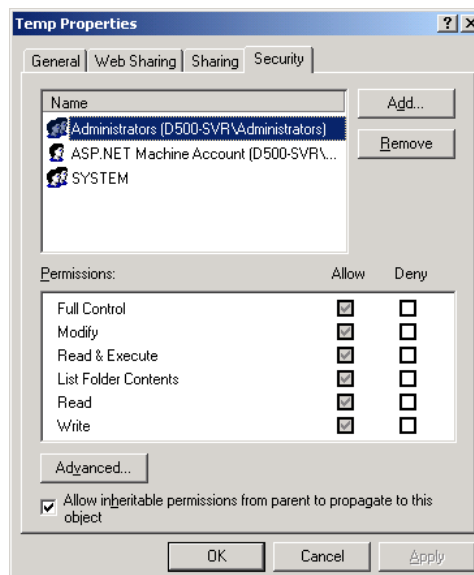


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2. RMC and go properties /security



3. Add User group or some other TMS User group

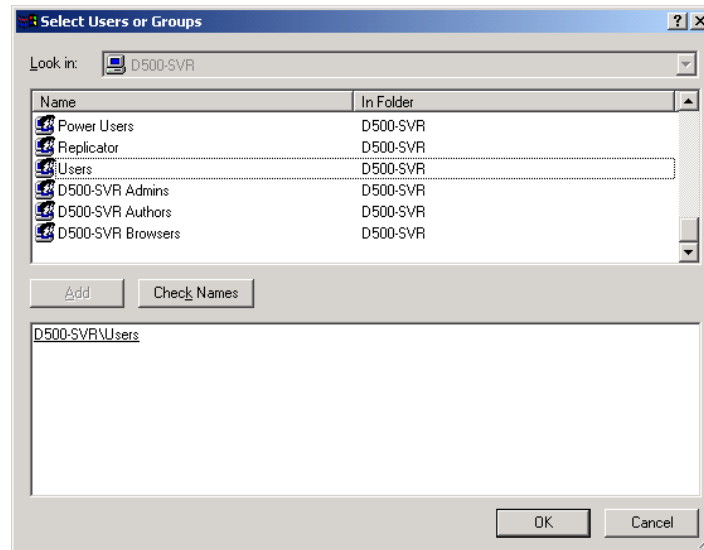




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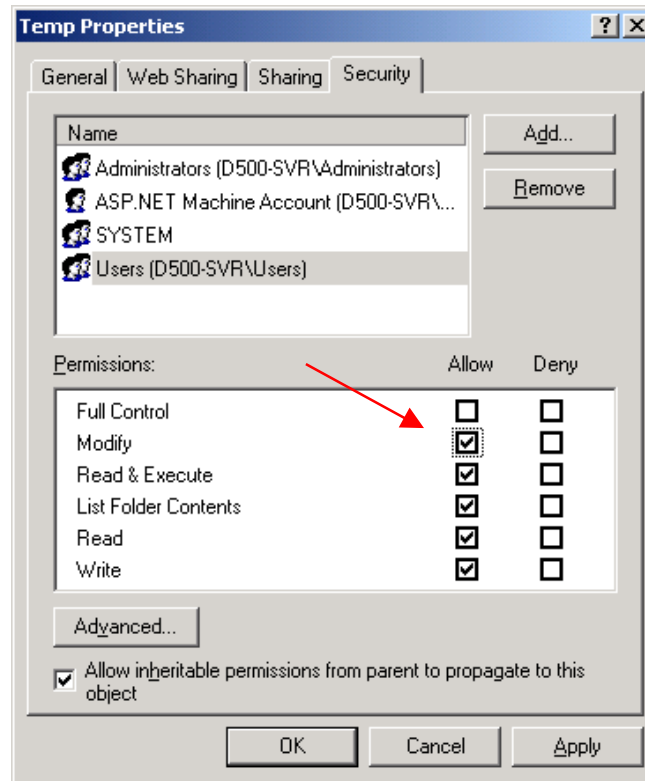
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4. Make sure the group has rights to modify



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Creating Full Name Using SQL Scripts

Under the TMS_Web/Components/Script directory you can run scripts to either change or setup the Full Name of the User. These scripts will create the full name field. Run the appropriate script below:

FullNameFromFirstNameLastName.sql
FullNameFromLastNameFirstName.sql

Scheduling Automatic Programs for Overdue Activities

Step 1. There are parameters settings in the application option that must set in order for these programs to run correctly. The parameters are as follows:

Program 1. Overdue Activities – OverDueNotication.exe



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- NOTIFY_MANAGER_REMINDERDAYS: If set, would notify managers when activities are overdue by the entered number of days.
- NOTIFY_MANAGER_SUBSEQUENTDAYS: If set, would notify managers every subsequent day when activities are overdue.
- NOTIFY_USER_REMINDERSDAYS: If set, would notify users of overdue activities when they are overdue by the number entered.
- NOTIFY_USER_SUBSEQUENTDAYS: If set, would notify users every subsequent day for overdue activities.

For example:

- If NOTIFY_USER_REMINDERSDAYS is set to **1**, the user would receive notification when the activity is one day overdue.
- If NOTIFY_USER_SUBSEQUENTDAYS is set to **2**, the user would be reminded every two days until activity is completed.
- If NOTIFY_MANAGER_REMINDERDAYS is set to **5**, the manager would receive notification if someone in his department has an activity overdue by 5 days.
- If NOTIFY_MANAGER_SUBSEQUENTDAYS is set to **1**, the manager would be reminded every day until the activity is complete.

Program 2 – Documents need review – ProActiveReview.exe

- PROACTIVE_REVIEW_DAYS: If set, would notify the review group administrator that a document is coming due for review. For example, if set to **30**, a notification would be sent to the review group administrator 30 days in advance of a document review. To activate this feature, the automatic **proactivereview.exe** program must be scheduled to run on the application server. See technical notes for additional information.

Program 3 – Training is expiring – Cyclenotification.exe

- CYCLENOTIFICATION ACTIVITY EMAIL: Is set would create user activities and emails for overdue activities
- CYCLENOTIFICATION DAYS: Standalone Cycle Notification Days –number of days to be notified before training expired.
- CYCLENOTIFICATION_TO_MANAGER: Standalone Cycle Notification to Department Manager or Review Group Administrator
- CYCLENOTIFICATION_USE_JOBPLAN: Standalone Cycle Notification Use Job Planning or Prior Training.

Program 4 – Document is expiring – Documentexpiration.exe

- DOC_EXPIRATION_DAYS: If set, would notify the review group administrator that a document is expiring. For example, if set to **30**, a notification would be sent to the review group administrator 30 days in advance of a of the document expiration date set in the document record. To activate this feature, the automatic **documentexpiration.exe** program must be scheduled to run on the application server. See below for instructions on setting up automatic programs.

Step 2.



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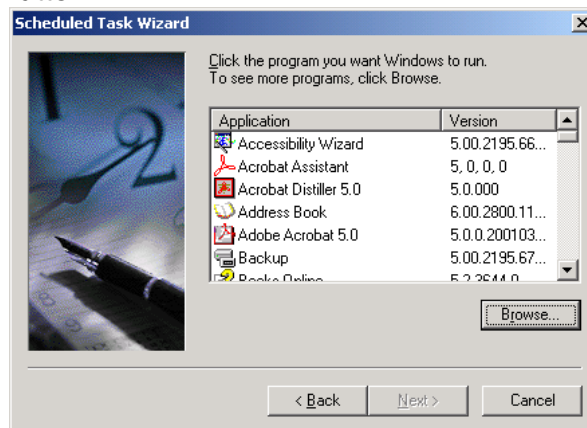
There are programs that can be scheduled to run on the server. These programs relate to current unfinished activities. The programs are:

OverDueNotification.exe
ProActiveReview.exe
Cyclenotification.exe
Documentexpiration.exe

These programs are located under the TMS_Web/component directory. You can schedule to run these programs as often as you like.

To schedule these programs to run automatically select services/control panel/scheduled tasks. You will need to schedule each program separately by answering the questions to the following screen prompts.

1. Select the Browse Button



2. Go to the TMS_Web/Components and look for overduenotification.exe or proactiverewiew.exe



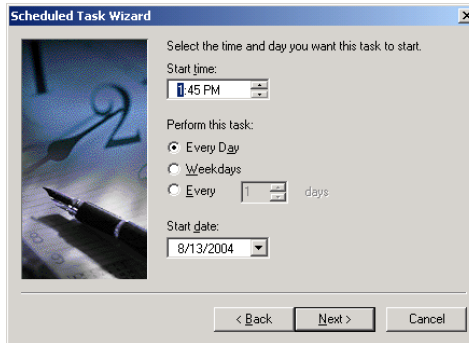
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3. Follow the prompts to schedule dates and time



4. Make sure you use a valid logon and password for execution



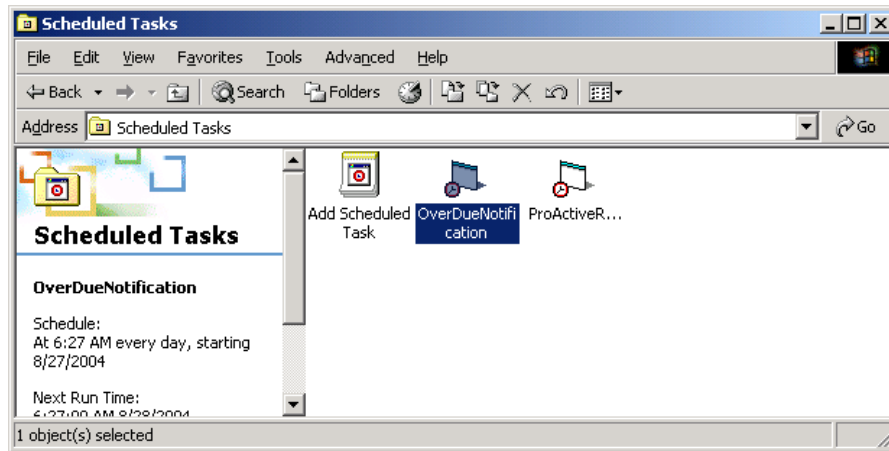
5. Run the wizard for each of the programs.



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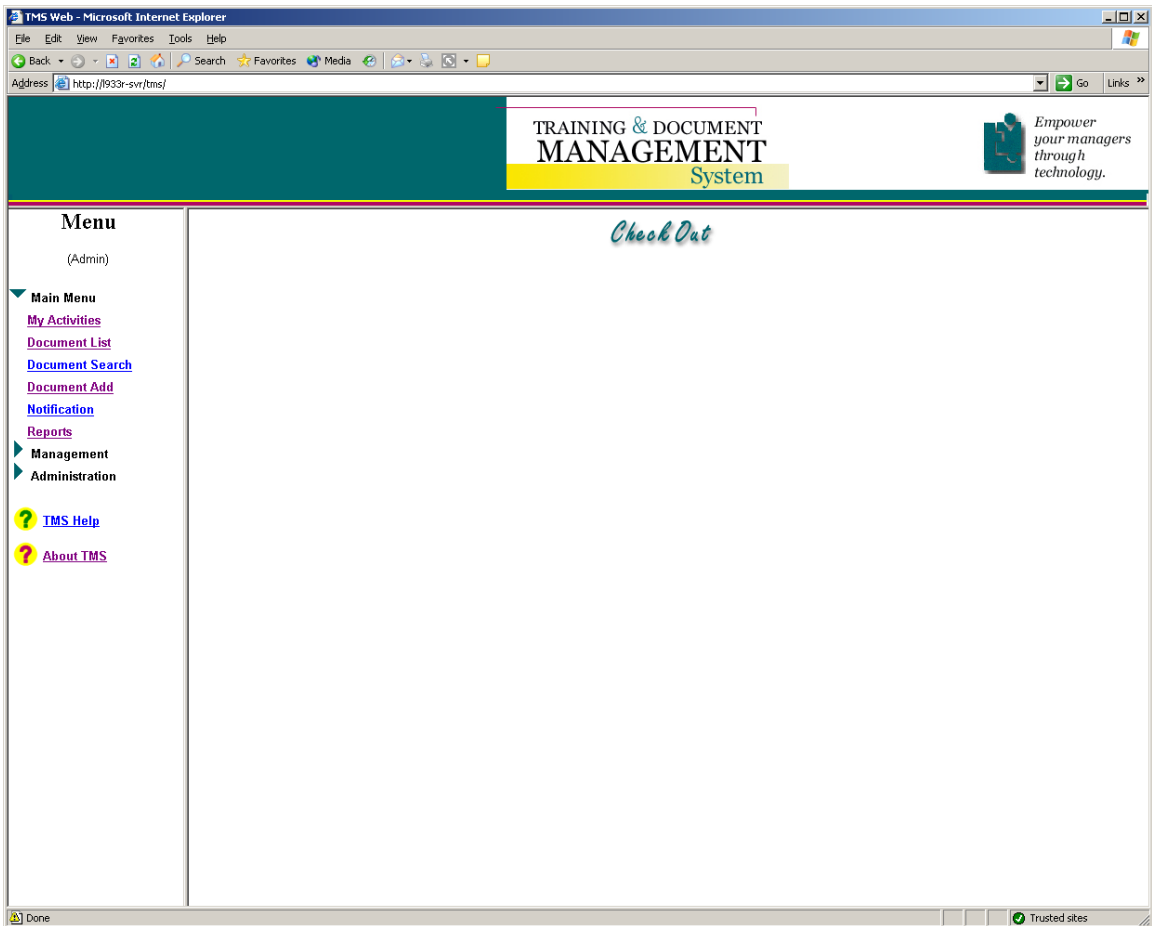
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Check Out/In fails with Windows XP

When using Windows XP sp1 or later, when you attempt to check out a document, Error/Done with yellow ! triangle will be displayed in lower left corner of browser window. This means that there is no Java machine installed to run the download applet.

Either Microsoft's Virtual Machine or Sun's Java Runtime Environment must be installed.



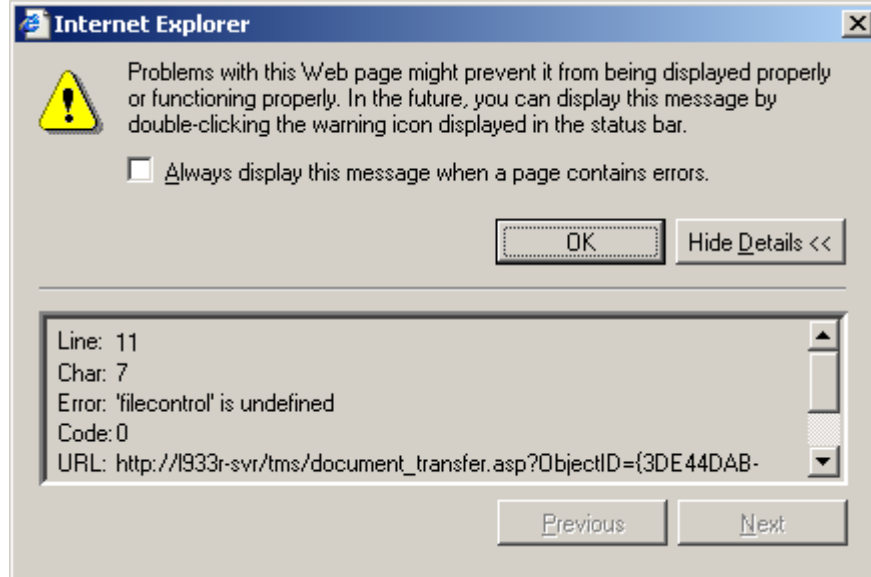


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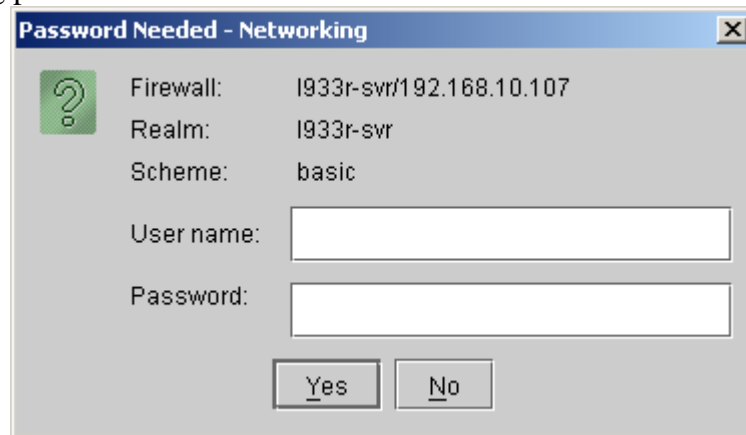
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If the yellow triangle is clicked, the following message window is displayed (click on show details)



If JRE 1.4.2_04 or earlier, the user must key in their domain\user and password. JRE 1.4.2_05 does not request the networking password.





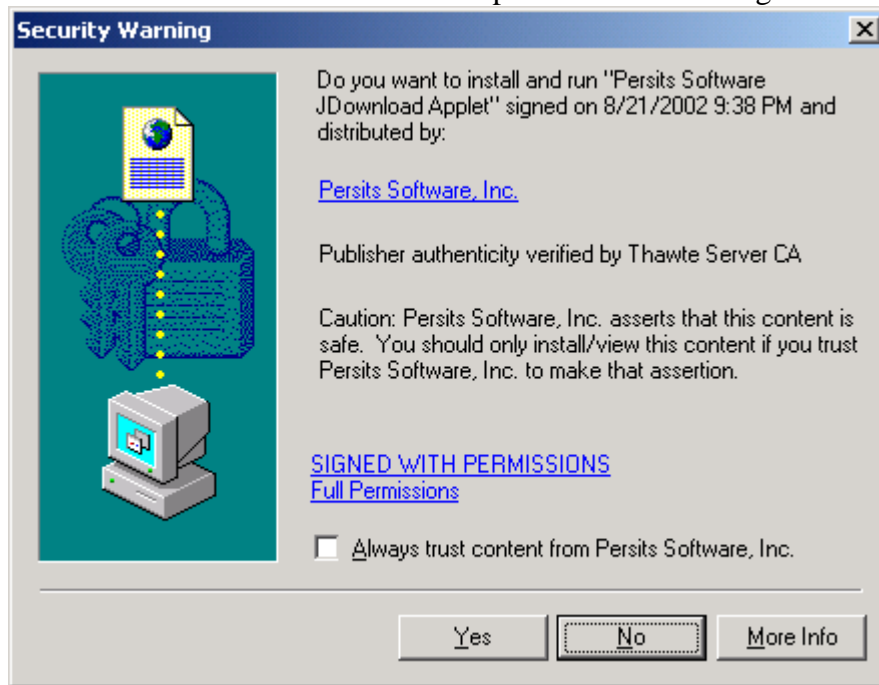
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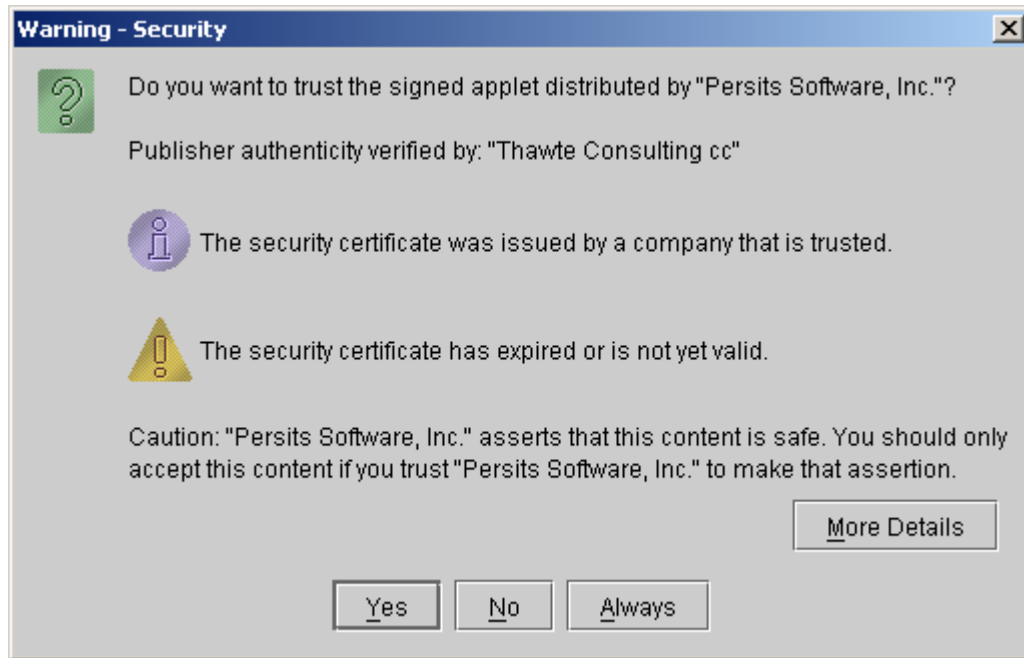
The first time the download applet is loaded, the user is presented with one of these two messages. The first is for the Microsoft VM and the second is for Sun's JRE.

Select the 'Always trust...' checkbox and then 'Yes' if presented this message



Select 'Always' if presented this message and then 'Yes' if presented this message (Java Runtime version 1.5.0_05 and earlier versions)

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Select Always trust... checkbox and then 'Run' if presented this message
(Java Runtime version 1. 5.0_06)

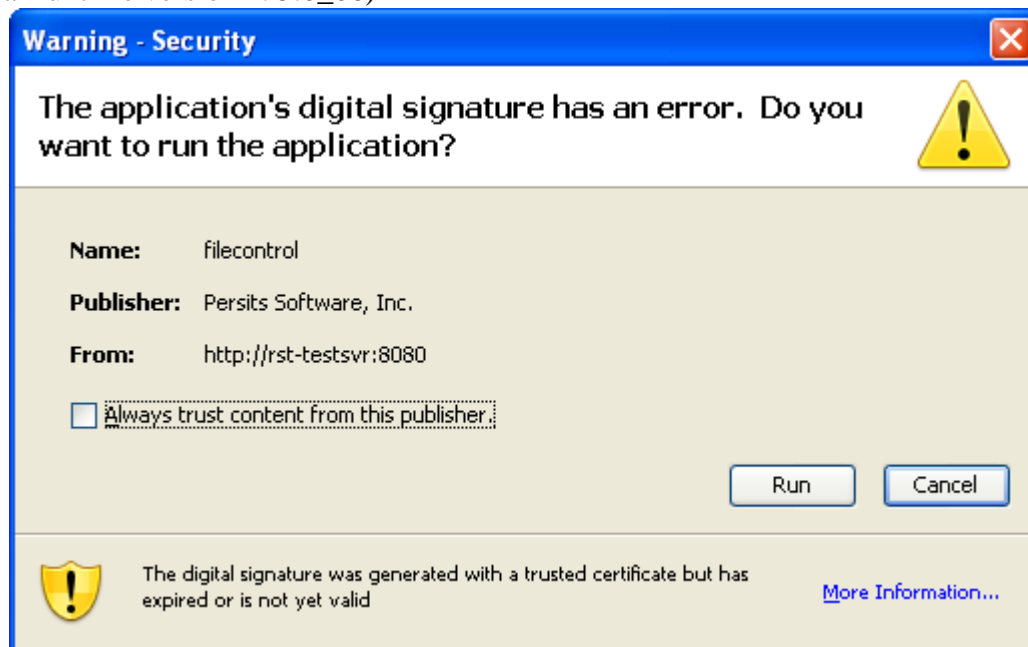




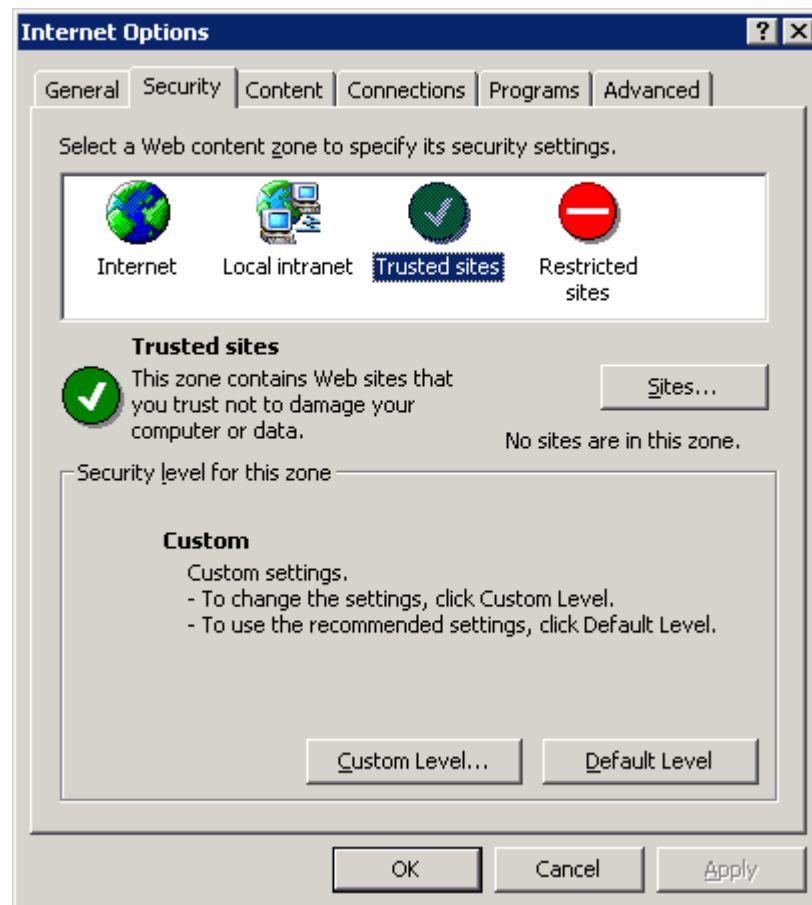
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Edit Button - Link to Checked Out File (local file) does not work

After checking a document out (and document is transfer to the local drive), the edit button to view this document does not work with Internet Explorer 6 sp1 and later. This is because Microsoft added a 'fix' into IE6 somewhere within SP1 that disallows access to the local hard drive when the connection is made to an Internet web site (Internet security zone). Intranet web sites (Local intranet security zone) do not exhibit this problem. Per Microsoft, the site that is being referenced must be added to the Trusted Sites zone within Internet Options.

In the security tab, add the site to the Trusted Sites zone by selecting Sites and adding the web site.

Tools -> Internet Options ->Security Tab->Trusted sites->Sites

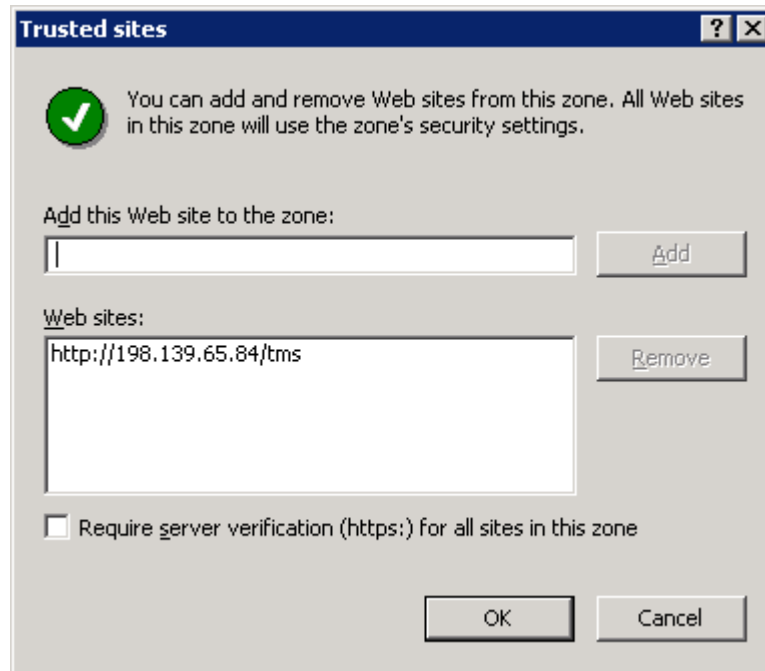




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Be sure to uncheck the 'Require server verification...' checkbox. An error will display if the box is checked or if HTTPS is used when the site is not using secure transfers the edit button will not work.

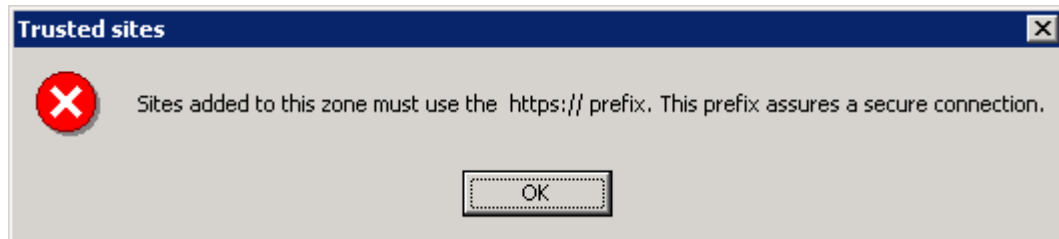




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Edit button does not open file with Windows XP SP2 or Vista

Once a document has been checked out, the edit icon does not launch the document for editing. Click on the edit icon is ignored. This is one of the many security enhancements introduced by sp2.

When a Web page is opened in Internet Explorer, Internet Explorer puts restrictions on what the page can do, based on where that Web page came from: the Internet, a local intranet server, a trusted site, and so on. For example, pages on the Internet have stricter security restrictions than pages on a user's local intranet. Web pages on a user's computer are in the Local Machine security zone, where they have the fewest security restrictions. This makes the Local Machine security zone a prime target for malicious users. Zone Elevation Blocking makes it harder to get code to run in this zone. For more info see: <http://www.microsoft.com/technet/prodtechnol/winxppro/maintain/sp2brows.msp#XSLTsection139121120120> and <http://www.microsoft.com/technet/prodtechnol/winxppro/deploy/sp2apcom.msp>

To allow a checked out document to be edited:

The **Zone Elevation Blocking** can to be turned off by editing the following registry key (this affects all zones):

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Internet  
Explorer\Main\FeatureControl\FEATURE_ZONE_ELEVATION\iexplore.exe  
    1 - Enables the feature  
    0 - Disables the feature
```

Or the Zone Lockdown setting under for each security zone can be changed by setting the registry key **2101** from **Disabled** to **Prompt** or **Allow**. For example, to change the Local Machine Zone Lockdown setting, you would change the key as follows:

```
HKEY_CURRENT_USER\Software\Microsoft  
\Windows\CurrentVersion\Internet Settings\Lockdown_Zones\0
```

"2101"=dword:00000003 to **Disabled**

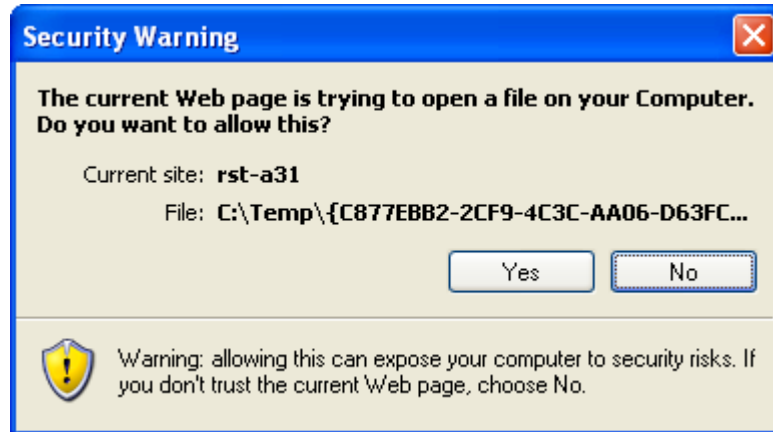
Default setting. No access to local machine with Internet Explorer

"2101"=dword:00000001 to **Prompt**

When a user attempts to open a document that has been checked out to their local machine, the following prompt is displayed. Selecting Yes will open the document.



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"2101"=dword:00000000 to **Allow**

User will not be prompted and the document will open

To resolve this issue complete the following:

Short Version:

Go to the registry editor

HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Internet
Settings\Lockdown_Zones\0

Left click on the 0 folder

On the right side of the screen find 2101 (toward the bottom) and double click on it

The value data should be a 3 – change it to a 1 and click OK

Long Version:

Left click on START

Left click on RUN

In the pop up box type regedit and left click OK

The registry editor will appear find HKEY_CURRENT_USER and left click on the “plus”
sign

Go down to SOFTWARE and left click on the “plus” sign

Go down to MICROSOFT and left click on the “plus” sign

Go down to WINDOWS and left click on the “plus” sign

Go down to CURRENTVERSION and left click on the “plus” sign



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Go down to INTERNET SETTINGS and left click on the “plus” sign
Go down to LOCKDOWN_ZONES and left click on the “plus” sign
Go down to the 0 folder and Left click on it
On the right side of the screen find 2101 (toward the bottom) and double click on it – a box will appear (Edit DWORD Value)
The value data should be a 3 – change it to a 1 and click OK

**When you go to edit a document in TMS a pop up will tell you the program is trying to access your C drive, do you want to give it permission – say YES
The security of your computer is not reduced.**

From Microsoft’s Application Compatibility Guide for XP SP2



ZoneElevation.vbs



ZoneElevationLocalMachine.vbs



Zones.vbs



Zones.reg

Multiple TMSWeb sites on same Web Server

Multiple TMSWeb sites can be setup on the same Web server. The only caveat is that all sites will share the same COM+ objects. The setup of additional TMSWeb sites is a MANUAL process and all updates must be performed on each additional web site by copying the TMS_Web directory and all sub-directories MANUALLY (except Documents directory).

1. Copy TMS_Web directory to new directory (ie Second TMS_Web) and delete all files in the document\conversion, document\current, document\deleted, document\history, document\publish and document\revision.
2. Setup new database by copying TMS db as another name (ie Second TMS). Or contact our office and we can provide a SQL backup of an empty database matching your version of TMSWeb.
3. Setup udl for new db (copy tms5.udl and change db name) and change DB to new DB (ie Second TMS).
4. Setup new virtual directory in IIS under default web site (2ndTMS). Ensure properties match the original TMSWeb site.
5. Change TMSWeb.ini to include sections for both websites.



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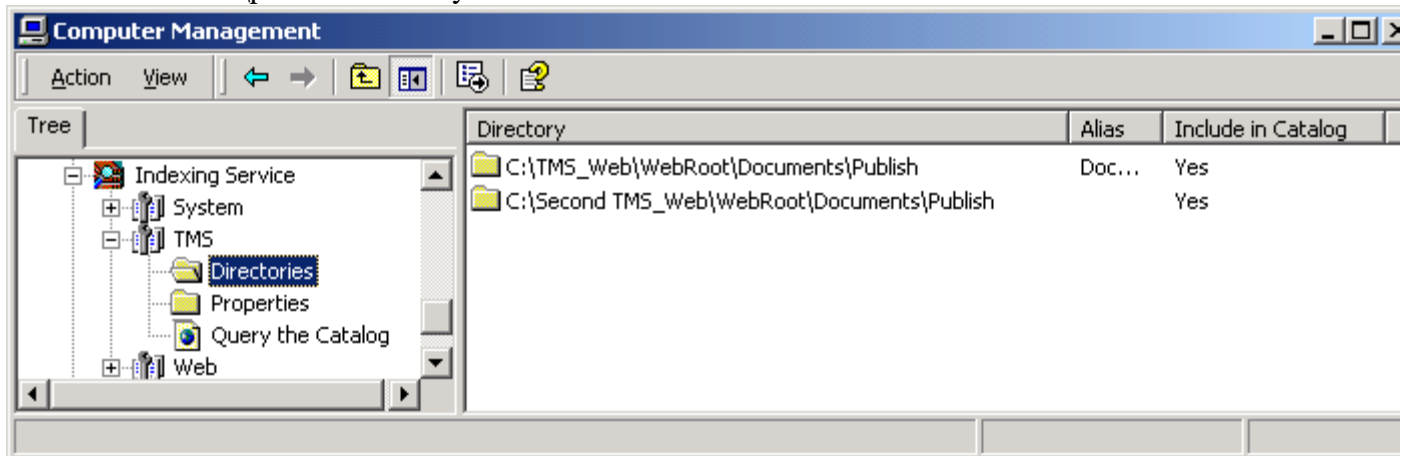
Note: both the installpath and dsn of the initial TMSWeb installation must be in the [Config] section.

```
[Config]
InstallPath=C:\TMS_Web\
DSN=File Name=C:\WINNT\TMS5.udl
SignaturePage=C:\TMS_Web\Components\Blank.pdf
SignaturePath=C:\TMS_Web\Components\TMS_Signature.exe
HelperPath=C:\TMS_Web\Components\AF_Helpers.exe
```

```
[RST-TESTSVR/TMS/ ]
InstallPath=C:\TMS_Web\
DSN=File Name=C:\WINNT\TMS5.udl
UploadPath=C:\TMS_Web\Upload\
BasePath=C:\TMS_Web\WebRoot\
AppTitle=TMS Web
ServerName=RST-TESTSVR
AppBase=/tms/
```

```
[RST-TESTSVR/2ndTMS/ ]
InstallPath=C:\Second TMS_Web\
DSN=File Name=C:\WINNT\Second TMS5.udl
UploadPath=C:\Second TMS_Web\Upload\
BasePath=C:\Second TMS_Web\WebRoot\
AppTitle=Second TMS Web
ServerName=RST-TESTSVR
AppBase=/2ndTMS/
```

6. Setup a new directory under the TMS catalog in the Indexing Service and point to web documents\publish directory



7. Updates present an additional issue as the TMS_Web directory must be copied over the other TMSWeb sites EXCEPT for the Documents directory which will be unique for each



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web site. SQL scripts (located in TMS_Web\Components\Scripts) will also need to be run on additional databases (contact our office for names of scripts that are to be run).

Using International Dates in TMSWeb

- 1) Logon to the Web Server with the TMSService account or local Administrator account. In Control Panel, open Regional Settings, Date tab and change the short and long date formats to the appropriate format. Set as Default (Windows 2000 on General tab, W2003 on the Advanced tab).
- 2) Reboot the server.
- 3) Run Regedit and search the HKey_Users hive for the old short date format. If any are found, change both sDateFormat and lDateFormat to the appropriate format. (Windows 2000 check .Default).
- 4) Reboot the server.



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Connecting to documents within other applications

Preferred method:

From any web application, to display the published version of a document, create a link on the web page that references Document_DisplayByName.asp and passes the document ID in the name parameter of the link. For example: To access document ABC located in TMSWeb you would use the following link.

http://servername/tms/document_displaybyname.asp?name=ABC

In VB, create a web-browser control on your form and use the navigate method using the url above.

Alternate Method:

This method requires that the documents publish directory must be shared on the web server (security issue).

Create a connection to the TMS SQL database, and issue this command to return a record set containing the information needed to retrieve a document:

```
Select dh.name,f.filename,f.nativeext,d.iscurrentconverted from tbldocumenthead dh
  Join tbldocument d on dh.documentheadid = d.documenthead
  Join tblfile f on f.fileid=d.fileid
  Where dh.name='ABC'
```

The record set will contain four fields, name (ID) of the document, the guid of the filename, the native extension and a flag specifying whether the document has been converted to pdf format. If iscurrentconverted is false, then the native extension is the filename's extension otherwise the filename's extension is .pdf.

For example to access a document,

<\\webservername\sharename\{C66B553C-CDB0-4208-B068-4C833D6C912E}.xls>

If iscurrentconverted = true then it would be:

<\\webservername\sharename\{C66B553C-CDB0-4208-B068-4C833D6C912E}.pdf>



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JRE hangs checking in a large document (> 30MB) when USE_SOCKETS=NO when using Sun's Java Virtual Machine

HTTP transfer with sockets = false (USE_SOCKETS=NO) has a limitation of about 30-35Megs, because of the way client's Java Virtual Machine is handling a post request. It tries to cache entire POST request (whole file - all those Megs) in memory before sending it over to a server. That memory is client's Java Memory which is around 90 Megs when Java is installed on a client's machine with defaults. There are two parameters that adjust the memory for the client's JVM. Use the Java Plug-in on Control Panel->Advanced Tab to adjust the Java Runtime Parameters.

<http://java.sun.com/j2se/1.4/docs/tooldocs/win32/java.html>

-Xms*n*

Specify the initial size, in bytes, of the memory allocation pool. This value must be a multiple of 1024 greater than 1MB. Append the letter k or K to indicate kilobytes, or m or M to indicate megabytes.

The default value is 2MB.

Examples:

```
-Xms6291456  
-Xms6144k  
-Xms6m
```

-Xmx*n*

Specify the maximum size, in bytes, of the memory allocation pool. This value must a multiple of 1024 greater than 2MB. Append the letter k or K to indicate kilobytes, or m or M to indicate megabytes.

The default value is 64MB.

Examples:

```
-Xmx83886080  
-Xmx81920k  
-Xmx80m
```

In testing -Xmx120m allowed a transfer of a 60MB file

Using sockets =true (USE_SOCKETS=YES) on the other hand allows virtually unlimited transfer size because the bytes are sent in small chunks as soon as they are read from a file.

Using an underscore (or special other characters) in Web Server Name

If the server name of the web server contains an underscore (_) or other special characters, unpredictable results will occur when moving between the various pages in TMSWeb. Some pages will work fine and others will return an error. A dash (-) is a valid character in a server name.



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Turning off the 'Save this password in your password list' checkbox in Windows XP

To remove the checkbox in Windows XP to "Save this Password" when logging onto the application.

1. From the 'Enter Network Password' window, open Local Security Policy Manager under Administrative tools.
2. Under Security Settings, under Local Policies, click on Security Options so the options appear in the right hand pane.
3. Scroll down to Network access: Change radio button "Do not allow storage of credentials or setting" to enable. This will remove the checkbox from the IIS network logon window.

Changing extensions of files after publishing.

This function is used when you would like to change the document extension rather than deleting the document and republishing. For example, you have added a word document that has numerous relationships, and you would now like to republish as a excel spreadsheet or .rtf document without losing the relationships. Training and signature information is removed as they would be invalid for this version of the document.

1. Write down the first 5 or 6 characters of the assigned GUID. The best way to do this is to hold the cursor over any view document link. The GUID will be displayed in the status line on the lower right of the browser window.

2. Manually Delete the files from the Web Server. Direct assess is required.

Delete the files (including matching pdf) from the following directories

TMS_Web\webroot\documents\published

TMS_Web\webroot\documents\current

Note if you use pdf conversion this should be a total of 3 files.

2 in the published

1 in the current

3. View the document details (I iocn) in TMSWeb, select the General tab, select Edit button and Browse to the new document. Clicking on the Save button will upload the new document and update the native extension field for the document.



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Error message in Move to Current or Training Notification.

The following error is displayed when Training Notifications should be displayed, either from the Menu frame or Move to Current:

There is no row at position 0.

Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

Exception Details: System.IndexOutOfRangeException: There is no row at position 0.

Source Error:

An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below.

Stack Trace:

```
[IndexOutOfRangeException: There is no row at position 0.]
  System.Data.DataRowCollection.get_Item(Int32 index) +63
  TMS.DBEngine.spr_getUserID(String name) in
C:\Projects\QSI\AF\webFiles\Includes\DBEngine.cs:243
  TMS.Global.Session_Start(Object sender, EventArgs e) in
C:\Projects\QSI\AF\webFiles\Global.asax.cs:138
  System.Web.SessionState.SessionStateModule.RaiseOnStart(EventArgs e) +132
  System.Web.SessionState.SessionStateModule.CompleteAcquireState() +514
  System.Web.SessionState.SessionStateModule.BeginAcquireState(Object source, EventArgs e,
AsyncCallback cb, Object extraData) +697
  System.Web.AsyncEventExecutionStep.System.Web.HttpApplication+IExecutionStep.Execute()
+66
  System.Web.HttpApplication.ExecuteStep(IExecutionStep step, Boolean&
completedSynchronously) +173
```

Version Information: Microsoft .NET Framework Version:1.1.4322.2032; ASP.NET Version:1.1.4322.2032

This indicates that the user logged onto TMSWeb using a forward slash instead of a back slash between the domain name and their username.



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Installing Windows 2003 Server

- ❑ Install Windows 2003 Server
- ❑ Install Service Pack 1 for Windows 2003 Server.
- ❑ Configure server as Application server using the Configure Your Server Wizard. Include ASP.Net. This will install IIS 6 and enable ASP.NET. OR use Add/Remove Windows Components to add IIS 6, be sure to include ASP.NET...click Details once Application Server is selected.
- ❑ Open IIS Manager. Click on the plus sign next to the server (local computer). Click on Web Server Extensions. In the right pane, make sure that Active Server Pages, ASP.NET and Server Side Includes are all enabled.
- ❑ RMC on the server name (local Computer). Select properties. Select MIME types. Add .id to the list. Close IIS Manager and reopen and verify that .id is in the MIME types list.

Installing TMSWeb on Windows 2003 Server without SP1

Note: Not Recommended

- ❑ Install TMSWeb as normal. After installing, open Component services, drill down until TMS is visible in the right pane. Right click on COM+ Apps and select New Application. Use the Wizard to create an application called TMS – Server. Once created, expand TMS until the components are in the right pane. Select Af_AdminOptions and Af_configoptions, right click and select move. Move to the new application just created.
- ❑ Right click on TMS, select properties, select the activation tab and change to a library application. The new application (TMS – Server) is a server application.
- ❑ On both applications, right click and select properties. Select the security tab and uncheck enforce access checks.
- ❑ In computer management, select Services and Applications->WMI Control-> right click for properties->Security tab->expand Root-> click on CIMV2 and and select the security button. Add users or groups and set the remote enable.
- ❑ Give TMSWeb users full control of the Windows\Temp directory

Installing TMSWeb on Windows 2003 Server with SP1

- ❑ Install TMSWeb as normal.
- ❑ After rebooting the server after the installation completes, open Component Services, drill down Component Services until TMS. RMC on TMS, select properties. On the Security tab, uncheck 'Enforce access checks for this application'. Click OK and close Component Manager.



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- ❑ In computer management, select Services and Applications->WMI Control-> right click for properties->Security tab->expand Root-> click on CIMV2 and and select the security button. Add users or groups and set the remote enable.
- ❑ Give TMSWeb users full control of the Windows\Temp directory

Possible Security Settings for Windows Server 2003

1) Access Denied (system management exception)

Run computer management, expand services & apps, select WMI Control, RMS for properties, click security tab, expand root, click CIMV2, click security button. Set Remote Enable for TMS Users

2) Access Denied

Set security to modify on the Windows\Temp directory for Users Group

3) Access Denied

User ASPNet needs to 'Act as Part of OS' and 'Impersonate a client after authentication'. Or could make it a member of the local admin group

4) Access Denied

Set Users Group to have modify security access for TMS_Web (and below) directory
Set ASPNet to have modify security access for the TMS_Web (and below) directory

5) JUpload reports evaluation copy message when uploading/downloading documents.

Add .ID to the list of file types in IIS. In IIS Manager, RMC on the server name, select properties, select the MIME button and add .id to the list. Close IIS Manager and re-run to verify ID is in list.

6) File Converter failing to create components

TMSService account must be added to the Security default launch permission and access permission. Run Component Services, drill down to My Computer, RMC on My Computer, select properties, select Default COM Security tab,select edit default button for the access permission, add the TMSService account with type of access-allow. Do the same for the launch permission.

7) File Converter reporting DCOM errors in the event log

Make sure the TMSService account is a member of the local admin group.



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Craxdrt.dll error when exporting a report

1. Solutions 1:
 - ❑ Run Internet Information Services Manager, drill down to Default Web Sites,
 - ❑ right Mouse Click (RMC) on Default Web Sites and select properties. On the service tab, check the Run WWW service in IIS5.0 isolation mode checkbox. Answer yes to the restart IIS popup.
 - ❑ Drill down Web Sites to TMS rmc on TMS and select properties. On the Virtual Directory tab (should be default tab), change the Application Protection to Medium (Pooled).

2. Solution 2 (recommended):
 - ❑ Create a new COM+ application (CRAXDRT). Assign the same identity as is used for TMS application.
 - ❑ Open the property pages for new application. Uncheck the Enforce Security Checks on the security tab.
 - ❑ Expand CRAXDRT and click on Components. Use Windows Explorer and drag craxdrt.dll (found in c:\program files\Seagate software\report designer) into the right pane of the CRAXDRT components display (two objects should display)

Landscape report viewed as portrait

See solution 2 above

Access Denied error when trying to connect to .Net ASPX page (Training Notification)

Error received for regular (non webserver administrators) users running .net applications.

Server Error in '/TMS' Application displays below when executing TMSWeb and selecting .net functions.

Access denied



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Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

Exception Details: System.Management.ManagementException: Access denied

Source Error:

Stack Trace:

An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below.

```
[ManagementException: Access denied]
  System.Management.ManagementException.ThrowWithExtendedInfo(ManagementStatus
errorCode) +167
  System.Management.ManagementScope.InitializeGuts(Object o) +580
  System.Management.ManagementScope.Initialize() +201
  System.Management.ManagementObjectSearcher.Initialize() +162
  System.Management.ManagementObjectSearcher.Get() +40
  TMS.Global.Session_Start(Object sender, EventArgs e) +98
  System.Web.SessionState.SessionStateModule.CompleteAcquireState() +525
  System.Web.SessionState.SessionStateModule.BeginAcquireState(Object source,
EventArgs e, AsyncCallback cb, Object extraData) +698

System.Web.AsyncEventExecutionStep.System.Web.HttpApplication+IExecutionStep.Execute(
) +66
  System.Web.HttpApplication.ExecuteStep(IExecutionStep step, Boolean&
completedSynchronously) +173
```

To Correct:

Execute Computer Management,
Drill down Services and Applications to WMI Control.
Select WMI Control then RMC on WMI Control and select properties.
Select the security tab then the security button. Select “everyone group” then the advanced button.
Select the “Allow Everyone” (Apply to is ‘**This Namespace and subnamespaces**’).
Click the View/Edit button and click the ‘Remote Access’ checkbox. Click “OK” to close out of the property windows.
Close Computer Management

Access denied to 'c:\inetpub' or other directory. Failed to start monitoring file changes.

**Error message on a Windows XP machine when “Training Notification” is selected:
Server Error in '/TMS' Application.**



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Runtime Error

Description: An application error occurred on the server. The current custom error settings for this application prevent the details of the application error from being viewed remotely (for security reasons). It could, however, be viewed by browsers running on the local server machine.

Details: To enable the details of this specific error message to be viewable on remote machines, please create a <customErrors> tag within a "web.config" configuration file located in the root directory of the current web application. This <customErrors> tag should then have its "mode" attribute set to "Off".

```
<!-- web.Config Configuration File -->
<configuration>
  <system.web>
    <customErrors mode="off"/>
  </system.web>
</configuration>
```

Notes: The current error page you are seeing can be replaced by a custom error page by modifying the "defaultRedirect" attribute of the application's <customErrors> configuration tag to point to a custom error page URL.

```
<!-- web.Config Configuration File -->
<configuration>
  <system.web>
    <customErrors mode="RemoteOnly" defaultRedirect="mycustompage.htm"/>
  </system.web>
</configuration>
```

OR

Error message on the SERVER when "Training Notification" is selected: Server Error in '/TMS' Application.

Access denied to 'c:\inetpub'. Failed to start monitoring file changes.

Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

Exception Details: System.Web.HttpException: Access denied to 'c:\inetpub'. Failed to start monitoring file changes.

Source Error:

An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below.

Stack Trace:

```
[HttpException (0x80070005): Access denied to 'c:\inetpub'. Failed to start monitoring file changes.]
   System.Web.FileChangesMonitor.FindDirectoryMonitor(String dir, Boolean addIfNotFound, Boolean...
```



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```
Boolean throwOnError) +527
System.Web.FileChangesMonitor.StartMonitoringPath(String alias, FileChangeEventHandler
callback) +477
System.Web.Caching.CacheDependency.Init(Boolean isPublic, Boolean isSensitive, String[]
filenamesArg, String[] cachekeysArg, CacheDependency dependency, DateTime utcStart) +1535
System.Web.Caching.CacheDependency..ctor(Boolean isSensitive, String[] filenames,
DateTime utcStart) +50
System.Web.Configuration.HttpConfigurationSystem.GetCacheDependencies(Hashtable
cachedeps, DateTime utcStart) +151
System.Web.Configuration.HttpConfigurationSystem.ComposeConfig(String reqPath,
IHttpMapPath configmap) +697
System.Web.HttpContext.GetCompleteConfigRecord(String reqpath, IHttpMapPath configmap)
+434
System.Web.HttpContext.GetCompleteConfig() +48
System.Web.HttpContext.GetConfig(String name) +195
System.Web.CustomErrors.GetSettings(HttpContext context, Boolean canThrow) +20
System.Web.HttpResponse.ReportRuntimeError(Exception e, Boolean canThrow) +40
System.Web.HttpRuntime.FinishRequest(HttpWorkerRequest wr, HttpContext context, Exception
e) +480
```

Version Information: Microsoft .NET Framework Version:1.1.4322.573; ASP.NET Version:1.1.4322.573

The user ASPNet does not have access to directory necessary for the ASPNet process to monitor certain files for changes. The files include:

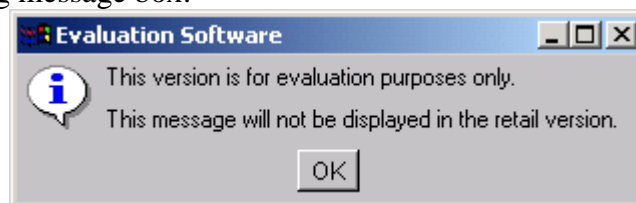
- Web.config files
- Machine.config files
- Files in the Bin directory of an ASP.NET application
- Cache dependency files

Assign the ASPNet the ability to read and list or consider assigning ASPNet to the local Administrators group.

See <http://support.microsoft.com/default.aspx?scid=kb;en-us;Q317955> for additional information regarding this error.

Check In/Check Out of document display Evaluation Software

User receives the following message box:



1. Open Internet Services Manager
2. RMC on the server name (local Computer).
3. Select properties.
4. Select MIME types.



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5. Select New button
6. Enter id in the extension textbox and Persits License File in the MIME Type...click OK
7. Click OK then Apply
8. Close IIS Manager
9. Reopen and verify that .id is in the MIME types list.

Changing the default graphic

1. Overwrite the header.jpg that is located in the webroot\image directory with the picture you want. This changes the graphic section of the header.
2. If you want to change the background fill (teal color) of the header, go to the banner.html page in Webroot. Open it with some type of html editor such as Front Page and change the color using the standard fill tools.
3. After changing, you may have to delete the temporary files in IE because some graphics are stored in memory. (see below for directions)

In Internet Explorer select Tools/Internet Options and select the "delete files" button in the section labeled "Temporary Internet Files"

Duplicate Documents Listed when Content Searching and using PDF Conversion

This occurs because the word that is being search for exists in two files, the DOC and the PDF file. To correct this:

1. Open Computer Manager
 2. Expand Services and Applications
 3. Expand Indexing Service
 4. Expand TMS
 5. Click on Directories
 6. Double click on the directory listed in the right hand panel.
 7. Change 'Publish' to 'Current' at the end of the Path display.
- This will cause the index to be rebuilt.



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Minimizing the Training & Document Management logo at top of TMSWeb pages

1. On the web server open up the **default.asp** located under TMS_Web/webroot.
2. Locate the following code:

```
<frameset rows="117,*">  
  <frame name="frameBanner"  
    src="banner.html"  
    scrolling="no"  
    frameborder="no"  
    marginheight="0"  
    marginwidth="0"  
    yesresize>
```

3. Change the “117” in frameset rows to a “0”

```
<frameset rows="0,*">
```

Internet Explorer Status Bar not displaying

The Status Bar can be enabled or disabled by:

- Load Internet Explorer
- Click View -> Status Bar

Internet Explorer opens but document does not when editing a checked out document.

After checking out a document, clicking on the edit button causes a blank browser window to open. Clicking on the W icon in the browser opens the document and leaves the browser window open.

This only occurs if the document is checked out by name and the name (ID) of the document contains a # (the # is an indicator to the browser to position to a bookmark on the page).

Remove # from document name (ID) or revert back to checking out by GUIDs.



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View All Questions – Timeout Error

When clicking on View All Questions, a Timeout Error is displayed:

Setting the List Items Count ≥ 100 causes Question List page to return "Timeout Expired. The Timeout period elapsed prior to obtaining a connection from the pool..."

DBEngine.cs line 477

QuestionList.dgList_DataBound "

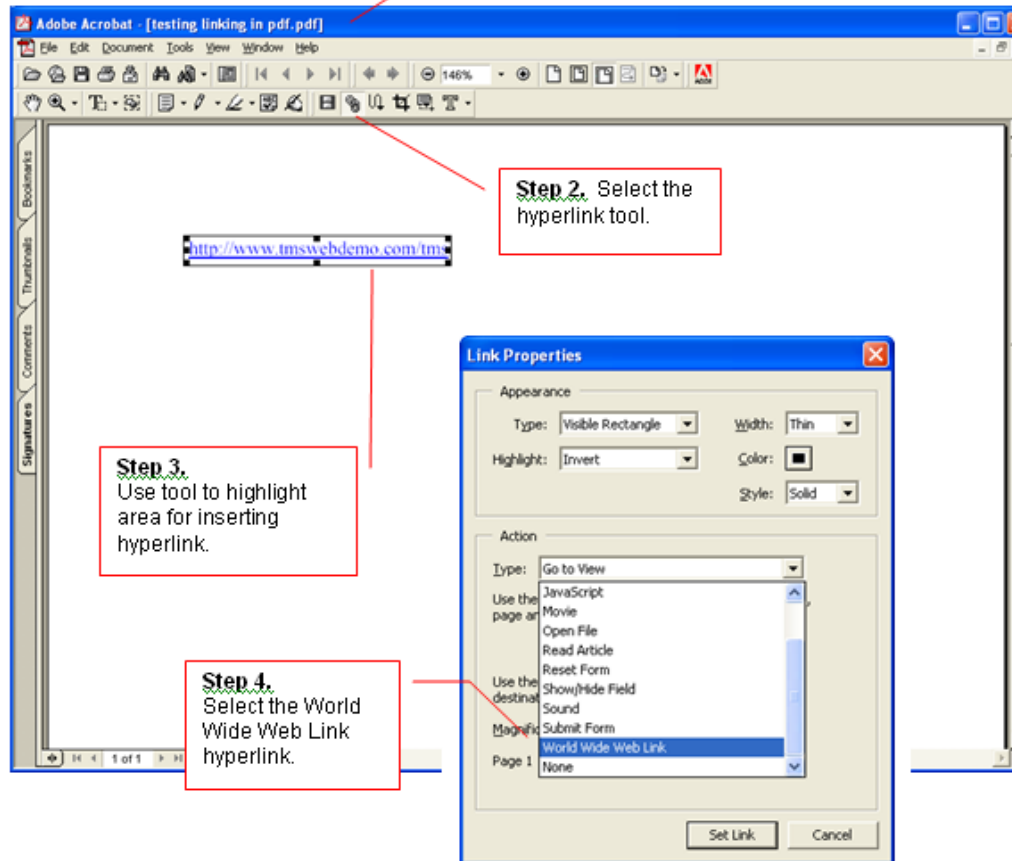
Solution --- set user's List Items Count to 80 or less.

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Creating Hyperlinks With-in a PDF document

This process is done using adobe and not just the viewer.

Step 1.
Open document
using full blown
adobe



Step 5.
Type in your
link, and
select OK.

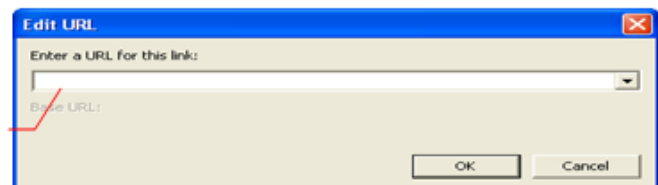




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Browse button on document add does not fill in File Name text box

Clicking the OK button after selecting a file using the browse button from the document add screen does not insert the file name into the File Name text box. The box remains blank.

Possible problem is the length of the complete file name (drive, directories and file name) is too large. Shorten filename and retry selecting the file again with the browse button.

Checking out a document a second time causes changes to be lost

User checks out a file, edits the file, saves it and checks it back in then checks it back out, the original file (before the edit) is copied into the users edit directory. This occurs with Java 6.0 (tested through Update 6)

Solution 1: use Java version 5 update 11 or later or close the browser before checking out the document the second time.

Solution 2: Set the application option USE_SOCKETS=YES and use the AspUpload v3/0/0/6 and JUpload/JDownload v2.3.0.3. This is being included in 5.3.7 SP11(Updates) and 6.1 and later

Content search returns sql where clause error

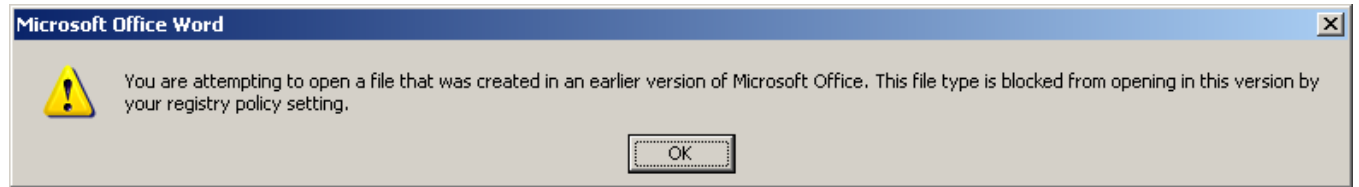
This happens when the TMSWeb site has been moved from under the Default Website and the AppBase parameter in TMS_Web.ini contains just a slash (/).

Solution: update to 5.3.7 SP11(Updates) and 6.1 and later and add a line to the TMS_Web.ini
ContentSearchCatalog=TMS



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Error Opening exported Report



After installing Office 2003 Service Pack 3, certain file types are blocked. See KB 938810 information on how to unblock the blocked file types (<http://support.microsoft.com/kb/938810>). Setting needs to be set to 45 (2D in hex). Execute (by clicking) on file below (unlockword.reg) will set the policy appropriate for each work station.



UnlockWord.reg

Open Documents in Separate window (not inside browsers)

Msoffice Documents - Using Windows Explorer, uncheck browse in same window for documents extension. Tools/Folder Options/File Types/Advanced tab - Uncheck "Browse in same window".

PDF Documents – Using Adobe Reader or Acrobat, select Edit/Preferences/Internet - uncheck "Display PDF in browser".

Opening PPT files not in slideshow mode

Using the Folder Options tool to force PowerPoint files to open in PowerPoint and not the browser:

- Open My Computer.
- On the Tools menu (or the View menu), click Folder Options (or click Options).
- Click the File Types tab.
- In the Registered file types list, click "PPT Microsoft PowerPoint Presentation", and then click Advanced (or click Edit).

If you put a check next to "Confirm open after download", when the user clicks the link, they'll see a File Download dialog box and will be able to choose Open, Save or Cancel.

"Browse in same window" controls whether the file opens in the same or a new window, for example, when "Confirm open after download" is checked and the user clicks Open.

See <http://support.microsoft.com/kb/q299824/> . This involves making edits to the registry. The usual warnings apply. If you don't know what the usual warnings are, don't do this.

- Open the registry and browse to HKLM\Software\Classes\PowerPoint.Show.8
- Right click this and choose New, DWORD Value
- Name it BrowserFlags



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- Double click it to open it for editing
- Click Base: Hexadecimal

The value you assign here will depend on how you want your links to PPT files to behave when clicked:

- **To open the file as a read-only file in Normal (edit) view in PowerPoint, set Value data to a (lowercase letter A)**
- To open the file in SlideShow view in PowerPoint, set Value data to 8
- To open the file in edit mode within the browser, set Value data to 1 (one). Note that only limited editing is possible and that the behavior's a bit unpredictable if the user launches a slide show from within this mode.
- To open the file in SlideShow view within the browser, set Value data to 0 (zero)

Java 6 issues

- 1) Copying a prior version of document from local cache instead of from the server to the user's edit path when document is checkout a second time within a browser session

There are FIVE options to resolve this issue:

- 1) install Java 1.5 (we have tested versions 9-14). Uninstall Java 1.6 first.
 - 2) install Java 1.6 update 7 or 10, jar files dated 1-20-2008 (released with TMSWeb 6.1) and set the TMSWeb Application Option USE_SOCKETS=YES
 - 3) install Java 1.6 update 7 or 10, use jar files dated 6-16-2008 (available on request) and set the TMSWeb Application Option USE_SOCKETS=NO
 - 4) install Java 1.6 update 7 or 10, use the jar file from 1-20-2008 or 6-16-2008, set the TMSWeb Application Option USE_SOCKETS=NO or YES and uncheck "Keep temporary files on my computer" on Java control panel->general->Temporary Files settings
 - 5) close the browser before checking out the same document more than once in a session
- 2) Update 10 fails to check out/in documents

On the Advanced tab in Java Control Panel, locate the Java Plug-in setting (new option). Expand it and you should see "Enable the next-generation Java Plug-in". Uncheck this and restart your browser and check out/in should work correctly.

Re-indexing Content Search

If you are having problems with documents not displaying during content search you may want to re-index your documents. The following outlines the steps for re-indexing. This operation is done from the server and should be done overnight or over a weekend.

(RMC) designates Right Mouse Click



TMSWeb Technical Document

Revision 6.1 sp2

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1. Select Program/Administrator Tools/ Computer Management/Services & Application/Indexing Services (RMC) select **Stop**.
2. Drill down to **TMS** under Indexing Services (RMC) on TMS and select **All Tasks**. Select **Empty Catalog**
3. Select Indexing Services (RMC) **Start**

User logon fails after changing logon in Active Directory or Windows

After changing a users name/login in active directory (or Windows) and also in TMSWeb, the user can not logon to TMSWeb. They are able to logon to Windows. The web server should be rebooted as IIS is caching the user credentials