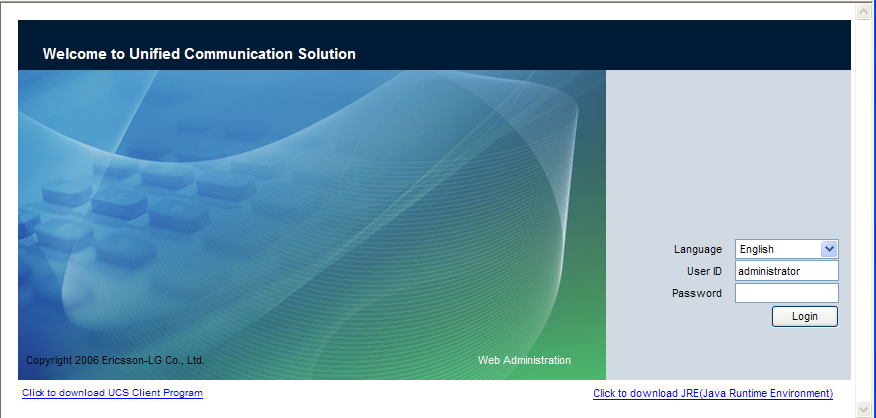
**UCS WebAdmin**

**Troubleshooting Guide**

This document is written to help UCS Server installation person understand and cope with site problem by himself/herself especially in installing UCS WebAdmin on different PC Servers.



Contents

[**(1)** **Checklists after UCS WebAdmin installation** 3](#_Toc344122108)

[**(2)** **UCS WebAdmin error in Windows 7 Professional in Brazil** 4](#_Toc344122109)

[**(3)** **UCS to Hyper V Win 2008 R2 web page problem in New Zealand** 8](#_Toc344122110)

[**(4)** **UCS WebAdmin page error in Windows 7 Ultimate PC in South Africa** 10](#_Toc344122111)

[**(5)** **UCS WebAdmin page error in Windows 7 64Bit PC in USA** 11](#_Toc344122112)

1. **Checklists after UCS WebAdmin installation**

* Please check where UCS WebAdmin is installed
  + Either c:\inetpub\wwwroot\ucs
  + Or d:\inetpub\wwwroot\ucs

Let’s image that you installed UCS WebAdmin in the d:\ instead of c:\

Please open Web.config in the d:\ inetpub\wwwroot\ucs with any text editor then modify all of inetpub-related directories from c:\ to d:\

* Next step, see if there are downloadable files in the c:\inetpub\wwwroot\ucs\Client
  + JabraPcSuiteSetup.exe
  + PlantronicsRedistributable.msi
  + UCSClient.exe
  + UCSmClientInstall.apk
  + UCSmClientInstall.CAB
  + UCSOutlookAddin.exe

Please copy files above manually from UCS WebAdmin directory extracted to c:\inetpub\wwwroot\ucs\Client.

* And we recommend you check if there are two XML files in the c:\inetpub\wwwroot\ucs\XML
* Language.xml
* Nots.xml

Please copy files above manually from UCS WebAdmin directory extracted to c:\inetpub\wwwroot\ucs\XML

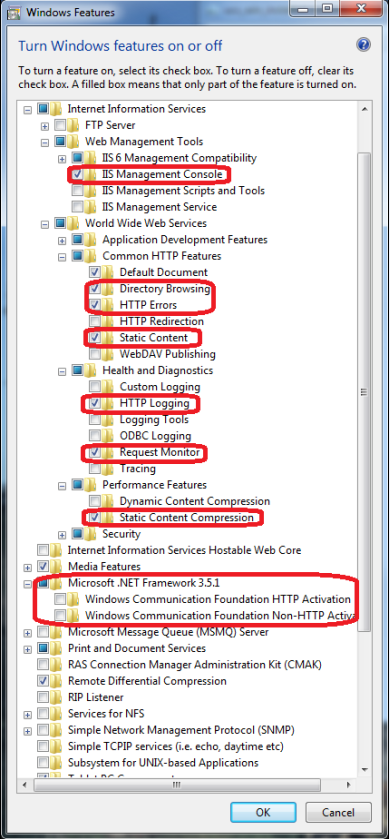
We have found that some files fail to be copied sparsely.

1. **UCS WebAdmin error in Windows 7 Professional in Brazil**

Dear,   
  
I`ve been trying to install UCS Server in Windows 7 professional edition.   
I followed the steps of UCS Server Guide to install the software, but I can’t   
access the localhost/ucs. See the image below.



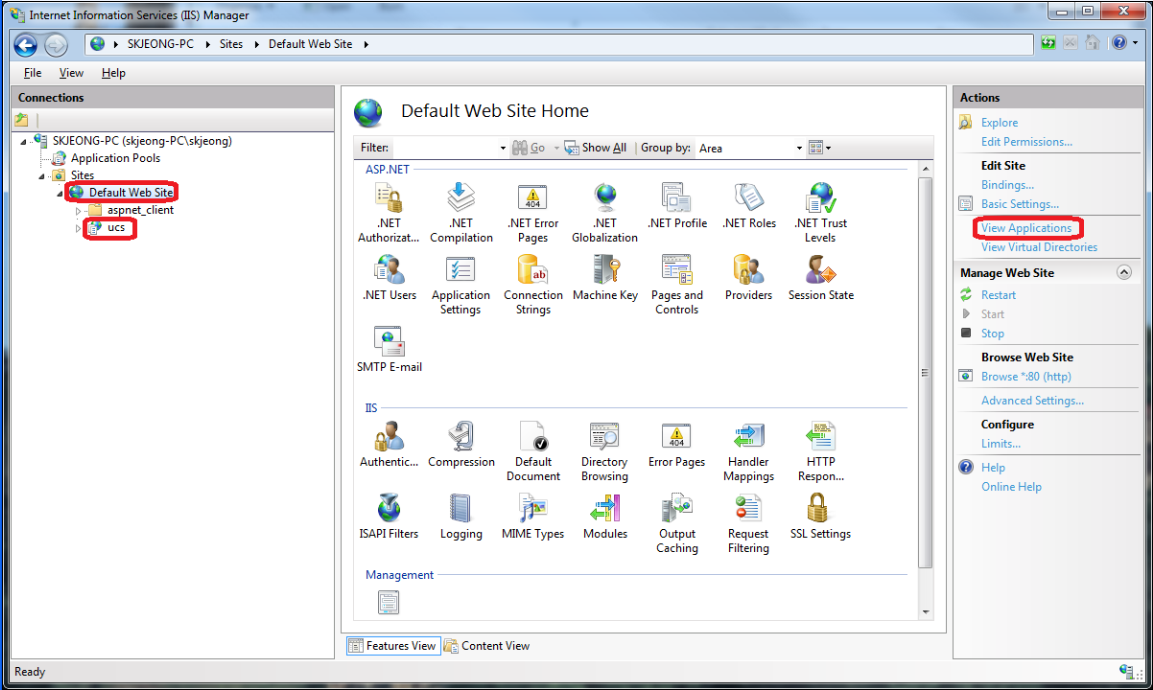
**(Solution)**

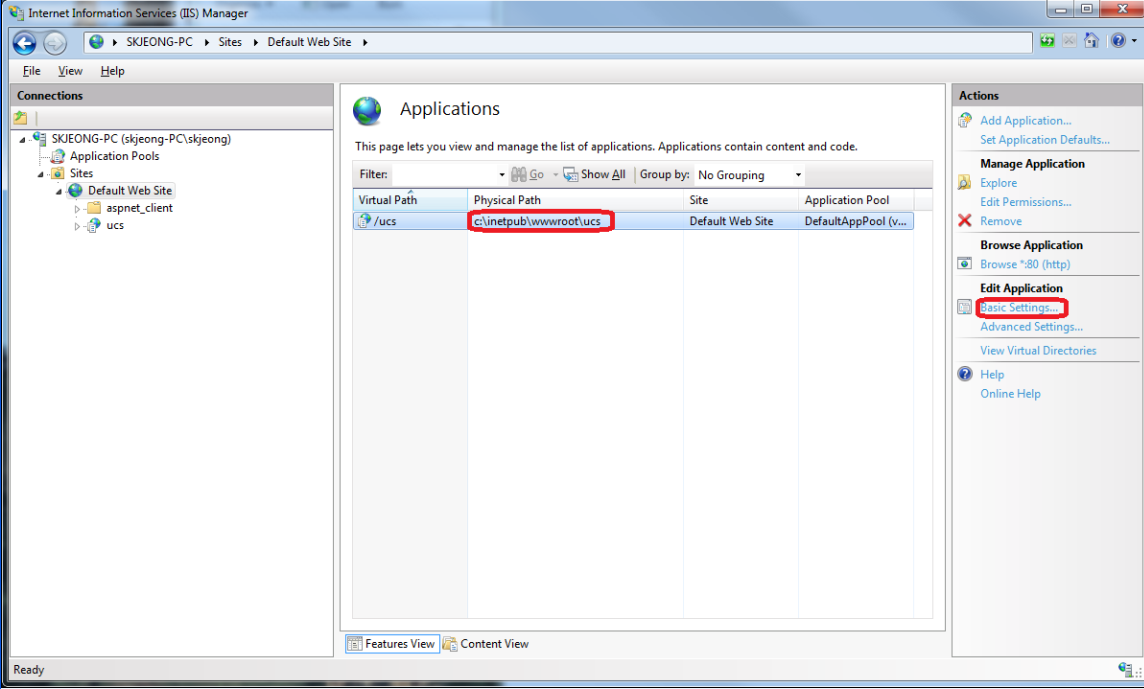
1) Verify IIS is installed   


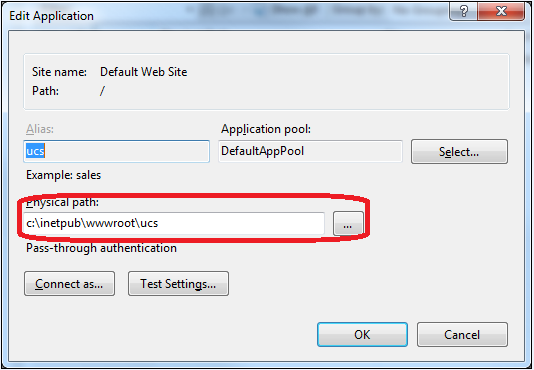
Please note that not all editions of Windows 7 have the Internet Information Services functionality.   
To install IIS, perform these steps:   
- First go to the Control Panel and ''select Programs and Features.   
- From there, 'select Turn Windows features on or off'   
- Expand the Internet Information Services node, and then the Web Management Tools and   
then the IIS 6 Management Compatibility.   
- Turn on these options on IIS.   
Internet Information Services – World Wide Web Services – Application Development Features – .NET Extensibility   
Internet Information Services – World Wide Web Services – Application Development Features – ASP .NET   
Internet Information Services – World Wide Web Services – Application Development Features Web Server – Application   
Development – ISAPI Extensions   
Internet Information Services – World Wide Web Services – Application Development Features Web Server – Application   
Development – ISAPI Filters   
Internet Information Services – Web Management Tools – IIS6 Management Compatibility – IIS Metabase Compatibility   
Internet Information Services – Web Management Tools – IIS6 Management Compatibility – IIS 6 WMI Compatibility   
Internet Information Services – Web Management Tools – IIS6 Management Compatibility – IIS 6 Scripting Tools   
- Click OK.   
(Please refer to the attached 'Windows Features' screenshot)

2) Verify Microsoft .Net Framework is installed   
To install .NET Framework, perform these steps:   
- Access the Control Panel and 'Select Programs and Features.   
- To access the Windows features screen, click on the option labeled ‘Turn Windows features on or off.’   
- The Windows Feature List window will open displaying all the Features available   
for your version of Windows Vista & Windows 7.   
- At the Windows Features screen (shown), verify ‘.NET Framework’ is checked.   
If it is not, click on the .NET Framework check box.   
- Click OK.   
  
3) Verify Microsoft ASP .NET AJAX Extensions 1.0 is installed   
- Access the Control Panel and 'select Programs and Features.   
- Then, currently installed programs on your computer will be displayed   
- Verify Microsoft ASP .NET AJAX Extensions 1.0 is in the list   
If it is not, uninstall UCS Web admin & Server package and reinstall UCS Server and Web Admin package in turns   
  
4) Please check and fix 'physical path' of UCS web admin application   
- Run Internet Information Services (IIS) Manager in Control Panel   
- Expand Default Web Site of Connections area on the left side of the window

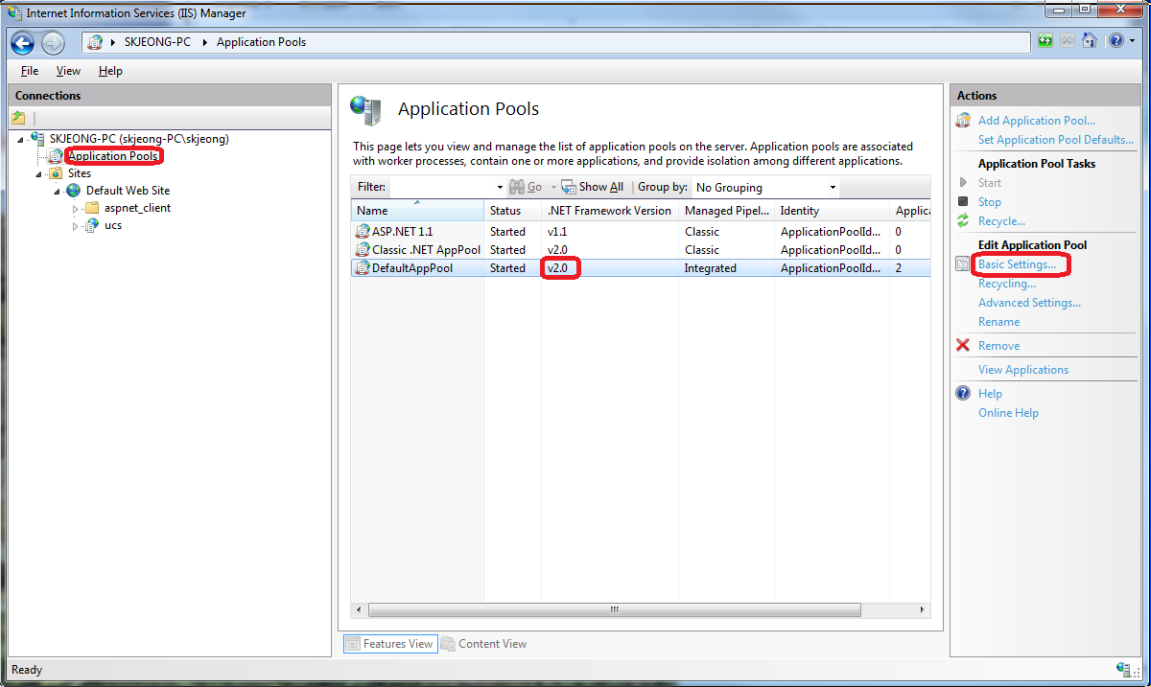
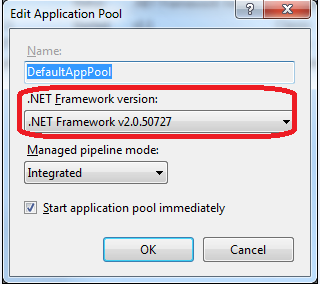
- Click 'View Applications' of Actions area on the right side of the window





- 'select ucs application   
- Click 'Basic Settings...' of Actions area on the right side of the window   
- Then, 'Edit Application' Window will be displayed   
- Fix the 'Physical Path' field if there is no Driver letter  
 (Drive letter is not included <= It might be occurred during the installation of UCS web admin some cases)   
- Click 'OK' button   


5) Please check the Microsoft .Net framework version   
- Run Internet Information Services (IIS) Manager in Control Panel   
- Expand Application Pools area on the left side of the window

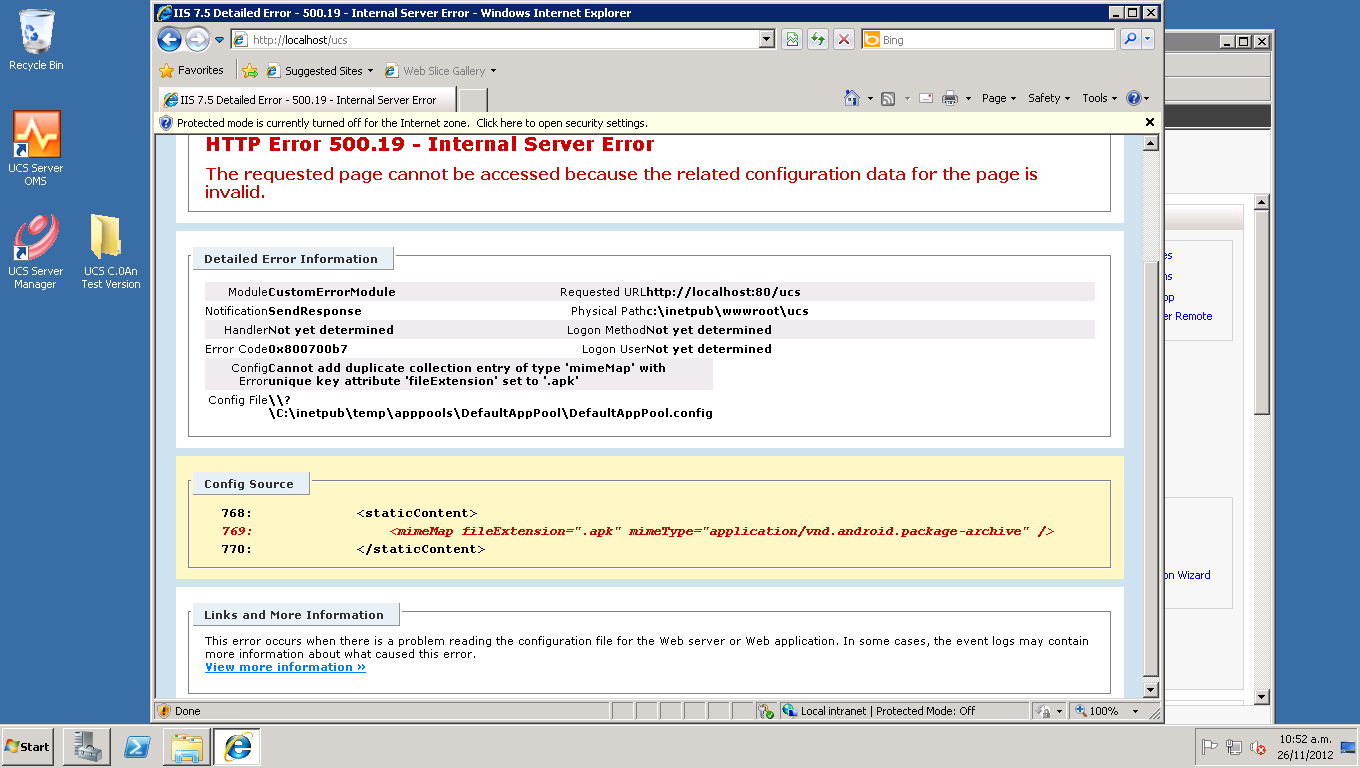
  
- Check .NET Framework Version of DefaultAppPool is 2.0   
- Otherwise, Click 'Basic Settings...' of Actions area on the right side of the window   
- Change .NET Framework version: to .Net Framework v2.0.xxxxx   
- Click 'OK' button   


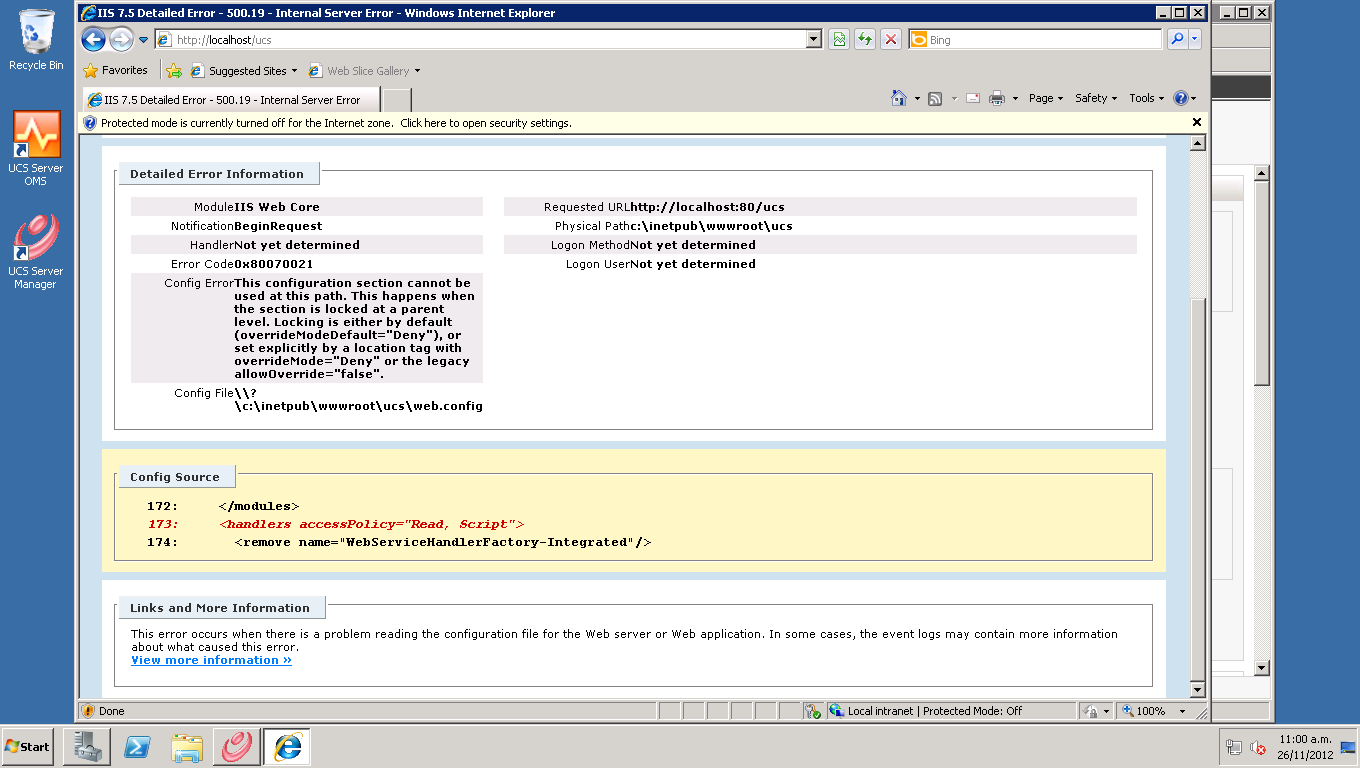
*Dear ELG,   
  
Thank you very much for your nice explanation.   
The driver letter was really missing at basic settings at Physical Path.   
After put c letter on it, UCS Server Admin works great.   
  
Thank you!   
Best regards.*

1. **UCS to Hyper V Win 2008 R2 web page problem in New Zealand**

Dear E-LG,   
We are trying to install UCS to a MS Hyper V VM Server, The new virtual machine is Win 2008 R2.

After installing UCS 30Am   
the webpage localhost/ucs gives a Http Error 500.19 - internal server error (details are as   
attached)





Best regards

**(Solution)**

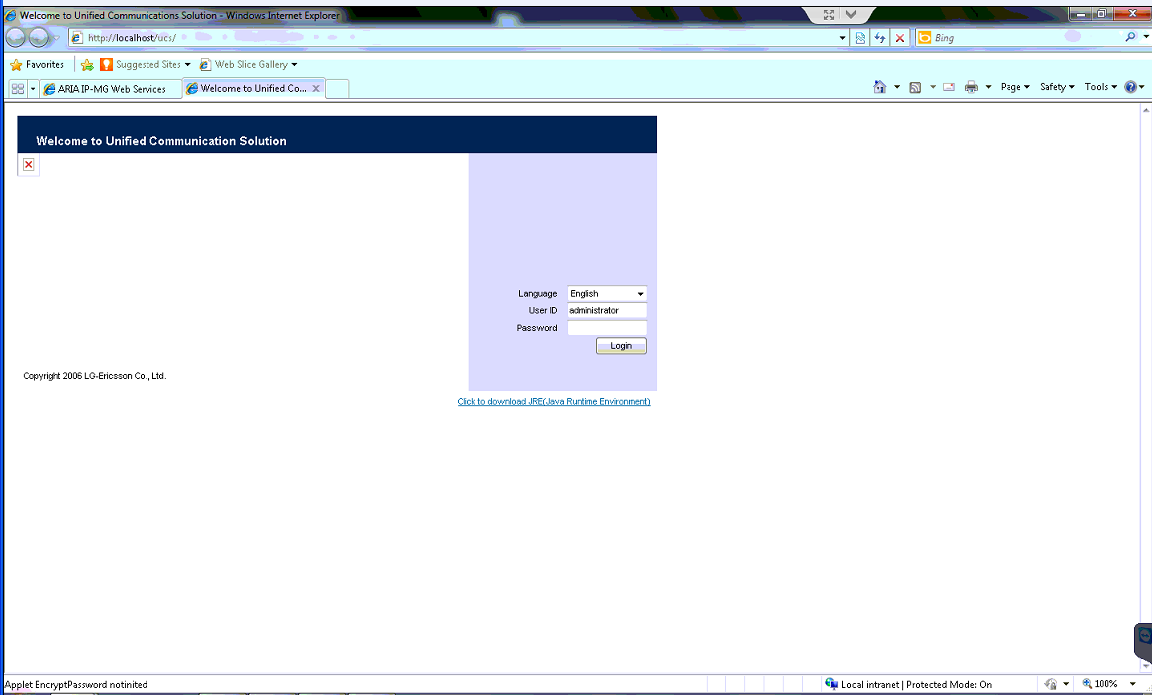
Hello,

I'm sorry for your inconvenience.   
Please refer to my guideline below.   
  
Please, remove UCS WebAdmin in the Control Panel to make it from scratch again.   
You have to check IIS server and .NET Framework in before UCS Server installation.   
For more information, please refer to the attached, which includes UCS Server User Guide.   
The preliminary condition and the order of installation are very important for UCS Server installation.   
  
  
1) Before installation of UCS Server and UCS Web Admin, User Access Control (UAC) in Windows Vista, Windows 7 and Windows   
2008 Server must be temporarily disabled to install the UCS Server and UCS Web Admin.   
  
2) Follow these steps to turn 'User Account Control' off   
(a) Open User Account Control Settings by clicking the Start button, and then clicking Control Panel.   
In the search box, type uac, and then click Change User Account Control settings.   
(b) To turn off UAC, move the slider to the Never notify position, and then click OK.   
If you're prompted for an administrator password or confirmation, type the password or provide confirmation.   
You will need to restart your computer for UAC to be turned off.   
  
  
3) Then, Please install UCS WebAdmin in accordance with the UCS Server User Guide, and check and fix if the UCS Server has a   
problem in the 'physical path' of its web admin.   
- Run Internet Information Services (IIS) Manager in Control Panel   
- Expand Default Web Site of Connections area on the left side of the window   
- Click 'View Applications' of Actions area on the right side of the window   
- ''select ucs application   
- Click 'Basic Settings...' of Actions area on the right side of the window   
- Then, 'Edit Application' Window will be displayed   
- Fix the 'Physical Path' field if it is empty or wrong.   
(Drive letter is not included <= It occurs sometimes during the installation of UCS web admin.   
This is known bug to us, so we already have fixed this physical path problem in UCS 3.0 and later)   
- Click 'OK' button   
  
  
Please ''update me after you apply to my instruction so that I could support you further.   
  
Best Regards,

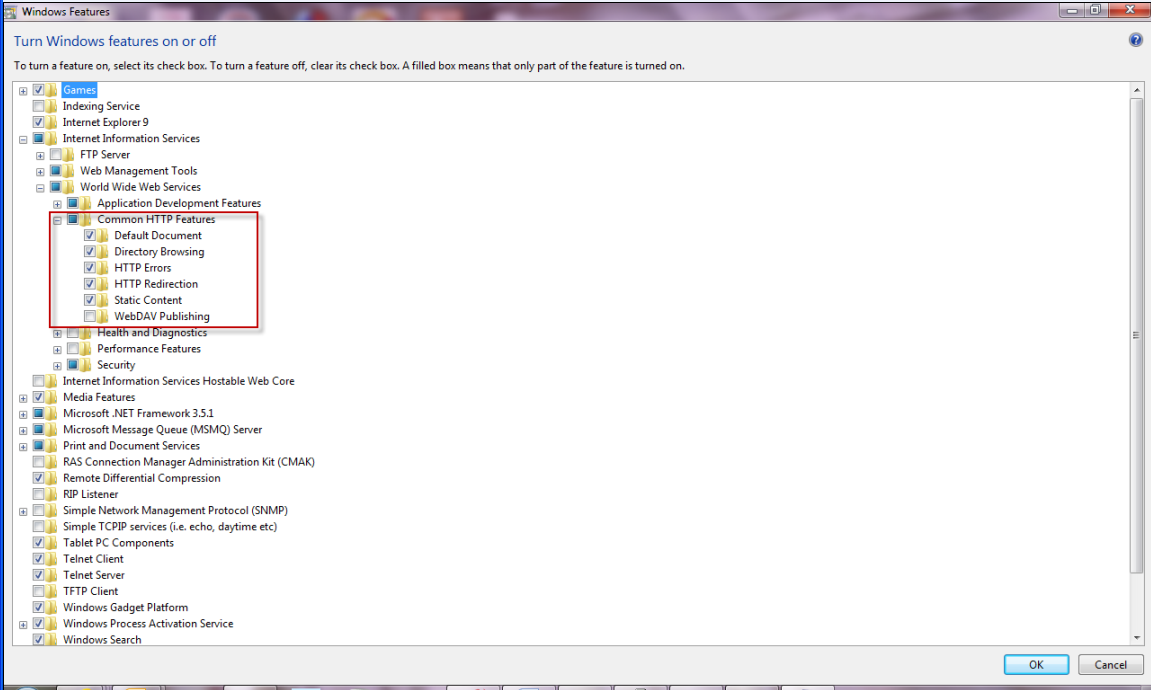
*Dear ELG  
  
Thanks for your quick reply,   
UAC was disabled, No AV is installed and the MS firewall was disabled before install.   
We have IIS6 and have .NET 3.5 installed, with the default .NET for UCS set for 2.0   
When we check the physical path, it looks OK, eccent the test physical path fails.   
We browse to the same path - only difference is C (capital) in the path name.   
but the test path fails.   
  
We have built a duplicate OS, and were very careful to use Run as Administrator - and have had no further   
problems. It has installed OK in the new Virtual server (but identical environment).   
  
So I think that may have been the issue.   
  
Im happy to close the IR now.   
  
Best regards*

1. **UCS WebAdmin page error in Windows 7 Ultimate PC in South Africa**

Good day,   
  
Please assist with the web admin that doesn`t load.   
Regards,



**(Solution)**

*Good day,   
update. the customer re-install Windows and installed UCS and there was no change   
He then configure the Windows's Feature as per on the attached image and this has seem to resolved the   
problem.   
  
Therefore it was a PC Related problem not UCS.   
I'll close this IR*

1. **UCS WebAdmin page error in Windows 7 64Bit PC in USA**

Good day,   
  
We are trying to install UCS on a 64 Bit PC and when launching the Web Server just keep   
getting a `HTTP Error 404.0` I would believe I have verified that the IIS is all enabled and that   
the ASP.Net is set for 2.0.50727 in all areas I can think of verifying the setting but I just can`t   
seem to get the Web Server to run the UCS program.

**(Solution)**

Hello ,   
  
I'm sorry for your inconvenience.   
Please refer to my answers to your question and instructions below.   
  
  
1) Yes, the UCS Server complies with 64Bit Windows 7. No problem.   
2) Please check and fix if the UCS Server has a problem in the 'physical path' of its web admin.   
- Run Internet Information Services (IIS) Manager in Control Panel   
- Expand Default Web Site of Connections area on the left side of the window   
- Click 'View Applications' of Actions area on the right side of the window   
- ''select ucs application   
- Click 'Basic Settings...' of Actions area on the right side of the window   
- Then, 'Edit Application' Window will be displayed   
- Fix the 'Physical Path' field if it is empty or wrong.   
(Drive letter is not included <= It occurs sometimes during the installation of UCS web admin.   
This is known bug to us, so we already have fixed this physical path problem in UCS 3.0 and later)   
- Click 'OK' button   
  
3) You need to run UCS Server Manager as administrator right   
- Select UCS Server Manager on Desktop   
- Right click   
- Select 'Properties' menu item   
- Click 'Compatibility' tab   
- Check 'Run this program as an administrator'   
- Click 'OK' button   
  
4) You need to turn off 'User Account Control' settings   
Whenever you run UCS Server Manager ,   
you will see the 'User Account Control' window and   
you have to click 'Yes' button to allow administrator right.   
If you do not want click the button every time,   
you have to turn off 'User Account Control' settings   
  
Follow these steps to turn 'User Account Control' off   
1) Open User Account Control Settings by clicking the Start button, and then clicking Control Panel.   
In the search box, type uac, and then click Change User Account Control settings.   
2) To turn off UAC, move the slider to the Never notify position, and then click OK.   
If you're prompted for an administrator password or confirmation, type the password or provide confirmation.   
You will need to restart your computer for UAC to be turned off.   
  
Please ''update me after you apply to my instruction.

*Hello ELG*

*Thank you that does resolve the issue*